1147 customers responded during the two periods of time (May 2014 & Jan 2015). Overall the respondents were staff (64%), faculty (23%) and administrators (13%). Out of these respondents, 147 returned from the May 2014 survey to complete the January 2015 version.

This forms one set of baseline data for which Strategic Procurement can assess their progress based on the perception of customer satisfaction. Please check back in during Autumn 2015 for a follow up survey and comparison analysis.
Summary

- Overall results show a moderate satisfaction with Procurement services. For all services on average with a scale of 1 to 5 where 1=Highly Dissatisfied and 5=Highly Satisfied, the average rating was 3.5.
- These results will serve as a baseline for future satisfaction surveys.
- Strategic Procurement Administrative Review is not well known or understood.

Are you aware of the recommendations in Strategic Procurement Administrative Review?

- 66.4% No
- 33.6% Yes
Survey Participation

**By Campus**

May 2014
(S48 Participants)

Jan 2015
(S99 Participants)

**By Role**

Jan 2015: Previous Participation

- Yes, 187
- No, 412
Ranked Importance of Services

First Time Participants May 2014

#1 - MaineStreet Marketplace*
#2 - Accounts Payable*
#3 - Travel and Expense **
#4 - Procurement Card **
#5 - General Support
#6 - Strategic Sourcing

First Time Participants Jan 2015

#1 - MaineStreet Marketplace
#2 - Accounts Payable
#3 - Travel and Expense *
#4 - Procurement Card *
#5 - General Support
#6 - Strategic Sourcing

Notable shift in importance for returning participants

Returning Participants for Jan 2015

#1 - MaineStreet Marketplace*
#2 - Accounts Payable*
#3 - Procurement Card
#4 - General Support
#5 - Travel & Expense
#6 - Strategic Sourcing

* Very close ranking, listed in descending order of importance

No notable difference between first time participants
Overall Satisfaction: All Services

First Time Participants May 2014

- Very Satisfied
- Neutral
- Very Dissatisfied

Very Satisfied
Neutral
Very Dissatisfied

First Time Participants Jan 2015

- No notable difference between first time participants

Consistent
Change
Satisfaction: Accounts Payable

Combined Average of All Responses

Breakdown by Survey Group

Jan 2015 First Time

Accuracy of Invoice Payments

Timeliness of Invoice Payments

Ability to get questions answered

Ability to get assistance on vendor disputes

Jan 2015 Returning

Accuracy of invoice payments
Timeliness of invoice payments
Ability to get questions answered
Ability to get assistance on vendor disputes
Combined Average of All Responses

Breakdown by Survey Group

Jan 2015 First Time

Ease of use
Availability to products
Availability to get competitive prices
Level of comm. about changes to MSM
Ability to get answers when I need help

Jan 2015 Returning
Satisfaction: P–Card

Combined Average of All Responses

Breakdown by Survey Group
Jan 2015 First Time
May 2014 First Time
Jan 2015 Returning

Ease of use
Process: Pcard usage approval
Ability to get help and answers
Level of comm. about policy/process changes

Combined Average of All Responses

Very Satisfied
Neutral
Very Dissatisfied

Ease of use
3.56
Process: Pcard usage approval
3.20
Ability to get help & answers
3.42
Level of communication: Policy/process changes
3.30

Very Dissatisfied

Very Satisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied
Satisfaction: Travel and Expense

Combined Average of All Responses

Breakdown by Survey Group

Jan 2015 First Time

Jan 2015 Returning

Process: Pre-travel approval
Process: Booking travel
Ability to get competitive pricing for travel services
Process: Reimbursement

Level of comm. about policy/process changes

Very Satisfied
Neutral
Very Dissatisfied

Combined Average of All Responses

Very Dissatisfied
Dissatisfied
Neutral
Satisfied
Very Satisfied
Satisfaction: Sourcing Support

Combined Average of All Responses

NOTE:
A majority of participants chose N/A, Neutral or skipped the question altogether. The data would support a theory that a majority of participants are not familiar or involved with the Strategic Sourcing area of Strategic Procurement.
Satisfaction: General Services

Combined Average of All Responses

Breakdown by Survey Group

Jan 2015 First Time

Ability to get answers when I need help
- Strategic Procurement website
- Ability to access training, tutorials, support materials
- Level of communication: Policy/process changes

Jan 2015 Returning

Ability to get answers when I need help
- Strategic Procurement website
- Ability to access training, tutorials, support materials
- Level of communication: Policy/process changes

Very Satisfied

Neutral

Very Dissatisfied

Very Satisfied

Dissatisfied

Neutral

Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Dissatisfied

Dissatisfied

Neutral

Satisfied
Satisfaction: APL

Combined Average of All Responses

Breakdown by Survey Group

Jan 2015 First Time

May 2014 First Time

Jan 2015 First Time

Jan 2015 Returning

APL VII-A: Purchasing Procedures

APL VII-C: Purchasing Cards

APL IV-B: Travel and Expense

APL IV-I: Use of University Funds

APL VII-H: Independent Contractor Status
Highest Communication Preference

- Someone I know I can call any time: 80%
- Email updates: 79%
- Department website: 58%

Lowest Communication Preference

- Newsletter (online): 39%
- User groups: 24%
- Town hall meetings: 21%

Training Preferences

1. Online Self-Paced Training
2. Online Job Aids
3. Online Interactive Webinars, One-on-One Training
4. Classroom Training, In-application Popup Training, Printed Job Aids

* These training modes were ranked very closely to each other and are listed in descending order of popularity.