



# Chico State Enterprises

RESEARCH | SERVICE | PARTNERSHIP

September 25, 2024

## Invitation to Participate in CSE's Customer Service Survey

Dear Chico State colleagues,

Chico State Enterprises (CSE) administration is embarking on a journey to improve and streamline services to ensure that we provide the support that you, our stakeholders, require to succeed. To achieve this, we need your candid feedback!

**We invite your participation in CSE's first Customer Service Survey.** The surveys are designed to gather your input on specific CSE services, identify those that are most impactful to you and/or your program, and hear from you how well CSE is currently providing those services. Your feedback will remain completely anonymous. We are 100% committed to taking your responses very seriously – both the positive and the negative – as critical input and inspiration to provide greater value to CSE programs and staff, and the campus community.

**Surveys have been developed for three customer segments.** Please select the survey below that best represents your role. If you feel that more than one survey applies to you and your feedback would be different depending on which hat you are wearing, please feel free to complete surveys from more than one segment.

**Surveys are now open through Wednesday, October 16, 2024,** and should take about 15 minutes to complete. We anticipate that some participants might not have experience with every service. Therefore, while there is not an 'N/A' option, participants can skip any questions that may not apply to their role and no response to those questions is needed.

[Project Director  
Survey](#)



[Project and Other Staff  
Survey](#)



[University Foundation \(UF\)  
Account Holder Survey](#)



For additional information, including survey FAQs, please visit the [CSE Customer Service webpage](#) or if you have any questions about this process, please contact Coleen Stewart at [cbstewart@csuchico.edu](mailto:cbstewart@csuchico.edu).

Thank you in advance for this gift of feedback! We look forward to hearing your voice.

*Mary Sidney*

Mary Sidney  
CEO, Chico State Enterprises