



Chico State Enterprises

RESEARCH | SERVICE | PARTNERSHIP

September 19, 2024

Upcoming CSE Customer Service Survey

Dear Chico State community,

Chico State Enterprises (CSE) programs have more than doubled over the past few years and unprecedented, explosive growth continues! The administrative team is excited to support this important work and see the reach of Chico State rapidly expanding throughout the North State region and beyond. At the same time, the administrative infrastructure of CSE has been seriously challenged as staff, policies and processes have been put to extraordinary tests to support grants with new complexities in new areas of research and new types of partnerships.

CSE programs achieved another record-breaking year, however we know there have been significant pain points along the way. With this in mind, 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 have partnered with the consulting firm UpstreamHR with experience in diverse public and private industry sectors, to assist in the development and implementation of CSE's first customer service survey.

We want to hear from you...

Recognizing the diversity of campus stakeholders and roles, we have identified and developed surveys for three customer segments:

- Project Directors
- Project and Other Staff
- University Foundation (UF) Account Holders

You will receive an electronic invitation to participate in a survey that will take approximately 15 minutes to complete. Please select the survey 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.

These 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 so you can feel comfortable being open, honest, and direct. We expect that some feedback may be difficult to hear, and we know that this process may not always be easy. Most importantly, however, 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.

We are set to distribute surveys on Wednesday, September 25, 2024. Results of the surveys will be shared in November. If you would like to preview the questions in advance to prepare your thoughts, survey questions and FAQs can be viewed on the [CSE Customer Service Survey webpage](#). If you have any questions about this process, please contact Coleen Stewart at cbstewart@csuchico.edu.

I truly hope you choose to participate. Thank you in advance for taking the time to provide this crucial feedback. We look forward to hearing from you!

Sincere regards,



Mary Sidney
CEO, Chico State Enterprises