

HRDI CUSTOMER SATISFACTION SURVEY 2020 RESULTS SUMMARY

ENGAGEMENT & LEARNING

Department Overview

The Engagement and Learning office is responsible for employee training and workshops, community building programming and the monthly engagement newsletter.

Customer Positive Experiences via Open Ended Responses

- Training
- Newsletter
- Workshops

SATISFACTION WITH **DEPARTMENT SERVICES**

100%

75%

50%

25%

0%

Understands Clustomer Needs

84.00%

88.60%

Overall satisfaction

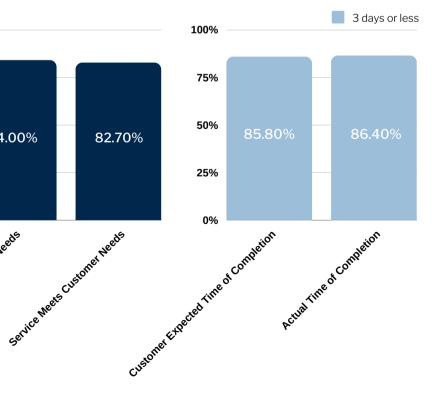


193/748

Overall

respondents

for department



Customer Suggestions for Improvement via **Open Ended Responses**



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