# IT for Administration & Finance

## The Road to Success:
## Customer Satisfaction Survey 2017

Of the 46,825 Titans invited to take the survey

**44% STAFF**

**24% FACULTY**

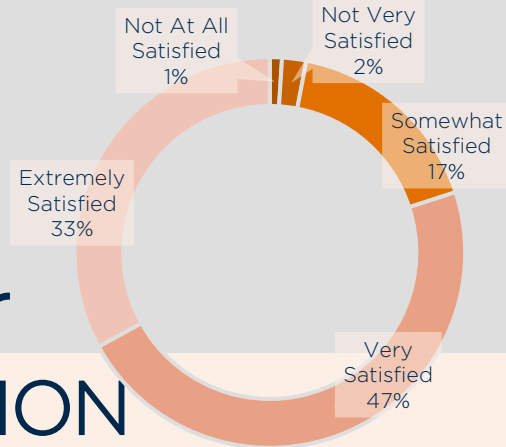**17% STUDENTS**

RESPONDED

## Overall Customer SATISFACTION

for IT for Administration & Finance

Not At All Satisfied 1%

Not Very Satisfied 2%

Somewhat Satisfied 17%

Extremely Satisfied 33%

Very Satisfied 47%

## 154
**RESPONSES**
to the IT for Administration & Finance survey questions

## Influential Strengths

Understands my Needs & Requirements

## 4.10
**MEAN SCORE**
Overall Customer Satisfaction
Scale: 1-5

Resolves Problems Effectively
Effectively Uses Websites/Online Documentation
Moving in a Positive Direction
Provides Effective Advice & Guidance

## Primary Opportunities for
## IMPROVEMENT

# The Road to Success Customer Satisfaction Survey 2017
## AFIT, IT for Administration & Finance

AFIT provides software development, systems configuration, scanning (FileNet), electronic document storage and retrieval (Not General IT)

### Primary Opportunities

Resolves Problems Effectively
Effectively Uses Websites, Online Documentation
Moving in a Positive Direction
Provides Effective Advice, Guidance

## 154
respondents

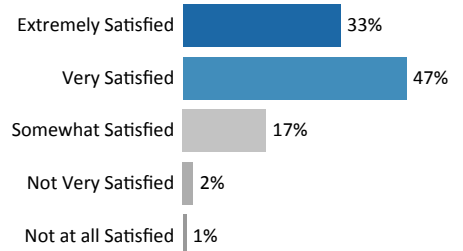### Influential Strengths

Understands My Needs and Requirements

### Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

## 4.10
mean

*Standard Deviation 0.80*

| | |
|---|---|
| Extremely Satisfied | 33% |
| Very Satisfied | 47% |
| Somewhat Satisfied | 17% |
| Not Very Satisfied | 2% |
| Not at all Satisfied | 1% |

### Mean Scores   Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

| # | Question | 2017 |
|---|---|---|
| 1 | Thinking of your OVERALL experience with AFIT, how would you rate your satisfaction with AFIT during the past 12 months? | 4.10 |
| 2 | Understands my needs and requirements | 4.15 |
| 3 | Accessible to customers (via phone/voicemail, email, online chat, OR in-person) | 4.14 |
| 4 | Responsive to requests or problems within an acceptable time | 4.03 |
| 5 | Provides effective support, guidance, products, and/or tools | 4.14 |
| 6 | Satisfaction with AFIT's communication on technical topics | 4.10 |
| 7 | Resolves problems effectively | 4.11 |
| 8 | Effectively uses department's website to provide up-to-date information and services | 3.99 |
| 9 | Knowledgeable staff | 4.25 |
| 10 | Courteous, helpful staff | 4.40 |
| 11 | Moving in a positive direction to better meet my needs | 4.12 |

## Background

- 2017 was the first year for the The Road to Success Customer Satisfaction Survey
- 20 different services across 9 administrative areas were included in the survey
- The survey included 10 to 12 standard scaled (1-5) rating questions and up to 3 open-ended questions
- 46,825 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,629 (18%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Since some services are used only by faculty or staff or students, invitees could only select services relevant to them
- The survey was available to take from April 5 to April 28, 2017
- N/As and blank responses did not count in calculations for mean scores