

The Road to Success: Customer Satisfaction Survey 2017

Accounting Services & Financial Reporting

Of the 46,825 Titans
invited to take the survey

44% STAFF

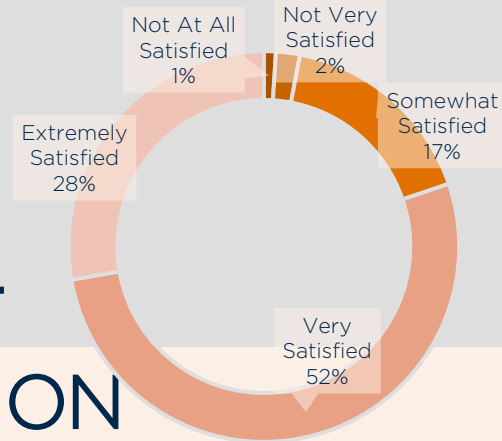
24% FACULTY

17% STUDENTS

RESPONDED

Overall Customer SATISFACTION

for Accounting Services & Financial Reporting



177

RESPONSES

to the Accounting
Services & Financial
Reporting survey
questions

Influential Strengths

Responds to Requests Within an
Acceptable Time
Resolves Problems Effectively
Moving in a Positive Direction

4.06

MEAN SCORE
Overall Customer
Satisfaction
Scale: 1-5

Understands my Needs & Requirements
Provides Effective Advice & Guidance
Accessible to Customers

Primary Opportunities for

IMPROVEMENT

The Road to Success Customer Satisfaction Survey 2017
Accounting Services, Financial Reporting (Not Accounts Payable)

Accounting Services, Financial Reporting provides monthly account analyses, financial statements, reconciliations, Expenditure Transfer Requests (ETR), chargebacks (recharges), invoicing, and trust accounting (Not Accounts Payable)

177
 respondents

Primary Opportunities

- Understands My Needs and Requirements
- Provides Effective Advice, Guidance
- Accessible to Customers

Influential Strengths

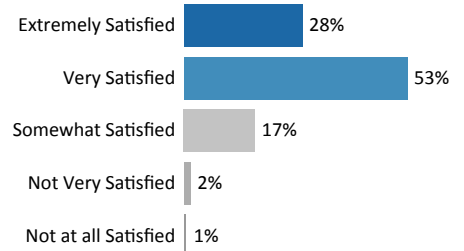
- Responds to Requests Within an Acceptable Time
- Resolves Problems Effectively
- Moving in a Positive Direction

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?

4.06
 mean

Standard Deviation
 0.75



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 Accounting Services, Financial Reporting, how would you rate your satisfaction with Accounting Services, Financial Reporting during the past 12 months in meeting your department's needs?	4.06
2	Understands my needs and requirements	4.05
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.05
4	Responsive to requests or problems within an acceptable time	4.10
5	Provides effective advice, support, and guidance	4.06
6	Satisfaction with the quality of relevant information received regarding: Accounting Policy Updates	3.98
7	Satisfaction with the quality of relevant information received regarding: Training Offered by Accounting Services, Financial Reporting	4.02
8	Resolves problems effectively	4.07
9	Effectively uses websites and systems to provide access to Accounting Services, Financial Reporting and services	3.99
10	Knowledgeable staff	4.18
11	Helpful, courteous staff	4.21
12	Moving in a positive direction to better meet my department's needs	4.10

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