

The Road to Success: Customer Satisfaction Survey 2017

Accounts Payable/ Travel

Of the 46,825 Titans
invited to take the survey

44% STAFF

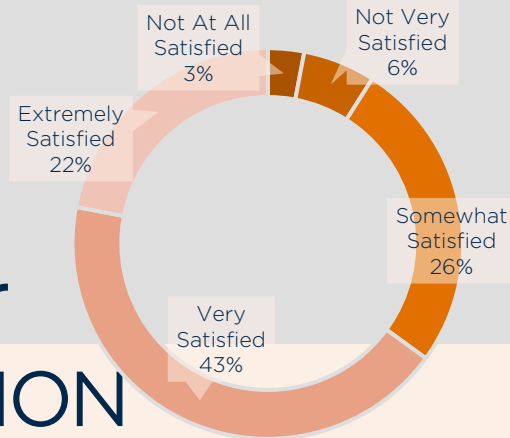
24% FACULTY

17% STUDENTS

RESPONDED

Overall Customer SATISFACTION

for Accounts Payable/Travel



473

RESPONSES

to the Accounts
Payable/Travel survey
questions

Influential Strengths

Provides Effective
Advice & Guidance

3.75

MEAN SCORE
Overall Customer
Satisfaction
Scale: 1-5

Understands my Needs & Requirements
Moving in a Positive Direction
Resolves Problems Effectively
Responds to Requests Within an Acceptable Time

Primary Opportunities for

IMPROVEMENT

The Road to Success Customer Satisfaction Survey 2017 Accounts Payable, Travel Payment Services

Accounts Payable, Travel Payment Services handles travel-related expenditures, ensures vendor invoices and faculty, staff, and student reimbursements are paid (i.e. petty cash, travel claims).

473
 respondents

Primary Opportunities

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Resolves Problems Effectively
- Responds to Requests Within an Acceptable Time

Influential Strengths

- Provides Effective Advice, Guidance

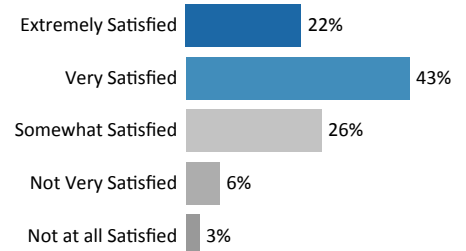
Overall Satisfaction

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?

3.75

mean

Standard Deviation
 0.96



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 Accounts Payable, Travel Payment Services, how would you rate your satisfaction with Accounts Payable, Travel Payment Services during the past 12 months in meeting your department's needs?	3.75
2	Understands my needs and requirements	3.74
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.83
4	Responsive to requests or problems within an acceptable time	3.72
5	Provides effective advice, support, and guidance	3.83
6	Resolves problems effectively	3.77
7	Effectively uses websites and systems to provide access to Accounts Payable, Travel Payment Services information and services	3.72
8	Knowledgeable staff	4.02
9	Helpful, courteous staff	4.01
10	Moving in a positive direction to better meet my department's needs	3.73

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