

The Road to Success: Customer Satisfaction Survey 2017

Student Financial Services (SFS)

Of the 46,825 Titans
invited to take the survey

44% STAFF

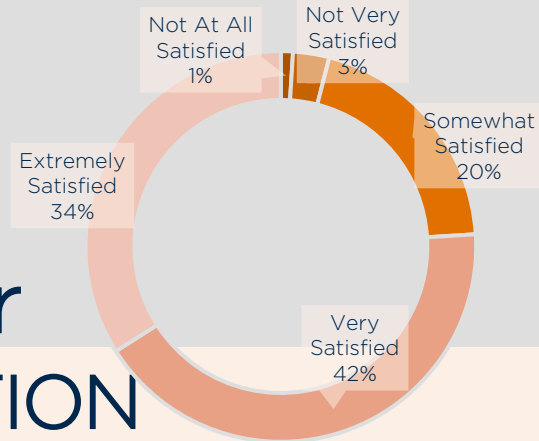
24% FACULTY

17% STUDENTS

RESPONDED

Overall Customer SATISFACTION

for Student Financial Services (SFS)



764

RESPONSES

to the Student Financial
Services (SFS) survey
questions

Influential Strengths

Understands my Needs &
Requirements
Moving in a Positive Direction

4.04

MEAN SCORE
Overall Customer
Satisfaction
Scale: 1-5

Resolves Problems Effectively
Provides Effective Advice & Guidance
Satisfied with SFS' Answer

Primary Opportunities for

IMPROVEMENT

The Road to Success Customer Satisfaction Survey 2017 SFS, Student Accounts (Not Financial Aid Office)

SFS provides information on student account payments, fees, refunds, and 1098 tax documents (Not the Financial Aid Office).

764
 respondents

Primary Opportunities

Resolves Problems Effectively
 Provides Effective Advice, Guidance
 Satisfied with SFS' Answer

Influential Strengths

Understands My Needs and Requirements
 Moving in a Positive Direction

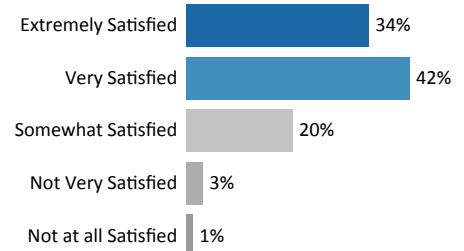
Overall Satisfaction

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?

4.04

mean

Standard Deviation
 0.89



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 SFS, how would you rate your satisfaction with SFS during the past 12 months in meeting your department's needs?	4.04
2	Understands my needs and requirements	4.06
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.04
4	Responsive to requests or problems within an acceptable time	4.03
5	Provides effective advice, support, and guidance	4.05
6	How satisfied are you with SFS's ability to answer your question or direct you to the proper location?	4.05
7	Resolves problems effectively	4.03
8	Effectively uses websites and systems to provide access to SFS information and services	4.04
9	Knowledgeable staff	4.09
10	Helpful, courteous staff	4.12
11	Moving in a positive direction to better meet my department's needs	4.08

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