

The Road to Success: Customer Satisfaction Survey 2017

VP's Office, Administration & Finance

Of the 46,825 Titans
invited to take the survey

44% STAFF

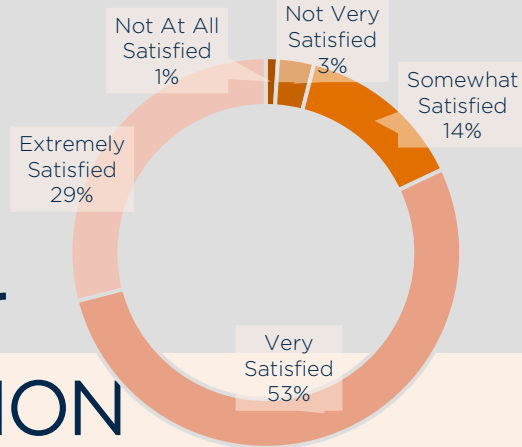
24% FACULTY

17% STUDENTS

RESPONDED

Overall Customer SATISFACTION

for VP's Office, Administration & Finance



109

RESPONSES

to the VP's Office,
Administration & Finance
survey questions

4 Influential Strengths

Accessible to Customers
Knowledgeable Staff
Helpful Staff
Responds to Requests within an
Acceptable Time

4.06

MEAN SCORE
Overall Customer
Satisfaction
Scale: 1-5

Understands my Needs & Requirements
Provides Effective Advice & Guidance

Primary Opportunities for

IMPROVEMENT

The Road to Success Customer Satisfaction Survey 2017
 VP's Office, Administration & Finance

To be completed by any MPP, Administrator, and Support Staff that regularly interacts with the VP's Office of Administration & Finance.

109
 respondents

Primary Opportunities

Understands My Needs and Requirements
 Provides Effective Advice, Guidance

Influential Strengths

Accessible to Customers
 Knowledgeable Staff
 Helpful Staff
 Responds to Requests Within an Acceptable Time

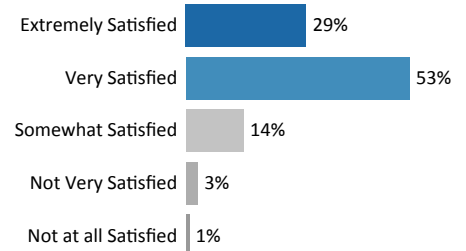
Overall Satisfaction

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
 0.79



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 VP's Office of Administration & Finance, how would you rate your satisfaction with VP's Office of Administration & Finance during the past 12 months in meeting your department's needs?	4.06
2	Understands my needs and requirements	3.95
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	4.02
5	Provides effective advice, support, and guidance	3.96
6	Satisfaction with the updates communicated by the VP's Office of Administration & Finance	3.94
7	Resolves problems effectively	3.96
8	Effectively uses websites and systems to provide access to VP's Office of Administration & Finance information and services	3.95
9	Knowledgeable staff	4.11
10	Helpful, courteous staff	4.15
11	Moving in a positive direction to better meet my department's needs	3.97

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