

Customer Satisfaction Survey 2017/18

A&F Information Technology - AFIT

AFIT supports the Divisions of Admin & Finance, HRDI, and various departments in systems development and maintenance.

[3.94]

Understands Customer Needs

[3.97]

Accessible to Customers

[3.86]

Responsive to Requests

[3.93]

Provides Effective Advice & Guidance

[3.96]

Resolves Problems Effectively

[3.80]

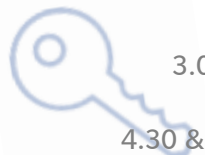
Effectively Uses Website

[4.10]

Knowledgeable Staff

[4.24]

Helpful Staff



Below 3.0 : Low
3.00-3.59 : Marginal
3.60-4.29 : Good
4.30 & Above : Excellent



191

Respondents



3.91

Overall Satisfaction with AFIT



3.97

Moving in a Positive Direction to Meet Customer Needs

STRENGTHS

Moving in a Positive Direction

Knowledgeable Staff



Opportunities for IMPROVEMENT

Understands Customer Needs

Effective Communications

Request Resolution Time



The Road to Success Customer Satisfaction Survey

Administration & Finance Information Technology (AFIT)

Administration and Finance Information Technology (AFIT) supports the Division of Administration and Finance, HRDI, and various other departments. Our services include the development and maintenance of systems that service the campus community. AFIT campus-wide services include Concur, employee training center, document scanning (FileNet), and electronic signatures.

2018

191
respondents

2017

154 respondents

Strengths

- Moving in a Positive Direction
- Knowledgeable Staff
- Helpful Staff

Opportunities

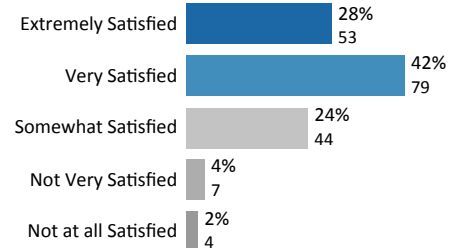
- Understands My Needs and Requirements
- Effective Communications
- Request Resolution Time

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?

3.91
mean

Standard Deviation
0.92



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

#	Question	2017	2018	Chg from 2017 to 2018
1	Thinking of your OVERALL experience with AFIT, how would you rate your satisfaction with AFIT during the past 12 months?	4.10	3.91	↓
2	Understands my needs and requirements	4.15	3.94	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.14	3.97	↓
4	Responsive to requests or problems within an acceptable time	4.03	3.86	↓
5	Satisfaction with AFIT support help request resolution time		3.93	
6	Provides effective support, guidance, products, and/or tools	4.14	3.93	↓
7	Satisfaction with AFIT's communication on technical topics	4.10	3.89	↓
8	Resolves problems effectively	4.11	3.96	↓
9	Effectively uses department's website to provide up-to-date information and services	3.99	3.80	↓
10	Knowledgeable staff	4.25	4.10	↓
11	Courteous, helpful staff	4.40	4.24	↓
12	Moving in a positive direction to better meet my needs	4.12	3.97	↓

Background

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

- 2018 was the second year for The Road to Success Customer Satisfaction Survey
- 20 different services across 8 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
- 46,121 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 6,400 (13.9%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Some services were pre-selected for faculty, staff, or students as they only used certain services that were relevant to them
- The survey was available to take from April 3 to April 20, 2018
- N/As and blank responses did not count in calculations for mean scores