The Road to Success
Customer Satisfaction Survey 2017/18

Accounts Payable & Travel handles travel related expenditures and ensures vendor invoices and reimbursements are paid.

- **3.76** Understands Customer Needs
- **3.74** Accessible to Customers
- **3.71** Responsive to Requests
- **3.82** Provides Effective Advice & Guidance
- **3.77** Resolves Problems Effectively
- **3.66** Effectively Uses Website
- **4.05** Knowledgeable Staff
- **4.05** Helpful Staff

### STRENGTHS
- Provides Effective Advice
- Helpful Staff

3.82 Respondents

3.78 Overall Satisfaction with Accounts Payable & Travel

3.75 Moving in a Positive Direction to Meet Customer Needs

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

Opportunities for IMPROVEMENT
- Understands Customer Needs
- Resolves Problems Effectively
- Responds to Requests Quickly

adminfin.fullerton.edu/survey
**The Road to Success Customer Satisfaction Survey**  
**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).

### 2018
452 respondents

### 2017
473 respondents

#### Strengths
- Provides Effective Advice, Guidance
- Helpful Staff
- Knowledgeable Staff

#### Opportunities
- Understands My Needs and Requirements
- Resolves Problems Effectively
- Responds to Requests Within an Acceptable Time

#### Mean Scores

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017</th>
<th>2018</th>
<th>Mean Score</th>
<th>Change from 2017 to 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Accounts Payable &amp; Travel, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?</td>
<td>3.75</td>
<td>3.78</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.74</td>
<td>3.76</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>3.83</td>
<td>3.74</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>3.72</td>
<td>3.71</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>3.83</td>
<td>3.82</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>3.77</td>
<td>3.77</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to Accounts Payable &amp; Travel information and services</td>
<td>3.72</td>
<td>3.66</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.02</td>
<td>4.05</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.01</td>
<td>4.05</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department's needs</td>
<td>3.73</td>
<td>3.75</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Background
- 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

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**Mean Scores**

- **Below 3.00 - Low**
- **3.00 to 3.59 - Marginal**
- **3.60 to 4.29 - Good**
- **4.30 & above - Excellent**

**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?

<table>
<thead>
<tr>
<th>Level</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>24%</td>
<td>25%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>43%</td>
<td>189%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>25%</td>
<td>109%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>5%</td>
<td>23%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>4%</td>
<td>16%</td>
</tr>
</tbody>
</table>

**Mean** 3.78

**Standard Deviation** 0.99

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**Change from 2017 to 2018**

★ Change from 2017 to 2018 is statistically significant

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**Change of 0.09 or greater**