

Customer Satisfaction Survey 2017/18

Accounting Services & Financial Reporting

ASFR provides monthly account analyses, processes financial transactions, and monitors the General Ledger.

[4.23]

Understands Customer Needs

[4.20]

Accessible to Customers

[4.23]

Responsive to Requests

[4.20]

Provides Effective Advice & Guidance

[4.14]

Resolves Problems Effectively

[4.10]

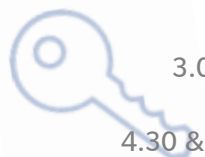
Effectively Uses Website

[4.31]

Knowledgeable Staff

[4.32]

Helpful Staff



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



130
Respondents



4.20
Overall
Satisfaction
with ASFR



4.21
Moving in a
Positive
Direction to
Meet
Customer
Needs

STRENGTHS

Understands
Customer Needs

Responds to
Requests Quickly



Opportunities for IMPROVEMENT

Resolves Problems
Effectively

Provides Effective Advice

Effectively Uses Website



The Road to Success Customer Satisfaction Survey

Accounting Services, Financial Reporting (AFSR, Not Accounts Payable)

Accounting Services & Financial Reporting (AFSR) is NOT Accounts Payable. ASFR provides monthly account analyses and reconciliations, monitors the General Ledger, and processes financial transactions such as Expenditure Transfer Requests (ETR), chargebacks (recharges), Request for Invoice Form, and trust accounting.

2018

130
respondents

2017

177 respondents

Strengths

- Understands My Needs and Requirements
- Responds to Requests Within an Acceptable Time
- Helpful Staff

Opportunities

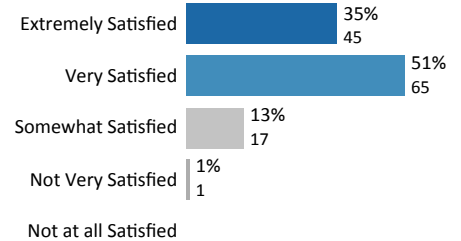
- Resolves Problems Effectively
- Provides Effective Advice, Guidance
- Effectively Uses Websites, Online Documentation

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?

4.20
mean

Standard Deviation
0.69



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 ASFR, how would you rate your satisfaction with ASFR during the past 12 months in meeting your department's needs?	4.06	4.20	↑
2	Understands my needs and requirements	4.05	4.23	↑
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.05	4.20	↑
4	Responsive to requests or problems within an acceptable time	4.10	4.23	↑
5	Provides effective advice, support, and guidance	4.06	4.20	↑
6	Resolves problems effectively	4.07	4.14	↑
7	Effectively uses websites and systems to provide access to ASFR and services	3.99	4.10	↑
8	Knowledgeable staff	4.18	4.31	↑
9	Helpful, courteous staff	4.21	4.32	↑
10	Moving in a positive direction to better meet my department's needs	4.10	4.21	↑

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

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