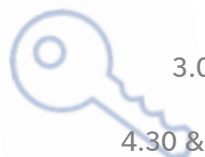


Customer Satisfaction Survey 2017/18

[SFS Cashier's Office]

SFS Cashier's Office receives deposits and payments for bills and fees.

- [4.13] Understands Customer Needs
- [4.05] Accessible to Customers
- [4.14] Responsive to Requests
- [4.09] Provides Effective Advice & Guidance
- [4.13] Resolves Problems Effectively
- [4.05] Effectively Uses Website
- [4.15] Knowledgeable Staff
- [4.19] Helpful Staff



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



1,316
Respondents



4.12
Overall
Satisfaction
with AFIT



4.12
Moving in a
Positive
Direction to
Meet
Customer
Needs

STRENGTHS

- Understands Customer Needs
- Responsive to Requests



Opportunities for IMPROVEMENT

- Provides Effective Advice & Guidance
- Effectively Uses Websites
- Accessible to Customers



The Road to Success Customer Satisfaction Survey

Cashier's Office

Cashier's Office receives deposits and payments for bills and fees.

2018

1,316
respondents

2017

1,457 respondents

Strengths

- Understands My Needs & Requirements
- Responds to Requests Within an Acceptable Time
- Resolves Problems Effectively

Opportunities

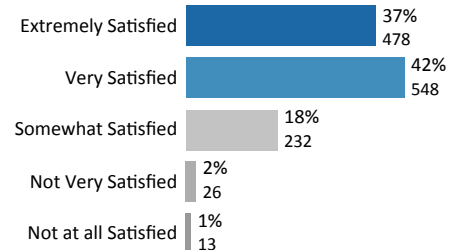
- Provides Effective Advice, Guidance
- Effectively Uses Websites, Online Documentation
- Accessible to Customers

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?

4.12
mean

Standard Deviation
0.84



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 Cashier's Office, how would you rate your satisfaction with Cashier's Office during the past 12 months in meeting your department's needs?	4.08	4.12	
2	Understands my needs and requirements		4.13	
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.08	4.05	
4	Responsive to requests or problems within an acceptable time	4.07	4.14	
5	Provides effective advice, support, and guidance	4.08	4.09	
6	Resolves problems effectively	4.08	4.13	
7	Effectively uses websites and systems to provide access to Cashier's Office information and services	4.05	4.05	
8	Knowledgeable staff	4.12	4.15	
9	Helpful, courteous staff	4.12	4.19	
10	Moving in a positive direction to better meet my department's needs	4.07	4.12	

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