The Road to Success
Customer Satisfaction Survey 2017/18

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

Opportunities for Improvement

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

adminfin.fullerton.edu/survey
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?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>37%</td>
<td>42%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>42%</td>
<td>54%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>18%</td>
<td>19%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Mean 4.12

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

# Question
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

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

Survey conducted by Organizational Assessments and Strategy, Office of Operational Strategic Initiatives, UC San Diego