The Road to Success
Customer Satisfaction Survey 2017/18
[Resource Planning & Budget]

Resource Planning & Budget provides assistance with monthly salary projections, dashboard reports, capital budgeting and project financing support, and budget development.

**3.56**
Understands Customer Needs

**3.73**
Accessible to Customers

**3.67**
Responsive to Requests

**3.56**
Provides Effective Advice & Guidance

**3.56**
Resolves Problems Effectively

**3.42**
Effectively Uses Website

**3.81**
Knowledgeable Staff

**3.96**
Helpful Staff

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

28 Respondents
3.67 Overall Satisfaction with Resource Planning & Budget
3.60 Moving in a Positive Direction to Meet Customer Needs

**STRENGTHS**
- Responds to Requests Quickly
- Helpful Staff

Opportunities for IMPROVEMENT
- Effectively Uses Website
- Understands Customer Needs
- Moving in a Positive Direction

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

**Resource Planning & Budget**

Resource Planning & Budget provides assistance with dashboard reports, monthly salary projections, Payroll Expense Transfers (PET), Budget Transfer Requests (BTR), budget journals, Labor Cost Distributions (LCD), Position Budgeting and Planning Systems (PBPS), developing budgets and rates, and capital budgeting and project financing support.

### 2018

**28 respondents**

**Strengths**
- Responds to Requests Within an Acceptable Time
- Helpful Staff
- Knowledgeable Staff

**Opportunities**
- Effectively Uses Websites, Online Documentation
- Understands My Needs and Requirements
- Moving in a Positive Direction

<table>
<thead>
<tr>
<th>Mean Scores</th>
<th>Below 3.00 - Low</th>
<th>3.00 to 3.59 - Marginal</th>
<th>3.60 to 4.29 - Good</th>
<th>4.30 &amp; above - Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>Question</td>
<td>Mean Score</td>
<td>Change from 2017 to 2018</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Resource Planning &amp; Budget, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?</td>
<td>3.84</td>
<td>3.67</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.87</td>
<td>3.56</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>3.93</td>
<td>3.73</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>4.02</td>
<td>3.67</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>3.98</td>
<td>3.56</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>3.95</td>
<td>3.56</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to Resource Planning &amp; Budget information and services</td>
<td>3.78</td>
<td>3.42</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.15</td>
<td>3.81</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.11</td>
<td>3.96</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.91</td>
<td>3.60</td>
<td></td>
</tr>
</tbody>
</table>

### 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?

- Extremely Satisfied: 26% (7)
- Very Satisfied: 37% (10)
- Somewhat Satisfied: 11% (3)
- Not Very Satisfied: 11% (3)
- Not at all Satisfied: 11% (3)

**Mean Score**: 3.67

**Standard Deviation**: 0.98

### 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