

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

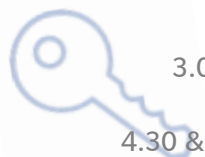
[3.56]
Provides Effective Advice & Guidance

[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



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

2017
50 respondents

Opportunities

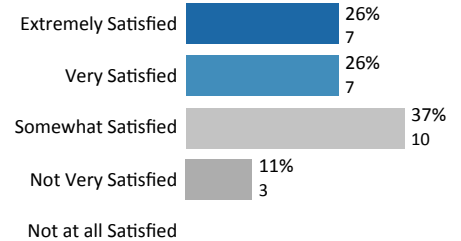
- Effectively Uses Websites, Online Documentation
- Understands My Needs and Requirements
- Moving in a Positive Direction

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?

3.67
mean

Standard Deviation
0.98



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 Resource Planning & Budget, how would you rate your satisfaction with Resource Planning & Budget during the past 12 months in meeting your department's needs?	3.84	3.67	↓
2	Understands my needs and requirements	3.87	3.56	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.93	3.73	↓
4	Responsive to requests or problems within an acceptable time	4.02	3.67	↓
5	Provides effective advice, support, and guidance	3.98	3.56	↓
6	Resolves problems effectively	3.95	3.56	↓
7	Effectively uses websites and systems to provide access to Resource Planning & Budget information and services	3.78	3.42	↓
8	Knowledgeable staff	4.15	3.81	↓
9	Helpful, courteous staff	4.11	3.96	↓
10	Moving in a positive direction to better meet my department's needs	3.91	3.60	↓

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