SFS provides services related to student account payments, fees, refunds, and 1098 tax documents.

- **3.99** Understands Customer Needs
- **3.98** Accessible to Customers
- **3.99** Responsive to Requests
- **3.97** Provides Effective Advice & Guidance
- **3.97** Resolves Problems Effectively
- **3.96** Effectively Uses Website
- **4.03** Knowledgeable Staff
- **4.11** Helpful Staff

**767 Respondents**  
**3.94 Overall Satisfaction with AFIT**  
**4.01 Moving in a Positive Direction to Meet Customer Needs**

**STRENGTHS**
- Moving in a Positive Direction
- Helpful Staff

**Opportunities for IMPROVEMENT**
- Understands Customer Needs
- Resolves Problems Effectively
- Provides Effective Advice & Guidance

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

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017 Score</th>
<th>2018 Score</th>
<th>Change from 2017 to 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with SFS, how would you rate your satisfaction with SFS during the past 12 months in meeting your department’s needs?</td>
<td>4.04</td>
<td>3.94</td>
<td>-0.06, -0.01</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>4.06</td>
<td>3.99</td>
<td>-0.07, -0.02</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>4.04</td>
<td>3.98</td>
<td>-0.06, -0.02</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>4.03</td>
<td>3.99</td>
<td>-0.04, -0.03</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>4.05</td>
<td>3.97</td>
<td>-0.08, -0.03</td>
</tr>
<tr>
<td>6</td>
<td>Satisfaction with SFS’s ability to answer your question or direct you to the proper location?</td>
<td>4.05</td>
<td>4.00</td>
<td>0.05, 0.01</td>
</tr>
<tr>
<td>7</td>
<td>Resolves problems effectively</td>
<td>4.03</td>
<td>3.97</td>
<td>-0.06, -0.03</td>
</tr>
<tr>
<td>8</td>
<td>Effectively uses websites and systems to provide access to SFS information and services</td>
<td>4.04</td>
<td>3.96</td>
<td>-0.08, -0.03</td>
</tr>
<tr>
<td>9</td>
<td>Knowledgeable staff</td>
<td>4.09</td>
<td>4.03</td>
<td>-0.07, -0.02</td>
</tr>
<tr>
<td>10</td>
<td>Helpful, courteous staff</td>
<td>4.12</td>
<td>4.11</td>
<td>-0.01, -0.02</td>
</tr>
<tr>
<td>11</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>4.08</td>
<td>4.01</td>
<td>-0.07, -0.03</td>
</tr>
</tbody>
</table>

## 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

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

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The Road to Success Customer Satisfaction Survey
SFS, Student Accounts (Not Financial Aid Office)