

Customer Satisfaction Survey 2017/18

Office of the Vice President for Administration & Finance

The VP's Office provides leadership and support for administrative and financial units.

4.01
Understands Customer Needs

4.11
Accessible to Customers

4.12
Responsive to Requests

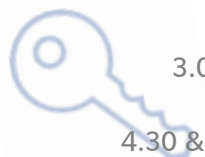
4.08
Provides Effective Advice & Guidance

3.99
Resolves Problems Effectively

3.98
Effectively Uses Website

4.23
Knowledgeable Staff

4.22
Helpful Staff



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



79
Respondents



4.01
Overall Satisfaction with VP's Office



4.06
Moving in a Positive Direction to Meet Customer Needs

STRENGTHS

Provides Effective Advice

Knowledgeable Staff



Opportunities for IMPROVEMENT

Resolves Problems Effectively

Understands Customer Needs

Effective Communications



The Road to Success Customer Satisfaction Survey

VP's Office of Administration & Finance

To be completed by Division of Admin and Finance staff and any MPP, Administrator, and Staff that regularly interacts with the VP's Office of Administration & Finance.

2018
79
respondents

2017
109 respondents

Strengths

- Provides Effective Advice, Guidance
- Knowledgeable Staff
- Helpful Staff

Opportunities

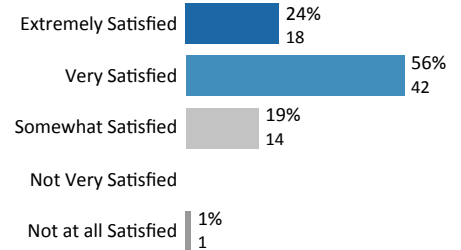
- Resolves Problems Effectively
- Understands My Needs and Requirements
- Effective Communications

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?

4.01
mean

Standard Deviation
0.74



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 VP's Office of Administration & Finance, how would you rate your satisfaction with VP's Office of Administration & Finance during the past 12 months in meeting yo..	4.06	4.01	
2	Understands my needs and requirements	3.95	4.01	
3	Accessible to customers (via phone/voicemail, email, OR in-person)	4.04	4.11	
4	Responsive to requests or problems within an acceptable time	4.02	4.12	
5	Provides effective advice, support, and guidance	3.96	4.08	
6	Satisfaction with the updates communicated by the VP's Office of Administration & Finance	3.94	4.01	
7	Resolves problems effectively	3.96	3.99	
8	Effectively utilizes websites to provide information on division services	3.95	3.98	
9	Knowledgeable staff	4.11	4.23	
10	Professional and courteous staff	4.15	4.22	
11	Moving in a positive direction to better meet my department's needs	3.97	4.06	

★ Change from 2017 to 2018 is statistically significant

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