

A&F CUSTOMER SATISFACTION SURVEY 2018/19

Administrative Systems (AFIT)

Administrative Systems supports the Division of Admin. & Finance in systems development and maintenance.

STRENGTHS

Moving in a Positive Direction

Knowledgeable Staff

Helpful Staff



IMPROVEMENT Opportunities

Understands Customer Needs

Responsive to Requests

Provides Effective Advice, Guidance



124

Respondents

4.02

Overall Satisfaction with
Department Services

4.07

Moving in a Positive Direction to
Meet Customer Needs

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





Administration & Finance Customer Satisfaction Survey

AFIT (Administrative Systems)

AFIT (Administrative Systems) provides technical support to the divisions of Administration and Finance and Human Resources, Diversity, and Inclusion. Our services include the development, implementation, production support, and maintenance of systems that service the campus community. AFIT campus-wide services include Concur, Employee Training Center (ETC), document scanning (FileNet), and electronic signatures.

2019

124
respondents

Strengths

- Moving in a Positive Direction
- Knowledgeable Staff
- Helpful Staff

2018

191 respondents

Opportunities

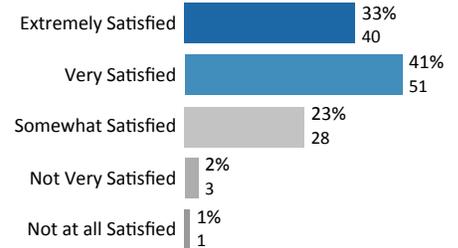
- Understands My Needs and Requirements
- Responds to Requests Within an Acceptable Time
- Provides Effective Advice, Guidance

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?

4.02
mean

Standard Deviation
0.85



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	2019	2019 change from prior year
1	Thinking of your OVERALL experience with AFIT, how would you rate your satisfaction with AFIT during the past 12 months?	4.10	3.91	4.02	↑
2	Understands my needs and requirements	4.15	3.94	3.99	↔
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.14	3.97	4.05	↔
4	Responsive to requests or problems within an acceptable time	4.03	3.86	3.95	↑
5	Satisfaction with AFIT support help request resolution time		3.93	3.98	↔
6	Provides effective support, guidance, products, and/or tools	4.14	3.93	3.92	↔
7	Satisfaction with AFIT's communication on technical topics	4.10	3.89	3.97	↔
8	Resolves problems effectively	4.11	3.96	3.98	↔
9	Effectively uses department's website to provide up-to-date information and services	3.99	3.80	3.97	↑
10	Knowledgeable staff	4.25	4.10	4.27	↑
11	Courteous, helpful staff	4.40	4.24	4.42	↑
12	Moving in a positive direction to better meet my needs	4.12	3.97	4.07	↑

Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

- 2019 was the third year for the Administration & Finance 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
- 45,073 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,736 (19.4%) 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 use certain services that were relevant to them
- The survey was available to take from March 5 to March 29, 2019
- N/As and blank responses did not count in calculations for mean scores