A&F CUSTOMER SATISFACTION SURVEY
2018/19

Accounts Payable & Travel Operations

Accounts Payable & Travel Operations handles check requests, travel-related expenditures, and ensures vendor invoices and employee/student reimbursements are properly processed and paid.

**Influential STRENGTHS**

Knowledgeable Staff
Helpful Staff
Accessible to Customers

**IMPROVEMENT Opportunities**

Understands Customer Needs
Moving in a Positive Direction
Provides Effective Advice, Guidance

**337**
Respondents

**3.58**
Overall Satisfaction with Department’s Services

**3.54**
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

<table>
<thead>
<tr>
<th>Strength</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understands Customer Needs</td>
<td>3.56</td>
</tr>
<tr>
<td>Accessible to Customers</td>
<td>3.67</td>
</tr>
<tr>
<td>Responsive to Requests</td>
<td>3.61</td>
</tr>
<tr>
<td>Provides Effective Advice &amp; Guidance</td>
<td>3.62</td>
</tr>
<tr>
<td>Resolves Problems Effectively</td>
<td>3.61</td>
</tr>
<tr>
<td>Effectively Uses Website</td>
<td>3.50</td>
</tr>
<tr>
<td>Knowledgeable Staff</td>
<td>3.86</td>
</tr>
<tr>
<td>Helpful Staff</td>
<td>3.90</td>
</tr>
</tbody>
</table>

admininf.fullerton.edu
**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?

<table>
<thead>
<tr>
<th>Rating</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>17%</td>
<td>17%</td>
<td>17%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>57%</td>
<td>55%</td>
<td>54%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>12%</td>
<td>26%</td>
<td>25%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>3%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>26%</td>
<td>26%</td>
<td>26%</td>
</tr>
</tbody>
</table>

Mean score: 3.58

Mean score change from prior year: 0.09 or greater

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**Strengthen**

Knowledgeable Staff
Helpful Staff
Accessible to Customers

**Opportunities**

Understands My Needs and Requirements
Moving in a Positive Direction
Provides Effective Advice, Guidance

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**Background**

- 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