

# 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*



# 337

Respondents

# 3.58

Overall Satisfaction with  
Department's Services

### IMPROVEMENT Opportunities

*Understands Customer Needs*

*Moving in a Positive Direction*

*Provides Effective Advice, Guidance*



# 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





# Administration & Finance Customer Satisfaction Survey

## 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.

2019

**337**  
respondents

2018

452 respondents

### Strengths

- Knowledgeable Staff
- Helpful Staff
- Accessible to Customers

### Opportunities

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

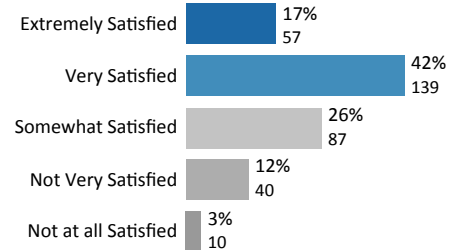
### Overall Satisfaction

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?

**3.58**

mean

Standard Deviation  
1.00



### Mean Scores Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

#	Question	Mean Score			2019 change from prior year
		2017	2018	2019	
1	Thinking of your OVERALL experience with Accounts Payable & Travel Operations, how would you rate your satisfaction with Accounts Payable & Travel Operations during the past 12 months in meeting your department's needs?	3.75	3.78	3.58	★ ↓
2	Understands my needs and requirements	3.74	3.76	3.56	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.83	3.74	3.67	↔
4	Responsive to requests or problems within an acceptable time	3.72	3.71	3.61	↓
5	Provides effective advice, support, and guidance	3.83	3.82	3.62	↓
6	Resolves problems effectively	3.77	3.77	3.61	↓
7	Effectively uses websites and systems to provide access to Accounts Payable & Travel Operations information and services	3.72	3.66	3.50	↓
8	Knowledgeable staff	4.02	4.05	3.86	★ ↓
9	Helpful, courteous staff	4.01	4.05	3.90	↓
10	Moving in a positive direction to better meet my department's needs	3.73	3.75	3.54	★ ↓

### 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