A&F CUSTOMER SATISFACTION SURVEY
2018/19
Accounting Services & Financial Reporting

ASFR provides monthly account analyses, processes financial transactions and monitors the General Ledger.

STRENGTHS

Knowledgeable Staff
Helpful Staff
Resolves Problems Effectively

IMPROVEMENT Opportunities

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

107 Respondents

4.14 Overall Satisfaction with Department Services

4.03 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

4.08 Understands Customer Needs
4.04 Accessible to Customers
4.09 Responsive to Requests
4.08 Provides Effective Advice & Guidance
4.12 Resolves Problems Effectively
4.03 Effectively Uses Website
4.11 Knowledgeable Staff
4.19 Helpful Staff

adminfin.fullerton.edu
#### Administration & Finance Customer Satisfaction Survey

**Accounting Services & Financial Reporting (ASFR)**

ASFR provides monthly account analyses and reconciliations, monitors the General Ledger, and processes financial transactions such as Expenditure Transfer Requests (ETR), chargebacks (recharges), Request for Invoice Form (RFI), and trust accounting.

#### 2019

107 respondents

#### 2018

130 respondents

### Mean Scores

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2019 change from prior year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with ASFR, how would you rate your satisfaction with ASFR during the past 12 months in meeting your department’s needs?</td>
<td>4.06</td>
<td>4.20</td>
<td>4.14</td>
<td>–</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>4.05</td>
<td>4.23</td>
<td>4.08</td>
<td>–</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>4.05</td>
<td>4.20</td>
<td>4.04</td>
<td>–</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>4.10</td>
<td>4.23</td>
<td>4.09</td>
<td>–</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>4.06</td>
<td>4.20</td>
<td>4.08</td>
<td>–</td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>4.07</td>
<td>4.14</td>
<td>4.12</td>
<td>–</td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to ASFR and services</td>
<td>3.99</td>
<td>4.10</td>
<td>4.03</td>
<td>–</td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.18</td>
<td>4.31</td>
<td>4.11</td>
<td>–</td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.21</td>
<td>4.32</td>
<td>4.19</td>
<td>–</td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>4.10</td>
<td>4.21</td>
<td>4.03</td>
<td>–</td>
</tr>
</tbody>
</table>

### 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?

- Extremely Satisfied: 33% in 2017, 34% in 2018, 50% in 2019
- Very Satisfied: 15% in 2017, 15% in 2018, 52% in 2019
- Somewhat Satisfied: 1% in 2017, 1% in 2018, 1% in 2019
- Not Very Satisfied: 1% in 2017, 1% in 2018, 1% in 2019
- Not at all Satisfied: 1% in 2017, 1% in 2018, 1% in 2019

#### 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

Survey and analytics powered by Tritonlytics™, Organizational Assessments and Strategy, UC San Diego