

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





Administration & Finance Customer Satisfaction Survey

Accounting Services & Financial Reporting (ASFR)

Accounting Services & Financial Reporting (ASFR) is not Accounts Payable and includes employees Lynn Ganac, EJ Tito, Justin Chan, Dawit Haile, Tony Lee, Estrella Mangahas, Betty Neri and Winnie Lin. 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

Strengths

- Knowledgeable Staff
- Helpful Staff
- Resolves Problems Effectively

Opportunities

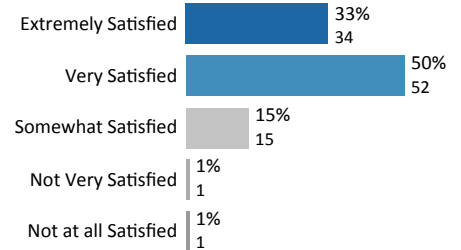
- Understands My Needs and Requirements
- Provides Effective Advice, Guidance
- Moving in a Positive Direction

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?

4.14
mean

Standard Deviation
0.76



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 ASFR, how would you rate your satisfaction with ASFR during the past 12 months in meeting your department's needs?	4.06	4.20	4.14	↓
2	Understands my needs and requirements	4.05	4.23	4.08	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.05	4.20	4.04	↓
4	Responsive to requests or problems within an acceptable time	4.10	4.23	4.09	↓
5	Provides effective advice, support, and guidance	4.06	4.20	4.08	↓
6	Resolves problems effectively	4.07	4.14	4.12	↓
7	Effectively uses websites and systems to provide access to ASFR and services	3.99	4.10	4.03	↓
8	Knowledgeable staff	4.18	4.31	4.11	↓
9	Helpful, courteous staff	4.21	4.32	4.19	↓
10	Moving in a positive direction to better meet my department's needs	4.10	4.21	4.03	↓

★ Change from prior year is statistically significant

Change of 0.09 or greater

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