

A&F CUSTOMER SATISFACTION SURVEY 2018/19

Contracts & Procurement

Contracts and Procurement processes purchase orders, negotiates contracts and manages P-Card and office supply programs.

STRENGTHS

Knowledgeable Staff

Helpful Staff

Effectively Uses Website



232

Respondents

3.60

Overall Satisfaction with
Department Services

3.56

Moving in a Positive Direction to
Meet Customer Needs

IMPROVEMENT Opportunities

Understands Customer Needs

Moving in a Positive Direction

Provides Effective Advice & Guidance



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





Administration & Finance Customer Satisfaction Survey

Contracts, Procurement, E-Business

Contracts, Procurement, E-Business processes and issues purchase orders, negotiates contracts (such as affiliation agreements, professional agreements, construction contracts), and manages P-Card and office supply programs.

2019

232
respondents

2018

257 respondents

Strengths

- Knowledgeable Staff
- Helpful Staff
- Effectively Uses Websites, Online Documentation

Opportunities

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

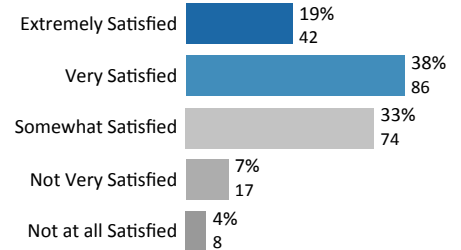
Overall Satisfaction

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?

3.60

mean

Standard Deviation
0.99



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 Contracts, Procurement, E-Business, how would you rate your satisfaction with Contracts, Procurement, E-Business during the past 12 months in meeting your department's needs?	3.79	3.73	3.60	↓
2	Satisfaction with Contracts, Procurement, E-Business taking steps to understand my department's needs and requirements	3.77	3.74	3.58	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.83	3.82	3.60	↓
4	Responsive to requests or problems within an acceptable time	3.63	3.73	3.50	↓
5	Consistently provides effective advice, support, and guidance	3.87	3.77	3.55	↓
6	Resolves problems effectively	3.84	3.77	3.58	↓
7	Effectively uses websites and systems to provide access to Contracts, Procurement, E-Business information and services	3.80	3.80	3.66	↓
8	Knowledgeable staff	4.09	4.00	3.84	↓
9	Helpful, courteous staff	4.06	3.96	3.87	↓
10	Moving in a positive direction to better meet my department's needs	3.83	3.78	3.56	↓

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