

A&F CUSTOMER SATISFACTION SURVEY

2018/19

Resource Planning & Budget

Resource Planning & Budget provides assistance with monthly salary projections, transfer requests, budget journals, developing budgets and rates, capital budgeting and project financing support.

STRENGTHS

- Helpful Staff*
- Knowledgeable Staff*
- Responsive to Requests*



IMPROVEMENT Opportunities

- Provides Effective Advice, Guidance*
- Resolves Problems Effectively*
- Moving in a Positive Direction*



28

Respondents

3.80

Overall Satisfaction with Department Services

3.96

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

Resource Planning & Budget

Resource Planning & Budget provides assistance with dashboard reports, monthly salary projections, Payroll Expense Transfers (PET), Budget Transfer Requests (BTR), budget journals, Labor Cost Distributions (LCD), Position Budgeting and Planning Systems (PBPS), developing budgets and rates, and capital budgeting and project financing support.

2019
28
respondents

Strengths

- Helpful Staff
- Knowledgeable Staff
- Responds to Requests Within an Acceptable Time

2018
28 respondents

Opportunities

- Provides Effective Advice, Guidance
- Resolves Problems Effectively
- Moving in a Positive Direction

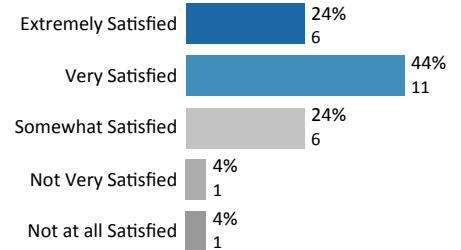
Overall Satisfaction

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?

3.80

mean

Standard Deviation
0.98



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 Resource Planning & Budget, how would you rate your satisfaction with Resource Planning & Budget during the past 12 months in meeting your department's needs?	3.84	3.67	3.80	→
2	Understands my needs and requirements	3.87	3.56	3.85	→
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.93	3.73	3.96	→
4	Responsive to requests or problems within an acceptable time	4.02	3.67	4.00	→
5	Provides effective advice, support, and guidance	3.98	3.56	3.92	→
6	Resolves problems effectively	3.95	3.56	3.81	→
7	Effectively uses websites and systems to provide access to Resource Planning & Budget information and services	3.78	3.42	3.96	→
8	Knowledgeable staff	4.15	3.81	4.12	→
9	Helpful, courteous staff	4.11	3.96	4.11	→
10	Moving in a positive direction to better meet my department's needs	3.91	3.60	3.96	→

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