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

3.85 Understands Customer Needs
3.96 Accessible to Customers
4.00 Responsive to Requests
3.92 Provides Effective Advice & Guidance
3.81 Resolves Problems Effectively
3.96 Effectively Uses Website
4.12 Knowledgeable Staff
4.11 Helpful Staff
2019 respondents

2018 respondents

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

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

Mean Scores

<table>
<thead>
<tr>
<th>Mean Score</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 3.00 - Low</td>
<td>3.00 to 3.59 - Marginal</td>
<td>3.60 to 4.29 - Good</td>
<td>4.30 &amp; above - Excellent</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?

<table>
<thead>
<tr>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Not Very Satisfied</th>
<th>Not at all Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>24%</td>
<td>44%</td>
<td>24%</td>
<td>4%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Mean Score
3.80

Standard Deviation
0.98

2019 change from prior year

<table>
<thead>
<tr>
<th>Change from prior year is statistically significant</th>
<th>Change of 0.09 or greater</th>
</tr>
</thead>
</table>

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