

A&F CUSTOMER SATISFACTION SURVEY

2018/19

Student Financial Services (SFS)

SFS provides information on student account payments, fees, refunds and 1098 tax documents.

STRENGTHS

Moving in a Positive Direction
Satisfied with SFS' Answer
Knowledgeable Staff



IMPROVEMENT Opportunities

Understands Customer Needs
Resolves Problems Effectively
Provides Effective Advice & Guidance



1,170

Respondents

4.00

Overall Satisfaction with Department Services

4.06

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

SFS, Student Accounts (Not Financial Aid)

SFS (NOT Financial Aid) provides information on student account payments, fees, refunds, and 1098 tax documents.

2019

1,170
respondents

Strengths

Moving in a Positive Direction
Satisfied with SFS' Answer
Knowledgeable Staff

Opportunities

Understands My Needs and Requirements
Resolves Problems Effectively
Provides Effective Advice, Guidance

2018

767 respondents

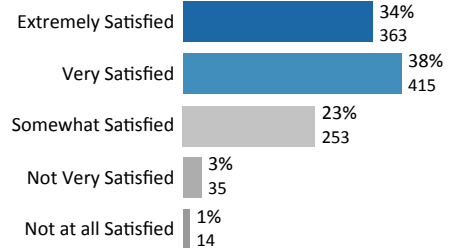
Overall Satisfaction

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?

4.00

mean

Standard Deviation
0.90



Mean Scores **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

#	Question	2017	2018	2019	2019 change from prior year
1	Thinking of your OVERALL experience with SFS, how would you rate your satisfaction with SFS during the past 12 months in meeting your department's needs?	4.04	3.94	4.00	0.06
2	Understands my needs and requirements	4.06	3.99	4.02	0.03
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.04	3.98	4.03	0.05
4	Responsive to requests or problems within an acceptable time	4.03	3.99	4.00	0.01
5	Provides effective advice, support, and guidance	4.05	3.97	4.02	0.05
6	Satisfaction with SFS's ability to answer your question or direct you to the proper location?	4.05	4.00	4.04	0.04
7	Resolves problems effectively	4.03	3.97	3.98	-0.01
8	Effectively uses websites and systems to provide access to SFS information and services	4.04	3.96	4.03	0.07
9	Knowledgeable staff	4.09	4.03	4.08	0.05
10	Helpful, courteous staff	4.12	4.11	4.14	0.03
11	Moving in a positive direction to better meet my department's needs	4.08	4.01	4.06	0.05

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