

A&F CUSTOMER SATISFACTION SURVEY 2018/19

SFS Cashier's Office

SFS Cashier's Office receives deposits and payments for bills and fees.

STRENGTHS

Understands Customer Needs
Moving in a Positive Direction
Responsive to Requests



IMPROVEMENT Opportunities

Resolves Problems Effectively
Provides Effective Advice, Guidance
Accessible to Customers



1,731

Respondents

4.14

Overall Satisfaction with
Department Services

4.15

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

Cashier's Office

Cashier's Office receives deposits and payments for bills and fees.

2019

1,731
respondents

2018

1,316 respondents

Strengths

- Understands My Needs & Requirements
- Moving in a Positive Direction
- Responds to Requests Within an Acceptable Time

Opportunities

- Resolves Problems Effectively
- Provides Effective Advice, Guidance
- Accessible to Customers

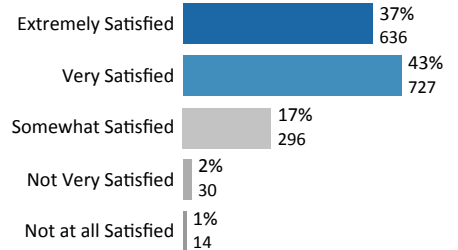
Overall Satisfaction

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
0.82



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 Cashier's Office, how would you rate your satisfaction with Cashier's Office during the past 12 months in meeting your department's needs?	4.08	4.12	4.14	0.02
2	Understands my needs and requirements		4.13	4.15	0.02
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.08	4.05	4.10	0.05
4	Responsive to requests or problems within an acceptable time	4.07	4.14	4.15	0.01
5	Provides effective advice, support, and guidance	4.08	4.09	4.14	0.05
6	Resolves problems effectively	4.08	4.13	4.13	0.00
7	Effectively uses websites and systems to provide access to Cashier's Office information and services	4.05	4.05	4.07	0.02
8	Knowledgeable staff	4.12	4.15	4.17	0.02
9	Helpful, courteous staff	4.12	4.19	4.22	0.03
10	Moving in a positive direction to better meet my department's needs	4.07	4.12	4.15	0.03

★ 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