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

4.15
Understands Customer Needs
4.10
Accessible to Customers
4.15
Responsive to Requests
4.14
Provides Effective Advice & Guidance
4.13
Resolves Problems Effectively
4.07
Effectively Uses Website
4.17
Knowledgeable Staff
4.22
Helpful Staff

adminfin.fullerton.edu
**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?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>37%</td>
<td>636</td>
<td></td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>43%</td>
<td>727</td>
<td></td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>17%</td>
<td>296</td>
<td></td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>2%</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>1%</td>
<td>14</td>
<td></td>
</tr>
</tbody>
</table>

**Mean Score:** 4.14

**Standard Deviation:** 0.82

### Mean Scores

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Cashier’s Office during the past 12 months in meeting your department’s needs?</td>
<td>4.08</td>
<td>4.12</td>
<td>4.14</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>4.08</td>
<td>4.05</td>
<td>4.10</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>4.07</td>
<td>4.14</td>
<td>4.15</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>4.08</td>
<td>4.09</td>
<td>4.14</td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>4.08</td>
<td>4.13</td>
<td>4.13</td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to Cashier’s Office information and services</td>
<td>4.05</td>
<td>4.05</td>
<td>4.07</td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.12</td>
<td>4.15</td>
<td>4.17</td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.12</td>
<td>4.19</td>
<td>4.22</td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>4.07</td>
<td>4.12</td>
<td>4.15</td>
</tr>
</tbody>
</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

---

Survey and analytics powered by Tritonytics™, Organizational Assessments and Strategy, UC San Diego