

A&F CUSTOMER SATISFACTION SURVEY

2018/19

Office of the Vice President for Administration & Finance

The VP's Office provides leadership and supports the division's units and fiscal oversight for the campus.

STRENGTHS

Accessible to Customers
Knowledgeable Staff
Helpful Staff



IMPROVEMENT Opportunities

Understands Customer Needs
Moving in a Positive Direction
Resolves Problems Effectively



79

Respondents

4.21

Overall Satisfaction with Department Services

4.14

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

VP's Office of Administration & Finance

To be completed by Division of Admin and Finance staff and any campus employee that regularly interacts with the VP's Office of Administration & Finance. This Customer Satisfaction Survey is confidential and administered by a third party. Responses are not linked to any one individual.

2019

79

respondents

2018

79 respondents

Strengths

- Accessible to Customers
- Knowledgeable Staff
- Helpful Staff

Opportunities

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Resolves Problems Effectively

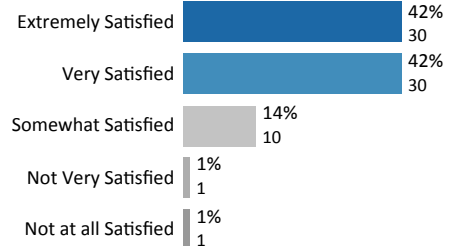
Overall Satisfaction

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?

4.21

mean

Standard Deviation
0.83



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 VP's Office of Administration & Finance, how would you rate your satisfaction with VP's Office of Administration & Finance during the past 12 mon..	4.06	4.01	4.21	↑
2	Understands my needs and requirements	3.95	4.01	4.12	↑
3	Accessible to customers (via phone/voicemail, email, OR in-person)	4.04	4.11	4.23	↑
4	Responsive to requests or problems within an acceptable time	4.02	4.12	4.14	↔
5	Provides effective advice, support, and guidance	3.96	4.08	4.14	↔
6	Satisfaction with the updates communicated by the VP's Office of Administration & Finance	3.94	4.01	4.11	↑
7	Resolves problems effectively	3.96	3.99	4.12	↑
8	Effectively utilizes websites to provide information on division services	3.95	3.98	4.07	↑
9	Knowledgeable staff	4.11	4.23	4.30	↔
10	Professional and courteous staff	4.15	4.22	4.30	↔
11	Moving in a positive direction to better meet my department's needs	3.97	4.06	4.14	↔

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