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

Overall Satisfaction with Department Services
4.21

Moving in a Positive Direction to Meet Customer Needs
4.14

Below 3.0 : Low
3.00-3.59 : Marginal
3.60-4.29 : Good
4.30 & Above : Excellent

4.12
Understands Customer Needs

4.23
Accessible to Customers

4.14
Responsive to Requests

4.14
Provides Effective Advice & Guidance

4.11
Satisfaction with Updates

4.12
Resolves Problems Effectively

4.30
Effectively Uses Website

4.30
Knowledgeable Staff

4.30
Professional Staff

adminfin.fullerton.edu
### Mean Scores

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2019 change from prior year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with VP’s Office of Administration &amp; Finance, how would you rate your satisfaction with VP’s Office of Administration &amp; Finance during the past 12 months?</td>
<td>4.06</td>
<td>4.01</td>
<td>4.21</td>
<td>0.15</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.95</td>
<td>4.01</td>
<td>4.12</td>
<td>0.17</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, OR in-person)</td>
<td>4.04</td>
<td>4.11</td>
<td>4.23</td>
<td>0.23</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>4.02</td>
<td>4.12</td>
<td>4.14</td>
<td>0.12</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>3.96</td>
<td>4.08</td>
<td>4.14</td>
<td>0.18</td>
</tr>
<tr>
<td>6</td>
<td>Satisfaction with the updates communicated by the VP’s Office of Administration &amp; Finance</td>
<td>3.94</td>
<td>4.01</td>
<td>4.11</td>
<td>0.17</td>
</tr>
<tr>
<td>7</td>
<td>Resolves problems effectively</td>
<td>3.96</td>
<td>3.99</td>
<td>4.12</td>
<td>0.16</td>
</tr>
<tr>
<td>8</td>
<td>Effectively utilizes websites to provide information on division services</td>
<td>3.95</td>
<td>3.98</td>
<td>4.07</td>
<td>0.12</td>
</tr>
<tr>
<td>9</td>
<td>Knowledgeable staff</td>
<td>4.11</td>
<td>4.23</td>
<td>4.30</td>
<td>0.19</td>
</tr>
<tr>
<td>10</td>
<td>Professional and courteous staff</td>
<td>4.15</td>
<td>4.22</td>
<td>4.30</td>
<td>0.18</td>
</tr>
<tr>
<td>11</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.97</td>
<td>4.06</td>
<td>4.14</td>
<td>0.17</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 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