

A&F CUSTOMER SATISFACTION SURVEY 2019/20

ADMINISTRATIVE SYSTEMS (AFIT)

Administrative Systems supports the Division of Admin. & Finance in systems development and maintenance.

STRENGTHS

- ✓ Knowledgeable Staff
- ✓ Moving in a Positive Direction
- ✓ Responds to Requests in Timely Manner

IMPROVEMENT OPPORTUNITIES

- ✓ New Project Process
- ✓ Accessible to Customers
- ✓ Understands My Needs & Requirements



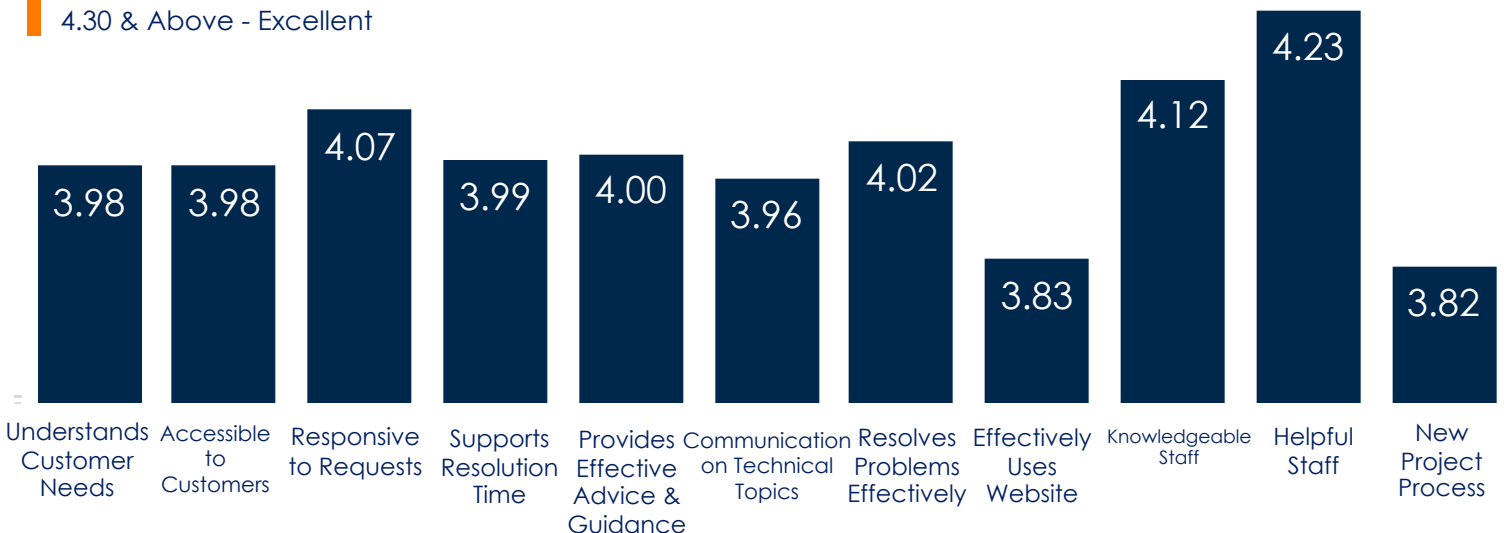
Moving in a Positive Direction to Meet Customer Needs



4.00

Mean Scores

- Below 3.00 – Low
- 3.00 to 3.59 – Marginal
- 3.60 to 4.29 – Good
- 4.30 & Above - Excellent





2020 Administration & Finance Customer Satisfaction Survey

Administrative Systems (AFIT)

Administrative Systems (AFIT) provides technical support to the Division of Administration and Finance. Our services include the development, implementation, production support, and maintenance of Division business systems.

2020

84
respondents

Strengths

- Knowledgeable Staff
- Moving in a Positive Direction
- Responds to Requests Within an Acceptable Time Frame

2019

124
respondents

Opportunities

- New Project Process
- Understands My Needs and Requirements
- Accessible to Customers

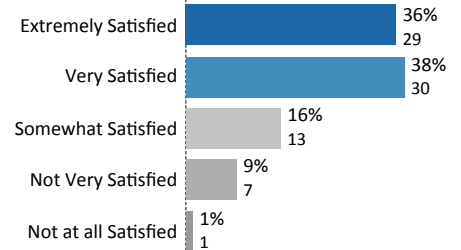
Overall Satisfaction

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?

3.99

mean

Standard Deviation
0.99

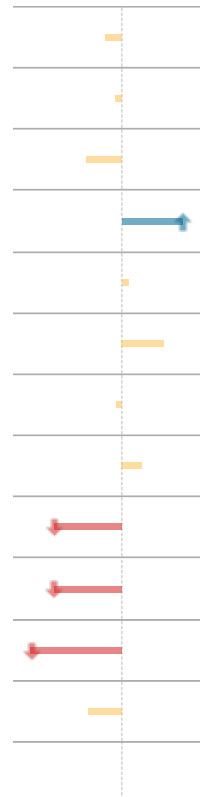


Mean Scores Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

Mean Score

#	Question	2018	2019	2020
1	Thinking of your OVERALL experience with AFIT, how would you rate your satisfaction with it during the past 12 months?	3.91	4.02	3.99
2	Understands my needs and requirements	3.94	3.99	3.98
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.97	4.05	3.98
4	Responsive to requests within an acceptable time frame	3.86	3.95	4.07
5	AFIT supports resolution time	3.93	3.98	3.99
6	Provides effective support, guidance, products, and/or tools	3.93	3.92	4.00
7	Communication on technical topics	3.89	3.97	3.96
8	Facilitates problem resolution	3.96	3.98	4.02
9	Effectively uses department's website to provide up-to-date information and services	3.80	3.97	3.83
10	Knowledgeable staff	4.10	4.27	4.12
11	Helpful, courteous staff	4.24	4.42	4.23
12	Moving in a positive direction to better meet my needs	3.97	4.07	4.00
13	AFIT's new project process			3.82

2020 change from prior year



Change - Increase/Decrease of 0.09 or greater

Background

- 2020 was the fourth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 3 - April 24, 2020 (extended due to COVID-19)
- 45,003 faculty, staff, and students were invited
- 4,360 (10%) responded to the survey
- 20 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + customer service recognition