Accounts Payable & Travel Operations handles check requests, travel-related expenditures, and ensures vendor invoices and employee/student reimbursements are properly processed and paid.

**STRENGTHS**

- Helpful Staff
- Knowledgeable Staff
- Accessible to Customers

**IMPROVEMENT OPPORTUNITIES**

- Moving in a Positive Direction
- Provides Effective Advice, Guidance
- Understands My Needs & Requirements

**Mean Scores**

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

- Understands Customer Needs: 3.54
- Accessible to Customers: 3.66
- Responsive to Requests: 3.50
- Provides Effective Advice & Guidance: 3.56
- Resolves Problems Effectively: 3.57
- Effectively Uses Website: 3.47
- Knowledgeable Staff: 3.85
- Helpful Staff: 3.91

**Overall Satisfaction**

Respondents: 199

- 3.54

**Moving in a Positive Direction to Meet Customer Needs**

3.50

adminfin.fullerton.edu
2020 Administration & Finance Customer Satisfaction Survey
Accounts Payable and Travel Operations

Accounts Payable and Travel Operations handles check requests travel-related expenditures, and ensures vendor invoices and employee/student reimbursements are properly processed and paid.

2020
199 respondents

2019
337 respondents

Strengths
Knowledgeable Staff
Helpful Staff
Accessible to Customers

Opportunities
Understands My Needs and Requirements
Moving in a Positive Direction
Provides Effective Advice, Guidance

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?

3.54 mean

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

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Accounts Payable and Travel Operations, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?</td>
<td>3.78</td>
<td>3.58</td>
<td>3.54</td>
<td>3.54</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.76</td>
<td>3.56</td>
<td>3.54</td>
<td>3.54</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>3.74</td>
<td>3.67</td>
<td>3.66</td>
<td>3.66</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests within an acceptable time frame</td>
<td>3.71</td>
<td>3.61</td>
<td>3.50</td>
<td>3.50</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>3.82</td>
<td>3.62</td>
<td>3.56</td>
<td>3.56</td>
</tr>
<tr>
<td>6</td>
<td>Facilitates problem resolution</td>
<td>3.77</td>
<td>3.61</td>
<td>3.57</td>
<td>3.57</td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to Accounts Payable and Travel Operations information and services</td>
<td>3.66</td>
<td>3.50</td>
<td>3.47</td>
<td>3.47</td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.05</td>
<td>3.86</td>
<td>3.85</td>
<td>3.85</td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.05</td>
<td>3.90</td>
<td>3.91</td>
<td>3.91</td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.75</td>
<td>3.54</td>
<td>3.50</td>
<td>3.50</td>
</tr>
</tbody>
</table>

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

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