

# A&F CUSTOMER SATISFACTION SURVEY 2019/20

## ACCOUNTS PAYABLE & TRAVEL OPERATIONS

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



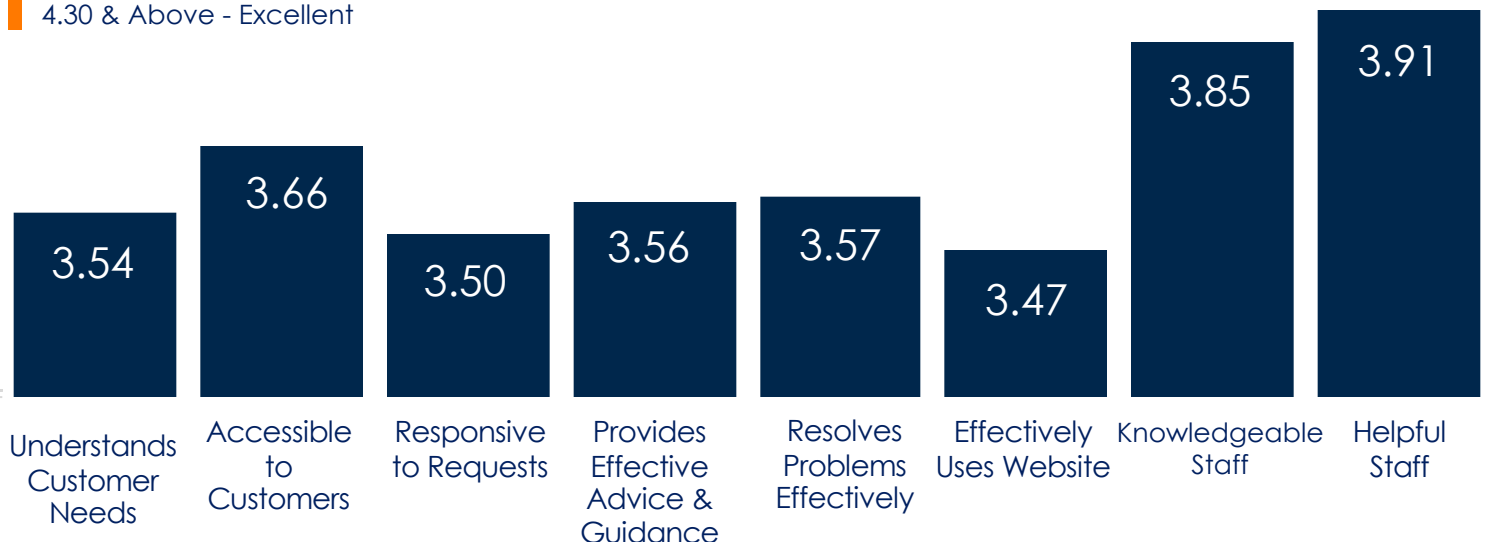
Moving in a Positive Direction to Meet Customer Needs



**3.50**

### 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

## 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

### Strengths

- Knowledgeable Staff
- Helpful Staff
- Accessible to Customers

2019

**337**  
respondents

### Opportunities

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

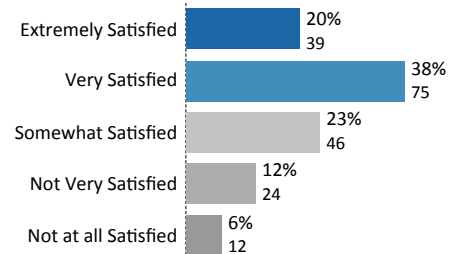
### Overall Satisfaction

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

Standard Deviation  
1.12



**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	2020 change from prior year
1	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?	3.78	3.58	3.54	
2	Understands my needs and requirements	3.76	3.56	3.54	
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.74	3.67	3.66	
4	Responsive to requests within an acceptable time frame	3.71	3.61	3.50	
5	Provides effective advice, support, and guidance	3.82	3.62	3.56	
6	Facilitates problem resolution	3.77	3.61	3.57	
7	Effectively uses websites and systems to provide access to Accounts Payable and Travel Operations information and services	3.66	3.50	3.47	
8	Knowledgeable staff	4.05	3.86	3.85	
9	Helpful, courteous staff	4.05	3.90	3.91	
10	Moving in a positive direction to better meet my department's needs	3.75	3.54	3.50	

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