

A&F CUSTOMER SATISFACTION SURVEY 2019/20

ACCOUNTING SERVICES & FINANCIAL REPORTING

ASFR provides monthly account analyses, processes financial transactions, and monitors the General Ledger.

STRENGTHS

- ✓ Helpful Staff
- ✓ Knowledgeable Staff
- ✓ Understands My Needs & Requirements

IMPROVEMENT OPPORTUNITIES

- ✓ Accessible to Customers
- ✓ Moving in a Positive Direction
- ✓ Responds to Requests in Timely Manner



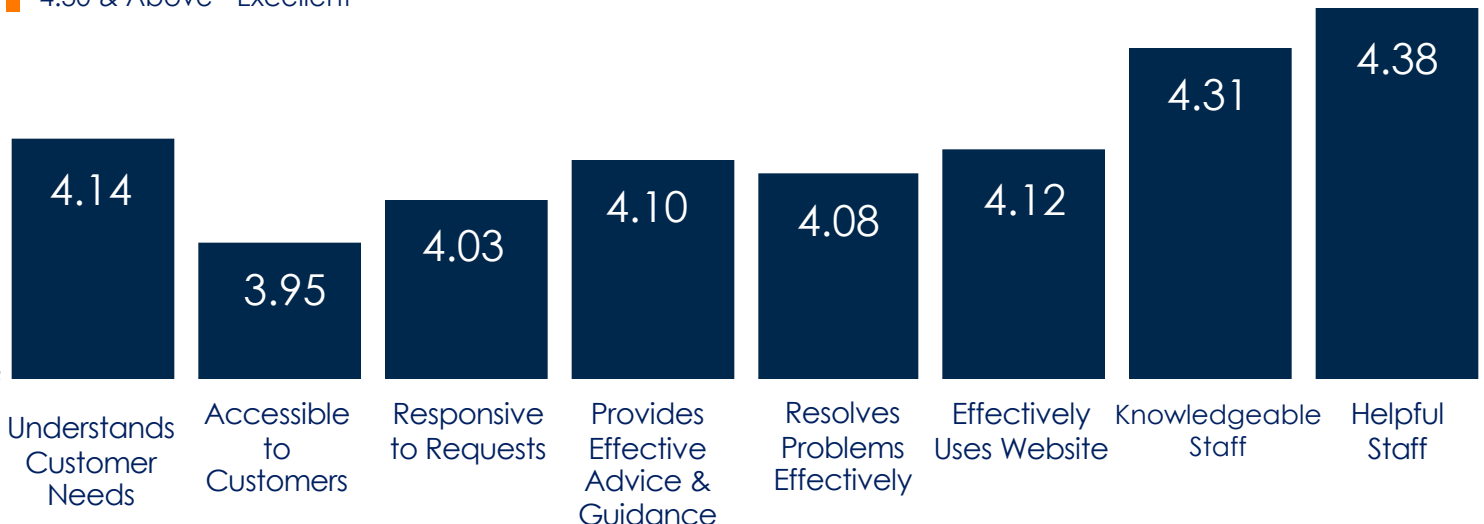
Moving in a Positive Direction to Meet Customer Needs



4.13

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

Accounting Services and Financial Reporting (ASFR)

Accounting Services and Financial Reporting (ASFR) is not Accounts Payable and includes employees Lynn Ganac, EJ Tito, Justin Chan, Dawit Haile, Tony Lee, Estrella Mangahas, Betty Neri and Winnie Lin. ASFR provides monthly account analyses and reconciliations, monitors the General Ledger, and processes financial transactions such as Expenditure Transfer Requests (ETR), chargebacks (recharges), Request for Invoice Form (RFI), and trust accounting.

2020
71
respondents

Strengths
Understands My Needs and Requirements
Knowledgeable Staff
Helpful Staff

2019
107
respondents

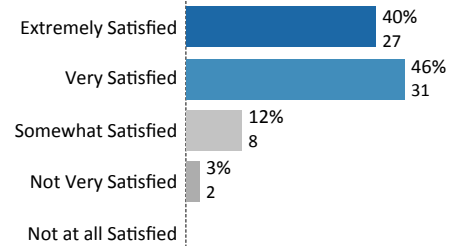
Opportunities
Responds to Requests Within an Acceptable Time Frame
Accessible to Customers
Moving in a Positive Direction

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?

4.22
mean

Standard Deviation
0.76



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 ASFR, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	4.20	4.14	4.22	↑
2	Understands my needs and requirements	4.23	4.08	4.14	↑
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.20	4.04	3.95	↓
4	Responsive to requests within an acceptable time frame	4.23	4.09	4.03	↓
5	Provides effective advice, support, and guidance	4.20	4.08	4.10	↑
6	Facilitates problem resolution	4.14	4.12	4.08	↓
7	Effectively uses websites and systems to provide access to ASFR and services	4.10	4.03	4.12	↑
8	Knowledgeable staff	4.31	4.11	4.31	↑
9	Helpful, courteous staff	4.32	4.19	4.38	↑
10	Moving in a positive direction to better meet my department's needs	4.21	4.03	4.13	↑

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