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

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

**Overall Satisfaction**
- Respondents: 71
- Overall Satisfaction: 4.22

**Moving in a Positive Direction to Meet Customer Needs**
- 4.13

**Additional Mean Scores**
- Understands Customer Needs: 4.14
- Accessible to Customers: 3.95
- Responsive to Requests: 4.03
- Provides Effective Advice & Guidance: 4.10
- Resolves Problems Effectively: 4.08
- Effectively Uses Website: 4.12
- Knowledgeable Staff: 4.31
- Helpful Staff: 4.38

adminfin.fullerton.edu
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, Estrela 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

2019
107 respondents

Strengths
- Understands My Needs and Requirements
- Knowledgeable Staff
- Helpful Staff

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?

<table>
<thead>
<tr>
<th>Mean Score</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2020 change from prior year</th>
</tr>
</thead>
<tbody>
<tr>
<td>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?</td>
<td>4.20</td>
<td>4.14</td>
<td>4.22</td>
<td></td>
</tr>
<tr>
<td>2 Understands my needs and requirements</td>
<td>4.23</td>
<td>4.08</td>
<td>4.14</td>
<td></td>
</tr>
<tr>
<td>3 Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>4.20</td>
<td>4.04</td>
<td>3.95</td>
<td></td>
</tr>
<tr>
<td>4 Responsive to requests within an acceptable time frame</td>
<td>4.23</td>
<td>4.09</td>
<td>4.03</td>
<td></td>
</tr>
<tr>
<td>5 Provides effective advice, support, and guidance</td>
<td>4.20</td>
<td>4.08</td>
<td>4.10</td>
<td></td>
</tr>
<tr>
<td>6 Facilitates problem resolution</td>
<td>4.14</td>
<td>4.12</td>
<td>4.08</td>
<td></td>
</tr>
<tr>
<td>7 Effectively uses websites and systems to provide access to ASFR and services</td>
<td>4.10</td>
<td>4.03</td>
<td>4.12</td>
<td></td>
</tr>
<tr>
<td>8 Knowledgeable staff</td>
<td>4.31</td>
<td>4.11</td>
<td>4.31</td>
<td></td>
</tr>
<tr>
<td>9 Helpful, courteous staff</td>
<td>4.32</td>
<td>4.19</td>
<td>4.38</td>
<td></td>
</tr>
<tr>
<td>10 Moving in a positive direction to better meet my department’s needs</td>
<td>4.21</td>
<td>4.03</td>
<td>4.13</td>
<td></td>
</tr>
</tbody>
</table>

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

Mean Score | Standard Deviation
- 4.22 | 0.76

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™,
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