

# A&F CUSTOMER SATISFACTION SURVEY 2019/20

## CASHIER'S OFFICE

Cashier's Office receives deposits and payments for bills and fees.

### STRENGTHS

- ✓ Helpful Staff
- ✓ Provides Effective Advice, Guidance
- ✓ Understands My Needs & Requirements

### IMPROVEMENT OPPORTUNITIES

- ✓ Moving in a Positive Direction
- ✓ Facilitates Problem Resolution
- ✓ Responds to Requests in Timely Manner



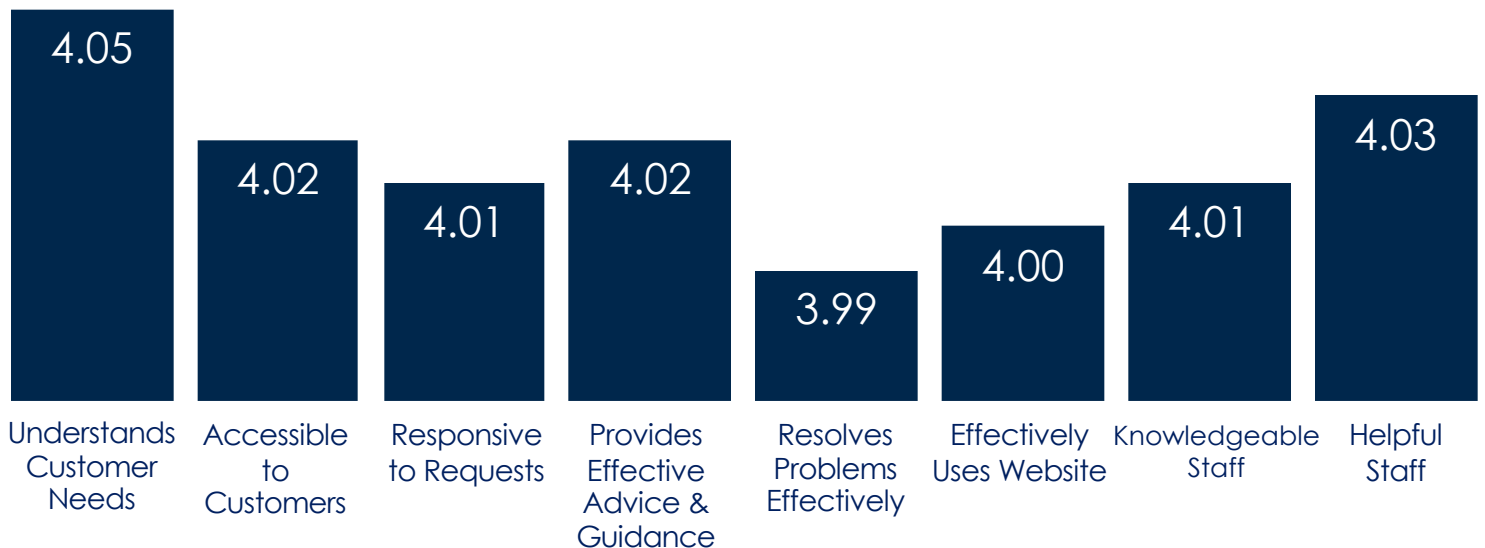
Moving in a Positive Direction to Meet Customer Needs



**3.99**

### 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

## Cashier's Office @ GH

Cashier's Office receives deposits and payments for bills and fees.

2020

**641**  
respondents

2019

1,730  
respondents

### Strengths

- Understands My Needs and Requirements
- Provides Effective Advice, Guidance
- Helpful Staff

### Opportunities

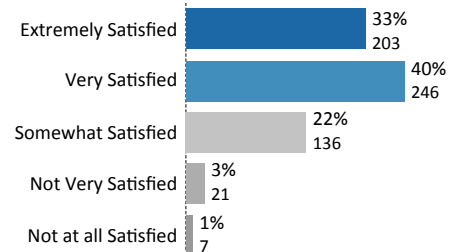
- Moving in a Positive Direction
- Responds to Requests Within an Acceptable Time Frame
- Facilities Problem Resolution

### 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?

**4.01**  
mean

Standard Deviation  
0.89



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

#	Question	Mean Score			2020 change from prior year
		2018	2019	2020	
1	Thinking of your OVERALL experience with Cashier's Office, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	4.12	4.14	4.01	★ ↓
2	Understands my needs and requirements	4.13	4.15	4.05	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.05	4.10	4.02	↑
4	Responsive to requests within an acceptable time frame	4.14	4.15	4.01	★ ↓
5	Provides effective advice, support, and guidance	4.09	4.14	4.02	★ ↓
6	Facilitates problem resolution	4.13	4.13	3.99	★ ↓
7	Effectively uses websites and systems to provide access to Cashier's Office information and services	4.05	4.07	4.00	↑
8	Knowledgeable staff	4.15	4.17	4.01	★ ↓
9	Helpful, courteous staff	4.19	4.22	4.03	★ ↓
10	Moving in a positive direction to better meet my department's needs	4.12	4.15	3.99	★ ↓

★ Change from prior year is statistically significant

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