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

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

**Overall Satisfaction**
- 641 Respondents
- 4.01

**Moving in a Positive Direction to Meet Customer Needs**
- 3.99

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Understanding Customer Needs
Accessible to Customers
Responsive to Requests
Provides Effective Advice & Guidance
Resolves Problems Effectively
Effectively Uses Website
Knowledgeable Staff
Helpful Staff

adminfin.fullerton.edu
# Question | 2018 | 2019 | 2020 | Change from prior year
--- | --- | --- | --- | ---
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 | ★
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 | ★

**Mean Scores**

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

**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?

- Extremely Satisfied: 33% (203)
- Very Satisfied: 40% (246)
- Somewhat Satisfied: 22% (136)
- Not Very Satisfied: 3% (21)
- Not at all Satisfied: 1% (7)

**Mean Score**

- **4.01**
- **Standard Deviation 0.89**

**Change from prior year**

- **2020 change from prior year**
- **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

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Survey and analytics powered by Tritonlytics™,
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