Resource, Planning, & Budget provides assistance with monthly salary projections, transfer requests, budget journals, developing budgets and rates, capital budgeting and project financial support.

**STRENGTHS**
- Helpful Staff
- Effectively Uses Website
- Accessible to Customers

**IMPROVEMENT OPPORTUNITIES**
- Facilitates Problem Resolution
- Provides Effective Advice, Guidance
- Understands My Needs & Requirements

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

Respondents: 27
Overall Satisfaction: 3.46

**Overall Satisfaction**
- Moving in a Positive Direction to Meet Customer Needs: 3.33

**Scores**
- Understands Customer Needs: 3.21
- Accessible to Customers: 3.46
- Responsive to Requests: 3.29
- Provides Effective Advice & Guidance: 3.30
- Resolves Problems Effectively: 3.17
- Effectively Uses Website: 3.36
- Knowledgeable Staff: 3.40
- Helpful Staff: 3.52
2020 Administration & Finance Customer Satisfaction Survey
Resource Planning and Budget

Resource Planning and Budget oversees the budget process for the University, including annual budget development for general operating fund, special programs, budget & rate analysis for University’s Enterprise Funds and Auxiliaries. The department provides guidance and prudent fiscal management to the University regarding budget directives, policies and procedures. It also provides assistance with budget management, Position Budgeting and Planning Systems (PBPS), capital budgeting, and project financing support.

2020

27 respondents

2019

28 respondents

2019

Strengths
Helpful Staff
Effectively Uses Websites, Online Documentation
Accessible to Customers

Opportunities
Facilities Problem Resolution
Understands My Needs and Requirements
Provides Effective Advice, Guidance

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 2018 | Mean Score 2019 | Mean Score 2020 | 2020 change from prior year
--- | --- | --- | --- | ---
1 Thinking of your OVERALL experience with Resource Planning and Budget, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? | 3.67 | 3.80 | 3.46 | -
2 Understands my needs and requirements | 3.56 | 3.85 | 3.21 | -
3 Accessible to customers (via phone/voicemail, email, online chat, OR in-person) | 3.73 | 3.96 | 3.46 | -
4 Responsive to requests within an acceptable time frame | 3.67 | 4.00 | 3.29 | -
5 Provides effective advice, support, and guidance | 3.56 | 3.92 | 3.30 | -
6 Facilitates problem resolution | 3.56 | 3.81 | 3.17 | -
7 Effectively uses websites and systems to provide access to Resource Planning and Budget information and services | 3.42 | 3.96 | 3.36 | -
8 Knowledgeable staff | 3.81 | 4.12 | 3.40 | -
9 Helpful, courteous staff | 3.96 | 4.11 | 3.52 | -
10 Moving in a positive direction to better meet my department’s needs | 3.60 | 3.96 | 3.33 | -

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