

A&F CUSTOMER SATISFACTION SURVEY 2019/20

RESOURCE PLANNING & BUDGET

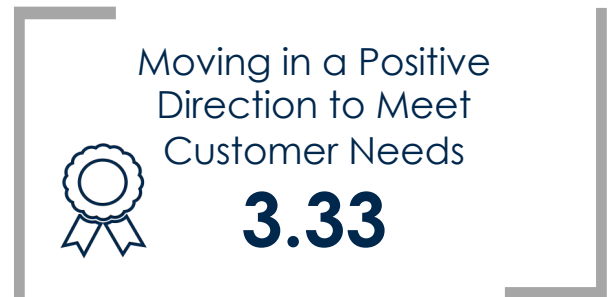
Resource, Planning, & Budget provides assistance with monthly salary projections, transfer requests, budget journals, developing budgets and rates, capital budgeting and project financial support.

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





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

Strengths

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

2019
28 respondents

Opportunities

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

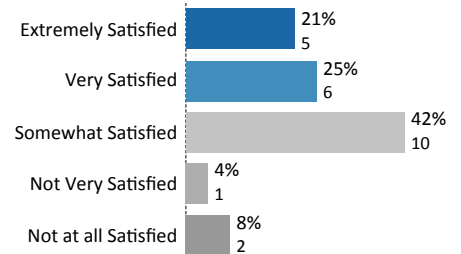
Overall Satisfaction

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?

3.46

mean

Standard Deviation
1.12



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 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	↓

★ 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