

A&F CUSTOMER SATISFACTION SURVEY 2019/20

VICE PRESIDENT'S OFFICE OF ADMINISTRATION & FINANCE

The VP's Office provides leadership and supports the division's units and fiscal oversight for the campus.

STRENGTHS

- ✓ Knowledgeable Staff
- ✓ Professional and Courteous Staff
- ✓ Responds to Requests in Timely Manner

IMPROVEMENT OPPORTUNITIES

- ✓ Facilitates Problem Resolution
- ✓ Provides Effective Advice, Guidance
- ✓ Understands My Needs & Requirements



Moving in a Positive Direction to Meet Customer Needs



3.64

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

VP's Office of Administration & Finance

To be completed by Division of Admin and Finance staff and any campus employee that regularly interacts with the VP's Office of Administration & Finance. This Customer Satisfaction Survey is confidential and administered by a third party. Responses are not linked to any one individual.

2020

51
respondents

Strengths

- Responds to Requests Within an Acceptable Time Frame
- Professional and Courteous Staff
- Knowledgeable Staff

2019

79 respondents

Opportunities

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

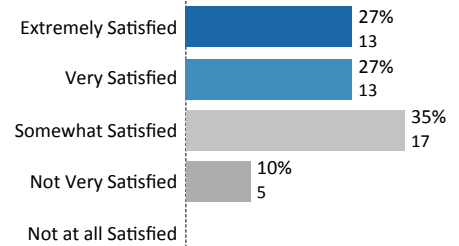
Overall Satisfaction

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?

3.71

mean

Standard Deviation
0.98



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 VP's Office of Administration & Finance, how would you rate your satisfaction with it during the past 12 months in meeting your department's nee.. | 4.01 | 4.21 | 3.71 | ★ | ↓ |
| 2 | Understands my needs and requirements | 4.01 | 4.12 | 3.60 | ★ | ↓ |
| 3 | Accessible to customers (via phone/voicemail, email, OR in-person) | 4.11 | 4.23 | 3.74 | ★ | ↓ |
| 4 | Responsive to requests within an acceptable time frame | 4.12 | 4.14 | 3.76 | | ↓ |
| 5 | Provides effective advice, support, and guidance | 4.08 | 4.14 | 3.52 | ★ | ↓ |
| 6 | Facilitates problem resolution | 3.99 | 4.12 | 3.68 | | ↓ |
| 7 | Effectively utilizes websites to provide information on division services | 3.98 | 4.07 | 3.66 | | ↓ |
| 8 | Knowledgeable staff | 4.23 | 4.30 | 3.81 | ★ | ↓ |
| 9 | Professional and courteous staff | 4.22 | 4.30 | 3.90 | | ↓ |
| 10 | Moving in a positive direction to better meet my department's needs | 4.06 | 4.14 | 3.64 | | ↓ |
| 11 | Updates communicated by the VP's Office of Administration & Finance | 4.01 | 4.11 | 3.70 | | ↓ |

★ 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