

A&F CUSTOMER SATISFACTION SURVEY 2020/21

ADMINISTRATIVE SYSTEMS (AFIT)

Administrative Systems supports the Division of Administration & Finance in systems development and maintenance.

STRENGTHS:

- Moving in a Positive Direction
- Provides Effective Advice, Guidance
- Helpful Staff

IMPROVEMENT OPPORTUNITIES:

- Understands My Needs & Requirements
- Project Process
- Accessible to Customers

ABOUT THE SURVEY:

All CSUF employees and students were invited to participate in the 5th annual A&F Customer Satisfaction Survey during March 2-26, 2021. The survey consisted of 10 standard statistical questions, 1 Net Promoter Score, 3 COVID-19 questions, and verbatim comments.



MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS

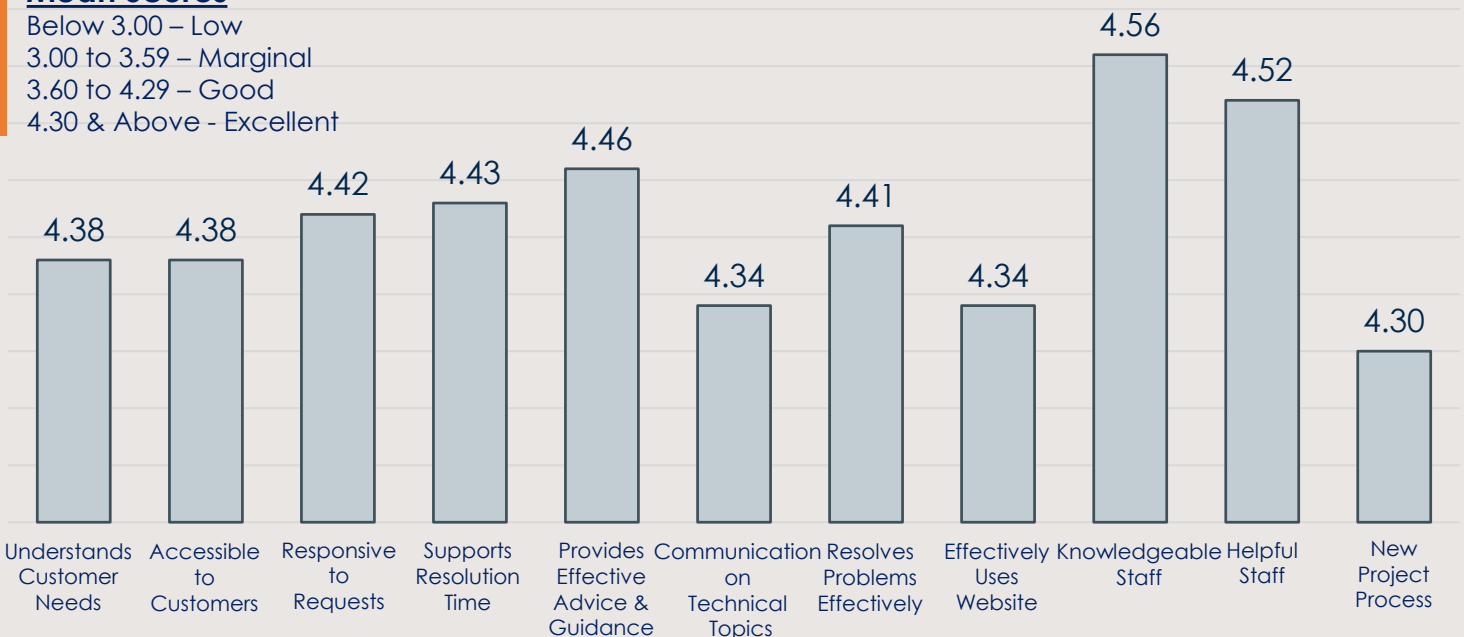
4.43

 **56**
RESPONDENTS



Mean Scores

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





2021 Administration & Finance Customer Satisfaction Survey

Administrative Systems

Administrative Systems provides support to the Division of Administration and Finance. Our services include development, programming, business processes, installation, implementation, production support, and maintenance of Division business applications and systems. Other services include: Financial Delegation of Authority maintenance, surveillance cameras, campus Payment Card Industry (PCI) compliance review and annual attestation, and scanning.

2021
56
respondents

Strengths
Moving in a Positive Direction
Provides Effective Advice, Guidance
Helpful Staff

2020
84 respondents

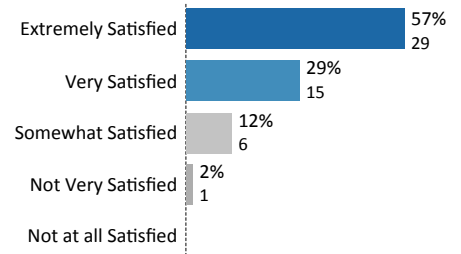
Opportunities
Understands My Needs and Requirements
Project Process
Accessible to Customers

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?

4.41
mean

Standard Deviation
0.77



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

Mean Score

#	Question	2019	2020	2021	2021 change from prior year
1	Thinking of your OVERALL experience with Administrative Systems, how would you rate your satisfaction with it during the past 12 months?	4.02	3.99	4.41	★
2	Understands my needs and requirements	3.99	3.98	4.38	
3	Accessible to customers (via phone or email)	4.05	3.98	4.38	
4	Responsive to requests within an acceptable time frame	3.95	4.07	4.42	
5	Administrative Systems supports resolution time	3.98	3.99	4.43	
6	Provides effective support, guidance, products, and/or tools	3.92	4.00	4.46	★
7	Communication on technical topics	3.97	3.96	4.34	
8	Facilitates problem resolution	3.98	4.02	4.41	
9	Effectively uses department's website to provide up-to-date information and services	3.97	3.83	4.34	★
10	Knowledgeable staff	4.27	4.12	4.56	★
11	Helpful, courteous staff	4.42	4.23	4.52	
12	Moving in a positive direction to better meet my needs	4.07	4.00	4.43	
13	Administrative Systems' project process			4.30	

Background

- 2021 was the fifth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 2 - March 26, 2021
- 45,507 faculty, staff, and students were invited
- 2,063 (5%) responded to the survey
- 14 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + 3 COVID-19 + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + 1 customer service recognition + 1 COVID-19

★ Change from prior year is statistically significant

Change - Increase/Decrease of 0.09 or greater