

# A&F CUSTOMER SATISFACTION SURVEY 2020/21

## ACCOUNTS PAYABLE & TRAVEL OPERATIONS

Accounts Payable & Travel Operations handles check requests, travel-related expenditures, and ensures vendor invoices and employee/student reimbursements are properly processed and paid.

### STRENGTHS:

- Moving in a Positive Direction
- Facilitates Problem Resolution
- Knowledgeable Staff

### IMPROVEMENT OPPORTUNITIES:

- Understands My Needs & Requirements
- Provides Effective Advice, Guidance
- 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

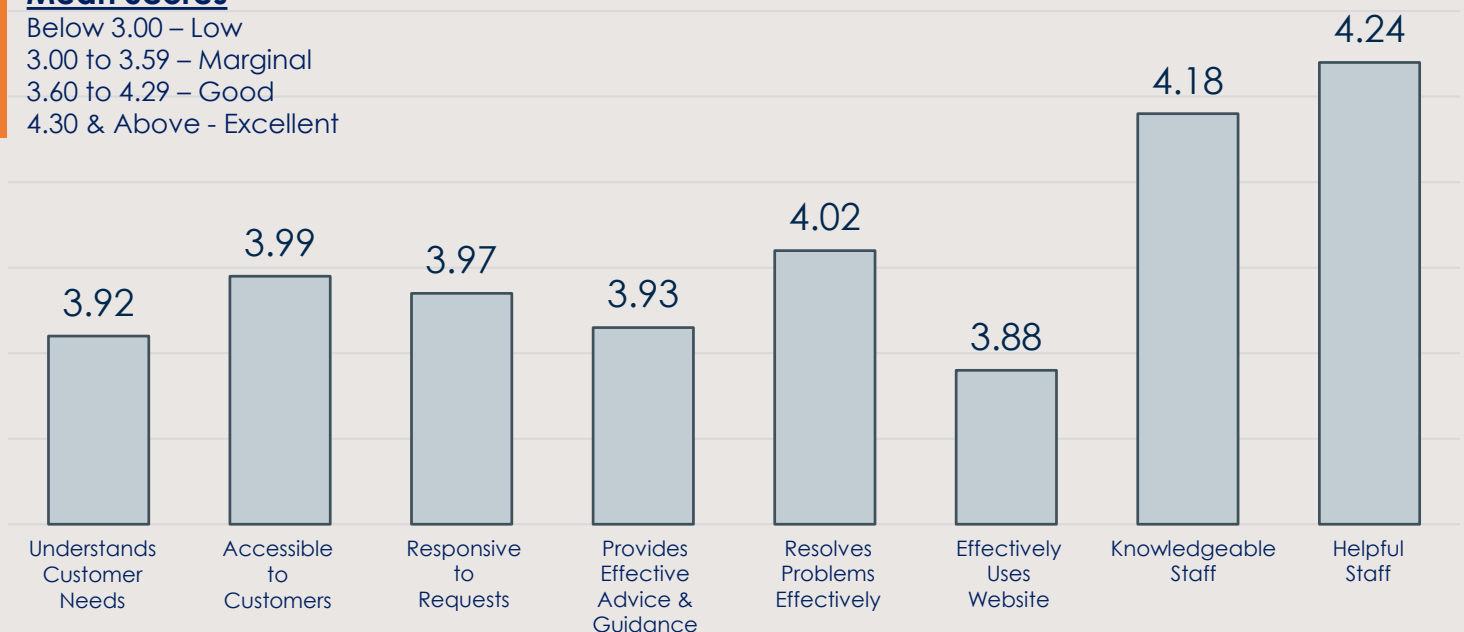
4.03

 **114**  
RESPONDENTS

OVERALL SATISFACTION  
**3.95**

### 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

## Accounts Payable and Travel Operations

Accounts Payable and Travel Operations ensures vendor invoices and employee/student reimbursements are properly processed, paid in full in a timely manner, and in compliance with CSU and campus policies.

2021

**114**  
respondents

### Strengths

- Moving in a Positive Direction
- Facilities Problem Resolution
- Knowledgeable Staff

2020

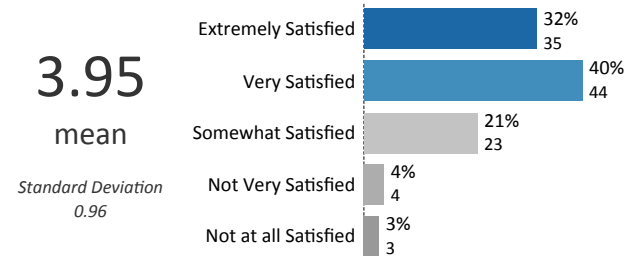
199  
respondents

### Opportunities

- Understands My Needs and Requirements
- Provides Effective Advice, Guidance
- 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?



**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 Accounts Payable and Travel Operations, how would you rate your satisfaction with it during the past 12 months in meeting your department's need..	3.58	3.54	3.95	★
2	Understands my needs and requirements	3.56	3.54	3.92	★
3	Accessible to customers (via phone or email)	3.67	3.66	3.99	
4	Responsive to requests within an acceptable time frame	3.61	3.50	3.97	★
5	Provides effective advice, support, and guidance	3.62	3.56	3.93	★
6	Facilitates problem resolution	3.61	3.57	4.02	★
7	Effectively uses websites and systems to provide access to Accounts Payable and Travel Operations information and services	3.50	3.47	3.88	★
8	Knowledgeable staff	3.86	3.85	4.18	★
9	Helpful, courteous staff	3.90	3.91	4.24	★
10	Moving in a positive direction to better meet my department's needs	3.54	3.50	4.03	★

### 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