

A&F CUSTOMER SATISFACTION SURVEY 2020/21

ACCOUNTING SERVICES & FINANCIAL REPORTING

ASFR provides monthly account analyses, processes financial transactions, and monitors the General Ledger.

STRENGTHS:

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

IMPROVEMENT OPPORTUNITIES:

- Understands My Needs & Requirements
- Facilitates Problem Resolution
- Effectively Uses Websites

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

4.32

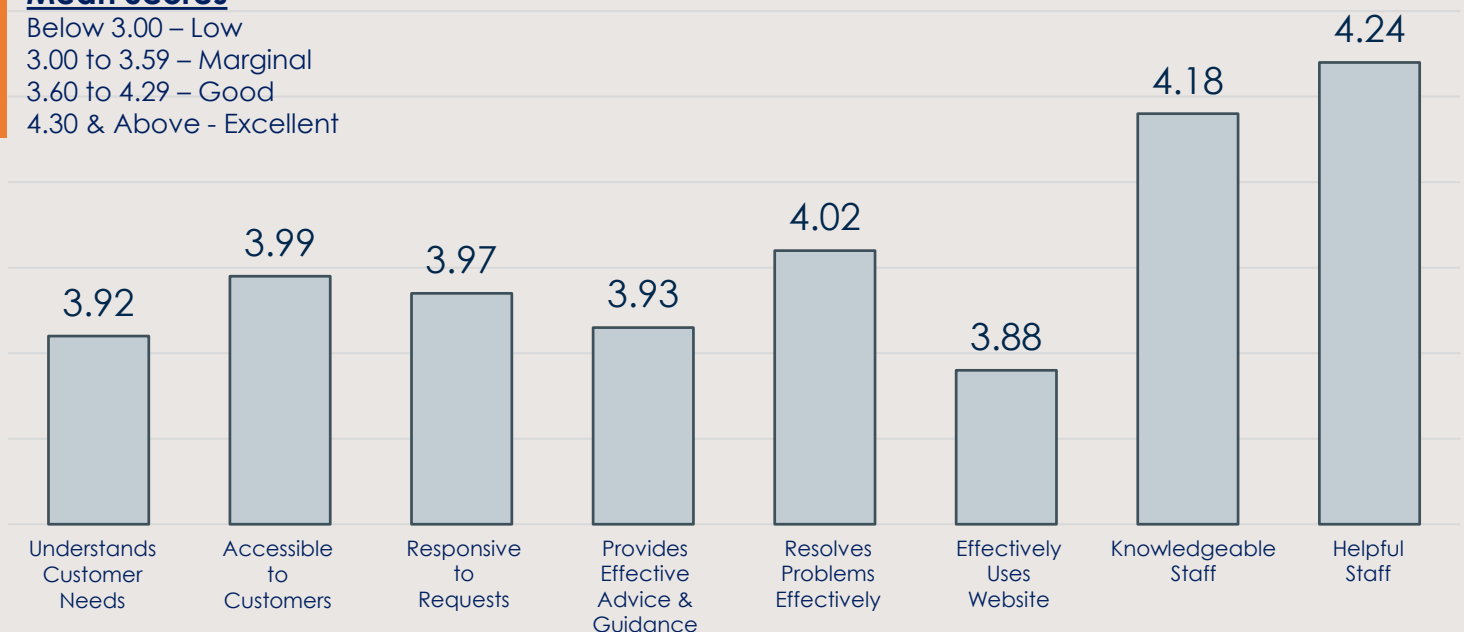
OVERALL SATISFACTION

4.34

69
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

Accounting Services and Financial Reporting (ASFR)

Accounting Services and Financial Reporting (ASFR) is not Accounts Payable and includes employees Lynn Ganac, EJ Tito, Justin Chan, Dawit Haile, Tony Lee, Estrella Mangahas, Betty Neri and Winnie Lin. ASFR provides monthly account analyses and reconciliations, monitors the General Ledger, and processes financial transactions such as Expenditure Transfer Requests (ETR), chargebacks (recharges), Request for Invoice Form (RFI), and trust accounting.

2021
69
respondents

Strengths

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

2020
71 respondents

Opportunities

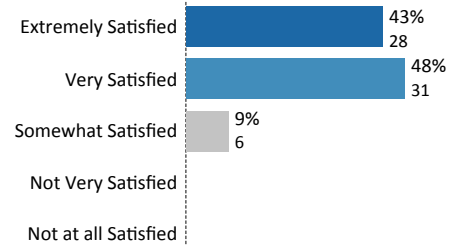
- Understands My Needs and Requirements
- Facilities Problem Resolution
- Effectively Uses Websites, Online Documentation

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?

4.34
mean

Standard Deviation
0.64



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 ASFR, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	4.14	4.22	4.34	↑
2	Understands my needs and requirements	4.08	4.14	4.26	↑
3	Accessible to customers (via phone or email)	4.04	3.95	4.27	↑
4	Responsive to requests within an acceptable time frame	4.09	4.03	4.28	↑
5	Provides effective advice, support, and guidance	4.08	4.10	4.38	↑
6	Facilitates problem resolution	4.12	4.08	4.24	↑
7	Effectively uses websites and systems to provide access to ASFR information and services	4.03	4.12	4.14	↑
8	Knowledgeable staff	4.11	4.31	4.36	↑
9	Helpful, courteous staff	4.19	4.38	4.42	↑
10	Moving in a positive direction to better meet my department's needs	4.03	4.13	4.32	↑

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 - Increase/Decrease of 0.09 or greater