

A&F CUSTOMER SATISFACTION SURVEY 2020/21

CASHIER'S OFFICE

Cashier's Office serves as central repository for university deposits and for student payments of tuition and fees.

STRENGTHS:

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Knowledgeable Staff

IMPROVEMENT OPPORTUNITIES:

- Facilitates Problem Resolution
- Provides Effective Advice, Guidance
- 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

4.05

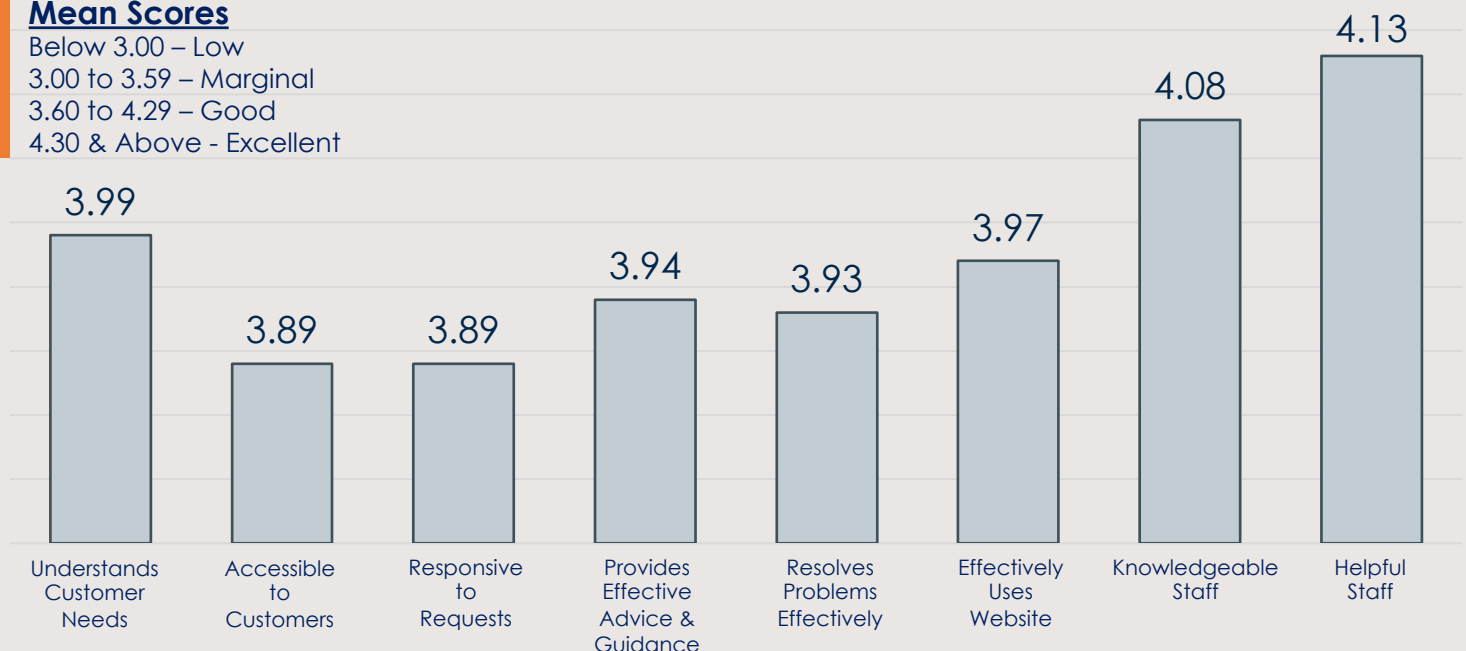
OVERALL SATISFACTION

4.03

571
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

Cashier's Office @ GH

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2021

571
respondents

Strengths

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Knowledgeable Staff

2020

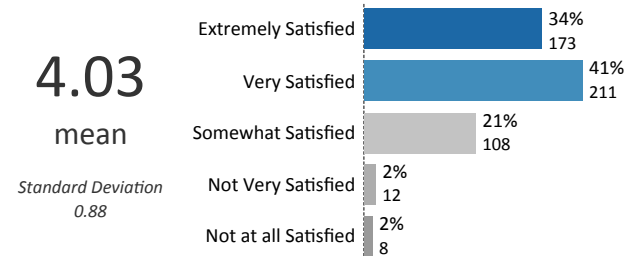
641
respondents

Opportunities

- Facilities Problem Resolution
- Provides Effective Advice, Guidance
- 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?



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 Cashier's Office, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	4.14	4.01	4.03	↑
2	Understands my needs and requirements	4.15	4.05	3.99	↓
3	Accessible to customers (via phone/voicemail, email, or online chat)	4.10	4.02	3.89	↓
4	Responsive to requests within an acceptable time frame	4.15	4.01	3.89	↓
5	Provides effective advice, support, and guidance	4.14	4.02	3.94	↓
6	Facilitates problem resolution	4.13	3.99	3.93	↓
7	Effectively uses websites and systems to provide access to Cashier's Office information and services	4.07	4.00	3.97	↓
8	Knowledgeable staff	4.17	4.01	4.08	↑
9	Helpful, courteous staff	4.22	4.03	4.13	↑
10	Moving in a positive direction to better meet my department's needs	4.15	3.99	4.05	↑

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