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.

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

Understanding Customer Needs: 3.99
Accessible to Customers: 3.89
Responsive to Requests: 3.89
Provides Effective Advice & Guidance: 3.94
Resolves Problems Effectively: 3.93
Effectively Uses Website: 3.97
Knowledgeable Staff: 4.08
Helpful Staff: 4.13

Overall Satisfaction: 4.03
Moving in a Positive Direction to Meet Customer Needs: 4.05

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

adminfin.fullerton.edu
## 2021 Administration & Finance Customer Satisfaction Survey

### Cashier’s Office @ GH

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

<table>
<thead>
<tr>
<th>2021</th>
<th>571 respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>641 respondents</td>
</tr>
</tbody>
</table>

### Mean Scores

<table>
<thead>
<tr>
<th>Mean Scores</th>
<th>Below 3.00 - Low</th>
<th>3.00 to 3.59 - Marginal</th>
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</tr>
</thead>
</table>

### Strengths

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

### 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?

<table>
<thead>
<tr>
<th>4.03 mean</th>
</tr>
</thead>
</table>

### Mean Score

<table>
<thead>
<tr>
<th>Question</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2021 change from prior year</th>
</tr>
</thead>
<tbody>
<tr>
<td>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?</td>
<td>4.14</td>
<td>4.01</td>
<td>4.03</td>
<td>-</td>
</tr>
<tr>
<td>2 Understands my needs and requirements</td>
<td>4.15</td>
<td>4.05</td>
<td>3.99</td>
<td>-</td>
</tr>
<tr>
<td>3 Accessible to customers (via phone/voicemail, email, or online chat)</td>
<td>4.10</td>
<td>4.02</td>
<td>3.89</td>
<td>-</td>
</tr>
<tr>
<td>4 Responsive to requests within an acceptable time frame</td>
<td>4.15</td>
<td>4.01</td>
<td>3.89</td>
<td>-</td>
</tr>
<tr>
<td>5 Provides effective advice, support, and guidance</td>
<td>4.14</td>
<td>4.02</td>
<td>3.94</td>
<td>-</td>
</tr>
<tr>
<td>6 Facilitates problem resolution</td>
<td>4.13</td>
<td>3.99</td>
<td>3.93</td>
<td>-</td>
</tr>
<tr>
<td>7 Effectively uses websites and systems to provide access to Cashier’s Office information and services</td>
<td>4.07</td>
<td>4.00</td>
<td>3.97</td>
<td>-</td>
</tr>
<tr>
<td>8 Knowledgeable staff</td>
<td>4.17</td>
<td>4.01</td>
<td>4.08</td>
<td>-</td>
</tr>
<tr>
<td>9 Helpful, courteous staff</td>
<td>4.22</td>
<td>4.03</td>
<td>4.13</td>
<td>-</td>
</tr>
<tr>
<td>10 Moving in a positive direction to better meet my department’s needs</td>
<td>4.15</td>
<td>3.99</td>
<td>4.05</td>
<td>-</td>
</tr>
</tbody>
</table>

### 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

Survey and analytics powered by Tritonlytics™, Organizational Assessments and Strategy, UC San Diego