

A&F CUSTOMER SATISFACTION SURVEY 2020/21

RESOURCE, PLANNING, & BUDGET

Resource, Planning, & Budget oversees the budget process for the University and assists with monthly salary projections, transfer requests, budget journals, developing budgets and rates, capital budgeting and project financial support.

STRENGTHS:

- Accessible to Customers
- Knowledgeable Staff
- Helpful Staff

IMPROVEMENT OPPORTUNITIES:

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Facilitates Problem Resolution

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

3.72

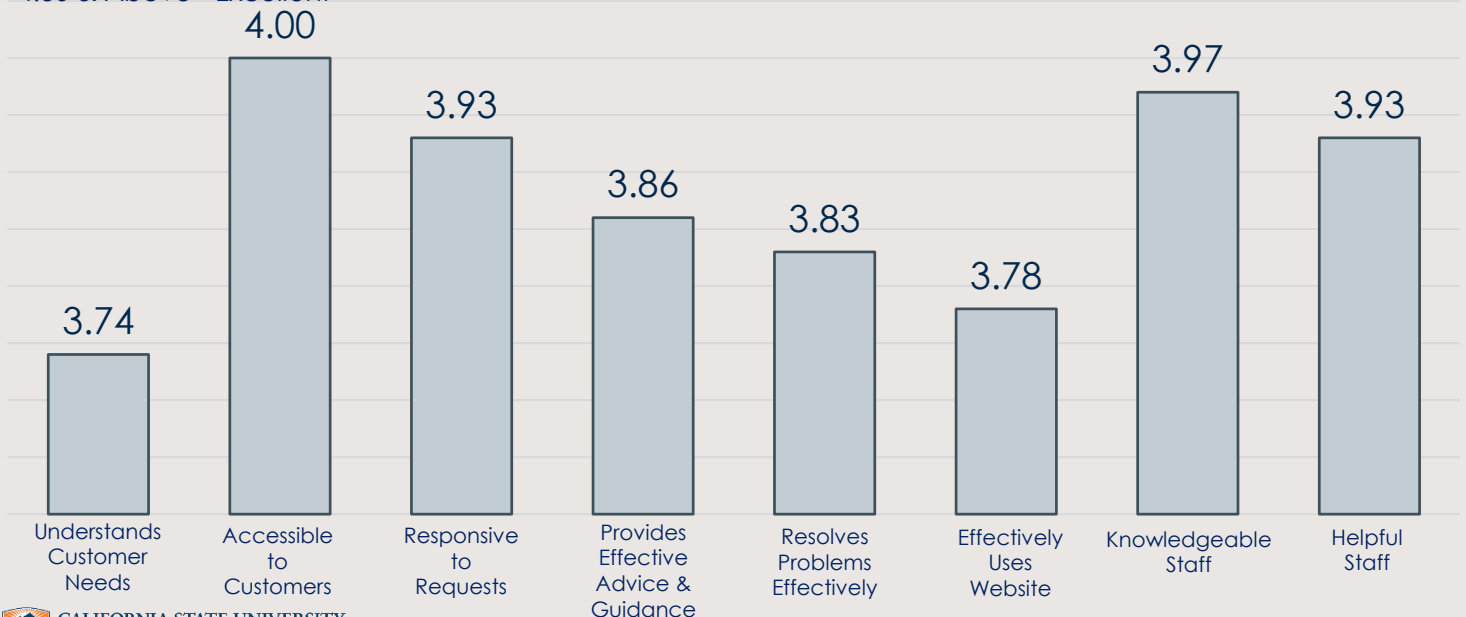
OVERALL SATISFACTION

3.81

 **32**
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

Resource Planning and Budget

Resource Planning and Budget oversees the budget process for the University, including annual budget development for general operating fund, special programs, budget & rate analysis for University's Enterprise Funds and Auxiliaries. The department provides guidance and prudent fiscal management to the University regarding budget directives, policies and procedures. Additionally, the department provides assistance with budget management, Position Budgeting and Planning Systems (PBPS), capital budgeting, and project financing sup..

2021
32
respondents

Strengths

- Accessible to Customers
- Knowledgeable Staff
- Helpful Staff

2020
27 respondents

Opportunities

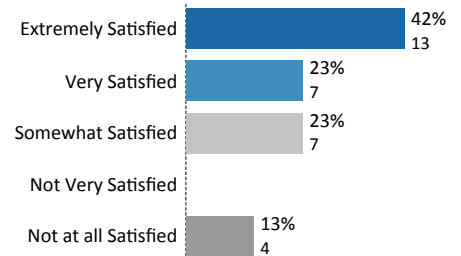
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Facilities Problem Resolution

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?

3.81
mean

Standard Deviation
1.33



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 Resource Planning and Budget, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	3.80	3.46	3.81	↑
2	Understands my needs and requirements	3.85	3.21	3.74	↑
3	Accessible to customers (via phone or email)	3.96	3.46	4.00	↑
4	Responsive to requests within an acceptable time frame	4.00	3.29	3.93	↑
5	Provides effective advice, support, and guidance	3.92	3.30	3.86	↑
6	Facilitates problem resolution	3.81	3.17	3.83	↑
7	Effectively uses websites and systems to provide access to Resource Planning and Budget information and services	3.96	3.36	3.78	↑
8	Knowledgeable staff	4.12	3.40	3.97	↑
9	Helpful, courteous staff	4.11	3.52	3.93	↑
10	Moving in a positive direction to better meet my department's needs	3.96	3.33	3.72	↑

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