

# A&F CUSTOMER SATISFACTION SURVEY 2020/21

## VICE PRESIDENT'S OFFICE OF ADMINISTRATION & FINANCE

The VP's Office provides leadership and supports the division's units and fiscal oversight for the campus.

### STRENGTHS:

- Responds in a Timely Manner
- Knowledgeable Staff
- Professional and Courteous Staff

### IMPROVEMENT OPPORTUNITIES:

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Provides Effective Advice, Guidance

### 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

3.94

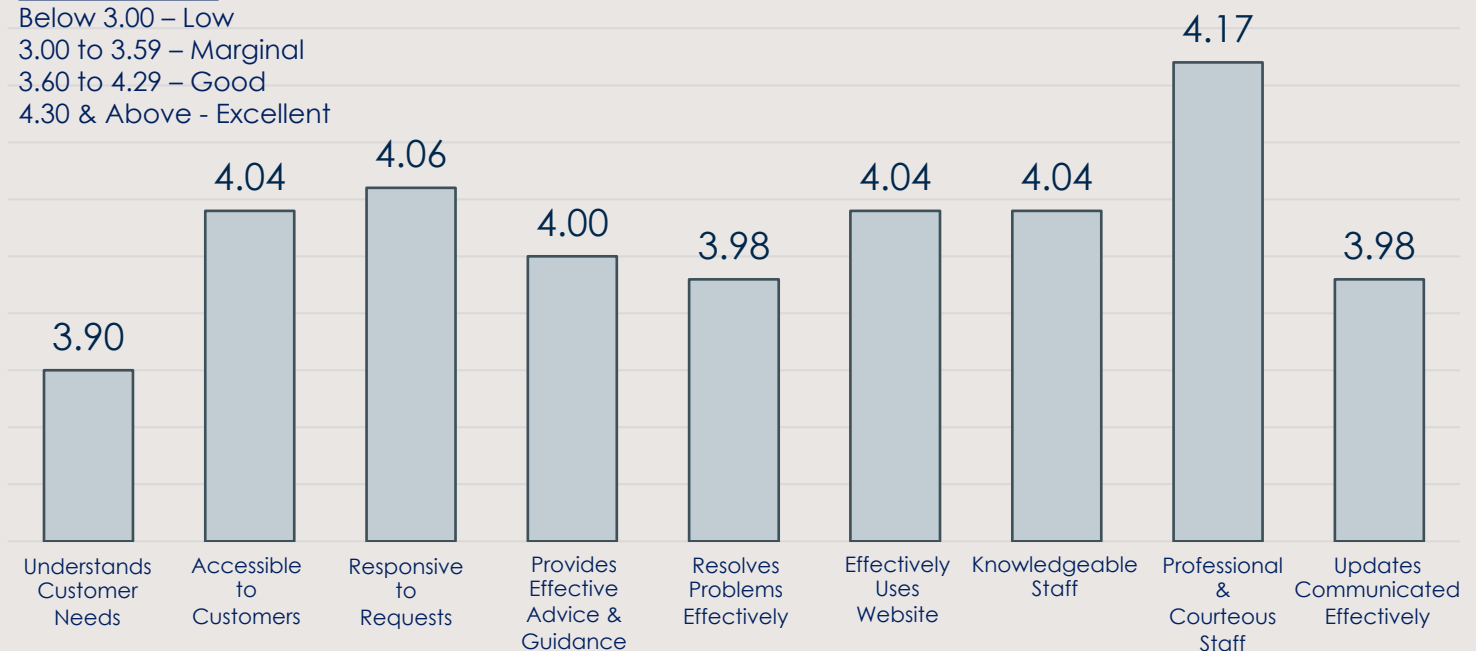
OVERALL SATISFACTION

4.04

 **56**  
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

## VP's Office of Administration & Finance

To be completed by Division of Admin and Finance staff and any campus employee that regularly interacts with the VP's Office of Administration & Finance. This Customer Satisfaction Survey is confidential and administered by a third party. Responses are not linked to any one individual.

2021

**56**  
respondents

### Strengths

- Responds to Requests Within an Acceptable Time Frame
- Knowledgeable Staff
- Professional and Courteous Staff

2020

51 respondents

### Opportunities

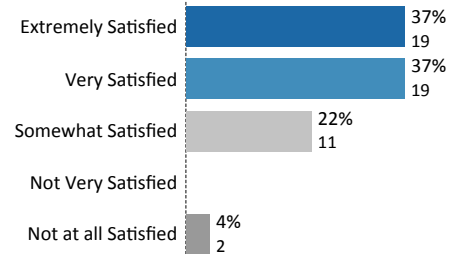
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Provides Effective Advice, Guidance

### 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?

**4.04**  
mean

Standard Deviation  
0.97



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 VP's Office of Administration & Finance, how would you rate your satisfaction with it during the past 12 months in meeting your department's need..	4.21	3.71	4.04	↑
2	Understands my needs and requirements	4.12	3.60	3.90	↑
3	Accessible to customers (via phone or email)	4.23	3.74	4.04	↑
4	Responsive to requests within an acceptable time frame	4.14	3.76	4.06	↑
5	Provides effective advice, support, and guidance	4.14	3.52	4.00	↑
6	Facilitates problem resolution	4.12	3.68	3.98	↑
7	Effectively utilizes websites to provide information on division services	4.07	3.66	4.04	↑
8	Knowledgeable staff	4.30	3.81	4.04	↑
9	Professional and courteous staff	4.30	3.90	4.17	↑
10	Moving in a positive direction to better meet my department's needs	4.14	3.64	3.94	↑
11	Updates communicated by the VP's Office of Administration & Finance	4.11	3.70	3.98	↑

### 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