Cashier’s Office

The Road to Success: Customer Satisfaction Survey 2017

1457 RESPONSES to the Cashier’s Office survey questions

Of the 46,825 Titans invited to take the survey
44% STAFF
24% FACULTY
17% STUDENTS RESPONDED

Overall Customer SATISFACTION for Cashier’s Office

4.08 MEAN SCORE Overall Customer Satisfaction
Scale: 1-5

Strengthes
Knowledgeable Staff
Helpful Staff

Primary Opportunities for IMPROVEMENT
Provides Effective Advice & Guidance
Responds to Requests Within an Acceptable Time
Moving in a Positive Direction
Resolves Problems Effectively

Not Very Satisfied 3%
Somewhat Satisfied 20%
Very Satisfied 40%
Extremely Satisfied 36%
Not At All Satisfied 1%
The Road to Success Customer Satisfaction Survey 2017
Cashier's Office

Cashier’s Office receives deposits and payments for bills and fees.

1,457 respondents

Primary Opportunities
- Provides Effective Advice, Guidance
- Responds to Requests Within an Acceptable Time
- Moving in a Positive Direction
- Resolves Problems Effectively

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>Satisfied Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>36%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>41%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>20%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>1%</td>
</tr>
</tbody>
</table>

Mean Score: 4.08

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

# Question                                                                 | 2017 |
1  Thinking of your OVERALL experience with Cashier’s Office, how would you rate your satisfaction with Cashier’s Office during the past 12 months in meeting your department’s needs? | 4.08 |
2  Accessible to customers (via phone/voicemail, email, online chat, OR in-person) | 4.08 |
3  Responsive to requests or problems within an acceptable time | 4.07 |
4  Provides effective advice, support, and guidance | 4.08 |
5  Resolves problems effectively | 4.08 |
6  Effectively uses websites and systems to provide access to Cashier’s Office information and services | 4.05 |
7  Knowledgeable staff | 4.12 |
8  Helpful, courteous staff | 4.12 |
9  Moving in a positive direction to better meet my department’s needs | 4.07 |

Background
- 2017 was the first year for the The Road to Success Customer Satisfaction Survey
- 20 different services across 9 administrative areas were included in the survey
- The survey included 10 to 12 standard scaled (1-5) rating questions and up to 3 open-ended questions
- 46,825 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,629 (18%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Since some services are used only by faculty or staff or students, invitees could only select services relevant to them
- The survey was available to take from April 5 to April 28, 2017
- N/As and blank responses did not count in calculations for mean scores

Survey conducted by Organizational Performance Assessments
Operational Strategic Initiatives, UC San Diego