The Road to Success: Customer Satisfaction Survey 2017

Resource Planning & Analysis/Budget Administration

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

Overall Customer SATISFACTION
for Resource Planning & Analysis/Budget Administration

Influential Strengths
4
Provides Effective Advice & Guidance

3.84 MEAN SCORE
Overall Customer Satisfaction Scale: 1-5

Primary Opportunities for IMPROVEMENT
Effectively Uses Websites/Online Documentation Accessible to Customers
Understands My Needs and Requirements
Moving in a Positive Direction
Resolves Problems Effectively

50 RESPONSES to the Resource Planning & Analysis/Budget Administration survey questions
### The Road to Success Customer Satisfaction Survey 2017

**Resource Planning (Budget Reports)**

Budget Reports & Resource Planning provides budget and dashboard reports, monthly salary projections, Payroll Expense Transfers (PET), Budget Transfer Requests (BTR), budget journals, and Labor Cost Distributions (LCD).

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#### Primary Opportunities
- Effectively Uses Websites, Online Documentation
- Accessible to Customers
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Resolves Problems Effectively

#### Influential Strengths
- Provides Effective Advice, Guidance

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#### 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>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>27%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>43%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>18%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>9%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>2%</td>
</tr>
</tbody>
</table>

**Mean Scores**

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Resource Planning (budget reports), how would you rate your satisfaction with Resource Planning (budget reports) during the past 12 months in meeting your department’s needs?</td>
<td>3.84</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.87</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>3.93</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>4.02</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>3.98</td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>3.95</td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to Resource Planning (budget reports) information and services</td>
<td>3.78</td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.15</td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.11</td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.91</td>
</tr>
</tbody>
</table>

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#### 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

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

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50 respondents