

# Customer Satisfaction Survey 2017/18

## Accounts Payable & Travel

Accounts Payable & Travel handles travel related expenditures and ensures vendor invoices and reimbursements are paid.

**[ 3.76 ]**

Understands Customer Needs

**[ 3.74 ]**

Accessible to Customers

**[ 3.71 ]**

Responsive to Requests

**[ 3.82 ]**

Provides Effective Advice & Guidance

**[ 3.77 ]**

Resolves Problems Effectively

**[ 3.66 ]**

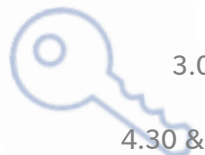
Effectively Uses Website

**[ 4.05 ]**

Knowledgeable Staff

**[ 4.05 ]**

Helpful Staff



Below 3.0 : Low  
3.00-3.59 : Marginal  
3.60-4.29 : Good  
4.30 & Above : Excellent



**452**  
Respondents



**3.78**  
Overall Satisfaction with Accounts Payable & Travel



**3.75**  
Moving in a Positive Direction to Meet Customer Needs

### STRENGTHS

Provides Effective Advice

Helpful Staff



### Opportunities for IMPROVEMENT

Understands Customer Needs

Resolves Problems Effectively

Responds to Requests Quickly



# The Road to Success Customer Satisfaction Survey

## Accounts Payable, Travel Payment Services

Accounts Payable, Travel Payment Services handles travel-related expenditures, ensures vendor invoices and faculty, staff, and student reimbursements are paid (i.e. petty cash, travel claims).

2018

452  
respondents

2017

473 respondents

### Strengths

- Provides Effective Advice, Guidance
- Helpful Staff
- Knowledgeable Staff

### Opportunities

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Responds to Requests Within an Acceptable Time

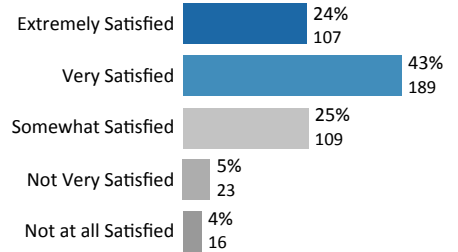
### Overall Satisfaction

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?

3.78

mean

Standard Deviation  
0.99



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	2017	2018	Chg from 2017 to 2018
1	Thinking of your OVERALL experience with Accounts Payable & Travel, how would you rate your satisfaction with Accounts Payable & Travel during the past 12 months in meeting your department's needs?	3.75	3.78	0.03
2	Understands my needs and requirements	3.74	3.76	0.02
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.83	3.74	-0.09
4	Responsive to requests or problems within an acceptable time	3.72	3.71	-0.01
5	Provides effective advice, support, and guidance	3.83	3.82	-0.01
6	Resolves problems effectively	3.77	3.77	0.00
7	Effectively uses websites and systems to provide access to Accounts Payable & Travel information and services	3.72	3.66	-0.06
8	Knowledgeable staff	4.02	4.05	0.03
9	Helpful, courteous staff	4.01	4.05	0.04
10	Moving in a positive direction to better meet my department's needs	3.73	3.75	0.02

### Background

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

- 2018 was the second year for The Road to Success Customer Satisfaction Survey
- 20 different services across 8 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
- 46,121 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 6,400 (13.9%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Some services were pre-selected for faculty, staff, or students as they only used certain services that were relevant to them
- The survey was available to take from April 3 to April 20, 2018
- N/As and blank responses did not count in calculations for mean scores