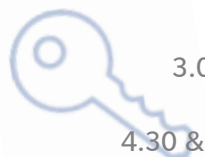


Customer Satisfaction Survey 2017/18

[Student Financial Services - SFS]

SFS provides services related to student account payments, fees, refunds, and 1098 tax documents.

- [3.99] Understands Customer Needs
- [3.98] Accessible to Customers
- [3.99] Responsive to Requests
- [3.97] Provides Effective Advice & Guidance
- [3.97] Resolves Problems Effectively
- [3.96] Effectively Uses Website
- [4.03] Knowledgeable Staff
- [4.11] Helpful Staff



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



767
Respondents



3.94
Overall
Satisfaction
with AFIT



4.01
Moving in a
Positive
Direction to
Meet
Customer
Needs

STRENGTHS

- Moving in a Positive Direction
- Helpful Staff



Opportunities for IMPROVEMENT

- Understands Customer Needs
- Resolves Problems Effectively
- Provides Effective Advice & Guidance



The Road to Success Customer Satisfaction Survey

SFS, Student Accounts (Not Financial Aid Office)

SFS provides information on student account payments, fees, refunds, and 1098 tax documents (Not the Financial Aid Office).

2018

767
respondents

2017

764 respondents

Strengths

- Moving in a Positive Direction
- Helpful Staff
- Knowledgeable Staff

Opportunities

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Provides Effective Advice, Guidance

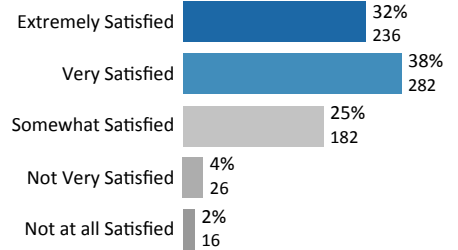
Overall Satisfaction

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?

3.94

mean

Standard Deviation
0.95



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 SFS, how would you rate your satisfaction with SFS during the past 12 months in meeting your department's needs?	4.04	3.94	
2	Understands my needs and requirements	4.06	3.99	
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.04	3.98	
4	Responsive to requests or problems within an acceptable time	4.03	3.99	
5	Provides effective advice, support, and guidance	4.05	3.97	
6	Satisfaction with SFS's ability to answer your question or direct you to the proper location?	4.05	4.00	
7	Resolves problems effectively	4.03	3.97	
8	Effectively uses websites and systems to provide access to SFS information and services	4.04	3.96	
9	Knowledgeable staff	4.09	4.03	
10	Helpful, courteous staff	4.12	4.11	
11	Moving in a positive direction to better meet my department's needs	4.08	4.01	

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

Background

- 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