CUSTOMER SATISFACTION SURVEY

ACCOUNTS PAYABLE & TRAVEL

2018/19

Responsible for the processing and distribution of reimbursements/payments for Travel, Direct Pays, and payments against invoices and Purchase Orders.

4.07
OVERALL SATISFACTION WITH ACCOUNTS PAYABLE & TRAVEL

181
RESPONDENTS

29
NET PROMOTER SCORE

STRENGTHS & OPPORTUNITIES

STRENGTHS

Knowledgeable Staff
Helpful Staff
Responds to Requests Within an Acceptable Time

OPPORTUNITIES FOR IMPROVEMENT

Provides Effective Advice, Guidance
Facilitates Problem Resolution
Understands My Needs and Requirements

SURVEY ITEMS

4.03	UNDERSTANDS CUSTOMER NEEDS
4.12	ACCESSIBLE TO CUSTOMERS
4.12	RESPONSIVE TO REQUESTS
4.02	PROVIDES EFFECTIVE ADVICE & GUIDANCE
4.00	RESOLVES PROBLEMS EFFECTIVELY
4.21	KNOWLEDGEABLE STAFF
4.14	HELPFUL STAFF
3.91	EFFECTIVELY USES WEBSITE

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

2019 CSU San Marcos CSS
Accounts Payable & Travel

Responsible for the processing and distribution of reimbursements/payments for Travel, Direct Pays, and payments against invoices and Purchase Orders.

2019

181

respondents

2018

182 respondents

Strengths

Knowledgeable Staff
Helpful Staff
Responds to Requests Within an Acceptable Time

Opportunities

Provides Effective Advice, Guidance
Facilitates Problem Resolution
Understands My Needs and Requirements

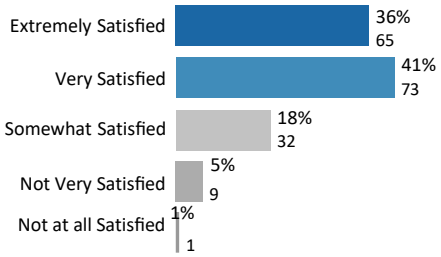
Overall Satisfaction

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?

4.07

mean

Standard Deviation 0.89



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

#	Question	Mean Score 2017	2018	2019	2019 change from prior year
1	Thinking of your OVERALL experience with Accounts Payable & Travel, how would you rate your satisfaction with it during the past 12 months?	4.19	4.25	4.07	
2	Understands my needs and requirements	4.18	4.25	4.03	
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	4.19	4.27	4.12	
4	Responsive to requests or problems within an acceptable time	4.20	4.29	4.12	
5	Provides effective advice, support, and guidance	4.18	4.19	4.02	
6	Facilitates problem resolution	4.17	4.18	4.00	
7	Knowledgeable Staff	4.21	4.33	4.21	
8	Helpful staff	4.33	4.36	4.14	
9	Effectively uses websites and systems to provide access to Accounts Payable & Travel information and services	3.97	3.99	3.91	

★ Change from prior year is statistically significant

Change of 0.09 or greater

Background

- Survey Period: February 20 to March 8, 2019
- 32 departments across campus participated
- 16,786 - 902 staff, 900 faculty, and 14,984 students were invited to take the survey
- 1,815 (11%) total responded. Staff - 357, Faculty - 119, Student - 1,339
- 10 standard satisfaction questions + 1 NPS (optional) + up to 5 supplemental questions were asked in each survey department
- Verbatim comments: 2 standard (Like best, Improve) plus up to 2 burning questions for each department
- Contact us at vpfas@csusm.edu if you have any questions about this report or would like additional in-depth analysis of your survey data

Survey and analytics powered by Triton*lytics™*,
Organizational Assessments and Strategy, UC San Diego

2019 CSU San Marcos CSS
Accounts Payable & Travel

Net Promoter Score

Below 0 - Low | 0-19 - Marginal | 20-49 - Good | 50 & above - Excellent

The Customer Satisfaction Survey includes the question **"How likely is it that you would share a positive impression of Accounts Payable & Travel with others?"** answered on a scale from 0 to 10. The Net Promoter Score is calculated as follows: the percent falling in the lowest segment (red section below) is subtracted from the percent falling in the highest segment (blue section below) to determine the Net Promoter (NPS) score.

2019

29 NPS

50.3% - 21.3% = 29

2018

49 NPS

62.8% - 14.0% = 49

Detractor							Passive		Promoter	
0	1	2	3	4	5	6	7	8	9	10
		1% 2	4% 7	3% 5	11% 19	2% 3	9% 16	19% 32	14% 23	37% 62

About NPS

The Net Promoter Score (NPS) is widely used in business to determine growth potential [1]. Different types of customers can have positive or negative effects on the success of the survey unit. The NPS identifies them as follows:

Detractors
Score 0-6 on the Recommend question. These are dissatisfied customers who will not promote or recommend the survey unit at all and may provide negative information to others.

Passives
Score in the neutral sections of the Recommend question (7-8). These are passive, neutral customers, who, while perhaps satisfied, are likely to do nothing to actively contribute to the success of the survey unit.

Promoters
Score 9-10 on the Recommend question. These are satisfied and enthusiastic customers.

The NPS score can potentially range from +100, where all customers are Promoters, to -100, where all customers are Detractors. Evaluation of the NPS is based on the following scale:

Below 0 – LOW
0 to 19 – MARGINAL
20 to 49 – GOOD
50 & above - EXCELLENT

The cut-off points were developed by examining the distribution of NPS scores from over 300 survey departments rated by over 24,000 total customers from seven Universities (CSU Cal Poly, CSU Chancellor's Office, CSU Fullerton, CSU San Marcos, UC Davis, UC Riverside, and UC San Diego) participating in customer surveys. Along with Overall Satisfaction and unit Strengths and Opportunities, the NPS provides an externally-validated benchmark to help track progress over the course of future evaluations.

[1] *Reichheld, Frederick F. (December 2003). "One Number You Need to Grow". Harvard Business Review.*

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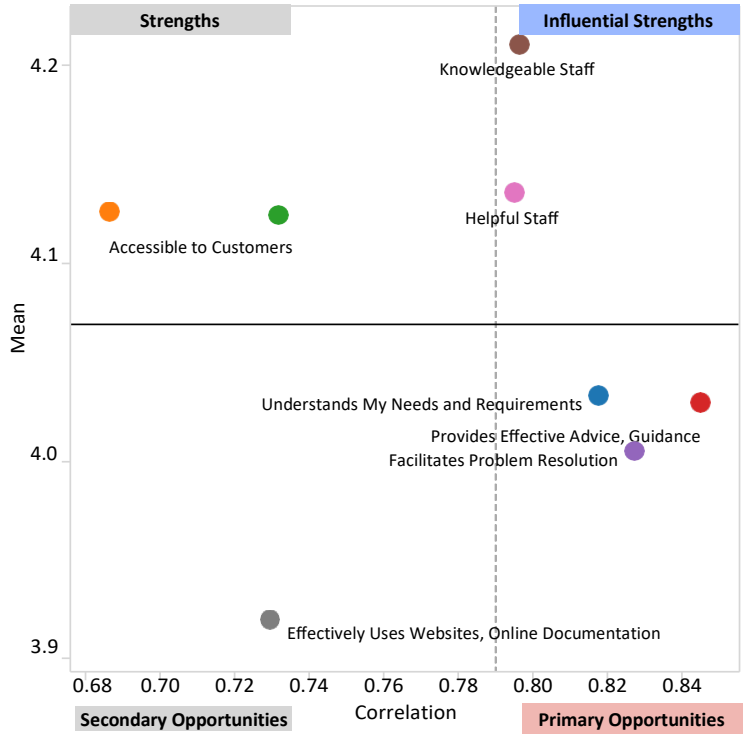
Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = **0.78,** Mean Average = **4.07**



- Facilitates Problem Resolution
- Effectively Uses Websites, Online Documentation
- Responds to Requests Within an Acceptable Time
- Helpful Staff
- Provides Effective Advice, Guidance
- Understands My Needs and Requirements
- Knowledgeable Staff
- Accessible to Customers

Strengths Higher than average mean score, lower than average correlation. "Keep up the good work"	**Influential Strengths** Higher than average mean score, higher than average correlation. "Keep an eye on"
Secondary Opps Lower than average mean score, lower than average correlation. "Low Priority"	**Primary Opps** Lower than average mean score, higher than average correlation. "Concentrate Efforts"

List of Strengths & Opportunities by Question

ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

#	Question	Mean	Corr	Str/Opps
2	Understands my needs and requirements	4.03	0.82	PO
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	4.12	0.69	ST
4	Responsive to requests or problems within an acceptable time	4.12	0.73	ST
5	Provides effective advice, support, and guidance	4.02	0.85	PO
6	Facilitates problem resolution	4.00	0.83	PO
7	Knowledgeable Staff	4.21	0.80	IS
8	Helpful staff	4.14	0.80	IS
9	Effectively uses websites and systems to provide access to Accounts Payable & Travel information and services	3.91	0.73	SO

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

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable Time	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation
Faculty	3.90 (20)	3.78 (18)	4.17 (12)	3.87 (15)	3.85 (13)	4.00 (12)	4.20 (15)	4.00 (15)	3.93 (14)
Staff	4.09 (160)	4.06 (155)	4.12 (153)	4.14 (152)	4.04 (148)	4.00 (141)	4.21 (156)	4.15 (154)	3.91 (136)

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five

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Satisfaction Mean Scores by Division and Classification Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

		Overall Satisfaction	Understands My Needs and Requirements	Accessible toCustomers	Responds to Requests Within an Acceptable Time	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation
Academic Affairs	Staff	4.06 (54)	4.00 (49)	4.12 (51)	4.14 (50)	3.96 (49)	3.93 (45)	4.19 (52)	4.08 (52)	3.91 (45)
CEHHS	Faculty	4.00	4.00	4.50	3.67	3.67	3.67	4.00	4.00	3.67
CHABSS	Faculty	3.85 (13)	3.64 (11)	4.00 (8)	3.90 (10)	3.88 (8)	4.14 (7)	4.33 (9)	4.00 (9)	4.00 (8)
Community Engagement	Staff	4.00	4.00	3.75	4.00	4.00	4.00	4.00	4.00	4.00
CSM	Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Finance and Administrative Services	Staff	4.18 (57)	4.19 (57)	4.26 (57)	4.27 (56)	4.19 (54)	4.15 (52)	4.33 (55)	4.36 (55)	4.02 (46)
Office of the President	Staff	4.50 (6)	4.67 (6)	4.33 (6)	4.50	4.40 (5)	4.40 (5)	4.50 (6)	4.50 (6)	4.17 (6)
Student Affairs	Faculty	3.50	3.50	4.00	3.00	3.00	3.00	3.00	3.00	3.50
	Staff	4.00 (27)	3.81 (27)	3.88 (24)	3.93 (27)	3.88 (25)	3.75 (24)	4.04 (27)	3.88 (26)	3.67 (24)
University Advancement	Staff	3.82 (11)	3.91 (11)	3.80 (10)	3.90 (10)	3.80 (10)	3.80 (10)	4.00 (11)	3.91 (11)	3.70 (10)

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five.
Blank cells: respondents did not provide an answer to the question.