

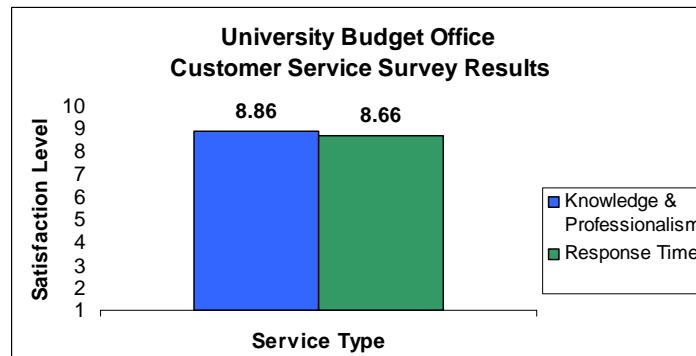
**Northern Arizona University  
2006 Budget Office Customer Service Survey Results  
EXECUTIVE SUMMARY**

**BACKGROUND**

In the summer of 2006, Northern Arizona University Budget Office solicited input from 170 campus business managers (N=170). The purpose of the survey was to measure campus opinion regarding staff knowledge, professionalism, and customer satisfaction of the University Business Office. All responses were anonymous. The survey was sent via electronic mail. The University Budget Office received 56 responses to this survey, equaling a response rate of 33%.

The target audience answered two specific questions related to University Budget Office (UBO) services and satisfaction. The responses were measured by means of a Likert scale, i.e., a scale of 1 to 10 with 1 being poor and 10 being excellent. Data is displayed with a mean satisfaction score.

**RESULTS**



- The data indicates that campus business managers are extremely satisfied with the knowledge and professionalism that they receive from the UBO staff members. The knowledge and professionalism of the UBO had an overall mean of 8.86. Out of the 56 responses to this question, only four managers responded with a score of less than 7.
- The response time of the UBO had an overall mean of 8.66. Out of the 55 responses to this question (one respondent failed to answer question two) only two managers responded with a score of less than a 7.

**RECOMMENDATIONS**

- University Budget Office should continue to make a concerted effort to increase satisfaction and service levels among its internal and external customers.
- Policy should be implemented that states any requests made of the University Budget Office will be addressed within 48 hours. At that time the customer will be notified of a reasonable timeline for response and/or resolution to the request.
- University Budget Office should continue to involve business managers as evaluators for future performance measurement tools.