



## **2013 SURVEY REPORT:**

Administrative Services - Finance and Administration Division

Angelo State University

[www.angelo.edu/services/finadmin/](http://www.angelo.edu/services/finadmin/)

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## I: Executive summary

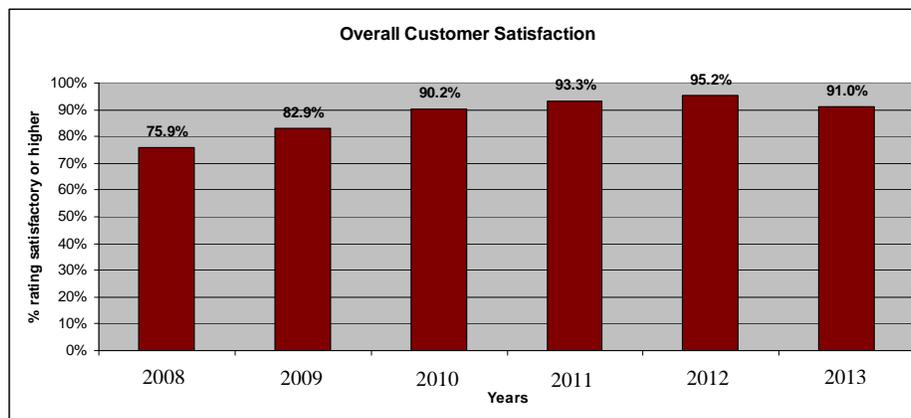
The purpose of this survey was to evaluate customer satisfaction related to the services provided by Angelo State University's Finance and Administration Division during FY 2013. This survey, conducted each fall semester, is a key component of the Finance and Administration division's strategy to continuously improve services provided to the University community. Data from the survey are used to help assess accomplishment of annual F&A division goals and identify action items needed to improve the services provided by departments within the division. The mission statement for the Finance and Administration division is shown below.

***“The role of the Finance and Administration Division within the university is to support campus operations through efficient and customer-friendly services. We provide quality facilities and related infrastructure, ensure that risks are mitigated and emergencies are managed, provide accessible financial and academic support services to all internal and external customers, and ensure that an appropriate workforce is available to accomplish the academic mission. Our customers include students, faculty, staff, parents, taxpayers, the regional community, vendors and other educational institutions.”***

### Key Observations

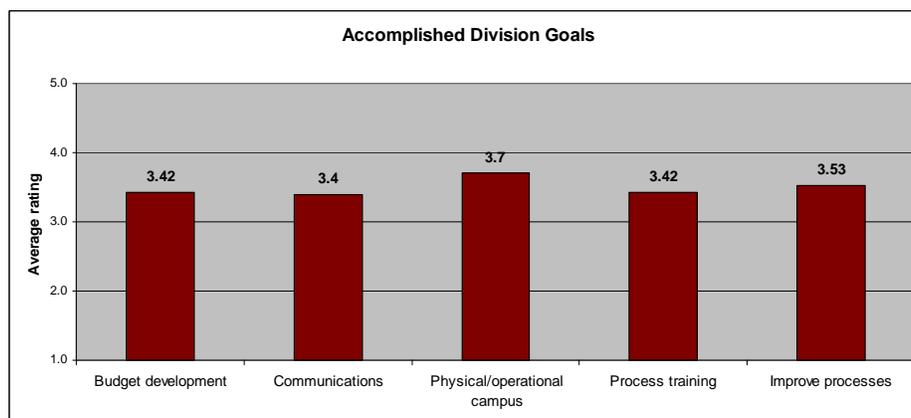
1. Overall customer satisfaction decreased slightly from the 2012 ranking (Chart 1). When asked to rate the performance of the division as a whole, 91% of the respondents rated the overall division at a satisfactory or higher level (5 or above on a scale of 1-10).

Chart 1



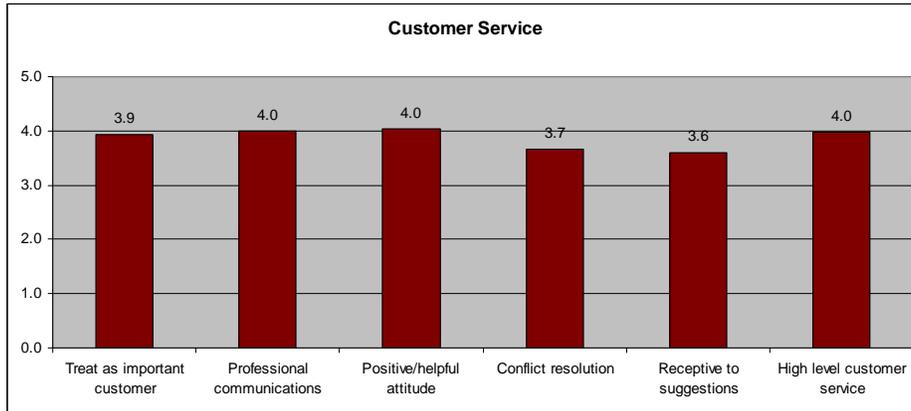
2. Respondents were somewhat positive regarding how the division performed related to accomplishment of the five FY 2013 division goals (Chart 2). The average combined rating for all goals combined was 3.49 on a scale of 1-5 with 5 being "Strongly Agree" and 1 being "Strongly Disagree."

Chart 2



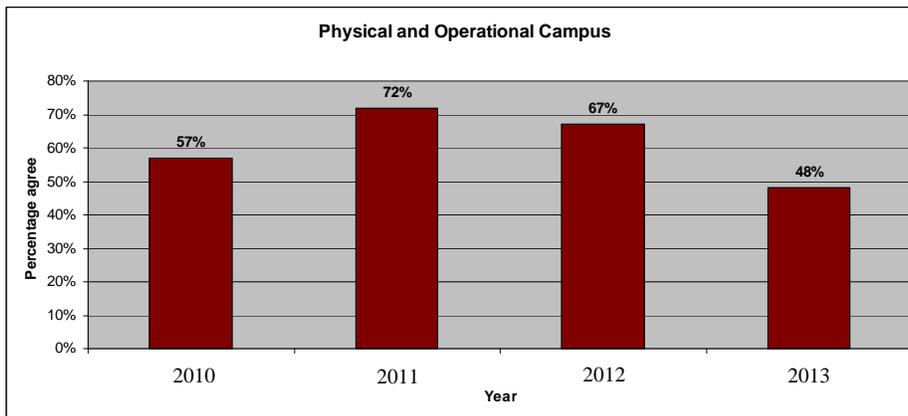
3. The mean rating on a series of customer service questions (Chart 3) was 3.86 on a scale of 1-5 with 5 being the best. This was virtually unchanged from the 3.85 2012 rating and down slightly from the 3.95 overall rating observed in 2011.

Chart 3



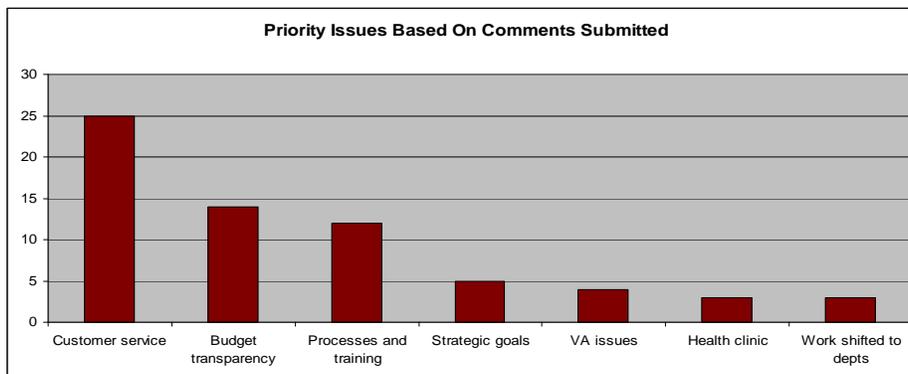
4. The percentage of respondents who felt the F&A division provides a physical and operational campus environment that supports strategic initiatives was 48%, down significantly from the 67% indicated in 2012 and the 72% in 2011 (Chart 4). These percentages were based on those responding “Agree” or “Strongly Agree” to the question.

Chart 4



5. Comments by respondents (Chart 5) suggested multiple areas that need improvement, with the top priorities being budget transparency, lack of congruence with strategic initiatives, training for business processes and forms, and issues related to veterans. All comments are shown in section VII at the end of this report.

Chart 5



## **II: Recommended Action Items to Improve Services**

1. Implement a structured Customer Service training program for university employees at all levels based on the customer service standards shown in Attachment C.
2. Increase efforts to make the budgeting process more transparent, both on the front end (planning and available funding) and after budgets are finalized. Disseminate information to the campus community that clarifies the relationship between budget allocations and strategic initiatives.
3. Implement a structured employee development program that will enhance core employee skills (including onboarding and use of routine business processes) for university employees at all levels.
4. Implement a university-wide Assessment and Improvement committee that does an annual composite assessment and report for support services provided by all divisions within the university.

## **III: Method and Response**

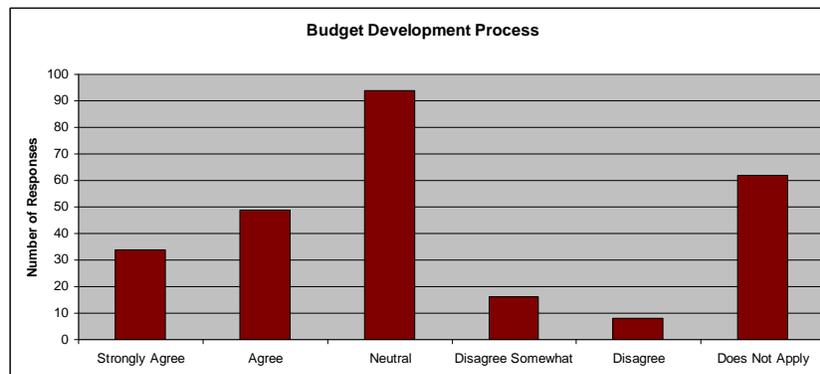
This survey was conducted during the period December 2013 through January 2014 using an online instrument (SurveyMonkey.com). The population surveyed included all faculty, staff, and students within the university and also key representatives of the regional community. The survey was distributed via email to approximately 7,700 individuals with 209 responses received (slightly less than a 3% response rate). Students comprised 57% of the respondents, faculty 11%, staff 31%, and community members 1%.

Each individual was asked to respond to thirty-five questions. These questions divided into were four categories: operational goals (5 questions), customer service (6 questions), departmental assessments (23 questions), and demographics (1 question). Respondents were also asked to submit comments related to each question and suggestions for improvement (see Section VII).

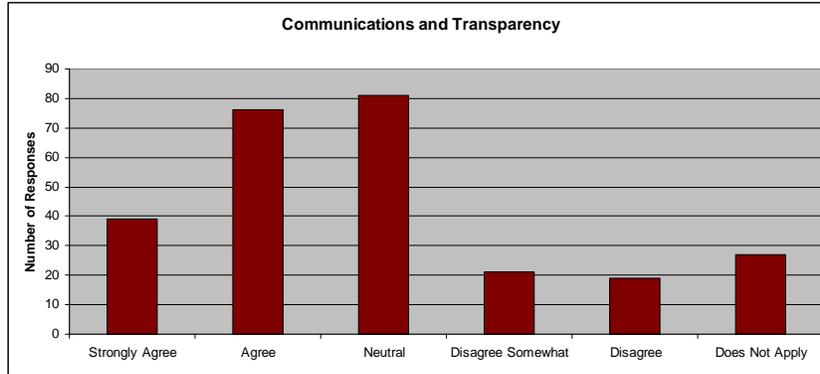
## **IV: Assessment of Key FY 2012 Finance and Administration Goals**

Five of the 2012 survey questions assessed the key goals established by the Finance and Administration division. The charts below represent a composite of faculty, staff, and student responses to each of the five questions with the mean ratings for the responses.

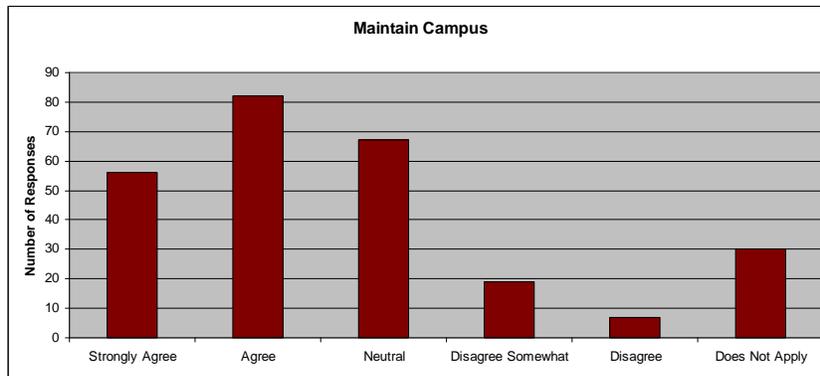
**Goal 1:** “Budget development process for FY 2013-2014 was linked to strategic goals for the university.” Mean rating = 3.42 on a scale of 1-5.



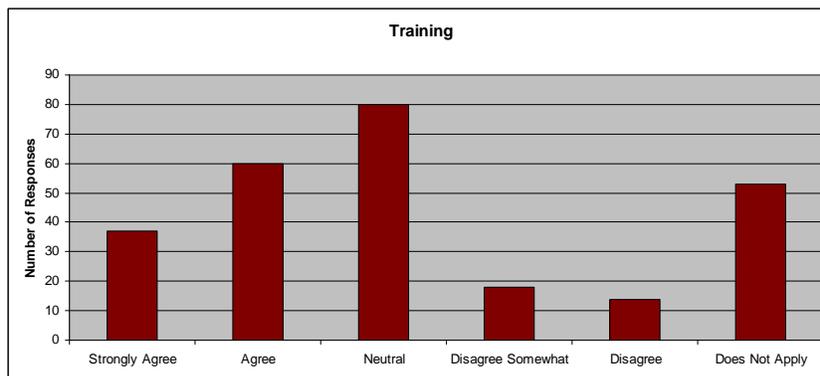
**Goal 2:** “Improve communications and operational transparency.” Mean rating = 3.40 on a scale of 1-5.



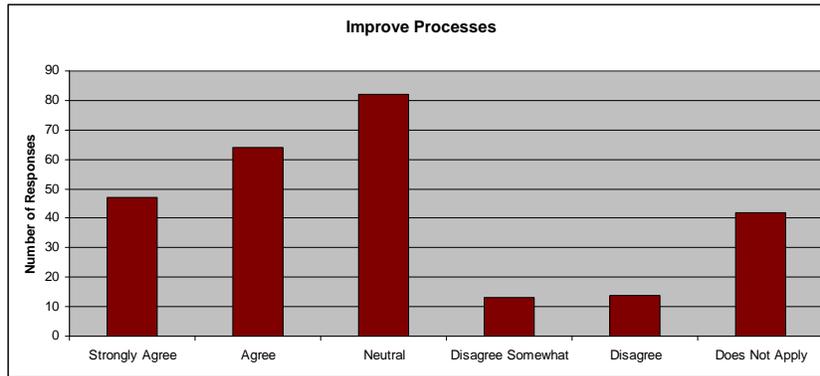
**Goal 3:** “Maintain a physical and operational campus.” Mean rating = 3.70 on a scale of 1-5.



**Goal 4:** “Effective and appropriate training was available during FY 2013.” Mean rating = 3.42 on a scale of 1-5.



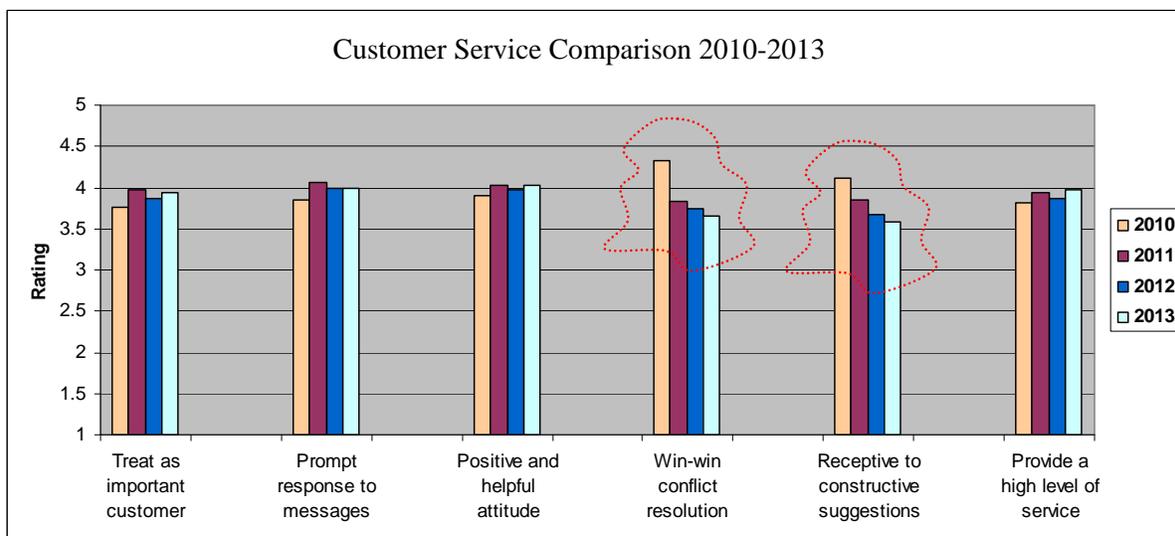
**Goal 5:** “Review and improve business processes.” Mean rating = 3.53 on a scale of 1-5.



### V: Customer Service Assessment

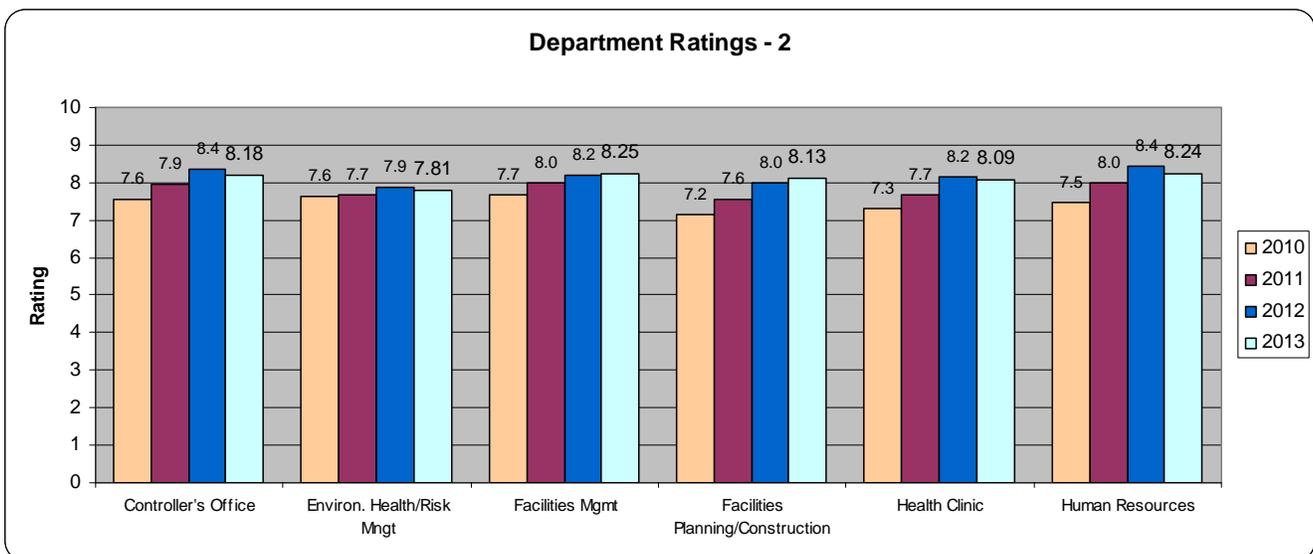
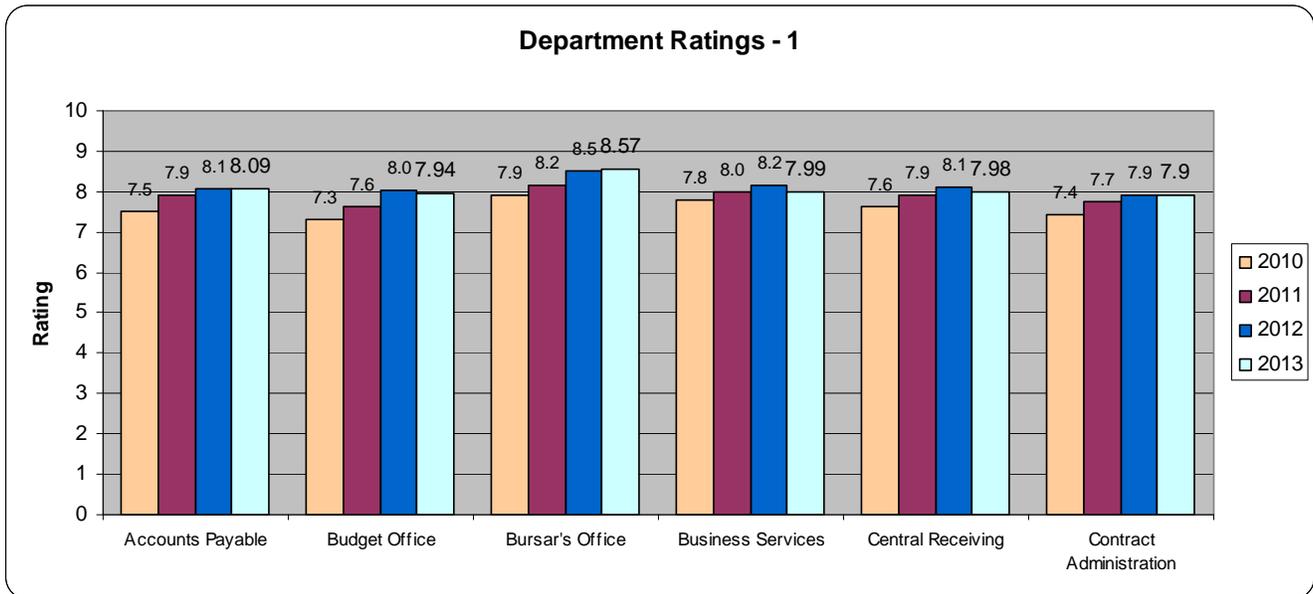
Six survey questions assessed ASU community perceptions related to the quality of customer service provided by Finance and Administration staff. Improving customer service has been a division priority for the last three years. Respondents were asked to rate customer service on a scale of 1-5 with 5 being “Strongly Agree” to each statement and 1 being “Strongly disagree.” The charts below shows a composite of faculty, staff, and student responses to each of the 6 customer service questions with the average rating on each question shown for 2010 through 2013.

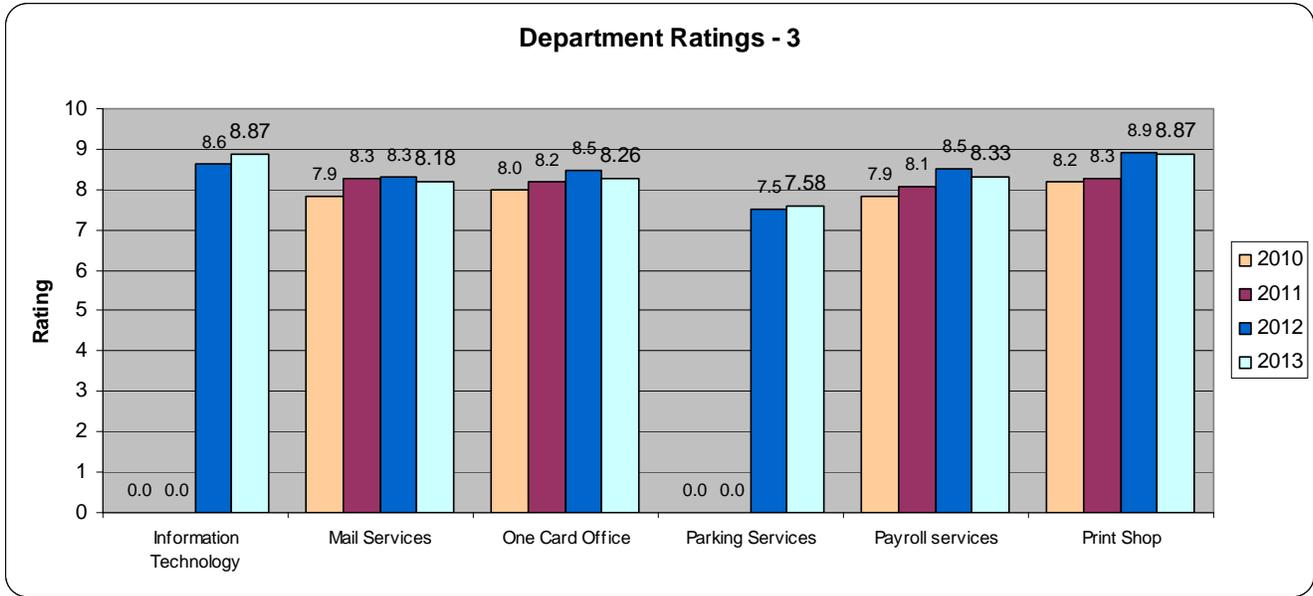
As in previous years, the comments submitted in association with these six questions suggested that some respondents were rating all academic support functions within the university, not just those housed within the Finance and Administration division. The composite rating of 3.86 was virtually unchanged from the 3.85 observed in 2012, although the ratings for “Win-win conflict resolution” and “Receptive to constructive suggestions” show a slight decrease for each of the past three years. Several of the comments submitted by respondents support those assumptions, as noted in the “Comments” section later in this report.



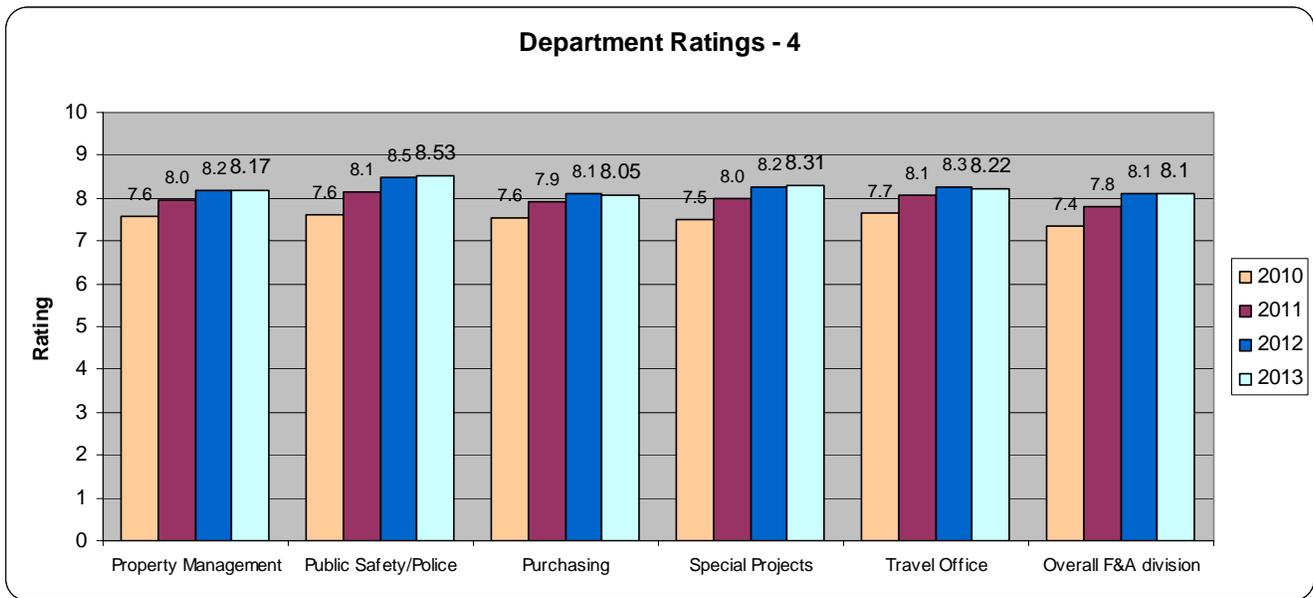
## VI: Individual Department Assessments

In the third section of the survey, respondents were asked to rate each department within Finance and Administration. The rating scale was 1-10, with 10 being the highest. The charts below show a comparison of the “Overall Performance” rating for each department for FY 2010-2012. Two of the departments (Information Technology and Parking Services) were not rated separately during prior years so they show only a rating for 2012. The department charts are separated into four groups for easier reading.





Note: Information Technology and Parking Services were not assessed separately during 2010 and 2011.



## **VII: Comments submitted with survey (274)**

*(Comments are as submitted by respondents, with grammar and spelling within comments not edited. Individual names were redacted. Some comments may be directed at departments that are not part of Finance and Administration.*

### **Comments related to assessment of F&A operational goals**

#### ***(“Budget development”)***

1. Need more transparency through the budget approval process with comments in SPOL.
2. My employment started in May and does not include a budgeting role, so some of these questions don't apply.
3. Unclear how to access and responses 'up the chain ' were difficult to understand.
4. My dept. is successful with many graduates, our funding has been severely cut. Music, Art & Theatre received \$100,000.00 in scholarships because we need a band for people to see at football games. I agree that ASU must present an image; however, Radio Television Production has been cut each year. This would be a WONDERFUL TOOL for ASU to use for recruitment & promotion. This year, we received 0 funds for staffing the RTV Production Studio, it takes 5 students to shoot/edit a lecture to place on Suddenlink Channel 6. How are we supposed to do that with 0 in student salaries? We had a \$10,000.00 scholarship program for Studio One performances, it has slashed to 0. It is very frustrating to work diligently & receive cuts across the board when unsuccessful programs are rewarded.
5. Too much money being spent on statues and UREC!!!!
6. We've tried for two years to receive a clear and accurate budgetary statement regarding the CSS/DSSCJ financial position, which we know is well in the black at this point. We have yet to receive any kind of detailed or open accounting.
7. I have no idea.
8. I do not know what, if any, portion of the budget was spent on recruitment and retention of students; or how funding was apportioned to high performing v. low performing programs. Where would we find that information?
9. I feel that it is becoming less and less clear as to what the strategic goals of the university are. With that, it then cannot be determined as to whether or not the budget development supports what is strategic.
10. I really have NO interaction with the budget process

#### ***(“Communications with the Campus Community”)***

1. Transparency is lacking during budgetary process in SPOL. Approvals and/or comments are not seen electronically in SPOL. Budgets are somewhat of a surprise because we only see them once they are published, not anywhere during the SPOL process.
2. Coming up with new reports and sharing information several open forums.
3. I still am unaware of when my Spring 2014 class payment is due.
4. Everyone e-mails are sent out OR you are directed to the ASU website. Duties are consistently pushed down to the departmental level, including web publishing. Honestly, how much do you think the departmental secretaries can do?
5. Continued to improve... means that things are not as they should be.
6. Not with the CSS/DSSCJ.
7. No clue.
8. I like to keep up with ASU's budgetary matters, but I don't recall seeing any campus/public presentations or newsletters containing budget status, goals or disbursements?
9. I have seen more than in the past

***(“Physical and operational campus that supports strategic initiatives”)***

1. A bathroom stall door has been broken in the basement of the Academic Building for two years.
2. This question should be separated by department. Bursar's Office is high functioning while Facilities Management is weak in their functioning.
3. Classrooms & offices are filthy, it is embarrassing.
4. I don't see a direct linkage between F&A activities and the ASU strategic plan still on the shelf--if that's the one we're still using nobody has made this clear.
5. I have no idea, I am a distance education student.
6. The facilities are in very good condition; new construction is attractive and the campus has been much improved during the last 4-5 years.
7. Again, what are our strategic initiatives?

***(“Effective training”)***

1. The process is cumbersome and there has been no training other than what the individual can ask someone to provide one on one.
2. It would be nice if there were more training, particularly on purchasing requirements. Sometimes staff does not realize they are not doing it correctly until they receive a phone call. The trainings they use to have for new staff would be nice to implement again.
3. Banner training for new employees seems to be non-existent. This is very bad since it is such a vital tool for university processes. It might be replaced with something user friendly. When you don't use it daily it is hard to operated
4. I am an online student, so many of these questions do not apply. However, I did have the opportunity to access and use the online help for online services.
5. There was nothing like the effort Mike Reid made to inform and train us, nor is there any clarity regarding whether or not the university leadership plans to follow the guidelines on which he briefed us before his departure.
6. I never heard of any.
7. SPOL training could be improved by going more in depth, but many other training sessions were timely and at the appropriate level.
8. I certainly didn't get any training, and the training I needed (Blackboard) wasn't generally offered

***(“Review and improve processes”)***

1. If this is a young company then this statement makes sense. For a company that has been around a while it would make sense to seek improvement, but keep policies and procedures that have worked in the past, unchanged.
2. There would have to be some level of transparency for this to be the case. Regarding the CSS/DSSCJ, there has been no transparency whatsoever that I can see.
3. It seemed like there were more OP's generated this year than previously, and consequently more procedures and processes in various areas.
4. I really don't know

## **Comments related to F&A customer service**

### ***("F&A Staff Treat You As Important Customer")***

1. The Registrar's Office especially has always worked graciously with our office and has always treated us like an important customer.
2. A couple of areas need extensive customer service skill training.
3. Contract Admin and Purchasing were helpful. And of course the Print Shop is excellent. Relations with Accounts Payable improved.
4. Again assess by department.
5. they had to make an effort? Thought the customer was why they were in business in the first place.
6. The Finance staff is always polite, kind, and knowledgeable. My personal experience was well above superior during my time at the Finance Office
7. I don't think anyone treated me as either important or unimportant, but my requests for specific and timely budgetary reports went unanswered.
8. Never interacted with them.
9. N/A Never interacted with the staff.
10. Treated very disrespectfully by Human Resources.
11. People in the department always seem very lazy and do not know how to answer questions and never have anyone else to send us to get questions answered.
12. Financial Aid customer service is atrocious.
13. I can say this only for parking services and for IT.

### ***("Professional and Prompt Response to Email and Telephone")***

1. Special Events needs to work on helping the university further the academic mission, not hinder it by being obstinate and even obstructionist.
2. would like to see more automation for Contract Admin if possible
3. Human Resources does not return phone calls or complete paper work in a prompt manner.
4. as they should be
5. The answers were prompt and professional, but there was no follow-up regarding repeated requests for a budgetary report regarding CSS/DSSCJ "profit/cost" balances.
6. Financial aid office is very easy to get in touch with. I always have a good experience at Student Accounts and the Registrars!
7. N/A Never had a reason to call or email.
8. sometimes they did not answer or email back and that was very nerve wrecking when needing an answer right away.
9. Email was, phone calls were not.
10. IT answers almost before I call them

### ***("Positive and Helpful Attitude")***

1. Again, it varies with departments.
2. Bottom line is "NO", we truly do not ask for ourselves, we are trying to improve for students.
3. as they should

4. The staff is pleasant but the answers aren't forthcoming.
5. N/A Never interacted with the staff.
6. Post Office needs to be more customer friendly.
7. with respect to parking and to IT

***("Conflict Resolution")***

1. Policy and procedures are not always followed, if they were enforced then there would not be conflicts.
2. Because the CSS/DSSCJ has remained in the dark about the true status of "profit/cost," there is no "win" here for either the CSS/DSSCJ or ASU. One of the university's most innovative and rapidly growing departments has no clear idea about where it stands or why a number of actions based (putatively) on financial factors occurred.
3. N/A Never interacted with the staff.
4. It is inappropriate for a student to be subject to discriminatory action based on an existing medical condition without proper training for staff and faculty whom are engaged or attempting to engage in that action.
5. Don't have any conflict experience

***("F&A Employees Receptive to Constructive Suggestions")***

1. Often, but not always.
2. HR/K. Neal is extremely defensive regarding the AWFUL online ePAF system for hiring & paying students.
3. Mike Reid was always very receptive and put in place some crucial initiatives such as Differential Tuition (with the BOR's and the Chancellor's full knowledge and strong approval). Since his departure, the CSS/DSSCJ has heard very little from F&A.
4. N/A Never interacted with the staff.
5. till need to see a better way to get faculty the tools needed to do a good job with Blackboard

***("F&A Employees Provided a High Level of Customer Service")***

1. I would say 98%
2. The F&A employees outside of the central office were generally very responsive (as is Justina!). The problem for the CSS/DSSCJ is the continuing lack of clear fiscal updates/insights.
3. N/A Never interacted with the staff.
4. Special Events: Dealing with a non-person at "reservations@angelo.edu" is impossible, and instead of discussing unique situations person-to-person, a blanket statement was directed to five e-mail addresses by the executive director. No explanation for the e-mail other than, "This is how you will handle these situations in the future." There is no personal contact or helpful assistance in dealing with out-of-the-norm situations. The "call center" approach seems to be in effect, and no one seems to have customer service in mind. When questioned as to how partnerships and sponsored events reservations should be handled, the E.D. simply replied with, "Make an appointment with me."
5. In Parking and in IT for sure

## **Comments related to individual F&A department assessments**

### **(Accounts payable)**

1. At times the staff are rude and condescending, especially (name deleted).
2. I've had no interaction with this office.
3. They are very friendly and helpful. It is nice that you can now respond with okay to pay instead of printing out paper. Great Job!!
4. SLOW to reimburse faculty for travel, I have worked at several state agencies & it takes months for faculty to receive compensation.
5. if they need to figure out how to do all of these services then they don't need to work here.
6. I did not have contact with this department.
7. Never had a problem with the staff. They've been great!
8. I did not interact with any of these personnel.
9. Interaction with this department is always a struggle.

### **(Budget Office)**

1. No interaction.
2. Do not deal with this department
3. Very helpful department.
4. I HATE being paid on the 10th and 26th BUT I love the customer service & training the staff provide.
5. having never used these services; and in taking this survey these people don't know what to do or how to do their job.
6. I did not have contact with this department.
7. I've assigned these ratings based on my previous comments regarding the lack of budgetary clarity or support regarding the CSS/DSSCJ.
8. I did not interact with any of these personnel.

### **(Bursar's Office)**

1. No interaction.
2. Didn't like that it takes a whole day for a fee to transfer from the library to the office to be able to pay online. That did hold up registration when I was able to pay promptly.
3. never used this service.
4. I did not interact with any of these personnel.

### **(Business Services)**

1. Banner/EMS compatability issues.
2. Special Events is very obstinate and even obstructionist. It does not help promote the university's academic and community outreach missions and instead finds ways to make our jobs difficult
3. never used the business services
4. I did not have contact with this department.

5. The best staff on campus!
6. I was asked to change rooms - which was fine with me as long as my handicap was accommodated. The staff worked out a way that could happen. I appreciate that.

### **(Central Receiving and Supply)**

1. I've had no interaction with this office.
2. It often seems like the Internet on their computers are more important then assisting customers They do not stock needed parts and have to run into town toe get required parts. The lack of service delays repairs
3. Never had to deal with this department.
4. I did not have contact with this department.
5. I did not interact with any of these personnel.

### **(Contract Administration)**

1. Do not deal with this department
2. Never had to deal with this department.
3. It has taken up to 9 months from submission of paperwork for contract to be approved, too slow!
4. I did not have contact with this department.
5. The only interaction I have had with the contract administration office was unpleasant. In that situation this department completely dropped the ball which led to the department that I work in missing out on a great opportunity.

### **(Controller's office/Accounting)**

1. Do not deal with this department
2. Never had to deal with this department.
3. Questions are directed to website.
4. I did not have contact with this department.

### **(Environmental Health, Safety, and Risk Management)**

1. Excellent recycling efforts.
2. The required "chemical training" is ridiculous especially in those areas where we do not come into contact with chemicals. I'll bet the science folks were incensed about this. Also, there needs to be more support. You can't keep putting things on the academics. We're busy enough already. Hire more staff in this office.
3. Not very friendly / difficult
4. Department is under staffed.
5. This is an area that often must be the voice of reason and common sense. They are sometimes put in situations to be the guy who must say 'no' to an idea which is understandable. It would be nice if the first response before hearing an idea all the way through was not 'no'. There have been several times it has taken quite a bit of time to work with this area when it should not take so much time and the conversations don't seem that we are on the same team after the same goals. I see this area as essential to the mission and goals of the institution and would like us to work together to come us with solutions.
6. It took 2 years for this dept. to pick up hazardous materials.
7. I did not have contact with this department.
8. I did not interact with any of these personnel.

### **(Facilities Management)**

1. The ground crews need to be more diligent about picking up trash that litters the campus grounds. It does not give a good impression to current and/or future students and visitors.
2. key shop
3. Need to work on the attitude of the plumbers. They are always grouchy and say "we can't do this" even when I know it isn't true.
4. I did not have contact with this department.
5. Outstanding effort in a very demanding set of circumstances.

### **(Facilities Planning and Construction)**

1. Never interact with this department
2. (Names deleted) are the best. We need more like them.
3. Never had to deal with this department.
4. I did not have contact with this department.
5. Superb support down the line.
6. If this is the department responsible for any remodels done on campus, then I am not satisfied. The final product of a recent remodel in my department was a disappointment compared to what we were told we would be receiving.

### **(Health Clinic)**

1. Never interact with this department
2. Services should be available to staff/ faculty.
3. Really appreciate the counselors going above and beyond when we send them students. Nice Job.
4. Do not deals with this department
5. I went once when I had strep throat and the nurse was FANTASTIC! She was so kind and caring and did everything she could to make sure I was going to be ok.
6. Great Health Clinic, long wait but that is assumed at a University.
7. they took care of me
8. Bad experiences when i go there so i choose not to go anymore. Waste of money!!!!
9. My friends made me go to the the clinic, because I was throwing up bile for a two days straight. The staff treated it like it wasn't a big deal. Also, I don't insurance (not even the "insurance" offered through the school, read the terms it's a rip off and covers almost nothing), and thinking about using Shannon for a weekend emergency gives me a scare. Please provide a cheap alternative.
10. TOO MANY POSTERS, E-MAILS & FLYERS FROM THIS AREA!!! One or two of these are fine but I don't need them all!!!!

### **(Human Resources)**

1. Would like to see improvement in the ePaf system regarding the number of accounts that can be submitted at one time.
2. (Name deleted) and crew are the best. Always helpful, always polite, and always professional.
3. Very fair and helpful. All my contact has been positive. Seem to really care.
4. Had a big issue with my timesheet that was sent down last minute before the deadline to submit timesheets.
5. Work is pressed down to the department, very defensive if questioned.

6. I did not have contact with this department.
7. Outstanding but powerless to engage in any kind of disciplinary actions--a truncated set of authorities despite Kurtis' hard work.
8. When faced with a challenging and potentially educational situation, the "director" of Human Resources chose to treat Post-Traumatic Stress Disorder and it's associated conditions as something to be feared causing undue and unnecessary stress to all involved. Further, the "director" of Human Resources ensured that a standard which must be met (anyone with PTSD barred from ASU employment) that I do not think is in keeping with ASU's self-assumed "veteran friendly" philosophy or with the intent of non-traditional students as a demographic at the institution.

### **(Information Technology)**

1. Wonderful and very responsive with correct fixes
2. GREAT!
3. These people are lightening fast. I am quite impressed with their performance.
4. Web Services/Live Whale need communication with rest of campus for actual needs. Rest of IT provides excellent service.
5. I'll have to admit...Mac OS support is getting better...still not great, but getting better.
6. Hard to tell about staff. They are always in meetings? Student worker are normally the only staff I see, Some of the students show up in shorts and flip flops.
7. Staff is always responsive and quick to address issues that arise. Are constantly looking for ways to improve campus technology.
8. Amazing customer service!
9. they took care of me
10. Blackboard is difficult to use compared to other systems I have encountered. Navigating through the system is tedious and time-consuming. Tends to freeze up. During timed tests the system uses a lot of time loading each question.
11. I can't say enough about how helpful these guys have been to our department. Always prompt, knowledgeable, friendly and so willing to help us. They are top notch!!!
12. I did not have contact with this department.
13. Brilliant and the engine driving ASU's move into the 21st century. Take good care of these folks!
14. I.T. continuously proved ignorant in areas of personnel management, time management, and overall delegation of duties by ensuring that most tasks that require the intervention of an actual ASU employee are passed off to a student; thus allowing the ASU employee to spend his or her time wastefully and in an unproductive manner. Further, matters regarding the treatment of veterans and veteran's issues, which ASU attests to being interested in, fall short of the "veteran's friendly" label ASU has assumed.
15. Outstanding customer service with all issues, regardless of the urgency.
16. Need a manual or something so I can use Blackboard effectively

### **(Mail Services)**

1. Sometime can be over friendly and a process that should take 2 minutes takes 10 minutes
2. Very patient, organized, competent.
3. Never had to deal with this department.
4. never used
5. I did not have contact with this department.

6. I have had three packages on three separate occasions "misplaced" this year. All were found when I asked the staff to go through the packages again. The system is supposed to send you an email does not work. My first package was misplaced, because the Post Office was using the new notification system and forgot to put the notice that my package had arrive to my email. The clerk argued with me that my package was not that at the Post Office despite Amazon Shipping and Tracking stating it was. My second package was misplaced, because I ordered a product from China. The Post Office Master admittedly told me, she didn't think the package was meant for me, because of the Chinese writing. Noted: Only Asian students may receive mail from Asia. The Post Master put the package on the back shelf and left it there for 2 weeks after it had arrived. I had to go to the window to ask about where my package was. My third package was misplaced when the Post Office clerk thought that the package might fit into my small box, however, it did not and went on to the back shelf to be forgotten until I went and asked about my package. Again, the clerk argued that there is a notification system in place and not to worry about the package. The clerk also told me that there are packages that have been sitting on the back shelf since the beginning of the semester. A fully operational Post Office will send back packages and mail after a certain period of time; not the one at ASU, your package will sit on the back shelf until you come and ask for it. Also, the Post Office Master is rude. She even talked bad about her staff to me- called them lazy. This kind of attitude is unacceptable.

### **(One Card Office)**

1. One Card has been doing a very good job. They have been detail oriented and help fix several processes throughout the institution. GREAT JOB!!!
2. Link to US State department passport photo requirements was absurd.
3. Never had to deal with this department.
4. they took care of me
5. Called to ask question regarding the card, person I spoke with did not know anything. Gave me incorrect information. I ended up having to go in person to fix the problem. I live out of town, and this was very inconvenient.
6. I did not have contact with this department.
7. I did not interact with any of these personnel.

### **(Parking Services)**

1. Regarding Parking Services, I was very dissatisfied. I am a distance learner, but did go in to San Angelo several times for different reasons. As a nursing student, I wanted to park at the nursing building. There is no short-term or visitor parking available. I asked several people about the parking, and was told I would have to go and get a temp parking permit. I do not appreciate having to make another stop, wait in line, and go to the hassle of a temp permit, when I only need to park at the building for a short time. I am certainly not going to pay for a parking permit when I would only use it once or twice a semester. I understand parking is at a premium, but consideration for out-of-town students or visitors should also be important.

### **(Payroll Services)**

1. Would like to see improvement in the ePaf system regarding the number of accounts that can be submitted at one time.
2. New staff. Will improve with time.
3. Very bad planning on that part and the matter should have been taken care of much sooner than the day of submitting timesheets to payroll.
4. they didn't pay me
5. I did not have contact with this department.
6. I did not interact with any of these personnel.

### **(Print Shop)**

1. Henry and Aaron are the best. Always friendly, polite, and professional. We can count on them even with "last minute" rushes. Please hire more folks like them.
2. Very customer service oriented. Produce a very quality product at a reasonable cost.
3. Never had to deal with this department.
4. Professional and definitely team players!
5. we have a print shop?
6. They are always extremely helpful and friendly!
7. The Print Shop is AWESOME!!!!
8. I did not have contact with this department.
9. Absolutely love the fast service and friendly atmosphere

### **(Property Management)**

1. I live off campus.
2. Never had to deal with this department.
3. Short staffed, we have had broken furniture in hallways for an entire semester because of inadequate staffing.
4. don't live on campus
5. I did not have contact with this department.
6. I did not interact with any of these personnel.

### **(Public Safety/University Police)**

1. So much better than Lone Star Community College, I cannot begin to compare!
2. The officers are wonderful. They have a great presence on the campus and always smile and say hello to the students, faculty, and staff. Keep up the good work.
3. Very organized and professional department. They are proactive and constantly working to keep the campus safe. Officers are friendly and seem to really care about their jobs!
4. Great at notifying campus and students when an occasion arises.
5. Never had to deal with this department.
6. not sure if really feel safe, because of them
7. I did not have contact with this department.
8. I do appreciate the emails that are sent out through this department. It makes me feel that ASU cares. I think it is so important for us students to feel belonged as a community. I also notice the patrol men watching over the campus, and I'm absolutely glad for it. Thank you, ASU, for keeping this campus safe!
9. No student should ever be accused of an offense without the accusing officer prepared to make an arrest. Given the stress that college causes, the undue hassle of being treated like a criminal in spite of overwhelming evidence to the contrary and statements by the supposed victim releasing culpability, the ASU Police demonstrate an extremely negative and unsupportive attitude. Further, efforts should be made to improve the overall health and appearance of the ASU police. If the City of San Angelo has height and weight standards shouldn't the face of public safety at ASU be held to the same standard?
10. They suck so much. They are not helpful in the slightest they are beyond incompetent.

### **(Purchasing)**

1. Terrible
2. Need more direct help and less direction to tutorials and 800 numbers.
3. (Name deleted) is a 10....Amazing. She keeps ASU on the up and up. I really appreciate her helpfulness. On a couple of occasions there has been an employee that may be having a several bad days, but is not so kind when calling and asking for information. The staff knows what they are doing and responds very quickly. It would be nice to see some updated training. Thank you.
4. Of all the times I have been in the purchasing department at ASU, I have never had a staff member be rude. They are always courteous and work quick to resolve issues and find out answers.
5. Never had to deal with this department.
6. what did i purchase?
7. I did not have contact with this department.

### **(Special Projects/ASUFit)**

1. Not sure I understand the function of this department. What do they do? What is their purpose? How do they help fulfill the academic mission? Seems very vague and suspicious to me. Do we really need these programs?
2. Not sure what they do. I would figure that ASUFit would fall under the UREC department
3. Not sure exactly what they do and their purpose.
4. With all the money I pay I should use these services more but I never have.
5. Never had to deal with this department.
6. good stuff, can always use more events
7. Great Health Fair with many vendors to choose from.
8. I did not have contact with this department.
9. (Name deleted) is one of the sharpest individuals I've ever had the pleasure of working with - a true ASU asset.
10. What happened to ASUFIT for just ASU employees.

### **(Travel Office)**

1. (Name deleted) is awesome!@ Timely in responses & helpful with excellent advice.
2. (Name deleted) is wonderful!
3. (Name deleted) is simply awesome. Always friendly and always professional. Please give her more help!
4. Frequently transferred to another department to have my travel questions answered
5. I had to get a passport a while back and they were so quick and answered all my questions!
6. Never had to deal with this department.
7. Short staffed, one employee is not enough to handle travel documentation efficiently.
8. where are we going?
9. I did not have contact with this department.

## **(Overall Finance and Administration Division)**

1. Never had to deal with this department.
2. I am sure that they are all great people, just don't know who they are nor use them very much.
3. I did not have contact with this department.
4. This would have been firewalls 9's and 10's based just on the performance of the various departments within the division. However, given the continuous problems with CSS/DSSCJ budget and fiscal matters, the ratings drop.

## **(Top three suggestions for improving F&A services)**

1. Timeliness of information and response
2. Only suggestion would be to improve the ePaf system regarding the number of accounts that can be submitted at one time, it is multiple work for the staff entering, manager approving, HR, and Payroll.
3. The plumbers, electricians could actually let people know when they have completed a work order. You could tell us what the two highest paid HR Generalists actually do because anytime you go to HR they are chit chatting in each others offices. You can tell us why the university needs 6 people working in HR when the university has not grown--both payroll and HR was run by a total of six people before.
4. I don't have any suggestions.
5. none
6. Having a computer as a setup, to do a quick training on where to go on our website for any questions in which the student is concerned. Which would direct the student to the dept or staff in which their concerns would be resolved or directed in only a few steps.
7. Some areas need more motivated staff.
8. Better and more open communication from F&A on budget processes
9. Help Office Coordinators find correct procedures and forms instead of saying look it up.
10. Budgetary Process Transparency through SPOL Overall Training for new employees to ASU in all aspects. More emphasis on reading the monthly newsletter for "new" procedures and/or policies.
11. When projects are initiated, please be sure that all the processes are in place for the project to be successful before starting up other projects that take staff away completing the processes they were working on.
12. Allow direct deposit 1st month of employment
13. Travel for visiting professors needs to be streamlined. Other than that, things seem pretty good. Why? Is there something we should be concerned about?
14. I think it's a ridiculous waste of time for long-term employees who pay monthly through their paychecks to have to renew parking permits. Especially a waste of parking staff's time. Renew automatically until something changes!
15. no need
16. Revisit training for processes in place a long time. Refreshers might improve performances. Not tutorials on line. Most are not comprehensive enough or vague. 2. Better communication with all departments. 3. Banner integrated campus data into one central location. Too many separate software packages on campus are breaking down consistency of information again.
17. Restructure special events. They seem to have no clue what our academic mission is or how to support it. Instead they seem to hinder it at every opportunity. 2. Provide more support to the print shop and travel office. They are doing outstanding work and need the help. 3. Keep up the open lines of communication.
18. Print shop needs to send confirmations out when online orders are received. Central receiving needs to be aware of physical addresses for campus buildings that delivery services like FedEx and UPS use so that they don't send back orders on legitimate addresses.
19. address client needs rather than be tied to outdated procedures.
20. More automation
21. N/A

22. Give (Name deleted) a sense of urgency. Require the nurse practitioners to have a clue when talking to students. Make the low scoring departments train with the mail office people so they can see how customers want to be treated.
23. Do away with parking services. I have not seen any additional parking on campus and do not know where the money for the parking fees go!!!! 2. Improve the service of Shipping and Receiving. They need training in customer service.
24. Updated training in particular purchasing
25. better attitude friendlier more approachable
26. Customer Service is the only thing I recommend.
27. Business Services and Facilities Management need leadership that will support their staff and serve the university with a service attitude.
28. Communication Appreciation Training/on-boarding program
29. For the student side of the college, especially pertaining to distance education, I feel the services under this division are setup extremely well and understandable. I really can't think of what could be improved upon because the systems set in place are efficient.
30. Keep the professional level of service
31. Reduce clutter of ASU web sites.
32. None
33. I do not have any. The staff is very nice and prompt.
34. Share scholarships or not always disbursing to the same people just because they know the students. We could all use the help.
35. N?A
36. Listen to the lower class employee who does the job before making changes in their area. Don't assume your familiar with my job if you have not worked the position.
37. Be friendly.
38. Fix the issues in payroll.
39. Listen to faculty & staff input, they are not ALWAYS wrong. Communication, honesty and respect would be great and appreciated.
40. 1 advertise what services are being done 2 let the students have a voice by voting 3 treat others as you would want to be treated
41. Encourage staff to promote friendliness at all times. Encourage staff to act professional at all times. Encourage staff to be patient with students who might not be as knowledgeable of the issue they are trying to resolve.
42. Special Events needs to monitor their room assignments better in the MCS. Out classrooms are left a mess.
43. give us a calculated bill in advance or the ability to guesstimate how much we may need to pay so we can save up or start finding the money. instead of not knowing until the week of class.
44. Improve Parking, Clarify bills, and clarify parking regulations
45. have longer hours than just 8-5. I am in class during those times and don't have time after or between to get to your offices. have more people willing to help. When I would go to some of the offices for help, I would have finished my business before anybody greeted me or offered help. Have more information about the offices on campus. I had no idea what many of the places or departments were in this survey.
46. Get rid of the clowns who work there. Reach out to the students and let them know that taking out loans is not the right way to go at all. Get rid of the IRS Data Retrieval tool. That thing has caused everybody I know, more problems than anything else on campus.
47. Mark stairs with better contrast, they blend together making it difficult for visually impaired students. Less golf cart traffic on the mall during class changes. Trimming of lower tree branches.
48. None at this time

49. Calling people and letting them know of their current status. More information about how and where you can get grants. everything good.
50. More information on where to apply for scholarships. The internet sends you to online colleges, so money for school is difficult to find.
51. Transparency Patience for newcomers Expedited path for newcomers.
52. No suggestions. I did not have contact with most offices of this division.
53. None. I use online services and think ya'll are doing great.
54. Give Centers/Departments clear and accurate fiscal updates when they ask for them. it's impossible to plan at maximum effectiveness without these. 2. Tell all of us whether the plan Mike Reid briefed (growing and successful departments are rewarded for their efforts) is ever going to be implemented. those of us in growing and successful departments would like to know! 3. Work with the CSS/DSSCJ to determine precisely how the transition from federal to ASU funds is going to work. We cannot afford any surprises here given that the programs are not yet three years old but are already well in the black.
55. (Name deleted) and her staff over at the VA Vet Center are doing a great job for us Veterans who are currently using the Post 9/11 G. I. Bill. A big "Thanks" to both (Name deleted)/Vet Center and Angelo State University for making ASU military friendly for us Veterans. I'm currently in Abilene, Texas and none of the universities here are as military friendly as what ASU is. So, that's why many of us Veterans and current military members have chosen Angelo State. Don't change a thing and stay military friendly for the future. Thanks.
56. Don't hassle distance education students about the one card. Cut tuition and fees on online students. We do not use the buildings or facilities.
57. Overall, the F&A Division does a great job.
58. Better explanation of budget recaptures and their rationales; more willingness to admit mistakes and help find ways to resolve problems rather than waste time assigning blame;
59. If you are going to make claims or attempt to draw/entice students into your university using claims of friendliness or other means, those standards should be adopted by the entire campus. You have made little progress in the area of assistance towards/understanding of veteran's needs beyond the guaranteed tuition check that the veteran brings with his/her G.I Bill. 2. ASU employees should be required to hold degrees for positions which oversee the supervision of employees. When, at the university level you are working to earn a bachelor or master's degree, it is quite disheartening to work for someone educated only to the associate's level. 3. Total accountability for the actions of the FA Division employees should be made available to students and student workers through a process that encourages growth and fairness. Employees should not be allowed to say anything and, regardless of the validity, be considered "more viable" than a student worker. ASU could not function without student workers and they are taken for granted at many levels by many ignorant people.
60. none
61. Provide proactive budgetary insight. 2. Provide faculty and staff with the university's strategic funding and business plan so that we know where the university is headed. 3. Provide annual goals and steps to achieve those goals.
62. Friendlier people in the Post Office and Central Supply--we are their customers as well.
63. morale and attitude improvement, however i'm afraid only a personel change can create that in many departments. 2. consistency in decision making - sorry, i know that is very broad but there are many mixed messages sent with where money goes and where it doesn't.
64. Have the finance and administration workers go through training to better their understanding of tax and w2 information.
65. Needs to provide more detail and concrete instruction when dealing with money and finances. 2. Need to be as helpful as possible and not make their customers frustrated and angry due to being non-compliant. 3. Need to learn how to solve all customer problems and concern within a timely manner.. not 3 months when you have 30 days to turn in a Financial Aid Loan, which causes a hold on students registration which then leads to them not being able to sign up for the classes they need on time, thus putting their graduation time farther behind.....
66. Be consistent in the amount of paper filed and keep it the same so faculty and staff can learn what is needed and be prepared. Stop changing to a new system and find one that works well and stick to it. Train, train, and crosstrain so admin. staff are cabable of covering another coworkers job when they are out of the office. Staff needs to aware of each others responsibilities.

67. Be a little more friendly. Act like you want to help me. Also improve on actually providing helpful advice and helping the person understand everything.
68. I have none.
69. Strategic planning Customer Service training in AP
70. clear wording on some forms keep up the great work and improvements
71. More staffing for payroll - they seem to be overwhelmed by the amount of work
72. I do not deal with these people a lot, I think that I could offer any good advise.
73. Keep employees informed on changes in staffing and procedures.
74. While I have had great customer service experiences in most departments with lower level employees that value to customer service seems to get lost if I ever need to resolve an issue with someone higher than entry level. This casts a horrible light on the department as a whole.
75. to be more prompt on answering phones have less student workers have more workers that know how to answer questions instead of having to be put on hold to get an answer.
76. Both
77. Courtesy Attitude Willingness to help
78. Chairs
79. Have online purchase orders Provide a chart of accounts so budget officers can assign their own object codes Train faculty in Blackboard if we have to use it, at least we should use it right.
80. Parking services need to be a little more friendly and not so picky about things like pulling through a parking spot! Bursars office is kind of slow, there's a lot of talking so it's slow when you're in a hurry. And services need to be quicker on emailing back, I've had countless times it took a week or two for people to email back.
81. Get rid of all the hoops students must jump through to get anything done... This is not a circus.

## Customer Service Standards for Finance and Administration

Listed below are the Customer Service expectations for all Finance and Administration staff. This includes full time, part time, student, and contract staff members.

- **Every person that you interface as a part of your job is an important customer.** This includes but is not limited to students, employees of ASU or other institutions, industry clients, vendors, and the visitors who walk in or call without an appointment. Customer service is your top priority.
- **All staff will demonstrate a “can-do” attitude.** The most important customer service situations may involve a task or service that is not a part of your normal duties. The expectation is that all staff will either assist the customer as needed or will immediately request assistance from someone who is able to successfully render the service(s) needed.
- **Telephone calls and emails will be answered promptly in a professional manner.** The expectation is that a call or email will be answered immediately, even if the issue requires additional thought or research. If you cannot answer the question immediately, contact the sender anyway, assure them that you get them an answer, and give them a timeline. All emails will be checked for grammar and spelling mistakes, and will include your signature block (name, title, organization, and telephone). When answering the telephone, identify yourself immediately (name and department) in a pleasant voice and immediately set a tone of “what can I do for you?”
- **All potential conflict situations will be resolved in a win-win manner.** Our goal is to provide customer service, not to demonstrate superiority or win an argument. Every effort will be made to defuse a potentially adversarial situation as quickly as possible.
- **Professionalism will be demonstrated in all situations.** This includes how we interface with co-workers and clients, written and verbal communications, and how we dress for specific situations such as special events or key meetings.
- **Look for ways to improve customer service.** You may encounter situations where see opportunities to improve how we service our clients. Discuss these situations with other staff, and implement improvements if they will improve the level of customer service.
- **The goal is to constantly improve our customer service.** We want every customer (internal and external) to leave feeling that they were well treated by an intelligent, proactive, and caring administrative support staff.