# 2011 SURVEY REPORT:

# ADMINISTRATIVE SERVICES

## Finance and Administration Division

Angelo State University

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 2011. 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.

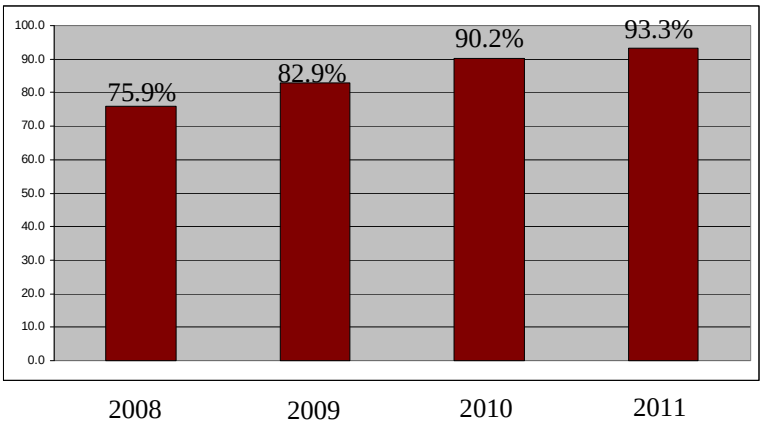
Data and comments from respondents are used to help assess accomplishment of annual F&A division goals and identify action items needed to improve the services provided by departments within the division. The division is committed to a continuous improvement process that reflects timely responses to customer needs and efficiency improvements. 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

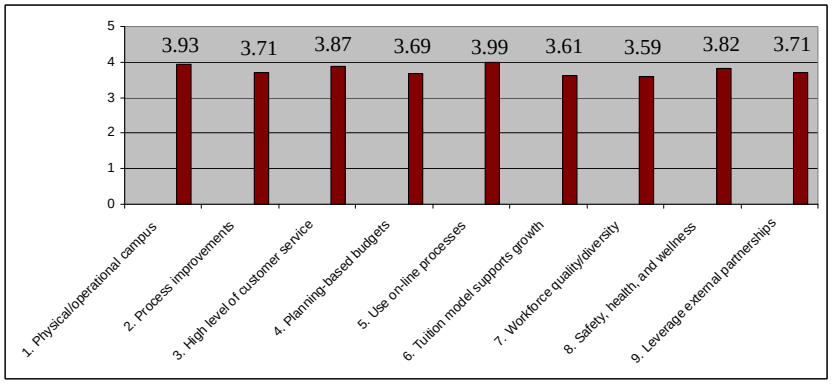
1. Overall customer satisfaction improved slightly (Chart 1) continuing the trend that began in 2008. When asked to rate the performance of the division as a whole, 93.3% of the respondents rated the overall division at a satisfactory or higher level (5 or above on a scale of 1-10).

Chart 1



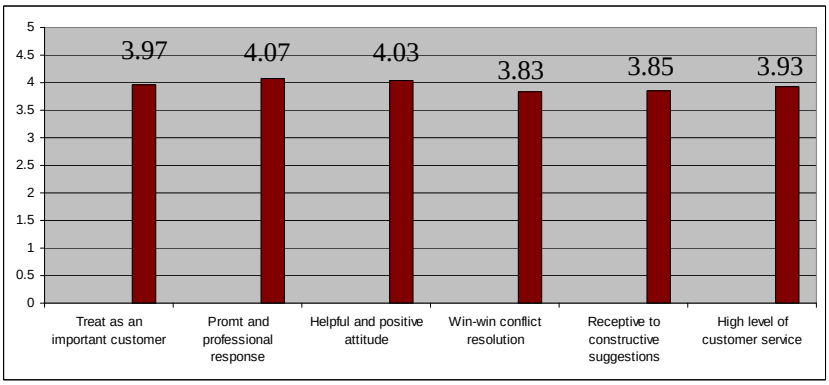

2. Respondents were somewhat positive regarding how the division performed related to accomplishment of the nine FY 2011 division goals (Chart 2). The average respondent rating for all goals combined was 3.77 on a scale of 1-5 with 5 being "Strongly Agree."

Chart 2



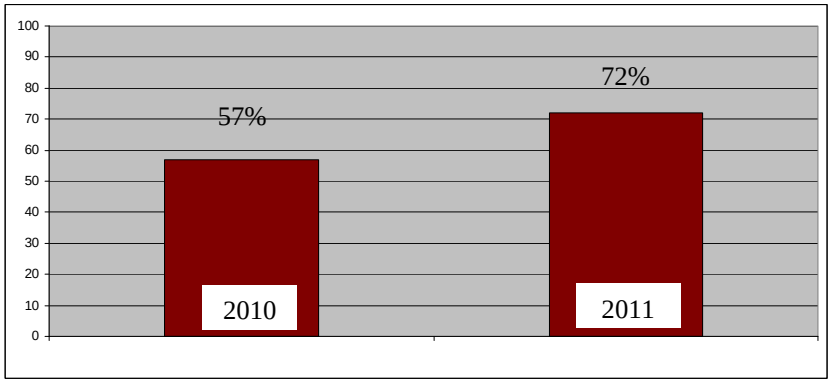
3. The mean rating on a series of customer service questions (Chart 3) was 3.95 on a scale of 1-5 with 5 being the best. The 3.95 overall rating was virtually unchanged from the 3.96 observed in 2010 and well within the range of normal variation. The associated comments (section VIII) also suggested that some respondents were rating all academic support functions, not just those provided by the Finance and Administration division.

Chart 3



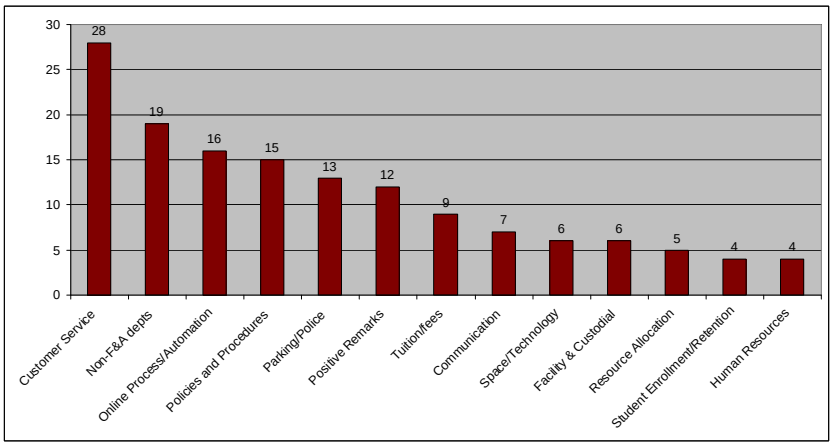

4. The percentage of respondents who felt the F&A division provides a physical and operational campus environment that supports strategic initiatives increased to 72%, up significantly from 57% in the 2010 survey (Chart 4). These percentages were based on those responding "Agree" or "Strongly Agree" to the question.

Chart 4




5. Comments by respondents (chart 5) indicted multiple opportunities for improvement, to include customer service, online process/automation, policies/procedures, and parking/police. All comments are shown in section VIII at the end of this report.

Chart 5



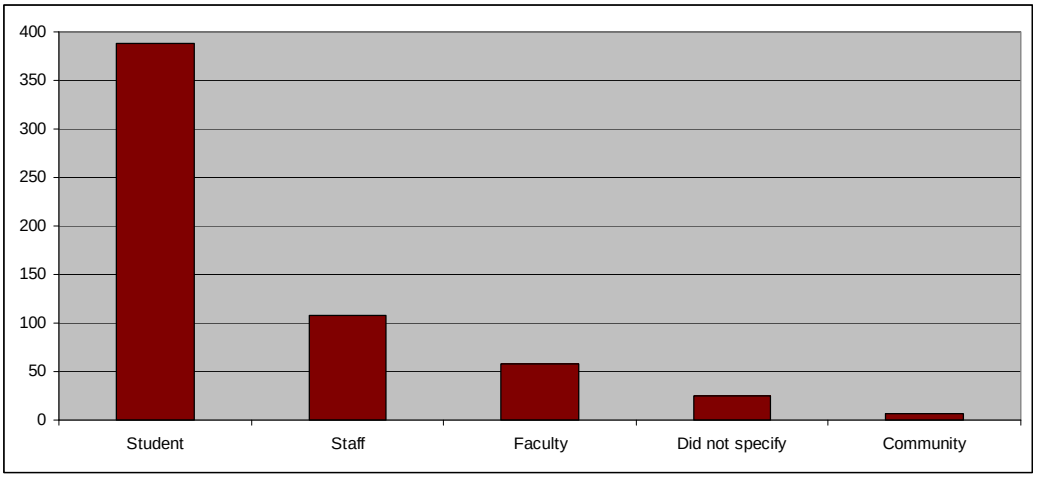
## II: Method and Response

This survey was conducted December 2011 through January of 2012 using an online instrument (Surveymonkey.com). The population surveyed included all faculty, staff, and students within the university and key representatives of the regional community. A total of 7,681 surveys were distributed via email with 680 responses received (8.9% response).

Students comprised 66.2% of the respondents, faculty 9.9%, staff 18.4%, community members 1.2%, and 4.3% did not disclose their demographic information (Chart 6).

Each individual was asked to respond to thirty-nine questions. These questions divided into were four categories: operational goals (9 questions), customer service (6 questions), departmental assessments (22 questions), and demographics (2 questions). Respondents were also asked to submit comments related to each question and suggestions for improvement (Section VIII).

Chart 6: Number of survey responses per constituent group



## III: Annual Planning and Assessment Cycle

The Finance and Administration division of Angelo State University uses these annual assessment results as part of an on-going continuous improvement cycle. The survey data, together with other information collected throughout the year, is used to identify areas needing improvement, to measure the effectiveness of previously-implemented strategies, and also to help identify data-based budget priorities within the division.

As an example, data gathered during the FY 2010 survey suggested that employee training, on-line processes, improvements to departmental web sites, customer service, and policy/procedure awareness were key areas where administrative support services should be improved. The FY 2011 Operations Plan for the division, developed based on the findings of the 2010 survey and strategic initiatives of the university, included goals that reflected those priorities.

The annual Operations Plan also included clear assessment measures at the division goal level. Department-level action items (planning unit objectives) were developed to support and operationalize the division-level goals. These planning unit objectives also served as justification for normal and enhanced budget requests. Goals, assessment measures, and follow-up information to include how the assessment results are used were all documented in the university's Strategic Planning On-Line (SPOL) portal.

Implementation actions for each of the planning unit objectives were started at the beginning of FY 2011 concurrent with the start of the new budget year and continued throughout FY 2011. In some cases, this was a continued implementation for multi-year objectives. Micro assessment cycles were also conducted by some planning units throughout the year (example: focus groups or follow-up surveys specific to a certain phase of a project).

During the fall 2012 semester, the FY 2011 survey was administered to collect input from the internal and external university community related to accomplishment of the previous year's goals. The summarized data from that survey (presented in this report) will be used to help finalize FY 2012 division goals, develop associated budget requests for the next fiscal year, and continue the cycle of data-based continuous improvement. Directors within the Finance and Administration division will analyze the survey data, disseminate the information up and down throughout their organizational units, and work with planning unit managers to both develop planning objectives and department-level budget requests for the upcoming fiscal year.

### Typical Annual Cycle

Sep: New fiscal year begins, fall semester starts

Sep –Nov: annual planning unit objectives identified, internal assessments of previous year accomplishments conducted, division goals established.

Oct: Planning unit objectives for current year finalized in SPOL, objectives for past year closed out.

Nov-Dec: Preliminary budget planning for the next fiscal year begins, assessment survey conducted.

Jan-Feb: Data from survey analyzed, report written and disseminated to division directors and internal/external university community.

Mar-May: Current year goals updated based on data, goals for coming year formulated,

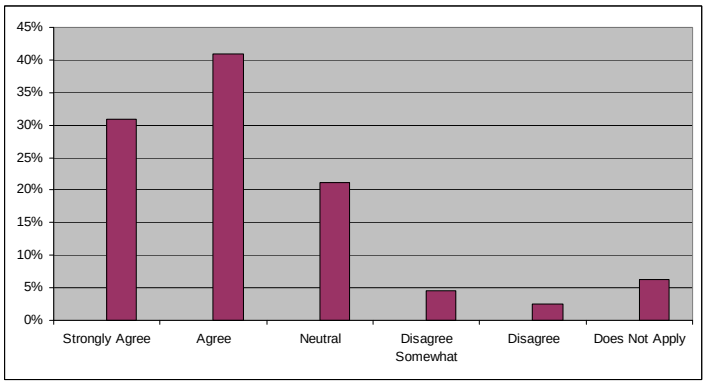
Jun-Jul: Budget requests finalized with supporting documentation from assessment data and established goals.

Aug: Planning-based budgets finalized and approved for the coming year.

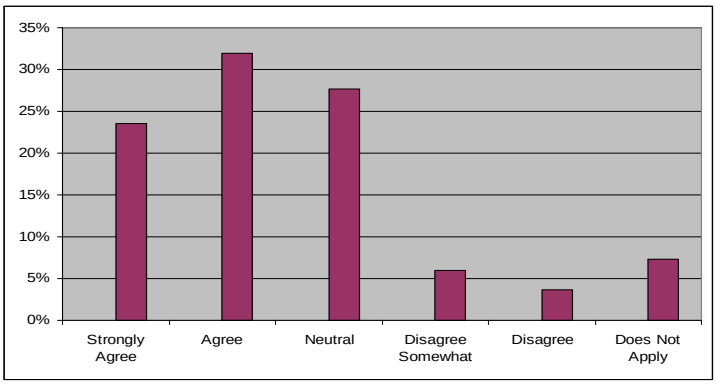
## IV: Assessment of Key FY 2011 Finance and Administration Goals

Nine of the 2011 survey questions were an assessment of key goals included in the division's FY 2011 Operations Plan (http://www.angelo.edu/services/finadmin/documents/FA_Strategic_Plan.pdf). The charts below represent a composite of faculty, staff, and student responses to each of the nine questions with the mean ratings for the responses.

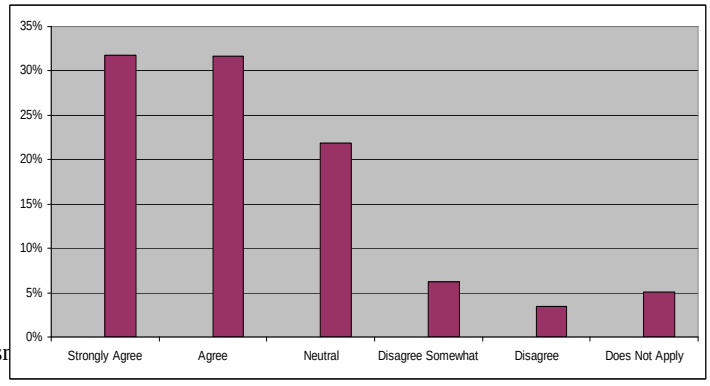
**Goal 1 assessment**: Finance and Administration departments provided a physical and operational campus environment that supported all strategic initiatives of the university. Mean rating = 3.93 on a scale of 1-5.




**Goal 2 assessment**: Process improvements were made that resulted in greater operational efficiency. Mean rating = 3.71 on a scale of 1-5.

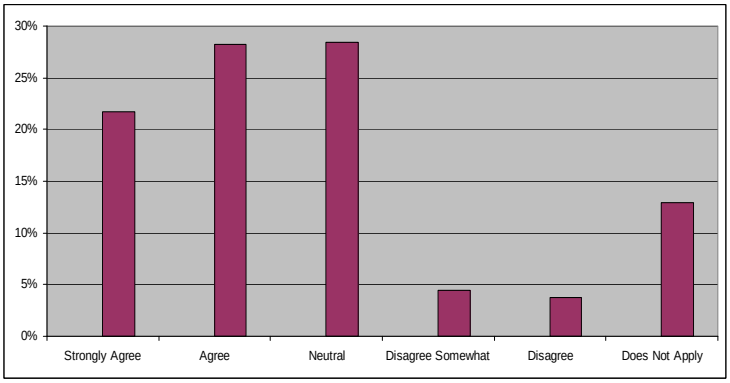



**Goal 3 assessment**: Departments within Finance and Administration provided a high level of customer service to internal and external University customers. Mean rating = 3.87 on a scale of 1-5.

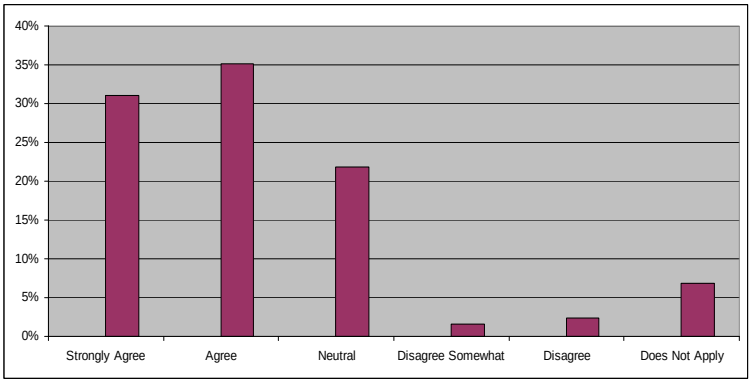



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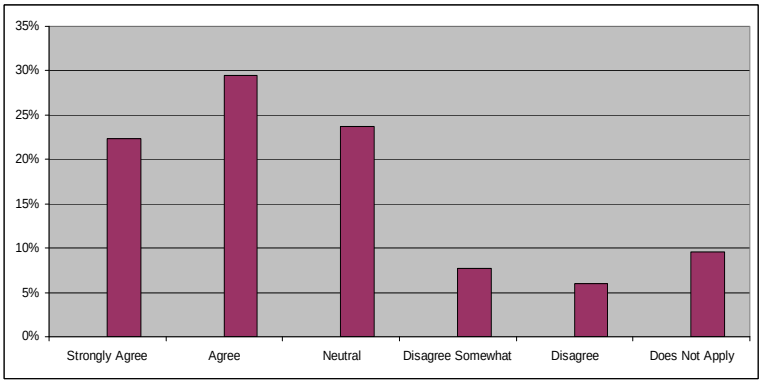
**Goal 4 assessment**: Budgeting and fiscal management were linked to the University's Vision 2020 strategic plan. Mean rating = 3.69 on a scale of 1-5.



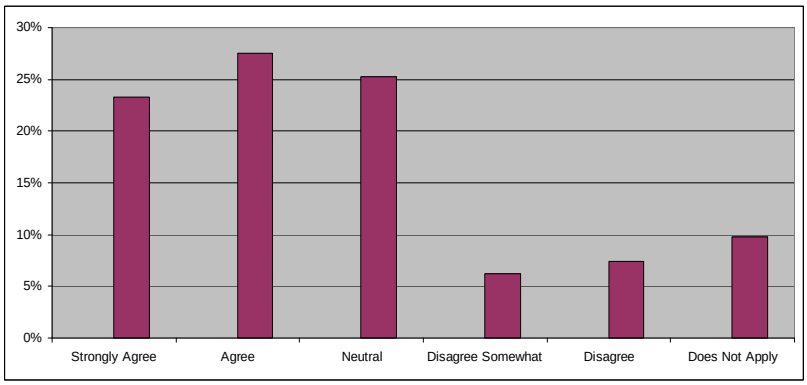

**Goal 5 assessment**: A significant percentage of routine business functions were conducted using on-line technology applications. Mean rating = 3.99 on a scale of 1-5.



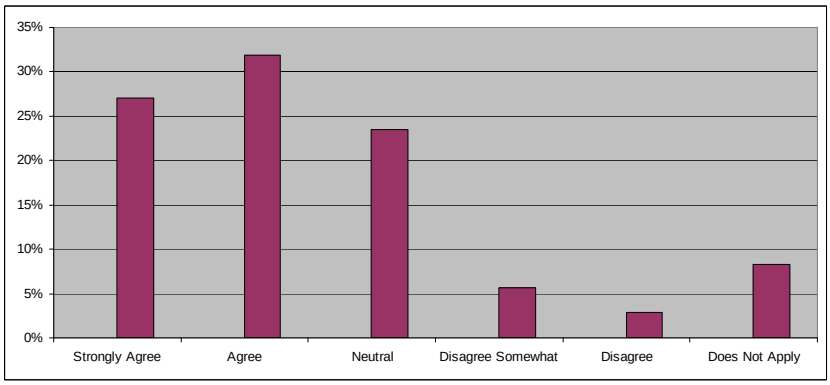

**Goal 6 assessment**: A tuition model that supports enrollment growth and retention of students was developed and implemented. Mean rating = 3.61 on a scale of 1-5.



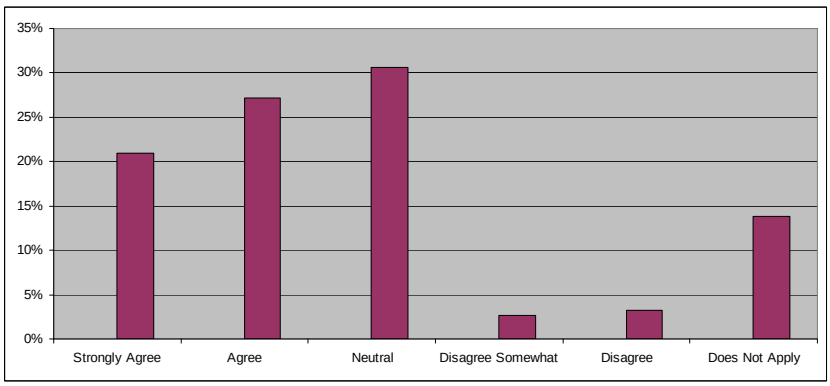
**Goal 7 assessment:** Appropriate efforts were made to attract highly qualified candidates for open positions, maintain a high quality and diverse workforce, and ensure that the ethnic distribution of the university's workforce reflects that of the regional community. Mean rating = 3.59 on a scale of 1-5.




**Goal 8 assessment**: Division efforts related to emergency response, health, safety, and wellness were well planned and effective. Mean rating = 3.82 on a scale of 1-5.



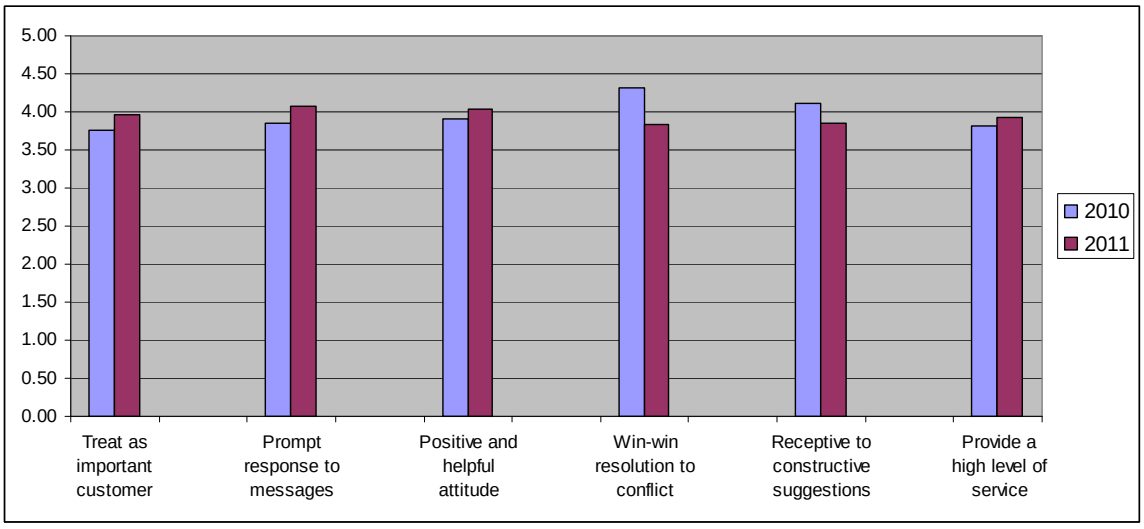

**Goal 9 assessment**: External collaborative efforts and partnerships were developed and leveraged. Mean rating = 3.71 on a scale of 1-5.



## V: Customer Service Assessment

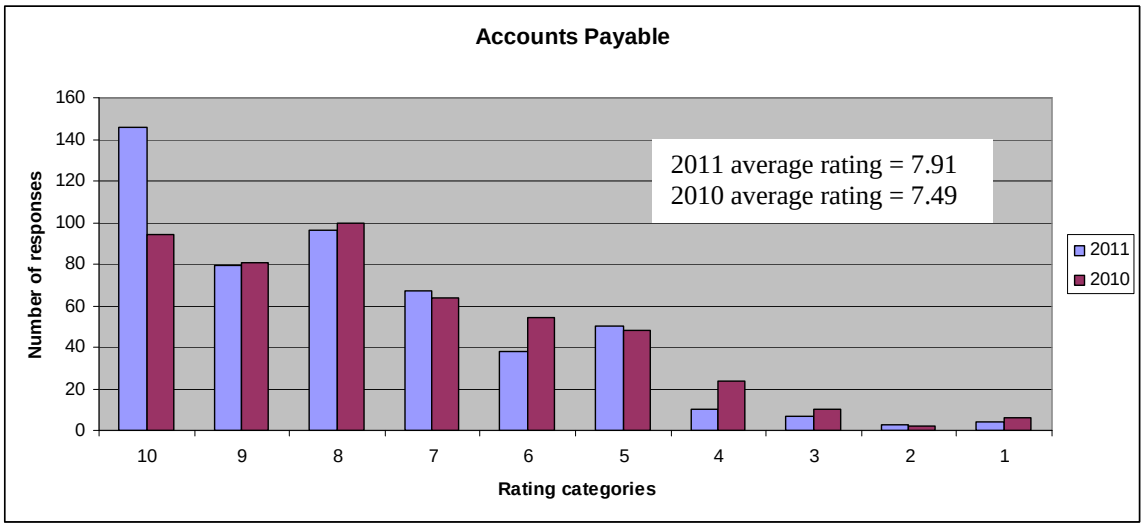
Six survey questions assessed ASU community perceptions related to the quality of customer service provided by Finance and Administration staff. Improving customer service has been a division priority for the last three years. Respondents were asked to rate customer service on a scale of 1-5 with 5 being "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 both 2010 and 2011. The comments submitted in association with these questions suggested that some respondents were rating all academic support functions, not just the departments within the Finance and Administration division. The 3.95 overall rating was virtually unchanged from the 3.96 observed in 2010.

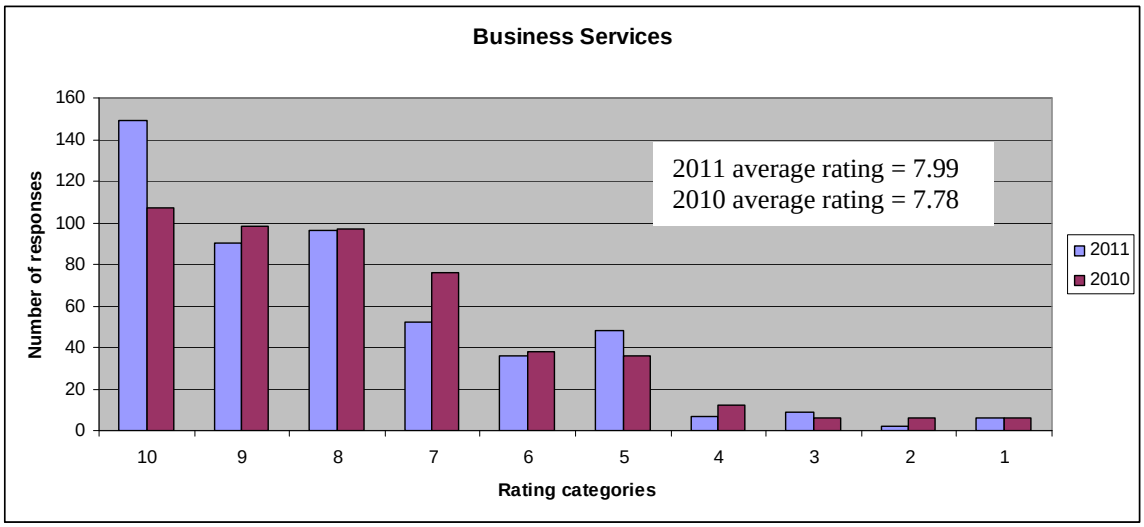
Customer Service Comparison for FY 2011 vs. FY 2010

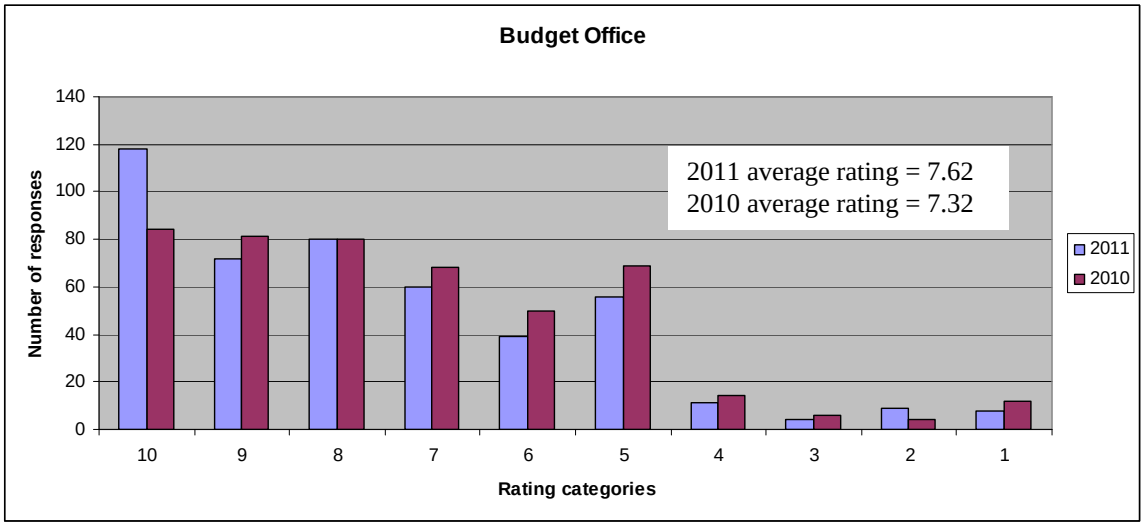


## VI: Individual Department Ratings

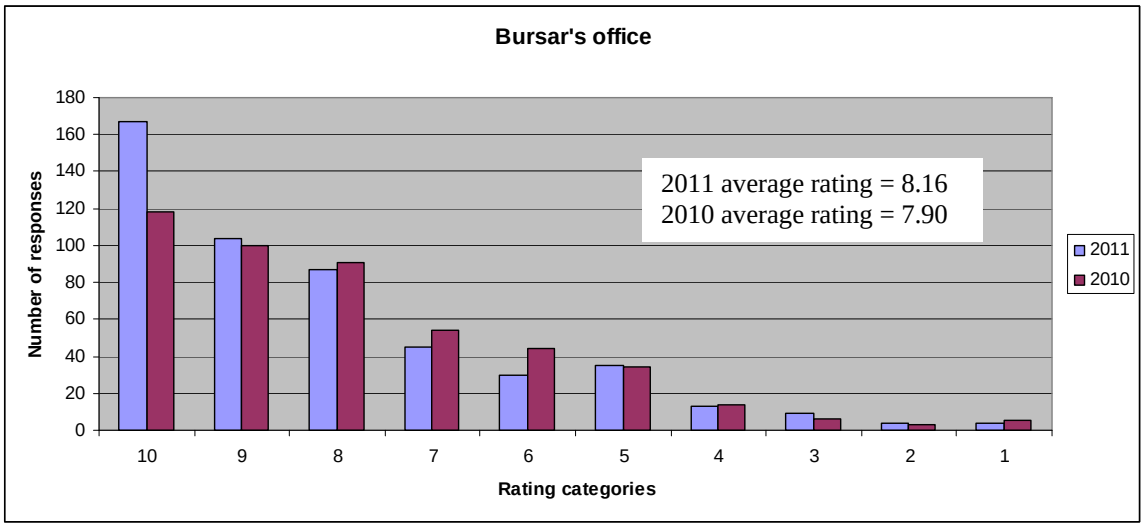
In section Three of the survey, respondents were asked to rate each department within Finance and Administration. The rating scale was 1-10, with 10 being the highest. The charts below show a comparison of FY 2011 and FY 2010 ratings for each department, with the average rating for both years also listed.

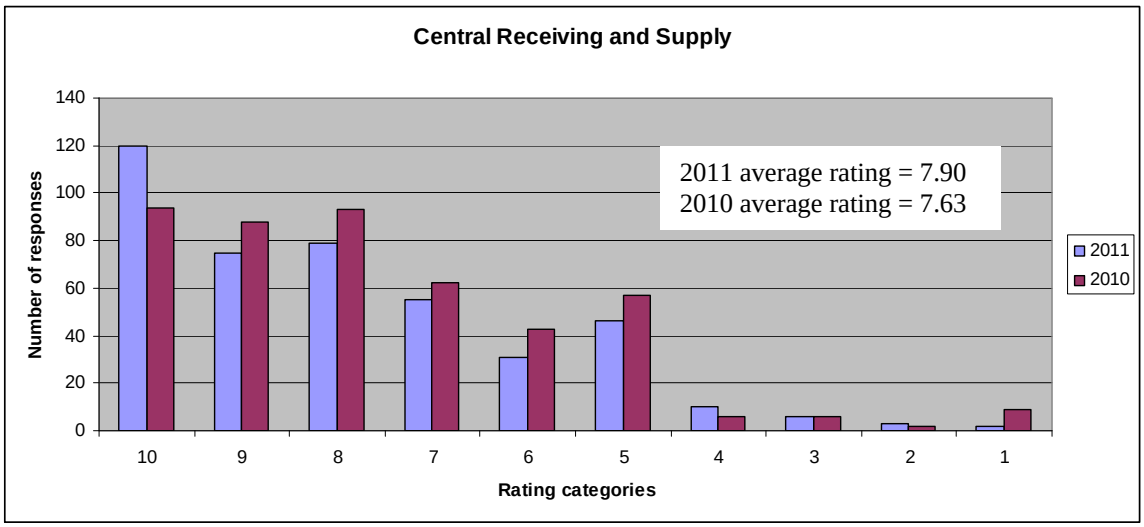


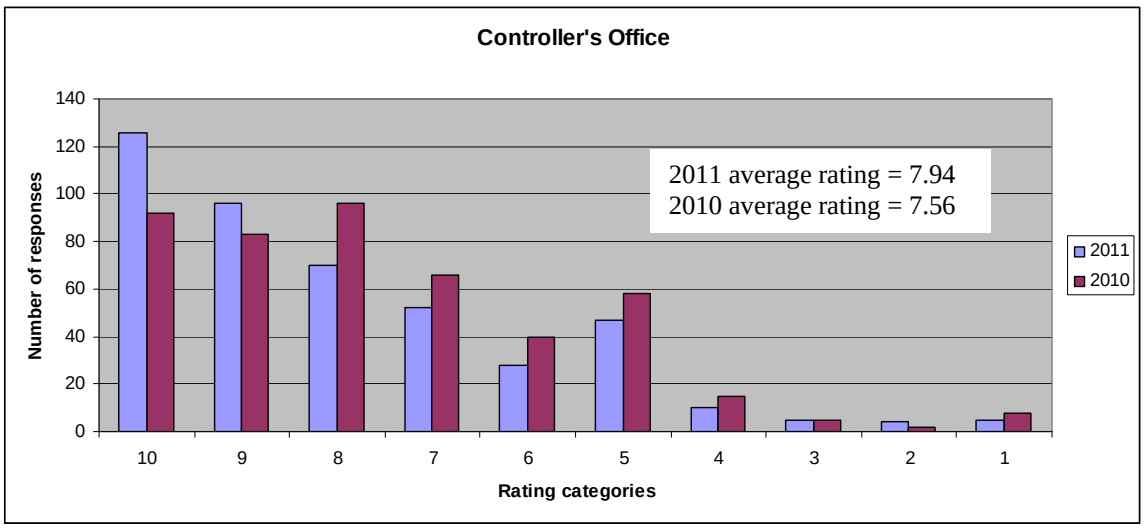



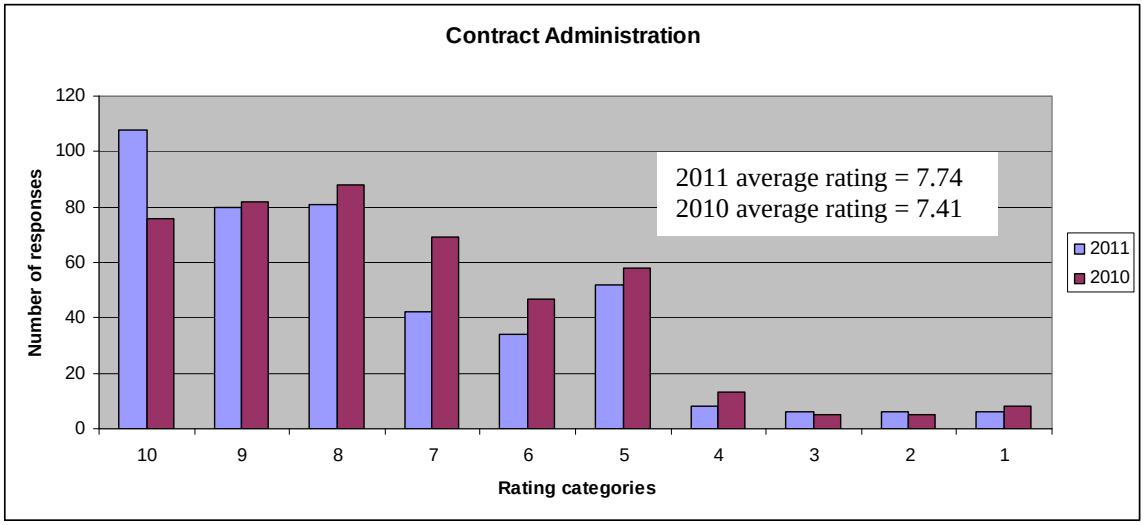
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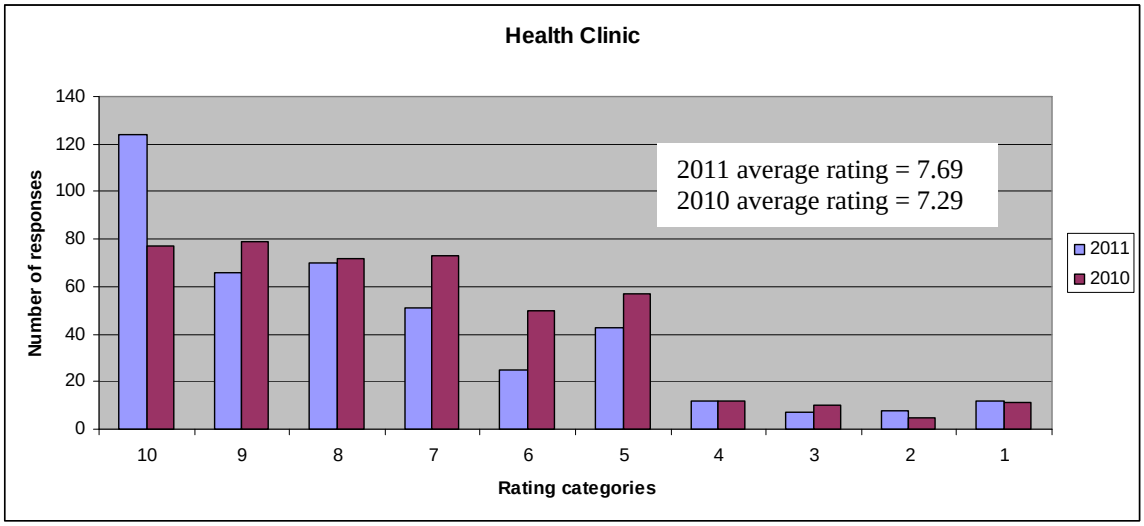


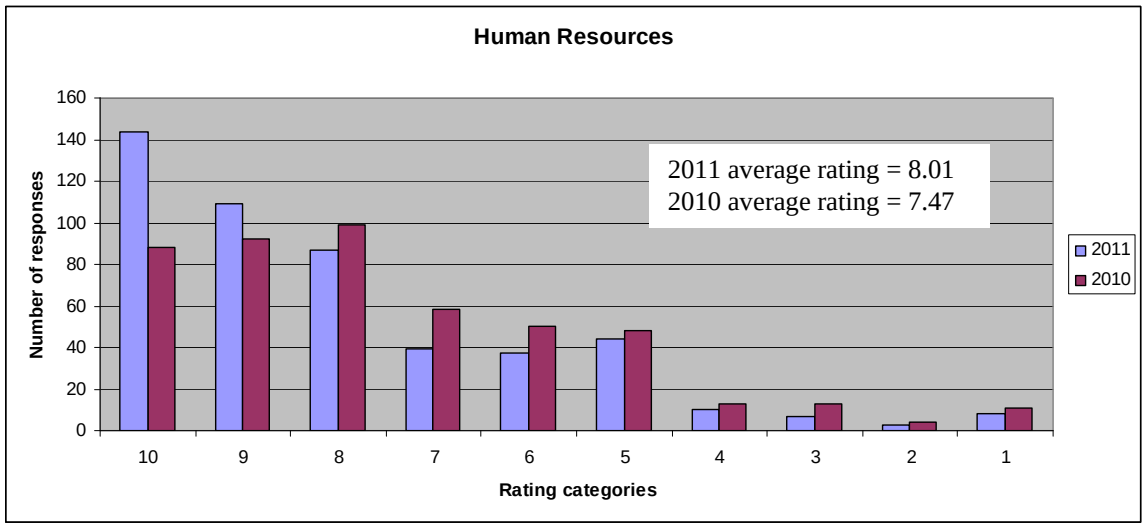



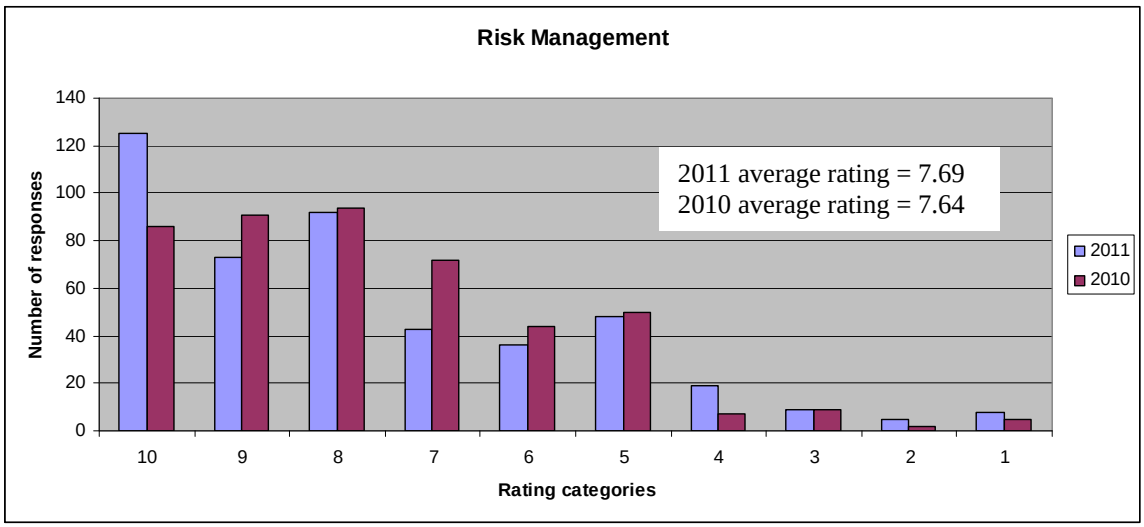
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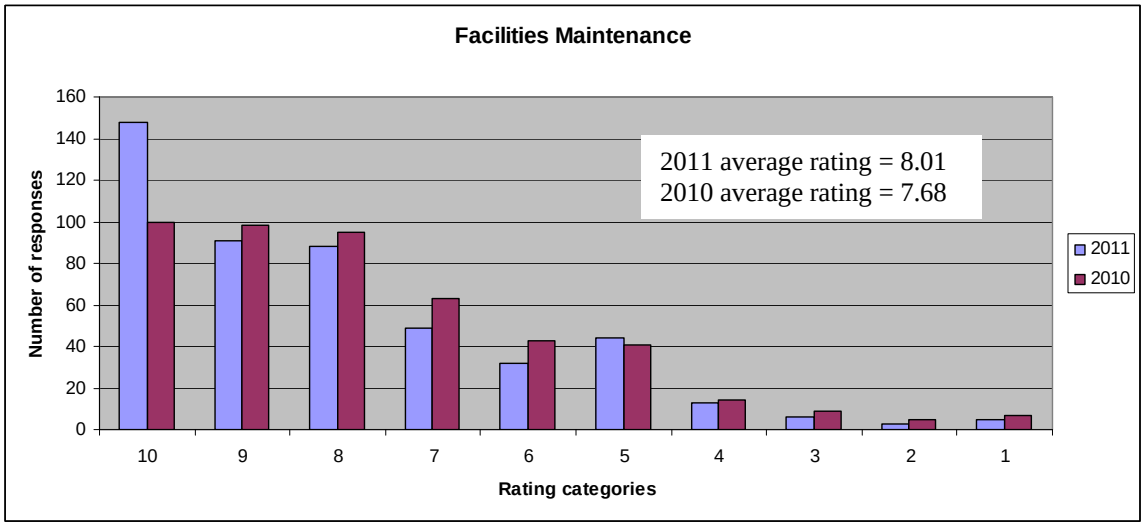


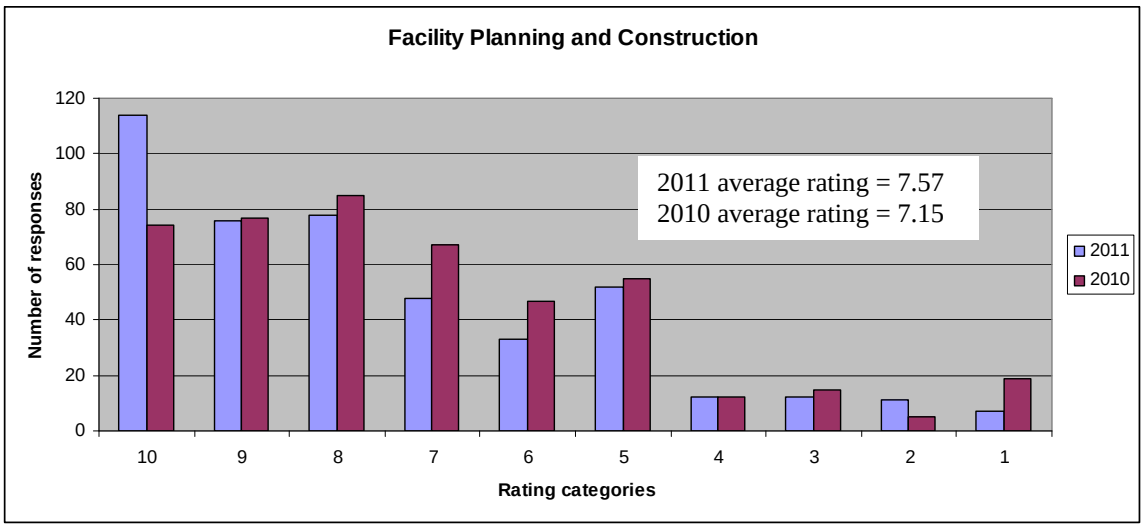



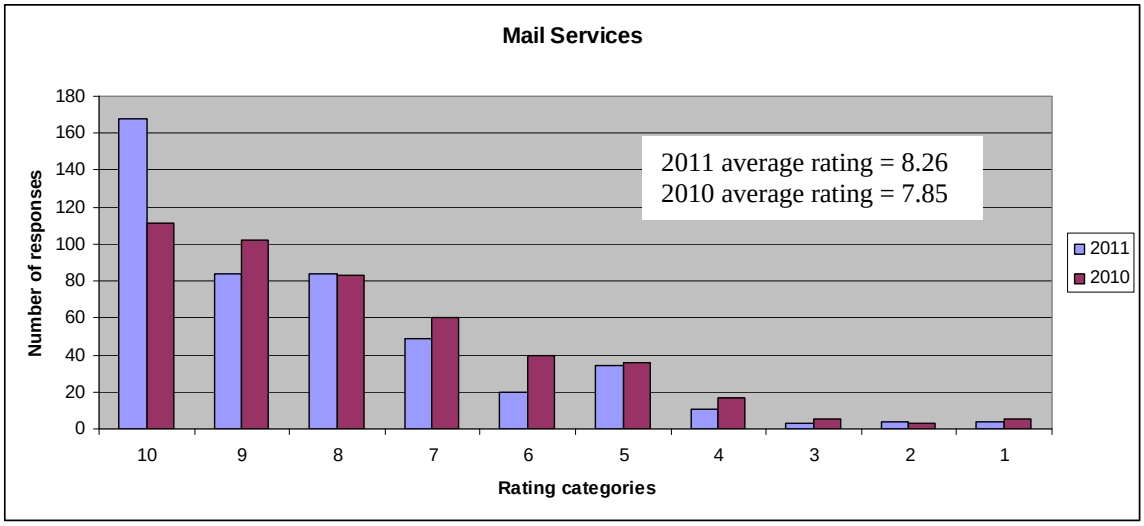
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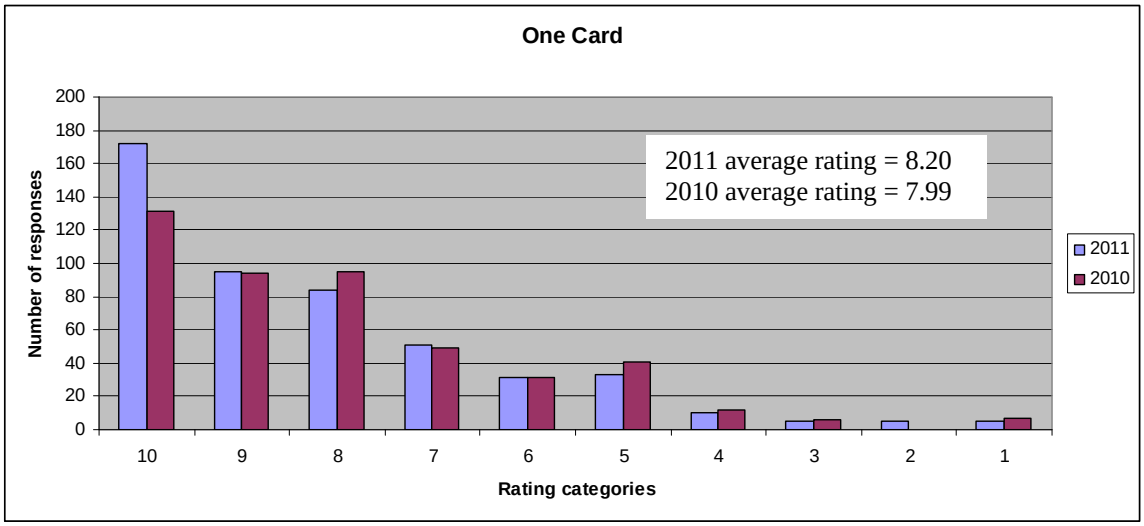


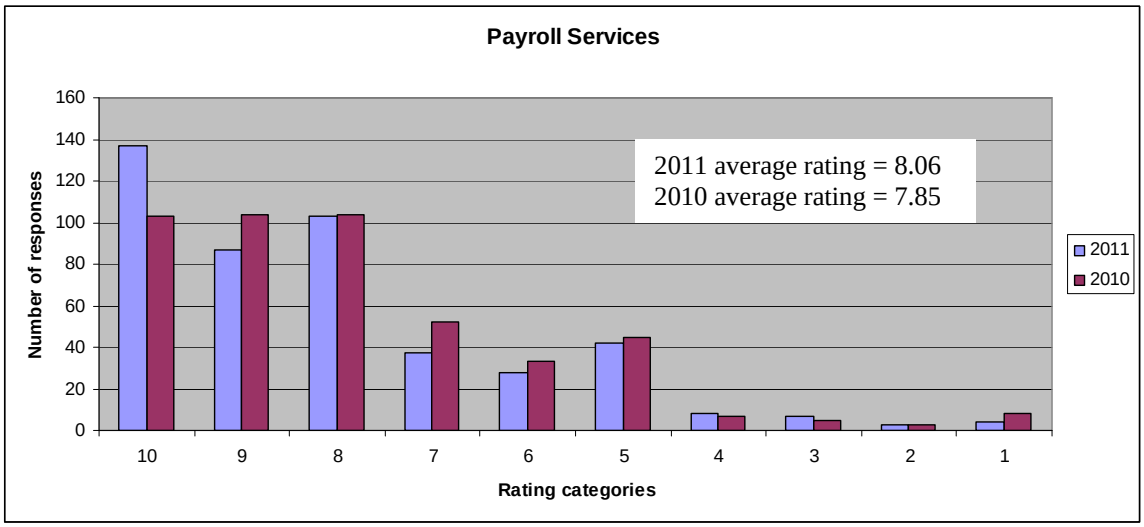



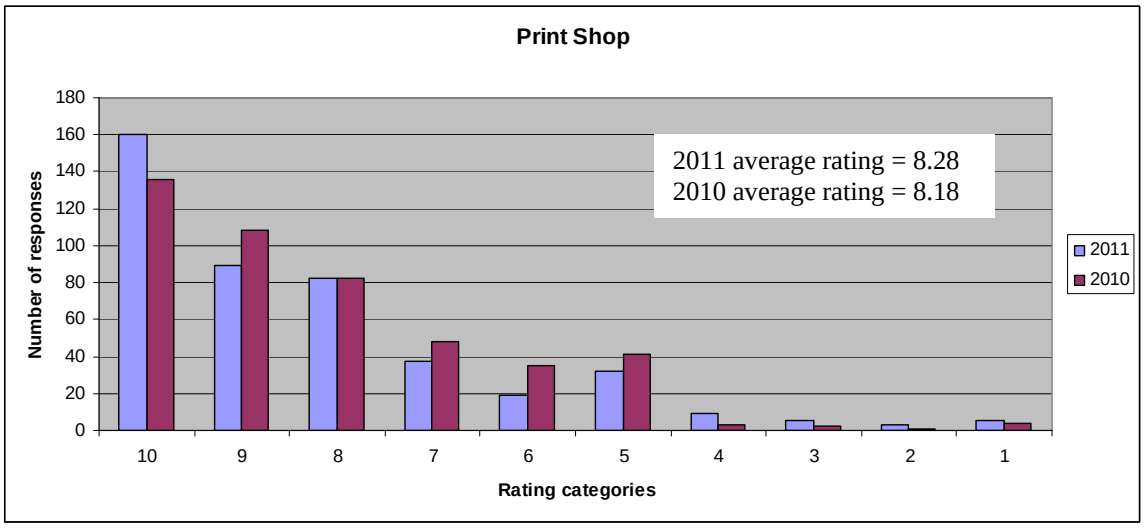
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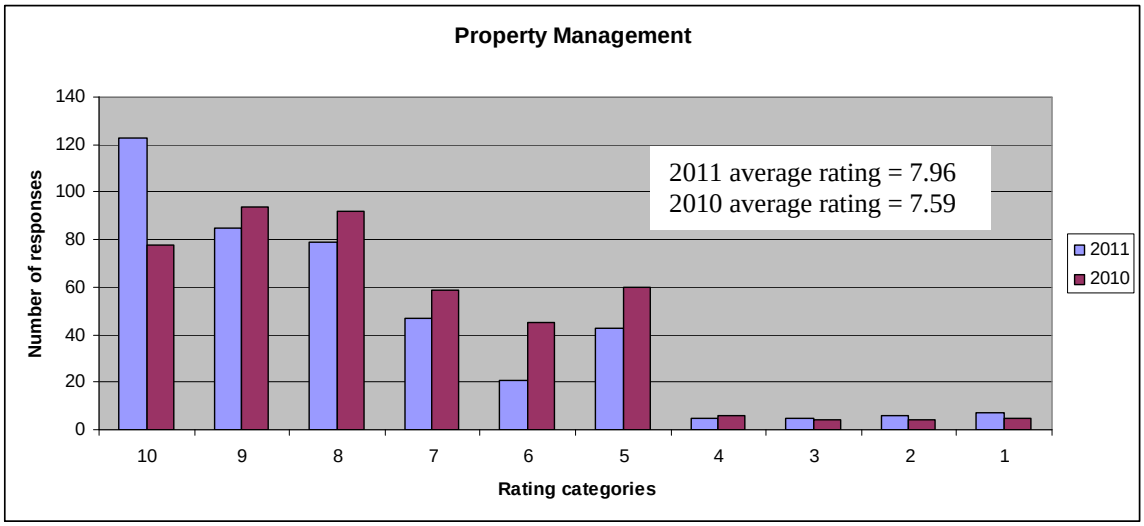


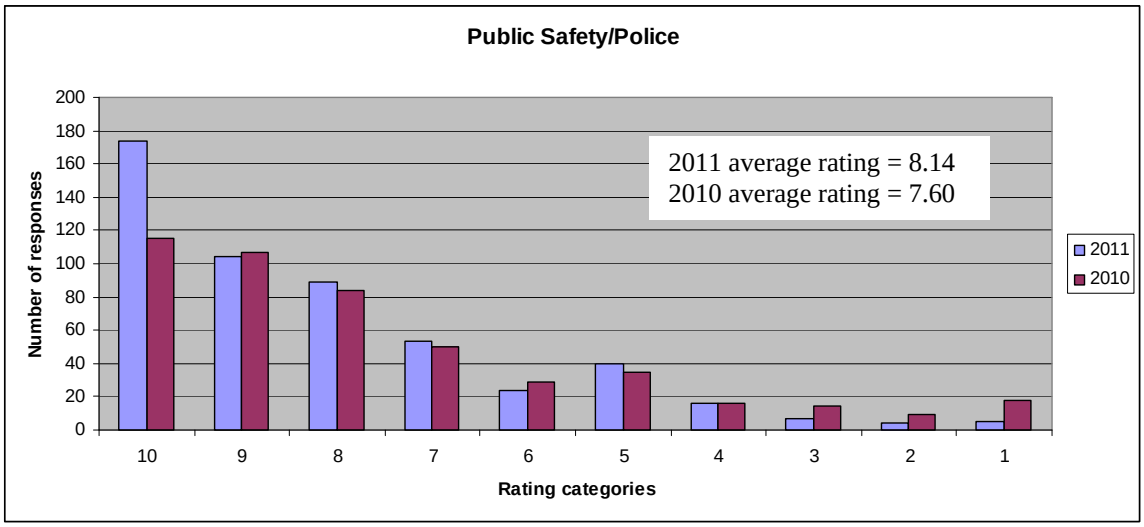



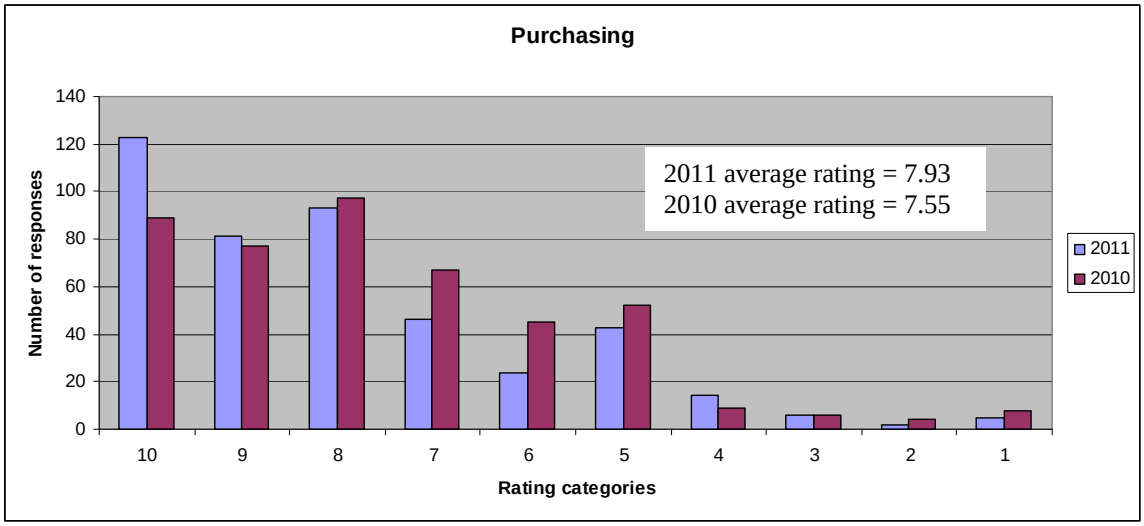
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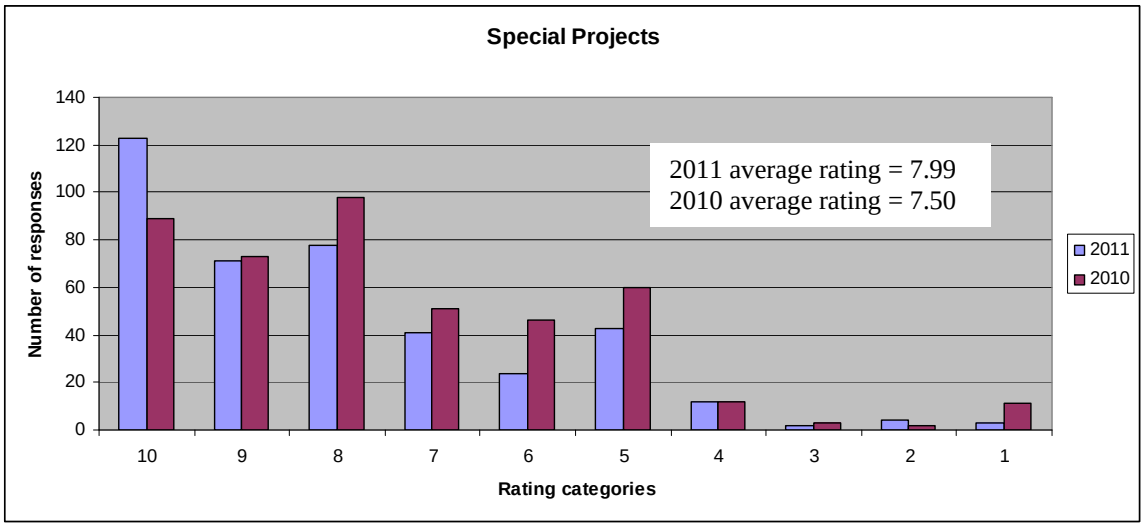


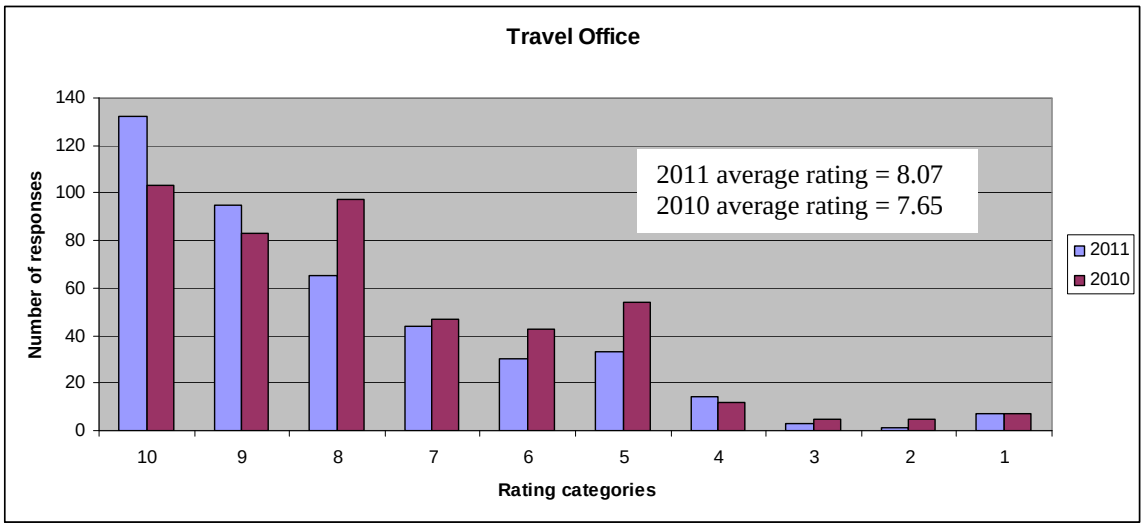



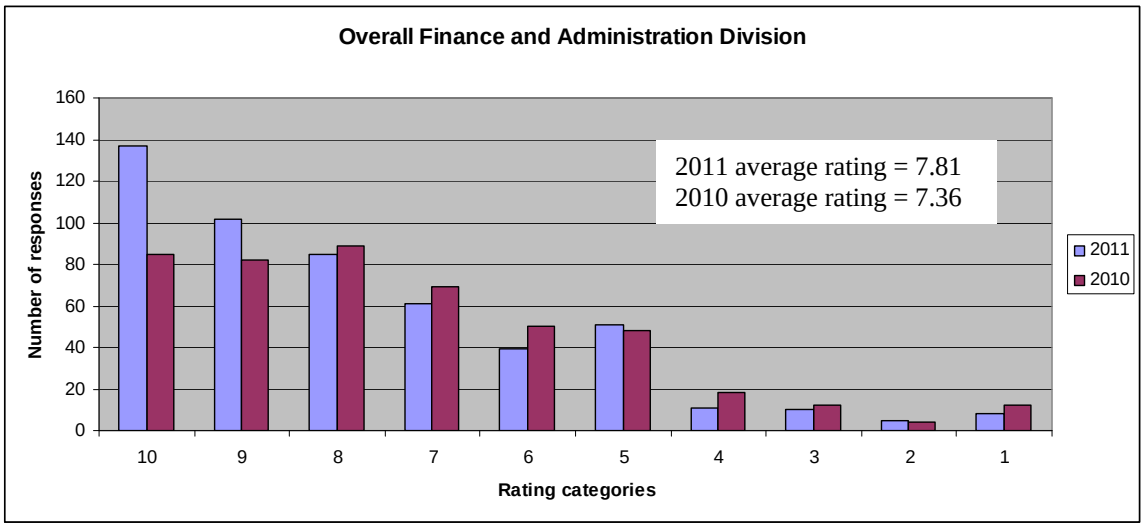
(Department assessments continued)



(Department assessments continued)



## VII: Comments submitted with survey (140)

*(Comments are as submitted by respondents, with grammar and spelling within comments **not edited**. Individual names were redacted. Those items highlighted in green are related to functions not housed in F&A*

### (Section #1 comments – "Operational Goals 1-9")

1. Excellent service provide every time I called with questions!!!!
2. Would like the finances to focus on new educational buildings & chp
3. I have no idea how to answer any of the above questions, other than either neutral or N/A. I work directly with Tech and manage their minerals and royalties.
4. "GOAL 5: Certain efforts were made to automate several processes but, due to the IT workload, have been put on hold.
5. I believe that customers would benefit greatly from the automation of invoices in the Accounts Payable Department.
6. GOAL 7: I believe it may be beneficial to the morale of the University to place just as much effort into the development of current staff members through better tuition reimbursement plans and continued education opportunities.
7. GOAL 8: I did not see ANY visible ""efforts"" in the EHSRM departments."
8. The Staff at ASU is very helpful!! I always feel comfortable asking a question or talking to them!
9. I do see an increase in student retention and growth unfortunately I usually see the ones that are having physical, emotional, and mental problems that seem due to much stress in their life whether it is financial, family related, etc. or either they appear to be better suited for a trade school instead of college. That being said I am located in the health clinic where students come to get help and those that I see that are adjusting well to college life may be the ones that don't mention that they were sought out to return to college.
10. I am glad the University is finally taking care of visa issues for international faculty. I think the process took too long.
11. (Name deleted) employees addressed my questions from their personal desks and did not approach the counter to assist my needs. I find this unprofessional and rude to not meet a customer at the front to help answer and explain their questions.
12. The latest key phrase in academe is "lifetime learning" which implies that instead of getting the maximum tuition out of our current students, we should reduce tuition and fees and work to keep students taking classes after they graduate (through online and extension services) so that they maintain a lifetime connection with the campus - therefore generating a much greater level of income for the university.
13. I have had no personal interaction with this office or department.
14. We need more parking please. I it is too complicated and clearly not enough for all the students that attend ASU.
15. I feel that it is unnecessary to pay for all of the things that we do not use such as the international fee, sports fees and other things that do not apply to some of us students. I do not feel like I should have to give money I do not have to things I do not care for or care to support.
16. Administrative departments seemed highly concerned with committee resolutions. This increased the financial intake of the administration when the need for larger finances was in the educational departments. This also causes bureaucratic inertia which causes decisions to be made without thought for consequences.
17. I am an online student and do not have a stance on any of these questions.
18. Goal 7: I do not think the university should post jobs externally until all interested candidates within ASU have been considered. We need to take care of our own first.

19. (Name deleted) offices that I have encountered were filled with rude, unhelpful people that quite literally look down upon anyone seeking help. Everyone I have spoken to about the matter also agrees. Needless to say, Angelo State has a lot of work to do.
20. Build more parking lots.
21. Some technological enhancements seemed to have created efficiencies in the processing areas but have created inefficiencies on the part of the end-user or initator (ex. ePAF's for student workers who are paid under multiple accounts now take considerably longer to prepare)
22. I do not have enough information to provide valuable insight.
23. Generally speaking, Angelo State is desperately trying to increase retention but keeping high ranking administrators who are utilizing strategies that worked decades ago; why are we not modeling schools that are growing in size in our own state? Also, I really don't feel qualified to be taking a survey about how our school's budget system and comptroller operated. I don't know, they were not directly involved in what I did on a day to day basis. I don't even know what a lot of these questions are asking me [Like Goal 6]
24. I think more processes need to be automated - where is Information Technology on their projects - nothing gets done in a timely manner with IT projects
25. Still much paperwork for grant accounts
26. The only office that I personally have had problems is the One Card Office. That office in my opinion needs to receive greater training on their customer service skills. On several occasions my need for their assistance seems to be an inconvenience for them which deters me from going to them.
27. My impression is that some students had some difficulty navigating the process for registering and paying fees. This was anecdotal and not substantiated.
28. I believe that ASU as a whole, not just these departments, needs to help their students more. There are so many things I was never told and am still finding out and I just graduated. People say they will get things done and don't or you have to go through leaps and bounds just for one thing. I know it can't be easy managing as many students as there are, but that's why you separate them (a-d, etc. kind of thing). I just think ASU needs to put more information out there for students that is more easily accessed instead of going through a million links or 20 people.
29. Chose not to partner with outside agency's for public usage of the SAY baseball facility. The spirit of this gift was to improve our youth opportunities.
30. Financial aid office (words deleted).
31. I fear that large tuition increases (10% in one year is very large) will not encourage enrollment growth or retention of students at a time when many people are enduring financial hardships.
32. They have terrible customer service, and the "most qualified" candidates do not work in that office. They still have their reputation of not being helpful and a waste of time. But it doesn't matter because nothing has been done or will be done to fix the politics of this university.
33. (Name deleted) whom takes tuition payments is extremely friendly and helpful. Her hard work deserves to be recognized.
34. Parking needs to be addressed in a major way. With the influx of record enrollment, parking needs to be adjusted to meet the need!!!!!!!!!!!!!
35. University classrooms are filthy, desks are not cleaned/disinfected, floors are not swept or mopped on a daily or even weekly basis. Administration is a culture of "NO" and paperwork is backed up constantly in Vice Provost Office, it takes weeks to approve documents because each document is critiqued for "grammatical" errors. Decisions are made without consideration of the students or departments, i.e. closure of 3rd floor computer lab that had special software students need for classes.
36. Hopefully process improvement will happen soon, particularly in space allocation. Recommend the formation of working groups or some clear process to elevate both current and projected needs.
37. all departments were very helpful and knowledgeable!
38. Budgeting/fiscal management during the past year was driven more by UBAT team decisions than by Vision 2020. There were linkages to Vision 2020, but many decisions seemed to be outside of what was indicated by the strategic plan.

39. The Finance and Administrations...are good workers!
40. N/A = have no idea due to non-transparency of their operations.
41. Finance and administration division appear to be doing well EXCEPT parking, which is ridiculous. I understand the monetary impact/benefits of charging higher parking rates for the reserved south D parking lot of the academic building, but it is substantially reducing desperately needed parking for students. Administration needs to allow parking in this virtually unused parking lot. D parking substantially limits your parking in other areas of the campus and is not a benefit to forfeit your B parking pass in place of a D pass. If you have ever tried to park for a morning class and participate in the 'lottery' of parking spaces it is ridiculous! and is seriously a determent to attending ASU. It has become well known in society and an established joke between other college campuses in Texas. The rumor is; Don't go to ASU because the parking is ridiculous. An easy and simple alternative is to open the south parking lot and classify it as B student parking. This is not rocket science. Has potential short term greed overcome the future attendance goals and common sense of administration?

**(Section #2 comments – "Customer serve by F&A staff")**

1. The higher up the chain of command you go the lower the level of customer service becomes.
2. Like everywhere. Some offices great. Some not.
3. Assistance from the Finance and Administration staff was kind and swift. I was always helped immediately and messages were quickly answered/returned. Everyone I ever spoke with was very helpful and my issues were resolved usually within the time span of one phone call. Bravo!
4. Terrible customer service skills.
5. No part of this university is "receptive to constructive suggestions."
6. Customer service standards have been consistently improving over the last 2-3 years
7. "Certain staff members (name deleted) show a lack of cooperation with and rude behavior toward staff members in other departments. This behavior has been non-relenting over the past couple of years.
8. There are a few staff members, from other various departments campus-wide, who would rather avoid a certain staff member from Accounts Payable due to tactless behavior over the phone."
9. Purchasing and (name removed) are extremely helpful. Issues have been addressed and resolved. Solicit input on potential process changes
10. Again I believe (name deleted) can benefit from better customer service training. This training should start with the (name deleted) so they can explain the importance of customer service skills and that will in turn trickle through the department.
11. I didn't deal with Finance and Administration staff.
12. A friend of mine called the student accounts office to try and remove a hold on her account. Mid conversation at 5pm the call hung up. She called back and was told she would have to call the next day because they were closed.
13. The other offices on this campus are fine. Just problems with human resources.
14. Great collaboration on working with special needs tuition (military, differential tuition, etc) and with budgetary forecasting. As for areas of improvement - the need to adjust time & effort hits against our budget took quite awhile to resolve, but the problem was probably exacerbated by state budgetary shortfalls.
15. Some F&A departments seem to think their job is to control what happens, not support the academic mission of the university. The same "problem areas" that have existed for years are still there.
16. N/A = have no idea what they did with external University customers.
17. Billing tends to run 2 months behind which can sometimes be an issue
18. Haven't had a conflict situation or a need for improved customer service"
19. I appreciated all the informational emails regarding strategy, policy, etc. but had no contact by phone or in person with the majority of the departments in Finance and Administration.

20. Finance and administration division appear to be doing well EXCEPT parking, which is ridiculous. I understand the monetary impact/benefits of charging higher parking rates for the reserved south parking lot of the academic building, but it is substantially reducing desperately needed parking for students. Administration needs to allow parking in this virtually unused parking lot. D parking substantially limits your parking in other areas of the campus and is not a benefit to forfeit your B parking pass in place of a D pass. If you have ever tried to park for a morning class and participate in the 'lottery' of parking spaces it is ridiculous! and is seriously a determent to attending ASU. It has become well known in society and an established joke between other college campuses in Texas. The rumor is; Don't go to ASU because the parking is ridiculous. An easy and simple alternative is to open the south parking lot and classify it as B student parking. This is not rocket science. Has potential short term greed overcome the future goals and common sense of administration?

**(Section #3 comments – "F&A department rating")**

1. I have found maintaining a positive working relationship with (name deleted) to be difficult. They are very quick to point out what you have done wrong but do not offer feasible solutions to fix what you have done wrong. Further, they tend to have a "figure it out yourself" mentality. I also find it frustrating that the office (name deleted) does not stand by the decisions/recommendations of direct reports.
2. Academic building bathrooms needed attention for the entire fall semester. Some door stalls would not lock, specifically a handicapped one on the 2nd floor that was never repaired. All bathrooms in the academic building need attention for repairs and deep cleaning.
3. My comment pertains to an area I have no control over but does affect the performance of how well the health clinic looks. When orders get placed I am told there is not away to show the importance of a order being a rush order, not able to find out when it actually went through purchasing, unable for the person who places the order to check the PO to see if everything was ordered properly. This could be a problem stemming from our dept.(health clinic) or what is available from purchasing dept. for the person who ordered the material to be able to look this info up. Numerous times I'm told that info is not available. I turn in the material that we are low in to be ordered and almost always have a hard time getting it in decent time allotment. In the beginning of the fiscal year I expect it to take much longer to get the order through. This year we had an order double shipped, our office assistant decided to return one of the orders for credit. Most of our orders do have supplies that must be kept at a certain temperature to retain the quality of the product. This is something that if Central Receiving should be made aware of. Due to one or both depts. (Health Clinic & Central Receiving) we had a large shipment go bad due to the shipment got pick up to return and sat in the warehouse for a week or more when our outside temps were over a hundred. I really don't know all the ends and outs of this situation just knew that eventually that order was returned back to the clinic where I had to dispose of the majority of the order. I am not trying to get any dept. in trouble but hope to avoid this happening again in the future. I don't know how many depts. may have temperature sensitive orders being delivered or sent out but maybe there is away to classify it so we can catch it before it's to late and it ends up costing everyone. I rated (name deleted) low due to leaving a message on their phone regarding my fall due to a recently mopped floor with no sign up but did not receive a call back or e-mail. I missed the following day after my fall but the office said they did not hear from anyone from Risk Mgmt. I did leave another message on the phone and e-mailed the person in charge. I did hear from someone and getting info was delayed but could of been due to it was around the time that the Risk mgr. put in his notice sometime later. Another problem the Health Clinic seems to have is getting the temperatures for the different zones in the clinic changed in what I feel is a decent amount of time. We do have an old building and system and there are times we must make an adjustment due to our medication stock which must be kept at a certain range. I usually let the Office Asst. to notify whatever dept takes care of that to raise or lower the temperature by 2-4 degrees whatever is needed since I not sure if my temp shows what there temp shows. So unless the Office Asst. isn't remembering correctly whether she has put in a requisition it seems to take 4 days or longer. Is there a way to flag something like this to get done in a shorter amount of time? I do understand there are probably a lot more urgent situations that could be going on but we don't know if that is why the time delay or if it was forgotten.
4. Payroll date change; stressful and financial hardship !!!

5. The print shop printed a very important research poster without any of the text on it and allowed it to sit like that for 2 days without any concern. I had to scramble to have a poster printed in time for my conference because (name deleted) were careless and did not even check the poster they printed. Central receiving/supply lost a package sent to one of the campus departments and told me they had not received it when I called. After many, many phone calls, I was told it was delivered to the wrong office.
6. Often times ASU Alert messages are not received in a timely manner. For instance, at 10:55 a tornado warning lasting until 11:00 will be received via text message or phone call. With this lack of promptness no preparations or changes can be made in allowance of the current situation. Students need the option to add certain services to their bill that may not be already included. For example, distance education students may be in the San Angelo area and should have the ability to add the Health Clinic fee to their bill and use the services provided.
7. I had no contact with many of the departments.
8. Poor scores = poor (name deleted)
9. You have to replace the missing people in the environmental health, safety, and risk management department with highly qualified and experienced people. You can't leave key positions vacant as long as you have.
10. The Health Clinic needs to provide more services.
11. The One Card office staff is fine but the one card atms have problems often
12. University Police Department does not practice common sense. The first weekend of school at 1am they were busy giving out parking tickets instead of looking for drunk drivers, underage students who were drinking, and other mischief. Which demonstrates that the money is more important to the department than the safety of students.
13. Most of these departments were friendlier when our office called with questions.
14. need more automation but departments are willing to ask for suggestions to change processes
15. I personally did not deal with any department marked with an N/A in the past year.
16. I went to the health clinic with a cut that needed to be sutured but the only person available was the student nurse and he sent me on my way with a band aid. Make sure health clinic is properly staffed.
17. I do not want part of my tuition going to FASFA. I pay taxes too
18. Campus police should not issue tickets for pulling through or backing into parking places. That regulation is just absurd!
19. (Name deleted) office is terrible! Also the (name deleted) people who run it over all tried to charge me a fake overdraft and when they figured out they were wrong I was told it was fixed and a month later I was still receiving emails that they were going to report me. I finally got them to fix it after 4 months!!
20. Accounts Payable seems to feel one of their functions is to "approve" purchase orders after the fact. This needs to be corrected; i.e., purchasing is the department that approves a purchase, not accounts payable.
21. I always receive amazing customer service from all F&A departments on campus. Everyone is always eager to help and have gone above and beyond to help.
22. You left out Materials Management. I am Materials Management. I don't ship or receive.
23. I did not see the Special Events Office but I would guess most on campus would describe this office as an exceptional service provider. Their staff is always helpful.
24. Office of Planning and Construction does not promptly respond to phone or emails. In addition, they often fail to communicate with stakeholders or solicit input.
25. N/A-services not utilized; Police-visitor parking is an issue
26. Finance and administration division appear to be doing well EXCEPT parking, which is ridiculous. I understand the monetary impact/benefits of charging higher parking rates for the reserved south parking lot of the academic building, but it is substantially reducing desperately needed parking for students. Administration needs to allow parking in this virtually unused parking lot. D parking substantially limits your parking in other areas of the campus and is not a benefit to forfeit your B parking pass in place of a D pass. If you have ever tried to park for a morning class and participate in the 'lottery' of parking spaces it is ridiculous! and is seriously a determent to attending ASU. It has become well known in society and an established joke between

other college campuses in Texas. The rumor is; Don't go to ASU because the parking is ridiculous. An easy and simple alternative is to open the south parking lot and classify it as B student parking. This is not rocket science. Has potential short term greed overcome the future goals and common sense of administration?

27. Risk Management Office was too busy for the amount of employees they had during most of the year. This was even before most of the staff left.
28. Why do we need an (name deleted) for seemingly everything under the sun? These positions don't seem to serve any real function other than to give someone a job.

**(Section #4 comments – "Additional comments or suggestions for improvement")**

1. Overall pleased with every aspect of ASU no true problems within or around the campus
2. no comment
3. "Better access to the campus for students with knee problems (elevator access w/o needing to go to student services).
4. Well marked signs in buildings, for example, Academic building on inside and outside to let students know where they are...this building is very dysfunctional :)"
5. The disability office needs to be better equipped and eager to help students.
6. My comments are given to make aware of a few of the problems that I come across that affects the clinic. Not sure where the problem lies and if there are any better solutions to the problems. I thought I would just put them out there in case there are any better way to handle these situations. I appreciate having the opportunity to comment but usually haven't on these surveys due to not wanting to look like I'm just complaining and I am not that familiar with most of the departments.
7. What a waste of time.
8. In the time that I have been at ASU, the administration's support of the academic integrity of the university has diminished considerably. The ASU I am leaving is not the ASU I started at. I would not attend ASU given the chance to go back. Increasing enrollment at the expense of quality education reveals the low character of those making the big decisions in the ASU administration.
9. I often received emails stating my classes were dropped due to charges that were not paid. It always turned out to be a mistake, but this mistake should not keep repeating itself. I hope this is fixed for future semesters.
10. When the e-mail that bills are posted is sent out to students, they should receive a link that explains to them the appropriations for each fee they are being charged. Students should know the reason for the fee and where the money for that fee is being spent.
11. Worry less about dollars and cost and work to improve competency of staff and quality of work product. This alone will address the issue of fewer dollars to work with.
12. Financial Aid awards/loans should be giving out earlier. I had to borrow money and work double shifts to barely pay my rent because financial aid didnt deposit my money into my one card.
13. PLEASE allow us to live on campus without meal plan in all the dorms.
14. I appreciate all the great services that are provided.
15. This survey was not important to me because it does not measure my needs or concerns. This was more for internal employees. Overall, I am extremely satisfied with my education at ASU. This includes academic as well as operations issues. Thank you. (name deleted)
16. If we pay so much money to go to school the cafeteria could at least have more food varieties like the UC.
17. Dr. (name deleted is the worst teacher i have ever had in all my years of education. Don't encourage (name deleted) as a professor to take. since (name deleted) is the only prof. take it at Howard!
18. I think the textbook store should be included in the survey for further review
19. The move to on-line processes has been good, but the technical glitches that have gone along with that have been frustrating at times. Hopefully these will be worked out over the course of the year. I wonder if we are

implementing technology and new processes faster than our IT department can really keep up and maintain them?

20. Staff and faculty should reflect the ethnic make up of all ASU students. Stronger efforts should be made to recruit and offer attractive incentives to bring in qualified and experienced faculty and staff members.
21. be a little nicer to the people you are trying to help
22. The divisiveness that (name deleted) has created between itself and faculty is disgraceful. Staff often feel like they can be rude to faculty and treat them unprofessionally. This was promulgated by (name deleted) and has not been significantly improved. I realize that some faculty may behave improperly as well, but it is completely demeaning to those of us who try to be professional to be treated like the enemy.
23. Our repeated requests to at least have our offices newly painted like many of the others around campus and in our own building have been ignored. My office chairs are so filthy that I have to cover them out of embarrassment. The cleaning staff don't seem to be able to keep a schedule either, so it is anybody's guess when garbage will actually be empty. The office is so cold in the winter that it is impossible to work in it now that extra heating devices are banned. I have to keep incandescent lights at each end of my keyboard in order to be able to keep my hands warm enough to use my keyboard.
24. When we walk into a classroom, it is always a big question mark as to whether or not there will be suitable technology that actually works in the manner for which it was designed. It is really embarassing to have to fiddle with it and then call help while students are watching and a class is supposed to be in session. Treating technology as an expense to be minimized in this era of higher education is a huge and costly mistake. It will make us obsolete in very short order. Read any higher education publication to validate this statement."
25. As a faculty member and parent of an ASU student, I was surprised at how difficult it was to get a copy of an itemized receipt when I paid tuition/fees/lodging. For tax purposes I needed to know how much of my payments for my son are going toward tuition and fees and all I could get was a total amount paid. It would be an improvement if we could get an itemized receipt. Even when he gave me access to his account as a "guest" or "parent" all I could see was the total amount owed. Surely there are other parents of students that need this information too.
26. I found everything about each department spot on. Everyone was very helpful every step of the way!
27. Communication between and within departments in crucial.
28. The fact that it took weeks to catch a car thief/burglar, yet campus police were out writing parking tickets at 8am every day. While I admit I'm biased, as I got a parking ticket, it still seems strange that the emphasis was not on catching a criminal, but writing parking tickets.
29. I have no suggestions. Everyone I was in contact with was professional and helpful.
30. Most finance & admin staff are very professional and helpful. They want change but need automation to occur
31. Needs improvement on picking staff to hire!
32. na
33. Be friendly! Kindness is a major factor!
34. The issues have already been addressed, but it will be interesting to see how many times comments have to be written before someone does something about it. The university also has budgeting issues, so I don't think this office does the best job either.
35. The online classes lack portability for working students. Much busy work feels like kindergarten.
36. I'm a distance learning student, I am not aware of all the services that are on campus.
37. "Need to straighten things out in the post office. Such as people stealing mail.
38. Also need to get the One Card straightened out. I should not be charged for an ATM that is not supposed to charge me specifically the one in the post office. And when someone says they are going to fix it they should fix it and not continue to send me emails. It should not take 4 months to fix a false overdraft."
39. "The Health Clinic offers wonderful professional service to our students with the stafff and the medical equipment they have to work with. They do not have updated equipment or the staff to do well women checkups etc. to keep up with growing demands to met the health needs of our students. They are under staffed, and are housed in a building with limited space.

40. The counseling staff is also very limited on space, and they do not have the space to work in conjunction with the Psychology staff to provide internships, which would benefit both departments. The counseling stall also lacks space to do group counseling, educational programs for students, and the students would benefits greatly if they had access to a media room to view educational information dealing with their issue."
41. The use of SPOL during the budgeting process needs to be improved. For example, budget requests in SPOL were still "Pending Approval" even after the FY 12 budgets had been finalized, and there were no explanations in SPOL regarding why specific budgets had been reduced from the initial budget requests.
42. ASU, I Love you!
43. Focus on the students currently enrolled and what we want/think!!
44. It would be nice to see more financial support for club teams.
45. As stated in previous page. All you have is Shipping/Receiving & Supply. I consider my position unique. I do support them, But, I am (name deleted) Specialist).
46. parking is horrible
47. A move from regulatory to service is truly needed on this campus.
48. The $250 spending minimum to create Purchase Requisitions is not realistic for the Library. We use several different accounts to pay for Library and Archival supplies and obtaining a ProCard for every account is something my supervisor does not want to do. I respectfully request that the Purchasing Department revisit this requirement because we want to spend our funds wisely and not all orders can reach this minimum unless we order more than we need, or from a more expensive vendor. Both of those scenarios are something we chose not to do. Please note that these are items we cannot obtain through West Office or Concho Business/Longhorn. Thank you.
49. Finance and administration division appear to be doing well EXCEPT parking, which is ridiculous. I understand the monetary impact/benefits of charging higher parking rates for the reserved south parking lot of the academic building, but it is substantially reducing desperately needed parking for students. Administration needs to allow parking in this virtually unused parking lot. D parking substantially limits your parking in other areas of the campus and is not a benefit to forfeit your B parking pass in place of a D pass. If you have ever tried to park for a morning class and participate in the 'lottery' of parking spaces it is ridiculous! and is seriously a determent to attending ASU. It has become well known in society and an established joke between other college campuses in Texas. The rumor is; Don't go to ASU because the parking is ridiculous. An easy and simple alternative is to open the south parking lot and classify it as B student parking. This is not rocket science. Has potential short term greed overcome the future goals and common sense of administration?
50. Support of academics needs to be the main mission of this division instead of the opposite. Most of the support services listed in this survey makes things difficult for academics, not easier. The division seems heavily ladened with unnecessary positions. It needs to be streamlined and undergo "prioritization" just like the academic side of this house. Why this hasn't been done already escapes me.
51. The financial aid office is very terrible with getting financial aid into the system. Also, I have noticed that when a student does lose financial aid they are unable to explain why and it is very frustrating for the students. They have a very long running streak of messing up everyone's financial aid. It is very stressful at the beginning of the semester because you think your classes will be dropped because financial aid screwed up. This really needs to be improved.

# 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 <u>constantly improve</u> 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.