Auxiliaries and Activities
Business Center

CUSTOMER SERVICE SURVEY
2014
AABC CUSTOMER SERVICE SURVEY

Respondents agree AABC is:

• Timely
• Professional
• Knowledgeable

• 2012:
  – 813 customers polled
  – 226 responses = 27.8%

• 2014:
  – 946 customers polled
  – 257 responses = 27.2%
AABC CUSTOMER SERVICE SURVEY
Increased Score in EVERY category!!!!

<table>
<thead>
<tr>
<th>Survey Questions</th>
<th>2014</th>
<th>2012</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>4a. BC reps respond in a timely manner</td>
<td>4.15</td>
<td>3.99</td>
<td>0.16</td>
</tr>
<tr>
<td>4b. BC reps handle my issues to my satisfaction</td>
<td>4.06</td>
<td>3.96</td>
<td>0.10</td>
</tr>
<tr>
<td>4c. BC reps are professional</td>
<td>4.36</td>
<td>4.20</td>
<td>0.16</td>
</tr>
<tr>
<td>4d. BC reps are knowledgeable</td>
<td>4.17</td>
<td>4.03</td>
<td>0.14</td>
</tr>
<tr>
<td>4e. I know who to contact at the BC with HR question/issue</td>
<td>3.72</td>
<td>3.33</td>
<td>0.39</td>
</tr>
<tr>
<td>4f. I know who to contact at the BC with F/A/PR question/issue</td>
<td>3.68</td>
<td>3.48</td>
<td>0.20</td>
</tr>
<tr>
<td>4g. The BC provides clear information on procedures &amp; policies</td>
<td>3.55</td>
<td>3.45</td>
<td>0.10</td>
</tr>
<tr>
<td>4h. I am comfortable approaching the BC when I have a question/issue</td>
<td>4.01</td>
<td>3.86</td>
<td>0.15</td>
</tr>
<tr>
<td>4i. Overall my BC experience are positive</td>
<td>4.04</td>
<td>3.91</td>
<td>0.13</td>
</tr>
<tr>
<td>5a. BC delivers reports in a timely manner*</td>
<td>3.84</td>
<td>3.72</td>
<td>0.12</td>
</tr>
<tr>
<td>5b. BC reports provide useful information to monitor status*</td>
<td>3.79</td>
<td>3.71</td>
<td>0.08</td>
</tr>
<tr>
<td>5c. BC reports provide useful information to make decisions*</td>
<td>3.74</td>
<td>3.64</td>
<td>0.10</td>
</tr>
<tr>
<td>5d. BC provides accurate budget preparation assistance.</td>
<td>3.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5e. BC provides timely budget preparation assistance.</td>
<td>3.74</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4a. Business Center representatives respond in a timely manner.

Figure 13

Business Center representatives respond in a timely manner

<table>
<thead>
<tr>
<th>Strongly Agree = 5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>Strongly Disagree = 1</th>
</tr>
</thead>
</table>

Figure 13 illustrates that from 253 responses to this question, 81 percent agreed (answers of 4 or 5) that Business Center representatives respond in a timely manner.
4b. Business Center representatives handle my issues to my satisfaction.

Figure 14

Business Center representatives handle my issues to my satisfaction

- Strongly Agree = 5
- 4
- 3
- 2
- Strongly Disagree = 1
4d. Business Center representatives are knowledgeable.

Figure 16

Business Center representatives are knowledgeable

Strongly Agree = 5

4

3

2

Strongly Disagree = 1
4g. The Business Center provides clear information on procedures and policies.

Figure 19

The Business Center provides clear information on procedures and policies

- Strongly Agree = 5
- 4
- 3
- 2
- Strongly Disagree = 1
4i. Overall, my experiences with the Business Center have been positive.
5c. The Business Center reports provide useful information needed to make decisions.

Figure 26

Business Center reports provide useful information needed to make decisions

- Strongly Agree = 5
- Agree = 4
- Neutral = 3
- Disagree = 2
- Strongly Disagree = 1
Areas of Improvement:

- Increase meetings and communication
- Provide more training to business center staff
- Enhanced reporting
AABC CUSTOMER SERVICE SURVEY

ABCC Employees

• Helpful
• Friendly
• Knowledgeable
• Professional
• Approachable
• Supportive
• Timely
• Interactive
• Collaborative
• Informative