

# The Road to Success: Customer Satisfaction Survey 2017

# Construction

Of the 46,825 Titans  
invited to take the survey

**44% STAFF**

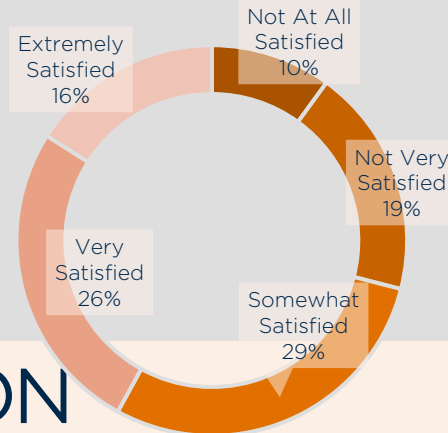
**24% FACULTY**

**17% STUDENTS**

RESPONDED

## Overall Customer SATISFACTION

for Construction



# 72

**RESPONSES**

to the Construction  
survey questions

## Influential Strengths

Moving in a Positive  
Direction

# 3.19

**MEAN SCORE**  
Overall Customer  
Satisfaction  
Scale: 1-5

Understands my Needs & Requirements  
Provides Effective Advice & Guidance  
Resolves Problems Effectively

Primary Opportunities for

# IMPROVEMENT

## The Road to Success Customer Satisfaction Survey 2017 Construction

Construction directs and manages all design and construction on campus to ensure the creation of quality environments.

**72**  
 respondents

### Primary Opportunities

Understands My Needs and Requirements  
 Provides Effective Advice, Guidance  
 Resolves Problems Effectively

### Influential Strengths

Moving in a Positive Direction

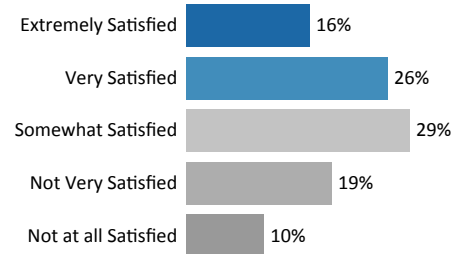
### Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

**3.19**

mean

Standard Deviation  
 1.21



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

#	Question	2017
1	Thinking of your OVERALL experience with Construction, how would you rate your satisfaction with Construction during the past 12 months in meeting your department's needs?	3.19
2	Understands my needs and requirements	3.12
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.23
4	Responsive to requests or problems within an acceptable time	3.16
5	Provides effective advice, support, and guidance	3.25
6	Resolves problems effectively	3.29
7	Knowledgeable staff	3.50
8	Helpful, courteous staff	3.59
9	Moving in a positive direction to better meet my department's needs	3.38

### Background

- 2017 was the first year for the The Road to Success Customer Satisfaction Survey
- 20 different services across 9 administrative areas were included in the survey
- The survey included 10 to 12 standard scaled (1-5) rating questions and up to 3 open-ended questions
- 46,825 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,629 (18%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Since some services are used only by faculty or staff or students, invitees could only select services relevant to them
- The survey was available to take from April 5 to April 28, 2017
- N/As and blank responses did not count in calculations for mean scores