

Customer Satisfaction Survey 2017/18

[Construction Management / Planning & Design]

Construction Management and Planning & Design oversee the plans, programs, architecture, and construction of new buildings and renovation projects.

[3.34]

Understands Customer Needs

[3.41]

Accessible to Customers

[3.27]

Responsive to Requests

[3.13]

Provides Effective Advice & Guidance

[3.34]

Resolves Problems Effectively

[3.91]

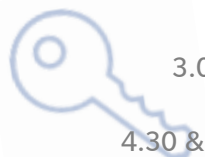
Satisfaction with Library

[3.69]

Knowledgeable Staff

[3.81]

Helpful Staff



Below 3.0 : Low
3.00-3.59 : Marginal
3.60-4.29 : Good
4.30 & Above : Excellent



75

Respondents



3.34

Overall Satisfaction with Construction/ Planning & Design



3.47

Moving in a Positive Direction to Meet Customer Needs

STRENGTHS

Library Layout

Helpful Staff



Opportunities for IMPROVEMENT

Understands Customer Needs

Responds to Requests in an Acceptable Time

Provides Effective Advice



The Road to Success Customer Satisfaction Survey

Construction, Planning, & Design

Construction, Planning, & Design directs and manages planning, programming, architecture and engineering design, and construction of new buildings and major renovation projects.

2018
75
respondents

Strengths

- Library Layout
- Helpful Staff
- Knowledgeable Staff

2017
72 respondents

Opportunities

- Understands My Needs and Requirements
- Responds to Requests Within an Acceptable Time
- Provides Effective Advice, Guidance

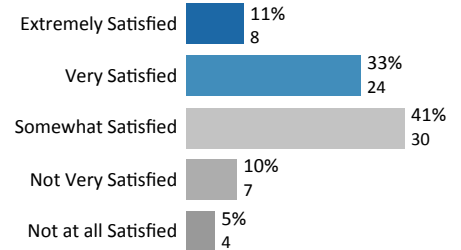
Overall Satisfaction

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?

3.34

mean

Standard Deviation
0.98



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

#	Question	2017	2018	Chg from 2017 to 2018
1	Thinking of your OVERALL experience with Construction, Planning & Design, how would you rate your satisfaction with Construction, Planning, & Design during the past 12 months in meeting your department's needs?	3.19	3.34	↑
2	Understands my needs and requirements	3.12	3.34	↑
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.23	3.41	↑
4	Responsive to requests or problems within an acceptable time period	3.16	3.27	↑
5	Provides effective explanations on project process, timeline, costs and potential issues	3.25	3.13	↓
6	Resolves problems effectively	3.29	3.34	↑
7	Knowledgeable staff	3.50	3.69	↑
8	Helpful, courteous staff	3.59	3.81	↑
9	Moving in a positive direction to better meet my department's needs	3.38	3.47	↑
10	Satisfaction with the library's first floor space layout and functionality		3.91	

Background

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

- 2018 was the second year for The Road to Success Customer Satisfaction Survey
- 20 different services across 8 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
- 46,121 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 6,400 (13.9%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Some services were pre-selected for faculty, staff, or students as they only used certain services that were relevant to them
- The survey was available to take from April 3 to April 20, 2018
- N/As and blank responses did not count in calculations for mean scores