The Road to Success
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

**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

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

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.

<table>
<thead>
<tr>
<th>2018</th>
<th>75 respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>72 respondents</td>
</tr>
</tbody>
</table>

### Strengths
- Library Layout
- Helpful Staff
- Knowledgeable Staff

### 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?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>11%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>33%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>41%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>10%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>5%</td>
</tr>
</tbody>
</table>

**Mean Score:** 3.34

**Standard Deviation:** 0.98

### Mean Scores

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017</th>
<th>2018</th>
<th>Change from 2017 to 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Construction, Planning &amp; Design, how would you rate your satisfaction with Construction, Planning, &amp; Design during the past 12 months in meeting your department's needs?</td>
<td>3.19</td>
<td>3.34</td>
<td><strong>Change of 0.15 or greater</strong></td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.12</td>
<td>3.34</td>
<td><strong>Change of 0.22 or greater</strong></td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>3.23</td>
<td>3.41</td>
<td><strong>Change of 0.18 or greater</strong></td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time period</td>
<td>3.16</td>
<td>3.27</td>
<td><strong>Change of 0.11 or greater</strong></td>
</tr>
<tr>
<td>5</td>
<td>Provides effective explanations on project process, timeline, costs and potential issues</td>
<td>3.25</td>
<td>3.13</td>
<td><strong>Change of 0.12 or greater</strong></td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>3.29</td>
<td>3.34</td>
<td><strong>Change of 0.05 or greater</strong></td>
</tr>
<tr>
<td>7</td>
<td>Knowledgeable staff</td>
<td>3.50</td>
<td>3.69</td>
<td><strong>Change of 0.19 or greater</strong></td>
</tr>
<tr>
<td>8</td>
<td>Helpful, courteous staff</td>
<td>3.59</td>
<td>3.81</td>
<td><strong>Change of 0.22 or greater</strong></td>
</tr>
<tr>
<td>9</td>
<td>Moving in a positive direction to better meet my department's needs</td>
<td>3.38</td>
<td>3.47</td>
<td><strong>Change of 0.09 or greater</strong></td>
</tr>
<tr>
<td>10</td>
<td>Satisfaction with the library's first floor space layout and functionality</td>
<td>3.91</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Change from 2017 to 2018**
- **Change of 0.09 or greater**
- **Change of 0.05 or greater**
- **Change of 0.02 or greater**

### Background
- 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

**Change from 2017 to 2018**
- **Change of 0.09 or greater**
- **Change of 0.05 or greater**
- **Change of 0.02 or greater**

---

Survey conducted by Organizational Assessments and Strategy, Office of Operational Strategic Initiatives, UC San Diego