Custodial Services provides regular cleaning for offices, classrooms, and restrooms, and special event cleaning.

- **3.95** Understands Customer Needs
- **3.84** Accessible to Customers
- **3.96** Responsive to Requests
- **3.89** Quality of Regular Tasks
- **3.97** Resolves Problems Effectively
- **4.16** Professional Conduct
- **3.72** Cleanliness of Campus

**1,152 Respondents**

**3.92** Overall Satisfaction with Custodial Services

**3.86** Moving in a Positive Direction to Meet Customer Needs

**STRENGTHS**

- Understands Customer Needs
- Resolves Problems Effectively

**IMPROVEMENT Opportunities**

- Moving in a Positive Direction
- Quality of Regular Tasks
- Overall Cleanliness

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

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017</th>
<th>2018</th>
<th>Chg from 2017 to 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Custodial Services, how would you rate your satisfaction with Custodial Services during the past 12 months in meeting your department’s needs?</td>
<td>3.96</td>
<td>3.92</td>
<td>0.04</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.97</td>
<td>3.95</td>
<td>0.02</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>3.92</td>
<td>3.84</td>
<td>0.08</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>3.99</td>
<td>3.96</td>
<td>0.03</td>
</tr>
<tr>
<td>5</td>
<td>Quality of regularly scheduled tasks completed by custodial staff</td>
<td>3.96</td>
<td>3.89</td>
<td>0.07</td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>4.03</td>
<td>3.97</td>
<td>0.06</td>
</tr>
<tr>
<td>7</td>
<td>Professional conduct and appearance of custodial staff and leadership</td>
<td>4.15</td>
<td>4.16</td>
<td>0.01</td>
</tr>
<tr>
<td>8</td>
<td>Overall restroom, classroom, and office, cleanliness including stocking soap and paper products</td>
<td>3.75</td>
<td>3.72</td>
<td>0.03</td>
</tr>
<tr>
<td>9</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.91</td>
<td>3.86</td>
<td>0.05</td>
</tr>
</tbody>
</table>

### 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?

- **Extremely Satisfied**: 32% (369)
- **Very Satisfied**: 39% (441)
- **Somewhat Satisfied**: 20% (232)
- **Not Very Satisfied**: 6% (72)
- **Not at all Satisfied**: 3% (30)

### Mean Score

- **Mean**: 3.92
- **Standard Deviation**: 1.00

### Change from 2017 to 2018

- **Change of 0.09 or greater**
- **Change of 0.09 or greater**
- **Change of 0.09 or greater**
- **Change of 0.09 or greater**
- **Change of 0.09 or greater**
- **Change of 0.09 or greater**
- **Change of 0.09 or greater**
- **Change of 0.09 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