EH&S services include hazardous waste disposals, lab safety inspections, and a wide range of programs to support the health and safety at CSUF.

4.13 Understands Customer Needs
4.15 Accessible to Customers
4.10 Responsive to Requests
4.16 Provides Effective Advice & Guidance
4.15 Resolves Problems Effectively
4.12 Effectively Uses Website
4.25 Knowledgeable Staff
4.24 Helpful Staff

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

487 Respondents
4.11 Overall Satisfaction with EH&S
4.17 Moving in a Positive Direction to Meet Customer Needs

STRENGTHS
Moving in a Positive Direction
Knowledgeable Staff

IMPROVEMENT
Understands Customer Needs
Hazardous Waste Pick-up Response
Responds to Requests Quickly

adminfin.fullerton.edu/survey
### Mean Scores

<table>
<thead>
<tr>
<th>Mean Scores</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Below 3.00 - Low</strong></td>
<td></td>
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<tr>
<td><strong>3.00 to 3.59 - Marginal</strong></td>
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<tr>
<td><strong>Mean Score</strong></td>
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<tr>
<td><strong>Overall Satisfaction</strong></td>
<td><strong>4.11</strong></td>
<td></td>
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<tr>
<td><strong>mean</strong></td>
<td><strong>4.11</strong></td>
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<tr>
<td><strong>Standard Deviation</strong></td>
<td><strong>0.85</strong></td>
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<tr>
<td><strong>Chg from 2017 to 2018</strong></td>
<td><strong>Change of 0.09 or greater</strong></td>
<td></td>
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</tbody>
</table>

#### Strengths
- Moving in a Positive Direction
- Knowledgeable Staff
- Helpful Staff

#### Opportunities
- Understands My Needs and Requirements
- Hazardous Waste Pick-up Response
- Responds to Requests Within an Acceptable Time

### 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**: 36%
- **Very Satisfied**: 43%
- **Somewhat Satisfied**: 17%
- **Not Very Satisfied**: 2%
- **Not at all Satisfied**: 1%