

Customer Satisfaction Survey 2017/18

[Environmental Health & Safety]

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]

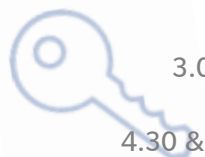
Effectively Uses Website

[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



Opportunities for IMPROVEMENT

Understands Customer
Needs

Hazardous Waste Pick-up
Response

Responds to Requests
Quickly



The Road to Success Customer Satisfaction Survey

Environmental Health & Safety

Environmental Health & Safety services include hazardous waste disposal, lab safety inspections, chemical spill response, air and noise evaluations, lab safety training, fire inspections, and additional programs promoting the health and safety of the CSUF community. EH&S is not University Police or the Student Health & Counseling Center.

2018

487
respondents

2017

495 respondents

Strengths

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

Opportunities

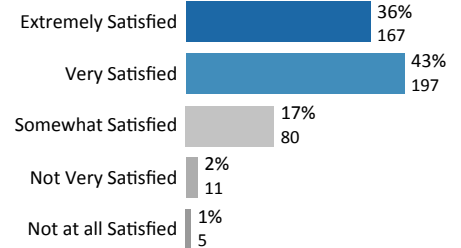
- Understands My Needs and Requirements
- Hazardous Waste Pick-up Response
- Responds to Requests Within an Acceptable Time

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?

4.11
mean

Standard Deviation
0.85



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 EH&S, how would you rate your satisfaction with EH&S during the past 12 months in meeting your department's needs?	4.12	4.11	-0.01
2	Understands my needs and requirements	4.14	4.13	-0.01
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.14	4.15	0.01
4	Responsive to requests or problems within an acceptable time	4.10	4.10	0.00
5	Provides effective advice, support, and guidance	4.18	4.16	-0.02
6	Resolves problems effectively	4.11	4.15	0.04
7	Effectively uses websites and systems to provide access to EH&S information and services	4.07	4.12	0.05
8	Knowledgeable staff	4.23	4.25	0.02
9	Helpful, courteous staff	4.27	4.24	-0.03
10	Satisfaction with the response time to hazardous waste pick-up requests		4.15	
11	Moving in a positive direction to better meet my department's needs	4.18	4.17	-0.01

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