

# Customer Satisfaction Survey 2017/18

## Sustainability

Sustainability, a Capital Programs and Facilities Management initiative, promotes conservation and energy use improvements through solar panel installations, water refill stations, recycling receptacles, and EV charging stations.

**4.22**

Understands Customer Needs

**4.13**

Accessible to Customers

**4.12**

Responsive to Requests

**4.16**

Provides Effective Advice & Guidance

**4.15**

Resolves Problems Effectively

**4.07**

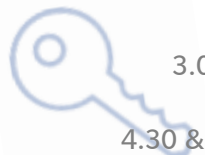
Effectively Uses Website

**4.23**

Knowledgeable Staff

**4.25**

Helpful Staff



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



**901**  
Respondents



**4.20**  
Overall Satisfaction with Sustainability



**4.23**  
Moving in a Positive Direction to Meet Customer Needs

### STRENGTHS

Understands Customer Needs

Helpful Staff



### Opportunities for IMPROVEMENT

Provides Effective Advice

Responds to Requests Quickly

Resolves Problems Effectively



# The Road to Success Customer Satisfaction Survey

## Sustainability (Under Facilities Management: solar panels, recycling, water refill stations)

Sustainability programs include water refill stations, recycling receptacles, solar panel installation, EV charging stations, outreach, and education.

2018

**901**  
respondents

2017

2,266 respondents

### Strengths

- Understands My Needs and Requirements
- Helpful Staff
- Moving in a Positive Direction

### Opportunities

- Provides Effective Advice, Guidance
- Responds to Requests Within an Acceptable Time
- Resolves Problems Effectively

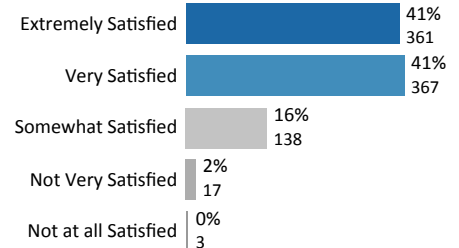
### Overall Satisfaction

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?

**4.20**

mean

Standard Deviation  
0.79



**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 Sustainability, how would you rate your satisfaction with Sustainability during the past 12 months in meeting your department's needs?	4.15	4.20	0.05
2	Understands my needs and requirements	4.17	4.22	0.05
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.08	4.13	0.05
4	Responsive to requests or problems within an acceptable time	4.12	4.12	0.00
5	Provides effective advice, support, and guidance	4.14	4.16	0.02
6	Resolves problems effectively	4.13	4.15	0.02
7	Effectively uses websites and systems to provide access to Sustainability information and services	4.05	4.07	0.02
8	Knowledgeable staff	4.21	4.23	0.02
9	Helpful, courteous staff	4.23	4.25	0.02
10	Moving in a positive direction to better meet my department's needs	4.18	4.23	0.05

★ Change from 2017 to 2018 is statistically significant

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