The Road to Success
Customer Satisfaction Survey 2017/18

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

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

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 Sustainability, how would you rate your satisfaction with Sustainability during the past 12 months in meeting your department’s needs?</td>
<td>4.15</td>
<td>4.20</td>
<td>0.05</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>4.17</td>
<td>4.22</td>
<td>0.05</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>4.08</td>
<td>4.13</td>
<td>0.05</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>4.12</td>
<td>4.12</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>4.14</td>
<td>4.16</td>
<td>0.02</td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>4.13</td>
<td>4.15</td>
<td>0.02</td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to Sustainability information and services</td>
<td>4.05</td>
<td>4.07</td>
<td>0.02</td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.21</td>
<td>4.23</td>
<td>0.02</td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.23</td>
<td>4.25</td>
<td>0.02</td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>4.18</td>
<td>4.23</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: 41% (361 of 901 respondents)
- Very Satisfied: 41% (367 of 901 respondents)
- Somewhat Satisfied: 16% (138 of 901 respondents)
- Not Very Satisfied: 2% (17 of 901 respondents)
- Not at all Satisfied: 0% (3 of 901 respondents)

Mean Score: 4.20
Standard Deviation: 0.79

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

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