Custodial Services provides day-to-day cleaning, light bulb replacement, floor and carpet care, window cleaning, and clean up for events.

**STRENGTHS**
- Understands Customer Needs
- Resolves Problems Effectively
- Professional Staff

**IMPROVEMENT Opportunities**
- Moving in a Positive Direction
- Quality
- Cleanliness

**1,601 Respondents**

**4.06**
Overall Satisfaction with Department Services

**4.05**
Moving in a Positive Direction to Meet Customer Needs

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

- 4.11 Understands Customer Needs
- 3.98 Accessible to Customers
- 4.06 Responsive to Requests
- 4.05 Quality
- 4.14 Resolves Problems Effectively
- 4.28 Professional Staff
- 3.90 Cleanliness

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### Administration & Finance Customer Satisfaction Survey

**Custodial Services**

Custodial Services provides day-to-day office, classroom, and restroom cleaning; light bulb replacement; floor and carpet care; window cleaning; and clean up for events.

<table>
<thead>
<tr>
<th>Year</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>1,601</td>
</tr>
<tr>
<td>2018</td>
<td>1,152</td>
</tr>
</tbody>
</table>

**Mean Scores**

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2019 change from prior year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Custodial Services, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?</td>
<td>3.96</td>
<td>3.92</td>
<td>4.06</td>
<td>★</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.97</td>
<td>3.95</td>
<td>4.11</td>
<td>★</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>3.98</td>
<td>★</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>4.06</td>
<td>★</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>4.05</td>
<td>★</td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>4.03</td>
<td>3.97</td>
<td>4.14</td>
<td>★</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>4.28</td>
<td>★</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>3.90</td>
<td>★</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>4.05</td>
<td>★</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**: 40%
- **Very Satisfied**: 36%
- **Somewhat Satisfied**: 17%
- **Not Very Satisfied**: 5%
- **Not at all Satisfied**: 2%

<table>
<thead>
<tr>
<th>Mean Score</th>
<th>Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.06</td>
<td>0.98</td>
</tr>
</tbody>
</table>

**Background**

- 2019 was the third year for the Administration & Finance 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
- 45,073 faculty, staff, and students were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,736 (19.4%) 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 use certain services that were relevant to them
- The survey was available to take from March 5 to March 29, 2019
- N/As and blank responses did not count in calculations for mean scores