

A&F CUSTOMER SATISFACTION SURVEY

2018/19

Custodial Services

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





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.

2019

1,601
respondents

2018

1,152 respondents

Strengths

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Professional Staff

Opportunities

- Moving in a Positive Direction
- Quality
- Cleanliness

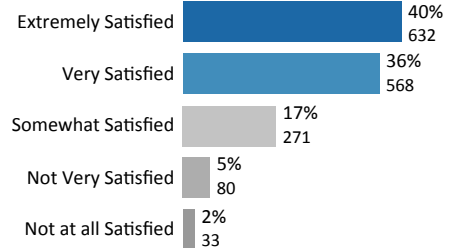
Overall Satisfaction

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?

4.06

mean

Standard Deviation
0.98



Mean Scores **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

#	Question	Mean Score			2019 change from prior year
		2017	2018	2019	
1	Thinking of your OVERALL experience with Custodial Services, how would you rate your satisfaction with Custodial Services during the past 12 months in meeting your department's needs?	3.96	3.92	4.06	★
2	Understands my needs and requirements	3.97	3.95	4.11	★
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.92	3.84	3.98	★
4	Responsive to requests or problems within an acceptable time	3.99	3.96	4.06	★
5	Quality of regularly scheduled tasks completed by custodial staff	3.96	3.89	4.05	★
6	Resolves problems effectively	4.03	3.97	4.14	★
7	Professional conduct and appearance of custodial staff and leadership	4.15	4.16	4.28	★
8	Overall restroom, classroom, and office, cleanliness including stocking soap and paper products	3.75	3.72	3.90	★
9	Moving in a positive direction to better meet my department's needs	3.91	3.86	4.05	★

★ Change from prior year is statistically significant

Change of 0.09 or greater

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