

# A&F CUSTOMER SATISFACTION SURVEY 2018/19

## Environmental Health & Safety

EH&S 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.

### STRENGTHS

*Hazardous Waste Pick-up Response*

*Helpful Staff*

*Knowledgeable Staff*



### IMPROVEMENT Opportunities

*Understands Customer Needs*

*Moving in a Positive Direction*

*Resolves Problems Effectively*



# 488

Respondents

# 4.20

Overall Satisfaction with  
Department Services

# 4.24

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

## Environmental Health & Safety (not Student Health or University Police)

Environmental Health & Safety (not Student Health & Counseling Center or University Police) 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.

2019

**488**  
respondents

2018

487 respondents

### Strengths

- Hazardous Waste Pick-up Response
- Helpful Staff
- Knowledgeable Staff

### Opportunities

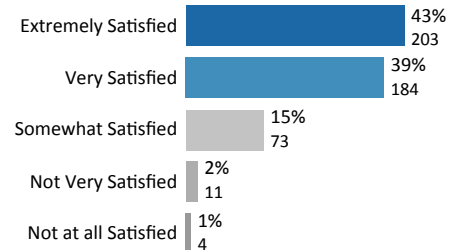
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Resolves Problems Effectively

### 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  
0.84



**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 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	4.20	→
2	Understands my needs and requirements	4.14	4.13	4.22	→
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.14	4.15	4.19	→
4	Responsive to requests or problems within an acceptable time	4.10	4.10	4.21	→
5	Provides effective advice, support, and guidance	4.18	4.16	4.25	→
6	Resolves problems effectively	4.11	4.15	4.21	→
7	Effectively uses websites and systems to provide access to EH&S information and services	4.07	4.12	4.21	→
8	Knowledgeable staff	4.23	4.25	4.29	→
9	Helpful, courteous staff	4.27	4.24	4.35	→
10	Satisfaction with the response time to hazardous waste pick-up requests		4.15	4.26	→
11	Moving in a positive direction to better meet my department's needs	4.18	4.17	4.24	→
12	Rate your satisfaction with Environmental Health & Safety's hours of service (6AM-6PM).			4.25	→

### Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

- 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