

A&F CUSTOMER SATISFACTION SURVEY 2018/19

Landscaping Services

Landscape Services installs and maintains outside areas, including all parking structures and lots, irrigation management, sports field upkeep, and overall aesthetic appeal of the campus grounds.

STRENGTHS

Resolves Problems Effectively
Moving in a Positive Direction
Professional Staff



IMPROVEMENT Opportunities

Understands Customer Needs
Responsive to Requests
Quality



337

Respondents

4.02

Overall Satisfaction with
Department Services

4.10

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

Landscape Services

Landscape Services installs and maintains outside landscaping areas, including all parking structures and lots, irrigation management, sports field upkeep, and overall aesthetic appeal of the campus grounds.

2019

337
respondents

2018

240 respondents

Strengths

Resolves Problems Effectively
Moving in a Positive Direction
Professional Staff

Opportunities

Understands My Needs and Requirements
Responds to Requests Within an Acceptable Time
Quality of Tasks

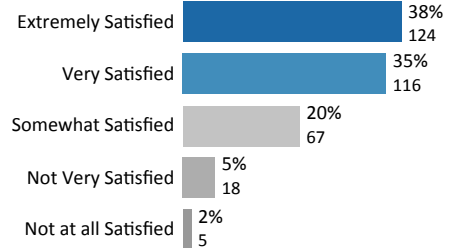
Overall Satisfaction

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?

4.02

mean

Standard Deviation
0.97



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	2019	2019 change from prior year	
1	Thinking of your OVERALL experience with Landscape Services, how would you rate your satisfaction with Landscape Services during the past 12 months?	3.86	4.07	4.02	↓	
2	Understands my needs and requirements		3.85	4.05	↑	
3	Accessible to customers (via phone/voicemail, email, OR in-person)		3.85	4.02	↑	
4	Responsive to requests or problems within an acceptable time		3.75	3.97	↑	
5	Satisfaction with the quality of regularly scheduled tasks completed by landscape staff			4.04	4.05	↑
6	Resolves problems effectively		3.78	3.98	4.11	↑
7	Professional conduct and appearance of landscape staff and leadership			4.15	4.18	↑
8	Overall cleanliness of parking structures and parking lots			4.08	4.19	↑
9	Satisfaction with Nutwood and State College Landscape Renovation Project			4.09	4.02	↓
10	Moving in a positive direction to better meet my needs		3.71	4.10	4.10	↑
11	Rate your satisfaction on the new turf areas around Club 57/Titan Shops and Commons. Please comment below in the comment section with any additional feedback on likes or dislikes abou..				4.16	

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