A&F CUSTOMER SATISFACTION SURVEY
2018/19
Landscaping Services

Landscaping 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

**Overall Satisfaction with Department Services**
4.02

**Moving in a Positive Direction to Meet Customer Needs**
4.10

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

- Understands Customer Needs: 4.03
- Accessible to Customers: 4.02
- Responsive to Requests: 4.08
- Quality: 4.05
- Resolves Problems Effectively: 4.11
- Professional Staff: 4.18
- Cleanliness: 4.19
- Landscape Renovation Projects: 4.02

CALIFORNIA STATE UNIVERSITY FULLERTON
ADMINISTRATION AND FINANCE
Paving the Road for Student Success

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### 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 Landscape Services during the past 12 months?</td>
<td>3.86</td>
<td>4.07</td>
<td>4.02</td>
<td>Change of 0.16</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.85</td>
<td>4.05</td>
<td>4.03</td>
<td>Change of 0.18</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, OR in-person)</td>
<td>3.85</td>
<td>4.02</td>
<td>4.02</td>
<td>Change of 0.17</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>3.75</td>
<td>3.97</td>
<td>4.08</td>
<td>Change of 0.33</td>
</tr>
<tr>
<td>5</td>
<td>Satisfaction with the quality of regularly scheduled tasks completed by landscape staff</td>
<td>4.04</td>
<td>4.05</td>
<td>Change of 0.01</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>3.78</td>
<td>3.98</td>
<td>4.11</td>
<td>Change of 0.33</td>
</tr>
<tr>
<td>7</td>
<td>Professional conduct and appearance of landscape staff and leadership</td>
<td>4.15</td>
<td>4.18</td>
<td>Change of 0.03</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Overall cleanliness of parking structures and parking lots</td>
<td>4.08</td>
<td>4.19</td>
<td>Change of 0.11</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Satisfaction with Nutwood and State College Landscape Renovation Project</td>
<td>4.09</td>
<td>4.02</td>
<td>Change of 0.07</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my needs</td>
<td>3.71</td>
<td>4.10</td>
<td>4.10</td>
<td>Change of 0.39</td>
</tr>
<tr>
<td>11</td>
<td>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 about...</td>
<td>4.16</td>
<td>Change from prior year is statistically significant</td>
<td>Change of 0.09 or greater</td>
<td></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