

A&F CUSTOMER SATISFACTION SURVEY 2018/19

OC Choice Catering

OC Choice Catering provides food and service for campus events.

STRENGTHS

Moving in a Positive Direction
Provides Effective Advice, Guidance
Value



IMPROVEMENT Opportunities

Understands Customer Needs
Effectively Uses Website
Responsive to Requests



192

Respondents

3.69

Overall Satisfaction with
Department Services

3.66

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

OC Choice Catering, ASC

OC Choice Catering (not Aramark or Campus Dining) provides food and service for campus events and Club 57.

2019

192
respondents

2018

205 respondents

Strengths

Moving in a Positive Direction
Provides Effective Advice, Guidance
Value

Opportunities

Understands My Needs and Requirements
Effectively Uses Websites, Online Documentation
Responds to Requests Within an Acceptable Time

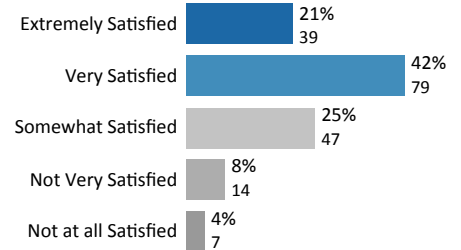
Overall Satisfaction

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?

3.69

mean

Standard Deviation
1.00



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 OC Choice Catering, how would you rate your satisfaction with OC Choice Catering during the past 12 months? | 3.64 | 3.56 | 3.69 | ↑ |
| 2 | Understands my needs | 3.57 | 3.67 | 3.60 | ↓ |
| 3 | Accessible to customers (via phone/voicemail, email, OR in-person) | 3.73 | 3.77 | 3.55 | ↓ |
| 4 | Responsive to requests or problems within an acceptable time | 3.73 | 3.67 | 3.64 | ↓ |
| 5 | Provides effective support, guidance, products, and/or tools | 3.73 | 3.71 | 3.69 | ↓ |
| 6 | Effectively uses department's website to provide up-to-date information and services | 3.56 | 3.66 | 3.51 | ↓ |
| 7 | Knowledgeable student assistants | 3.88 | 3.88 | 3.67 | ↓ |
| 8 | Courteous, helpful staff | 4.03 | 3.96 | 3.90 | ↓ |
| 9 | Moving in a positive direction to better meet my needs | 3.62 | 3.69 | 3.66 | ↓ |
| 10 | Food Quality | 3.39 | 3.42 | 3.67 | ↑ |

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