

A&F CUSTOMER SATISFACTION SURVEY

2018/19

Planning, Design, & Construction

Planning, Design, and Construction Management directs and manages planning, programming, architecture and engineering design, and construction of new buildings and renovation projects.

STRENGTHS

Knowledgeable Staff

Moving in a Positive Direction

Helpful Staff



53

Respondents

3.48

Overall Satisfaction with Department Services

3.50

Moving in a Positive Direction to Meet Customer Needs

IMPROVEMENT Opportunities

Understands Customer Needs

Provides Effective Advice, Guidance

Resolves Problems Effectively



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





Administration & Finance Customer Satisfaction Survey

Planning, Design, & Construction

Planning, Design, and Construction Management directs and manages planning, programming, architecture and engineering design, and construction of new buildings and renovation projects.

2019
53
respondents

2018
75 respondents

Strengths

- Knowledgeable Staff
- Moving in a Positive Direction
- Helpful Staff

Opportunities

- Understands My Needs and Requirements
- Provides Effective Advice, Guidance
- Resolves Problems Effectively

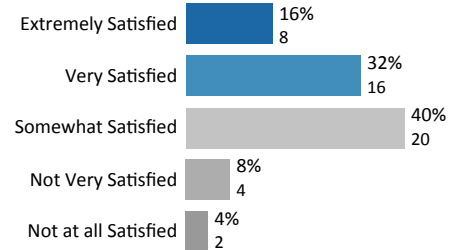
Overall Satisfaction

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?

3.48

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 Planning, Design, and Construction Management, how would you rate your satisfaction with Planning, Design, and Construction Management during the past 12 months in meeting your department's needs?	3.19	3.34	3.48	▲
2	Understands my needs and requirements	3.12	3.34	3.39	■
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.23	3.41	3.40	■
4	Responsive to requests or problems within an acceptable time period	3.16	3.27	3.53	▲
5	Provides effective explanations on project process, timeline, costs and potential issues	3.25	3.13	3.15	■
6	Resolves problems effectively	3.29	3.34	3.27	■
7	Knowledgeable staff	3.50	3.69	3.77	■
8	Helpful, courteous staff	3.59	3.81	3.94	▲
9	Moving in a positive direction to better meet my department's needs	3.38	3.47	3.50	■

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