

A&F CUSTOMER SATISFACTION SURVEY 2018/19

Sustainability

Sustainability programs include recycling receptacles, water refill stations, solar panel installation, EV charging stations, food waste reduction, outreach, and education.

STRENGTHS

Understands Customer Needs
Moving in a Positive Direction
Helpful Staff



IMPROVEMENT Opportunities

Accessible to Customers
Responsive to Requests
Provides Effective Advice, Guidance



388

Respondents

4.11

Overall Satisfaction with
Department Services

4.13

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

Sustainability (under Facilities Management, not the Center for Sustainability)

Sustainability programs (under Facilities Management, not the Center for Sustainability) include recycling receptacles, water refill stations, solar panel installation, EV charging stations, food waste reduction, outreach, and education.

2019

388
respondents

2018

901 respondents

Strengths

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Helpful Staff

Opportunities

- Accessible to Customers
- Responds to Requests Within an Acceptable Time
- Provides Effective Advice, Guidance

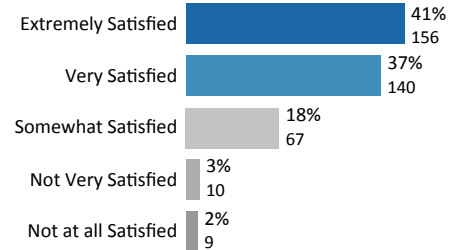
Overall Satisfaction

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?

4.11

mean

Standard Deviation
0.94



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 Sustainability, how would you rate your satisfaction with Sustainability during the past 12 months in meeting your department's needs?	4.15	4.20	4.11	↔
2	Understands my needs and requirements	4.17	4.22	4.11	↔
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.08	4.13	4.04	↔
4	Responsive to requests or problems within an acceptable time	4.12	4.12	4.06	↔
5	Provides effective advice, support, and guidance	4.14	4.16	4.06	↔
6	Resolves problems effectively	4.13	4.15	4.06	↔
7	Effectively uses websites and systems to provide access to Sustainability information and services	4.05	4.07	4.02	↔
8	Knowledgeable staff	4.21	4.23	4.20	↔
9	Helpful, courteous staff	4.23	4.25	4.18	↔
10	Moving in a positive direction to better meet my department's needs	4.18	4.23	4.13	↔

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