Custodial Services provides day-to-day cleaning, light bulb replacement, floor and carpet care, window cleaning, and clean up for events.

**STRENGTHS**
- Professional Staff
- Facilitates Problem Resolution

**IMPROVEMENT OPPORTUNITIES**
- Cleanliness
- Quality of Tasks
- Understands My Needs & Requirements

Respondents: 1,265
Overall Satisfaction: 3.83

Moving in a Positive Direction to Meet Customer Needs: 3.83

**Mean Scores**
- Below 3.00 – Low
- 3.00 to 3.59 – Marginal
- 3.60 to 4.29 – Good
- 4.30 & Above - Excellent

- Understands Customer Needs: 3.87
- Accessible to Customers: 3.83
- Responsive to Requests: 3.87
- Quality of Tasks Completed: 3.84
- Resolves Problems Effectively: 3.92
- Professional Staff: 4.23
- Cleanliness: 3.63

adminfin.fullerton.edu
2020 Administration & Finance Customer Satisfaction Survey
Custodial Services

Custodial Services provides day-to-day office, classroom, and restroom cleaning; light bulb replacement; floor and carpet care; window cleaning; and clean up for events.

2020
1,265
respondents

2019
1,600
respondents

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?

Mean Score 3.83

Mean Scores
Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Custodial Services, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?</td>
<td>3.92</td>
<td>4.06</td>
<td>3.83</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.95</td>
<td>4.11</td>
<td>3.87</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>3.84</td>
<td>3.98</td>
<td>3.83</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests within an acceptable time frame</td>
<td>3.96</td>
<td>4.06</td>
<td>3.87</td>
</tr>
<tr>
<td>5</td>
<td>Quality of regularly scheduled tasks completed by custodial staff</td>
<td>3.89</td>
<td>4.05</td>
<td>3.84</td>
</tr>
<tr>
<td>6</td>
<td>Facilitates problem resolution</td>
<td>3.97</td>
<td>4.14</td>
<td>3.92</td>
</tr>
<tr>
<td>7</td>
<td>Professional conduct and appearance of custodial staff and leadership</td>
<td>4.16</td>
<td>4.28</td>
<td>4.23</td>
</tr>
<tr>
<td>8</td>
<td>Overall restroom, classroom, and office cleanliness, including stocking soap and paper products</td>
<td>3.72</td>
<td>3.90</td>
<td>3.63</td>
</tr>
<tr>
<td>9</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.86</td>
<td>4.05</td>
<td>3.83</td>
</tr>
</tbody>
</table>

Mean Score 3.83

Standard Deviation 1.08

Mean Scores
Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

Mean Score 3.83

Standard Deviation 1.08

Background
- 2020 was the fourth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 3 - April 24, 2020 (extended due to COVID-19)
- 45,003 faculty, staff, and students were invited
- 4,360 (10%) responded to the survey
- 20 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + customer service recognition

Survey and analytics powered by Tritonlytics™,
Organizational Assessments and Strategy, UC San Diego