

A&F CUSTOMER SATISFACTION SURVEY 2019/20

CUSTODIAL SERVICES

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



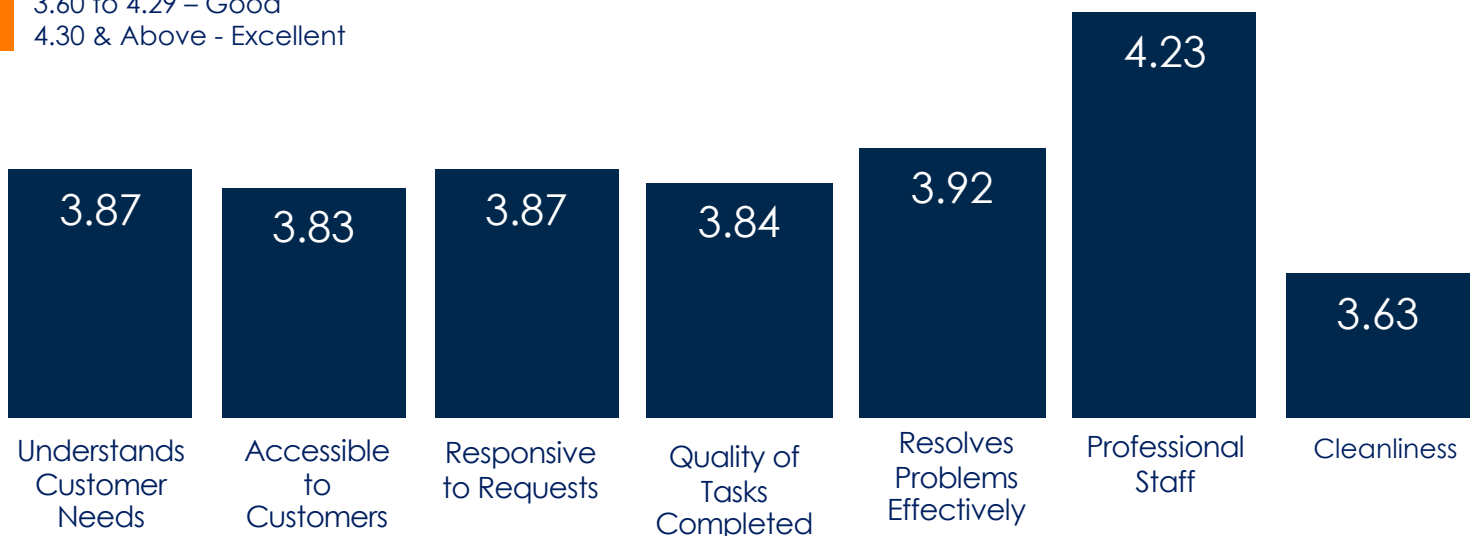
Moving in a Positive Direction to Meet Customer Needs



3.83

Mean Scores

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





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

Strengths

Facilities Problem Resolution
Professional Staff

2019

1,600
respondents

Opportunities

Understands My Needs and Requirements
Quality of Tasks
Cleanliness

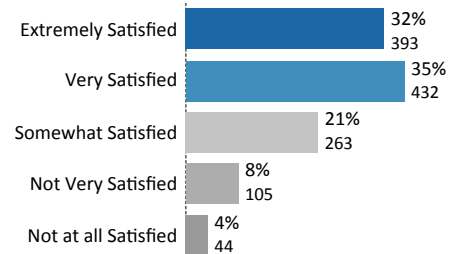
Overall Satisfaction

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?

3.83

mean

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

#	Question	2018	2019	2020		2020 change from prior year
1	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?	3.92	4.06	3.83	★	↓
2	Understands my needs and requirements	3.95	4.11	3.87	★	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.84	3.98	3.83	★	↓
4	Responsive to requests within an acceptable time frame	3.96	4.06	3.87	★	↓
5	Quality of regularly scheduled tasks completed by custodial staff	3.89	4.05	3.84	★	↓
6	Facilitates problem resolution	3.97	4.14	3.92	★	↓
7	Professional conduct and appearance of custodial staff and leadership	4.16	4.28	4.23		↔
8	Overall restroom, classroom, and office cleanliness, including stocking soap and paper products	3.72	3.90	3.63	★	↓
9	Moving in a positive direction to better meet my department's needs	3.86	4.05	3.83	★	↓

★ Change from prior year is statistically significant

Change - Increase/Decrease of 0.09 or greater

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