

A&F CUSTOMER SATISFACTION SURVEY 2019/20

ENVIRONMENTAL HEALTH & SAFETY

EH&S services include hazardous waste disposal, ergonomic evaluations, fire, life, safety inspections, safety training, asbestos evaluation and monitoring, and additional programs promoting the health and safety of the CSUF community.

STRENGTHS

- ✓ Knowledgeable Staff
- ✓ Moving in a Positive Direction
- ✓ Response Time to Hazardous Waste

IMPROVEMENT OPPORTUNITIES

- ✓ Facilitates Problem Resolution
- ✓ Provides Effective Advice, Guidance
- ✓ Understands My Needs & Requirements



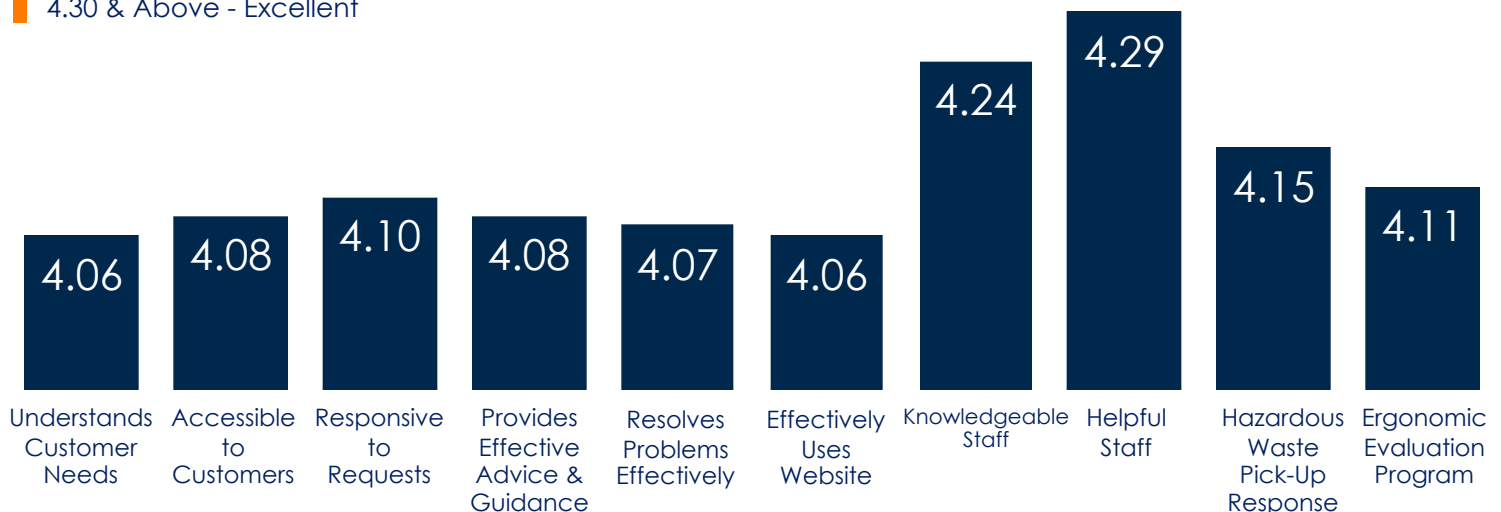
Moving in a Positive Direction to Meet Customer Needs



4.16

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

Environmental Health & Safety (not Student Health or University Police)

Environmental Health & Safety (not Student Health or University Police) services include hazardous waste disposal, ergonomic evaluations, fire, life, safety inspections, safety training, asbestos evaluation and monitoring, and additional programs promoting the health and safety of the CSUF community.

2020

496
respondents

Strengths

- Moving in a Positive Direction
- Knowledgeable Staff
- Response Time to Hazardous Waste

2019

488
respondents

Opportunities

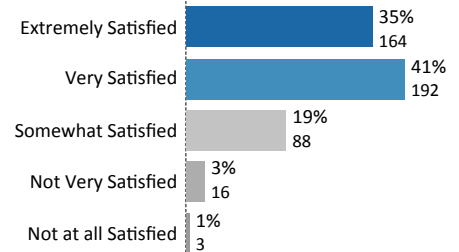
- Understands My Needs and Requirements
- Provides Effective Advice, Guidance
- Facilities Problem Resolution

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?

4.08
mean

Standard Deviation
0.86



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 EH&S, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	4.11	4.20	4.08	↓
2	Understands my needs and requirements	4.13	4.22	4.06	★ ↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.15	4.19	4.08	↓
4	Responsive to requests within an acceptable time frame	4.10	4.21	4.10	↓
5	Provides effective advice, support, and guidance	4.16	4.25	4.08	★ ↓
6	Facilitates problem resolution	4.15	4.21	4.07	↓
7	Effectively uses websites and systems to provide access to EH&S information and services	4.12	4.21	4.06	↓
8	Knowledgeable staff	4.25	4.29	4.24	↔
9	Helpful, courteous staff	4.24	4.35	4.29	↔
10	Moving in a positive direction to better meet my department's needs	4.17	4.24	4.16	↔
11	Response time to hazardous waste pick-up requests	4.15	4.26	4.15	↓
12	Ergonomic evaluation program		4.25	4.11	↓

★ 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