

A&F CUSTOMER SATISFACTION SURVEY 2019/20

LANDSCAPE SERVICES

Landscape Services installs and maintains outside areas, including all parking structures and lots, irrigation management, sports field upkeep, and overall aesthetic appeal of the campus grounds.

STRENGTHS

- ✓ Quality of Tasks
- ✓ Satisfaction with New Turf Area
- ✓ Satisfaction with Improved Landscape Areas

IMPROVEMENT OPPORTUNITIES

- ✓ Facilitates Problem Resolution
- ✓ Responds to Requests in Timely Manner
- ✓ Understands My Needs & Requirements



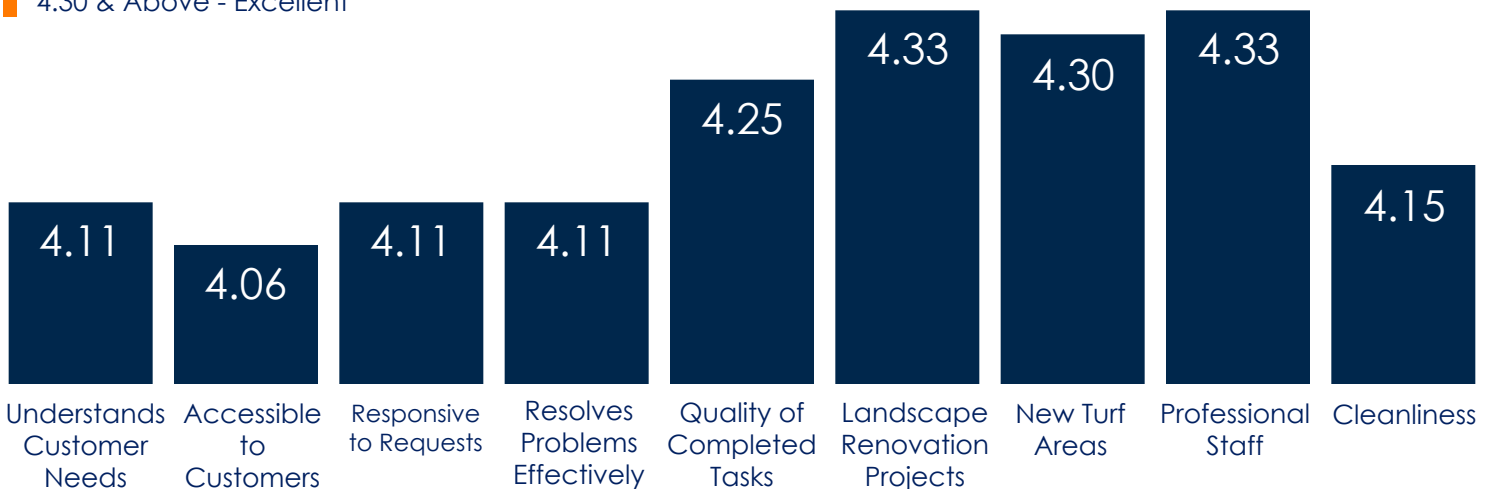
Moving in a Positive Direction to Meet Customer Needs



4.18

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

Landscape Services

Landscape Services installs and maintains outside landscaping areas, including grounds maintenance of all parking structures and lots, irrigation management, sports field upkeep, and overall aesthetic appeal of the campus grounds.

2020

639
respondents

2019

337
respondents

Strengths

- Quality of Tasks
- Satisfaction with Improved Landscape Areas
- Satisfaction with New Turf Area

Opportunities

- Understands My Needs and Requirements
- Facilities Problem Resolution
- Responds to Requests Within an Acceptable Time Frame

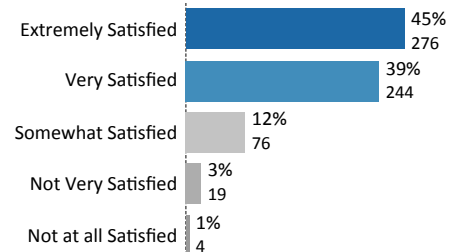
Overall Satisfaction

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?

4.24

mean

Standard Deviation
0.83



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 Landscape Services, how would you rate your satisfaction with it during the past 12 months?	4.07	4.02	4.24	★
2	Understands my needs and requirements	4.05	4.03	4.11	
3	Accessible to customers (via phone/voicemail, email, OR in-person)	4.02	4.02	4.06	
4	Responsive to requests within an acceptable time frame	3.97	4.08	4.11	
5	Facilitates problem resolution	3.98	4.11	4.11	
6	Moving in a positive direction to better meet my needs	4.10	4.10	4.18	
7	Quality of regularly scheduled tasks completed by landscape staff	4.04	4.05	4.25	★
8	New and/or improved landscaped areas on campus (e.g. Titan Stadium, south of Dan Black Hall, south of Langsdorf Hall, Humanities courtyard, etc.)			4.33	
9	New turf areas around Club 57/Titan Shops and Commons. Please comment below in the comment section with any additional feedback on likes or dislikes about the turf areas.		4.16	4.30	
10	Professional conduct and appearance of landscape staff and leadership	4.15	4.18	4.33	★
11	Overall cleanliness of parking structures and parking lots	4.08	4.19	4.15	

★ 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