

A&F CUSTOMER SATISFACTION SURVEY 2019/20

PLANNING, DESIGN, & CONSTRUCTION

Planning, Design, & Construction Management directs and manages planning, programming, architecture and engineering design, and construction of new buildings and renovation projects.

STRENGTHS

- ✓ Helpful Staff
- ✓ Knowledgeable Staff
- ✓ Accessible to Customers

IMPROVEMENT OPPORTUNITIES

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



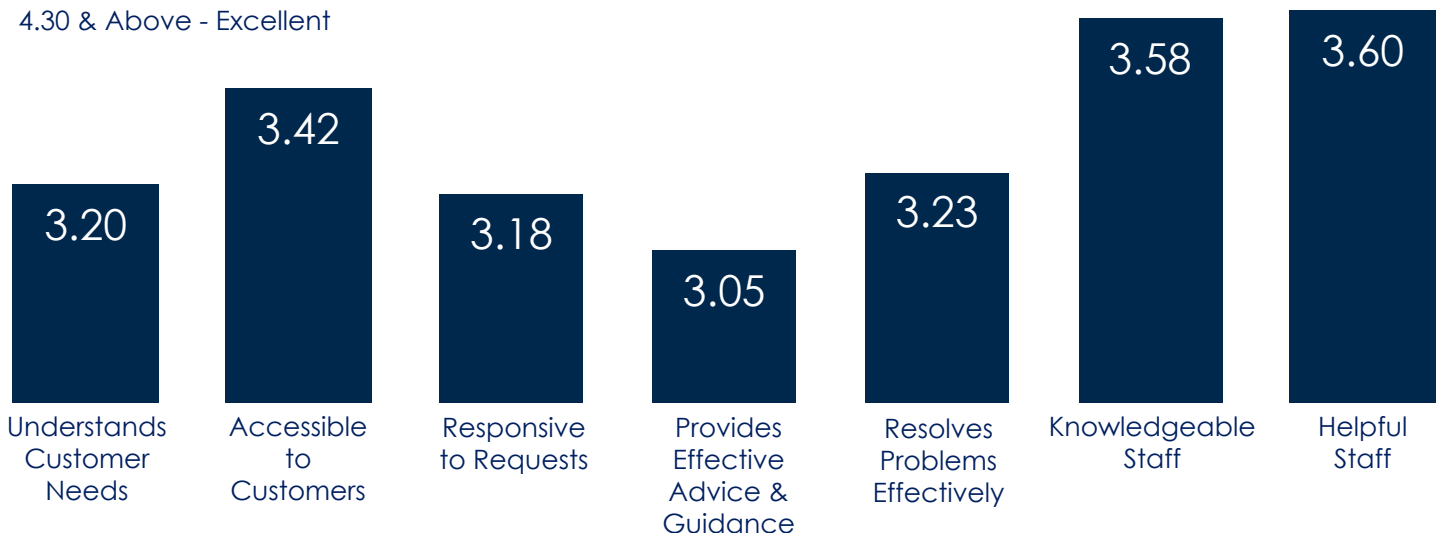
Moving in a Positive Direction to Meet Customer Needs



3.24

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

Planning, Design, and Construction Management

Planning, Design, and Construction Management directs and manages planning, programming, architecture and engineering design, and construction of new buildings and renovation projects.

2020
69
respondents

Strengths

- Helpful Staff
- Accessible to Customers
- Knowledgeable Staff

2019
53 respondents

Opportunities

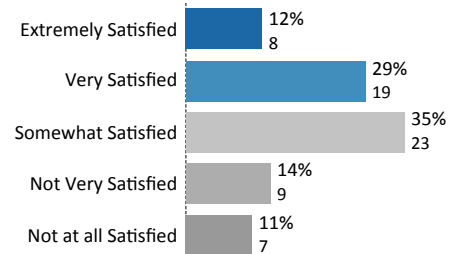
- Provides Effective Advice, Guidance
- Understands My Needs and Requirements
- Facilities Problem Resolution

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?

3.18
mean

Standard Deviation
1.14



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 Planning, Design, and Construction Management, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	3.34	3.48	3.18	↓
2	Understands my needs and requirements	3.34	3.39	3.20	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.41	3.40	3.42	↔
4	Responsive to requests within an acceptable time frame	3.27	3.53	3.18	↓
5	Provides effective explanations on project process, timeline, costs, and potential issues	3.13	3.15	3.05	↓
6	Facilitates problem resolution	3.34	3.27	3.23	↔
7	Knowledgeable staff	3.69	3.77	3.58	↓
8	Helpful, courteous staff	3.81	3.94	3.60	↓
9	Moving in a positive direction to better meet my department's needs	3.47	3.50	3.24	↓

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