Sustainability programs include recycling receptacles, water refill stations, solar panel installation, EV charging stations, food waste reduction, outreach, and education.

**STRENGTHS**

- Helpful Staff
- Facilitates Problem Resolution
- Responds to Requests in Timely Manner

**IMPROVEMENT OPPORTUNITIES**

- Moving in a Positive Direction
- Provides Effective Advice, Guidance
- Understands My Needs & Requirements

**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: 3.95
- Accessible to Customers: 3.99
- Responsive to Requests: 4.01
- Provides Effective Advice & Guidance: 4.00
- Resolves Problems Effectively: 4.01
- Effectively Uses Website: 3.93
- Knowledgeable Staff: 4.05
- Helpful Staff: 4.07

**Overall Satisfaction**

- Respondents: 296
- Score: 3.91

**Moving in a Positive Direction to Meet Customer Needs**

Score: 3.99
### Mean Scores

**Strengths**
- Facilities Problem Resolution
- Responds to Requests Within an Acceptable Time Frame
- Helpful Staff

**Opportunities**
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Provides Effective Advice, Guidance

<table>
<thead>
<tr>
<th>Mean Scores</th>
<th>Below 3.00 - Low</th>
<th>3.00 to 3.59 - Marginal</th>
<th>3.60 to 4.29 - Good</th>
<th>4.30 &amp; above - Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td># Question</td>
<td>2018</td>
<td>2019</td>
<td>2020</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Sustainability, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?</td>
<td>4.20</td>
<td>4.11</td>
<td>3.91</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>4.22</td>
<td>4.11</td>
<td>3.95</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>4.13</td>
<td>4.04</td>
<td>3.99</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests within an acceptable time frame</td>
<td>4.12</td>
<td>4.06</td>
<td>4.01</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>4.16</td>
<td>4.06</td>
<td>4.00</td>
</tr>
<tr>
<td>6</td>
<td>Facilitates problem resolution</td>
<td>4.15</td>
<td>4.06</td>
<td>4.01</td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to Sustainability information and services</td>
<td>4.07</td>
<td>4.02</td>
<td>3.93</td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.23</td>
<td>4.20</td>
<td>4.05</td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.25</td>
<td>4.18</td>
<td>4.07</td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>4.23</td>
<td>4.13</td>
<td>3.99</td>
</tr>
</tbody>
</table>

### 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?

- **Overall Mean Score**: 3.91
  - Extremely Satisfied: 30% (86)
  - Very Satisfied: 35% (100)
  - Somewhat Satisfied: 30% (86)
  - Not Very Satisfied: 4% (10)
  - Not at all Satisfied: 1% (2)

- **Standard Deviation**: 0.90

### Change from prior year
- 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