

A&F CUSTOMER SATISFACTION SURVEY 2019/20

SUSTAINABILITY

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

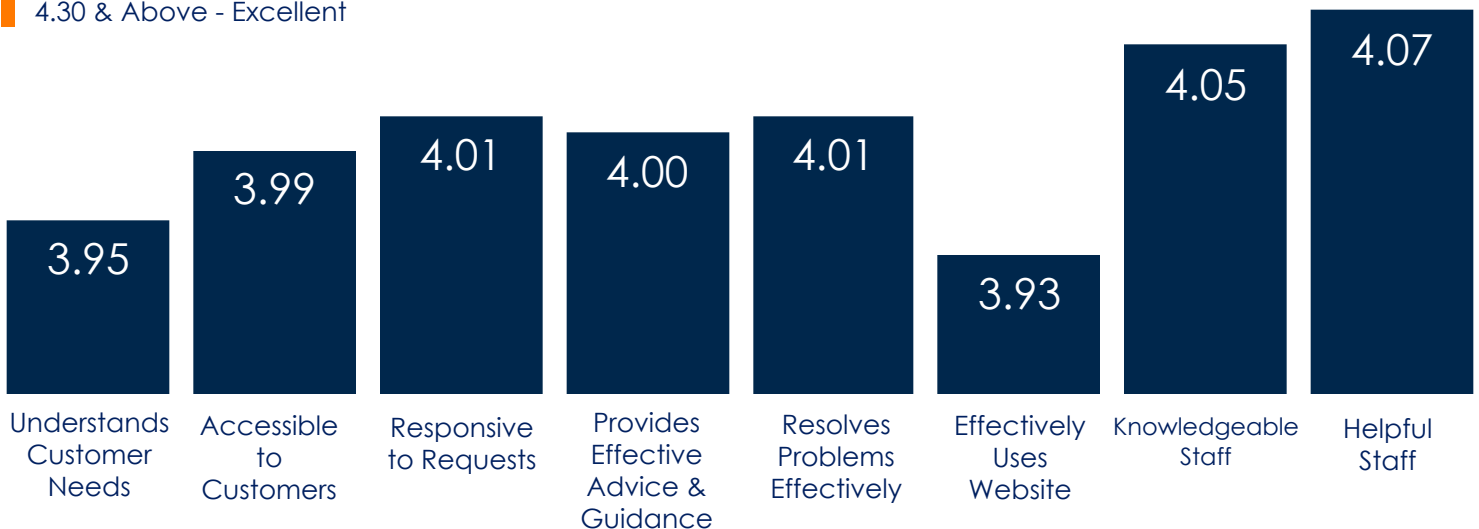
IMPROVEMENT OPPORTUNITIES

- ✓ 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





2020 Administration & Finance Customer Satisfaction Survey

Sustainability (under Facilities Management, not the Center for Sustainability)

Sustainability programs (under Facilities Management, not the Center for Sustainability) include recycling receptacles, water refill stations, solar panel installation, EV charging stations, food waste reduction, outreach, and education.

2020
296
respondents

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

2019
388
respondents

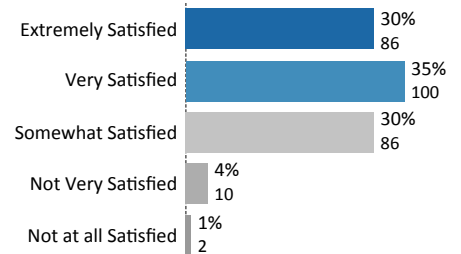
Opportunities
Understands My Needs and Requirements
Moving in a Positive Direction
Provides Effective Advice, Guidance

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?

3.91
mean

Standard Deviation
0.90



Mean Scores Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

#	Question	Mean Score			2020 change from prior year
		2018	2019	2020	
1	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?	4.20	4.11	3.91	★ ↓
2	Understands my needs and requirements	4.22	4.11	3.95	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.13	4.04	3.99	↓
4	Responsive to requests within an acceptable time frame	4.12	4.06	4.01	↓
5	Provides effective advice, support, and guidance	4.16	4.06	4.00	↓
6	Facilitates problem resolution	4.15	4.06	4.01	↓
7	Effectively uses websites and systems to provide access to Sustainability information and services	4.07	4.02	3.93	↓
8	Knowledgeable staff	4.23	4.20	4.05	↓
9	Helpful, courteous staff	4.25	4.18	4.07	↓
10	Moving in a positive direction to better meet my department's needs	4.23	4.13	3.99	↓

★ 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