

# A&F CUSTOMER SATISFACTION SURVEY 2020/21

## 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:

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

### IMPROVEMENT OPPORTUNITIES:

- Understands My Needs and Requirements
- Facilitates Problem Resolution
- Responds to Requests in a Timely Manner

### ABOUT THE SURVEY:

All CSUF employees and students were invited to participate in the 5th annual A&F Customer Satisfaction Survey during March 2-26, 2021. The survey consisted of 10 standard statistical questions, 1 Net Promoter Score, 3 COVID-19 questions, and verbatim comments.



MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS

4.19

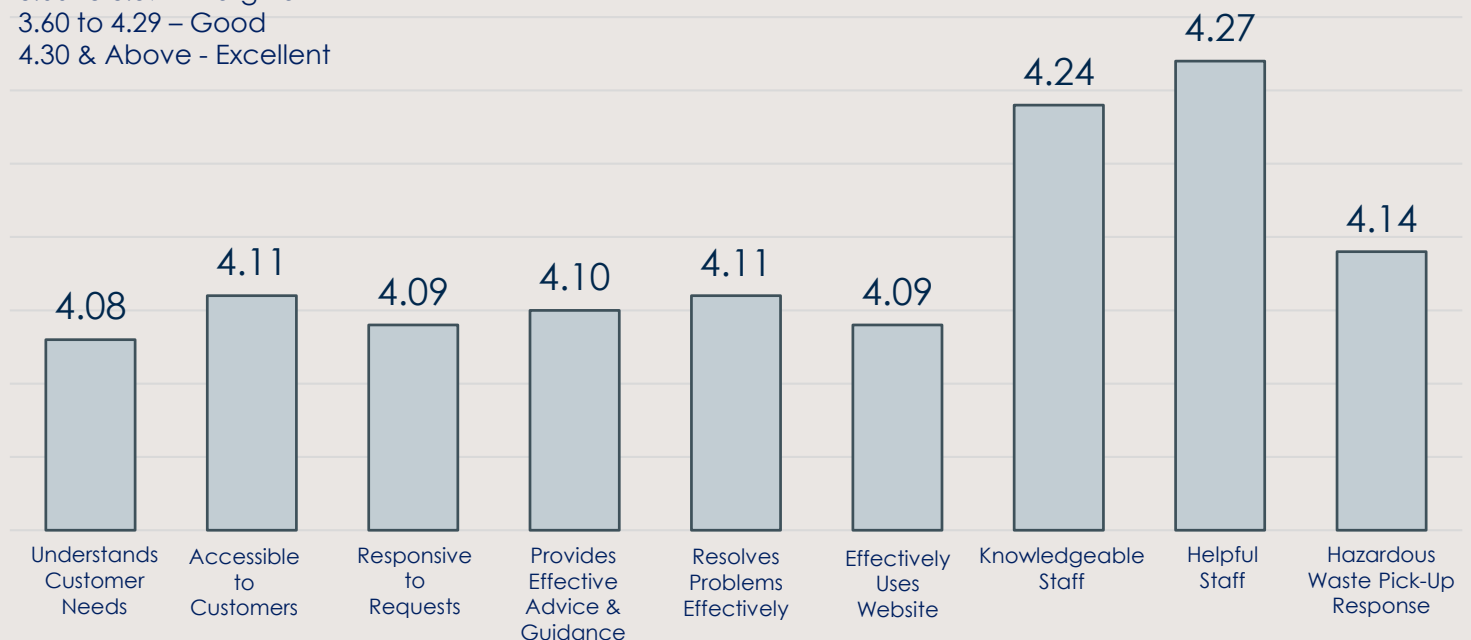
 **586**  
RESPONDENTS

OVERALL SATISFACTION

4.10

### Mean Scores

- Below 3.00 – Low
- 3.00 to 3.59 – Marginal
- 3.60 to 4.29 – Good
- 4.30 & Above - Excellent





# 2021 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.

**2021**  
**586**  
respondents

### Strengths

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

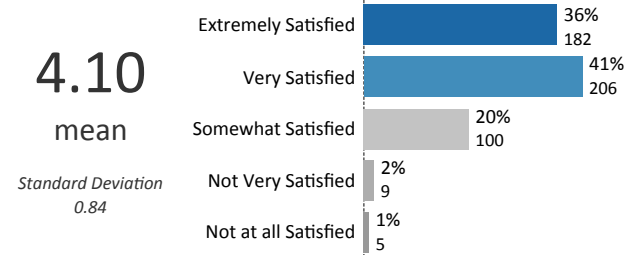
**2020**  
496  
respondents

### 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?



**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	2019	2020	2021	2021 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?	4.20	4.08	4.10	0.02
2	Understands my needs and requirements	4.22	4.06	4.08	0.02
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.19	4.08	4.11	0.03
4	Responsive to requests within an acceptable time frame	4.21	4.10	4.09	-0.01
5	Provides effective advice, support, and guidance	4.25	4.08	4.10	0.02
6	Facilitates problem resolution	4.21	4.07	4.11	0.04
7	Effectively uses websites and systems to provide access to EH&S information and services	4.21	4.06	4.09	0.03
8	Knowledgeable staff	4.29	4.24	4.24	0.00
9	Helpful, courteous staff	4.35	4.29	4.27	-0.02
10	Moving in a positive direction to better meet my department's needs	4.24	4.16	4.19	0.03
11	Response time to hazardous waste pick-up requests	4.26	4.15	4.14	-0.01

### Background

- 2021 was the fifth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 2 - March 26, 2021
- 45,507 faculty, staff, and students were invited
- 2,063 (5%) responded to the survey
- 14 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + 3 COVID-19 + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + 1 customer service recognition + 1 COVID-19

Change - Increase/Decrease of 0.09 or greater