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.

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

**MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS**

4.19

4.10

586 Respondents

Overall Satisfaction

4.24

4.27

4.14

4.08

4.11

4.09

4.10

4.11

4.09

4.14

Understanding Customer Needs
Accessible to Customers
Responsive to Requests
Provides Effective Advice & Guidance
Resolves Problems Effectively
Effectively Uses Website
Knowledgeable Staff
Helpful Staff
Hazardous Waste Pick-Up Response

Adminfin.fullerton.edu
### Strengths
- Moving in a Positive Direction
- Response Time to Hazardous Waste
- Helpful Staff

### 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?

<table>
<thead>
<tr>
<th>Mean Score</th>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Not Very Satisfied</th>
<th>Not at all Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.10 mean</td>
<td>36% 182</td>
<td>41% 206</td>
<td>20% 100</td>
<td>2% 9</td>
<td>1% 5</td>
</tr>
</tbody>
</table>

### Mean Scores

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>Change from prior year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with EH&amp;S, 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>4.08</td>
<td>4.10</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>4.22</td>
<td>4.06</td>
<td>4.08</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>4.19</td>
<td>4.08</td>
<td>4.11</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests within an acceptable time frame</td>
<td>4.21</td>
<td>4.10</td>
<td>4.09</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>4.25</td>
<td>4.08</td>
<td>4.10</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Facilitates problem resolution</td>
<td>4.21</td>
<td>4.07</td>
<td>4.11</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to EH&amp;S information and services</td>
<td>4.21</td>
<td>4.06</td>
<td>4.09</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.29</td>
<td>4.24</td>
<td>4.24</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.35</td>
<td>4.29</td>
<td>4.27</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>4.24</td>
<td>4.16</td>
<td>4.19</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Response time to hazardous waste pick-up requests</td>
<td>4.26</td>
<td>4.15</td>
<td>4.14</td>
<td></td>
</tr>
</tbody>
</table>

### 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