

A&F CUSTOMER SATISFACTION SURVEY 2020/21

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
- Responds to Requests in a Timely Manner
- Knowledgeable Staff

IMPROVEMENT OPPORTUNITIES:

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

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

3.65

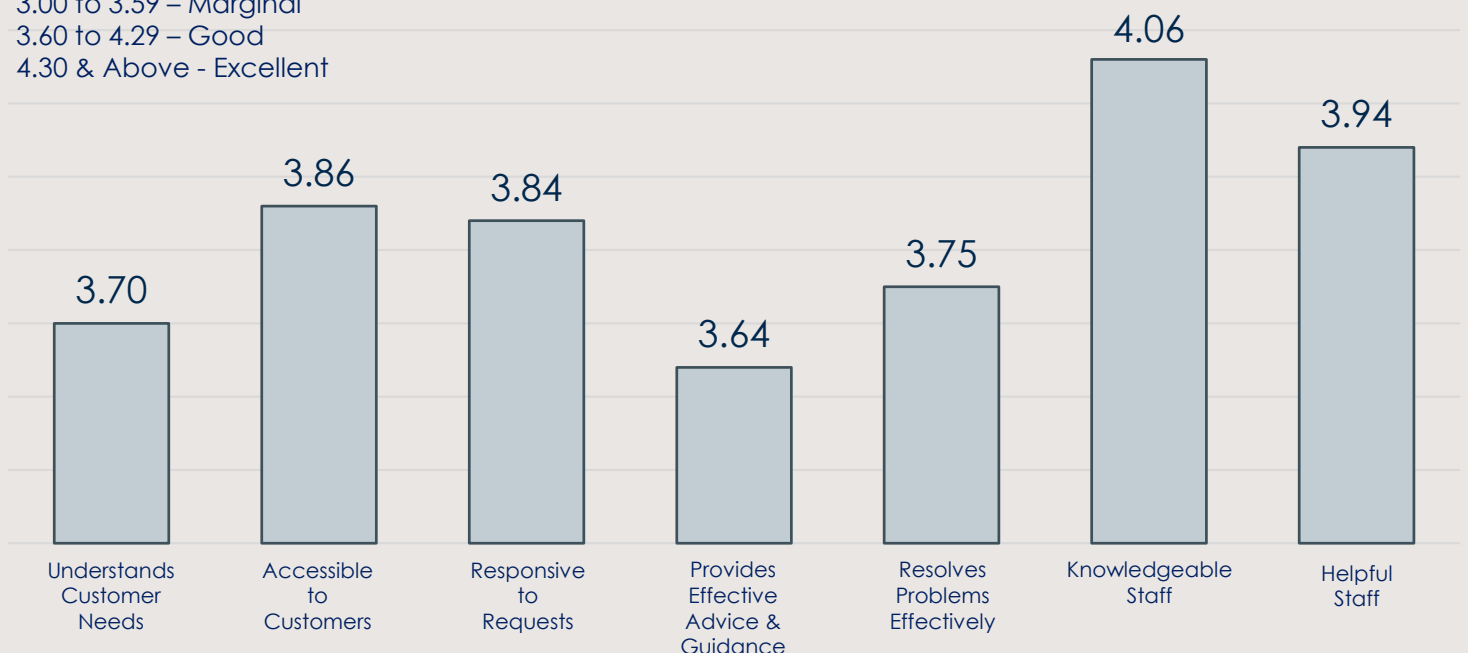
OVERALL SATISFACTION

3.78

62
RESPONDENTS

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

Planning, Design, and Construction

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2021
62
respondents

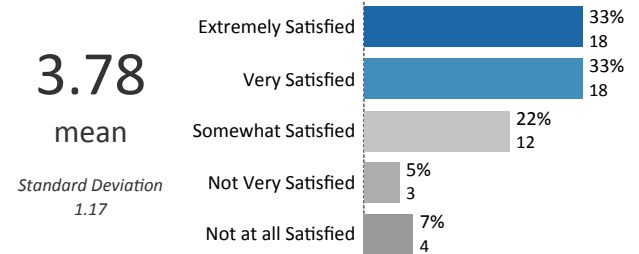
Strengths
Helpful Staff
Responds to Requests Within an Acceptable Time Frame
Knowledgeable Staff

2020
69 respondents

Opportunities
Understands My Needs and Requirements
Provides Effective Advice, Guidance
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?



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

#	Question	2019	2020	2021	2021 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?	3.48	3.18	3.78	★
2	Understands my needs and requirements	3.39	3.20	3.70	
3	Accessible to customers (via phone or email)	3.40	3.42	3.86	
4	Responsive to requests within an acceptable time frame	3.53	3.18	3.84	★
5	Provides effective explanations on project process, timeline, costs, and potential issues	3.15	3.05	3.64	
6	Facilitates problem resolution	3.27	3.23	3.75	
7	Knowledgeable staff	3.77	3.58	4.06	
8	Helpful, courteous staff	3.94	3.60	3.94	
9	Moving in a positive direction to better meet my department's needs	3.50	3.24	3.65	

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 from prior year is statistically significant

Change - Increase/Decrease of 0.09 or greater