STRENGTHS:
- Knowledgeable Staff
- Helpful Staff
- Effectively Uses Websites

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

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

About the Survey:
887 Respondents

Overall Satisfaction: 3.45
MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS: 3.57

P&TS responsibilities include permit sales, event parking, parking enforcement, parking ticket appeals, campus street signage, way-finding, and transportation programs.
2020 2,604 respondents

2021 887 respondents

Strengths
Knowledgeable Staff
Helpful Staff
Effectively Uses Websites, Online Documentation

Opportunities
Understands My Needs and Requirements
Facilities Problem Resolution
Provides Effective Advice, Guidance

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

<table>
<thead>
<tr>
<th># Question</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Thinking of your OVERALL experience with Parking and Transportation's online services, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?</td>
<td>3.40</td>
<td>3.08</td>
<td>3.45</td>
</tr>
<tr>
<td>2 Understands my needs and requirements</td>
<td>3.41</td>
<td>3.08</td>
<td>3.45</td>
</tr>
<tr>
<td>3 Accessible to customers (via phone or email)</td>
<td>3.73</td>
<td>3.51</td>
<td>3.64</td>
</tr>
<tr>
<td>4 Responsive to requests within an acceptable time frame</td>
<td>3.72</td>
<td>3.49</td>
<td>3.64</td>
</tr>
<tr>
<td>5 Provides effective advice, support, and guidance</td>
<td>3.68</td>
<td>3.43</td>
<td>3.61</td>
</tr>
<tr>
<td>6 Facilitates problem resolution</td>
<td>3.60</td>
<td>3.26</td>
<td>3.53</td>
</tr>
<tr>
<td>7 Effectively uses websites and systems to provide access to Parking and Transportation information and services</td>
<td>3.80</td>
<td>3.58</td>
<td>3.71</td>
</tr>
<tr>
<td>8 Knowledgeable staff</td>
<td>3.91</td>
<td>3.70</td>
<td>3.84</td>
</tr>
<tr>
<td>9 Helpful, courteous staff</td>
<td>3.96</td>
<td>3.78</td>
<td>3.90</td>
</tr>
<tr>
<td>10 Moving in a positive direction to better meet my department's needs</td>
<td>3.52</td>
<td>3.33</td>
<td>3.57</td>
</tr>
<tr>
<td>11 Online services options and availability (i.e. permit purchase, parking ticket appeal, etc.)</td>
<td>3.73</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 Experience using daily and/or hourly parking permit dispensers</td>
<td></td>
<td></td>
<td>3.54</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?

- Extremely Satisfied: 21% (168)
- Very Satisfied: 29% (228)
- Somewhat Satisfied: 32% (253)
- Not Very Satisfied: 13% (101)
- Not at all Satisfied: 6% (50)

Mean Score 3.45
Standard Deviation 1.14

Mean Score: 3.45

Change from prior year

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

Survey and analytics powered by Tritonlytics™, Organizational Assessments and Strategy, UC San Diego