

# The Road to Success: Customer Satisfaction Survey 2017

# Custodial Services

Of the 46,825 Titans  
invited to take the survey

**44% STAFF**

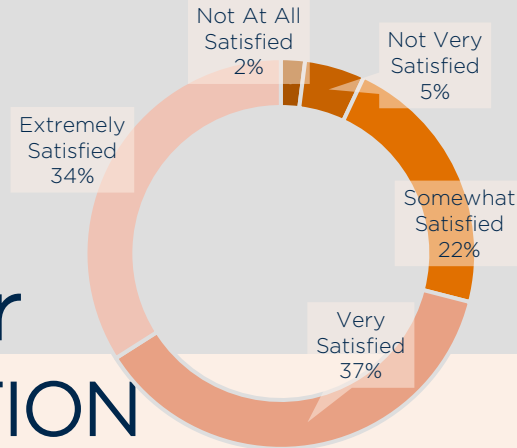
**24% FACULTY**

**17% STUDENTS**

RESPONDED

## Overall Customer SATISFACTION

for Custodial Services



# 1225

## RESPONSES

to the Custodial Services  
survey questions

## Influential Strengths

Understands my Needs &  
Requirements  
Resolves Problems Effectively  
Quality

# 3.96

MEAN SCORE  
Overall Customer  
Satisfaction  
Scale: 1-5

Moving in a Positive Direction

## Primary Opportunities for

# IMPROVEMENT

## The Road to Success Customer Satisfaction Survey 2017 Custodial Services

The Custodial Services Division of Facilities Management provides cleaning and specialty maintenance services to the campus

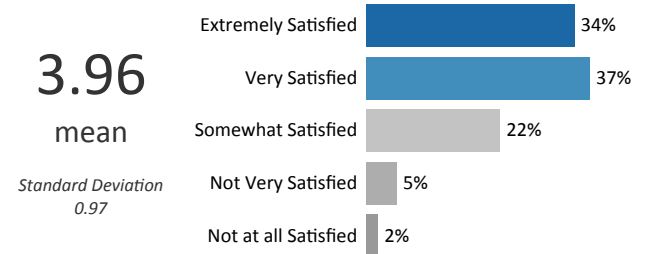
**Primary Opportunities**  
 Moving in a Positive Direction

**Influential Strengths**  
 Understands My Needs and Requirements  
 Resolves Problems Effectively  
 Quality

1,225  
 respondents

### 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	2017
1	Thinking of your OVERALL experience with Custodial Services, how would you rate your satisfaction with Custodial Services during the past 12 months in meeting your department's needs?	3.96
2	Understands my needs and requirements	3.97
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.92
4	Responsive to requests or problems within an acceptable time	3.99
5	Quality of regularly scheduled tasks completed by custodial staff	3.96
6	Resolves problems effectively	4.03
7	Professional conduct and appearance of custodial staff and leadership	4.15
8	Overall restroom, classroom, and office, cleanliness including stocking soap and paper products	3.75
9	Moving in a positive direction to better meet my department's needs	3.91

### Background

- 2017 was the first year for the The Road to Success Customer Satisfaction Survey
- 20 different services across 9 administrative areas were included in the survey
- The survey included 10 to 12 standard scaled (1-5) rating questions and up to 3 open-ended questions
- 46,825 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,629 (18%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Since some services are used only by faculty or staff or students, invitees could only select services relevant to them
- The survey was available to take from April 5 to April 28, 2017
- N/As and blank responses did not count in calculations for mean scores