

# The Road to Success: Customer Satisfaction Survey 2017

# Environmental Health & Safety (EH&S)

Of the 46,825 Titans  
invited to take the survey

**44% STAFF**

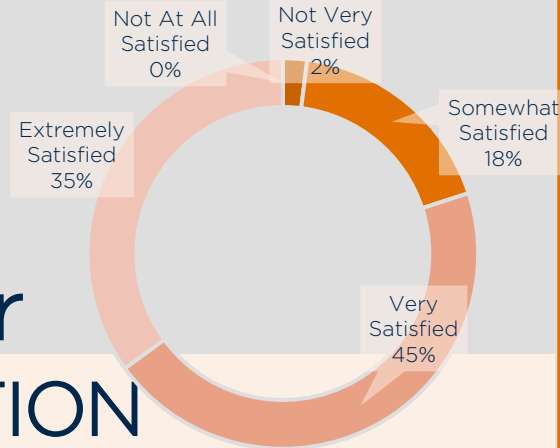
**24% FACULTY**

**17% STUDENTS**

RESPONDED

## Overall Customer SATISFACTION

for Environmental Health & Safety (EH&S)



# 495

**RESPONSES**

to the Environmental  
Health & Safety (EH&S)  
survey questions

## Influential Strengths

Knowledgeable Staff  
Moving in a Positive Direction

# 4.12

**MEAN SCORE**  
Overall Customer  
Satisfaction  
Scale: 1-5

Understands my Needs & Requirements  
Resolves Problems Effectively  
Responds to Requests Within an  
Acceptable Time

Primary Opportunities for

# IMPROVEMENT

**The Road to Success Customer Satisfaction Survey 2017**  
 EH&S, Environmental Health & Safety (Not Health Services)

EH&S services include lab safety inspections, chemical spill response, air and noise evaluations, lab safety training, fire inspections, hazardous waste disposal, and additional programs promoting the health and safety of the CSUF community.

**495**  
 respondents

**Primary Opportunities**

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Responds to Requests Within an Acceptable Time

**Influential Strengths**

- Knowledgeable Staff
- Moving in a Positive Direction

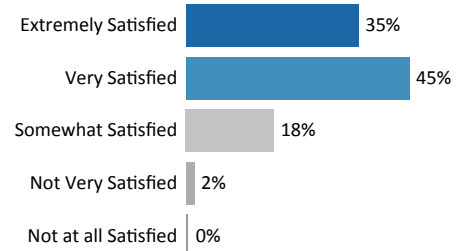
**Overall Satisfaction**

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?

**4.12**

mean

Standard Deviation  
 0.79



**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 EH&S, how would you rate your satisfaction with EH&S during the past 12 months in meeting your department's needs?	4.12
2	Understands my needs and requirements	4.14
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.14
4	Responsive to requests or problems within an acceptable time	4.10
5	Provides effective advice, support, and guidance	4.18
6	Resolves problems effectively	4.11
7	Effectively uses websites and systems to provide access to EH&S information and services	4.07
8	Knowledgeable staff	4.23
9	Helpful, courteous staff	4.27
10	Moving in a positive direction to better meet my department's needs	4.18

**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