The Road to Success:
Customer Satisfaction Survey 2017

Of the 46,825 Titans invited to take the survey
44% STAFF
24% FACULTY
17% STUDENTS
RESPONDED

573 RESPONSES
to the Facilities Service Center survey questions

Facilities Service Center

Overall Customer SATISFACTION for Facilities Service Center

Influential Strengths
Accessible to Customers

Mean Score
Overall Customer Satisfaction
Scale: 1-5
3.94

Primary Opportunities for Improvement
Understands my Needs & Requirements
Resolves Problems Effectively
Provides Effective Advice & Guidance
Responds to Requests Within an Acceptable Time
The Road to Success Customer Satisfaction Survey 2017
Facilities Service Center (ext.3494)

Facilities Service Center Receives requests for maintenance, air conditioning, electrical, painting, plumbing, custodial support, landscape, and emergency maintenance.

573 respondents

Primary Opportunities
- Understands My Needs and Requirements
- Resolves Problems Effectively
- Provides Effective Advice, Guidance
- Responds to Requests Within an Acceptable Time

Influential Strengths
- Accessible to Customers

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>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>29%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>41%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>26%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>1%</td>
</tr>
</tbody>
</table>

Mean Score: 3.94

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>#</th>
<th>Question</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Facilities Service Center, how would you rate your satisfaction with Facilities Service Center during the past 12 months in meeting your department’s needs?</td>
<td>3.94</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.92</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>4.01</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>3.92</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>3.91</td>
</tr>
<tr>
<td>6</td>
<td>Satisfaction with the follow-up communication on service request</td>
<td>3.88</td>
</tr>
<tr>
<td>7</td>
<td>Resolves problems effectively</td>
<td>3.88</td>
</tr>
<tr>
<td>8</td>
<td>Effectively uses websites and systems to provide access to Facilities Service Center information and services</td>
<td>3.83</td>
</tr>
<tr>
<td>9</td>
<td>Knowledgeable staff</td>
<td>4.02</td>
</tr>
<tr>
<td>10</td>
<td>Helpful, courteous staff</td>
<td>4.09</td>
</tr>
<tr>
<td>11</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.92</td>
</tr>
</tbody>
</table>

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

Survey conducted by Organizational Performance Assessments
Operational Strategic Initiatives, UC San Diego