

The Road to Success: Customer Satisfaction Survey 2017

Employee Training Center (ETC)

Of the 46,825 Titans
invited to take the survey

44% STAFF

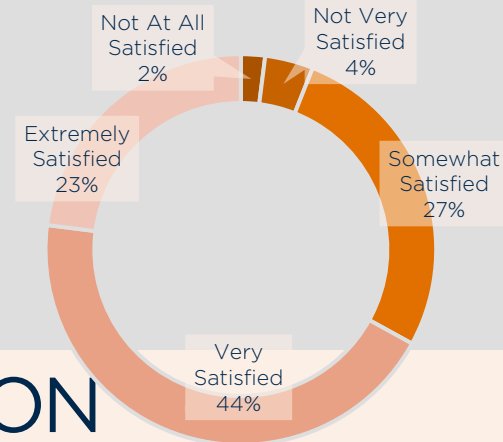
24% FACULTY

17% STUDENTS

RESPONDED

Overall Customer SATISFACTION

for Employee Training Center (ETC)



1541

RESPONSES

to the Employee Training
Center (ETC) survey
questions

Strengths

Helpful Staff
Accessible to Customers

3.82

MEAN SCORE
Overall Customer
Satisfaction
Scale: 1-5

Understands my Needs & Requirements
Resolves Problems Effectively
Provides Effective Advice & Guidance
Effectively Uses Websites/Online Documentation
Moving in a Positive Direction

Primary Opportunities for

IMPROVEMENT

The Road to Success Customer Satisfaction Survey 2017
 ETC, Employee Training Center (Online)

ETC manages the online training assignments for staff, faculty, and students (i.e. campus health & safety, sexual harassment) and support for online training development.

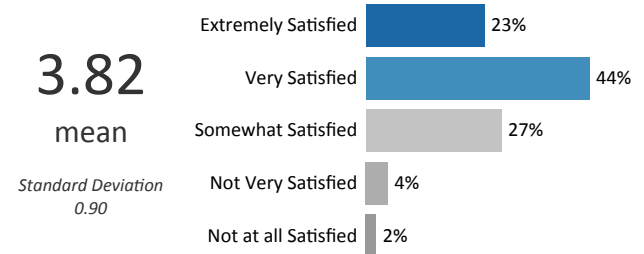
1,541
 respondents

Primary Opportunities

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Provides Effective Advice, Guidance
- Effectively Uses Websites, Online Documentation
- 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?



3.82

mean

Standard Deviation
0.90

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 ETC, how would you rate your satisfaction with ETC during the past 12 months?	3.82
2	Understands my needs and requirements	3.79
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.96
4	Responsive to requests or problems within an acceptable time	3.93
5	Provides effective support, guidance, products, and/or tools	3.91
6	Resolves problems effectively	3.89
7	Effectively uses department's website to provide up-to-date information and services	3.86
8	Knowledgeable staff	4.02
9	Courteous, helpful staff	4.12
10	Moving in a positive direction to better meet my needs	3.93

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