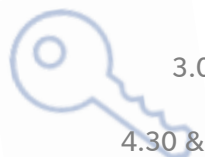


Customer Satisfaction Survey 2017/18

[Custodial Services]

Custodial Services provides regular cleaning for offices, classrooms, and restrooms, and special event cleaning.

- [3.95] Understands Customer Needs
- [3.84] Accessible to Customers
- [3.96] Responsive to Requests
- [3.89] Quality of Regular Tasks
- [3.97] Resolves Problems Effectively
- [4.16] Professional Conduct
- [3.72] Cleanliness of Campus



Below 3.0 : Low
3.00-3.59 : Marginal
3.60-4.29 : Good
4.30 & Above : Excellent



1,152
Respondents



3.92
Overall
Satisfaction
with
Custodial
Services



3.86
Moving in a
Positive
Direction to
Meet
Customer
Needs

STRENGTHS

- Understands Customer Needs
- Resolves Problems Effectively



Opportunities for IMPROVEMENT

- Moving in a Positive Direction
- Quality of Regular Tasks
- Overall Cleanliness



The Road to Success Customer Satisfaction Survey

Custodial Services

Custodial Services provide day-to-day office, classroom, and restroom cleaning, light bulb replacement, floor and carpet care, window cleaning, and clean up for events.

2018

1,152
respondents

2017

1,225 respondents

Strengths

Understands My Needs and Requirements
Resolves Problems Effectively
Professional Staff

Opportunities

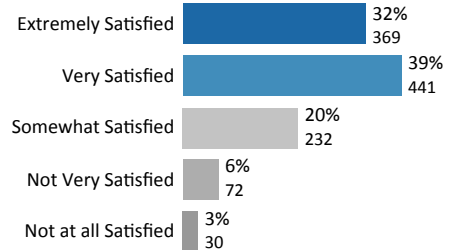
Moving in a Positive Direction
Quality
Overall Cleanliness

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?

3.92
mean

Standard Deviation
1.00



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

#	Question	2017	2018	Chg from 2017 to 2018
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	3.92	
2	Understands my needs and requirements	3.97	3.95	
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.92	3.84	
4	Responsive to requests or problems within an acceptable time	3.99	3.96	
5	5. Quality of regularly scheduled tasks completed by custodial staff	3.96	3.89	
6	Resolves problems effectively	4.03	3.97	
7	Professional conduct and appearance of custodial staff and leadership	4.15	4.16	
8	8. Overall restroom, classroom, and office, cleanliness including stocking soap and paper products	3.75	3.72	
9	Moving in a positive direction to better meet my department's needs	3.91	3.86	

Background

- 2018 was the second year for The Road to Success Customer Satisfaction Survey
- 20 different services across 8 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
- 46,121 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 6,400 (13.9%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Some services were pre-selected for faculty, staff, or students as they only used certain services that were relevant to them
- The survey was available to take from April 3 to April 20, 2018
- N/As and blank responses did not count in calculations for mean scores

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater