

Customer Satisfaction Survey 2017/18

Landscaping Services

Landscaping maintains and installs landscaping and irrigation systems on campus grounds.

4.05

Understands Customer Needs

4.02

Accessible to Customers

3.97

Responsive to Requests

4.04

Quality of Daily Tasks

3.98

Resolves Problems Effectively

4.15

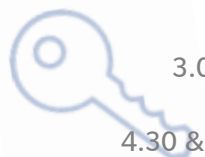
Professional Conduct

4.08

Cleanliness of Parking Structures

4.09

Satisfaction with Renovations



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



240
Respondents



4.07
Overall Satisfaction with Landscaping Services



4.10
Moving in a Positive Direction to Meet Customer Needs

STRENGTHS

Moving in a Positive Direction

Professional Staff

Opportunities for IMPROVEMENT

Understands Customer Needs

Quality of Tasks

Resolves Problems Effectively



The Road to Success Customer Satisfaction Survey

Landscape Services

Landscape Services provides maintenance as well as installation of outside landscaping areas, including all parking structures and lots, irrigation management, sports field upkeep, and overall aesthetic appeal of the campus grounds.

2018

240
respondents

2017

887 respondents

Strengths

- Moving in a Positive Direction
- Professional Staff
- Renovation Project

Opportunities

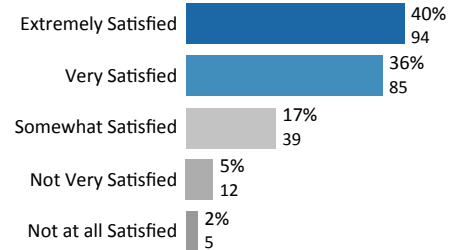
- Understands My Needs and Requirements
- Quality of Tasks
- Resolves Problems Effectively

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?

4.07
mean

Standard Deviation
0.98



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	1. Thinking of your OVERALL experience with Landscape Services, how would you rate your satisfaction with Landscape Services during the past 12 months?	3.86	4.07	★
2	Understands my needs and requirements	3.85	4.05	★
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.85	4.02	
4	Responsive to requests or problems within an acceptable time	3.75	3.97	★
5	Satisfaction with the quality of regularly scheduled tasks completed by landscape staff		4.04	
6	Resolves problems effectively	3.78	3.98	★
7	Professional conduct and appearance of landscape staff and leadership		4.15	
8	Overall cleanliness of parking structures and parking lots		4.08	
9	Satisfaction with Nutwood and State College Landscape Renovation Project		4.09	
10	Moving in a positive direction to better meet my needs	3.71	4.10	★

Background

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

- 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