

Customer Satisfaction Survey 2017/18

[OC Choice Catering]

OC Choice Catering provides food and service for campus events.

[3.67]

Understands Customer Needs

[3.77]

Accessible to Customers

[3.67]

Responsive to Requests

[3.71]

Provides Effective Advice & Guidance

[3.61]

Resolves Problems Effectively

[3.66]

Effectively Uses Website

[3.88]

Knowledgeable Staff

[3.96]

Helpful Staff



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



205
Respondents



3.56
Overall
Satisfaction
with OC
Choice



3.69
Moving in a
Positive
Direction to
Meet
Customer
Needs

STRENGTHS

Provides Effective Advice

Helpful Staff

Opportunities for IMPROVEMENT

Resolves Problems Effectively

Effectively Uses Website

Moving in a Positive Direction



The Road to Success Customer Satisfaction Survey

OC Choice Catering, ASC

OC Choice Catering provides food and service for campus events (Not Aramark's Catering & Campus Dining).

2018

205
respondents

2017

214 respondents

Strengths

- Provides Effective Advice, Guidance
- Helpful Staff
- Knowledgeable Staff

Opportunities

- Resolves Problems Effectively
- Effectively Uses Websites, Online Documentation
- Moving in a Positive Direction

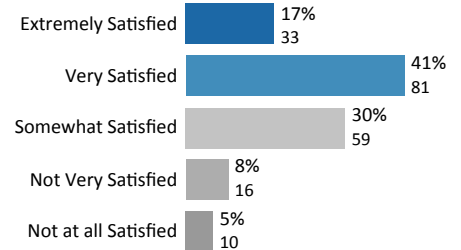
Overall Satisfaction

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?

3.56

mean

Standard Deviation
1.02



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 OC Choice Catering, how would you rate your satisfaction with OC Choice Catering during the past 12 months?	3.64	3.56	
2	Value for the quality of food and service	3.39	3.42	
3	Understands my needs and requirements	3.57	3.67	↑
4	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.73	3.77	
5	Responsive to requests or problems within an acceptable time	3.73	3.67	
6	Provides effective support, guidance, products, and/or tools	3.73	3.71	
7	Resolves problems effectively	3.68	3.61	
8	Effectively uses department's website to provide up-to-date information and services	3.56	3.66	↑
9	Knowledgeable staff	3.88	3.88	
10	Courteous, helpful staff	4.03	3.96	
11	Moving in a positive direction to better meet my needs	3.62	3.69	

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