

Customer Satisfaction Survey 2017/18

[Parking & Transportation Services]

Parking & Transportation Services manages permit sales, parking tickets, and campus street signage.

[3.36]

Understands Customer Needs

[3.68]

Accessible to Customers

[3.64]

Responsive to Requests

[3.59]

Provides Effective Advice & Guidance

[3.50]

Resolves Problems Effectively

[3.70]

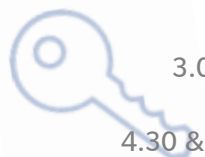
Effectively Uses Website

[3.83]

Knowledgeable Staff

[3.89]

Helpful Staff



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



3,887
Respondents



3.35
Overall
Satisfaction
with PTS



3.47
Moving in a
Positive
Direction to
Meet
Customer
Needs

STRENGTHS

Responds to
Requests Within an
Acceptable Time

Helpful Staff



Opportunities for IMPROVEMENT

Understands Customer
Needs

Moving in a Positive
Direction

Resolves Problems
Effectively



The Road to Success Customer Satisfaction Survey

Parking & Transportation

Parking & Transportation includes permit sales, parking tickets, campus street signage, and transportation programs (i.e. carpool, bus pass).

2018

3,887
respondents

2017

5,271 respondents

Strengths

- Responds to Requests Within an Acceptable Time
- Helpful Staff
- Knowledgeable Staff

Opportunities

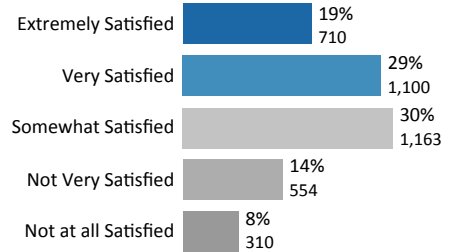
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Resolves Problems Effectively

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?

3.35
mean

Standard Deviation
1.17



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 Parking & Transportation, how would you rate your satisfaction with Parking & Transportation during the past 12 months in meeting your department's ne..	3.23	3.35	★
2	Understands my needs and requirements	3.25	3.36	★
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.58	3.68	★
4	Responsive to requests or problems within an acceptable time	3.51	3.64	★
5	Provides effective advice, support, and guidance	3.50	3.59	★
6	Resolves problems effectively	3.38	3.50	★
7	Effectively uses websites and systems to provide access to Parking & Transportation information and services	3.63	3.70	★
8	Knowledgeable staff	3.74	3.83	★
9	Helpful, courteous staff	3.75	3.89	★
10	Moving in a positive direction to better meet my department's needs	3.35	3.47	★
11	Satisfaction with the Assisted Parking Service (stacked parking: when lots are full, vehicles are directed to park in drive aisles)		3.54	
12	Satisfaction with the availability of 3-Hour Parking spaces in Faculty/Staff lots and Student Parking Lot D		3.40	

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

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