Planning, Design, & Construction Management directs and manages planning, programming, architecture and engineering design, and construction of new buildings and renovation projects.

**STRENGTHS**
- Helpful Staff
- Knowledgeable Staff
- Accessible to Customers

**IMPROVEMENT OPPORTUNITIES**
- Facilitates Problem Resolution
- Provides Effective Advice, Guidance
- Understands My Needs & Requirements

**Mean Scores**
- Below 3.00 – Low
- 3.00 to 3.59 – Marginal
- 3.60 to 4.29 – Good
- 4.30 & Above - Excellent

- Understands Customer Needs: 3.20
- Accessible to Customers: 3.42
- Responsive to Requests: 3.18
- Provides Effective Advice & Guidance: 3.05
- Resolves Problems Effectively: 3.23
- Knowledgeable Staff: 3.58
- Helpful Staff: 3.60

**Overall Satisfaction**
- Respondents: 69
- Mean Score: 3.18

Moving in a Positive Direction to Meet Customer Needs: 3.24
**2020 Administration & Finance Customer Satisfaction Survey**

Planning, Design, and Construction Management directs and manages planning, programming, architecture and engineering design, and construction of new buildings and renovation projects.

### 2020

**69 respondents**

**2019**

**53 respondents**

### Strengths

- Helpful Staff
- Accessible to Customers
- Knowledgeable Staff

### Opportunities

- Provides Effective Advice, Guidance
- Understands My Needs and Requirements
- Facilities Problem Resolution

### 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?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>12%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>29%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>23%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>14%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>7%</td>
</tr>
</tbody>
</table>

**Mean Scores**

Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>Mean Score</th>
<th>Std Dev</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Planning, Design, and Construction Management, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?</td>
<td>3.34</td>
<td>3.48</td>
<td>3.18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.34</td>
<td>3.39</td>
<td>3.20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>3.41</td>
<td>3.40</td>
<td>3.42</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests within an acceptable time frame</td>
<td>3.27</td>
<td>3.53</td>
<td>3.18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Provides effective explanations on project process, timeline, costs, and potential issues</td>
<td>3.13</td>
<td>3.15</td>
<td>3.05</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Facilitates problem resolution</td>
<td>3.34</td>
<td>3.27</td>
<td>3.23</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Knowledgeable staff</td>
<td>3.69</td>
<td>3.77</td>
<td>3.58</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Helpful, courteous staff</td>
<td>3.81</td>
<td>3.94</td>
<td>3.60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.47</td>
<td>3.50</td>
<td>3.24</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Background

- 2020 was the fourth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 3 - April 24, 2020 (extended due to COVID-19)
- 45,003 faculty, staff, and students were invited
- 4,360 (10%) responded to the survey
- 20 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + customer service recognition