

# Quality Improvement

ACTION FOR EXCELLENCE

## Parking Services Customer Satisfaction Survey Report

Campus: San Marcos

**Please Indicate whether you are:**

Student	800
Faculty	72
Staff	121

**Based on the number of academic units you have completed what is your present class level:**

Freshman	9
Sophomore	104
Junior	128
Senior	430
Graduate	123

**Do you live:**

On Campus	34
Off Campus	759

**Are you primarily a:**

Day Student	421
Evening Student	95
Both day and evening student	265
Weekend Student	10

**Rate your satisfaction with the service during the last 12 months. If you cannot rate the item (or it's not applicable) select "Don't Know".**

	Response Distribution						Response Average	CSU Mean
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Cleanliness of Parking lots & structures ( clean of debris, dirt, etc.)	26	68	120	457	276	6	3.94	3.99
Directional signs that are easy to read and understand	21	90	153	486	195	6	3.79	3.73
Parking lot conditions ( cracks, potholes, etc)	41	82	108	477	233	8	3.83	3.69
Lighting in and around parking areas	29	125	155	418	175	46	3.65	3.45
Availability of emergency telephones in and around parking areas	34	121	184	365	130	115	3.52	3.27
Ease of obtaining a term or annual parking permit	55	106	149	390	226	23	3.68	3.71
Ease of getting a one-day or short term permit	78	159	177	273	123	141	3.25	3.36
Assistance from parking staff	63	108	232	235	99	213	3.27	3.06
Process for appealing parking citations	83	94	142	138	55	437	2.98	2.8
Personal safety in and around parking facilities	30	76	239	412	132	55	3.61	3.48
Availability of parking information ( brochures, flyers, web page, etc)	62	110	268	238	76	194	3.21	3.06

Please rate how important each of the following services are to you. If you cannot rate the item (or it's not applicable) select "Don't Know".								
	Not at all important	Somewhat Important	Neutral	Important	Very Important	Don't Know	Response Average	CSU Mean
Cleanliness of Parking lots & structures ( clean of debris, dirt, etc.)	5	42	55	444	345	5	4.21	4.07
Directional signs that are easy to read and understand	5	21	54	360	453	5	4.38	4.28
Parking lot conditions ( cracks, potholes, etc)	3	19	30	372	466	6	4.44	4.37
Lighting in and around parking areas	4	7	26	182	668	8	4.69	4.64
Availability of emergency telephones in and around parking areas	8	11	47	206	613	11	4.59	4.45
Ease of obtaining a term or annual parking permit	3	19	56	331	472	15	4.42	4.25
Ease of getting a one-day or short term permit	14	34	105	313	389	39	4.20	4.03
Process for appealing parking citations	11	20	97	284	398	84	4.28	4.19
Personal safety in and around parking facilities	2	4	30	135	711	12	4.76	4.68
Availability of parking information ( brochures, flyers, web page, etc)	27	64	199	342	237	25	3.80	3.62
<b>What time do you typically arrive on campus?</b>								
Early morning ( Before 7:30)	150							
Morning ( 7:30 - 9:30)	434							
Late Morning ( 9:30 - 12:30)	181							
Early Afternoon ( 12:30 - 3:30)	44							
Afternoon ( 3:30 - 6:00)	75							
Evening ( after 6:00 P.M.)	0							
<b>What time do you typically depart campus?</b>								
Early morning ( Before 7:30)	0							
Morning ( 7:30 - 9:30)	3							
Late Morning ( 9:30 - 12:30)	51							
Early Afternoon ( 12:30 - 3:30)	178							
Afternoon ( 3:30 - 6:00)	379							
Evening ( after 6:00 P.M.)	0							
<b>Indicate your primary mode of transportation to campus</b>								
Drive alone	830							
Carpool	60							
Vanpool	0							
Public transit	3							
Motorcycle	6							
Walk/bicycle/skate	0							