

CUSTOMER SATISFACTION SURVEY

FACILITY SERVICES/ENERGY MANAGEMENT AND UTILITY SERVICES

2018/19

Provides quality facility maintenance, operations, and support services that foster a university of first choice while enhancing our learning environment. Facility Services proudly maintains a clean, sustainable learning and working environment for our students, faculty, and staff.



4.24
OVERALL SATISFACTION WITH
FACILITY SERVICES/ENERGY
MANAGEMENT AND UTILITY SERVICES



259
RESPONDENTS



4.32
MOVING IN A POSITIVE DIRECTION
TO MEET CUSTOMER NEEDS

STRENGTHS & OPPORTUNITIES

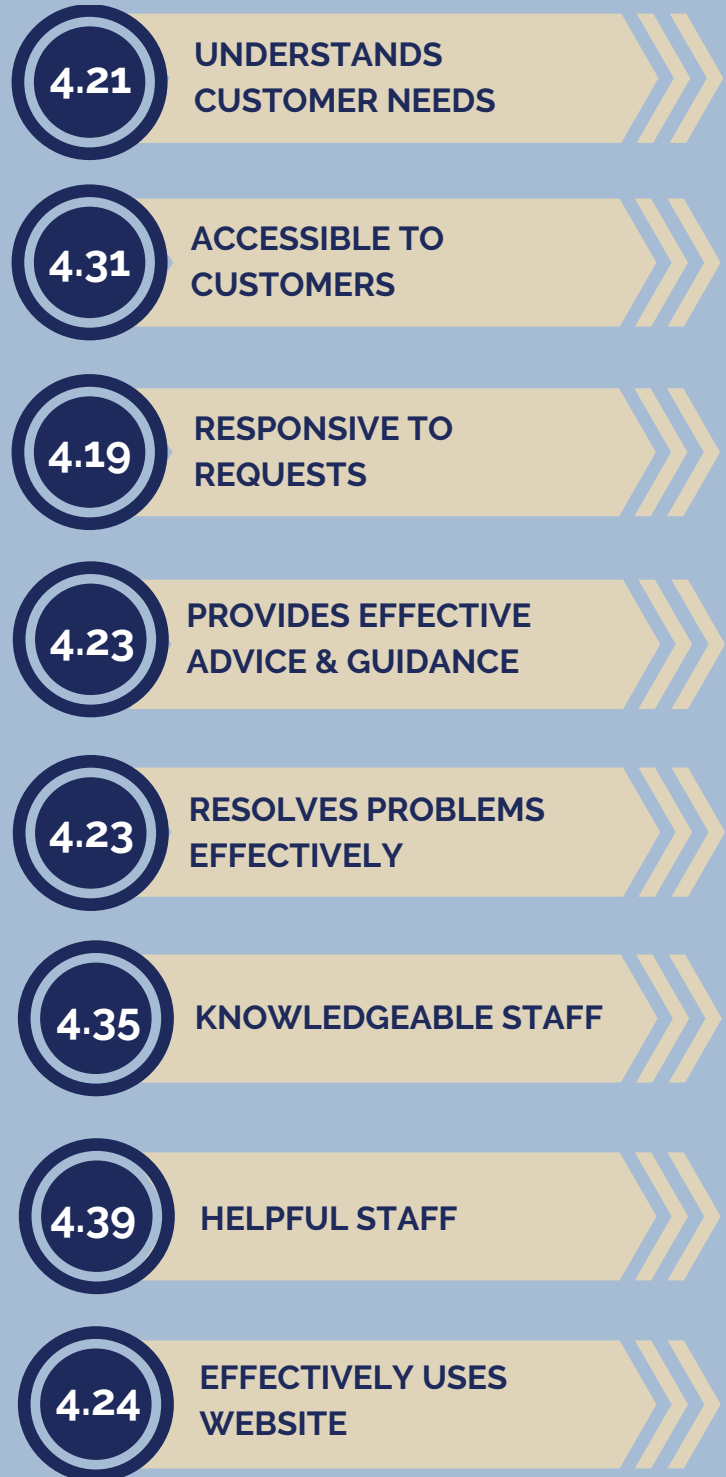
STRENGTHS

Knowledgeable Staff
Moving in a Positive Direction
Helpful Staff

OPPORTUNITIES FOR IMPROVEMENT

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

SURVEY ITEMS



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



2019 CSU San Marcos CSS

Facility Services/Energy Management and Utility Services

Provides quality facility maintenance, operations, and support services that foster a university of first choice while enhancing our learning environment. Facility Services proudly maintains a clean, sustainable learning and working environment for our students, faculty, and staff.

2019

259
respondents

2018

505 respondents

Strengths

- Knowledgeable Staff
- Moving in a Positive Direction
- Helpful Staff

Opportunities

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

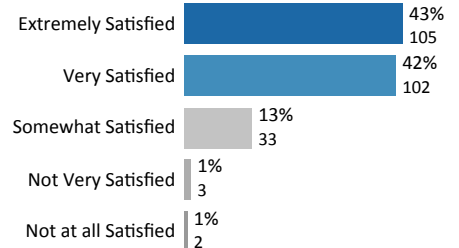
Overall Satisfaction

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?

4.24

mean

Standard Deviation
0.79



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

#	Question	Mean Score			2019 change from prior year
		2017	2018	2019	
1	Thinking of your OVERALL experience with Facility Services/Energy Management and Utility Services, how would you rate your satisfaction with it during the past 12 months?				
2	Understands my needs and requirements				
3	Accessible to customers (via phone, voicemail, e-mail, etc.)				
4	Responsive to requests or problems within an acceptable time				
5	Provides effective advice, support, and guidance				
6	Facilitates problem resolution				
7	Knowledgeable staff				
8	Helpful staff				
9	Effectively uses websites and systems to provide access to Facility Services/Energy Management and Utility Services information and services				
10	Moving in a positive direction to better meet my needs				★

Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

-
-
-
-
-
-
-



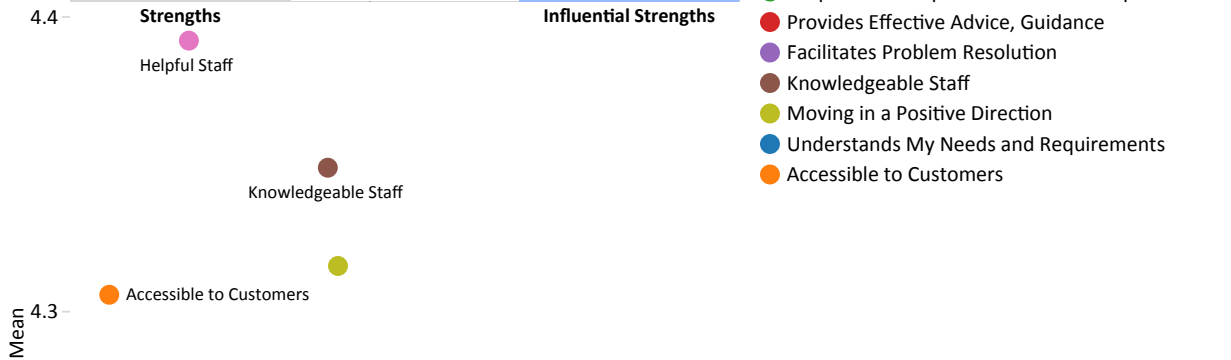
2019 CSU San Marcos CSS

Facility Services/Energy Management and Utility Services

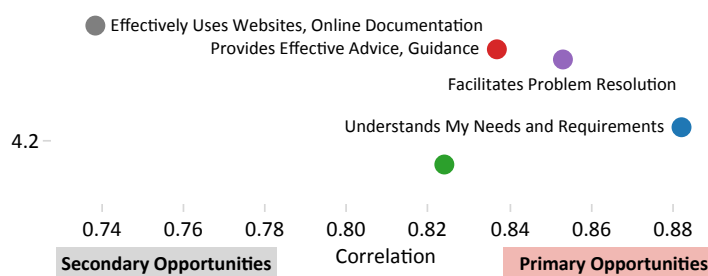
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Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.80, Mean Average = 4.27



- Effectively Uses Websites, Online Documentation
- Helpful Staff
- Responds to Requests Within an Acceptable Time
- Provides Effective Advice, Guidance
- Facilitates Problem Resolution
- Knowledgeable Staff
- Moving in a Positive Direction
- Understands My Needs and Requirements
- Accessible to Customers



Strengths Higher than average mean score, lower than average correlation. "Keep up the good work"	Influential Strengths Higher than average mean score, higher than average correlation. "Keep an eye on"
Secondary Opps Lower than average mean score, lower than average correlation. "Low Priority"	Primary Opps Lower than average mean score, higher than average correlation. "Concentrate Efforts"

List of Strengths & Opportunities by Question ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

#	Question	Mean	Corr	Str/Opps
2	Understands my needs and requirements	4.21	0.88	PO
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	4.31	0.74	ST
4	Responsive to requests or problems within an acceptable time	4.19	0.82	PO
5	Provides effective advice, support, and guidance	4.23	0.84	PO
6	Facilitates problem resolution	4.23	0.85	PO
7	Knowledgeable staff	4.35	0.79	ST
8	Helpful staff	4.39	0.76	ST
9	Effectively uses websites and systems to provide access to Facility Services/Energy Management and Utility Services information and services	4.24	0.74	SO
10	Moving in a positive direction to better meet my needs	4.32	0.79	ST



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Facility Services/Energy Management and Utility Services

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable Time	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction
Faculty									1	
Staff									1	
Student										

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five





2019 CSU San Marcos CSS

Facility Services/Energy Management and Utility Services

Satisfaction Mean Scores by Division and Classification Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

		Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable Time	Provides Effective Advice, Guidance	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction
Academic Affairs	Faculty			0				0			
	Staff										
CEHHS	Faculty			0							
	Student										
CHABSS	Faculty										
	Student							3			
COBA	Faculty							0			
	Student							3			
Community Engagement	Staff			0				0			
CSM	Faculty										
	Student										
Finance and Administrative Services	Staff							3			
Office of the President	Staff										
Open University	Student			0				0			
President's Office	Staff			0				0			
Student Affairs	Staff										
Transitory	Student			0				0			
Undeclared EE	Student			0				0			
University Advancement	Staff										

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five.
 Blank cells: respondents did not provide an answer to the question.



Facility Services/Energy Management and Utility Services - Supplemental Questions

How likely is it that you would use the online work order request more than other methods (phone, email, etc.)?

