

Customer Satisfaction with Facilities/Physical Plant for Faculty/Staff on Participating California State University Campuses – Spring 2001

Summary

A customer satisfaction survey of Facilities/Physical Plant was conducted in spring 2001 and completed by over 4000 faculty and staff on 13 CSU campuses, plus the Chancellor's Office. Participating campuses were: Bakersfield, Chico, Fresno, Hayward, Long Beach, Monterey Bay, Northridge, Pomona, San Bernardino, San Diego, San Luis Obispo, San Marcos, and Stanislaus. Overall, faculty and staff expressed moderate levels of satisfaction with Facilities/Physical Plant. Maintenance of landscaping and grounds and exterior public areas were the two highest rated measures in terms of customer satisfaction. Customers were least satisfied with heat, ventilation, air conditioning and cleanliness of restrooms. These two areas plus a third, custodial services, were identified as most in need of improvement. Comparisons revealed San Bernardino, the Chancellor's Office, Stanislaus, San Luis Obispo, Long Beach and Pomona as the most highly rated campuses. In addition, administrator/managers were consistently the most satisfied and staff the least satisfied on measures of facilities maintenance. Customer satisfaction results are also reported for five sub-areas of Facilities/Physical Plant: Custodial Services, Landscaping/Grounds, Architectural/Structural, Mechanical/Electrical/Plumbing, and Customer Administrative Services..

Survey Methods

This part of the report briefly describes the Facilities/Physical Plant survey instrument, campus data collection methods, survey returns and response rates, and respondents to the survey.

Instrument

The Facilities/Physical Plant survey instrument was initially developed by the CSU systemwide Customer Satisfaction Survey Committee in collaboration with the CSU Facilities/Physical Plant Function Group in fall 1999 for administration in spring 2000. The survey was then modified in fall 2000 for administration in spring 2001. The survey instrument contains 28 items of which 26 were designed to measure the importance of and/or satisfaction with Facilities/Physical Plant services (e.g., custodial, fleet, etc.), campus or building conditions (e.g., restrooms, lighting, etc.), and staff communication and responsiveness¹. Accompanying the main survey form is a separate four-page Faculty & Staff Booklet for gathering demographic information (e.g., gender, ethnicity, etc.) and written comments and suggestions for improving services. A copy of

¹ Satisfaction rating scale: 5=Very satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very dissatisfied

the survey instrument and the Faculty & Staff Booklet can be found in **Appendix A: Customer Satisfaction Survey of Facilities/Physical Plant Survey for Faculty/Staff.**

Data Collection

Survey data collection methods, number of completed surveys, and response rates are reported for each campus in Table 1 below:

Table 1. Data Collection Methods, Survey Returns and Response Rates by Campus

Campus	Method	Sample Size	Return Count	Response Rate
Bakersfield	Campus mail	800	280	35.0%
Chico	Campus mail	742	150	20.2%
Chancellor's Office	Campus mail	NAV	135	NAV
Fresno	Campus mail	1,627	483	29.7%
Hayward	Campus mail	1,120	225	20.1%
Long Beach	Campus mail	1,251	514	41.1%
Monterey Bay	Campus mail	NAV	80	NAV
Northridge	Campus mail	1,644	455	27.7%
Pomona	Campus mail	1,200	262	21.8%
San Bernardino	Campus mail	446	180	40.4%
San Diego	Campus mail	4,000	586	14.7%
San Luis Obispo	Campus mail	1,251	292	23.3%
San Marcos	Campus mail	332	102	30.7%
Stanislaus	Campus mail	854	262	30.7%
Total		15,267	4,006	26.2%

NAV = Not available

All campuses distributed surveys to faculty and staff via intra-campus mail services. The total number of faculty and staff surveyed was 15,267. Of this number 4,006 surveys were completed for an overall response rate of 26.2 percent. Campus response rates ranged from a low of 14.7 percent to a high of 41.1 percent. Response rates were relatively low (i.e., below 33%) at several campuses. It is important to emphasize that survey respondents from campuses with low response rates may not be representative of the target populations. These campuses, therefore, need to be very cautious about generalizing survey results beyond their sample data.

Respondents

Faculty and staff, including administrators/managers, who responded to the survey, were predominantly full-time (88%), female (63%), white (73%), employed at the campus more than 10 years (46%) in the division of Academic Affairs (44%). Additional survey detail on the demographic characteristics of survey respondents (i.e.,

administrators, faculty, staff) is provided in **Appendix B: Demographic Characteristics of Respondents to the Customer Satisfaction Survey of Facilities/Physical Plant.**

Results

Survey results presented below focus on addressing five key issues:

- **Overall Satisfaction: Overall, how satisfied are faculty and staff with Facilities/Physical Plant?**
- **Strengths and Weaknesses: In what areas of Facilities/Physical Plant are faculty and staff most and least satisfied?**
- **Gap Analysis: To what extent is Facilities/Physical Plant meeting faculty and staff needs/expectations?**
- **Highly Rated Campuses: How does customer satisfaction with Facilities/Physical Plant compare across campuses?**
- **Customer Differences: Are there important differences between faculty and staff in their level of satisfaction with Facilities/Physical Plant?**

Survey results pertinent to these issues are summarized in Table 2, which draws on more detailed results reported in **Appendix C: Customer Satisfaction with Facilities/Physical Plant by Campus, Appendix D: Customer Satisfaction with Facilities/Physical Plant by Customer Type, and Appendix E: Gap Analysis of Facilities/Physical Plant by Campus.**

Under the column heading, “CSU Ratings”, in Table 2, the following data are provided: number of respondents (**N**), the mean satisfaction rating (**Mean**), the percentage of respondents who reported they were either “very satisfied” or “satisfied” (**Sat**), the percentage of respondents who reported they were either “very dissatisfied” or “dissatisfied” (**Dis**), the relative standing (**Rank**) of the item based on the mean satisfaction rating (1=highest ranked item), and the numerical difference (**Gap**) between the mean score on “Importance” and the mean score on “Satisfaction”.

Under the heading, “Campus Ratings (Means)”, the mean score of the highest (**High**) and the lowest (**Low**) rated campus is given, along with the names of the five top-rated campuses (**Top Half**) in descending order of their mean satisfaction ratings.

The last part of Table 2, “Customer Ratings (Means)”, displays the mean satisfaction ratings for each customer type: Administrator/Manager, Faculty, and Staff.

The results shown in Table 2 and Table 3 are discussed below in terms of the five guiding questions outlined above. Results are presented first for survey questions 1 to 15 that examine Facilities/Physical Plant from an overall function perspective and then for questions 18 to 28 that evaluate each of five Facilities/Physical Plant sub-areas: Custodial Services, Landscaping/Grounds, Architectural/Structural, Mechanical/Electrical/Plumbing, and Customer Administrative Services.

Facilities/Physical Plant Function Area Results

Overall Satisfaction

Faculty and staff generally express moderate levels of satisfaction with Facilities/Physical Plant across all measures as indicated by ratings shown in Table 2. Average satisfaction ratings range from 2.8 to 4.0, of which most (12 of 15) range from 3.2 to 3.6. The percentage of faculty and staff who reported they were satisfied with Facilities/Physical Plant ranges from 30 percent to 70 percent and on most measures (10 of 15) from 50 percent to 60 percent.

From less than 10 percent to over 40 percent of faculty and staff indicated they are dissatisfied with Facilities/Physical Plant. Dissatisfaction falls below 20 percent on 11 measures and above 20 percent on four measures.

Customer satisfaction with Facilities/Physical Plant generally falls in the moderate range. Satisfaction is not consistently or exceptionally strong or consistently low or very weak.

Strengths and Weaknesses

The highest rated measures (3.6 - 4.0) on the survey are:

- Landscaping and grounds
- Exterior public areas (walkways, roadways)
- Indoor lighting
- Moving and event setup services
- Accessibility to buildings (ramps, railings, lifts)

The lowest rated areas (2.8 - 3.2) are:

- Heat, ventilation, air conditioning
- Restrooms (including cleanliness and supplies)
- Instructional areas (classrooms, labs, studios)
- Remodeling (room partitions, additions)

Gap Analysis

Faculty and staff respondents rated each survey item on Importance and Satisfaction in order to assess differences or “gaps” between the two. Listed below are the areas where the largest gaps (i.e., exceeding 1.0) are found:

- Heat ventilation, air conditioning
- Restrooms (including cleanliness and supplies)
- Custodial services (floor care, cleanliness)
- Instructional areas
- Response to urgent situations (roof, toilet leak)

These findings suggest that these areas need further improvement in order to meet faculty and staff Facilities/Physical Plant needs. More detailed gap analysis results can be found in **Appendix E: Gap Analysis of Facilities/Physical Plant by Campus.**

Highly Rated Campuses

Table 2 lists the campuses that achieved the highest level of customer satisfaction with Facilities/Physical Plant. The campuses that are most consistently highly rated across all 15 satisfaction measures (i.e., potentially “best practice” campuses) are:

- San Bernardino
- The Chancellor’s Office
- Stanislaus
- San Luis Obispo
- Long Beach
- Pomona

More detailed campus comparisons are presented in **Appendix C: Customer Satisfaction with Facilities/Physical Plant by Campus.**

Customer Differences

Two very clear patterns are revealed in the data reported in Table 2 comparing customer satisfaction ratings among administrator/managers, faculty and staff: Administrator/managers are the most satisfied and faculty the least satisfied with Facilities/Physical Plant. Administrator/managers reported higher levels of satisfaction than faculty and staff on 13 of 15 measures, although differences on some measures are very small. On the other hand, faculty is comparatively less satisfied than either administrator/managers or staff on 12 of 15 measures. The largest differences between managers and faculty are found in the following areas:

- Moving and event setup services

- Response to urgent situations (roof, toilet leak)
- Remodeling (room partitions, additions)
- Heat, ventilation, air conditioning

Comprehensive survey results on customer differences are reported in **Appendix D: Customer Satisfaction with Facilities/Physical Plant by Customer Type.**

Facilities/Physical Plant Sub-Area Results

Table 3, based on data found in **Appendix F: Customer Satisfaction in Facilities/Physical Plant Sub-Areas**, displays customer satisfaction results for each of 11 measures in five sub-areas: Custodial Services, Landscaping/Grounds, Architectural/Structural, Mechanical/Electrical/Plumbing, and Customer Administrative Services. The measures generally fall into the broad categories of communication and responsiveness (i.e., accessibility, timeliness, courtesy, etc.).

Custodial Services

Means satisfaction ratings for custodial services range from 3.3 to 4.1, of which eight are in the moderate to high range (above 3.5). More than 60 percent of faculty and staff reported they are satisfied with custodial services on six of the eleven measures. The two highest rated items (with average ratings of nearly 4.0 and above and satisfaction rates above 70 percent) are staff courtesy and staff helpfulness. Three items, opportunity for providing feedback, communication about status of request, and degree that expectations for quality are met received the lowest ratings. Approximately 20 percent of faculty and staff indicated they were dissatisfied with the opportunity for providing feedback and the quality of service. Northridge, San Bernardino, San Luis Obispo, Pomona, Long Beach, the Chancellor’s Office, and San Marcos are consistently the most highly rated campuses in custodial services on measures of communication and responsiveness.

Landscaping/Grounds

Satisfaction ratings for Landscaping/Grounds range from a low of 3.4 to a high of 3.9, of which eight are above 3.5 on average. Satisfaction rates fall in the 50 to 60 percent range on seven measures and in the 30 to 40 percent range on the remaining four measures. Faculty and staff expressed low levels of dissatisfaction, never exceeding 11 percent on any measure. On most measures, 40 percent or more faculty and staff were “neutral” in their evaluation of Landscaping/Grounds. The highest rated items measuring communication and responsiveness are staff courtesy, staff knowledge, and staff helpfulness, while the lowest rated items are opportunity for providing feedback and communication about status of request. Long Beach, San Bernardino, San Luis Obispo, Pomona, Stanislaus, San Marcos, and Chico are consistently the most highly rated campuses in Landscaping/Grounds on communication and responsiveness measures.

Architectural/Structural

Customer ratings for Architectural/Structural range from low to moderate levels of satisfaction (i.e., 3.1 to 3.6). Dissatisfaction rates fall in the 10 to 20 percent range on six measures and lower than 10 percent on five measures. Relatively high satisfaction (3.6 to 3.7) is manifest on indicators of staff demeanor (i.e., courtesy, helpfulness, professionalism), while measures of timeliness, staff accessibility, and communication rated lower in satisfaction (3.1 to 3.3). Campuses that most consistently received the highest ratings on Architectural/Structural communication and responsiveness are San Bernardino, San Luis Obispo, San Diego, Pomona, Fresno, Long Beach, and the Chancellor's Office.

Mechanical/Engineering/Plumbing (MEP)

Customer satisfaction ratings in MEP are quite evenly distributed from 3.3 to 4.0 across the 11 communication and responsiveness measures. The areas of greatest strength as evidenced by ratings of 3.9 to 4.0 relate to staff: courtesy, knowledge, professionalism, and helpfulness. The survey identified three areas of relative weakness based on average ratings (3.3 to 3.4) and the percentages of faculty and staff expressing dissatisfaction with MEP (15% to 20%): opportunity for providing feedback, communication about status of request, and timeliness of response to routine requests. San Bernardino, San Luis Obispo, Long Beach, Stanislaus, Pomona, and the Chancellor's Office were the most consistently highly rated campuses in MEP.

Customer Administrative Services (CAS)

Satisfaction ratings in CAS range from a low of 3.3 to a high of 4.0 on average, of which all but two indicate strong satisfaction (3.6 to 4.0). In all but one area was the level of satisfaction below 50 percent. In most areas the satisfaction rate is in the high 50 to 60 percent range. Dissatisfaction is generally low, under 10 percent on seven measures and not exceeding 16 percent. Typical of the pattern shown above in other Facilities/Physical Plant sub-areas are results indicating staff courtesy, professionalism, and helpfulness as top rated areas. Also rated highly in CAS but not as highly in other sub-areas is staff accessibility. San Bernardino, San Luis Obispo, Pomona, the Chancellor's Office, Stanislaus, Long Beach, and Monterey Bay were the most consistently highly rated campuses in MEP on communication and responsiveness measures.

Table 2. Summary of Facilities/Physical Plant Customer Satisfaction Survey for Faculty/Staff - Spring 2001

Item	CSU Ratings						Gap*	Campus Ratings (Means)			Customer Ratings (Means)		
	N	Mean	Sat (%)	Dis (%)	Rank	High		Low	Top Half (descending)	Adm/Mgr	Faculty	Staff	
Custodial services (floor care, cleanliness, etc.) **	3,913	3.36	55.9	28.2	9	1.24	3.89	2.88	CO, SB, POM, NOR, STAN, SLO, LB	3.51	3.30	3.36	
Heat, ventilation, air conditioning **	3,924	2.86	37.6	42.2	15	1.71	3.35	2.52	STAN, CO, POM, SLO, LB, SB, SM	3.02	2.74	2.86	
Response to urgent situations (e.g., roof/toilet leak)	3,195	3.58	60.7	16.8	6	1.03	4.03	3.09	CO, SLO, STAN, CHI, SB, MB, POM	3.67	3.37	3.66	
Landscaping and grounds	3,851	4.02	77.6	7.3	1	-0.03	4.37	3.23	LB, STAN, CO, CHI, SB, SLO, SD	4.11	3.94	4.02	
Exterior public areas (walkways, roadways, etc.)	3,835	3.75	69.5	9.8	2	0.25	4.13	3.25	STAN, CO, SB, LB, SLO, CHI, SM	3.83	3.72	3.73	
Hallways, stairs, lobbies, other indoor public areas	3,864	3.52	59.8	15.7	7	0.57	4.12	3.14	CO, STAN, SB, LB, NOR, SLO, POM	3.57	3.42	3.56	
Restrooms (including cleanliness and supplies) **	3,915	3.20	50.7	32.2	14	1.47	3.72	2.74	CO, STAN, MB, SLO, NOR, POM, SB	3.33	3.21	3.17	
Signs (e.g., location, visibility, accuracy, usefulness)	3,803	3.35	51.3	19.6	10	0.80	3.61	2.62	CO, LB, BAK, CHI, SB, POM, SD	3.25	3.39	3.35	
Instructional areas (e.g., classrooms, labs, studios)	3,198	3.24	45.7	22.3	13	1.12	3.89	2.94	CO, SB, STAN, SM, NOR, POM, SLO	3.37	2.99	3.38	
Remodeling (e.g., room partitions, additions)	2,717	3.27	41.0	16.6	12	0.52	3.58	2.97	SB, CO, STAN, SD, POM, SLO, NOR	3.36	3.07	3.33	
Fleet services (shuttle, class trips, excursions)	1,529	3.32	37.9	10.3	11	0.07	3.63	3.00	CO, SB, HAY, SM, CHI, SLO, LB	3.39	3.26	3.32	
Moving and event setup services	2,353	3.62	57.5	8.3	4	0.19	4.02	3.28	CO, CHI, MB, SB, STAN, LB, SM	3.76	3.37	3.65	
Accessibility to buildings (ramps, railings, lifts, etc.)	3,398	3.61	62.3	11.0	5	0.54	3.89	3.26	STAN, CO, SB, SLO, NOR, CHI, LB	3.67	3.54	3.64	
Indoor lighting	3,867	3.65	67.6	12.4	3	0.71	3.92	3.35	STAN, CO, SB, FRE, LB, SM, NOR	3.79	3.54	3.66	
Outdoor lighting	3,723	3.42	56.3	18.7	8	0.92	3.93	2.71	CO, SM, STAN, LB, FRE, SB, BAK	3.53	3.41	3.39	

* Gap = Mean rating on Importance minus mean rating on Satisfaction (rounded to nearest tenth).

** Areas in most need of improvement based on responses to Question 16.

Appendix B: Demographic Characteristics of Respondents to the
Customer Satisfaction Survey of Facilities/Physical Plant
Spring 2001

Question	AdmMgr		Faculty		Staff		All	
	N	%	N	%	N	%	N	%
Status								
Full-time	641	98.2	805	74.8	1,755	91.4	3,201	87.7
Part-time	12	1.8	271	25.2	166	8.6	449	12.3
All	653	100.0	1,076	100.0	1,921	100.0	3,650	100.0
Years of service								
Less than 1 year	58	8.8	114	10.6	206	10.7	378	10.3
1 - 2 years	60	9.1	103	9.6	280	14.5	443	12.1
3 - 4 years	66	10.1	121	11.2	281	14.6	468	12.8
5 - 6 years	72	11.0	88	8.2	191	9.9	351	9.6
7 - 8 years	58	8.8	62	5.8	109	5.6	229	6.3
9 - 10 years	16	2.4	33	3.1	53	2.7	102	2.8
More than 10 years	326	49.7	556	51.6	810	42.0	1,692	46.2
All	656	100.0	1,077	100.0	1,930	100.0	3,663	100.0
Academic								
Academic	212	32.9	727	80.1	566	30.6	1,505	44.3
Administration	228	35.3	1	0.1	438	23.7	667	19.6
Student Services	93	14.4	7	0.8	443	24.0	543	16.0
Other	112	17.4	173	19.1	401	21.7	686	20.2
All	645	100.0	908	100.0	1,848	100.0	3,401	100.0
Gender								
Female	356	54.4	492	45.9	1,453	75.8	2,301	63.2
Male	298	45.6	580	54.1	463	24.2	1,341	36.8
All	654	100.0	1,072	100.0	1,916	100.0	3,642	100.0
Age								
Under 20	1	0.1	1	0.0
20 - 29	24	3.7	38	3.6	245	12.8	307	8.5
30 - 39	70	10.8	171	16.0	386	20.2	627	17.3
40 - 49	207	31.8	267	25.0	624	32.7	1,098	30.3
50 - 59	285	43.8	397	37.2	536	28.1	1,218	33.6
60 - 69	62	9.5	178	16.7	113	5.9	353	9.7
70 or over	2	0.3	16	1.5	2	0.1	20	0.6
All	650	100.0	1,067	100.0	1,907	100.0	3,624	100.0
Ethnicity								
Amer.Ind./Alaskan Nat.	5	0.8	5	0.5	30	1.6	40	1.1
Asian	23	3.6	56	5.5	81	4.4	160	4.6
Black/African Amer.	32	5.0	20	2.0	97	5.2	149	4.2
Filipino	4	0.6	9	0.9	41	2.2	54	1.5
Mex. Amer./Hisp.	58	9.1	55	5.4	282	15.2	395	11.3
Pacific Islander	2	0.3	1	0.1	14	0.8	17	0.5
White	496	77.7	822	81.0	1,233	66.4	2,551	72.7
Other	18	2.8	47	4.6	79	4.3	144	4.1
All	638	100.0	1,015	100.0	1,857	100.0	3,510	100.0

Appendix C: Customer Satisfaction with Facilities/Physical Plant by Campus - Spring 2001

Table1. Campus and Systemwide Mean Satisfaction Ratings

Satisfaction with ...	Data Type	Bakersfield	Chico	Chancellor's Office	Fresno	Hayward	Long Beach	Monterey Bay	Northridge	Pomona	San Bernardino	San Diego	San Luis Obispo	San Marcos	Stanislaus	All
Custodial services	Mean	3.34	2.88	3.89	3.00	2.90	3.42	3.31	3.63	3.67	3.68	3.30	3.47	3.15	3.52	3.36
	S.D.	1.27	1.23	0.92	1.26	1.28	1.20	1.23	1.18	1.08	1.15	1.23	1.27	1.18	1.08	1.23
	N	276	147	128	479	223	500	78	448	249	177	564	286	101	257	3,913
Heat, ventilation, etc.	Mean	2.54	2.74	3.29	2.72	2.52	2.99	2.72	2.76	3.15	2.95	2.73	3.02	2.81	3.35	2.86
	S.D.	1.17	1.22	1.15	1.21	1.13	1.14	1.20	1.23	1.17	1.21	1.21	1.16	1.20	1.05	1.20
	N	278	147	129	480	221	504	79	450	251	178	564	285	101	257	3,924
Response to urgent situation	Mean	3.35	3.87	4.03	3.37	3.09	3.53	3.69	3.57	3.67	3.74	3.44	4.00	3.47	3.94	3.58
	S.D.	1.14	0.89	0.85	1.06	1.17	1.03	0.96	1.05	0.90	1.08	1.08	0.84	1.20	0.90	1.06
	N	220	126	102	391	195	373	64	342	220	151	470	244	86	211	3,195
Landscaping and grounds	Mean	3.57	4.20	4.23	3.87	3.75	4.37	3.23	3.82	3.83	4.18	4.14	4.18	4.05	4.29	4.02
	S.D.	1.06	0.88	0.69	0.99	0.93	0.84	1.12	0.94	0.95	0.84	0.82	0.86	0.87	0.86	0.94
	N	274	147	123	472	215	502	79	439	246	176	544	282	98	254	3,851
Exterior public areas	Mean	3.49	3.88	4.07	3.50	3.71	4.01	3.25	3.58	3.47	4.05	3.75	3.91	3.80	4.13	3.75
	S.D.	0.97	0.89	0.77	1.02	0.73	0.75	1.06	0.88	0.97	0.85	0.92	0.85	0.90	0.78	0.91
	N	268	146	124	471	214	500	76	438	250	177	541	276	99	255	3,835
Hallways, stairs, lobbies, etc.	Mean	3.37	3.19	4.12	3.26	3.14	3.66	3.43	3.66	3.56	3.71	3.40	3.58	3.34	3.95	3.52
	S.D.	1.00	1.12	0.72	1.05	1.04	0.91	0.94	0.84	0.88	0.99	1.05	1.02	1.08	0.80	0.99
	N	267	144	127	466	218	503	74	445	252	179	556	280	100	253	3,864
Restrooms	Mean	3.20	3.08	3.72	2.74	2.84	3.27	3.57	3.38	3.35	3.31	2.88	3.57	3.16	3.67	3.20
	S.D.	1.24	1.23	1.06	1.27	1.24	1.21	1.12	1.14	1.25	1.26	1.28	1.23	1.25	1.02	1.25
	N	274	148	130	480	223	503	76	449	254	179	561	287	99	252	3,915
Signs	Mean	3.56	3.56	3.61	3.36	3.36	3.60	2.62	2.82	3.45	3.48	3.42	3.32	2.89	3.37	3.35
	S.D.	0.90	0.85	0.85	0.93	1.00	0.92	1.29	1.14	0.98	1.01	0.95	1.02	1.13	1.01	1.02
	N	265	142	127	466	218	491	77	440	248	172	540	272	99	246	3,803
Instructional areas	Mean	3.06	3.19	3.89	2.94	3.09	3.26	3.13	3.35	3.30	3.49	3.21	3.27	3.40	3.44	3.24
	S.D.	1.03	0.90	0.71	1.05	1.00	1.02	1.03	0.93	0.93	1.04	1.06	1.07	0.94	0.92	1.01
	N	238	123	85	403	180	428	72	359	204	141	446	218	77	224	3,198
Remodeling	Mean	3.15	3.02	3.53	3.09	2.97	3.15	2.98	3.27	3.42	3.58	3.45	3.35	3.24	3.53	3.27
	S.D.	0.88	1.00	0.86	0.95	1.00	0.90	1.12	0.90	0.95	0.91	1.00	0.95	0.99	0.89	0.96
	N	198	108	78	326	155	341	61	283	190	129	395	187	71	195	2,717
Fleet services	Mean	3.21	3.42	3.63	3.00	3.55	3.38	3.11	3.19	3.18	3.59	3.33	3.39	3.53	3.37	3.32
	S.D.	0.63	0.77	0.77	0.98	0.85	0.79	0.97	0.89	0.86	0.95	0.89	0.77	1.04	0.86	0.87
	N	105	64	52	121	119	222	53	151	134	64	159	98	49	138	1,529
Moving and event setup	Mean	3.28	3.80	4.02	3.50	3.40	3.68	3.79	3.62	3.67	3.77	3.58	3.63	3.68	3.72	3.62
	S.D.	0.98	0.87	0.68	0.88	0.85	0.89	0.88	0.91	0.77	0.89	0.90	0.83	1.04	0.86	0.89
	N	177	95	92	254	139	312	67	254	164	111	288	157	62	181	2,353
Accessibility to buildings	Mean	3.48	3.64	3.88	3.58	3.39	3.61	3.26	3.65	3.47	3.82	3.61	3.71	3.42	3.89	3.61
	S.D.	0.93	0.84	0.85	0.85	0.96	0.96	1.00	0.91	0.98	0.92	0.95	0.83	1.08	0.81	0.93
	N	229	133	111	389	203	457	70	385	224	152	498	231	90	226	3,398
Indoor lighting	Mean	3.56	3.50	3.91	3.72	3.35	3.72	3.45	3.66	3.55	3.74	3.60	3.55	3.72	3.92	3.65
	S.D.	0.95	0.94	0.79	0.82	1.04	0.95	0.96	0.97	1.01	0.93	0.97	0.92	0.84	0.72	0.93
	N	270	148	129	469	219	504	76	441	250	179	551	276	100	255	3,867
Outdoor lighting	Mean	3.40	3.39	3.93	3.49	3.09	3.60	2.71	3.33	3.35	3.43	3.37	3.13	3.79	3.69	3.42
	S.D.	0.93	0.97	0.66	0.92	1.08	0.97	1.20	1.01	0.99	1.04	1.02	1.02	0.86	0.89	1.00
	N	267	143	118	456	211	467	72	422	247	173	534	268	95	250	3,723

Appendix C: Customer Satisfaction with Facilities/Physical Plant by Campus - Spring 2001

Table 2. Campus and Systemwide Percent Satisfaction Ratings

Satisfaction With...	Data Type	Bakersfield	Chico	Chancellor's Office	Fresno	Hayward	Long Beach	Monterey Bay	Northridge	Pomona	San Bernardino	San Diego	San Luis Obispo	San Marcos	Stanislaus	All
Custodial services	Total N	276	147	128	479	223	500	78	448	249	177	564	286	101	257	3,913
	VS/S (%)	55.8	41.5	75.8	42.2	39.9	57	50	65.6	69.5	67.2	53.7	57	44.6	63.4	55.9
	Neutral (%)	15.2	15	14.8	19	17.9	16.4	17.9	13.6	11.6	14.1	16.1	15.4	22.8	15.2	15.9
	D/V/D (%)	29	43.5	9.4	38.8	42.2	26.6	32.1	20.8	18.9	18.6	30.1	27.6	32.7	21.4	28.2
Heat, ventilation, etc.	Total N	278	147	129	480	221	504	79	450	251	178	564	285	101	257	3,924
	VS/S (%)	27.3	36.1	54.3	34	26.2	39.5	29.1	34.2	49.8	39.9	33.9	42.8	33.7	53.3	37.6
	Neutral (%)	17.6	17.7	13.2	20.4	19.5	23.2	19	20.7	18.7	22.5	19.9	20	22.8	21.8	20.2
	D/V/D (%)	55	46.3	32.6	45.6	54.3	37.3	51.9	45.1	31.5	37.6	46.3	37.2	43.6	24.9	42.2
Response to urgent situations	Total N	220	126	102	391	195	373	64	342	220	151	470	244	86	211	3,195
	VS/S (%)	51.4	74.6	78.4	53.5	42.1	57.1	67.2	58.2	65.9	66.9	54.3	78.7	62.8	74.9	60.7
	Neutral (%)	25.9	15.9	16.7	23	27.7	26	18.8	24.9	24.1	18.5	25.5	15.6	11.6	18	22.5
	D/V/D (%)	22.7	9.5	4.9	23.5	30.3	16.9	14.1	17	10	14.6	20.2	5.7	25.6	7.1	16.8
Landscaping and grounds	Total N	274	147	123	472	215	502	79	439	246	176	544	282	98	254	3,851
	VS/S (%)	63.9	83.7	85.4	73.5	72.1	88.2	45.6	71.3	70.3	80.7	83.1	81.2	80.6	85	77.6
	Neutral (%)	20.8	10.2	14.6	16.1	18.6	8	31.6	18.7	19.1	15.9	13.1	14.9	13.3	11.4	15.1
	D/V/D (%)	15.3	6.1	.	10.4	9.3	3.8	22.8	10	10.6	3.4	3.9	3.9	6.1	3.5	7.3
Exterior public areas	Total N	268	146	124	471	214	500	76	438	250	177	541	276	99	255	3,835
	VS/S (%)	59.3	77.4	80.6	59.9	68.7	81.8	47.4	60.7	57.6	80.8	70.2	74.3	69.7	82.7	69.5
	Neutral (%)	25	13.7	16.1	23.6	25.7	14	26.3	27.6	25.2	14.7	19.4	19.9	22.2	15.3	20.7
	D/V/D (%)	15.7	8.9	3.2	16.6	5.6	4.2	26.3	11.6	17.2	4.5	10.4	5.8	8.1	2	9.8
Hallways, stairs, lobbies, etc.	Total N	267	144	127	466	218	503	74	445	252	179	556	280	100	253	3,864
	VS/S (%)	52.1	51.4	84.3	47.9	45	67.4	52.7	63.4	61.5	70.4	56.1	61.1	52	75.9	59.8
	Neutral (%)	30.3	20.8	13.4	30.5	28.4	20.7	35.1	27.9	26.6	15.1	22.5	23.6	25	20.2	24.5
	D/V/D (%)	17.6	27.8	2.4	21.7	26.6	11.9	12.2	8.8	11.9	14.5	21.4	15.4	23	4	15.7
Restrooms	Total N	274	148	130	480	223	503	76	449	254	179	561	287	99	252	3,915
	VS/S (%)	53.3	46.6	66.9	33.1	37.2	51.5	67.1	56.6	57.9	58.7	40.5	62	49.5	67.9	50.7
	Neutral (%)	13.5	16.9	16.2	20.8	20.2	18.9	10.5	18.7	14.6	10.6	17.8	14.6	15.2	17.1	17.1
	D/V/D (%)	33.2	36.5	16.9	46	42.6	29.6	22.4	24.7	27.6	30.7	41.7	23.3	35.4	15.1	32.2
Signs	Total N	265	142	127	466	218	491	77	440	248	172	540	272	99	246	3,803
	VS/S (%)	59.2	59.2	59.1	48.5	54.6	61.7	31.2	31.1	55.6	60.5	53.3	50.4	33.3	51.6	51.3
	Neutral (%)	28.7	29.6	29.9	35.4	28	26.5	19.5	29.8	26.2	22.1	30.4	31.6	29.3	27.2	29.1
	D/V/D (%)	12.1	11.3	11	16.1	17.4	11.8	49.4	39.1	18.1	17.4	16.3	18	37.4	21.1	19.6
Instructional areas	Total N	238	123	85	403	180	428	72	359	204	141	446	218	77	224	3,198
	VS/S (%)	40.3	39	71.8	33.5	38.9	48.6	38.9	50.1	44.6	61	44.6	45.9	48.1	54.5	45.7
	Neutral (%)	33.6	40.7	27.1	34.2	34.4	28.7	34.7	30.9	37.3	24.1	31.4	32.1	36.4	29	32.1
	D/V/D (%)	26.1	20.3	1.2	32.3	26.7	22.7	26.4	18.9	18.1	14.9	24	22	15.6	16.5	22.3

Appendix C: Customer Satisfaction with Facilities/Physical Plant by Campus - Spring 2001

Table 2. Campus and Systemwide Percent Satisfaction Ratings

Satisfaction With...	Data Type	Bakersfield	Chico	Chancellor's Office	Fresno	Hayward	Long Beach	Monterey Bay	Northridge	Pomona	San Bernardino	San Diego	San Luis Obispo	San Marcos	Stanislaus	All
Remodeling	Total N	198	108	78	326	155	341	61	283	190	129	395	187	71	195	2,717
	VS/S (%)	35.4	33.3	53.8	33.7	29.7	33.4	29.5	36.7	47.9	54.3	50.9	43.9	43.7	51.3	41
	Neutral (%)	44.9	40.7	37.2	43.3	47.1	47.2	45.9	51.2	38.9	35.7	34.2	42.2	35.2	42.6	42.4
	D/VD (%)	19.7	25.9	9	23	23.2	19.4	24.6	12	13.2	10.1	14.9	13.9	21.1	6.2	16.6
Fleet services	Total N	105	64	52	121	119	222	53	151	134	64	159	98	49	138	1,529
	VS/S (%)	24.8	35.9	57.7	26.4	51.3	37.4	34	30.5	31.3	54.7	39.6	37.8	53.1	41.3	37.9
	Neutral (%)	70.5	60.9	36.5	56.2	42.9	55.9	45.3	55.6	53	35.9	49.7	57.1	32.7	47.1	51.9
	D/VD (%)	4.8	3.1	5.8	17.4	5.9	6.8	20.8	13.9	15.7	9.4	10.7	5.1	14.3	11.6	10.3
Moving and event setup	Total N	177	95	92	254	139	312	67	254	164	111	288	157	62	181	2,353
	VS/S (%)	40.7	65.3	80.4	52.4	44.6	57.4	62.7	59.1	61	70.3	56.3	56.1	61.3	63	57.5
	Neutral (%)	41.8	27.4	18.5	37.8	45.3	35.9	32.8	31.9	34.8	24.3	34	38.2	25.8	29.8	34.1
	D/VD (%)	17.5	7.4	1.1	9.8	10.1	6.7	4.5	9.1	4.3	5.4	9.7	5.7	12.9	7.2	8.3
Accessibility to buildings	Total N	229	133	111	389	203	457	70	385	224	152	498	231	90	226	3,398
	VS/S (%)	56.8	65.4	73.9	57.1	53.7	63	42.9	63.6	56.3	71.7	63.5	66.2	57.8	73.9	62.3
	Neutral (%)	29.3	25.6	20.7	34.7	29.6	24.7	37.1	26.2	29.5	21.1	23.5	27.7	23.3	21.7	26.7
	D/VD (%)	14	9	5.4	8.2	16.7	12.3	20	10.1	14.3	7.2	13.1	6.1	18.9	4.4	11
Indoor lighting	Total N	270	148	129	469	219	504	76	441	250	179	551	276	100	255	3,867
	VS/S (%)	65.6	64.2	74.4	69.5	56.6	72.4	59.2	66.9	64.4	70.9	63.9	64.1	70	80.4	67.6
	Neutral (%)	21.1	18.9	20.2	22.4	21.5	15.5	21.1	20.9	20	19	22	21.4	20	14.9	19.9
	D/VD (%)	13.3	16.9	5.4	8.1	21.9	12.1	19.7	12.2	15.6	10.1	14.2	14.5	10	4.7	12.4
Outdoor lighting	Total N	267	143	118	456	211	467	72	422	247	173	534	268	95	250	3,723
	VS/S (%)	55.1	56.6	78	56.6	45	66.6	30.6	51.4	52.6	56.1	54.5	42.9	73.7	68.4	56.3
	Neutral (%)	27	26.6	20.3	29.6	26.1	18	23.6	28.4	25.9	23.1	24.9	29.5	17.9	20	24.9
	D/VD (%)	18	16.8	1.7	13.8	28.9	15.4	45.8	20.1	21.5	20.8	20.6	27.6	8.4	11.6	18.7

Appendix D: Customer Satisfaction with Facilities/Physical Plant by Customer Type
Spring 2001

Table 1: Mean Satisfaction Ratings

Satisfaction with ...	Data Type	Adm'n./Mgr.	Faculty	Staff	Unidentified	All
Custodial services	Mean	3.51	3.30	3.36	3.31	3.36
	S.D.	1.15	1.24	1.23	1.28	1.23
	N	638	1,068	1,889	318	3,913
Heat, ventilation, etc.	Mean	3.02	2.74	2.86	2.91	2.86
	S.D.	1.14	1.21	1.20	1.25	1.20
	N	638	1,070	1,899	317	3,924
Response to urgent situation	Mean	3.67	3.37	3.66	3.44	3.58
	S.D.	1.03	1.1	1.02	1.14	1.06
	N	572	710	1,654	259	3,195
Landscaping and grounds	Mean	4.11	3.94	4.02	4.05	4.02
	S.D.	0.91	0.98	0.92	0.99	0.94
	N	634	1,046	1,861	310	3,851
Exterior public areas	Mean	3.83	3.72	3.73	3.80	3.75
	S.D.	0.87	0.95	0.90	0.95	0.91
	N	633	1,044	1,855	303	3,835
Hallways, stairs, lobbies, etc.	Mean	3.57	3.42	3.56	3.52	3.52
	S.D.	0.95	1.06	0.95	1.05	0.99
	N	636	1,053	1,865	310	3,864
Restrooms	Mean	3.33	3.21	3.17	3.07	3.20
	S.D.	1.17	1.23	1.27	1.30	1.25
	N	644	1,063	1,895	313	3,915
Signs	Mean	3.25	3.39	3.35	3.40	3.35
	S.D.	1.10	1.00	0.99	1.06	1.02
	N	635	1,013	1,851	304	3,803
Instructional areas	Mean	3.37	2.99	3.38	3.22	3.24
	S.D.	0.92	1.18	0.85	1.06	1.01
	N	482	1,060	1,397	259	3,198
Remodeling	Mean	3.36	3.07	3.33	3.33	3.27
	S.D.	0.98	0.97	0.92	1.04	0.96
	N	504	620	1,360	233	2,717
Fleet services	Mean	3.39	3.26	3.32	3.37	3.32
	S.D.	0.89	0.92	0.83	0.91	0.87
	N	293	353	759	124	1,529
Moving and event setup	Mean	3.76	3.37	3.65	3.70	3.62
	S.D.	0.89	0.95	0.84	0.90	0.89
	N	493	495	1,180	185	2,353
Accessibility to buildings	Mean	3.67	3.54	3.64	3.60	3.61
	S.D.	0.93	0.99	0.87	1.00	0.93
	N	583	894	1,643	278	3,398
Indoor lighting	Mean	3.79	3.54	3.66	3.67	3.65
	S.D.	0.84	1.02	0.90	0.99	0.93
	N	640	1,045	1,871	311	3,867
Outdoor lighting	Mean	3.53	3.41	3.39	3.39	3.42
	S.D.	0.99	1.01	0.98	1.07	1.00
	N	627	1,001	1,795	300	3,723

Appendix E: Gap Analysis of Facilities/Physical Plant by Campus - Spring 2001

Satisfaction with ...	Data Type	Bakersfield	Chico	Chancellor's Office	Fresno	Hayward	Long Beach	Monterey Bay	Northridge	Pomona	San Bernardino	San Diego	San Luis Obispo	San Marcos	Stanislaus	All
Custodial services	Total N	273	141	121	455	212	470	65	433	238	170	535	282	99	252	3,746
	Importance	4.58	4.48	4.45	4.75	4.63	4.56	4.49	4.61	4.61	4.57	4.67	4.59	4.56	4.54	4.61
	Satisfaction	3.34	2.87	3.88	3.02	2.91	3.43	3.32	3.63	3.67	3.69	3.31	3.48	3.13	3.52	3.37
	Gap	1.23	1.61	0.57	1.73	1.73	1.13	1.17	0.99	0.94	0.88	1.36	1.11	1.42	1.02	1.24
Heat, ventilation, etc.	Total N	271	142	122	456	210	466	66	433	236	171	529	281	98	250	3,731
	Importance	4.60	4.49	4.48	4.70	4.59	4.41	4.55	4.65	4.58	4.57	4.65	4.44	4.54	4.57	4.57
	Satisfaction	2.54	2.75	3.30	2.75	2.56	2.98	2.74	2.76	3.17	2.95	2.73	3.04	2.81	3.35	2.87
	Gap	2.06	1.75	1.18	1.95	2.03	1.43	1.80	1.89	1.41	1.63	1.92	1.40	1.73	1.22	1.71
Response to urgent situations	Total N	216	123	97	369	185	344	56	329	207	145	442	240	83	204	3,040
	Importance	4.53	4.54	4.47	4.66	4.70	4.54	4.61	4.66	4.59	4.59	4.76	4.60	4.61	4.58	4.62
	Satisfaction	3.35	3.88	4.06	3.39	3.12	3.53	3.71	3.58	3.69	3.76	3.47	4.00	3.43	3.93	3.59
	Gap	1.18	0.66	0.41	1.27	1.58	1.01	0.89	1.08	0.91	0.83	1.29	0.60	1.18	0.65	1.03
Landscaping and grounds	Total N	270	142	116	446	204	470	67	422	232	168	510	274	94	248	3,663
	Importance	3.87	4.08	3.68	4.20	3.93	3.99	3.84	3.95	4.06	3.96	4.10	3.92	3.94	3.83	3.99
	Satisfaction	3.57	4.21	4.21	3.88	3.76	4.37	3.30	3.81	3.83	4.21	4.15	4.18	4.03	4.29	4.02
	Gap	0.3	-0.13	-0.53	0.31	0.17	-0.38	0.54	0.14	0.22	-0.25	-0.05	-0.26	-0.10	-0.45	-0.03
Exterior public areas	Total N	264	141	117	445	202	464	65	419	235	169	510	269	96	245	3,641
	Importance	3.86	4.09	3.77	4.19	4.02	3.94	3.94	4.00	4.03	3.98	4.16	3.93	3.94	3.89	4.01
	Satisfaction	3.49	3.86	4.06	3.50	3.73	4.00	3.31	3.58	3.46	4.07	3.75	3.93	3.78	4.16	3.76
	Gap	0.37	0.23	-0.29	0.68	0.30	-0.06	0.63	0.42	0.57	-0.09	0.41	0.00	0.16	-0.27	0.25
Hallways, stairs, lobbies, etc.	Total N	261	139	121	436	206	464	62	425	234	170	523	273	97	246	3,657
	Importance	3.96	4.09	3.98	4.24	4.20	4.03	3.90	4.08	4.03	4.09	4.25	3.97	4.14	3.96	4.09
	Satisfaction	3.36	3.20	4.11	3.28	3.14	3.67	3.44	3.67	3.56	3.72	3.41	3.60	3.32	3.96	3.53
	Gap	0.59	0.89	-0.13	0.97	1.07	0.36	0.47	0.42	0.47	0.38	0.84	0.37	0.82	-0.01	0.57
Restrooms	Total N	268	143	124	452	211	469	66	429	238	171	526	281	96	246	3,720
	Importance	4.61	4.60	4.62	4.73	4.69	4.67	4.56	4.69	4.70	4.67	4.73	4.63	4.77	4.59	4.67
	Satisfaction	3.19	3.10	3.70	2.75	2.84	3.29	3.55	3.39	3.38	3.31	2.89	3.59	3.16	3.67	3.21
	Gap	1.42	1.50	0.92	1.98	1.85	1.38	1.02	1.30	1.32	1.36	1.84	1.04	1.61	0.91	1.47
Signs	Total N	259	137	119	442	206	458	64	417	232	161	509	264	96	237	3,601
	Importance	4.00	4.01	3.96	4.21	4.24	4.01	4.25	4.31	4.22	4.29	4.23	4.02	4.30	4.09	4.15
	Satisfaction	3.56	3.56	3.58	3.38	3.39	3.59	2.73	2.79	3.45	3.47	3.44	3.31	2.86	3.39	3.35
	Gap	0.44	0.45	0.38	0.83	0.85	0.42	1.52	1.52	0.76	0.82	0.79	0.70	1.44	0.70	0.80
Instructional areas	Total N	232	118	79	380	167	400	61	344	192	134	413	212	75	216	3,023
	Importance	4.39	4.14	3.71	4.47	4.41	4.52	4.43	4.41	4.24	4.43	4.44	4.08	4.20	4.39	4.37
	Satisfaction	3.06	3.21	3.90	2.96	3.12	3.27	3.07	3.35	3.30	3.53	3.22	3.28	3.39	3.45	3.25
	Gap	1.33	0.92	-0.19	1.51	1.29	1.25	1.36	1.07	0.94	0.90	1.22	0.79	0.81	0.94	1.12
Remodeling	Total N	195	106	73	306	146	313	49	273	178	121	373	180	69	190	2,572
	Importance	3.74	3.77	3.59	3.90	3.88	3.65	3.86	3.75	3.78	3.84	4.05	3.61	3.68	3.63	3.79
	Satisfaction	3.14	3.02	3.51	3.11	2.97	3.13	3.02	3.26	3.41	3.61	3.45	3.36	3.22	3.55	3.27
	Gap	0.61	0.75	0.08	0.79	0.90	0.52	0.84	0.49	0.37	0.23	0.60	0.26	0.46	0.08	0.52
Fleet services	Total N	102	60	46	111	110	206	43	147	122	57	150	93	47	135	1,429
	Importance	2.92	3.18	3.30	3.41	3.75	3.27	3.84	3.52	3.34	3.40	3.71	3.27	3.53	3.30	3.40
	Satisfaction	3.21	3.42	3.65	3.05	3.57	3.35	3.16	3.18	3.16	3.67	3.35	3.42	3.51	3.38	3.33
	Gap	-0.28	-0.23	-0.35	0.37	0.18	-0.08	0.67	0.34	0.18	-0.26	0.36	-0.15	0.02	-0.08	0.07

Appendix E: Gap Analysis of Facilities/Physical Plant by Campus - Spring 2001

Satisfaction with ...	Data Type	Bakersfield	Chico	Chancellor's Office	Fresno	Hayward	Long Beach	Monterey Bay	Northridge	Pomona	San Bernardino	San Diego	San Luis Obispo	San Marcos	Stanislaus	All
Moving and event setup	Total N	174	92	85	240	130	289	56	240	153	107	274	152	60	175	2,227
	Importance	3.74	3.77	3.88	3.88	3.82	3.65	4.09	3.88	3.66	3.92	3.92	3.67	3.93	3.78	3.81
	Satisfaction	3.29	3.82	4.04	3.50	3.42	3.65	3.84	3.63	3.66	3.78	3.57	3.66	3.67	3.73	3.62
	Gap	0.45	-0.04	-0.15	0.38	0.39	0.00	0.25	0.25	0.00	0.14	0.35	0.01	0.27	0.05	0.19
Accessibility to buildings	Total N	225	127	105	362	188	424	58	366	209	144	467	224	86	223	3,208
	Importance	4.00	4.09	4.02	4.27	4.22	4.13	3.93	4.23	4.06	4.32	4.30	3.92	4.33	4.06	4.16
	Satisfaction	3.48	3.65	3.88	3.57	3.40	3.61	3.33	3.66	3.44	3.84	3.61	3.72	3.42	3.89	3.62
	Gap	0.52	0.44	0.14	0.69	0.82	0.52	0.60	0.58	0.61	0.48	0.68	0.20	0.91	0.17	0.54
Indoor lighting	Total N	263	142	122	438	206	469	64	421	232	171	514	268	97	244	3,651
	Importance	4.34	4.28	4.25	4.39	4.40	4.36	4.36	4.44	4.30	4.31	4.46	4.26	4.35	4.26	4.36
	Satisfaction	3.55	3.51	3.89	3.72	3.37	3.72	3.45	3.65	3.56	3.73	3.62	3.57	3.72	3.93	3.65
	Gap	0.79	0.77	0.36	0.67	1.03	0.64	0.91	0.79	0.74	0.58	0.84	0.69	0.63	0.33	0.71
Outdoor lighting	Total N	261	137	112	425	200	436	61	403	229	165	499	262	91	241	3,522
	Importance	4.31	4.28	4.02	4.37	4.39	4.32	4.38	4.37	4.38	4.41	4.51	4.26	4.24	4.21	4.34
	Satisfaction	3.41	3.40	3.90	3.49	3.09	3.61	2.87	3.33	3.35	3.44	3.38	3.14	3.78	3.69	3.42
	Gap	0.90	0.88	0.12	0.88	1.30	0.71	1.51	1.04	1.03	0.98	1.13	1.11	0.46	0.52	0.92