

2002 Customer Satisfaction Survey Report for Facilities/Physical Plant On Participating California State University Campuses

Introduction

In spring, 2002 customer surveys were conducted across 10 CSU campuses¹ plus the Chancellor's Office to assess the level of satisfaction among students, faculty, and staff in 11 administrative functions.² Similar surveys were conducted in 1999, 2000, and 2001 under the umbrella of the CSU Quality Improvement Program as part of an ongoing commitment to improve customer service within the CSU. This report summarizes results from the 2002 Facilities/Physical Plant Survey (FPP) that was administered to faculty, staff and/or students at the Chancellor's Office and five campuses: Long Beach, Northridge, Pomona, San Bernardino, and San Marcos.

Method

The full FPP, a 31 question printed survey instrument that was used in the previous survey effort (2001), was administered to students at Long Beach via U.S. mail. All surveyed groups (i.e., Chancellor's Office and five campuses) administered a shortened version of the FPP (13 questions) to faculty, staff and/or students on the web. All web survey items were identical to key questions in the printed version to allow for historical comparisons. Survey results are reported for these common items in the summary table on the following page. Campus response rates were low, ranging from 3.5 percent to 10.2 percent. Therefore, appropriate caution should be exercised about generalizing results beyond those who completed the survey.

Results

Results from the FPP are briefly highlighted below:

- Overall, respondents expressed strong satisfaction (3.7 to 4.1) on six items, moderate satisfaction (3.3 to 3.6) on six items, and weak satisfaction on one item (3.1).
- More than 70 percent of respondents reported they were satisfied with "landscaping and grounds", "exterior public areas", "... indoor public areas", and "indoor lighting".

¹ Chico, Long Beach, Northridge, Pomona, Sacramento, San Bernardino, San Jose, San Luis Obispo, San Marcos, Sonoma

² Career Services, Facilities, Financial Aid, Health, Human Resources, Library, Mail, Parking, Purchasing, Student Accounts Receivable, University Police

- More than 20 percent of respondents indicated they were dissatisfied with “heat, ventilation, air conditioning”, “restrooms”, and “outdoor lighting.”
- The Chancellor’s Office and/or San Bernardino received the highest satisfaction ratings on eleven measures.
- Student satisfaction ratings were higher than those of faculty and administrators on seven measures. Faculty appears to be the least satisfied customers based on comparative ratings in eight areas.

Summary of the 2002 Customer Satisfaction Survey of Facilities/Physical Plant

Survey Item	Overall Ratings					Campus Ratings*			Customer Ratings (Means)		
	N	Mean	Sat (%)	Dis (%)	Rank	High	Low	Top Rated	Adm.	Faculty	Student
1. Custodial Services (floor care, cleanliness, trash emptied)	1747	3.76	71.3	15.1	5	4.14	3.14	CO,SB	3.72	3.23	3.84
2. Heat, ventilation, air conditioning (room temperature)	1757	3.10	45.1	34.3	13	3.23	2.53	SB	2.96	2.54	3.27
3. Response to urgent situations (e.g., roof or toilet leak)	1272	3.55	55.6	14.6	8	4.03	3.42	CO,SB	3.61	3.43	3.49
4. Landscaping and grounds	1727	4.10	81.9	5.9	1	4.36	3.78	CO,LB	4.03	4.19	4.15
5. Exterior public areas (walkways, roadways, bike paths)	1738	3.89	74.7	9.4	2	4.30	3.56	CO,SB	3.80	3.86	3.97
6. Hallways, stairs, lobbies, other indoor public areas	1737	3.83	72.7	8.7	3.5	4.39	3.45	CO,SB	3.79	3.51	3.88
7. Restrooms (including cleanliness and supplies)	1749	3.33	53.5	26.9	12	3.68	2.94	SB	3.34	3.15	3.33
8. Signs (e.g., location, visibility, accuracy, usefulness)	1719	3.52	58.5	16.3	9	3.90	3.04	SB	3.46	3.50	3.58
9. Instructional areas (e.g., classrooms, labs, studios)	1607	3.48	58.7	17.2	10	3.92	3.28	CO,SB	3.46	2.95	3.54
10. Accessibility to buildings (ramps, railings, lifts, elevators)	1662	3.71	67.7	11.1	6	4.05	3.42	CO,SB	3.63	3.77	3.77
11. Indoor lighting	1745	3.83	75.2	10.1	3.5	4.06	3.41	SB	3.71	3.62	3.95
12. Outdoor lighting	1670	3.36	54.0	23.5	11	3.97	3.14	CO,SM	3.39	3.44	3.32
13. Overall service of Facilities/Physical Plant	859	3.65	65.7	14.0	7	4.24	3.28	CO,SB	3.67	3.37	**

* Northridge excluded from ratings due to low number (N=18) of respondents

** Item not included on student (paper) survey

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

Sat (%) = Combined responses of 5 (Very Satisfied) and 4(Satisfied)

Dis (%) = Combined responses of 1 (Very Dissatisfied) and 2 (Dissatisfied)