

2025 CALPOLYSLO Department Ranking for Standard Satisfaction Questions

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

Standard Satisfaction Question  
Overall

Academic/Faculty None Staff  
Student

Rank	Area+Sub Area+Dept	Mean	N of Responses
1	Performing Arts Center - Performing Arts Center	4.34	85
2	Facilities - Facilities Landscape Services	4.17	241
3	Facilities - Facilities Fleet Services	4.17	39
4	Strategic Business Services - Distribution Services	4.14	274
5	Facilities - Facilities Custodial Services	4.14	481
6	Finance Business Services - University Budget and Fiscal Planning	4.06	41
7	Finance Business Services - University Cashiers	4.04	312
8	Finance Business Services - Property Accounting	4.00	36
9	Finance Business Services - University Accounting and Financial Reporting	3.93	46
10	Strategic Business Services - Cal Poly Surplus	3.92	255
11	Public Safety - Emergency Management	3.86	164
12	Facilities - Facilities Energy, Utilities, and Sustainability	3.77	208
13	Facilities - The Facilities Customer and Business Services	3.73	175
14	Enterprise Risk Management or Environmental Health and Safety (not facilities) - Risk Manage..	3.73	169
15	Strategic Business Services - Payment Services	3.69	88
16	Strategic Business Services - Procurement Services	3.63	94
17	Public Safety - Cal Poly Police Department	3.57	408
18	Finance Business Services - Student Accounts Office	3.54	350
19	Strategic Business Services - Poly Travel Office	3.51	86
20	Facilities - Facilities Planning and Capital Projects	3.34	62
21	Public Safety - Transportation and Parking Services	2.51	727

Standard Satisfaction Questions Legend

- <Overall>Overall Satisfaction
- <Understands>Understands my needs and requirements
- <Accessible>Accessible to customers (via phone, voicemail, e-mail, etc.)
- <Responsive>Responsive to requests within an acceptable time frame
- <Advice>Provides effective advice, support, and guidance
- <Facilitates>Facilitates problem resolution
- <Knowledgeable>Knowledgeable staff
- <Helpful>Helpful staff
- <Website>Effectively uses websites and systems to provide access to information and services
- <PosDir>Moving in a positive direction to better meet my department's needs