

2017 Surplus Property Departmental Customer Satisfaction Survey: Summary Results and Next Steps

Survey Administration

Survey type: Online

Survey dates: Two weeks, October 6-October 20, 2017

Number of responses: 249 (an almost 16% increase in response count the 2015 survey)

How the survey was marketed:

- Email to all customers in our database who submitted pickup requests or made departmental purchases in the last year*
- Email to all OSU building managers
- Email to OSU Inform lists C06 (Classified staff), C07 (Professional faculty), and C11 (Office Managers, Executive Assistants, Administrative Assistants)
- Listing in OSU Today email list
- Button on Surplus Property website homepage

*Results include responses from non-OSU customers, which were not included in the 2015 survey results.

Respondent Demographics

Respondent roles

The vast majority of the respondents are OSU employees (93%) and over a quarter are people responsible for submitting surplus pick-up requests for their department/agency (29%). However, there was a decrease in the number and percentages of building managers and people responsible for submitting surplus pick-up requests from the 2015 survey. Note: This was a “check all that apply” question, so some respondents may fall into multiple categories. These results also include responses from non-OSU employees in this survey period, which was not included in the 2015 survey results.

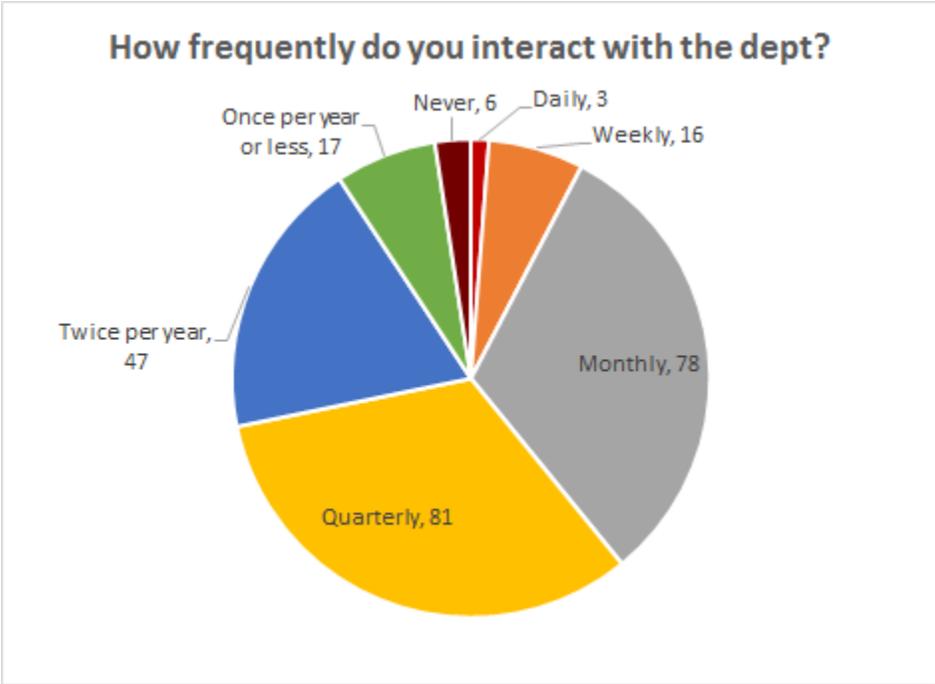
| Answer | # of responses 2015 | % of responses 2015 | # of responses 2017 | % of responses 2017 |
|--|---------------------|---------------------|---------------------|---------------------|
| Person responsible for submitting surplus pick-up requests for their dept. | 79 | 37% | 71 | 29% |
| Building manager | 41 | 19% | 34 | 14% |
| OSU employee | N/A | N/A | 231 | 93% |
| Employee of govt. agency/non-profit that has | N/A | N/A | 9 | 4% |

| | | | | |
|---|--|--|--|--|
| sold/purchased goods through Surplus Property | | | | |
|---|--|--|--|--|

How frequently respondents interact with Surplus Property

A majority of respondents interact with Surplus Property on a monthly or quarterly basis (64%). Almost 20% interact with the department twice per year. This is similar to the results from the 2015 survey.

| Answer | # of responses | % of responses |
|-----------------------|----------------|----------------|
| Daily | 3 | 1% |
| Weekly | 16 | 6% |
| Monthly | 78 | 31% |
| Quarterly | 81 | 33% |
| Twice per year | 47 | 19% |
| Once per year or less | 17 | 7% |
| Never | 6 | 2% |



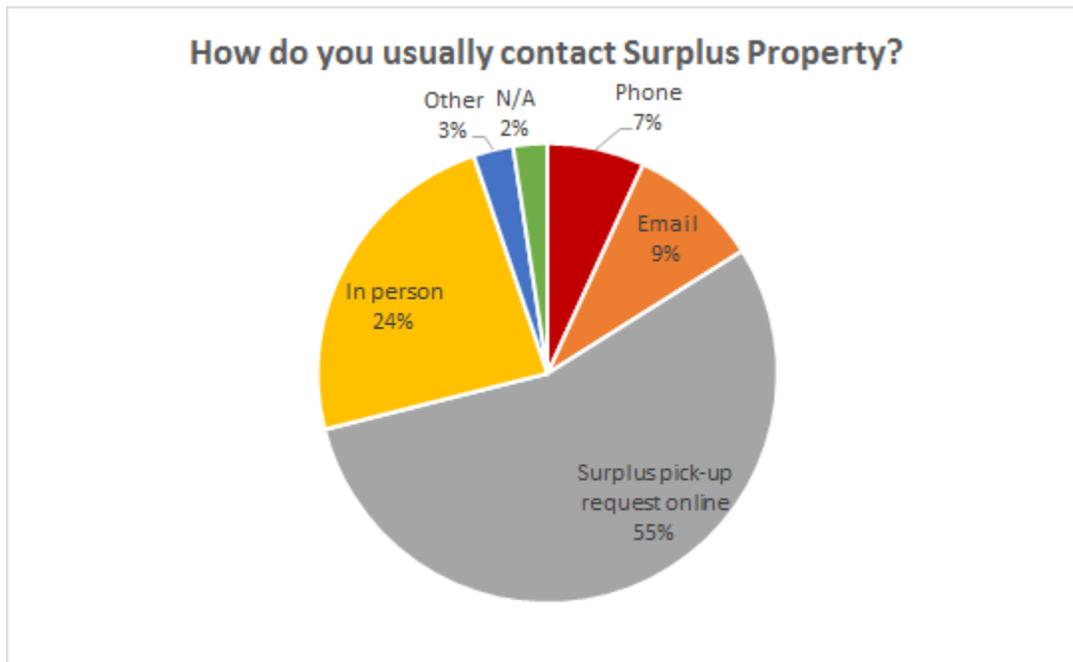
How respondents usually contact Surplus Property

More than half of the respondents contact Surplus Property through the online pickup request system (55%), and about a quarter of the respondents interact with the department in person (this likely

accounts for those who most often shop at the store). These results are similar with those from the 2015 survey.

Those who checked “Other” described their primary form of contact was through indirect means (e.g., being a part of an email list).

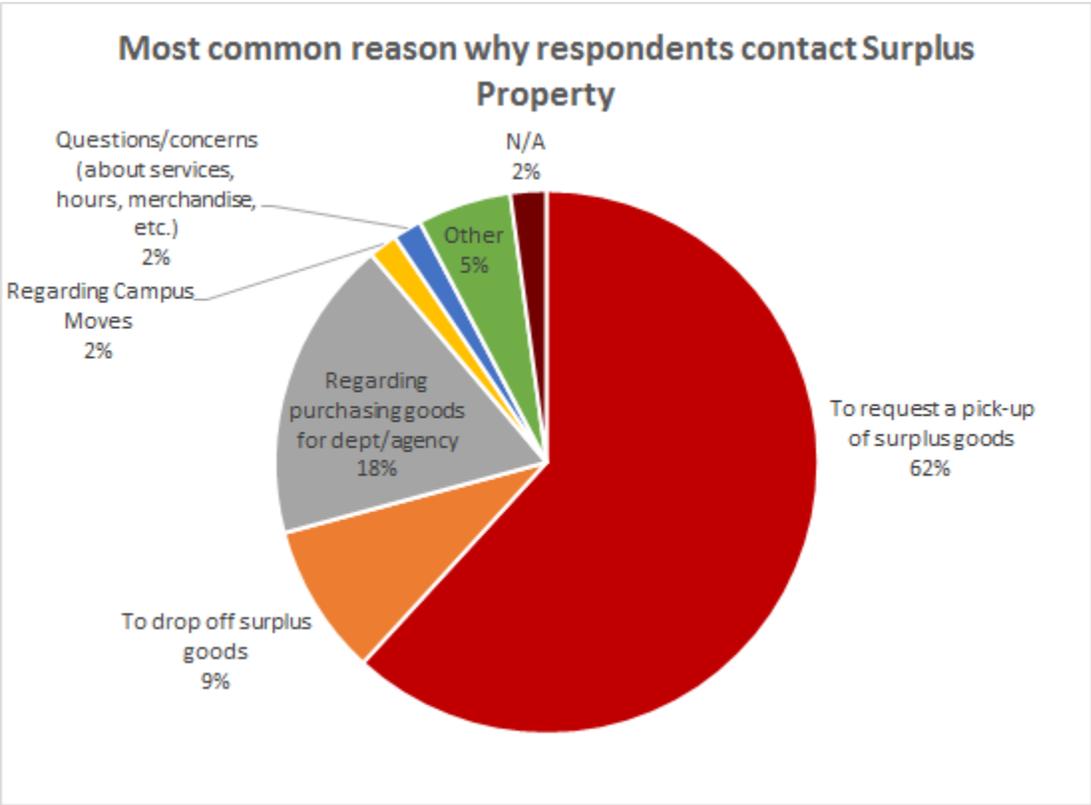
| Answer | # of responses | % of responses |
|--------------------------------|----------------|----------------|
| Surplus pick-up request online | 137 | 55% |
| In person | 59 | 24% |
| Email | 23 | 9% |
| Phone | 17 | 7% |
| Other | 7 | 3% |
| N/A | 6 | 2% |



Most common reason why respondents contact Surplus Property

More than half of the respondents contact Surplus Property to request a pick-up of surplus goods and almost 20% of respondents contact Surplus Property regarding purchasing goods for their department/agency. Those that answered “Other” described their reasons as complaints or donations. Note: This question was not asked in the 2015 survey.

| Answer | # of responses | % of responses |
|---|----------------|----------------|
| To request a pick-up of surplus goods | 144 | 58% |
| Regarding purchasing goods for department/agency | 42 | 17% |
| To drop off surplus goods | 21 | 8% |
| Other | 13 | 5% |
| N/A | 5 | 2% |
| Questions/concerns (about services, hours, merchandise, etc.) | 4 | 2% |
| Regarding Campus Moves | 4 | 2% |

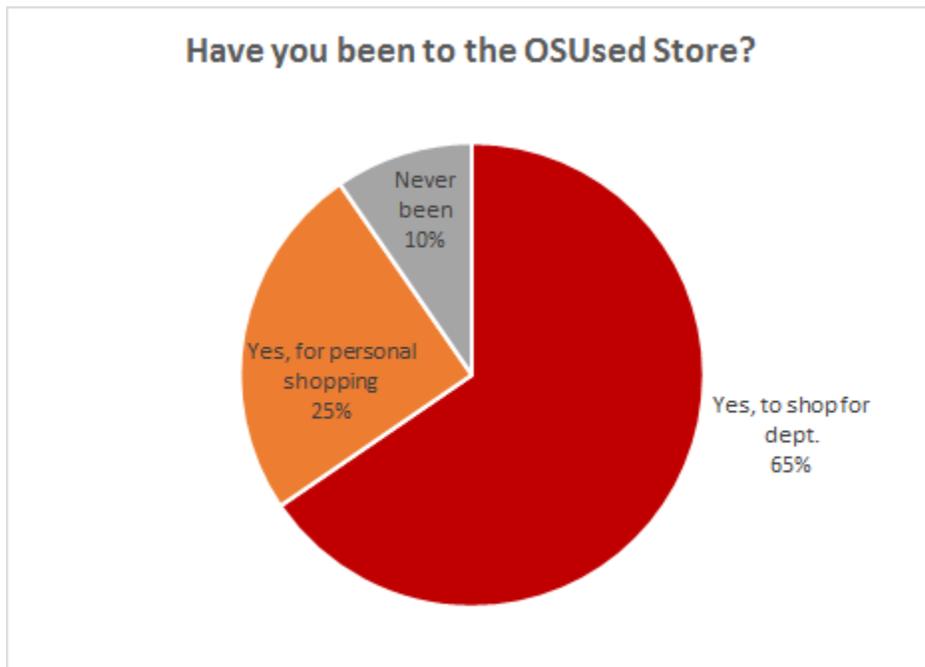


How many respondents have been to the OSUsed Store

Over 90% of respondents have visited the OSUsed Store either for department or personal shopping,

which is an increase from 2015 (69%). Note: This was a “check all that apply” question, so some respondents may fall into multiple categories.

| Answer | # of responses | % of responses |
|----------------------------|----------------|----------------|
| Yes, to shop for dept. | 163 | 65% |
| Yes, for personal shopping | 62 | 25% |
| Never been | 24 | 10% |

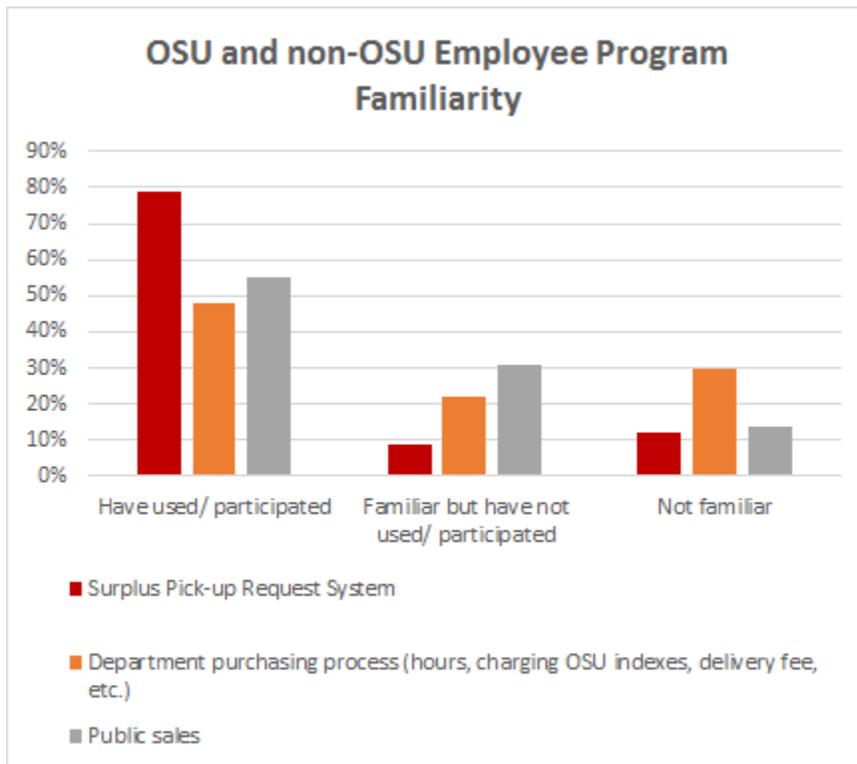


Program Familiarity

Applicable to OSU and non-OSU employees

Approximately half or more of all respondents are familiar with and participated in the Surplus pickup request system, the department purchasing process, and public sales. Of these, a majority (almost 90%) are at least familiar with the pick-up request system. The category in which the respondents reported being unfamiliar the most was department purchasing processes (30% are not familiar). This is similar to the results from the 2015 survey.

| Topic | Have used/participated | Familiar but have not used/participated | Not familiar |
|---|------------------------|---|--------------|
| Surplus Pickup Request System | 79% | 9% | 12% |
| Departmental purchasing process (hours, charging OSU indexes, delivery fee, etc.) | 48% | 22% | 30% |
| Public sales | 55% | 31% | 14% |

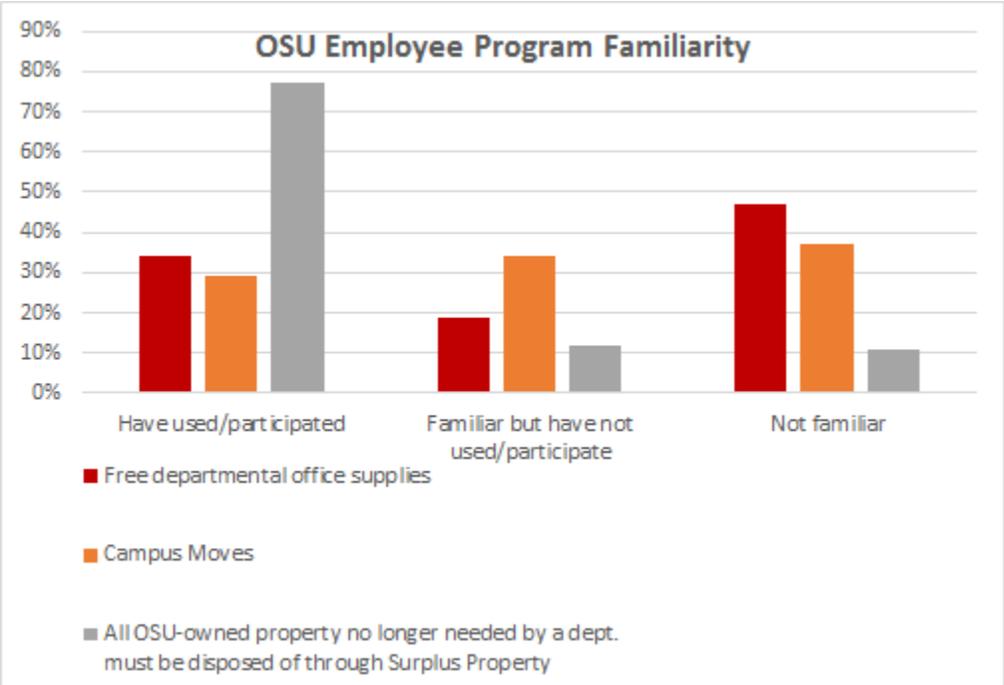


Applicable to OSU employees only

Almost 90% of respondents are familiar with the policy that all OSU-owned property no longer needed by a department must be disposed of through Surplus Property. Almost half of the respondents are not familiar with free departmental supplies, and more than a third are not familiar with campus moves (37%). These results are similar to those from the 2015 survey.

| Topic | Have used/participated | Familiar but have not used/participated | Not familiar |
|-------|------------------------|---|--------------|
|-------|------------------------|---|--------------|

| | | | |
|---|-----|-----|-----|
| Free dept. office supplies | 34% | 19% | 47% |
| Campus Moves | 29% | 34% | 37% |
| All OSU-owned property no longer needed by a dept. must be disposed of through Surplus Property | 77% | 12% | 11% |



Customer Satisfaction

High satisfaction

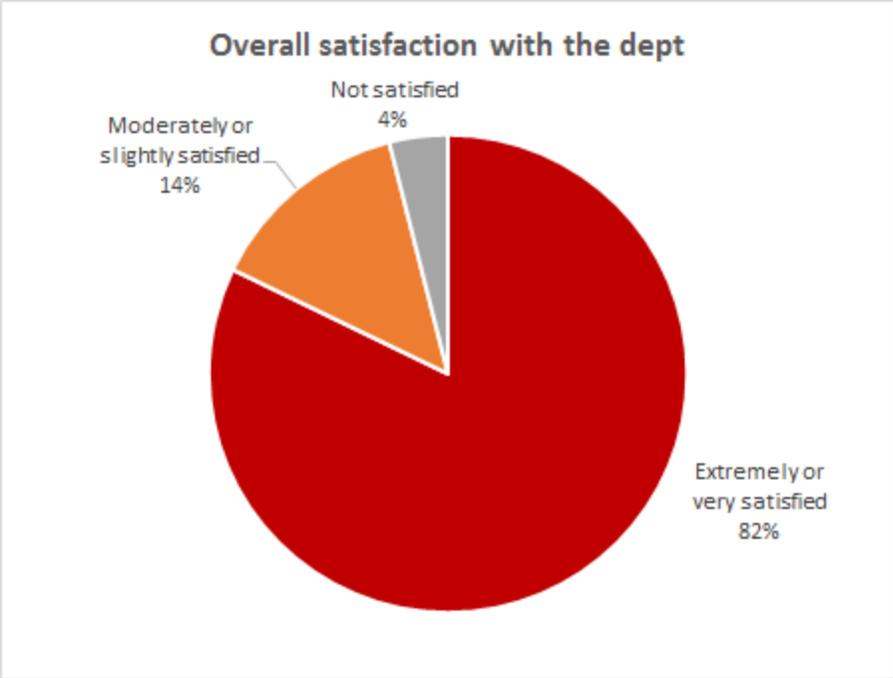
The overall rating for Surplus Property was high - 83% (includes extremely and very satisfied). Over half of the respondents recorded being at least very satisfied across all the categories. The highest marks were reported for: professionalism and courteousness (87%), helpfulness in resolving problems (84%), and store hours for department purchases (83%).

Moderate satisfaction

Over a third of the respondents reported being moderately or slightly satisfied with: surplus commission rates (i.e. funds returned to departments after sale of property) (38%), the quality and quantity of information on the department’s website (34%), and timeliness of completing your work (33%).

Low satisfaction

Of those who reported being unsatisfied with any of the categories, most of them were unsatisfied with the timeliness of completing work (11%).

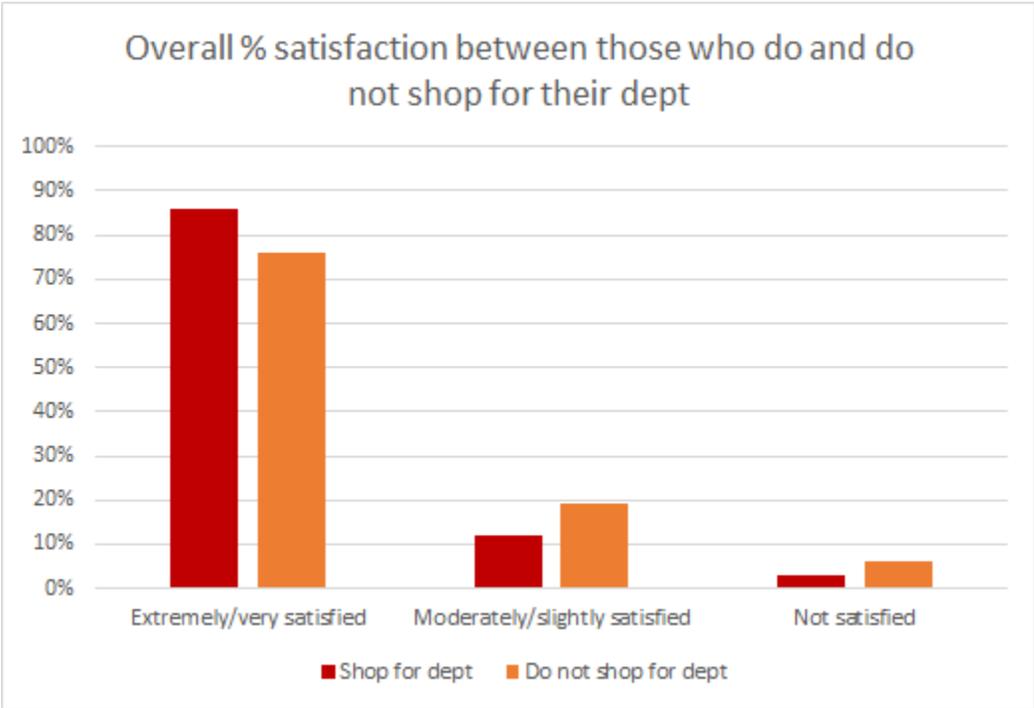


| Topic | Extremely or very satisfied | Moderately or slightly satisfied | Not satisfied |
|--|-----------------------------|----------------------------------|---------------|
| Professionalism and courteousness | 87% | 11% | 2% |
| Helpfulness in resolving problems | 84% | 13% | 3% |
| Collaboration in working with you | 80% | 14% | 4% |
| Promptness of returning calls or emails | 73% | 22% | 5% |
| Timeliness in completing your work | 55% | 33% | 11% |
| Providing complete and accurate information | 80% | 16% | 3% |
| Quality and quantity of information on the department's website | 74% | 34% | 3% |
| Ease of navigation on the department's website | 74% | 25% | 0% |
| Use of the Surplus Pickup Request System | 79% | 17% | 4% |
| Surplus commission rates (i.e. funds returned to departments after sale of property) | 56% | 38% | 7% |

| | | | |
|---|-----|-----|----|
| Store hours for department purchases (Mon, Tue, Thurs & Fri 8 am – 5 pm. Only during public sale on Wed.) | 83% | 16% | 1% |
| Merchandise pricing | 81% | 17% | 2% |
| Overall satisfaction with the department | 83% | 14% | 4% |

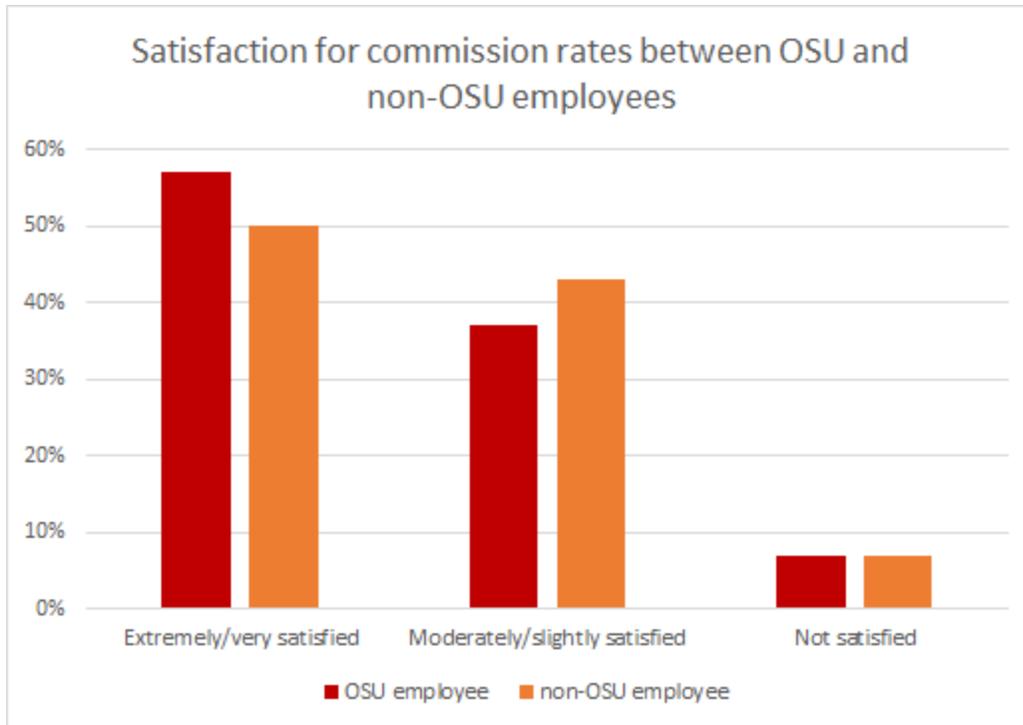
Overall satisfaction between departmental vs. non-departmental shoppers

Overall satisfaction of those who shop for their department/agency is similar to the overall satisfaction of those who do not (those who do not shop for their department include those who do personal shopping or have not been to the OSU used store). Those who shop for their department are only slightly more satisfied overall than those who do not shop for their department (98% and 95% respectively).



Satisfaction regarding commission rates between OSU vs. non-OSU employees

Satisfaction for commission rates were similar between OSU and non-OSU employees. At least 94% of OSU employees were satisfied with the commission rates while 93% of non-OSU employees were satisfied.



Respondent Comments

The following is a summary of the most common themes identified in the open-ended comments (regarding how Surplus is exceeding expectations or suggestions to improve services).

Staff/crew customer service (37 comments mentioned - 22%)

A majority of the comments about staff/crew customer service were positive (80%). Respondents that had negative comments referenced a specific instance/situation where they had a negative in-person experience with a specific person.

General comments (37 comments mentioned - 22%)

A majority of the general comments made were positive (90%). The few negative comments were about the end-of-year move out disposal process being slow.

Pick-up timeliness (26 comments mentioned - 15%)

Many commented that it takes too long to respond to pick-up requests (e.g., months). A couple comments mentioned that the crew did not return to finish picking up items that they were not able to fit into the truck on their first visit.

Online request system (17 comments mentioned - 10%)

A few commented that they find the categories, subcategories, and descriptors on the online request system too detailed and that the form was time-consuming to complete. A couple comments mentioned a desire for greater attention paid towards their notes made in the request (e.g., items in multiple places in the building, request for a certain person when picking up items, etc.)

General communication (17 comments mentioned - 10%)

These comments consisted of requests for better communication regarding when pick-ups will happen and making sure that the crew and staff are all on the same page with policies, rules, etc. to have consistency when they ask questions to different staff members.

Inventory details (16 comments mentioned - 10%)

A majority that commented about the surplus goods inventory requested a desire for an online list of the current inventory or a way to put in a request to be notified when certain items are available.

Miscellaneous (11 comments mentioned - 6%)

A few comments mentioned paying more attention to keeping the “boneyard” cleaner and to dumpster fullness (managed by the department of Campus Recycling). Other comments included not receiving funds back when disposing of items through Surplus.

Strengths, Opportunities, and Next Steps

The following is a summary of Surplus Property’s strengths, opportunities for improvement, and next steps, based on the survey’s satisfaction ratings, familiarities ratings, and comments.

Strengths

As mentioned above, overall satisfaction with Surplus Property was high within the respondents, and Surplus received good marks in customer service and store hours for departmental purchases.

Most respondents are familiar with the online pickup request system (79% are familiar and have participated in using the system). The results of the 2015 survey showed that almost a third of the respondents were not satisfied and approximately a quarter were only slightly or moderately satisfied with the online pickup request system. The results of this 2017 survey show that less than 5% were not satisfied and approximately 80% were extremely or very satisfied with the online pickup request system, which indicates a successful improvement of that service from the 2015 survey.

Respondents were also mostly familiar with the policy of disposing of OSU property through Surplus. Most of the comments were focused on staff/student crew customer service and were mostly positive.

Some highlights from survey comments:

“I love the Public Sales and the staff service at those. It’s an ambassador service for OSU to be sure.”

“It’s nice to have a local resource with (potentially) a wide variety of items. In some cases with items not otherwise available locally. That saves budget and project time when searching for a critical item.”

“When staff are here moving staff offices they are extremely helpful in getting all the details finished up and addressing all the concerns in a more than reasonable manner. If there is a call back to follow up on an item, they are very responsive. This is greatly appreciated, so that the job is finished completely and we can then move on to other concerns.”

“I think Surplus does a great job keeping the shop organized and it’s easy to find things. They are also always timely when picking up items to go to surplus.”

“Gary and the crew are VERY prompt in returning my calls and emails. I have never felt neglected when reaching out to Surplus”

Opportunities and Next Steps

Timeliness in pickup requests

In the section of the survey designed to target areas for improvement, most respondents commented about the timeliness in pick-up requests from the online system, noting that it took a while for their items to be picked up. Ways in which the Surplus Property staff plan to address this concern are detailed below:

1. Plans towards more efficient routing for recycling are in the process of being developed in order to increase student staff and vehicle availability and allocate them towards surplus pick-ups. This includes changing the allocation of student staff in both Surplus Property and Campus Recycling and incorporating items on the surplus goods pickup manifest into the daily recycling route schedule.
2. Surplus Property will strive to improve communication with customers who put in online requests. Firstly, the department will investigate the feasibility of having the online system report the number of outstanding requests to each customer after their request is submitted, so they can gain a better sense of where they are in the queue. Secondly, the department will explore the possibility of sending personalized messages to customers through the online request system that more accurately reflect the expected pick-up times for requests, based on current resources available.
3. Surplus staff will aim to better inform customers ahead of time about specific timeframes in which timeliness in pick-ups will be more variable and delayed due to seasonal projects. This way, customers will be better able to anticipate potential delays and plan around those times according to their needs.

Internal communication and consistency in understanding policies

Currently, an update to the policy manual on Surplus Property operations is in progress in order to address concerns from respondents about inconsistencies in answers to their questions. This specifically includes changes to policies concerning free departmental supplies - which will help to address the low respondent familiarity with this service - and department shopping hours.

Online pickup request system format

A few respondents noted concerns about the length of time needed to complete the online pickup request form. Surplus staff are working with IT services to simplify the item subcategories on the form to reduce the time needed to complete the form fully. This will also reduce the amount of time Surplus staff spend re-categorizing items once they arrive at the warehouse.

Online “wish list” and back-advertising of inventory to departments

Many respondents indicated a desire for an online list of current inventory. Surplus staff will look into the possibility of providing a list of common items on the Surplus Property website as well as highlighting some special items currently available. This list would likely include photos and general prices. Currently, Surplus staff are fielding these requests through phone calls and would like to better advertise to department customers that this is a possibility available to them.