

The Road to Success: Customer Satisfaction Survey 2017

Facilities Maintenance + Campus Physical Environment

Of the 46,825 Titans
invited to take the survey

44% STAFF

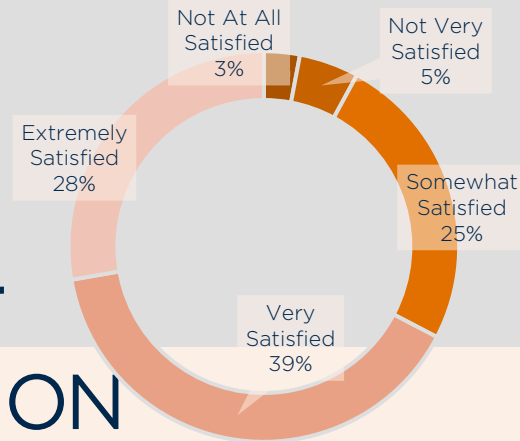
24% FACULTY

17% STUDENTS

RESPONDED

Overall Customer SATISFACTION

for Facilities Maintenance + Campus Physical Environment



887

RESPONSES

to the Facilities
Maintenance + Campus
Physical Environment
survey questions

Influential Strengths

Understands my Needs &
Requirements
Provides Effective Advice &
Guidance

3.86

MEAN SCORE
Overall Customer
Satisfaction
Scale: 1-5

Resolves Problems Effectively
Responds to Requests Within an Acceptable Time
Effectively Uses Websites/Online Documentation

Primary Opportunities for

IMPROVEMENT

The Road to Success Customer Satisfaction Survey 2017 Facilities Maintenance & Campus Physical Environment

Facilities Management performs works , on requests, for temperature control, plumbing, whiteboard installation, blinds, moving furniture, bulk waste, electrical, etc.

887
 respondents

Primary Opportunities

Resolves Problems Effectively
 Responds to Requests Within an Acceptable Time
 Effectively Uses Websites, Online Documentation

Influential Strengths

Understands My Needs and Requirements
 Provides Effective Advice, Guidance

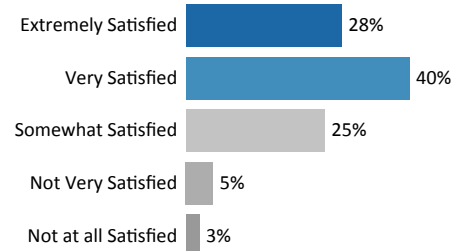
Overall Satisfaction

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?

3.86

mean

Standard Deviation
 0.96



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

#	Question	2017
1	Thinking of your OVERALL experience with Facilities Maintenance & Campus Physical Environment, how would you rate your satisfaction with Facilities Maintenance & Campus Physical Environment during the past 12 months?	3.86
2	Understands my needs and requirements	3.85
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.85
4	Responsive to requests or problems within an acceptable time	3.75
5	Provides effective support, guidance, products, and/or tools	3.83
6	Resolves problems effectively	3.78
7	Effectively uses department's website to provide up-to-date information and services	3.77
8	Knowledgeable staff	4.03
9	Courteous, helpful staff	4.10
10	Satisfaction with the EXTERNAL appearance of campus (grounds, landscaping, building colors)	3.83
11	Satisfaction with the INTERNAL appearance of campus buildings (office, classrooms, hallways, wall colors)	3.50
12	Moving in a positive direction to better meet my needs	3.71

Background

- 2017 was the first year for the The Road to Success Customer Satisfaction Survey
- 20 different services across 9 administrative areas were included in the survey
- The survey included 10 to 12 standard scaled (1-5) rating questions and up to 3 open-ended questions
- 46,825 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,629 (18%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Since some services are used only by faculty or staff or students, invitees could only select services relevant to them
- The survey was available to take from April 5 to April 28, 2017
- N/As and blank responses did not count in calculations for mean scores