

# The Road to Success: Customer Satisfaction Survey 2017

# Facilities Service Center

Of the 46,825 Titans  
invited to take the survey

**44% STAFF**

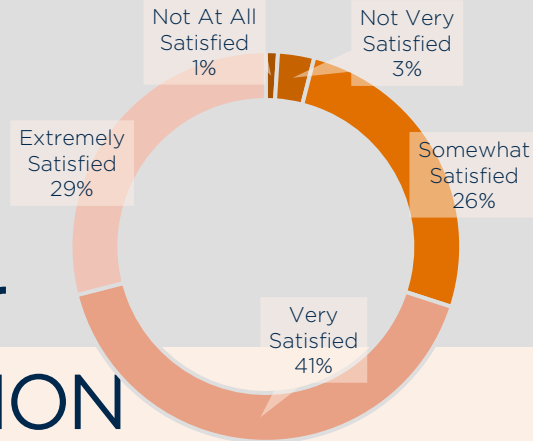
**24% FACULTY**

**17% STUDENTS**

RESPONDED

## Overall Customer SATISFACTION

for Facilities Service Center



# 573

**RESPONSES**

to the Facilities Service  
Center survey questions

## Influential Strengths

Accessible to  
Customers

# 3.94

**MEAN SCORE**  
Overall Customer  
Satisfaction  
Scale: 1-5

Understands my Needs & Requirements  
Resolves Problems Effectively  
Provides Effective Advice & Guidance  
Responds to Requests Within an Acceptable Time

Primary Opportunities for

# IMPROVEMENT

**The Road to Success Customer Satisfaction Survey 2017**  
**Facilities Service Center (ext.3494)**

Facilities Service Center Receives requests for maintenance, air conditioning, electrical, painting, plumbing, custodial support, landscape, and emergency maintenance.

**573**  
 respondents

**Primary Opportunities**

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Provides Effective Advice, Guidance
- Responds to Requests Within an Acceptable Time

**Influential Strengths**

- Accessible to Customers

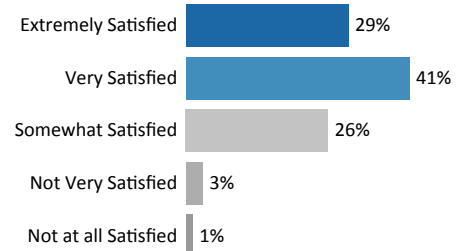
**Overall Satisfaction**

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?

**3.94**

mean

Standard Deviation  
 0.88



**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 Service Center, how would you rate your satisfaction with Facilities Service Center during the past 12 months in meeting your department's needs?	3.94
2	Understands my needs and requirements	3.92
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.01
4	Responsive to requests or problems within an acceptable time	3.92
5	Provides effective advice, support, and guidance	3.91
6	Satisfaction with the follow-up communication on service request	3.88
7	Resolves problems effectively	3.88
8	Effectively uses websites and systems to provide access to Facilities Service Center information and services	3.83
9	Knowledgeable staff	4.02
10	Helpful, courteous staff	4.09
11	Moving in a positive direction to better meet my department's needs	3.92

**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