

Customer Satisfaction Survey 2017/18

Facilities Maintenance

Facilities Maintenance receives, processes, and executes work orders for fixes such as temperature control, painting, auto repair, and more.

[3.85]
Understands Customer Needs

[3.89]
Accessible to Customers

[3.73]
Follow-up Communication

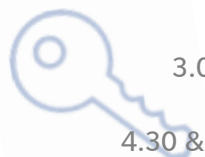
[3.85]
Provides Effective Advice & Guidance

[3.80]
Resolves Problems Effectively

[3.80]
Effectively Uses Website

[3.99]
Knowledgeable Staff

[4.02]
Helpful Staff



Below 3.0 : Low
3.00-3.59 : Marginal
3.60-4.29 : Good
4.30 & Above : Excellent



503
Respondents



3.84
Overall Satisfaction with Facilities Maintenance



3.84
Moving in a Positive Direction to Meet Customer Needs

STRENGTHS

Helpful Staff

Knowledgeable Staff



Opportunities for IMPROVEMENT

Understands Customer Needs

Moving in a Positive Direction

Follow-up Communication



The Road to Success Customer Satisfaction Survey

Facilities Maintenance (Physical Plant & Service Center ext 3494)

Facilities Maintenance (Physical Plant & Service Center ext 3494) receives work orders and performs maintenance services such as: temperature control, plumbing, whiteboard installation, blinds, painting, auto repair, electrical, etc.

2018

503
respondents

2017

573 respondents

Strengths

- Helpful Staff
- Knowledgeable Staff
- Accessible to Customers

Opportunities

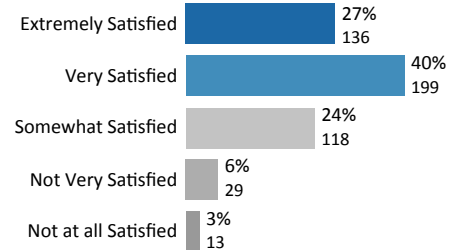
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Follow-up Communication

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?

3.84
mean

Standard Deviation
0.98



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

#	Question	2017	2018	Chg from 2017 to 2018
1	Thinking of your OVERALL experience with Facilities Maintenance, how would you rate your satisfaction with Facilities Maintenance during the past 12 months in meeting your department's needs?	3.94	3.84	↓
2	Understands my needs and requirements	3.92	3.85	↓
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	4.01	3.89	↓
4	Timeliness in technician providing service for your work order		3.78	
5	Provides effective advice, support, and guidance	3.91	3.85	↓
6	Satisfaction with the follow-up communication on service request	3.88	3.73	↓
7	Resolves problems effectively	3.88	3.80	↓
8	Effectively uses websites and systems to provide access to Facilities Maintenance information and services	3.83	3.80	↓
9	Knowledgeable staff	4.02	3.99	↓
10	Helpful, courteous staff	4.09	4.02	↓
11	Moving in a positive direction to better meet my department's needs	3.92	3.84	↓

Background

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

- 2018 was the second year for The Road to Success Customer Satisfaction Survey
- 20 different services across 8 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
- 46,121 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 6,400 (13.9%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Some services were pre-selected for faculty, staff, or students as they only used certain services that were relevant to them
- The survey was available to take from April 3 to April 20, 2018
- N/As and blank responses did not count in calculations for mean scores