The Road to Success
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

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

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

adminfin.fullerton.edu/survey
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?

<table>
<thead>
<tr>
<th>Satisfied Level</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>27%</td>
<td>136</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>40%</td>
<td>199</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>24%</td>
<td>118</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>6%</td>
<td>29</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>3%</td>
<td>13</td>
</tr>
</tbody>
</table>

Mean Score
3.84 mean

Change from 2017 to 2018

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

# Question
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?
2 Understands my needs and requirements
3 Accessible to customers (via phone/voicemail, email, online chat, OR in-person)
4 Timeliness in technician providing service for your work order
5 Provides effective advice, support, and guidance
6 Satisfaction with the follow-up communication on service request
7 Resolves problems effectively
8 Effectively uses websites and systems to provide access to Facilities Maintenance information and services
9 Knowledgeable staff
10 Helpful, courteous staff
11 Moving in a positive direction to better meet my department’s needs

Background
- 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

Survey conducted by Organizational Assessments and Strategy, Office of Operational Strategic Initiatives, UC San Diego