

A&F CUSTOMER SATISFACTION SURVEY 2018/19

Facilities Maintenance

Facilities Maintenance receives work orders and performs services, such as: temperature control, plumbing, whiteboard installation, blinds, painting, auto repair, electrical, etc.

STRENGTHS

Moving in a Positive Direction

Knowledgeable Staff

Helpful Staff



IMPROVEMENT Opportunities

Understands Customer Needs

Resolves Problems Effectively

Timeliness



596

Respondents

3.88

Overall Satisfaction with
Department Services

3.92

Moving in a Positive Direction to
Meet Customer Needs

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





Administration & Finance 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.

2019

596
respondents

2018

503 respondents

Strengths

Moving in a Positive Direction
Knowledgeable Staff
Helpful Staff

Opportunities

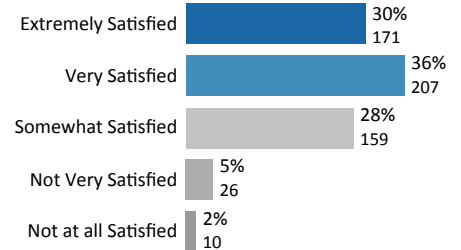
Understands My Needs and Requirements
Resolves Problems Effectively
Timeliness

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?

3.88
mean

Standard Deviation
0.95



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	2019	2019 change from prior year
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 departmen..	3.94	3.84	3.88	
2	Understands my needs and requirements	3.92	3.85	3.87	
3	Accessible to customers (via phone/voicemail, email, OR in-person)	4.01	3.89	3.96	
4	Timeliness in technician providing service for your work order		3.78	3.79	
5	Provides effective advice, support, and guidance	3.91	3.85	3.90	
6	Satisfaction with the follow-up communication on service request	3.88	3.73	3.85	
7	Resolves problems effectively	3.88	3.80	3.86	
8	Effectively uses websites and systems to provide access to Facilities Maintenance information and services	3.83	3.80	3.89	
9	Knowledgeable staff	4.02	3.99	4.04	
10	Helpful, courteous staff	4.09	4.02	4.10	
11	Moving in a positive direction to better meet my department's needs	3.92	3.84	3.92	

Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

- 2019 was the third year for the Administration & Finance 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
- 45,073 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,736 (19.4%) 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 use certain services that were relevant to them
- The survey was available to take from March 5 to March 29, 2019
- N/As and blank responses did not count in calculations for mean scores