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

3.87 Understands Customer Needs
3.96 Accessible to Customers
3.79 Timeliness
3.90 Provides Effective Advice & Guidance
3.85 Follow-up Communication
3.86 Resolves Problems Effectively
3.89 Effectively Uses Website
4.04 Knowledgeable Staff
4.10 Helpful Staff
## Administration & Finance Customer Satisfaction Survey

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?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>30%</td>
<td>36%</td>
<td></td>
</tr>
<tr>
<td>Very Satisfied</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>28%</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>5%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>2%</td>
<td>2%</td>
<td></td>
</tr>
</tbody>
</table>

Mean Score: 3.88

**Mean Score**

<table>
<thead>
<tr>
<th>Question</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>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?</td>
<td>3.94</td>
<td>3.84</td>
<td>3.88</td>
</tr>
<tr>
<td>2. Understands my needs and requirements</td>
<td>3.92</td>
<td>3.85</td>
<td>3.87</td>
</tr>
<tr>
<td>3. Accessible to customers (via phone/voicemail, email, OR in-person)</td>
<td>4.01</td>
<td>3.89</td>
<td>3.96</td>
</tr>
<tr>
<td>4. Timeliness in technician providing service for your work order</td>
<td></td>
<td>3.78</td>
<td>3.79</td>
</tr>
<tr>
<td>5. Provides effective advice, support, and guidance</td>
<td>3.91</td>
<td>3.85</td>
<td>3.90</td>
</tr>
<tr>
<td>6. Satisfaction with the follow-up communication on service request</td>
<td>3.88</td>
<td>3.73</td>
<td>3.85</td>
</tr>
<tr>
<td>7. Resolves problems effectively</td>
<td>3.88</td>
<td>3.80</td>
<td>3.86</td>
</tr>
<tr>
<td>8. Effectively uses websites and systems to provide access to Facilities Maintenance information and services</td>
<td>3.83</td>
<td>3.80</td>
<td>3.89</td>
</tr>
<tr>
<td>10. Helpful, courteous staff</td>
<td>4.09</td>
<td>4.02</td>
<td>4.10</td>
</tr>
<tr>
<td>11. Moving in a positive direction to better meet my department’s needs</td>
<td>3.92</td>
<td>3.84</td>
<td>3.92</td>
</tr>
</tbody>
</table>

### Mean Scores

- **Below 3.00 - Low**
- **3.00 to 3.59 - Marginal**
- **3.60 to 4.29 - Good**
- **4.30 & above - Excellent**

### Background

- 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 ranked (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/A and blank responses did not count in calculations for mean scores

---

Survey and analytics powered by Tritonlytics™,
Organizational Assessments and Strategy, UC San Diego