

# A&F CUSTOMER SATISFACTION SURVEY 2019/20

## FACILITIES MAINTENANCE

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

### STRENGTHS

- ✓ Knowledgeable Staff
- ✓ Accessible to Customers
- ✓ Moving in a Positive Direction

### IMPROVEMENT OPPORTUNITIES

- ✓ Timeliness of Technician
- ✓ Facilitates Problem Resolutions
- ✓ Understands My Needs & Requirements



Moving in a Positive Direction to Meet Customer Needs



**3.86**

### Mean Scores

- Below 3.00 – Low
- 3.00 to 3.59 – Marginal
- 3.60 to 4.29 – Good
- 4.30 & Above - Excellent





# 2020 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.

2020

**535**  
respondents

### Strengths

- Moving in a Positive Direction
- Knowledgeable Staff
- Accessible to Customers

2019

595  
respondents

### Opportunities

- Understands My Needs and Requirements
- Timeliness of Technician
- Facilities Problem Resolution

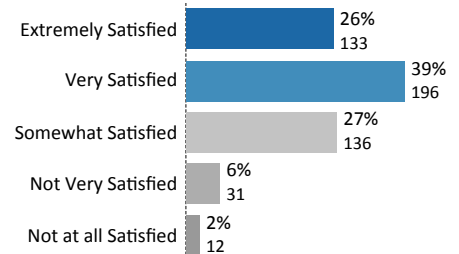
### Overall Satisfaction

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?

**3.80**

mean

Standard Deviation  
0.97



**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	2018	2019	2020	2020 change from prior year
1	Thinking of your OVERALL experience with Facilities Maintenance, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	3.84	3.88	3.80	↓
2	Understands my needs and requirements	3.85	3.87	3.82	↓
3	Accessible to customers (via phone/voicemail, email, OR in-person)	3.89	3.96	3.89	↓
4	Timeliness of technician providing service for your work order	3.78	3.79	3.70	↓
5	Provides effective advice, support, and guidance	3.85	3.90	3.84	↓
6	Follow up communication on service request	3.73	3.85	3.73	↓
7	Facilitates problem resolution	3.80	3.86	3.82	↓
8	Effectively uses websites and systems to provide access to Facilities Maintenance information and services	3.80	3.89	3.82	↓
9	Knowledgeable staff	3.99	4.04	4.02	↓
10	Helpful, courteous staff	4.02	4.10	4.04	↓
11	Moving in a positive direction to better meet my department's needs	3.84	3.92	3.86	↓

Change - Increase/Decrease of 0.09 or greater

### Background

- 2020 was the fourth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 3 - April 24, 2020 (extended due to COVID-19)
- 45,003 faculty, staff, and students were invited
- 4,360 (10%) responded to the survey
- 20 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + customer service recognition