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

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

- Respondents: 535
- Overall Satisfaction: 3.80
- Overall Moving in a Positive Direction to Meet Customer Needs: 3.86
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

2019
595 respondents

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

Strengths
Moving in a Positive Direction
Knowledgeable Staff
Accessible to Customers

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

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

# Question 2018 2019 2020
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

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

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