Baseline Customer Satisfaction Survey Results
2015
Baseline Customer Satisfaction Survey Results - 2015

How would you rate the campus grounds in the following areas?

- Appearance of Lawns, Shrubs, and Trees: 4.19
- Cleanliness of Outdoor Common Areas: 3.96
- Appearance of Sidewalks and Streets: 3.92
- Responsiveness to your service requests: 3.46

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.99
Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

- Cleanliness of Offices: 3.15
- Cleanliness of Classrooms: 3.6
- Cleanliness of Laboratories: 3.48
- Cleanliness of Restrooms: 3.46
- Cleanliness of Common Areas: 3.54
- Responsiveness to Your Service Requests: 3.56

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.46
Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

- Responsiveness to your service requests: 3.76
- Communication and follow up: 3.54
- Clean up of work site: 3.86
- Quality of work performed: 3.99
- Maintaining comfortable room temperature levels: 3.3

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.69
Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent

Average in this Category: 4.01
Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

- Timely Response to Your Estimate Requests: 3.71
- Responsiveness to Your Service Requests: 3.65
- Communication and Follow Up: 3.58
- Quality of Work Performed: 4.05

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 3.74
Baseline Customer Satisfaction Survey Results - 2015

**HOW WOULD YOU RATE THE CUSTOMER SERVICES AND WORK CONTROL STAFF IN THE FOLLOWING AREAS?**

<table>
<thead>
<tr>
<th>Area</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Communications (Phone and E-mail)</td>
<td>4.03</td>
</tr>
<tr>
<td>Prompt Response to Inquires</td>
<td>3.74</td>
</tr>
<tr>
<td>Timely Notification of Facilities Activities (Construction, Utility Outages, etc.)</td>
<td>3.82</td>
</tr>
<tr>
<td>Accurate Billing of Maintenance Charges</td>
<td>3.65</td>
</tr>
</tbody>
</table>

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent

Average in this Category: 3.81
How would you rate the ease of use of Iservice Desk?

3.63

Ease of Use

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
ARE YOU AWARE THAT FACILITIES OFFERS ISERVICE DESK TRAINING?

Number of responses

YES: 85

NO: 75
HAVE YOU RECEIVED TRAINING ON ISERVICE DESK?

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>37</td>
<td>123</td>
</tr>
</tbody>
</table>
IF YES, WHO TRAINED YOU ON ISERVICE DESK?

- Facilities: 20 responses
- Co-worker: 6 responses
- Self: 23 responses
- Other: 7 responses

Number of responses
IF NO, WOULD YOU LIKE TO BE TRAINED ON ISERVICE DESK?

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>36</td>
<td>88</td>
</tr>
</tbody>
</table>

Number of responses
Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE THE FACILITIES WEBSITE IN THE FOLLOWING AREAS?

- EASE OF USE: 3.7
- APPEARANCE: 3.64
- USEFULNESS OF INFORMATION: 3.71

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 3.68
Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

Average in this Category: 4.01
Baseline Customer Satisfaction Survey Results - 2015

WHAT IS YOUR ROLE AT UTSA?

Number of responses by role

- Executive Management: 4
- Faculty: 12
- Management: 22
- Staff: 121
- Student: 1
- Other: 0
WHAT IS THE PRIMARY BUILDING YOU WORK/SPEND TIME IN?

Number of responses by building; all others = 0
How often do you directly interact with facilities employees?

- **Daily**: 39
- **Weekly**: 43
- **Monthly**: 46
- **Quarterly**: 13
- **Annually**: 1
- **Seldom**: 17
- **Never**: 1

Number of responses
Baseline Customer Satisfaction Survey Results - 2015

CUSTOMER COMMENTS BY CATEGORY

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>10</td>
</tr>
<tr>
<td>Cost</td>
<td>8</td>
</tr>
<tr>
<td>Elevators</td>
<td>1</td>
</tr>
<tr>
<td>Events</td>
<td>2</td>
</tr>
<tr>
<td>E&amp;PM Projects</td>
<td>2</td>
</tr>
<tr>
<td>Good Service</td>
<td>5</td>
</tr>
<tr>
<td>Grounds</td>
<td>8</td>
</tr>
<tr>
<td>Hot/Cold Calls</td>
<td>7</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>4</td>
</tr>
<tr>
<td>Internal - Facilities</td>
<td>24</td>
</tr>
<tr>
<td>IService Desk</td>
<td>1</td>
</tr>
<tr>
<td>Misc.</td>
<td>2</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>5</td>
</tr>
<tr>
<td>Work Control/Front Desk</td>
<td>10</td>
</tr>
<tr>
<td>Misc.</td>
<td>6</td>
</tr>
</tbody>
</table>
Baseline Customer Satisfaction Survey Results - 2015

CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY

NUMBER OF CUSTOMERS

* 1 customer’s contact info is listed as anonymous