

UTSA[®] Facilities

Annual Customer Satisfaction Survey

2016

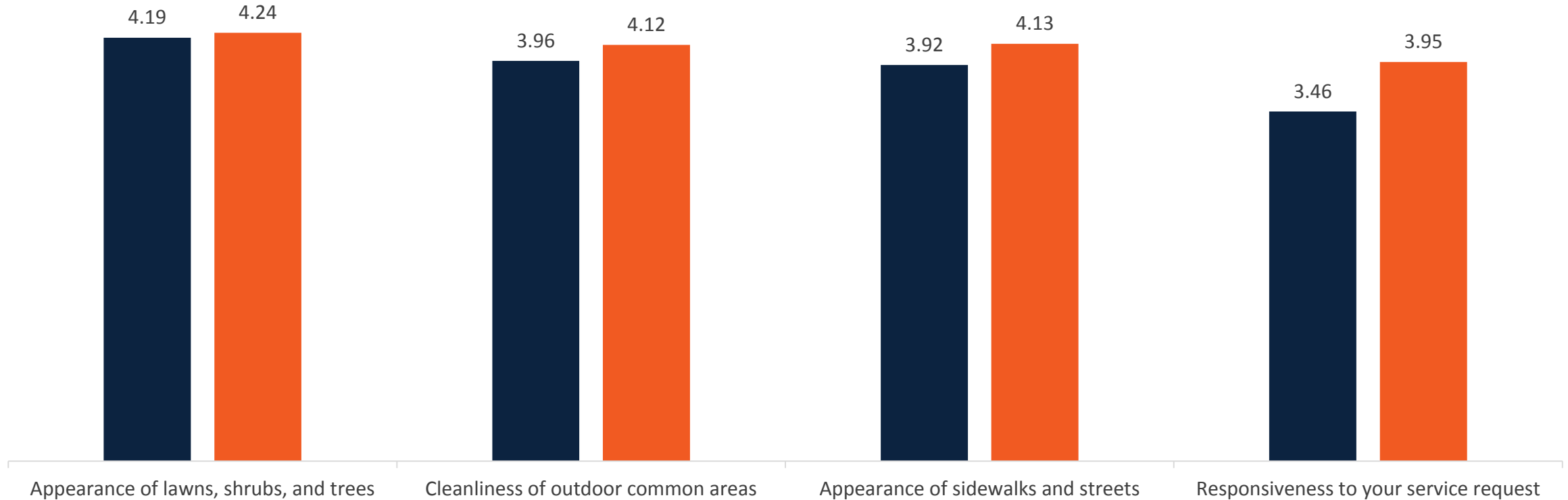


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Annual Customer Satisfaction Survey Results - 2016

HOW WOULD YOU RATE THE CAMPUS GROUNDS IN THE FOLLOWING AREAS?

■ 2015 ■ 2016



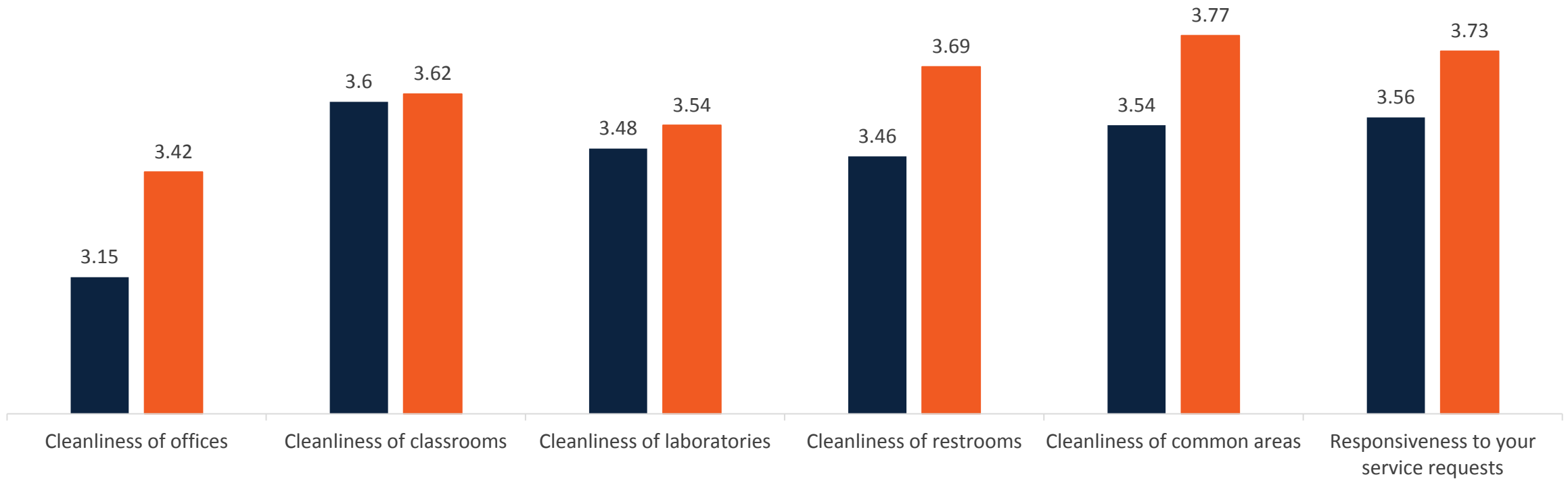
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

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HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

■ 2015 ■ 2016



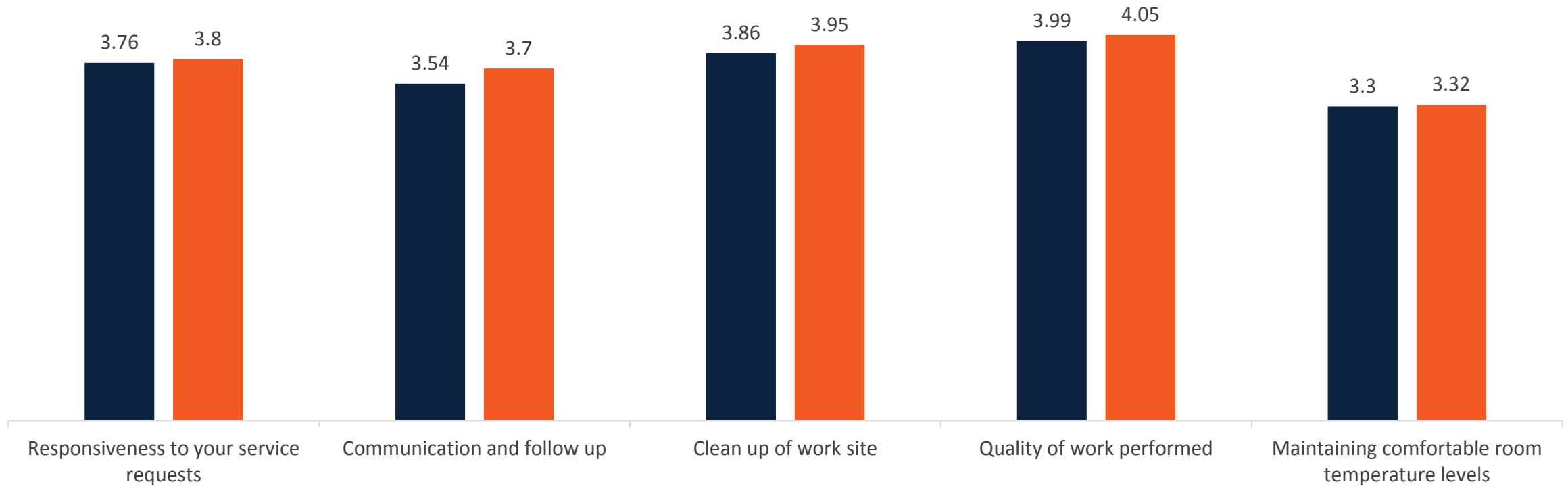
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

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Annual Customer Satisfaction Survey Results - 2016

HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

■ 2015 ■ 2016



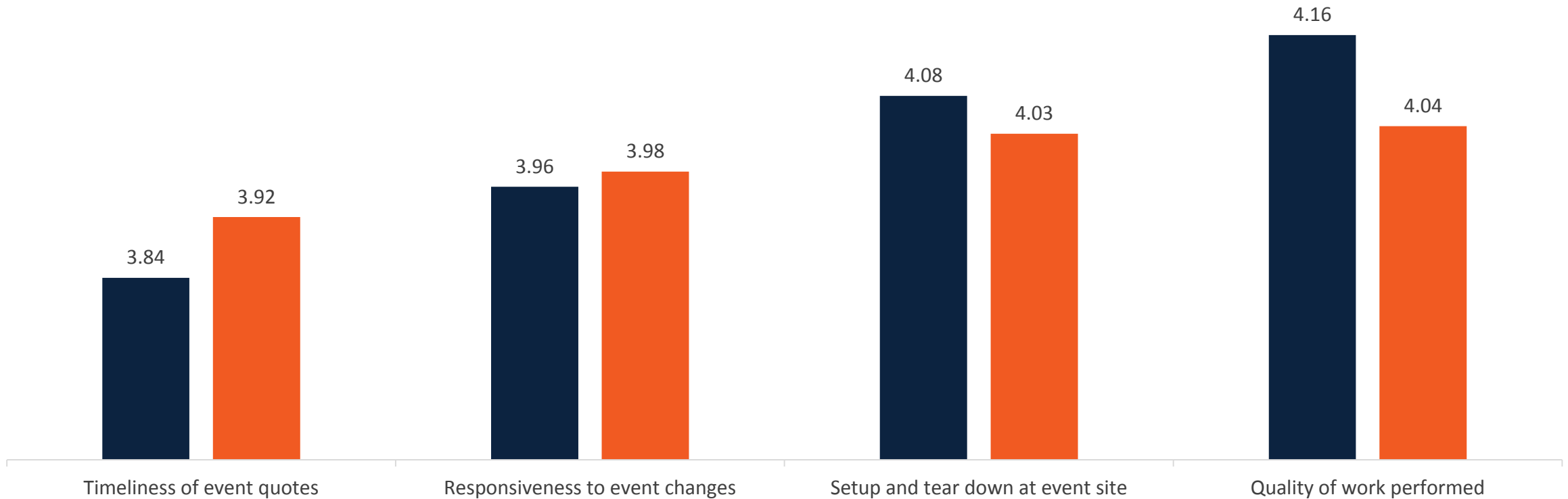
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

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HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

■ 2015 ■ 2016



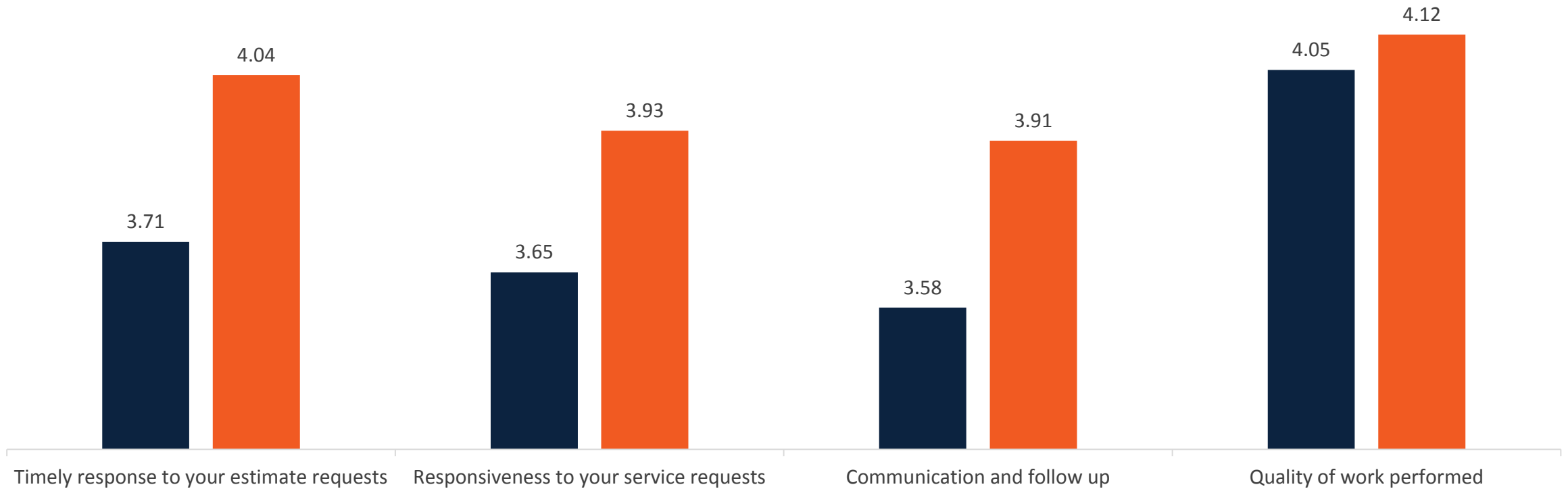
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

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Annual Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

■ 2015 ■ 2016

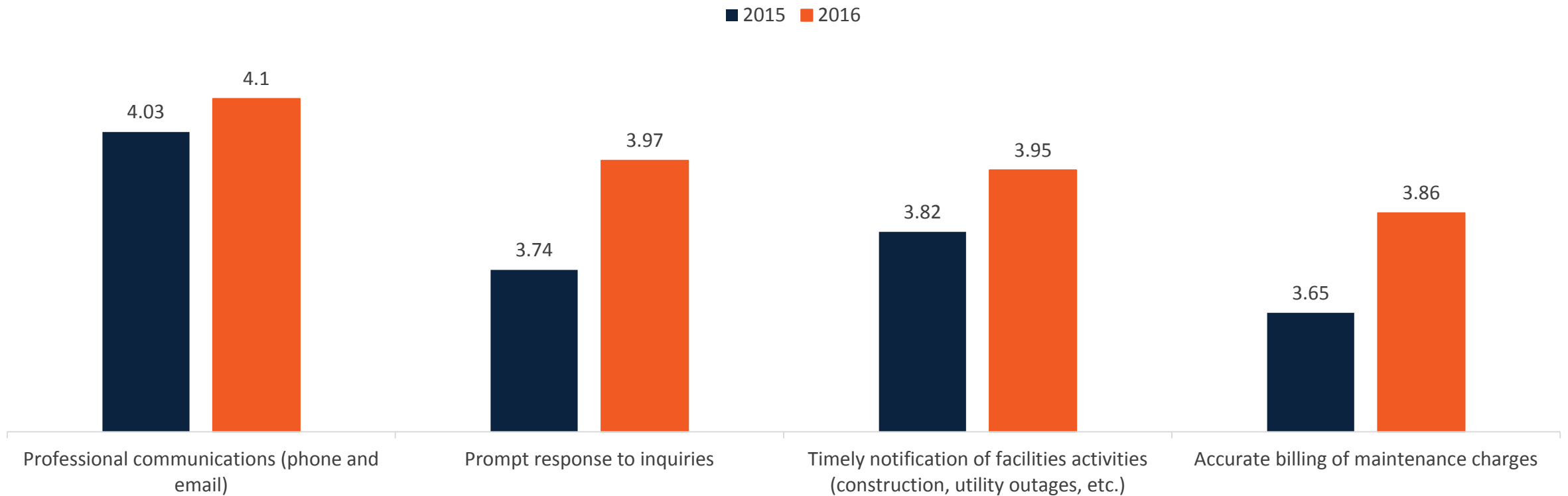


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

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



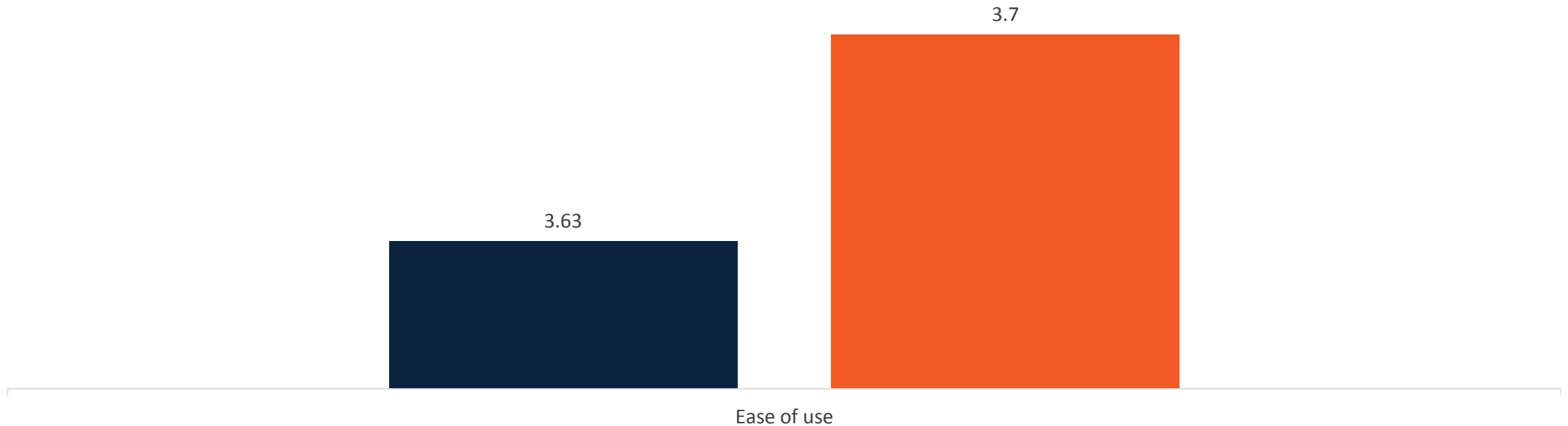
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

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HOW WOULD YOU RATE THE EASE OF USE OF ISERVICE DESK?

■ 2015 ■ 2016



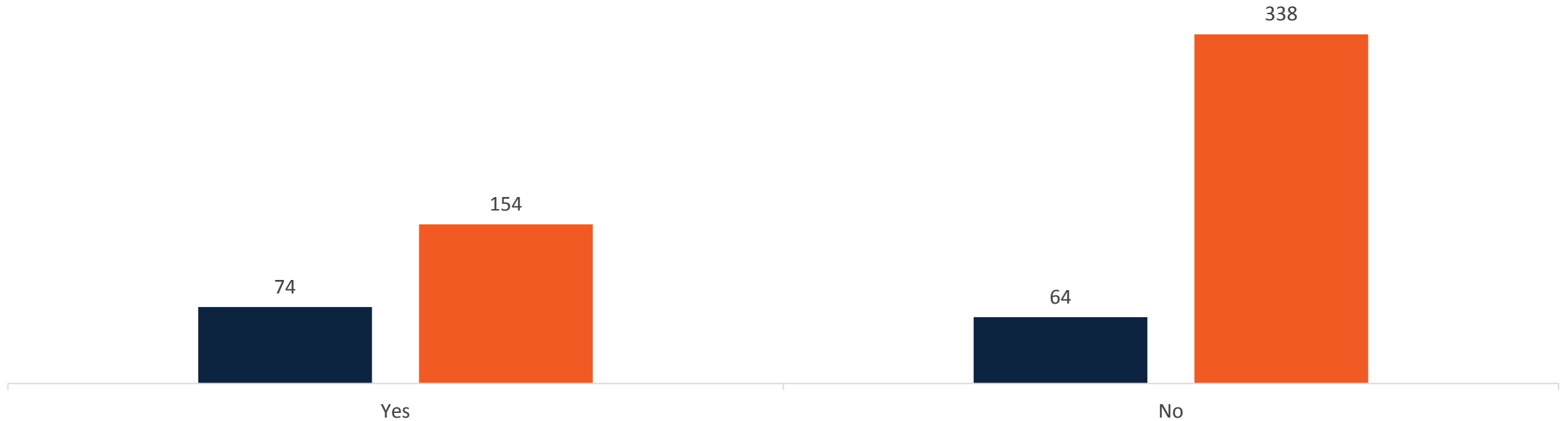
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

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ARE YOU AWARE THAT FACILITIES OFFERS ISERVICE DESK TRAINING?

■ 2015 ■ 2016

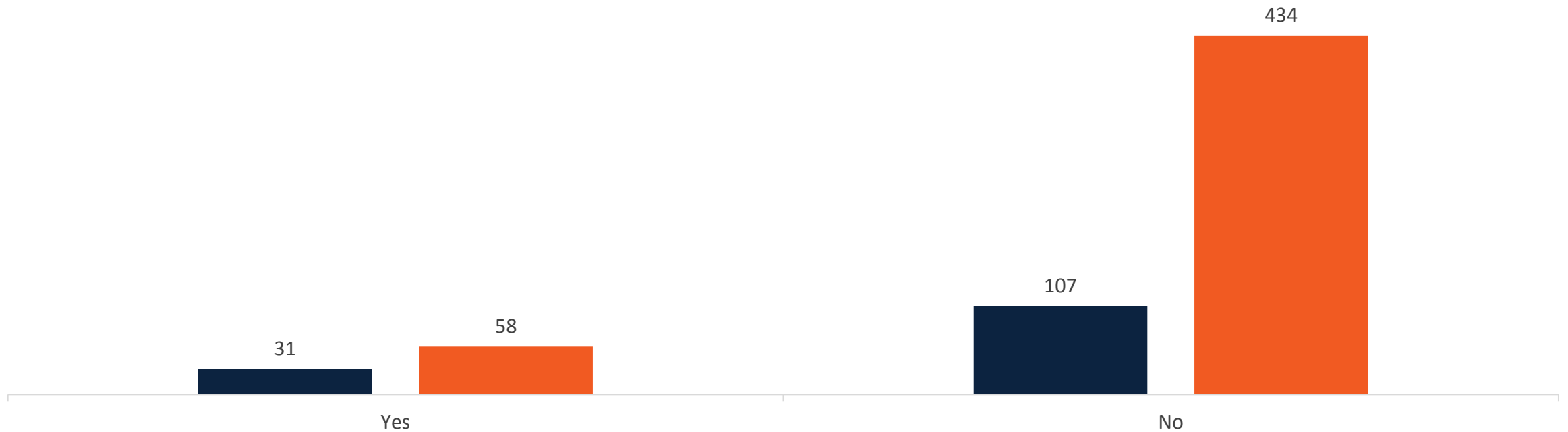


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HAVE YOU RECEIVED TRAINING ON ISEERVICE DESK?

■ 2015 ■ 2016

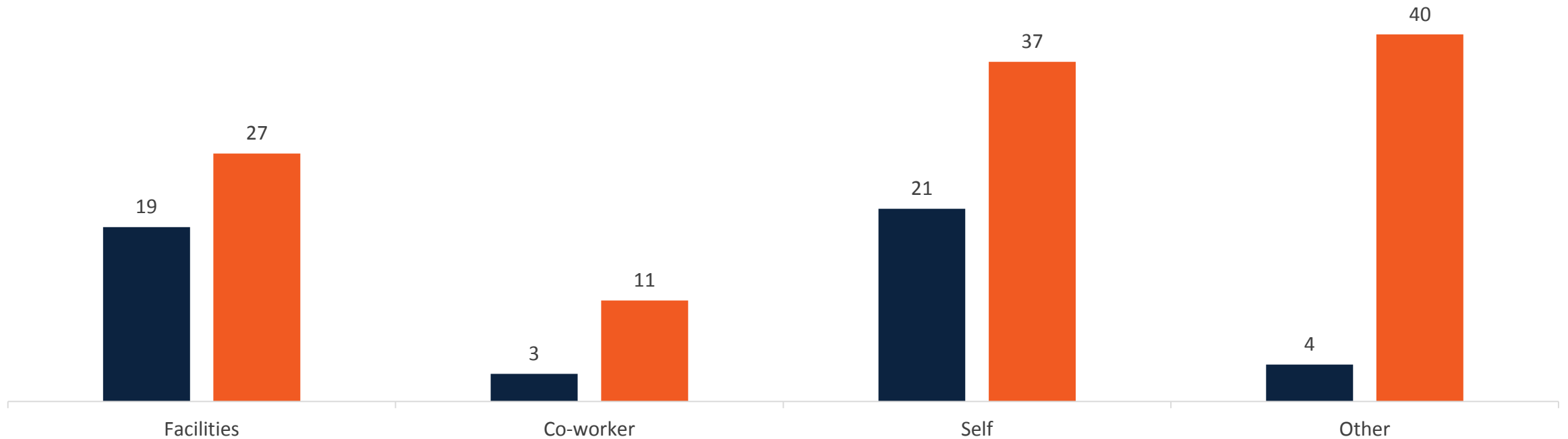


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IF YES, WHO TRAINED YOU ON ISERVICE DESK?

■ 2015 ■ 2016



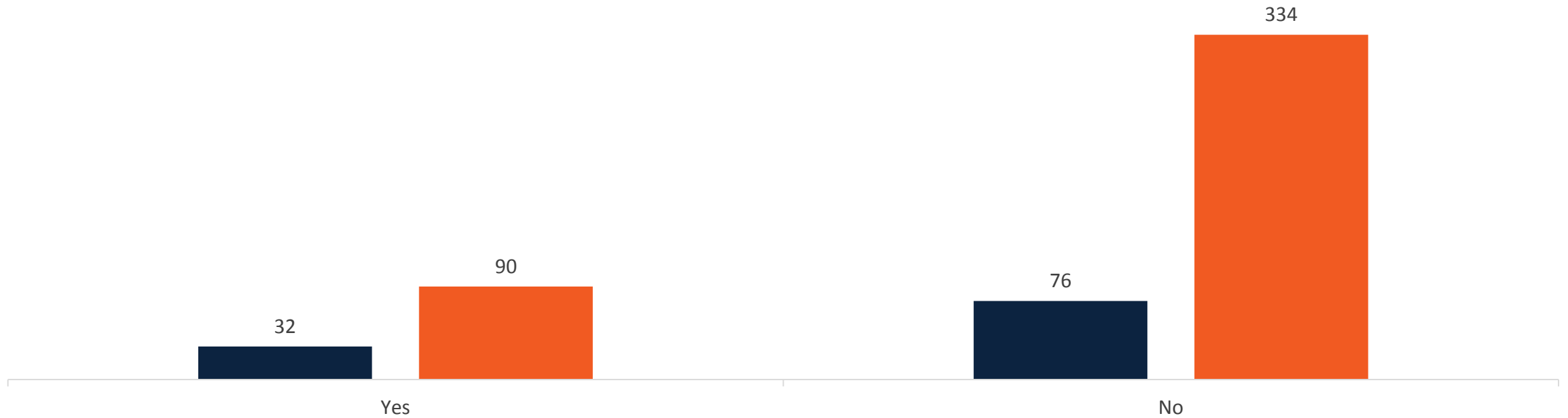
377 respondents skipped this question

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IF NO, WOULD YOU LIKE TO BE TRAINED ON ISEVICE DESK?

■ 2015 ■ 2016



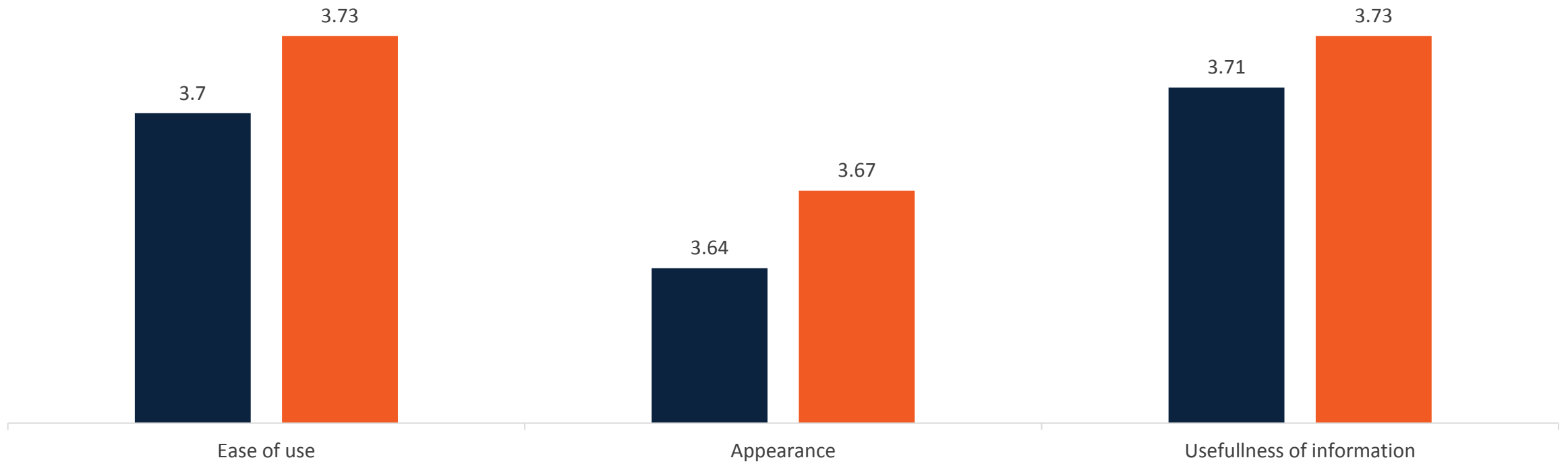
68 respondents skipped this question

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

■ 2015 ■ 2016

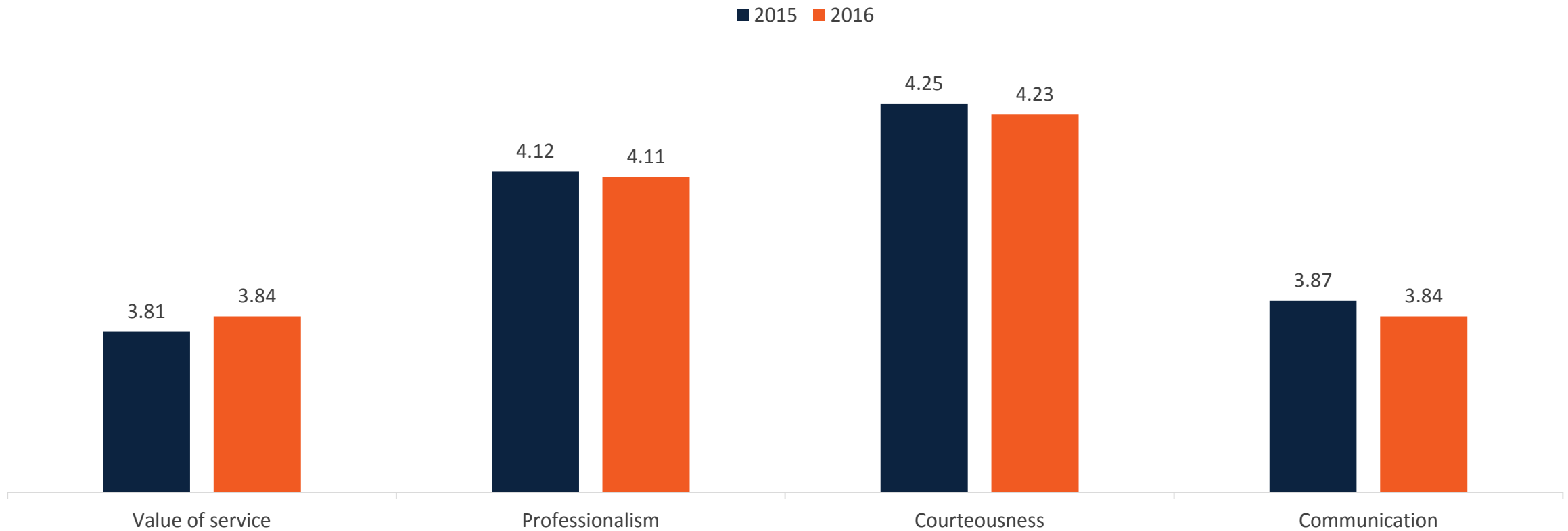


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

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HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?



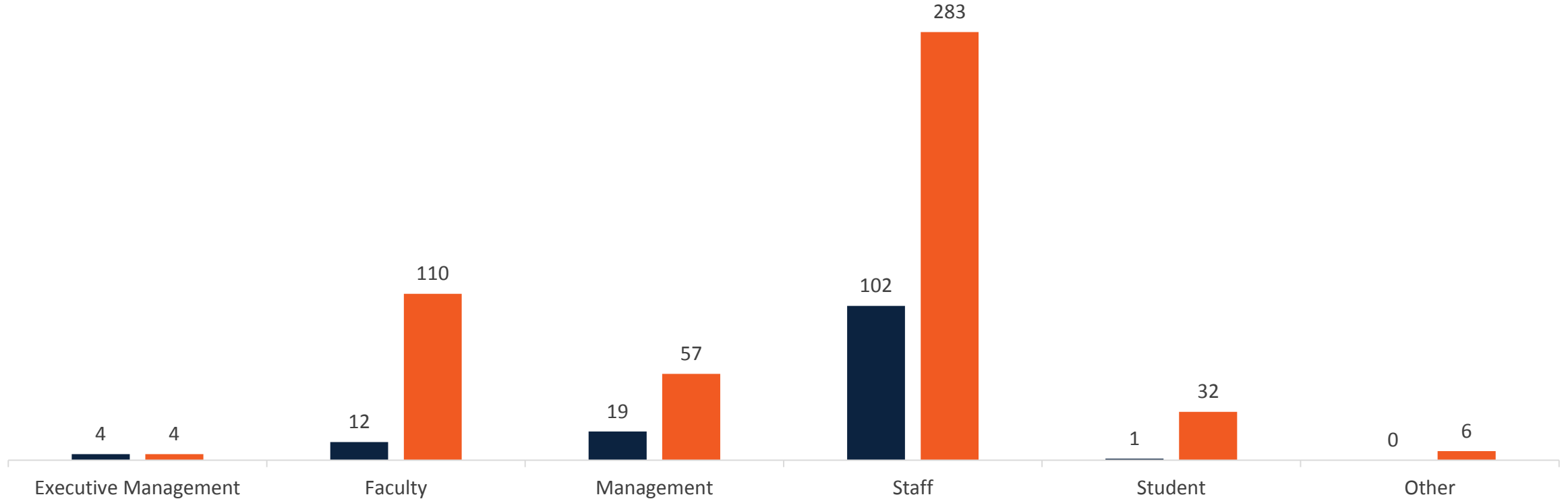
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WHAT IS YOUR ROLE AT UTSA?

■ 2015 ■ 2016

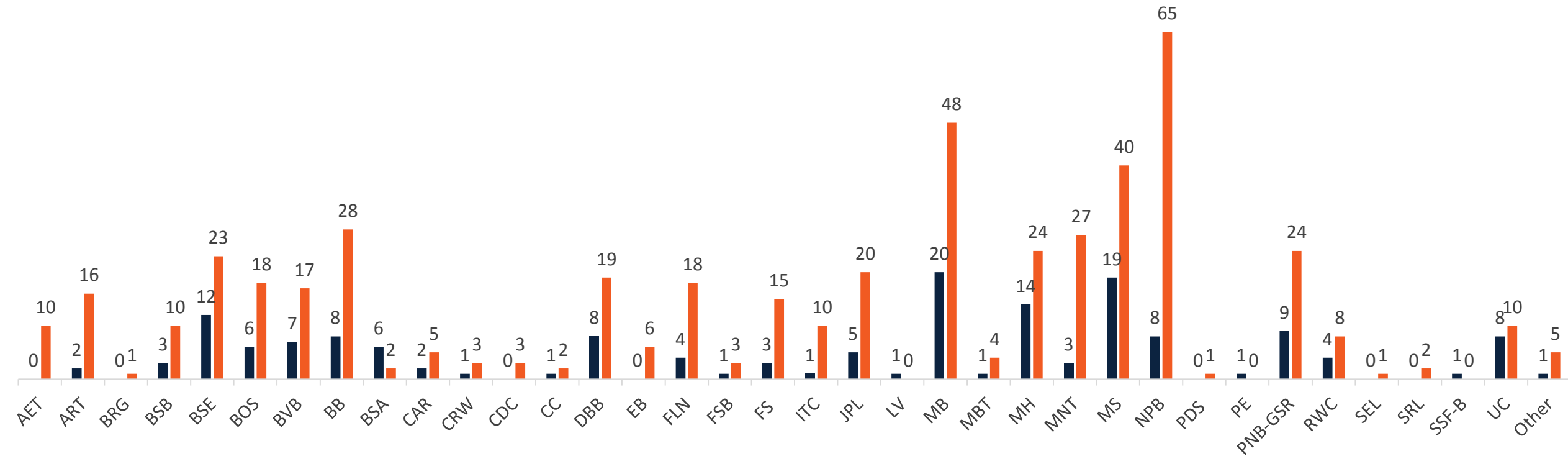


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WHAT IS THE PRIMARY BUILDING YOU WORK/SPEND TIME IN?

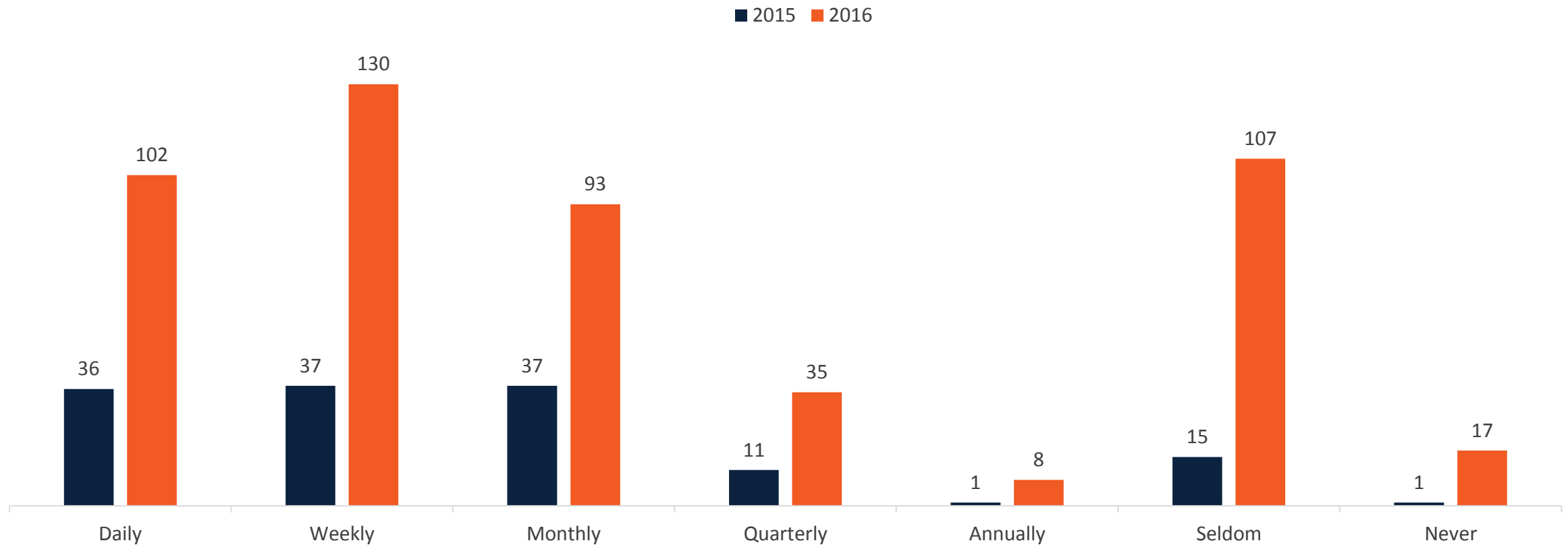
■ 2015 ■ 2016



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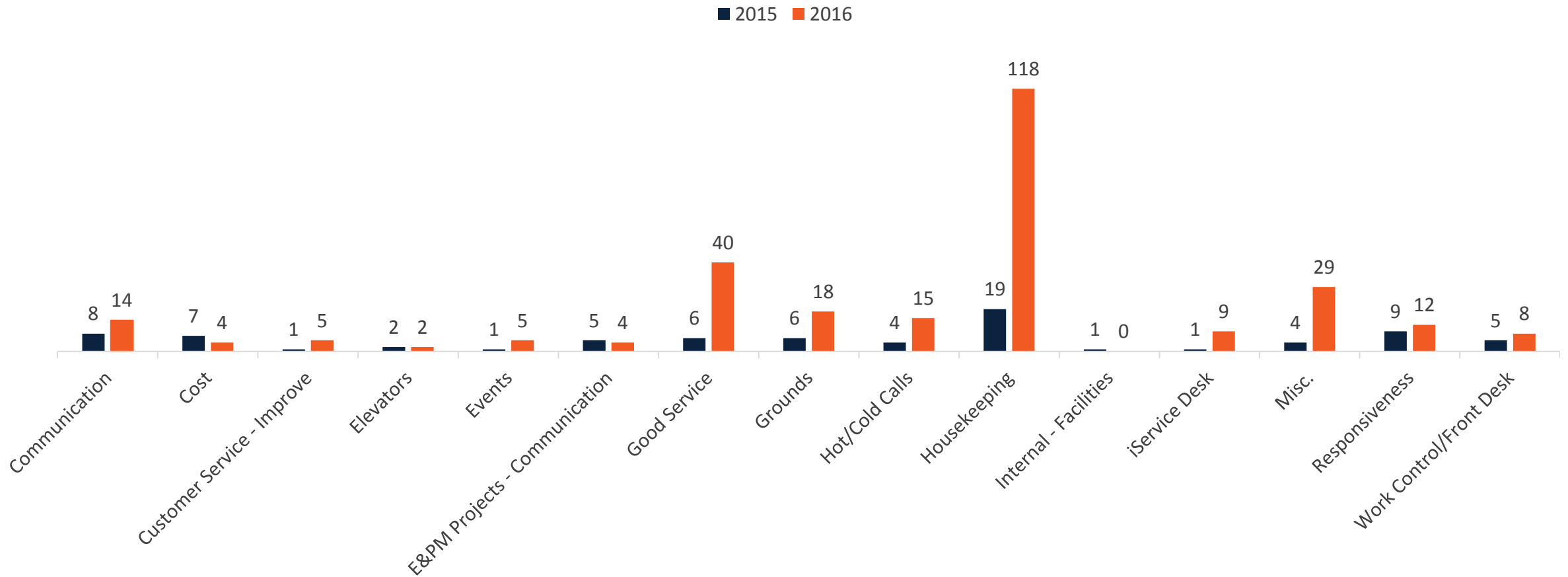
HOW OFTEN DO YOU DIRECTLY INTERACT WITH FACILITIES EMPLOYEES?



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CUSTOMER COMMENTS BY CATEGORY



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Baseline Customer Satisfaction Survey Results - 2016

CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY?

■ 2015 ■ 2016



Number of customers