

# UTSA<sup>®</sup> Facilities

Annual Customer Satisfaction Survey

2016

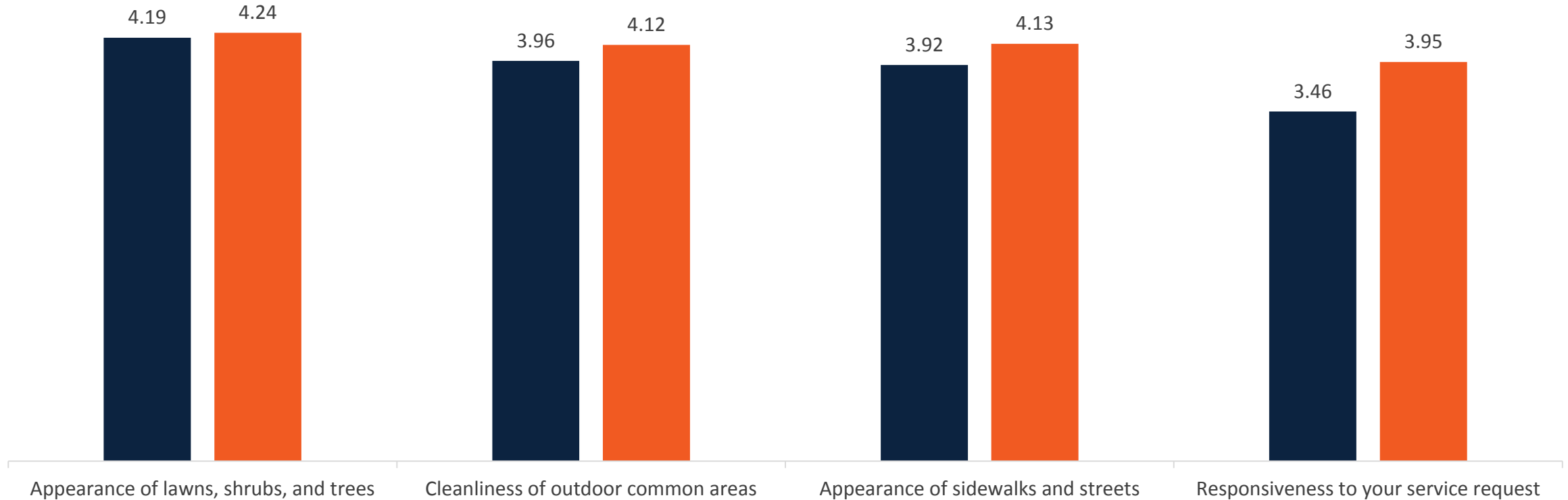


# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

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

■ 2015 ■ 2016



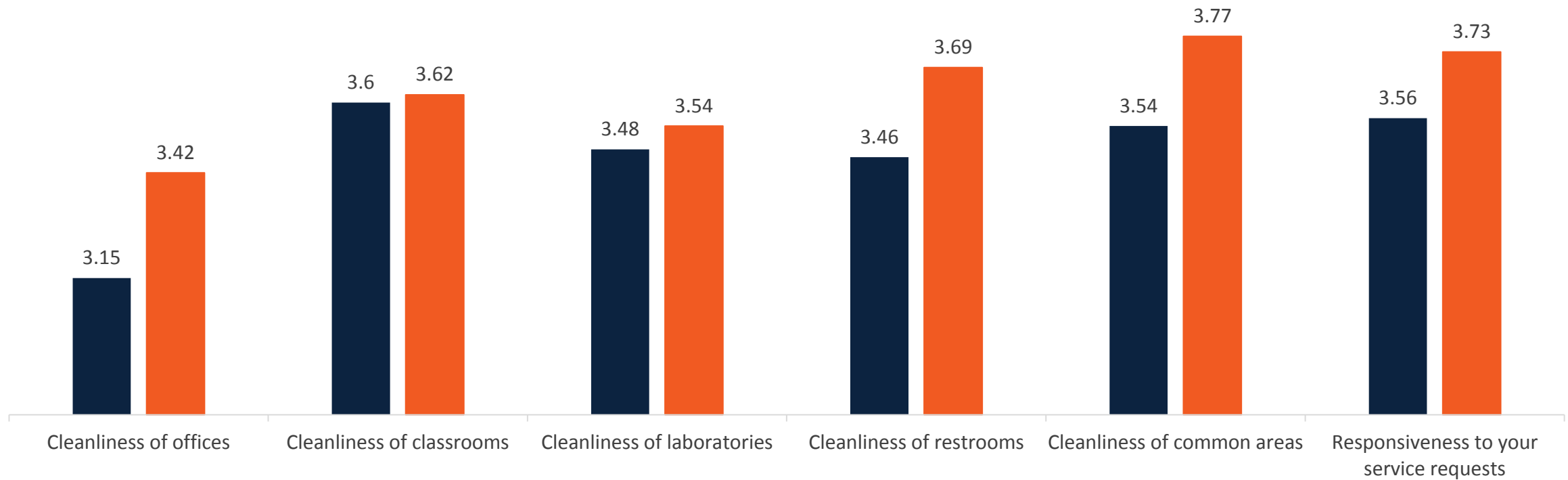
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

■ 2015 ■ 2016



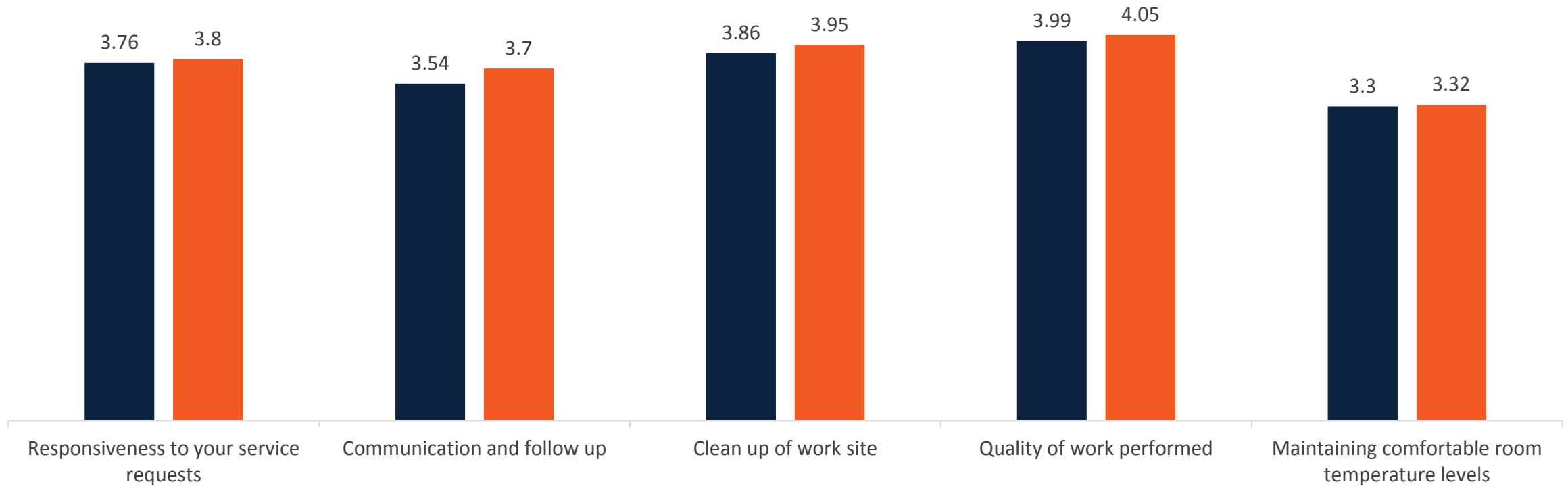
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

■ 2015 ■ 2016



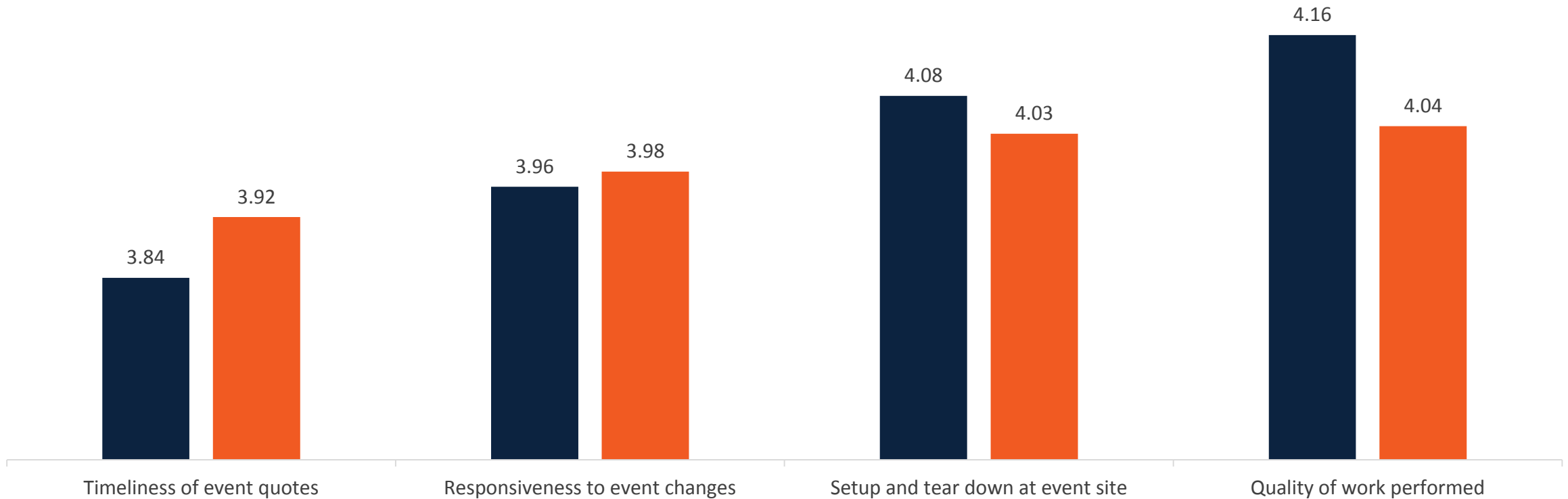
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

■ 2015 ■ 2016



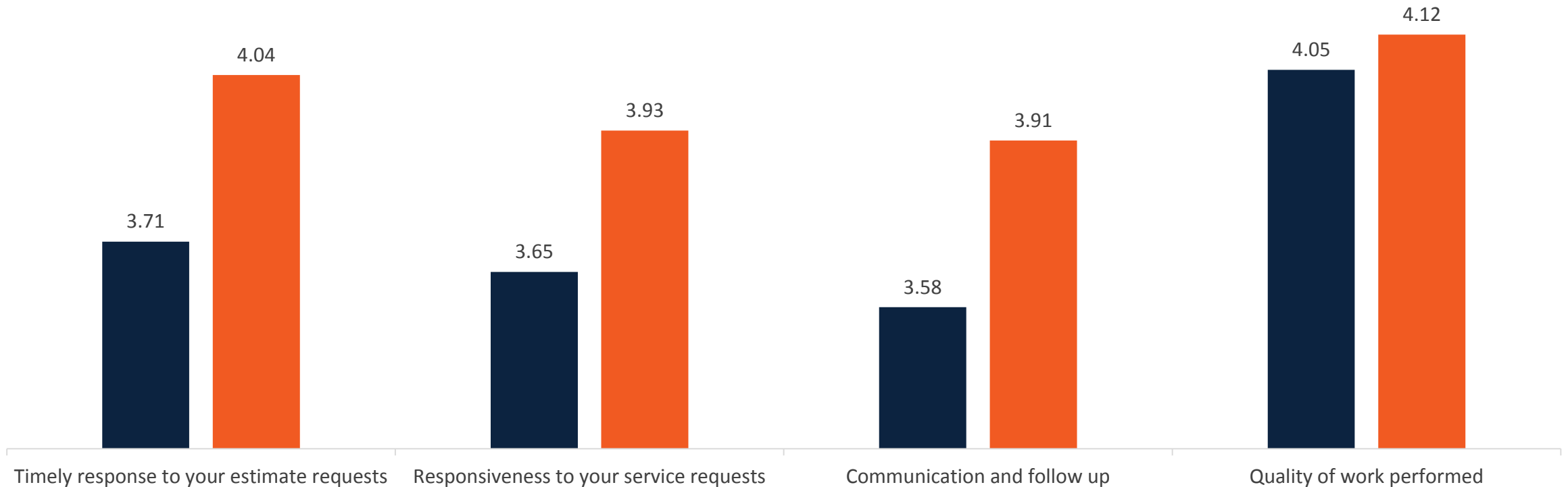
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

■ 2015 ■ 2016

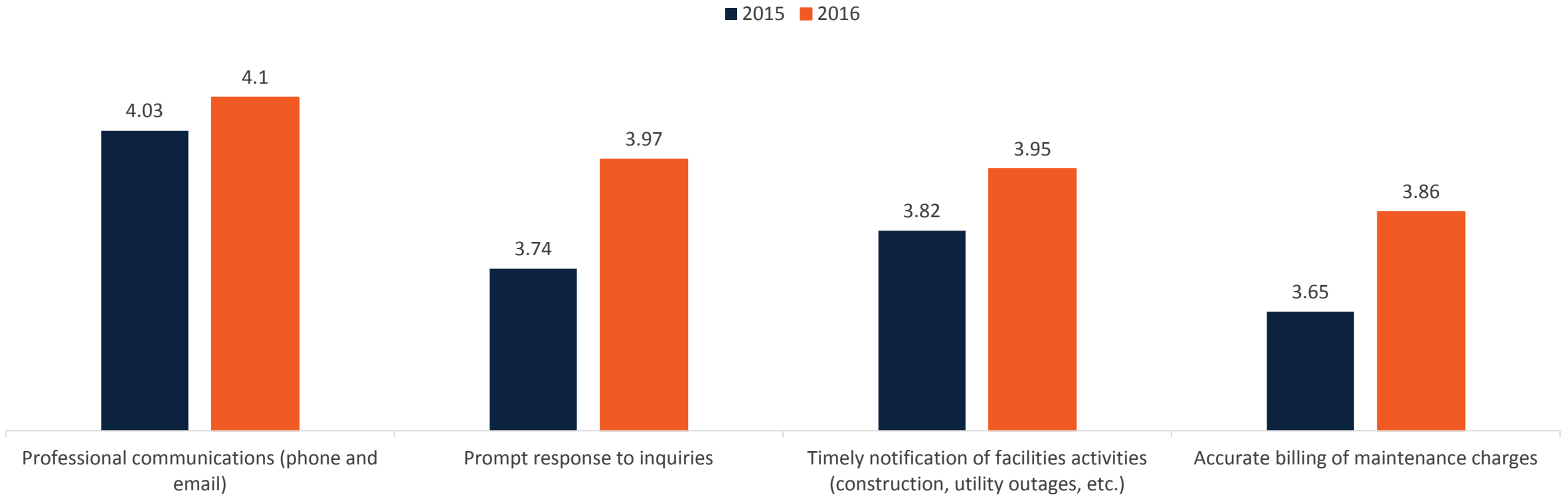


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

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



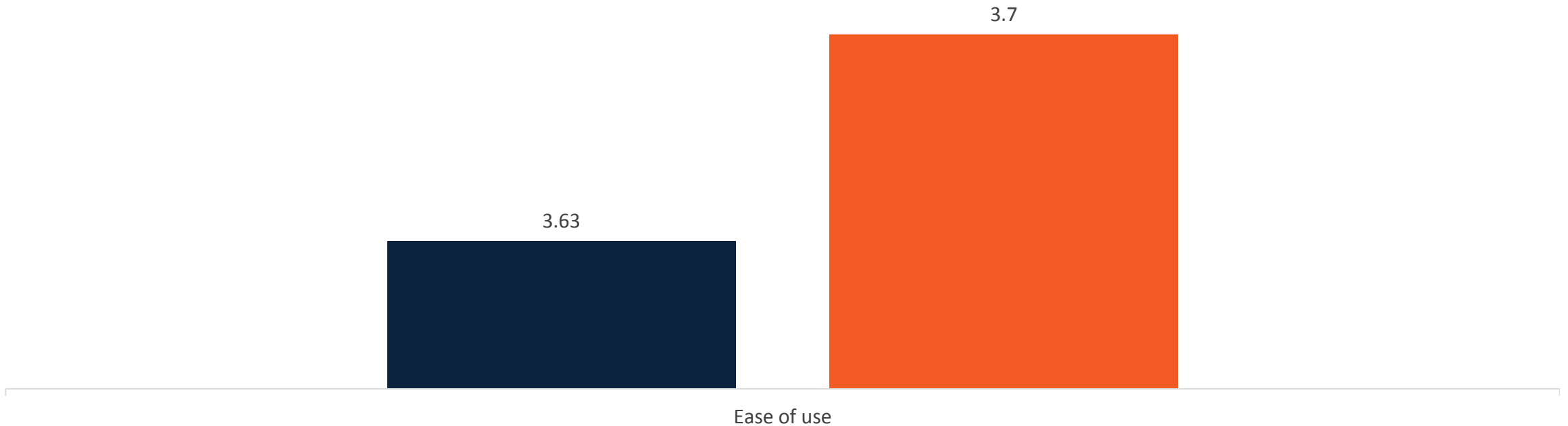
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

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

■ 2015 ■ 2016



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

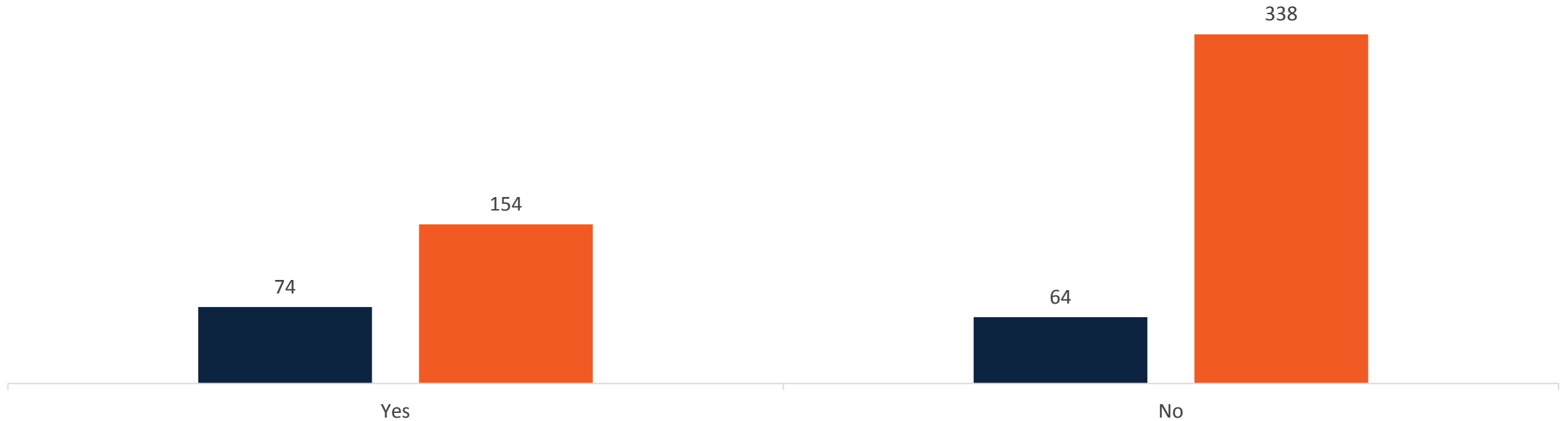


# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

ARE YOU AWARE THAT FACILITIES OFFERS ISERVICE DESK TRAINING?

■ 2015 ■ 2016

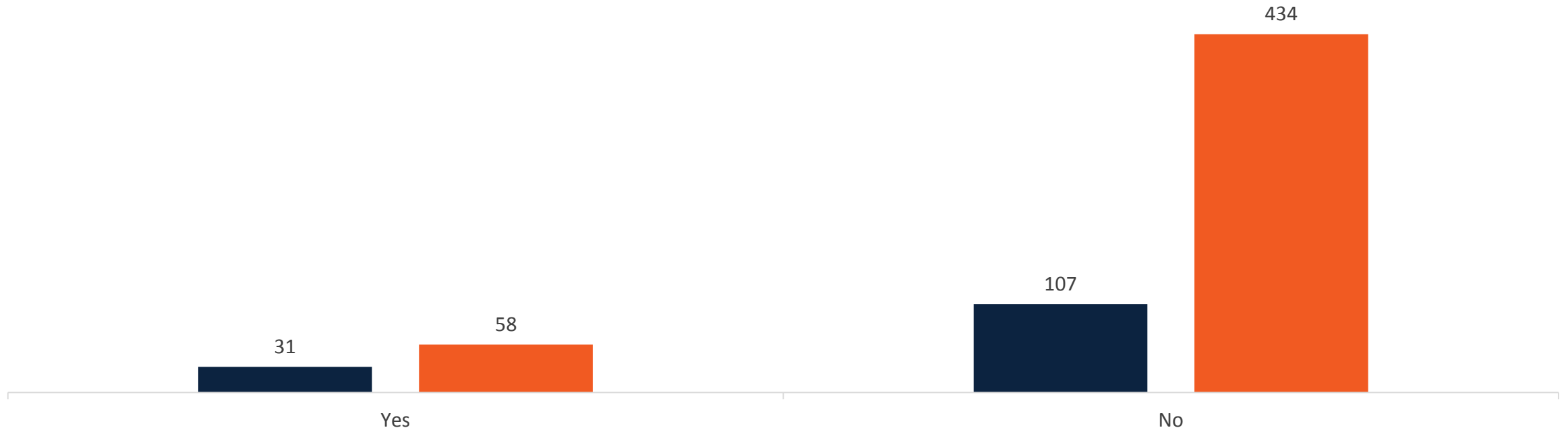


# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

HAVE YOU RECEIVED TRAINING ON ISEERVICE DESK?

■ 2015 ■ 2016

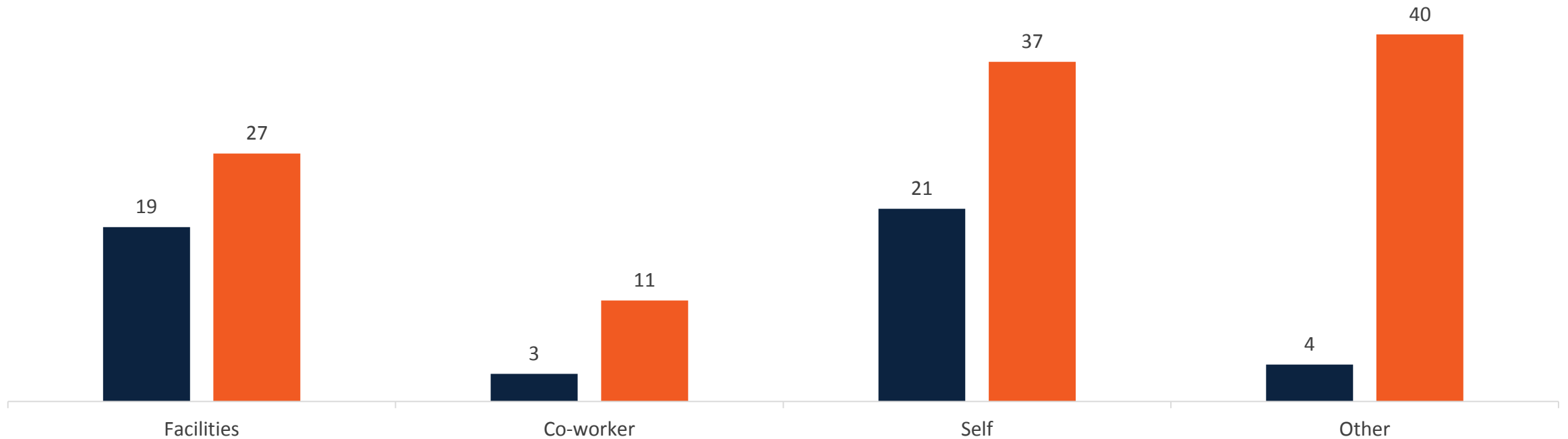


# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

IF YES, WHO TRAINED YOU ON ISERVICE DESK?

■ 2015 ■ 2016



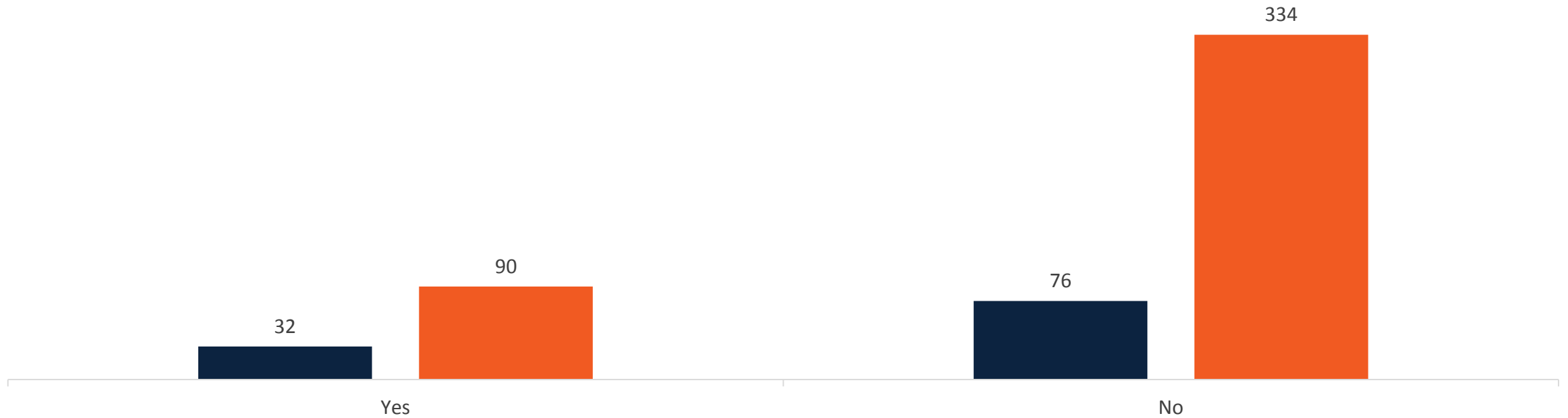
377 respondents skipped this question

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

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

■ 2015 ■ 2016



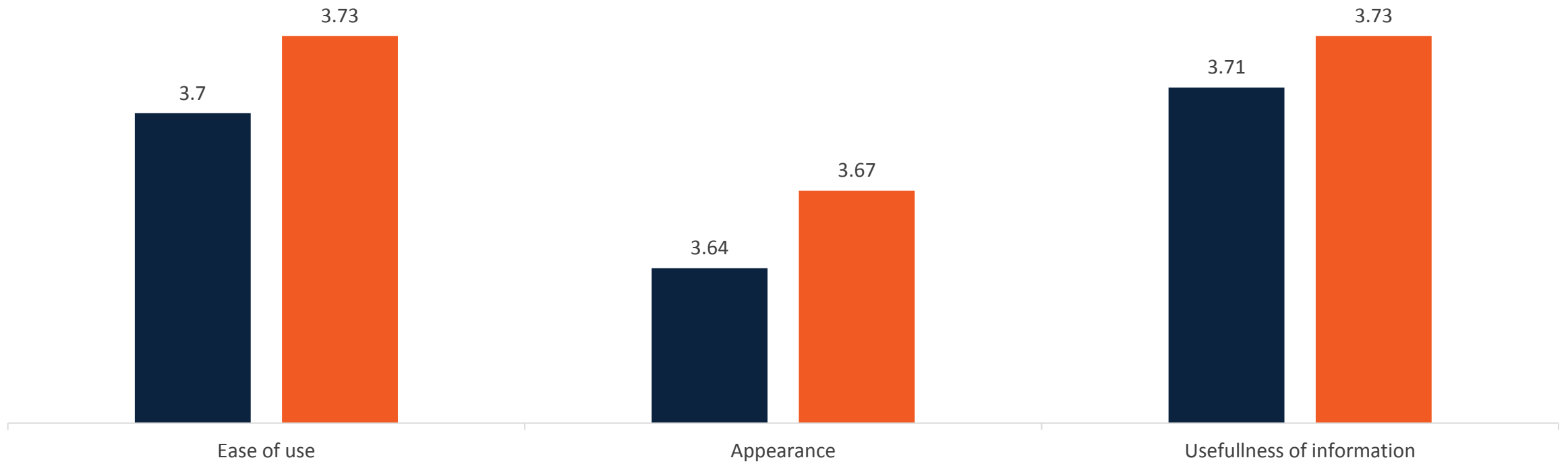
68 respondents skipped this question

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

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

■ 2015 ■ 2016

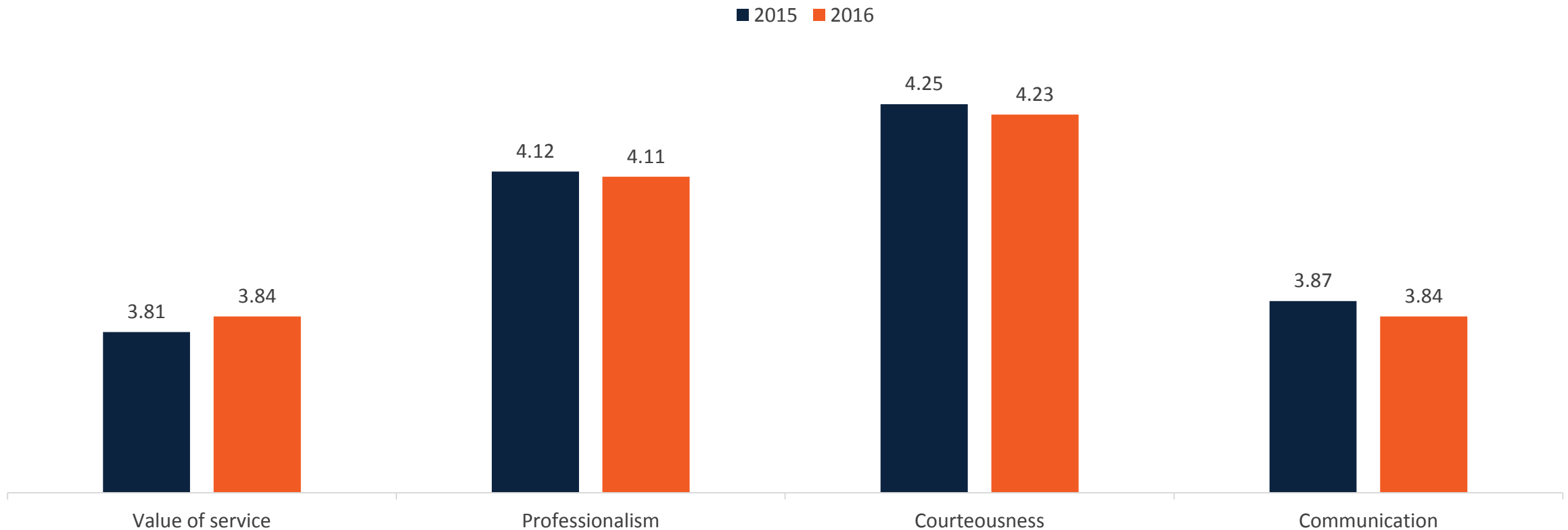


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?



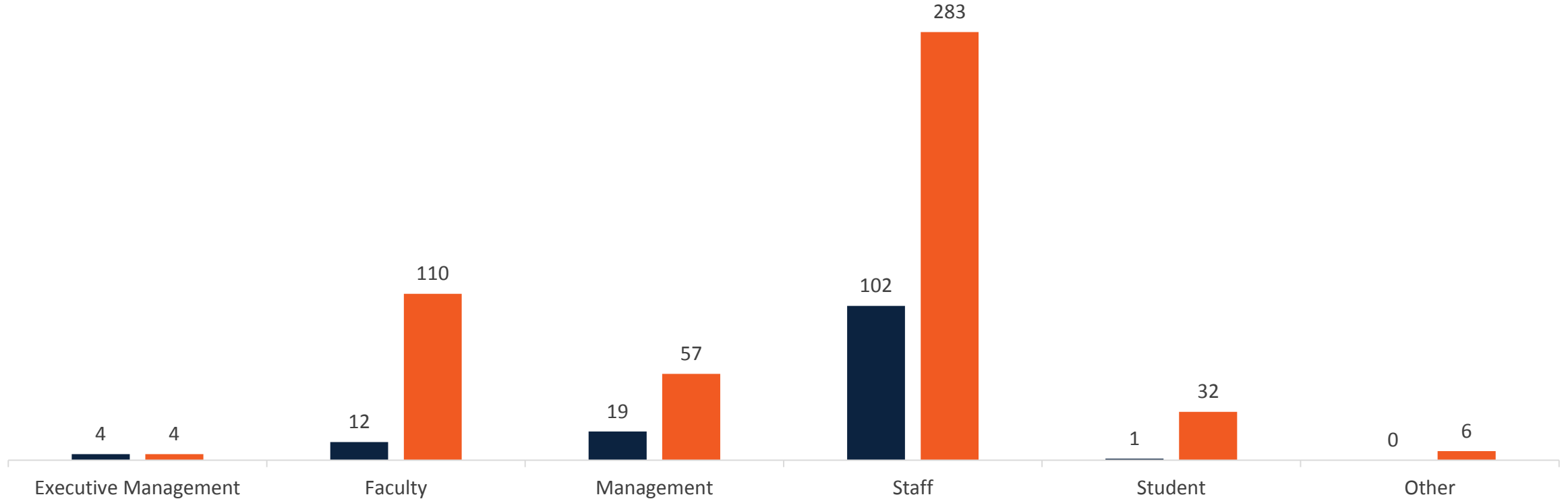
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

WHAT IS YOUR ROLE AT UTSA?

■ 2015 ■ 2016

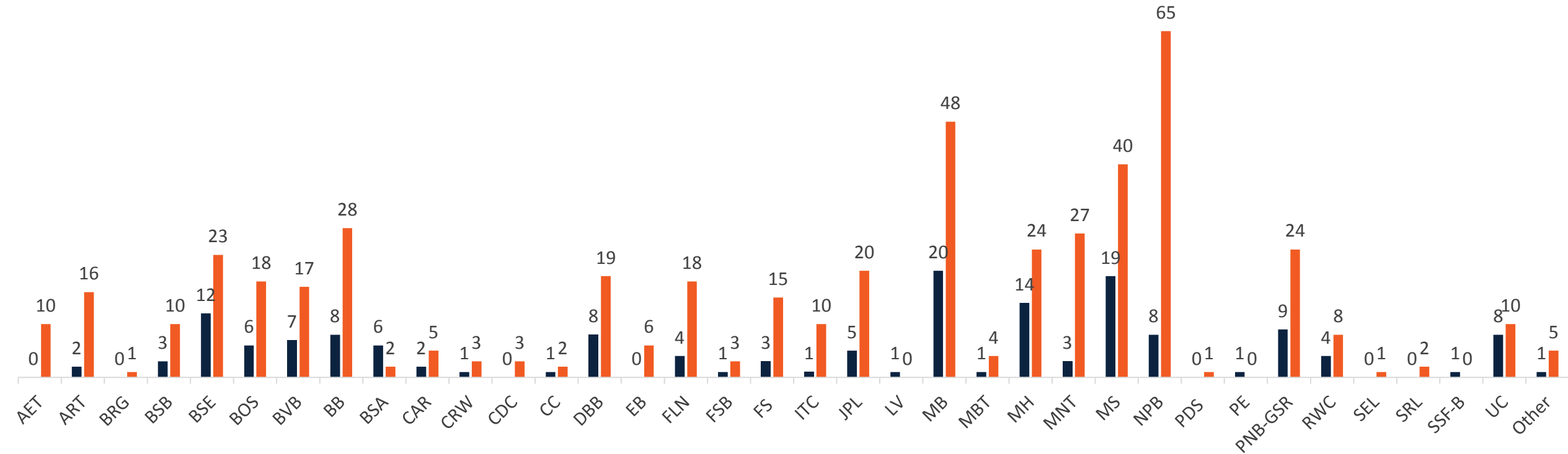


# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

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

■ 2015 ■ 2016

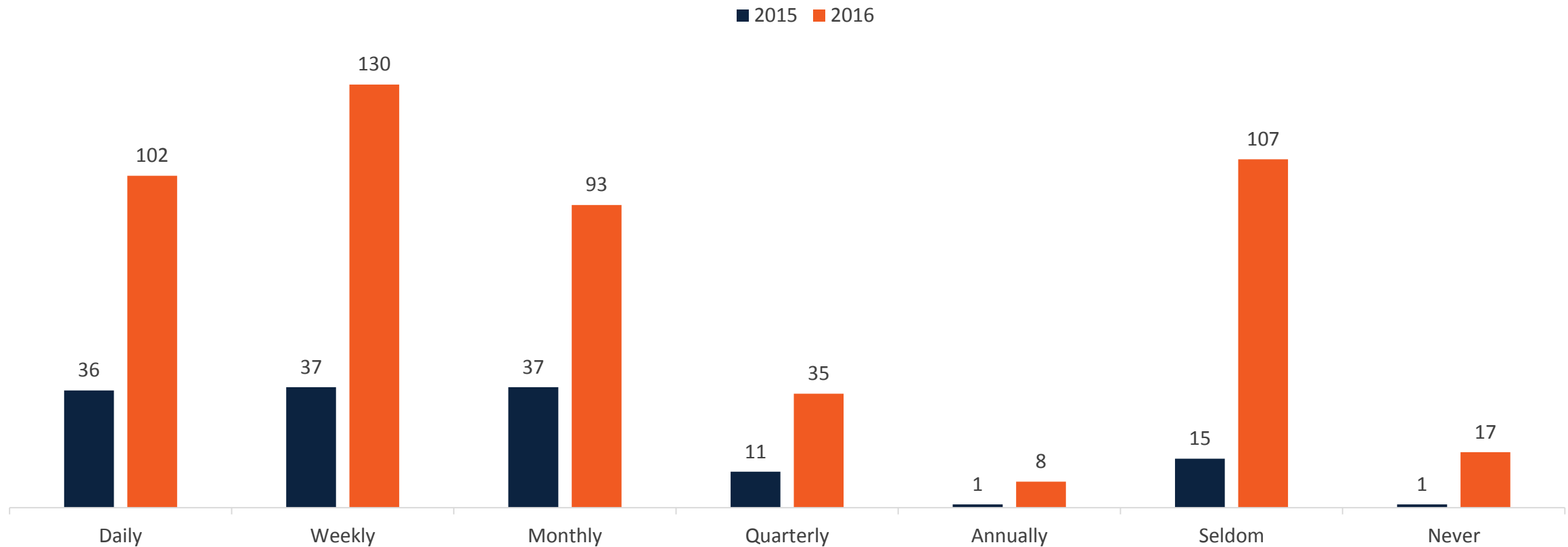




# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

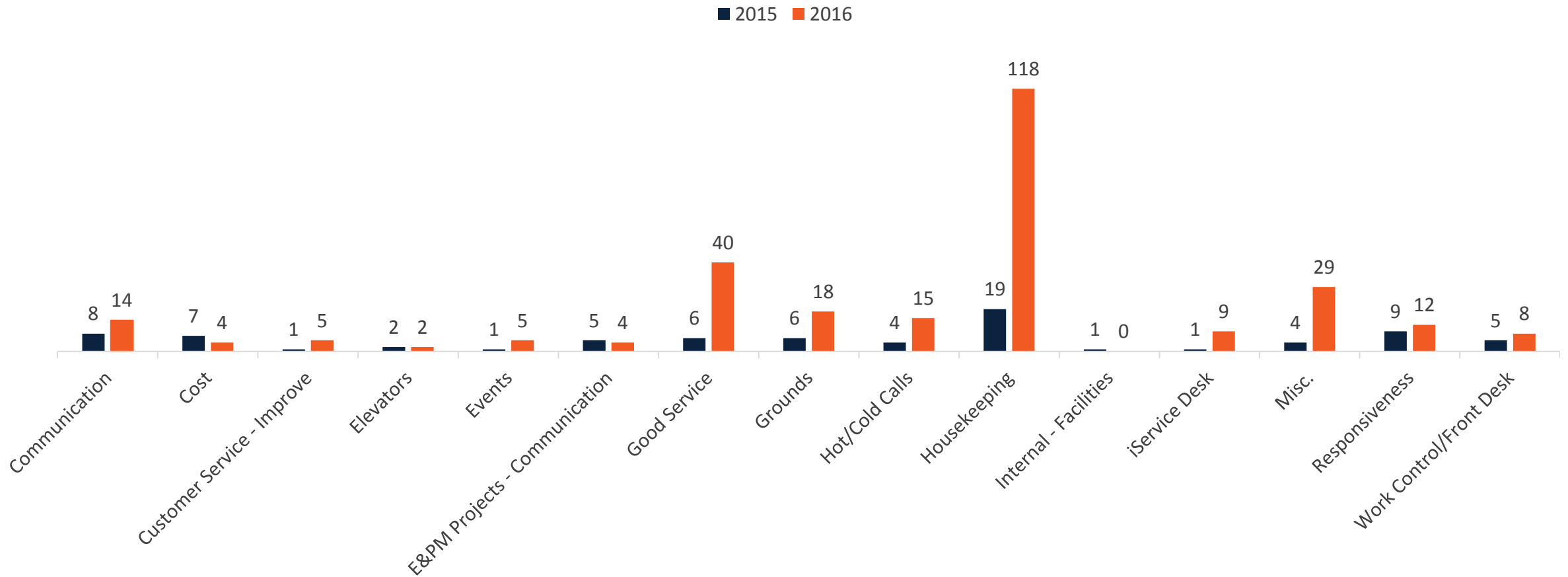
HOW OFTEN DO YOU DIRECTLY INTERACT WITH FACILITIES EMPLOYEES?



# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2016

### CUSTOMER COMMENTS BY CATEGORY



# UTSA Facilities

## Baseline Customer Satisfaction Survey Results - 2016

CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY?

■ 2015 ■ 2016



Number of customers