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

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

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
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
HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

- TIMELINESS OF EVENT QUOTES: 3.84
- RESPONSIVENESS TO EVENT CHANGES: 3.96
- SETUP AND TEAR DOWN AT EVENT SITE: 4.08
- QUALITY OF WORK PERFORMED: 4.16

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 4.01
HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

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

Average in this Category: 3.74
### 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 Email)</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</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
Baseline Customer Satisfaction Survey Results - 2015

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>Number of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>37</td>
<td></td>
</tr>
</tbody>
</table>

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

- Facilities: 20
- Co-worker: 6
- Self: 23
- Other: 7
IF NO, WOULD YOU LIKE TO BE TRAINED ON ISERVICE DESK?

Number of responses

YES: 36
NO: 88
HOW WOULD YOU RATE THE FACILITIES WEBSITE IN THE FOLLOWING AREAS?

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

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 3.68
HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?

- **Value of Service**: 3.81
- **Professionalism**: 4.12
- **Courteousness**: 4.25
- **Communication**: 3.87

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?

- EXECUTIVE MANAGEMENT: 4
- FACULTY: 12
- MANAGEMENT: 22
- STAFF: 121
- STUDENT: 1
- OTHER: 0

Number of responses by role
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 responses
- Weekly: 43 responses
- Monthly: 46 responses
- Quarterly: 13 responses
- Annually: 1 response
- Seldom: 17 responses
- Never: 1 response
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>I-Service 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>
CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY

NUMBER OF CUSTOMERS

30

* 1 customer’s contact info is listed as anonymous