Annual Customer Satisfaction Survey Results
2017

Promoting learning and discovery through teamwork and excellence in facility management.
Annual Customer Satisfaction Survey Results - 2017

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: 3.79
### HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

<table>
<thead>
<tr>
<th>Area</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness of Offices</td>
<td>3.42</td>
</tr>
<tr>
<td>Cleanliness of Classrooms</td>
<td>3.53</td>
</tr>
<tr>
<td>Cleanliness of Laboratories</td>
<td>3.57</td>
</tr>
<tr>
<td>Cleanliness of Restrooms</td>
<td>3.44</td>
</tr>
<tr>
<td>Cleanliness of Common Areas</td>
<td>3.64</td>
</tr>
<tr>
<td>Responsiveness to your service requests</td>
<td>3.63</td>
</tr>
</tbody>
</table>

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

Average in this Category: 3.54
HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

- Responsiveness to your service requests: 3.58
- Communication and follow up: 3.51
- Clean up of work site: 3.62
- Quality of work performed: 3.74
- Maintaining comfortable room temperature levels: 3.22

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

Average in this Category: 3.53
<table>
<thead>
<tr>
<th>Service Area</th>
<th>Average Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness of Event Quotes</td>
<td>3.7</td>
</tr>
<tr>
<td>Responsiveness to Event Changes</td>
<td>3.76</td>
</tr>
<tr>
<td>Setup and Tear Down at Event Site</td>
<td>3.88</td>
</tr>
<tr>
<td>Quality of Work Performed</td>
<td>3.9</td>
</tr>
</tbody>
</table>

Average in this Category: 3.81
HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

- TIMELY RESPONSE TO YOUR ESTIMATE REQUESTS: 3.95
- RESPONSIVENESS TO YOUR SERVICE REQUESTS: 3.97
- COMMUNICATION AND FOLLOW UP: 3.79
- QUALITY OF WORK PERFORMED: 4.02

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 3.93
How would you rate the customer services and the facilities service center staff in the following areas?

- Professional Communications (Phone and E-mail): 3.79
- Prompt Response to Inquires: 3.7
- Timely Notification of Facilities Activities (Construction, Utility Outages, etc.): 3.78
- Accurate Billing of Maintenance Charges: 3.62

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

Average in this Category: 3.72
HOW WOULD YOU RATE THE EASE OF USE OF ISERVICE DESK?

3.57

EASE OF USE

1 - Poor; 2 - Fair; 3 - Average; 4 - Good, 5 - Excellent
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HOW WOULD YOU RATE THE FACILITIES WEBSITE IN THE FOLLOWING AREAS?

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

Average in this Category: 3.6
HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?

- **Value of Service**: 3.64
- **Professionalism**: 3.86
- **Courteousness**: 4.03
- **Communication**: 3.68

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

Average in this Category: 3.8
WHAT IS YOUR ROLE AT UTSA?

- EXECUTIVE MANAGEMENT: 8
- FACULTY: 111
- MANAGEMENT: 51
- STAFF: 326
- STUDENT: 31
- OTHER: 4

Number of responses by role = 531
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: 104 responses
- Weekly: 132 responses
- Monthly: 101 responses
- Quarterly: 43 responses
- Annually: 6 responses
- Seldom: 131 responses
- Never: 14 responses

Number of responses = 531
CUSTOMER COMMENTS BY CATEGORY

Number of comments

- COMMUNICATION: 14
- COST: 8
- CUSTOMER SERVICE - IMPROVE: 13
- ELEVATORS: 5
- EVENTS: 6
- GOOD SERVICE: 55
- GROUNDS: 15
- HOT/COLD CALLS: 10
- HOUSEKEEPING: 110
- I/SERVICE DESK: 4
- MAINTENANCE: 14
- PROJECTS/CONSTRUCTION: 20
- MISC.: 5
- RESPONSIVENESS: 22
- FACILITIES SERVICE CENTER: 5
CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY

49

NUMBER OF CUSTOMERS

* 1 customer’s contact info is listed as anonymous
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NUMBER OF SURVEYS COMPLETED BY DATE

- UTSA Today article posted on 4 Dec
- Initial emails sent on 12 Dec and 13 Dec
- Reminder emails sent on 19 Dec and 20 Dec