

UTSA[®] Facilities

Annual Customer Satisfaction Survey Results 2017

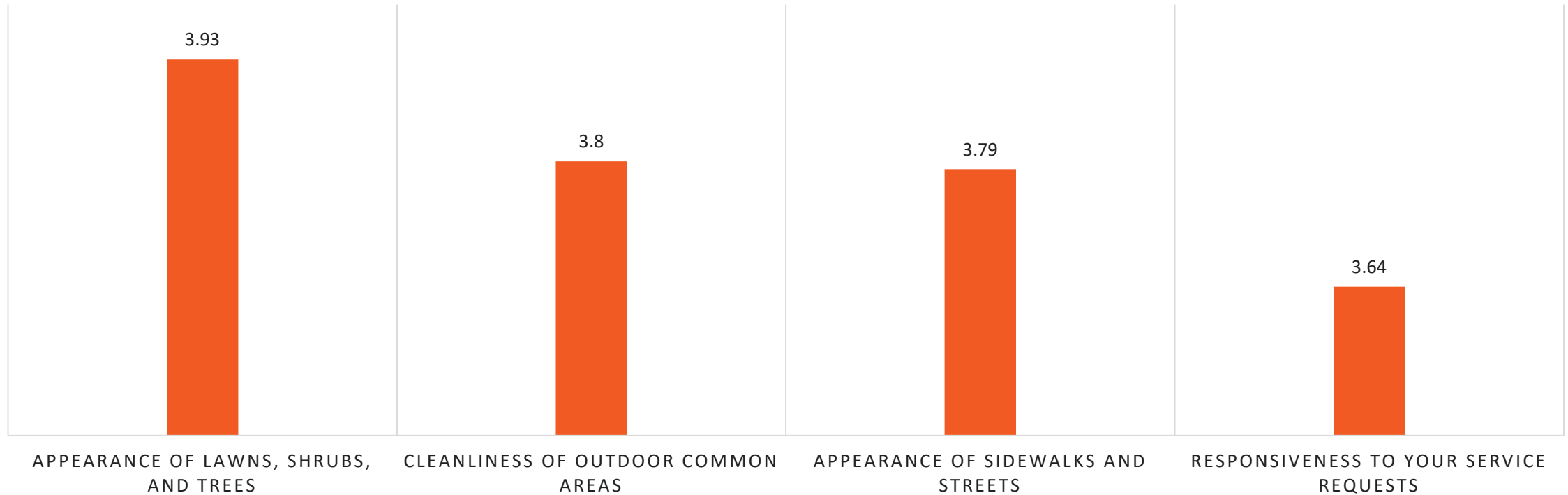


Promoting learning and discovery through teamwork and excellence in facility management.

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Annual Customer Satisfaction Survey Results - 2017

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

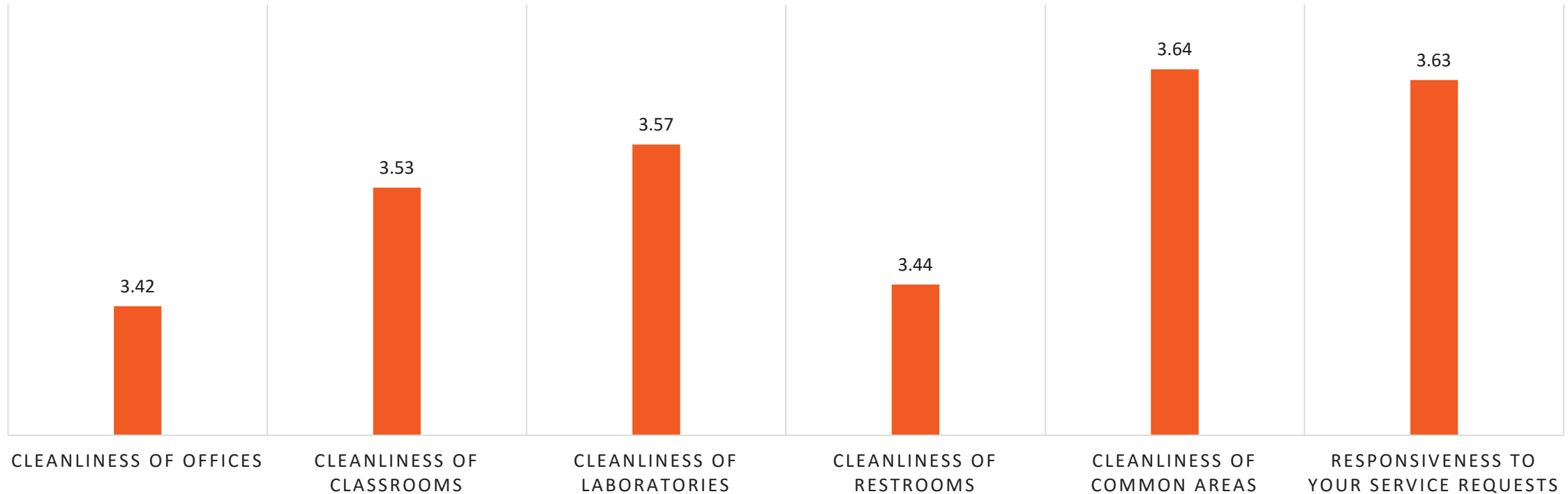


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.79

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HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

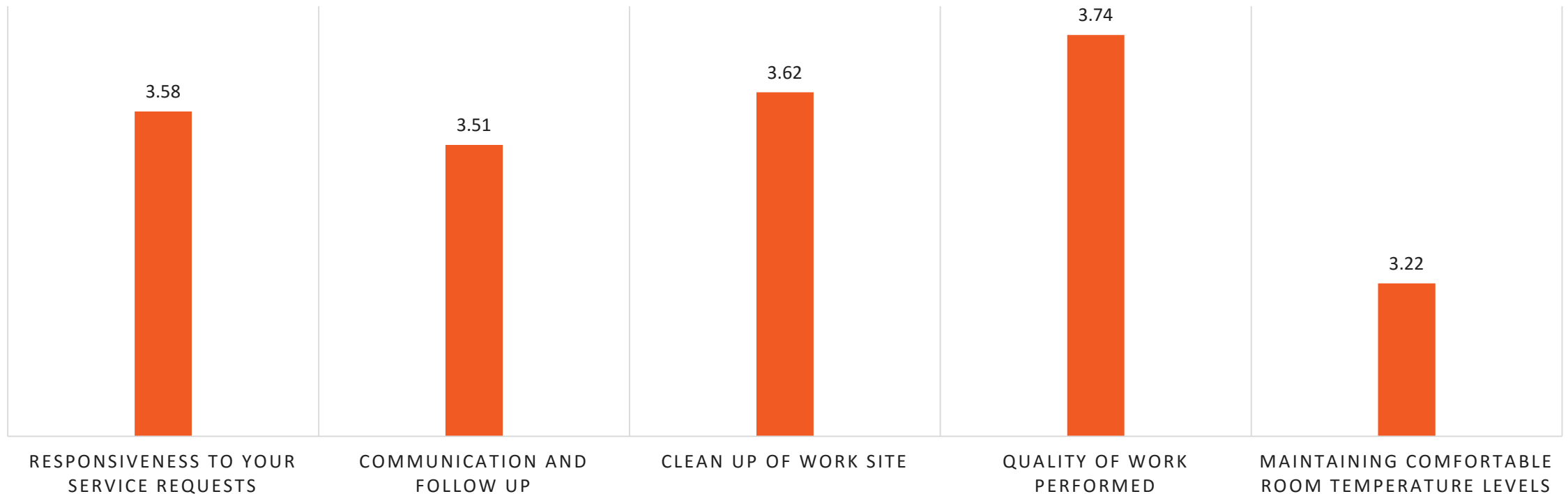


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.54

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HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

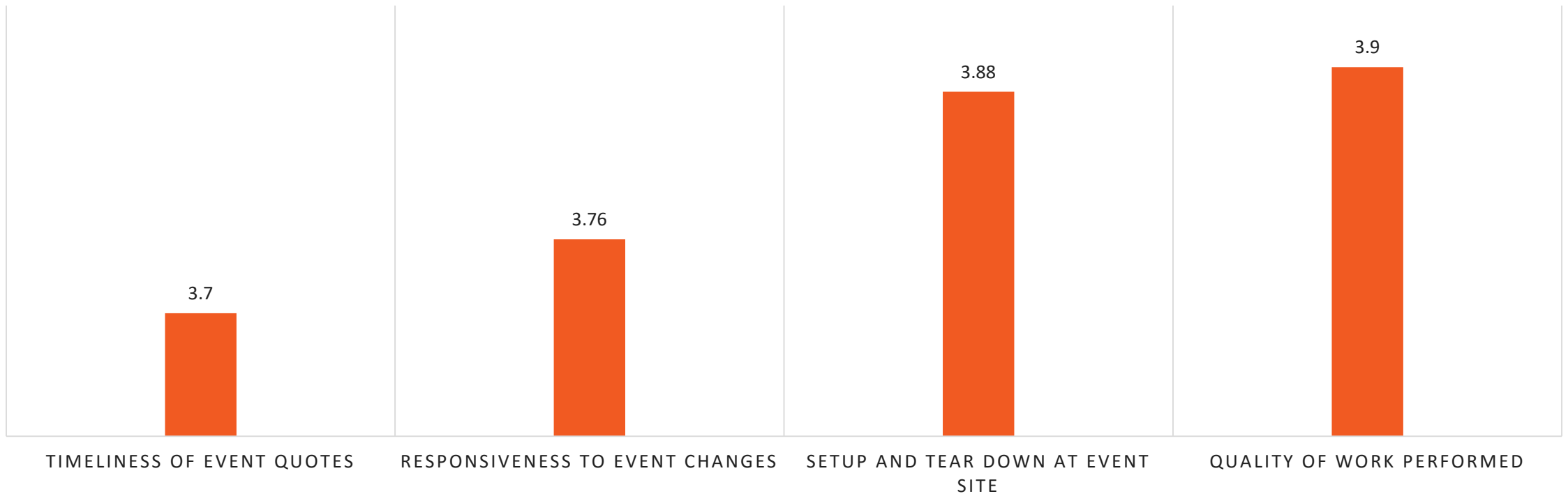


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.53

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HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

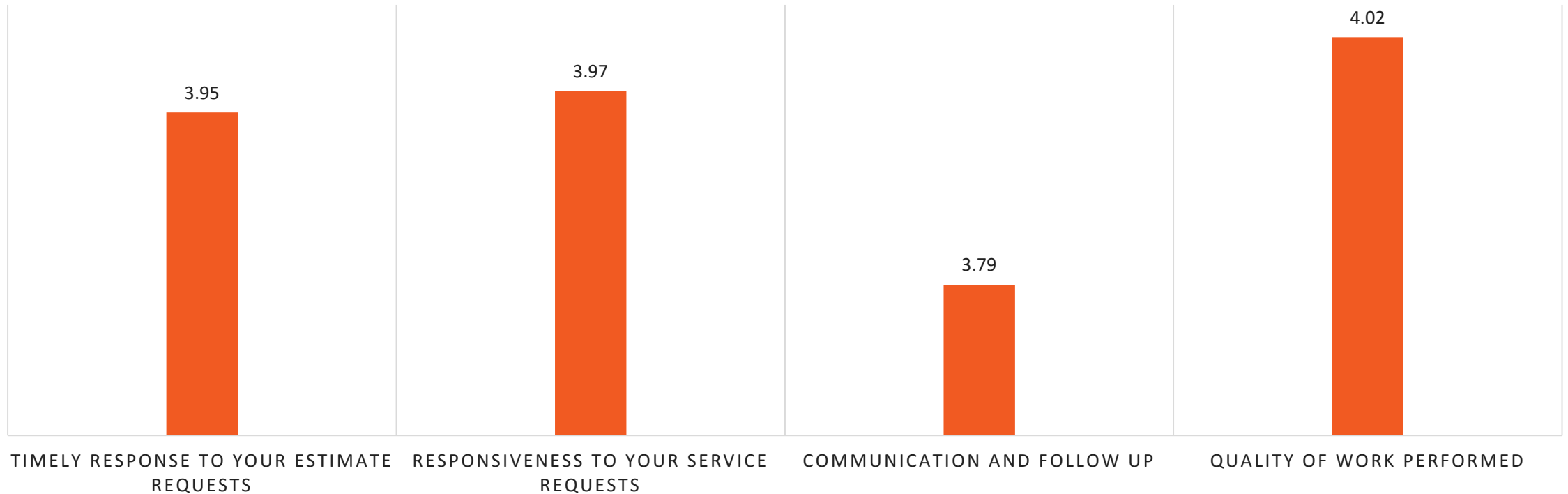


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.81

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HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

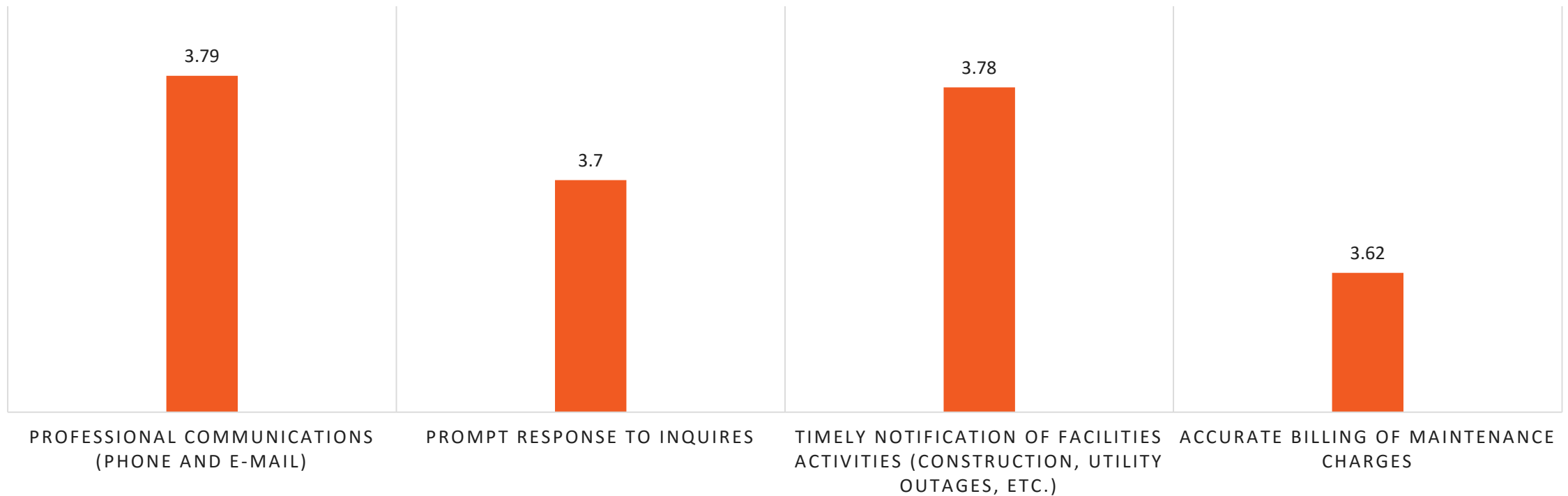


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.93

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HOW WOULD YOU RATE THE CUSTOMER SERVICES AND THE FACILITIES SERVICE CENTER STAFF IN THE FOLLOWING AREAS?

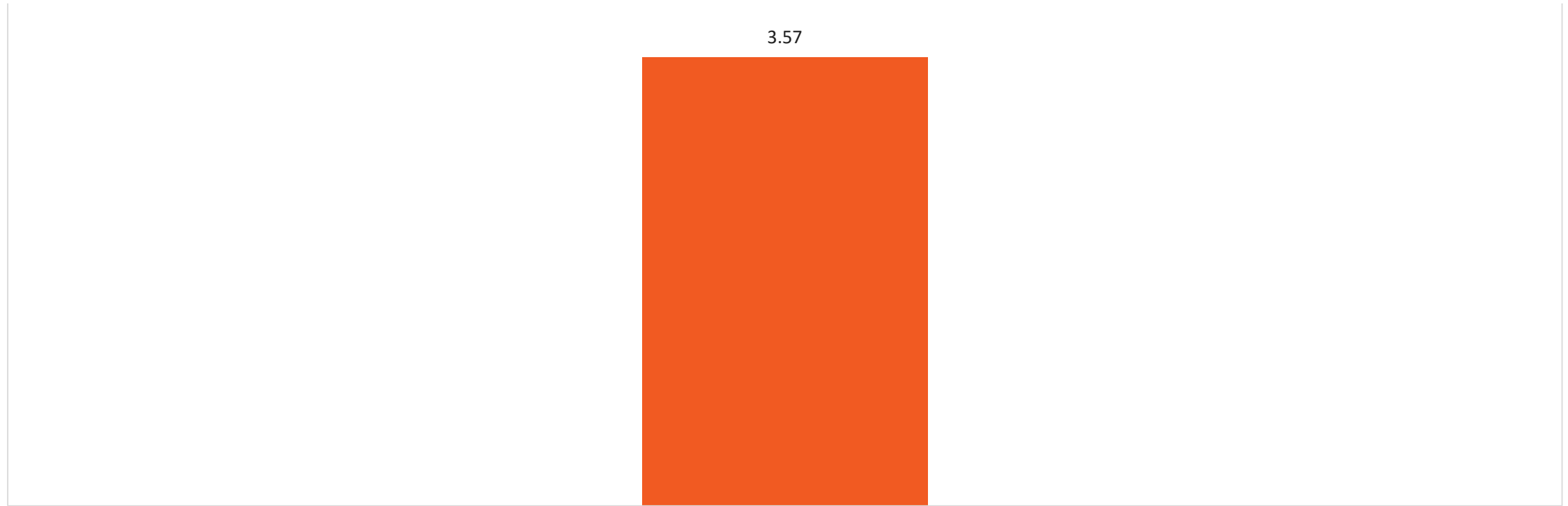


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.72

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



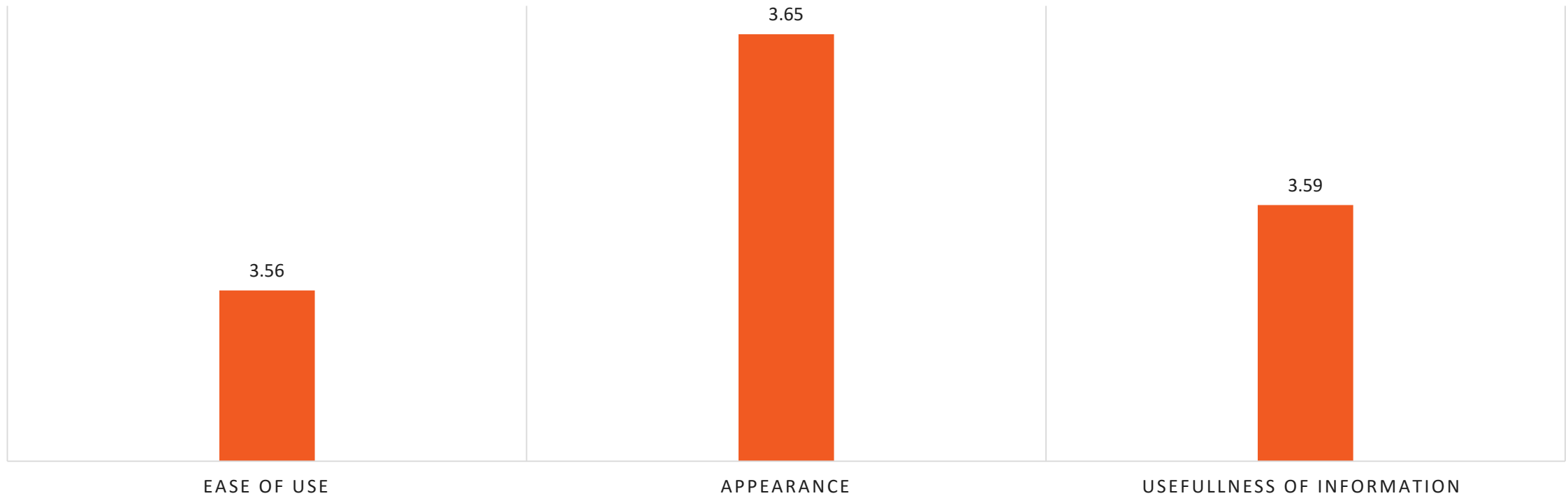
EASE OF USE

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?

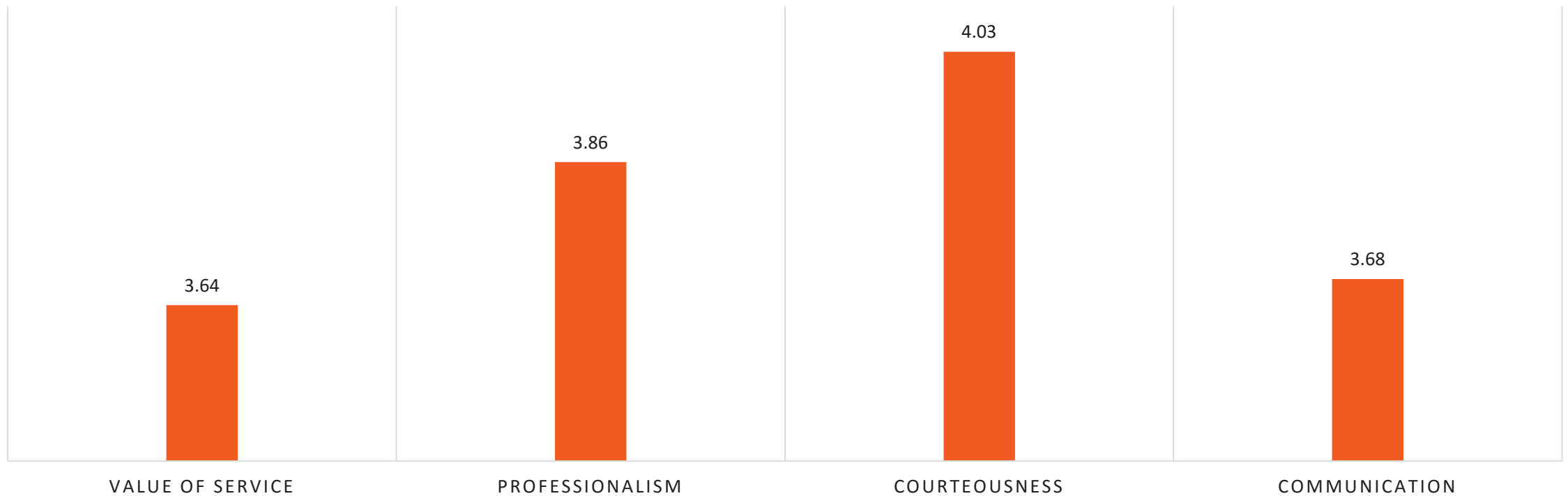


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.6

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HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?

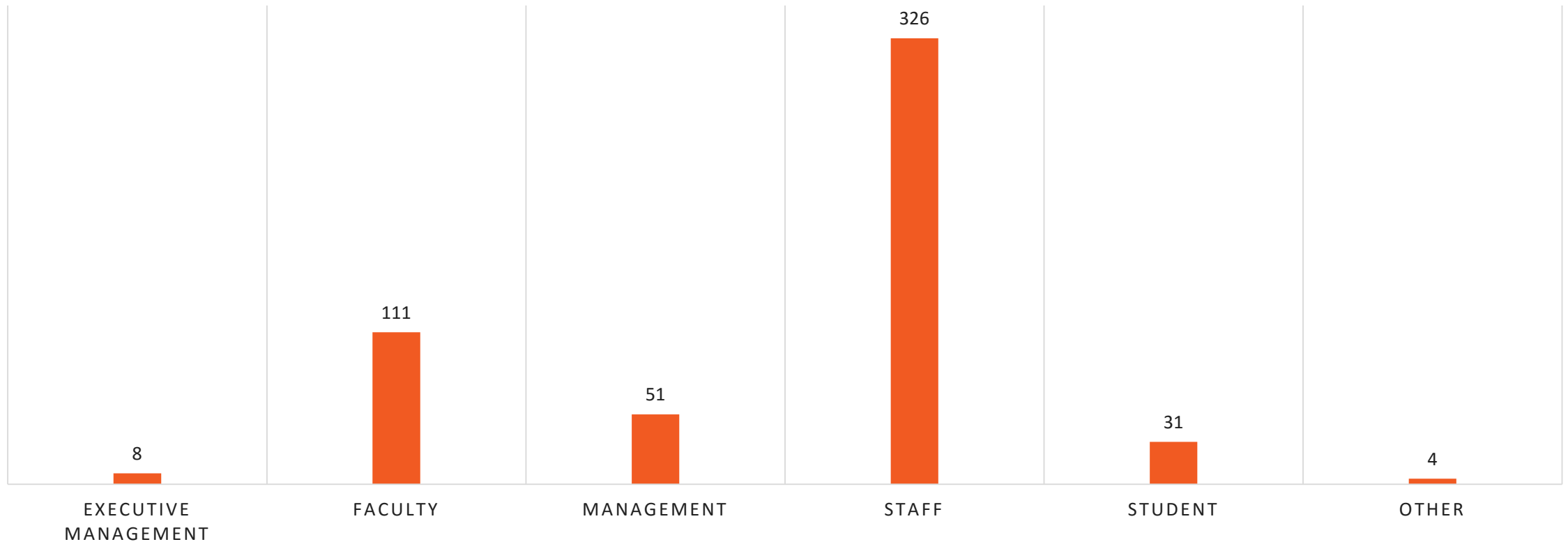


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.8

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WHAT IS YOUR ROLE AT UTSA?

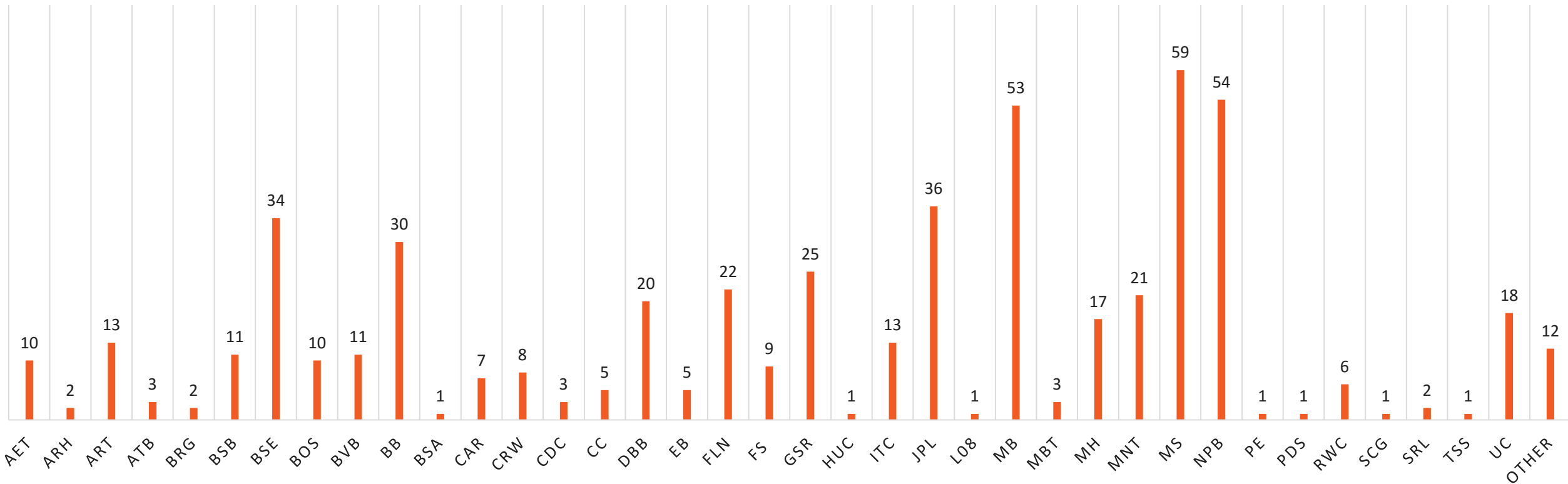


Number of responses by role = 531

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

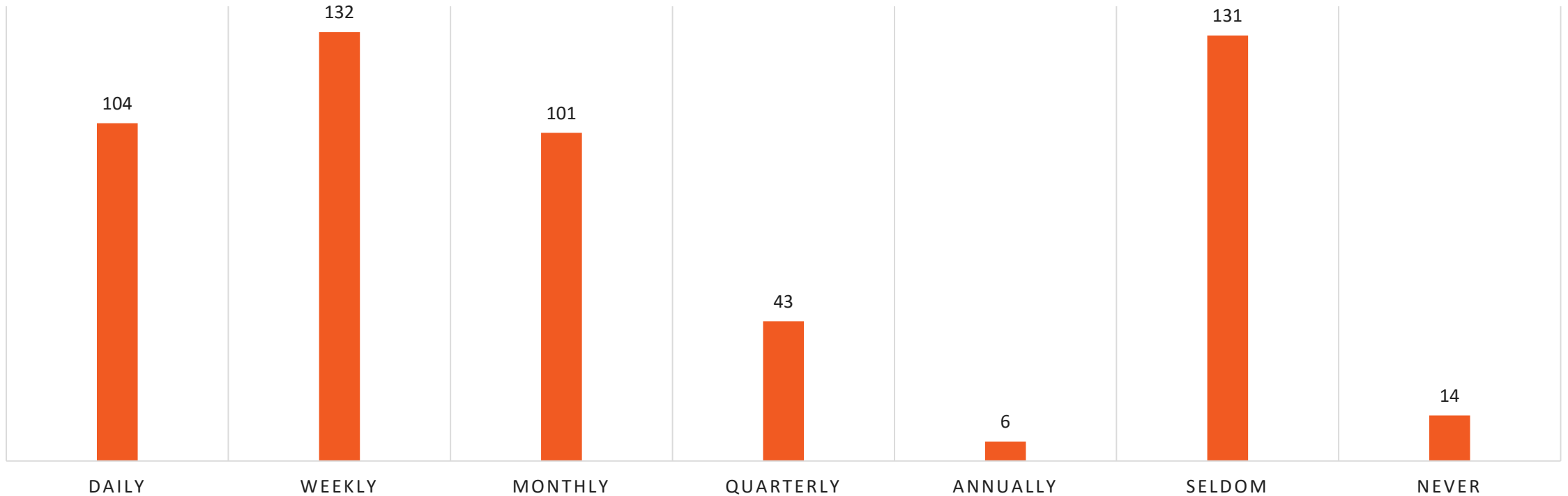


Number of responses by building; all others = 0

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HOW OFTEN DO YOU DIRECTLY INTERACT WITH FACILITIES EMPLOYEES?

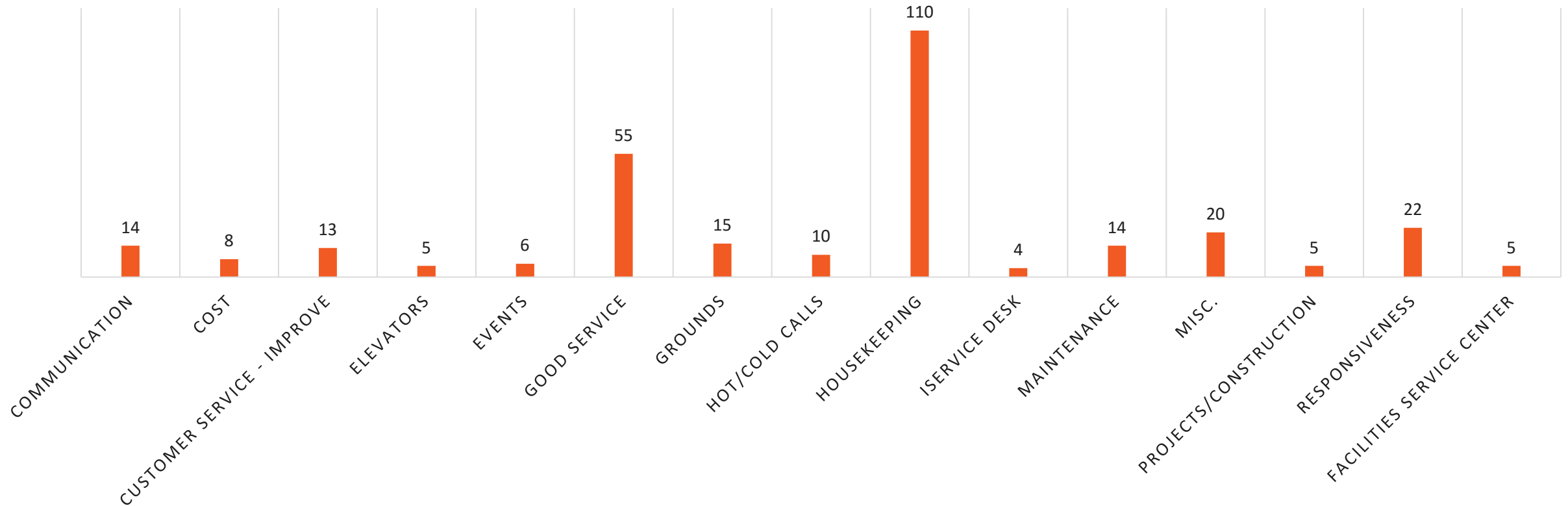


Number of responses = 531

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CUSTOMER COMMENTS BY CATEGORY



Number of comments

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CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY

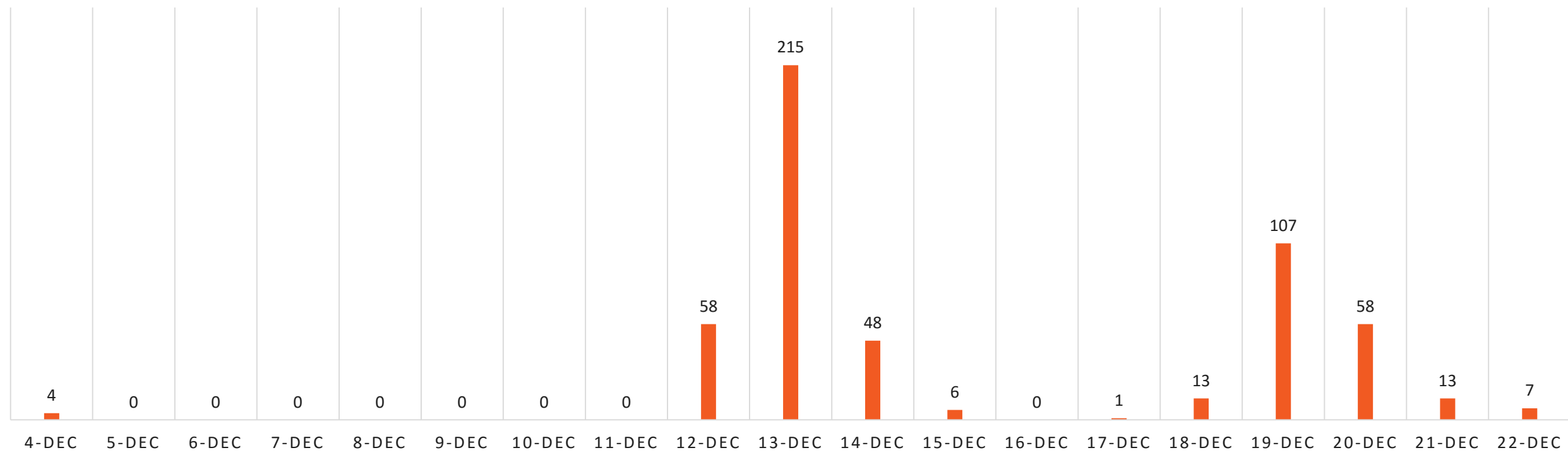


* 1 customer's contact info is listed as anonymous

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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