Promoting learning and discovery through teamwork and excellence in facility management.
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: 4.08
Annual Customer Satisfaction Survey Results - 2018

HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

- Cleanliness of Offices: 3.54
- Cleanliness of Classrooms: 3.82
- Cleanliness of Laboratories: 3.77
- Cleanliness of Restrooms: 3.77
- Cleanliness of Common Areas: 3.91
- Responsiveness to Your Service Requests: 3.87

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.78
HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

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

Average in this Category: 3.74
Annual Customer Satisfaction Survey Results - 2018

**HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?**

- **Timeliness of Event Quotes**: 3.89
- **Responsiveness to Event Changes**: 3.93
- **Setup and Tear Down at Event Site**: 4.05
- **Quality of Work Performed**: 4.12

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

Average in this Category: 4.0
HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

- TIMELY RESPONSE TO YOUR ESTIMATE REQUESTS: 3.84
- RESPONSIVENESS TO YOUR SERVICE REQUESTS: 3.95
- COMMUNICATION AND FOLLOW UP: 3.9
- QUALITY OF WORK PERFORMED: 4.11

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 3.95
HOW WOULD YOU RATE THE CUSTOMER SERVICES AND THE FACILITIES SERVICE CENTER STAFF IN THE FOLLOWING AREAS?

<table>
<thead>
<tr>
<th>Professional Communications (Phone and E-mail)</th>
<th>Prompt Response to Inquires</th>
<th>Timely Notification of Facilities Activities (Construction, Utility Outages, etc.)</th>
<th>Accurate Billing of Maintenance Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.15</td>
<td>4.02</td>
<td>4.07</td>
<td>3.9</td>
</tr>
</tbody>
</table>

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 4.04
HOW WOULD YOU RATE THE EASE OF USE OF ISERVICE DESK?

3.81

1 - Poor; 2 - Fair; 3 - Average; 4 - Good, 5 - Excellent
Annual Customer Satisfaction Survey Results - 2018

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: 3.89
HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?

- VALUE OF SERVICE: 3.93
- PROFESSIONALISM: 4.21
- COURTEOUSNESS: 4.29
- COMMUNICATION: 3.96

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 4.10
WHAT IS YOUR ROLE AT UTSA?

- Executive Management: 5
- Faculty: 113
- Management: 38
- Staff: 319
- Student: 26
- Other: 1

Number of responses by role = 502
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: 95 responses
- Weekly: 131 responses
- Monthly: 92 responses
- Quarterly: 32 responses
- Annually: 12 responses
- Seldom: 117 responses
- Never: 23 responses

Number of responses = 502
Annual Customer Satisfaction Survey Results - 2018

CUSTOMER COMMENTS BY CATEGORY

Number of comments: 189
CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY

NUMBER OF CUSTOMERS

43

* 1 customer’s contact info is listed as anonymous
UTSA Today article posted on 26 Nov
Initial emails sent on 3 Dec
Reminder emails sent on 11 Dec