

UTSA[®] Facilities

Annual Customer Satisfaction Survey Results 2019

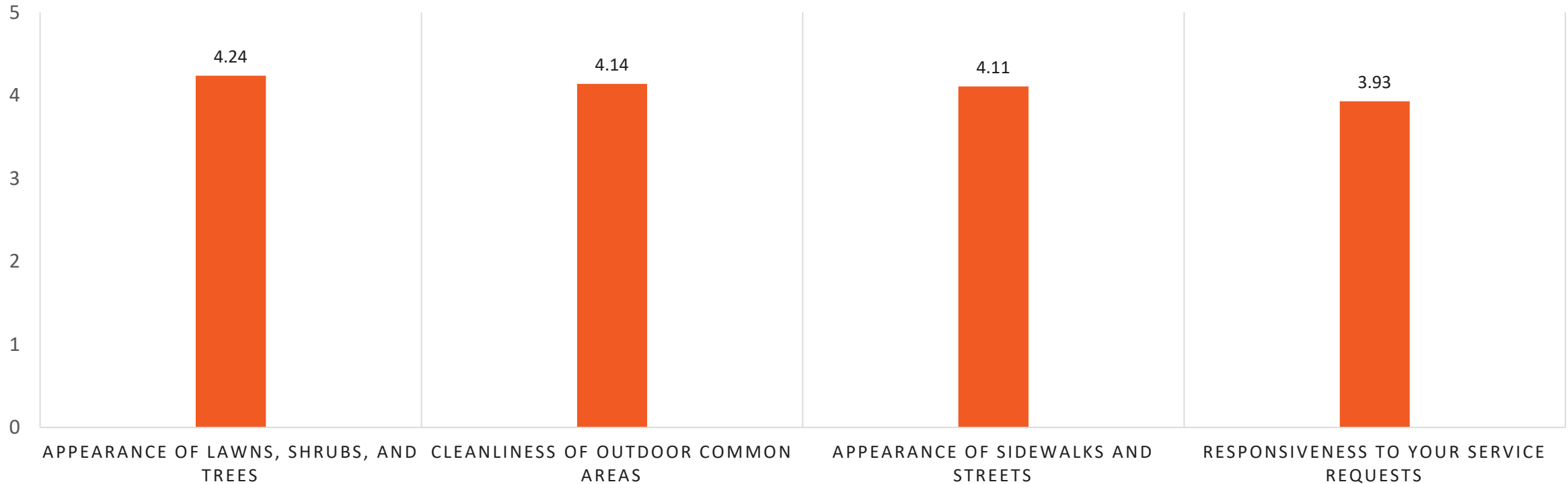


Improving the Physical Environment

UTSA Facilities

Annual Customer Satisfaction Survey Results - 2019

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

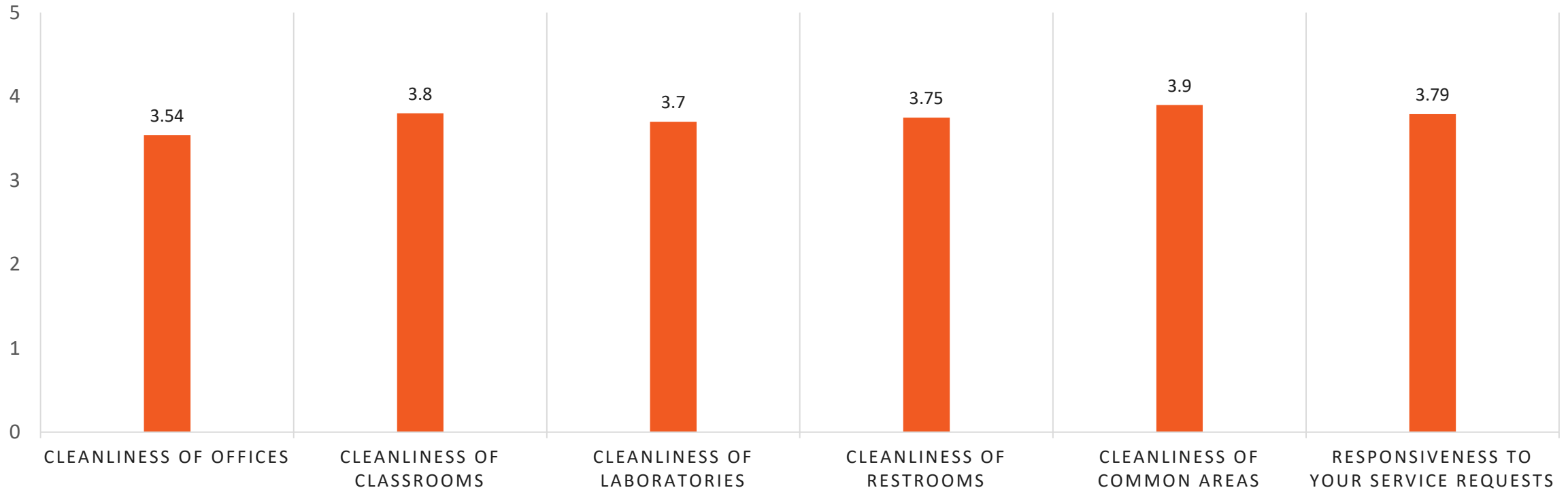


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 4.11

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HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

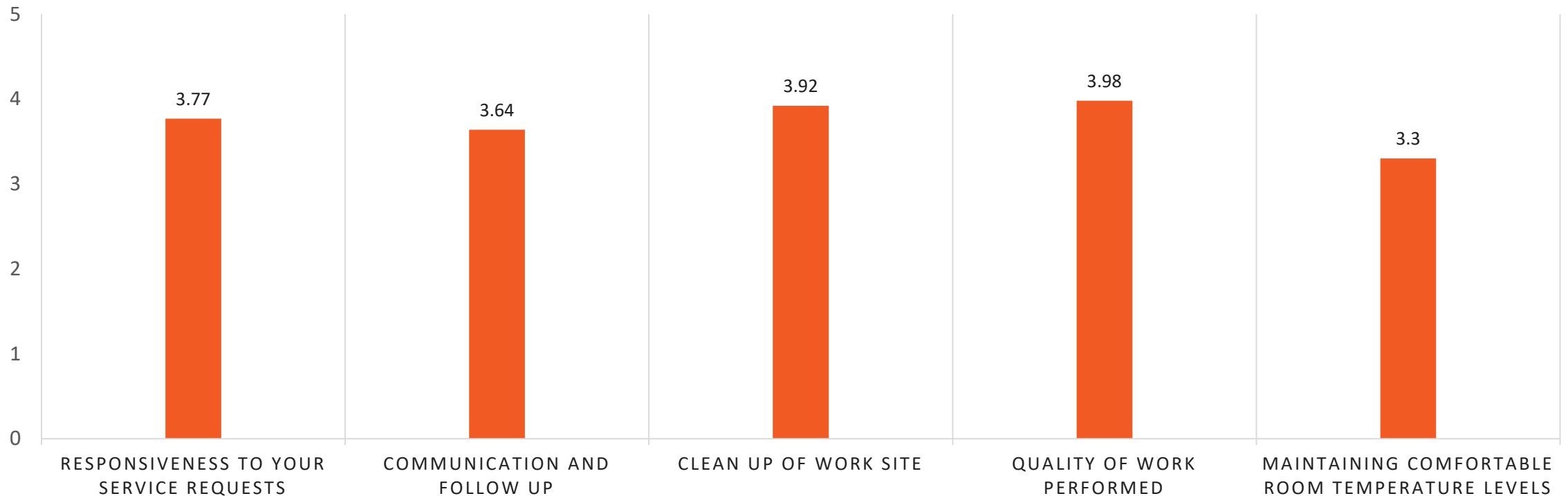


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.75

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HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

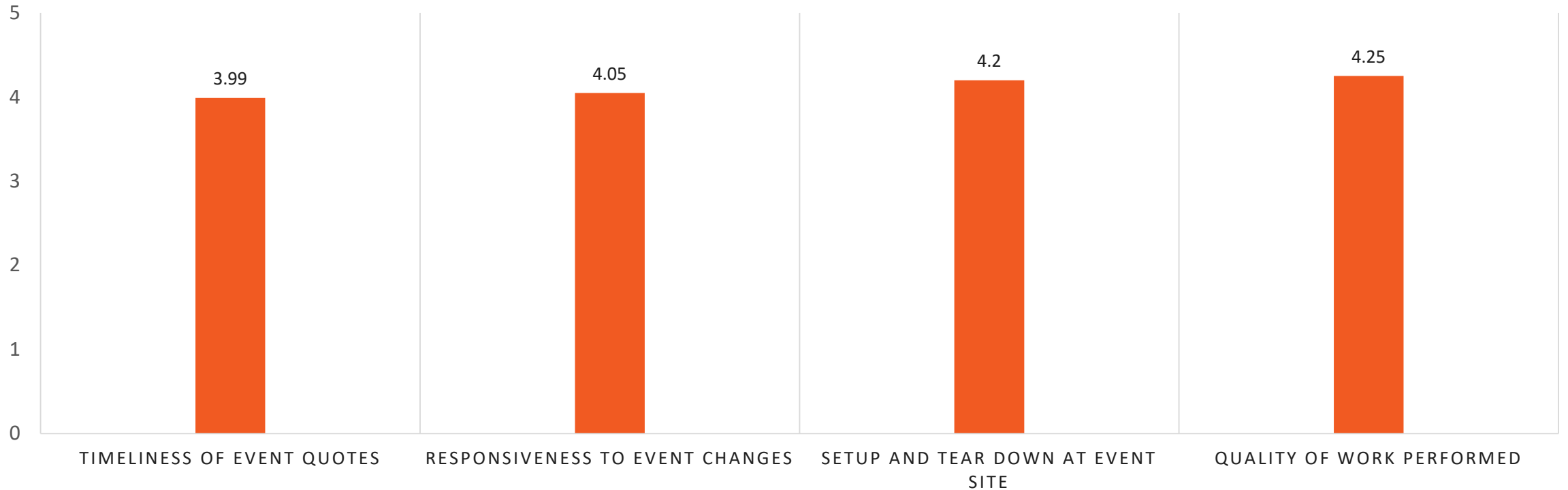


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.72

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HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

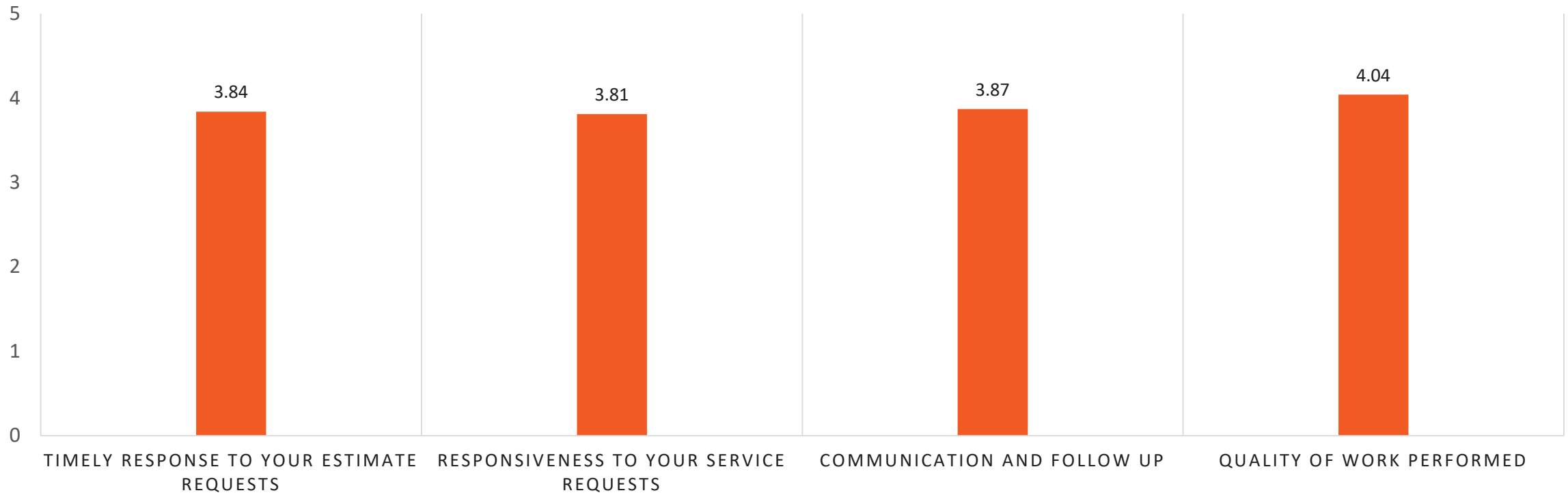


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 4.12

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HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

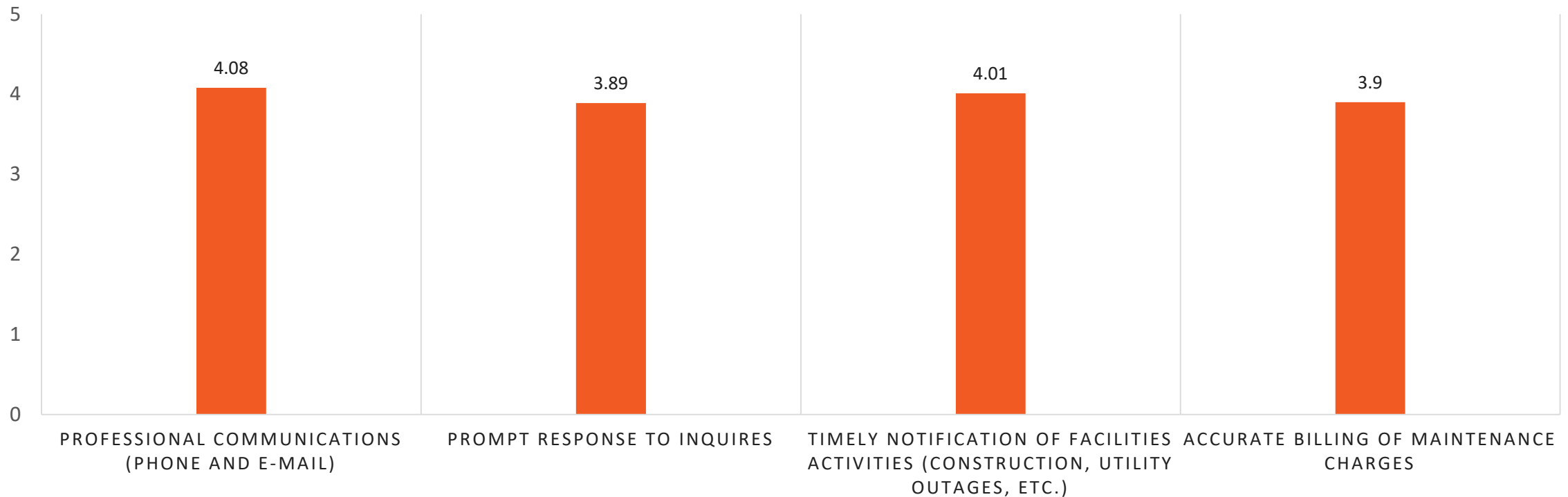


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.89

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

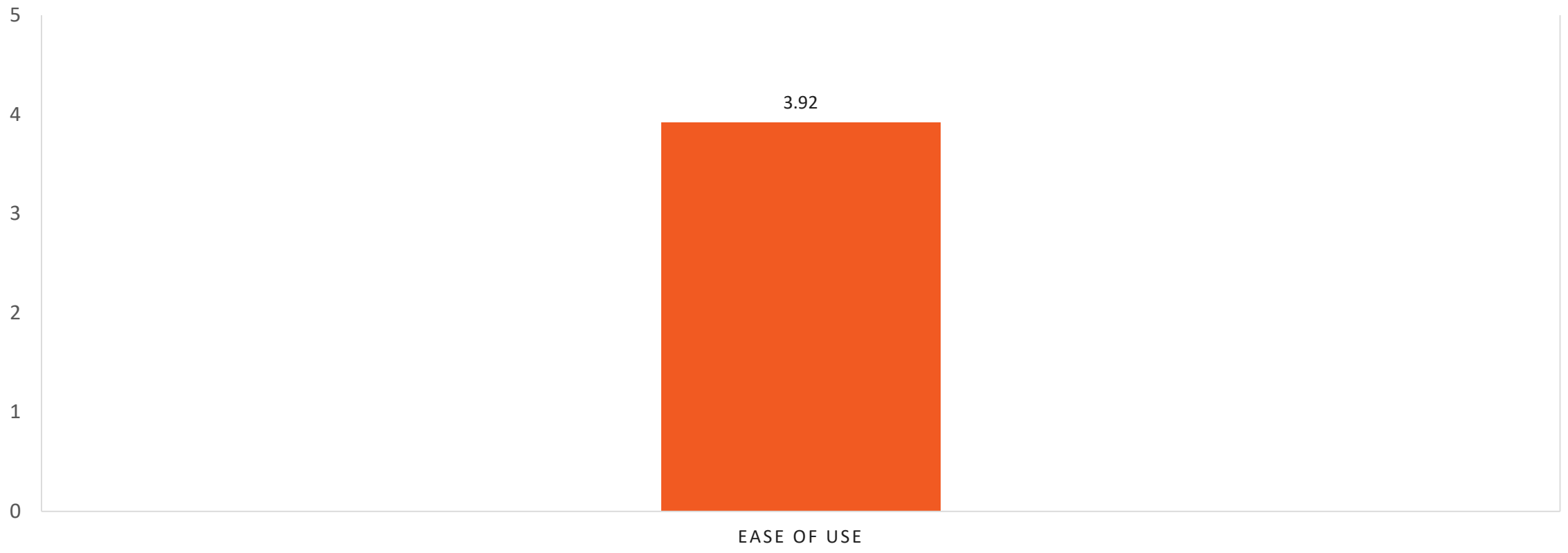


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.97

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

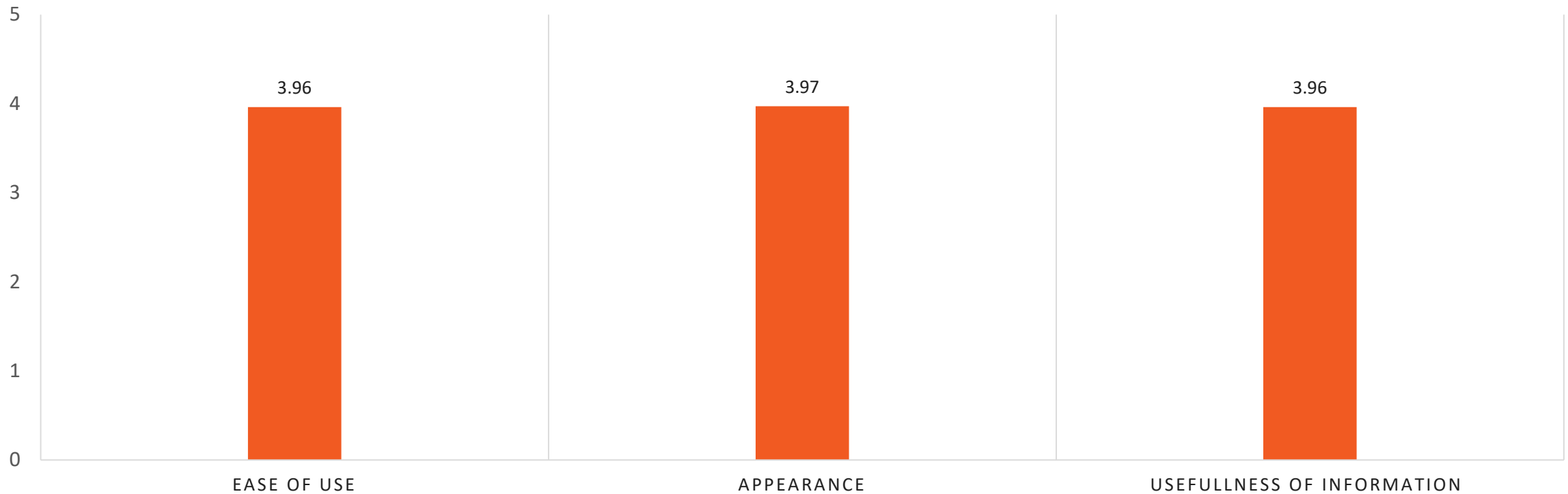


1 - Poor; 2 - Fair; 3 - Average; 4 - Good, 5 - Excellent

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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: 3.96

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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: 4.06

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WHAT IS YOUR ROLE AT UTSA?

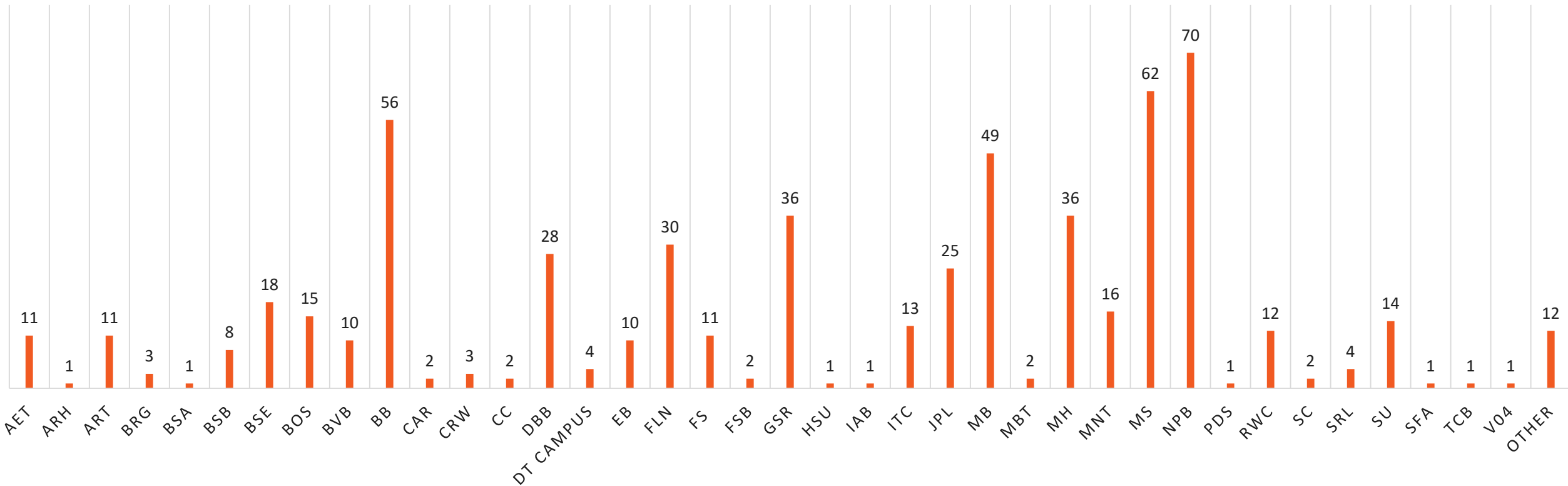


Number of responses by role = 585

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

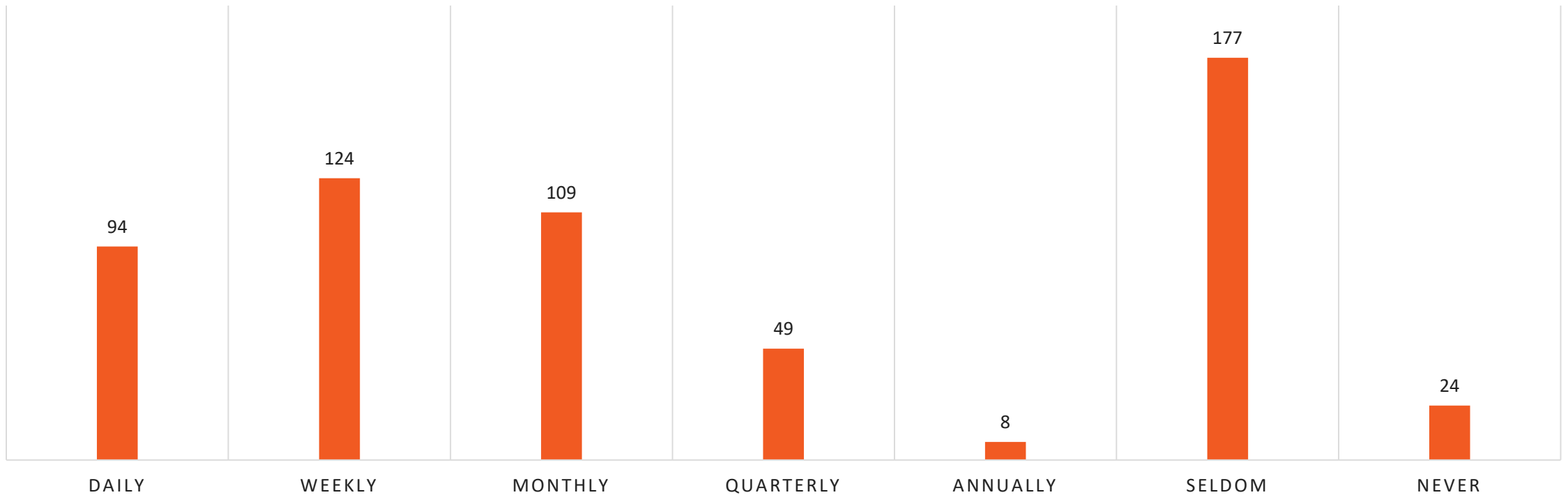


Number of responses by building; all others = 0

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HOW OFTEN DO YOU DIRECTLY INTERACT WITH FACILITIES EMPLOYEES?

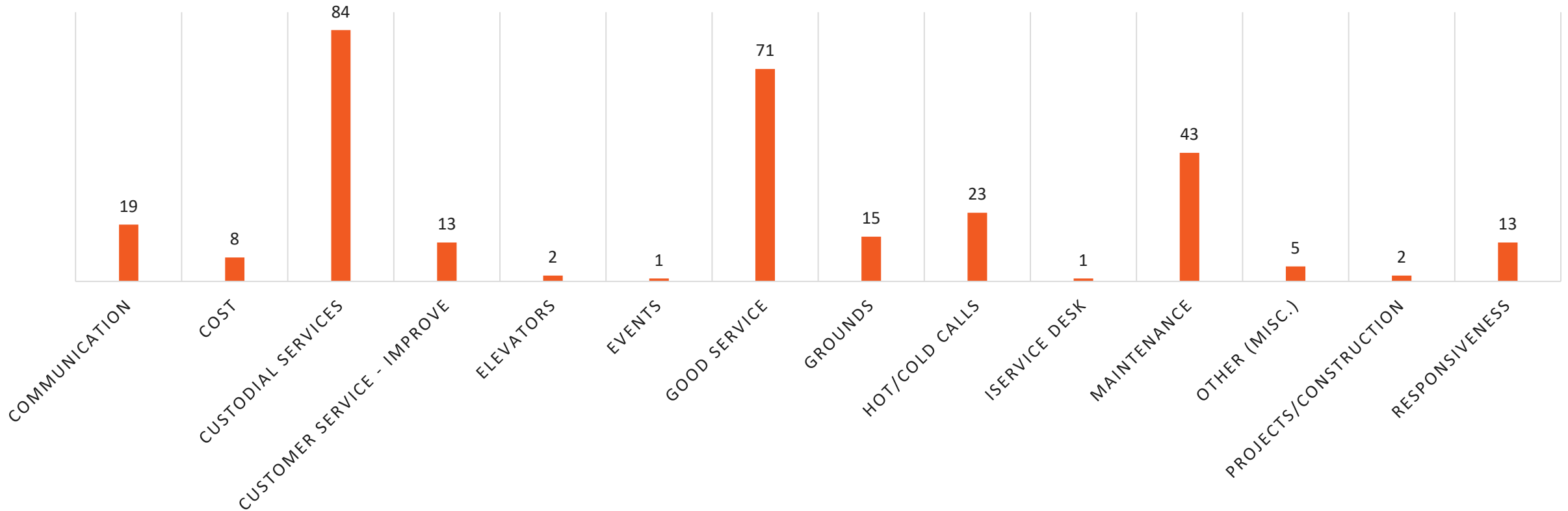


Number of responses = 585

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CUSTOMER COMMENTS BY CATEGORY



Number of individual comments: 223 (some individuals commented on more than one category)

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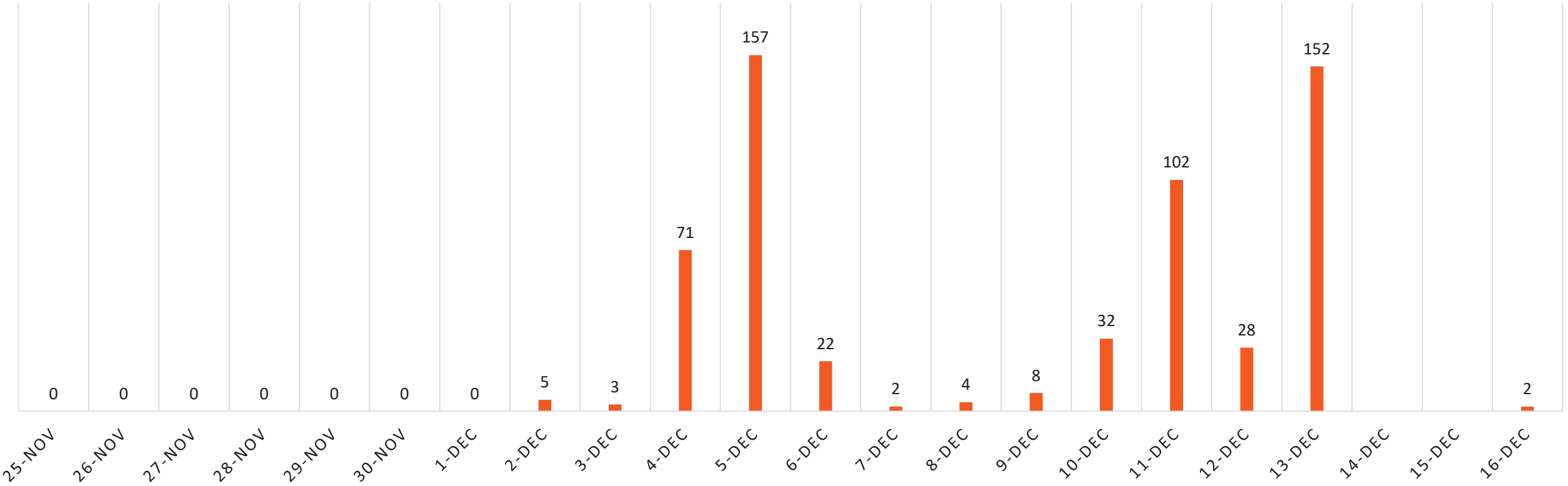
CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY



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NUMBER OF SURVEYS COMPLETED BY DATE



UTSA Today article posted on 25 Nov
Initial emails sent on 4 and 5 Dec
Reminder emails sent on 11, 12 & 13 Dec