

UTSA[®] Facilities

Baseline Customer Satisfaction Survey Results 2015

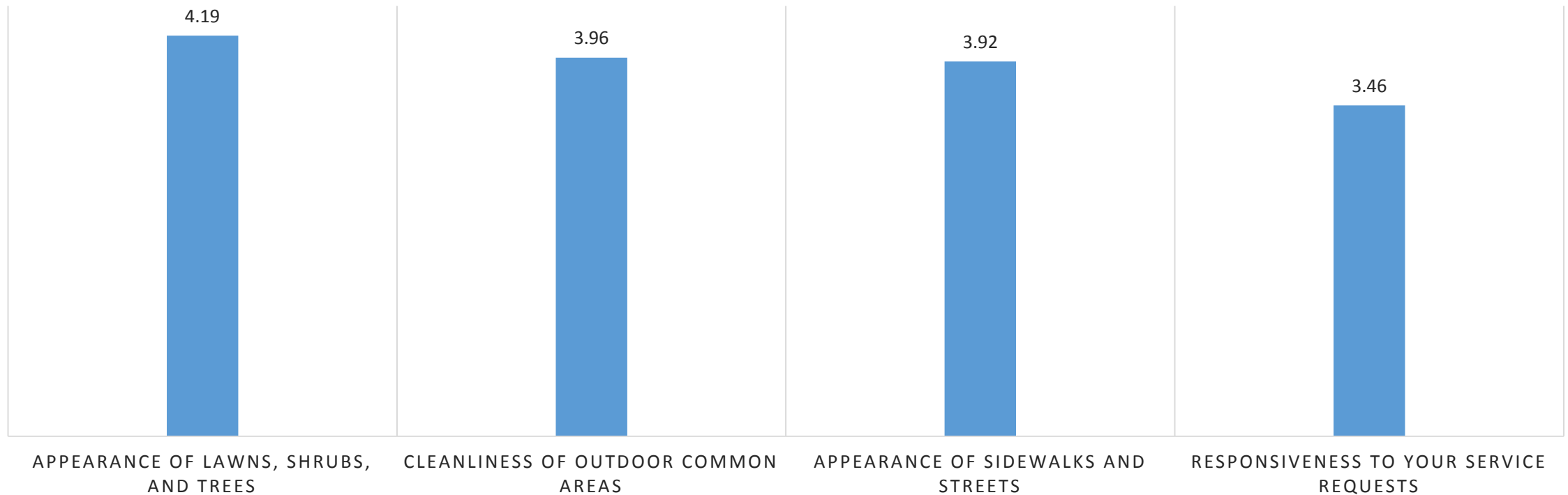


Promoting learning and discovery through teamwork and excellence in facility management.

UTSA Facilities

Baseline Customer Satisfaction Survey Results - 2015

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

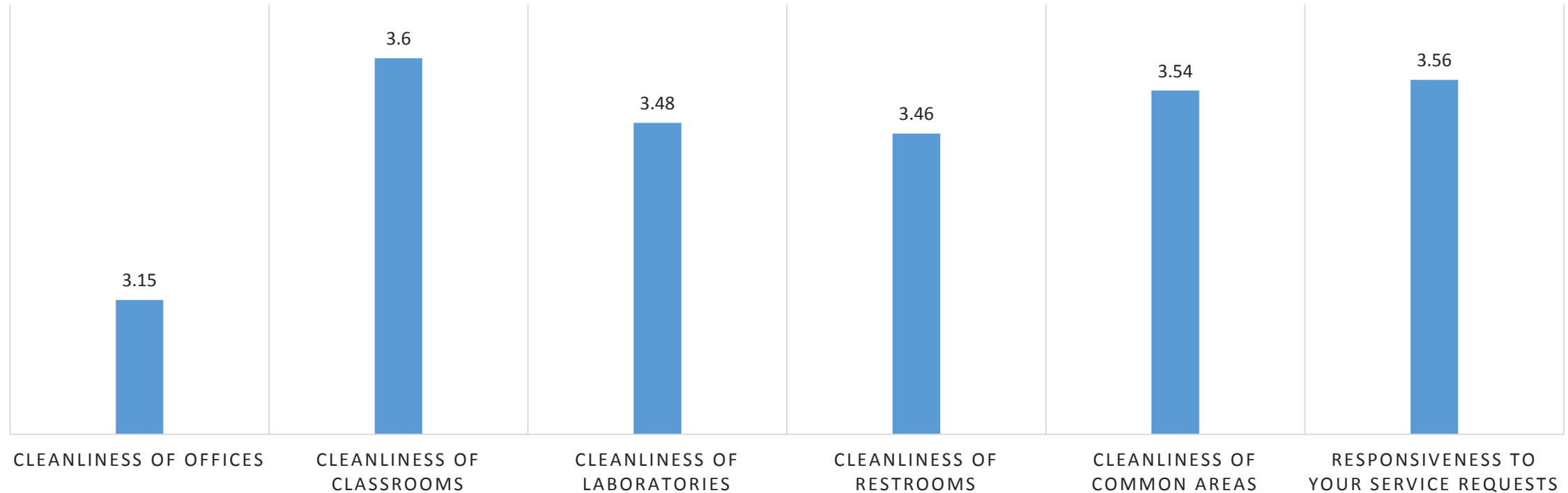


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.99

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Baseline Customer Satisfaction Survey Results - 2015

HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

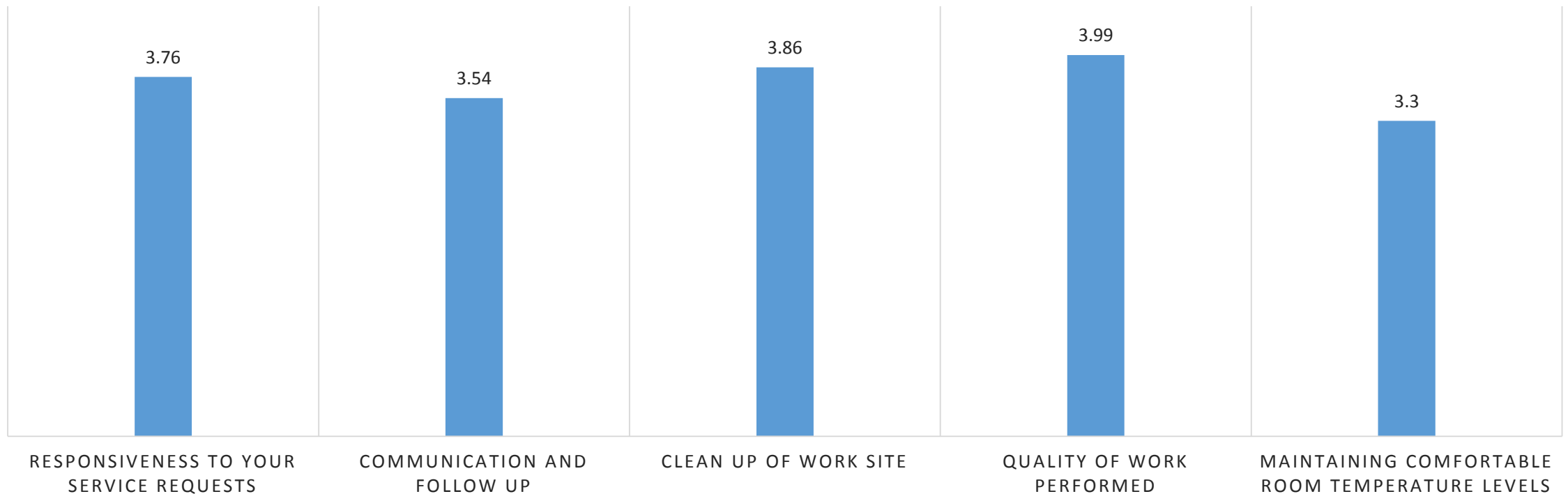


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.46

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HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

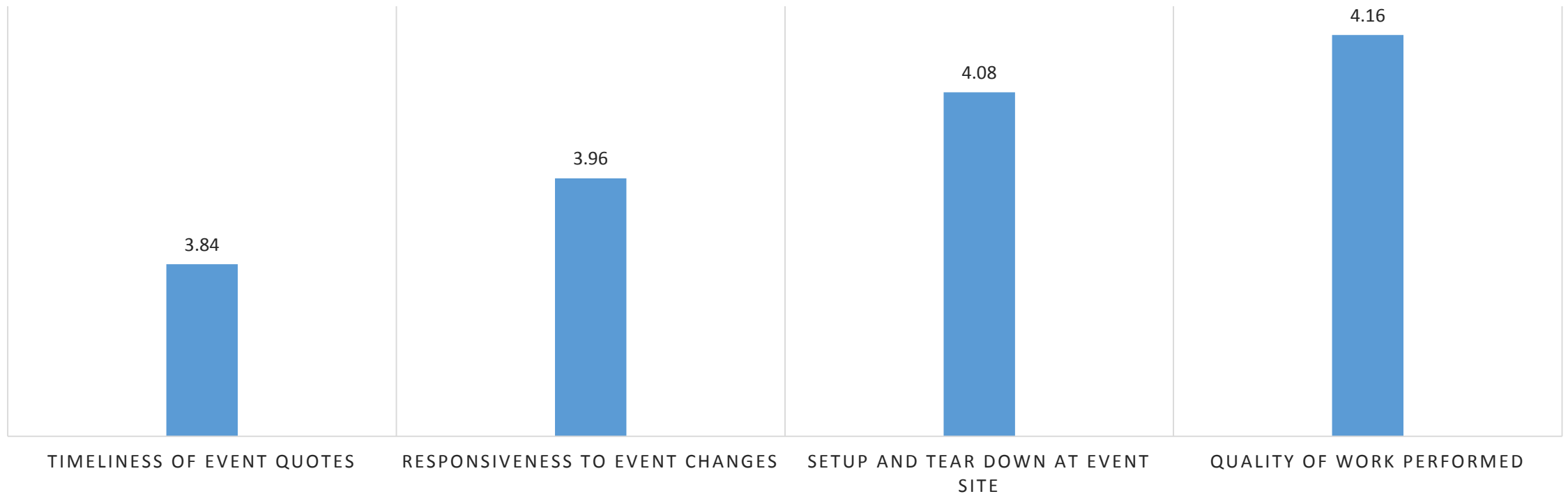


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.69

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HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

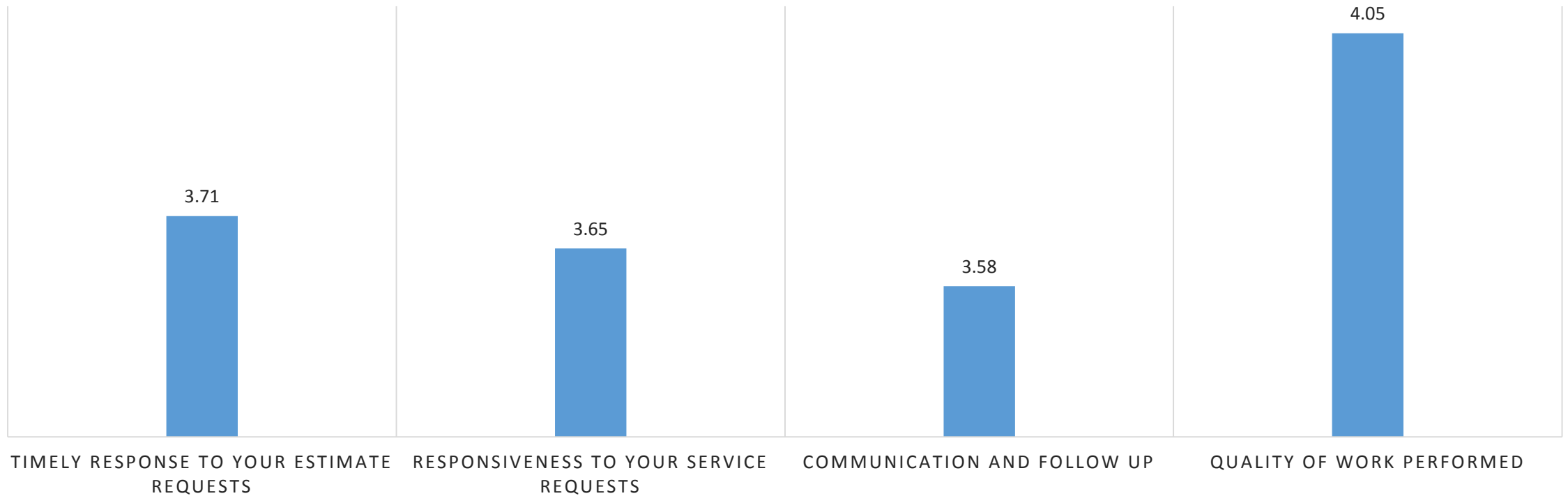


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 4.01

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HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

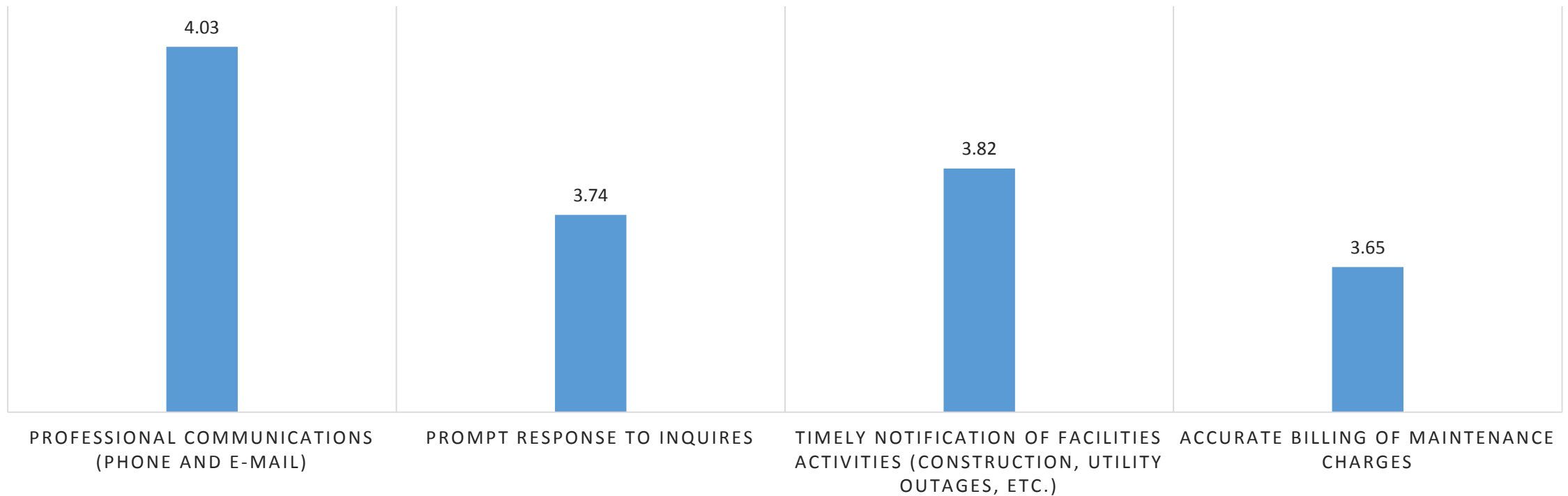


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.74

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HOW WOULD YOU RATE THE CUSTOMER SERVICES AND WORK CONTROL STAFF IN THE FOLLOWING AREAS?

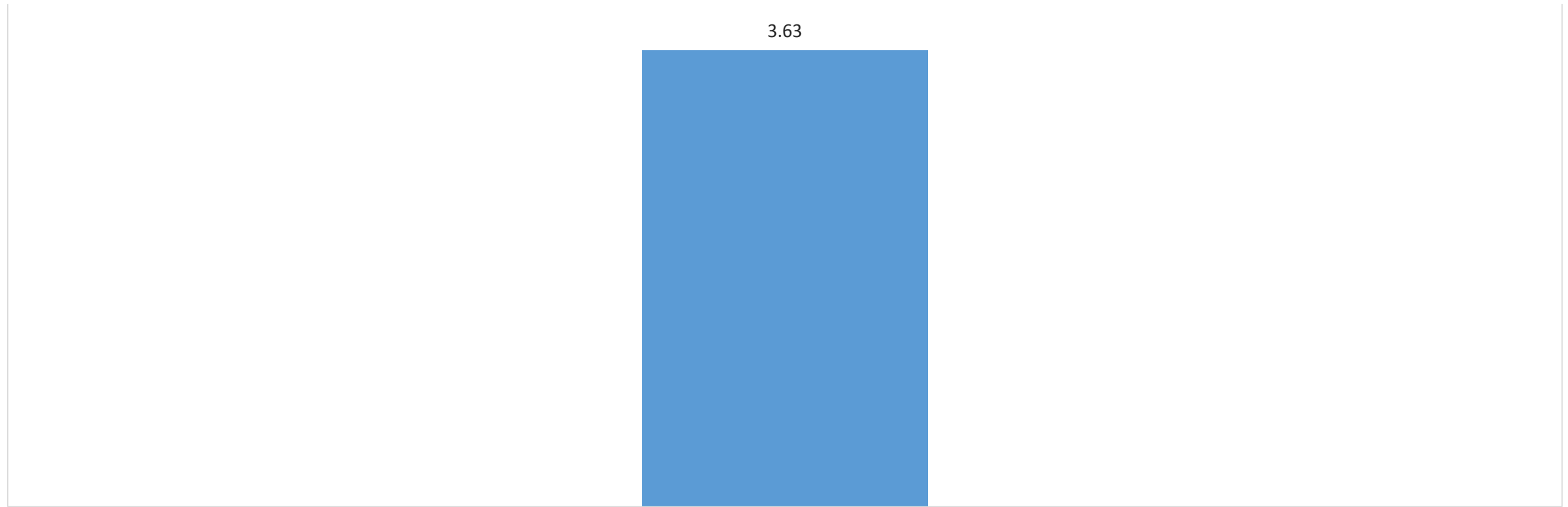


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.81

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



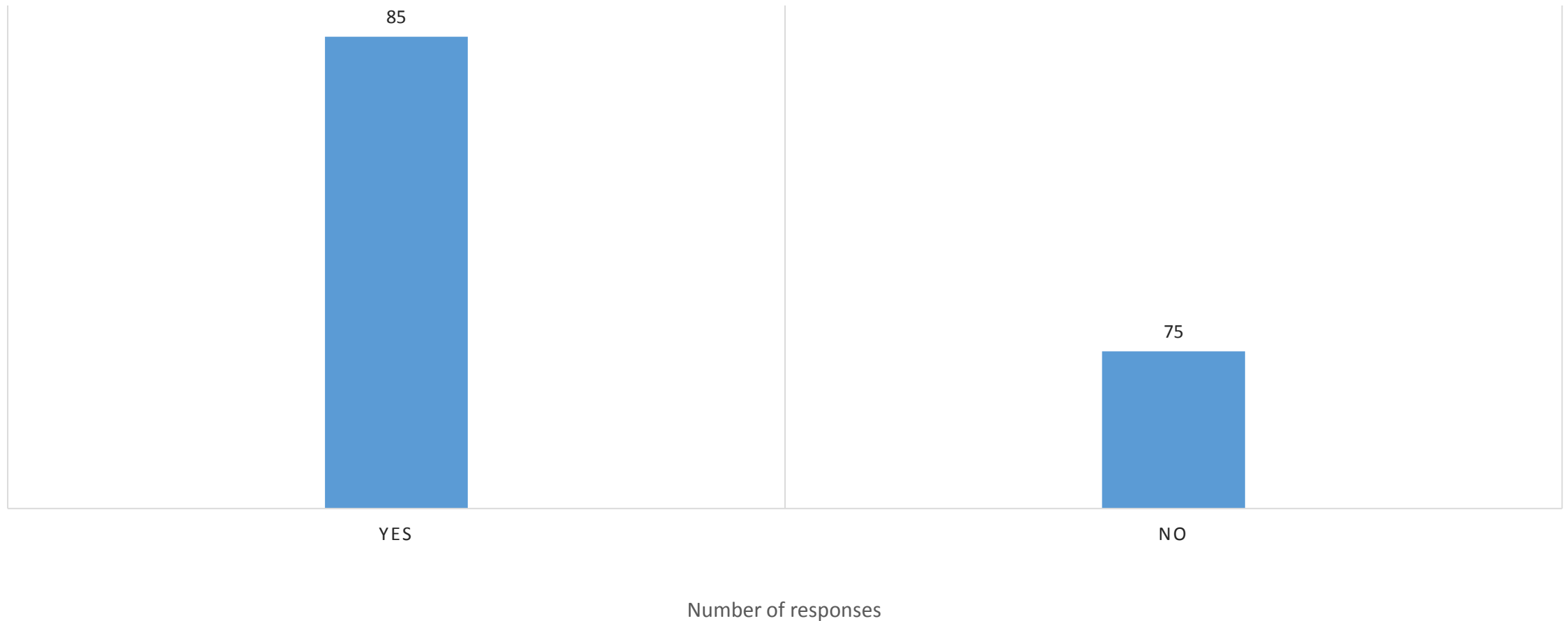
EASE OF USE

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

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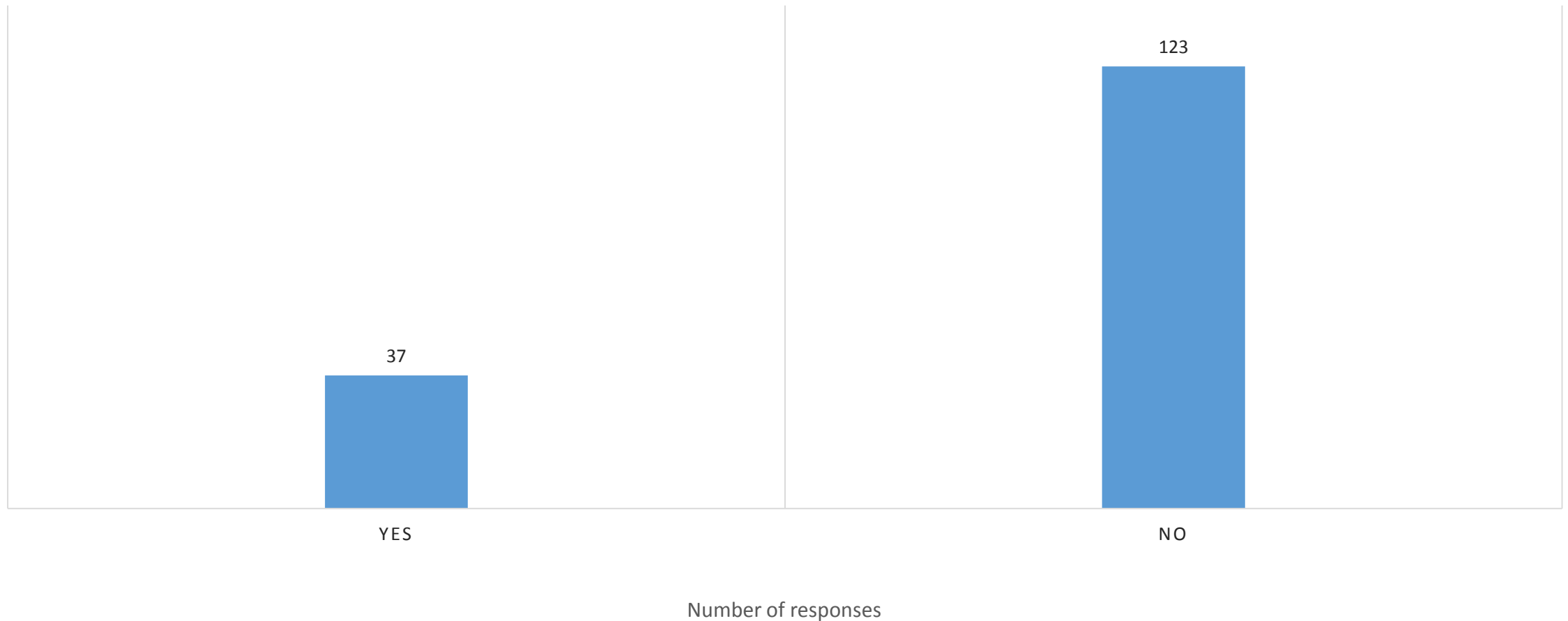
ARE YOU AWARE THAT FACILITIES OFFERS I SERVICE DESK TRAINING?



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HAVE YOU RECEIVED TRAINING ON I SERVICE DESK?



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IF YES, WHO TRAINED YOU ON ISERVICE DESK?

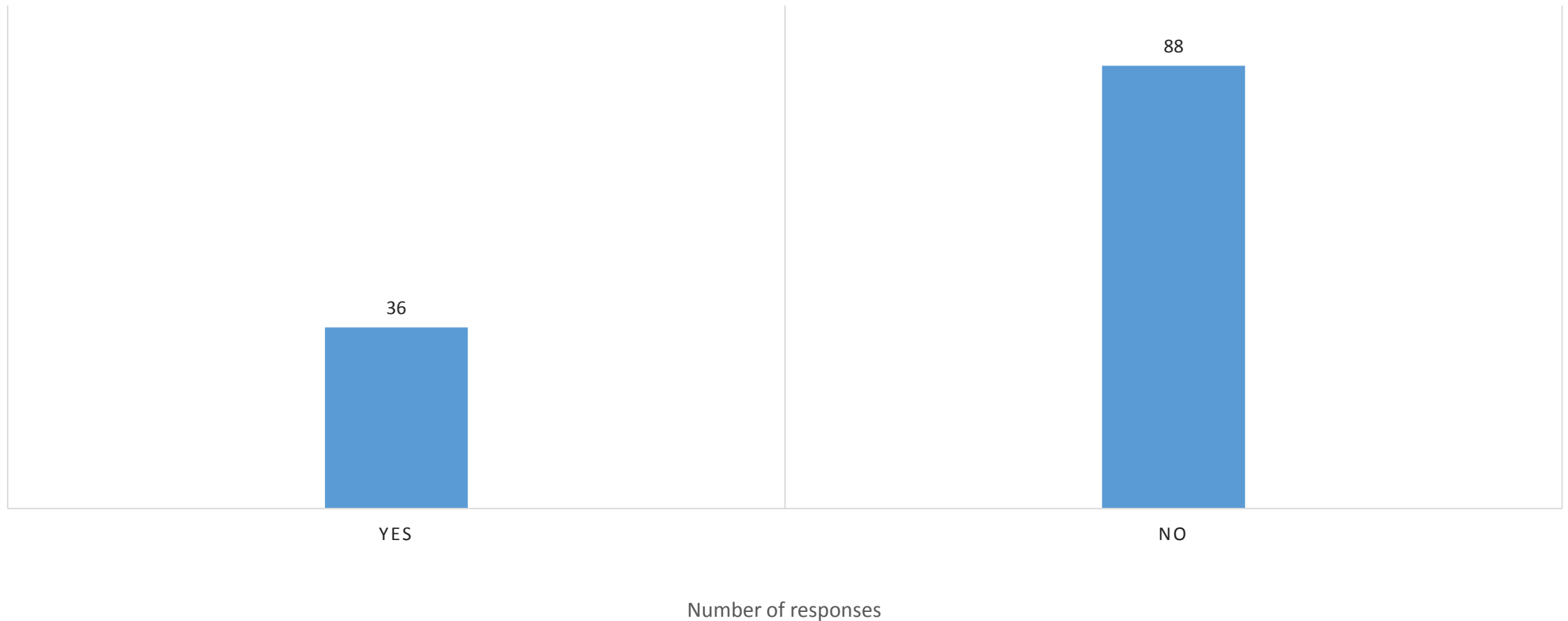


Number of responses

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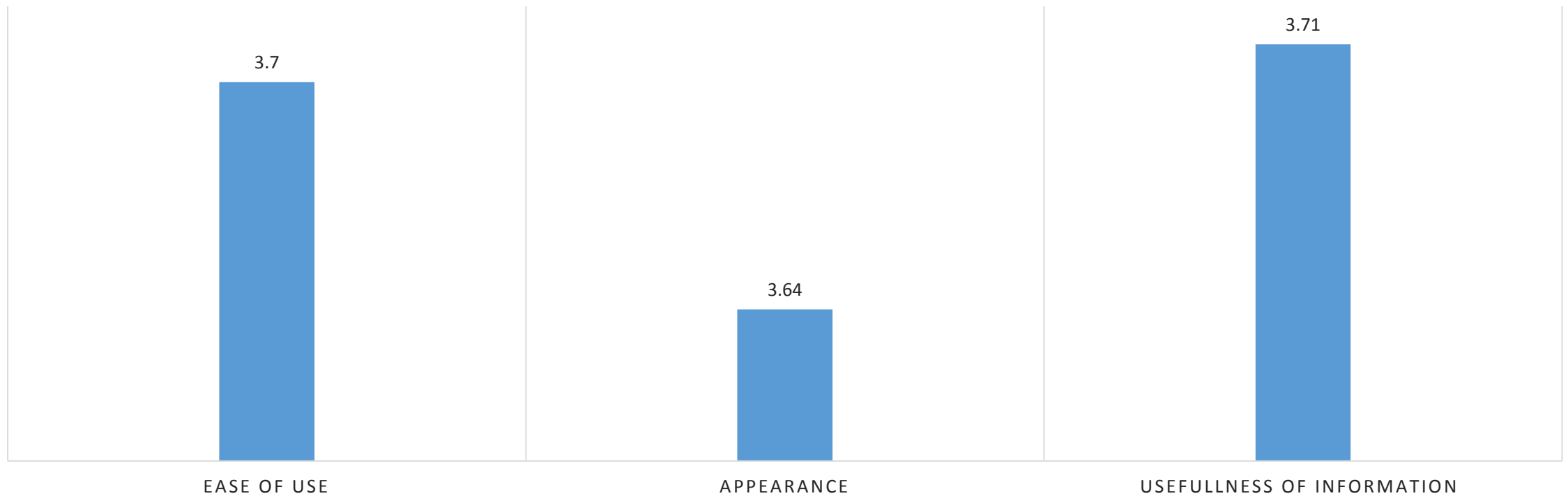
IF NO, WOULD YOU LIKE TO BE TRAINED ON ISERVICE DESK?



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HOW WOULD YOU RATE THE FACILITIES WEBSITE IN THE FOLLOWING AREAS?

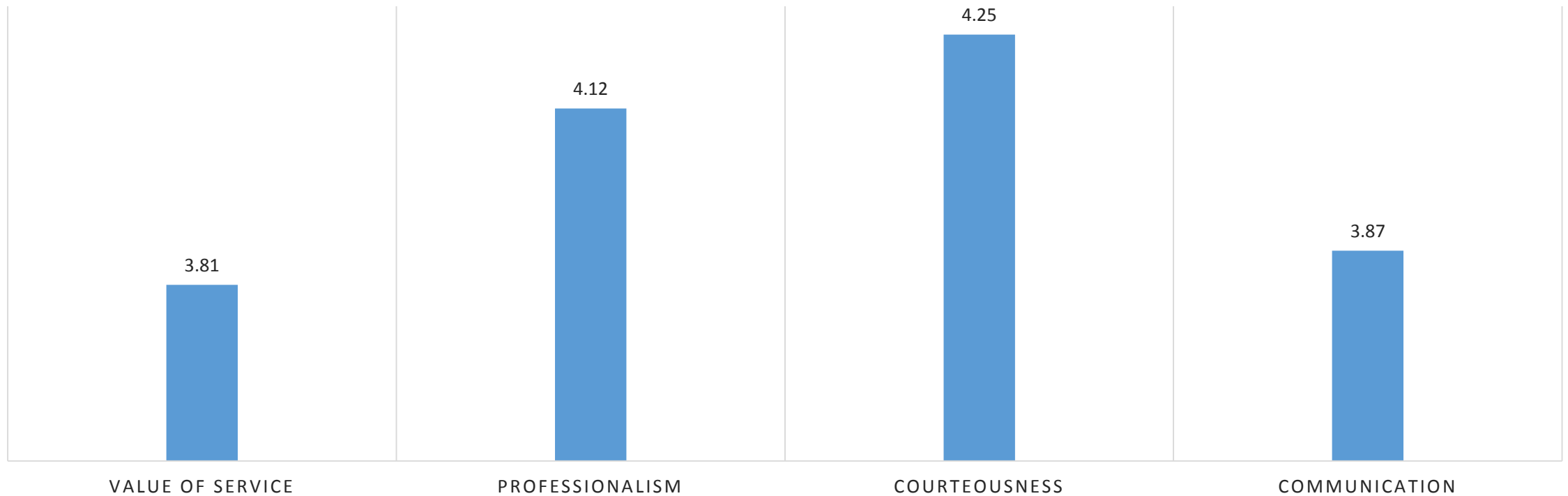


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.68

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HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?

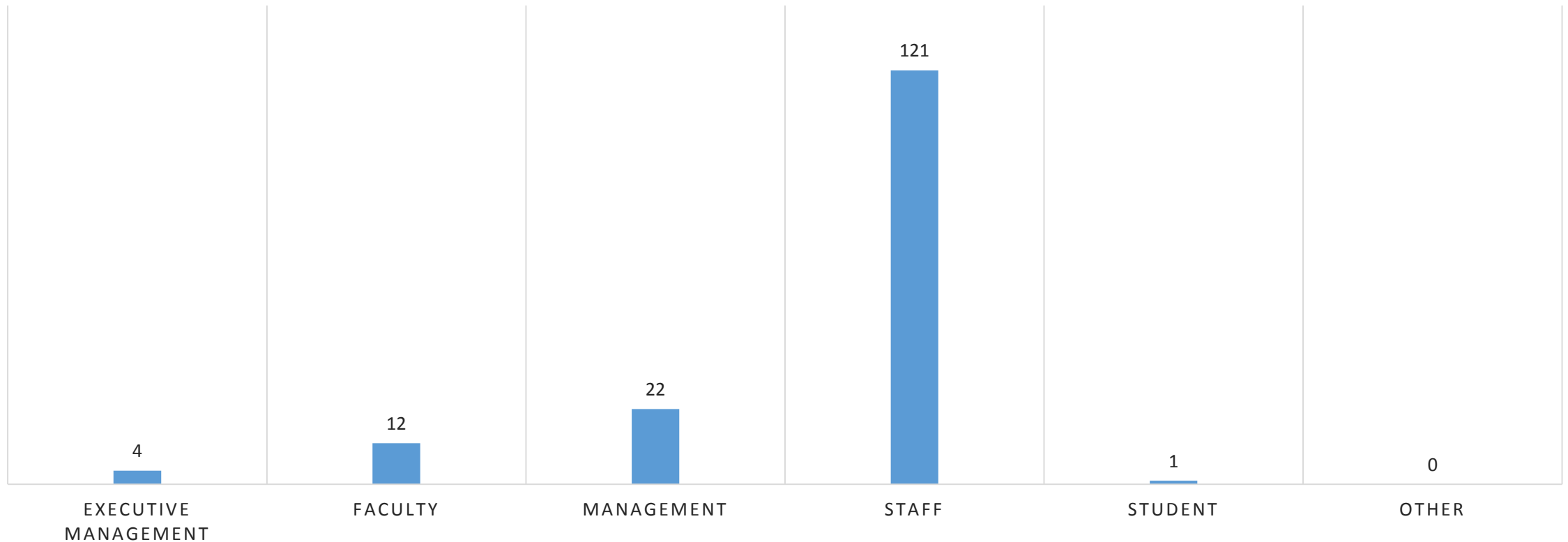


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 4.01

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WHAT IS YOUR ROLE AT UTSA?

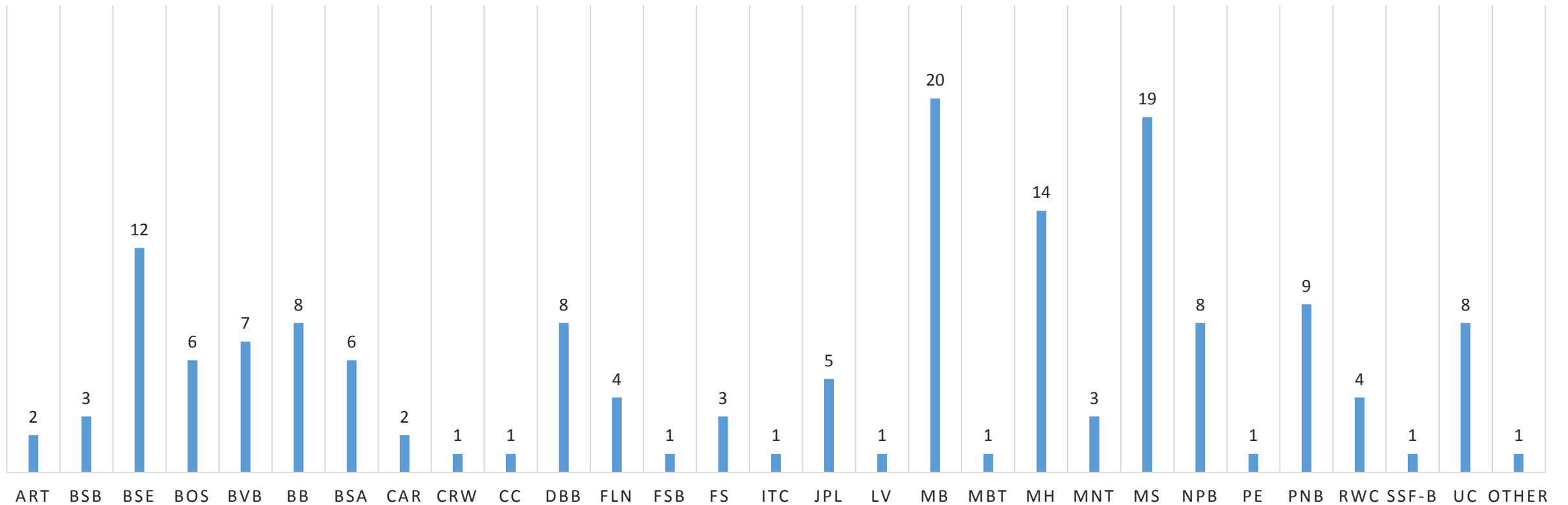


Number of responses by role

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

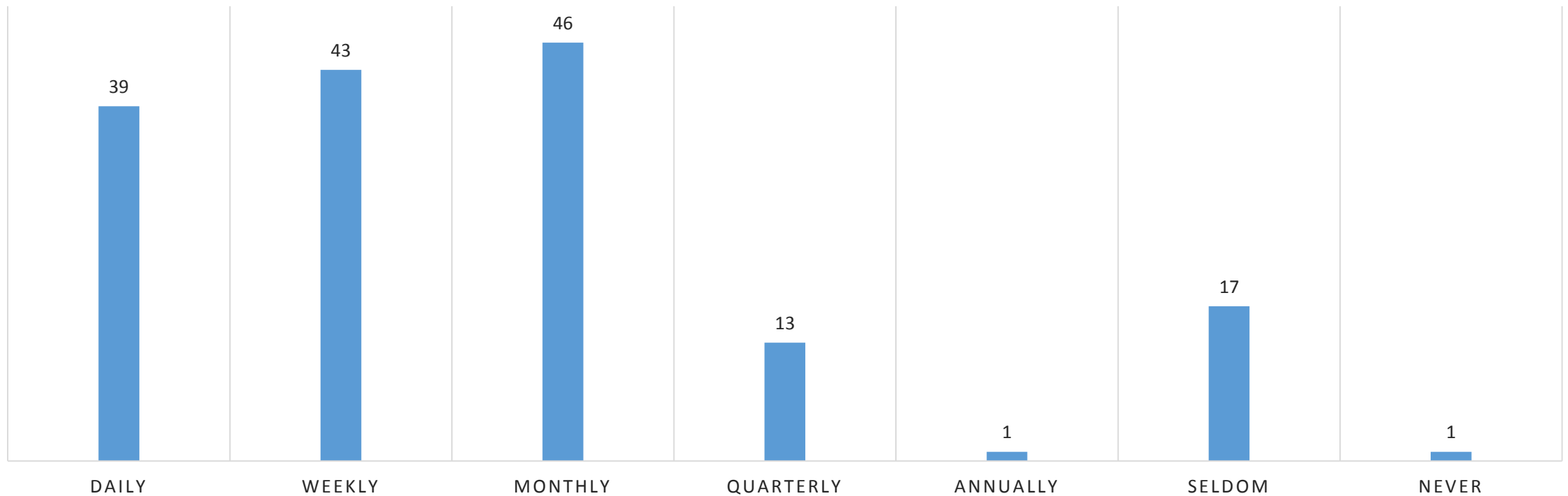


Number of responses by building; all others = 0

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HOW OFTEN DO YOU DIRECTLY INTERACT WITH FACILITIES EMPLOYEES?

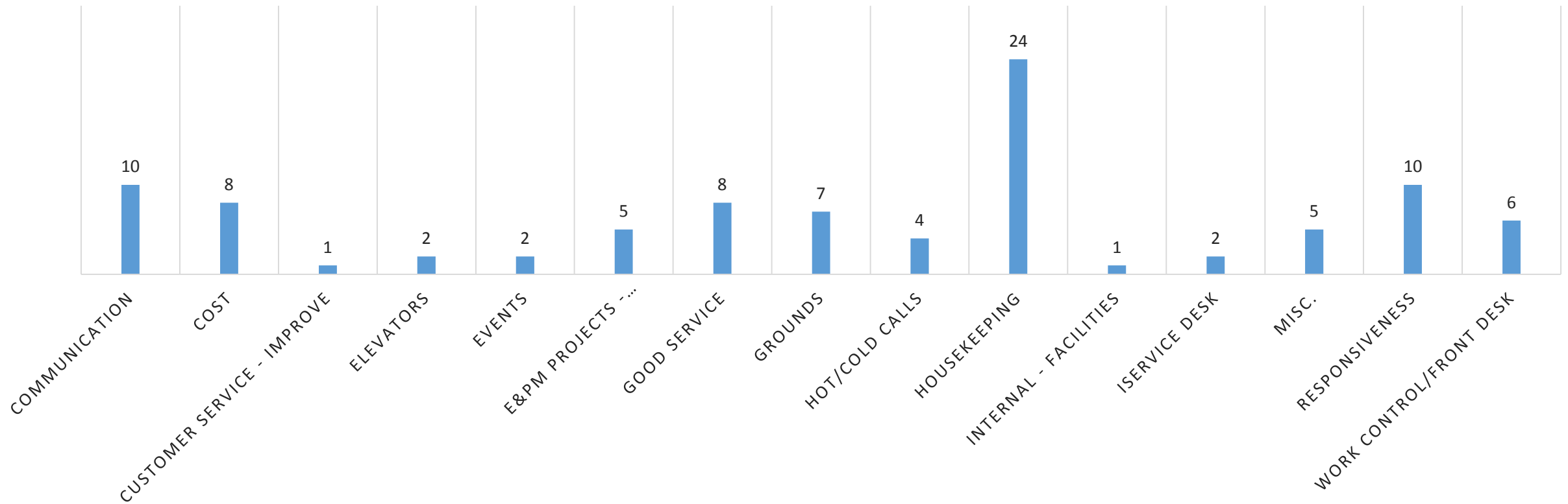


Number of responses

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CUSTOMER COMMENTS BY CATEGORY

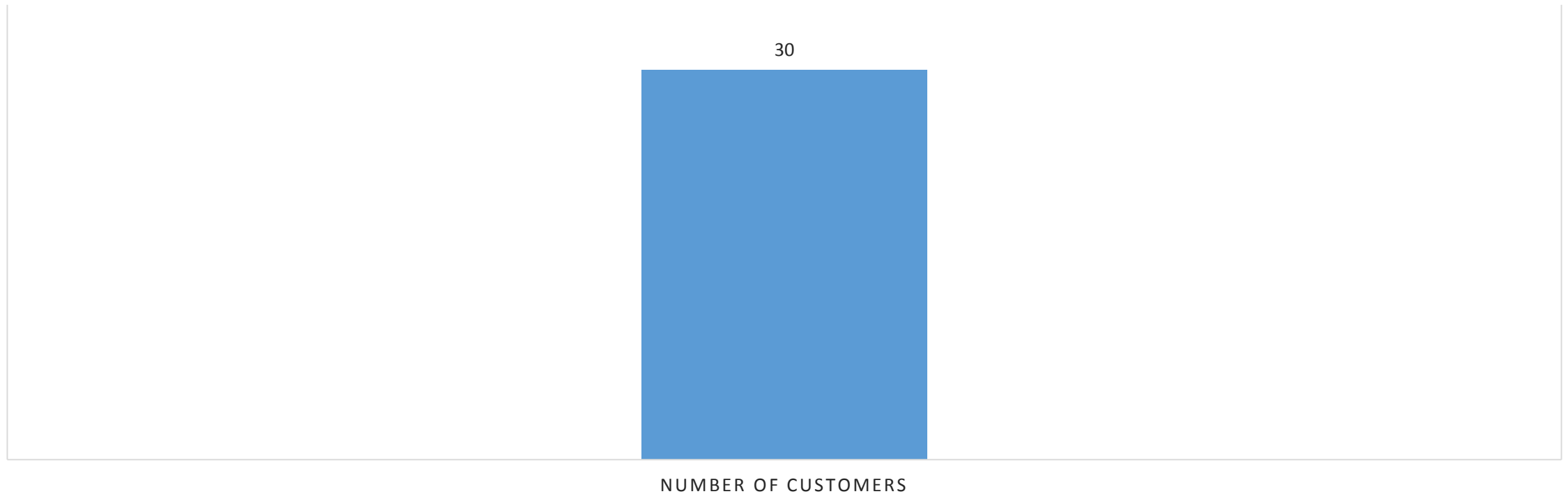


Number of comments

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CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY



* 1 customer's contact info is listed as anonymous