Annual Customer Satisfaction Survey Results

2019
HOW WOULD YOU RATE THE CAMPUS GROUNDS IN THE FOLLOWING AREAS?

- Appearance of Lawns, Shrubs, and Trees: 4.24
- Cleanliness of Outdoor Common Areas: 4.14
- Appearance of Sidewalks and Streets: 4.11
- Responsiveness to Your Service Requests: 3.93

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 4.11
HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

- Cleanliness of Offices: 3.54
- Cleanliness of Classrooms: 3.8
- Cleanliness of Laboratories: 3.7
- Cleanliness of Restrooms: 3.75
- Cleanliness of Common Areas: 3.9
- Responsiveness to Your Service Requests: 3.79

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 3.75
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
HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

- Timeliness of Event Quotes: 3.99
- Responsiveness to Event Changes: 4.05
- Setup and Tear Down at Event Site: 4.2
- Quality of Work Performed: 4.25

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 – Excellent
Average in this Category: 4.12
HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

- Timely Response to Your Estimate Requests: 3.84
- Responsiveness to Your Service Requests: 3.81
- Communication and Follow Up: 3.87
- Quality of Work Performed: 4.04

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 3.89
Annual Customer Satisfaction Survey Results - 2019

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Communications (Phone and E-mail)</td>
<td>4.08</td>
</tr>
<tr>
<td>Prompt Response to Inquiries</td>
<td>3.89</td>
</tr>
<tr>
<td>Timely Notification of Facilities Activities (Construction, Utility Outages, Etc.)</td>
<td>4.01</td>
</tr>
<tr>
<td>Accurate Billing of Maintenance Charges</td>
<td>3.9</td>
</tr>
</tbody>
</table>

Average in this Category: 3.97
Annual Customer Satisfaction Survey Results - 2019

How would you rate the ease of use of iService Desk?

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

Ease of Use

3.92
Annual Customer Satisfaction Survey Results - 2019

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>EASE OF USE</td>
<td>3.96</td>
</tr>
<tr>
<td>APPEARANCE</td>
<td>3.97</td>
</tr>
<tr>
<td>USEFULNESS OF INFORMATION</td>
<td>3.96</td>
</tr>
</tbody>
</table>

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 3.96
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
WHAT IS YOUR ROLE AT UTSA?

- Executive Management: 9
- Faculty: 135
- Management: 49
- Staff: 346
- Student: 40
- Other: 6

Number of responses by role = 585
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?

Number of responses = 585
CUSTOMER COMMENTS BY CATEGORY

Number of individual comments: 223 (some individuals commented on more than one category)
CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY

53
Annual Customer Satisfaction Survey Results - 2019

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