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

- Appearance of Lawns, Shrubs, and Trees: 4.47
- Cleanliness of Outdoor Common Areas: 4.45
- Appearance of Sidewalks and Streets: 4.4
- Responsiveness to Your Service Requests: 4.32

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 4.41
HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
Average in this Category: 4.15
HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

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

Average in this Category: 4.04
HOW WOULD YOU RATE EVENT SERVICES IN THE FOLLOWING AREAS?

- **TIMELINESS OF EVENT QUOTES**: 4.37
- **RESPONSIVENESS TO EVENT CHANGES**: 4.34
- **SETUP AND TEAR DOWN AT EVENT SITE**: 4.43
- **QUALITY OF WORK PERFORMED**: 4.46

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

Average in this Category: 4.40
HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

- Timely Response to Your Estimate Requests: 4.2
- Responsiveness to Your Service Requests: 4.23
- Communication and Follow Up: 4.15
- Quality of Work Performed: 4.28

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 4.22
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: 4.19
HOW WOULD YOU RATE PROJECT MANAGEMENT SERVICES IN THE FOLLOWING AREAS?

1. Responsiveness to Your Service Request: 4.15
3. Management of the Project Schedule: 4.07
4. Management of the Project Budget: 4.13
5. Quality of the Work: 4.21

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 4.15
HOW WOULD YOU RATE PLANNING SERVICES IN THE FOLLOWING AREAS?

<table>
<thead>
<tr>
<th>Area</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsiveness to Your Service Request</td>
<td>4.31</td>
</tr>
<tr>
<td>Planning and General Consultation</td>
<td>4.35</td>
</tr>
<tr>
<td>Creativity and Problem Solving</td>
<td>4.42</td>
</tr>
<tr>
<td>Interior Design and Furniture Services</td>
<td>4.41</td>
</tr>
<tr>
<td>Quality of the Work</td>
<td>4.21</td>
</tr>
</tbody>
</table>

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 4.39
Annual Customer Satisfaction Survey Results - 2020

HOW WOULD YOU RATE ENERGY AND UTILITY SERVICES IN THE FOLLOWING AREAS?

1. Reliability of Utility Services: 4.45
2. Accuracy of Utility Forecasts: 4.41
3. Accuracy of Utility Billing: 4.37

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 4.31
How would you rate the ease of use of ISERVICE DESK?

4.02

1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent
HOW WOULD YOU RATE THE FACILITIES WEBSITE IN THE FOLLOWING AREAS?

- **EASE OF USE**: 4.11
- **APPEARANCE**: 4.16
- **USEFULNESS OF INFORMATION**: 3.96

1 - Poor; 2 - Fair; 3 - Average; 4 – Good; 5 – Excellent
Average in this Category: 4.12
**Annual Customer Satisfaction Survey Results - 2020**

**HOW WOULD YOU RATE FACILITIES OVERALL IN THE FOLLOWING AREAS?**

- **Value of Service**: 4.14
- **Professionalism**: 4.34
- **Courteousness**: 4.43
- **Communication**: 4.17

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

Average in this Category: 4.27
WHAT IS YOUR ROLE AT UTSA?

Number of responses by role = 342
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 = 342
Annual Customer Satisfaction Survey Results - 2020

CUSTOMER COMMENTS BY CATEGORY

Number of individual comments: 117 (some individuals commented on more than one category)
CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY

NUMBER OF CUSTOMERS: 30
Annual Customer Satisfaction Survey Results - 2020

NUMBER OF SURVEYS COMPLETED BY DATE

UTSA Today article posted on 23 Nov
Initial email sent on 30 Nov
Reminder emails sent on 7 & 11 Dec