

# UTSA<sup>®</sup> Facilities

## Annual Customer Satisfaction Survey Results 2020

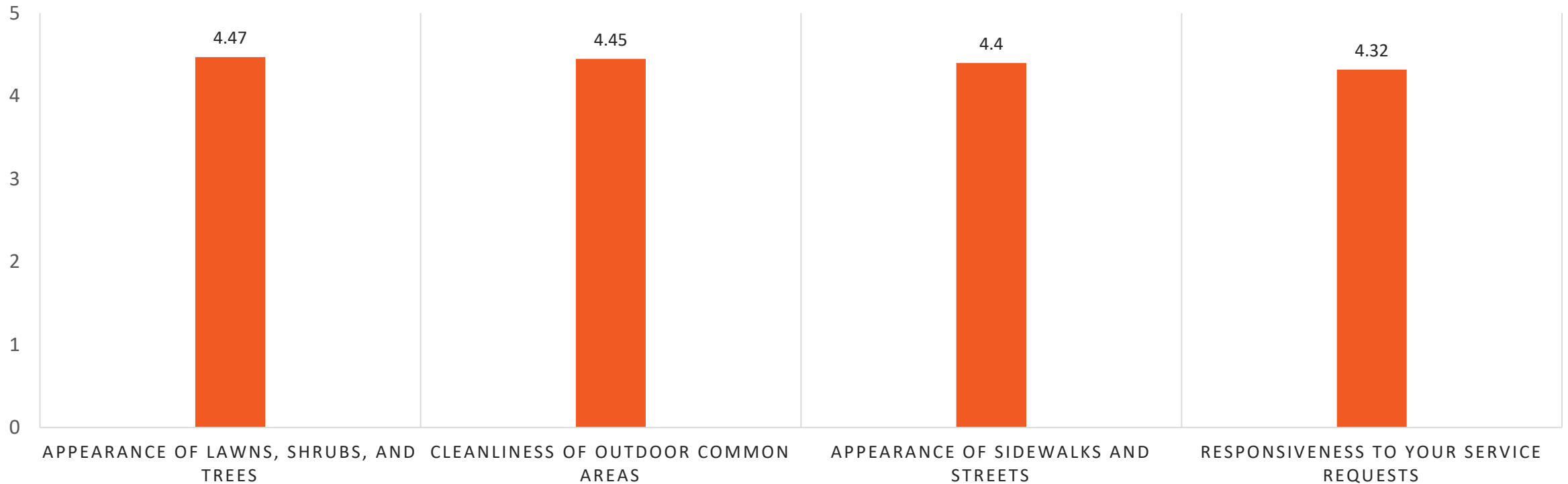


*Improving the Physical Environment*

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

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

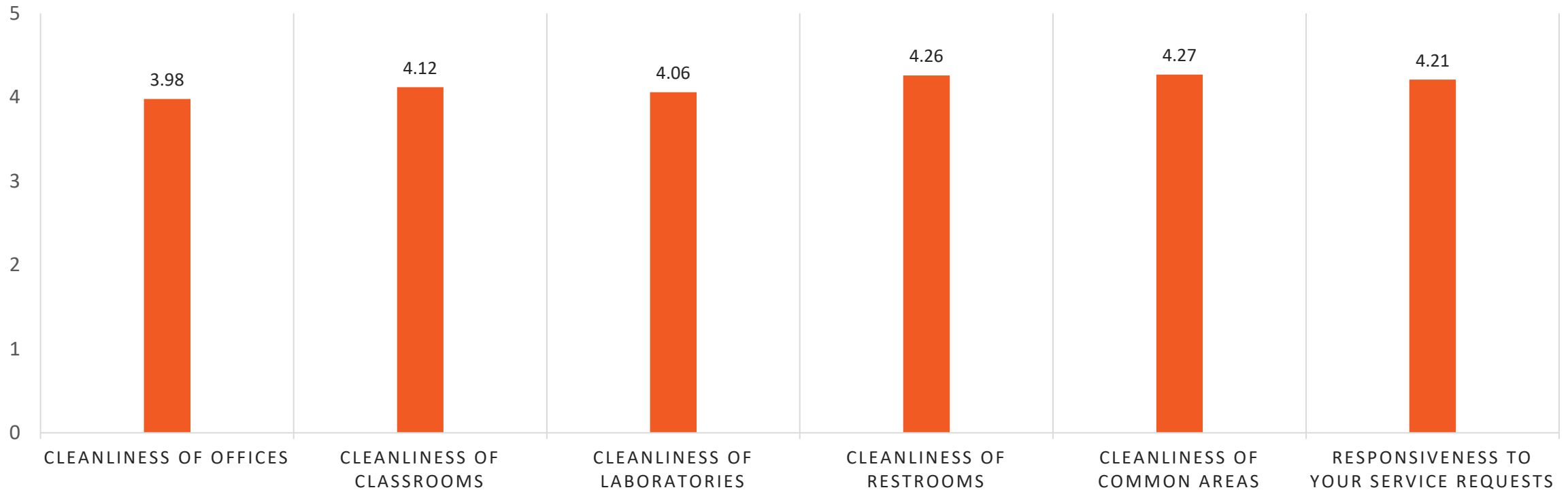


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.41

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

### HOW WOULD YOU RATE CUSTODIAL SERVICES IN THE FOLLOWING AREAS?

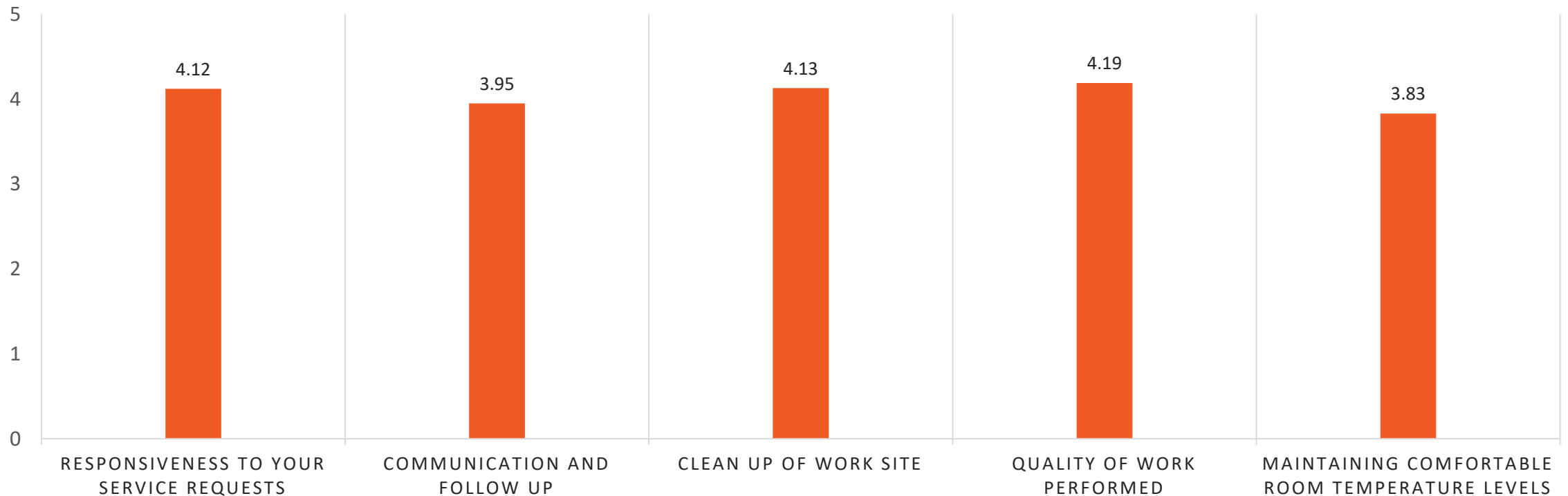


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.15

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

### HOW WOULD YOU RATE BUILDING MAINTENANCE IN THE FOLLOWING AREAS?

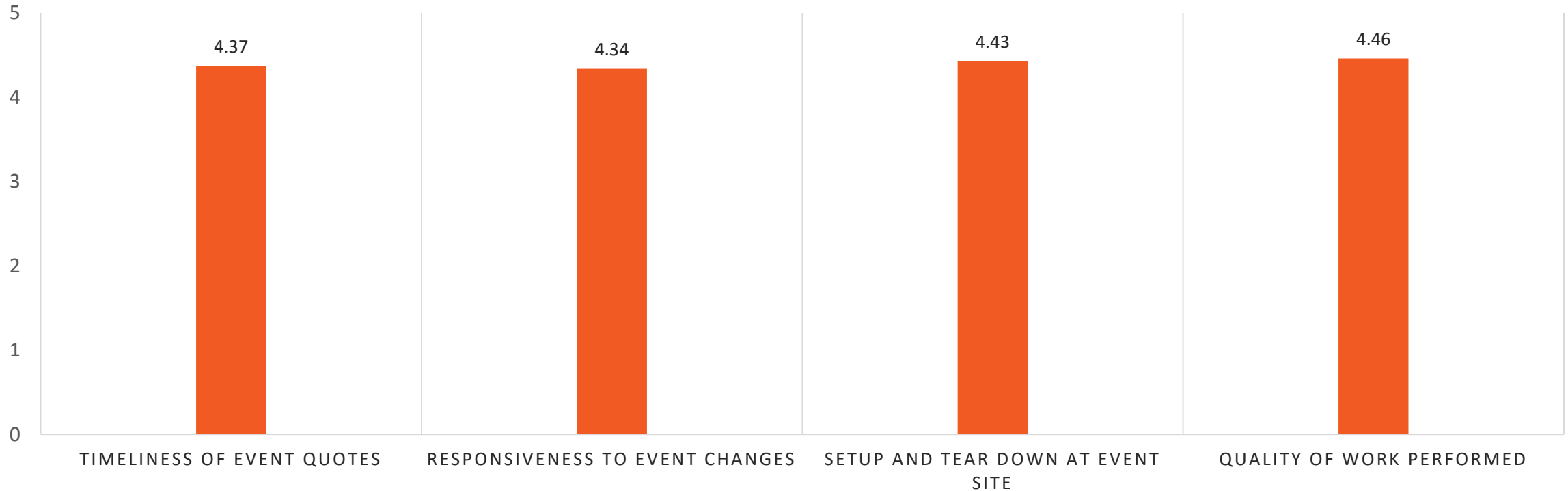


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.04

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

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

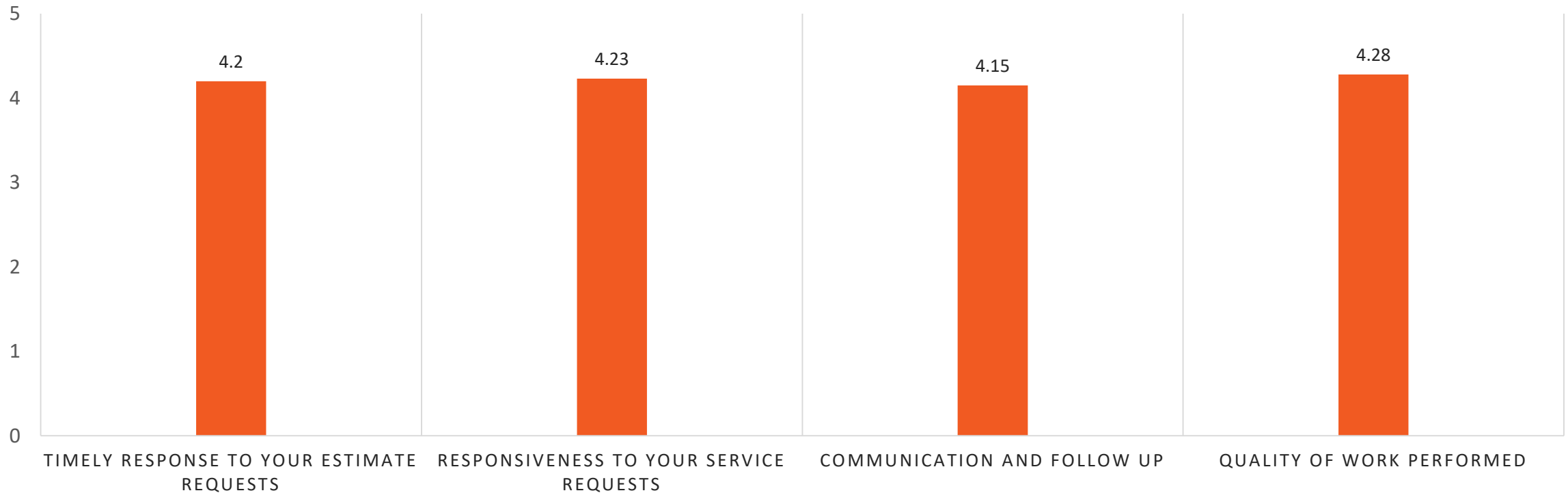


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.40

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

### HOW WOULD YOU RATE VEHICLE MAINTENANCE IN THE FOLLOWING AREAS?

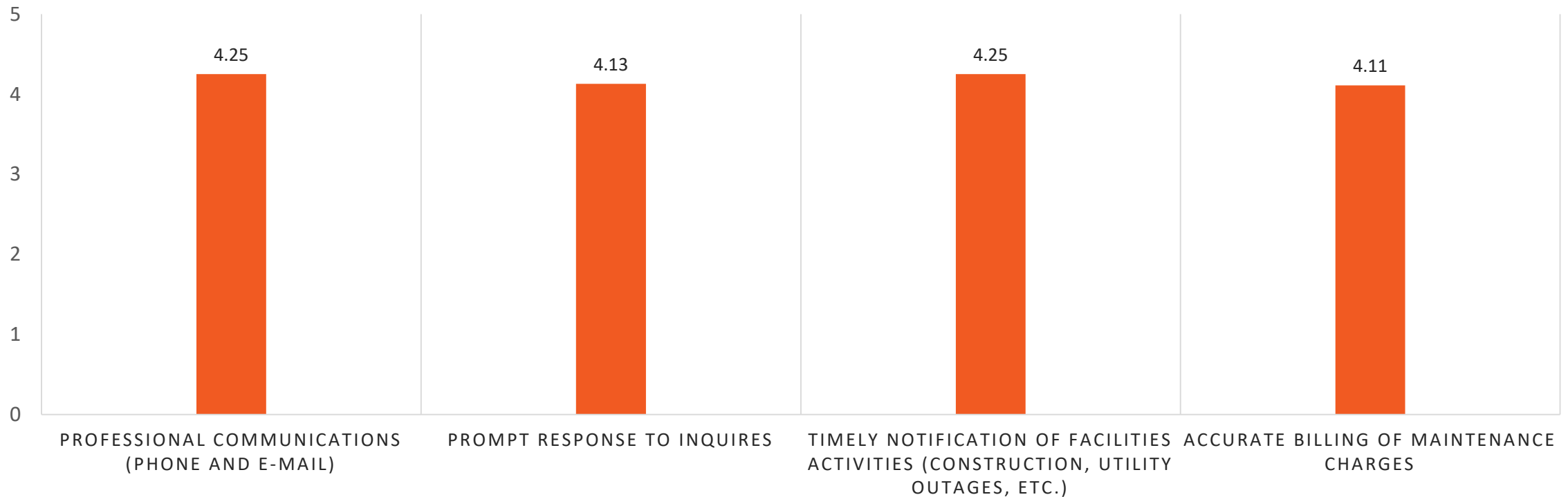


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.22

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

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

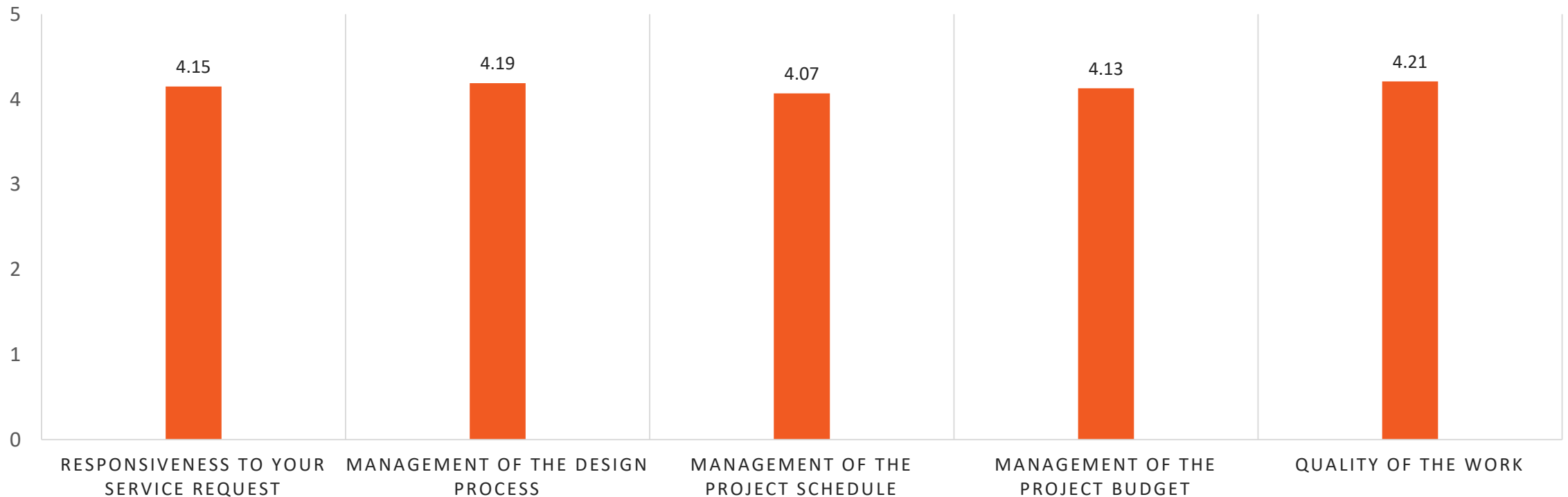


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.19

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

### HOW WOULD YOU RATE PROJECT MANAGEMENT SERVICES IN THE FOLLOWING AREAS?



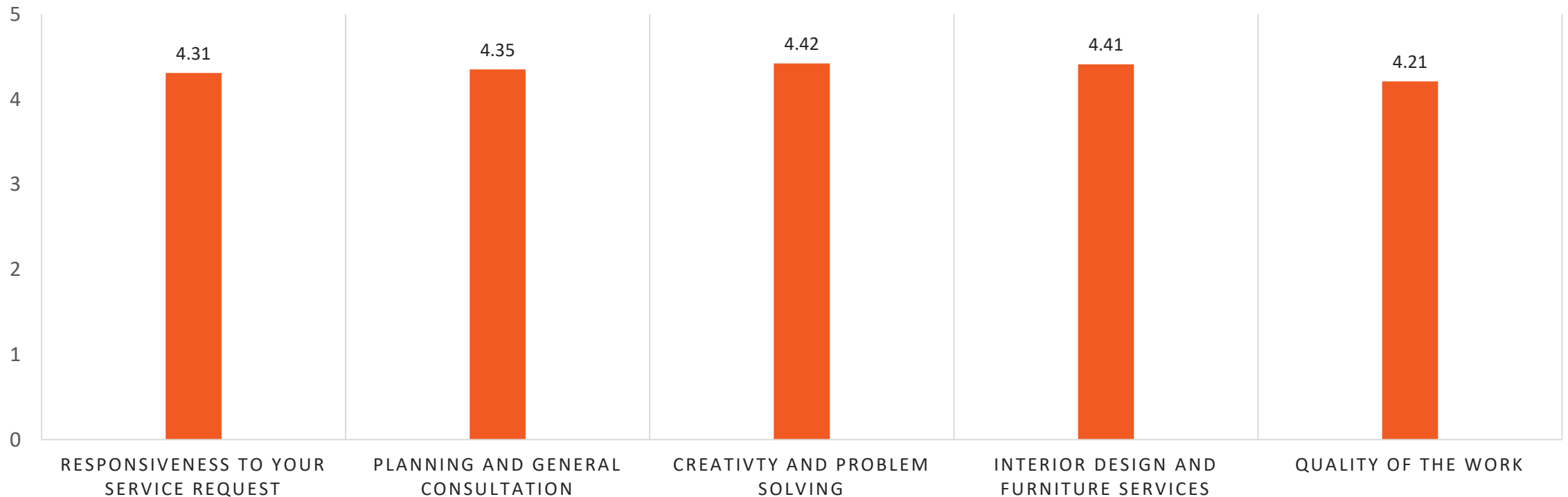
1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.15



# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

### HOW WOULD YOU RATE PLANNING SERVICES IN THE FOLLOWING AREAS?

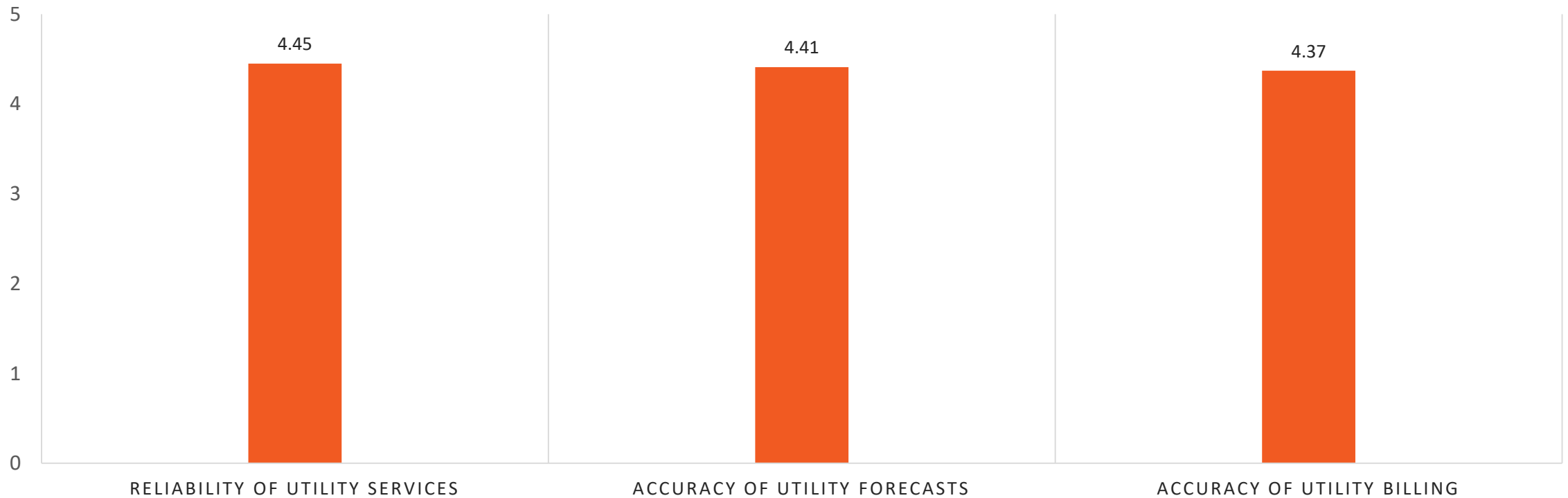


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.39

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

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

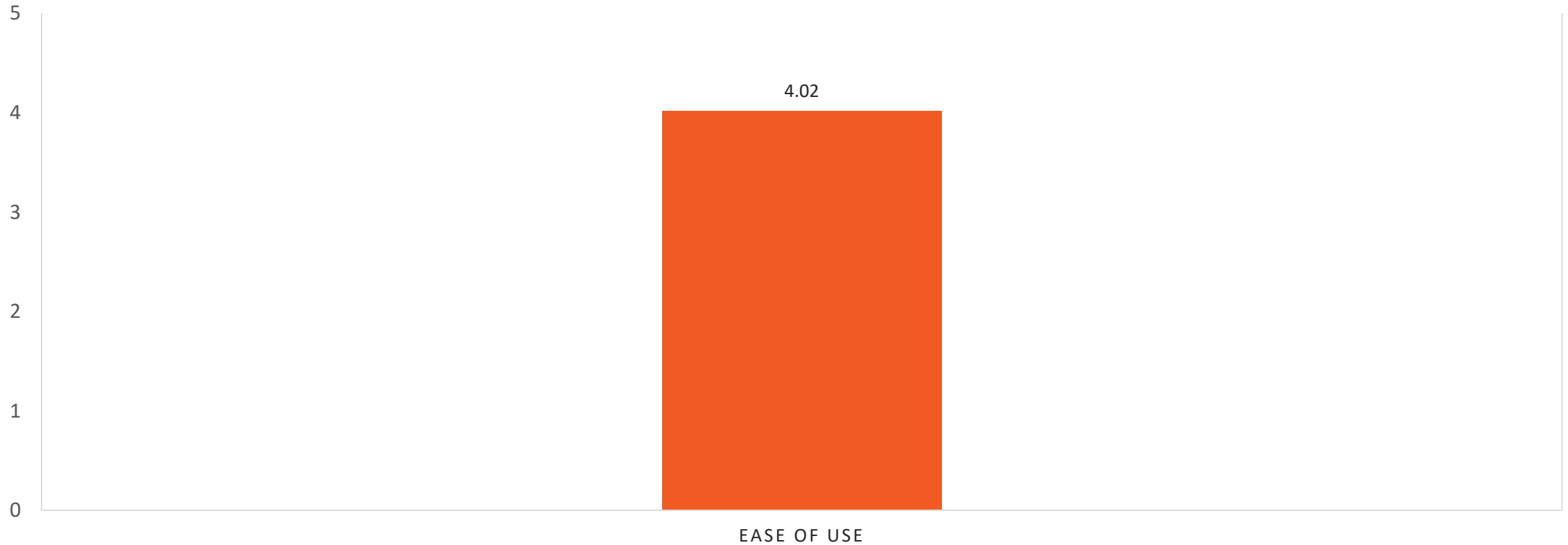


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.31

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

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

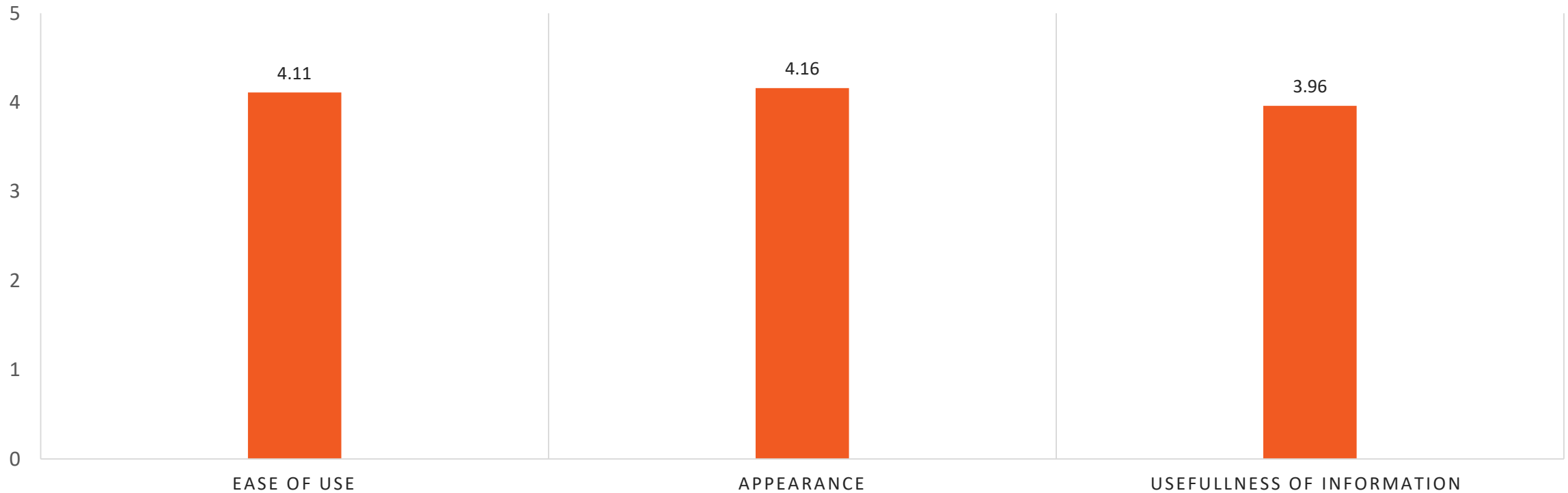


1 - Poor; 2 - Fair; 3 - Average; 4 - Good, 5 - Excellent

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

### 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: 4.12

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

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

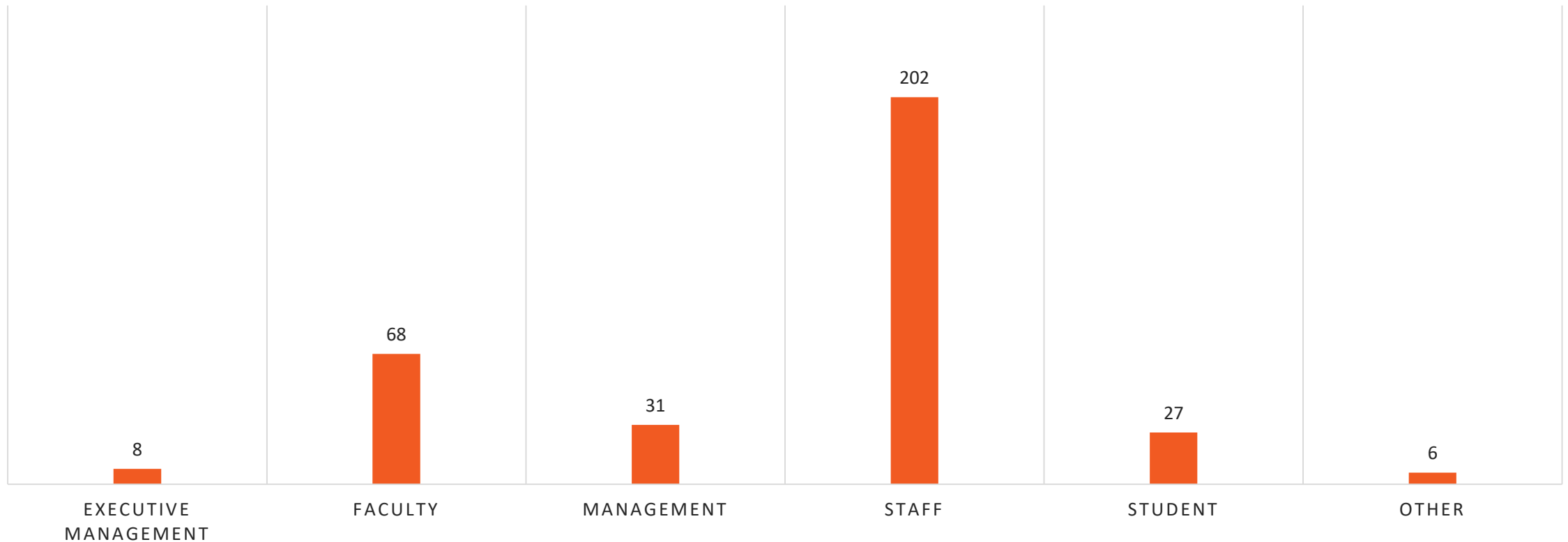


1 - Poor; 2 - Fair; 3 - Average; 4 - Good; 5 - Excellent  
Average in this Category: 4.27

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

### WHAT IS YOUR ROLE AT UTSA?

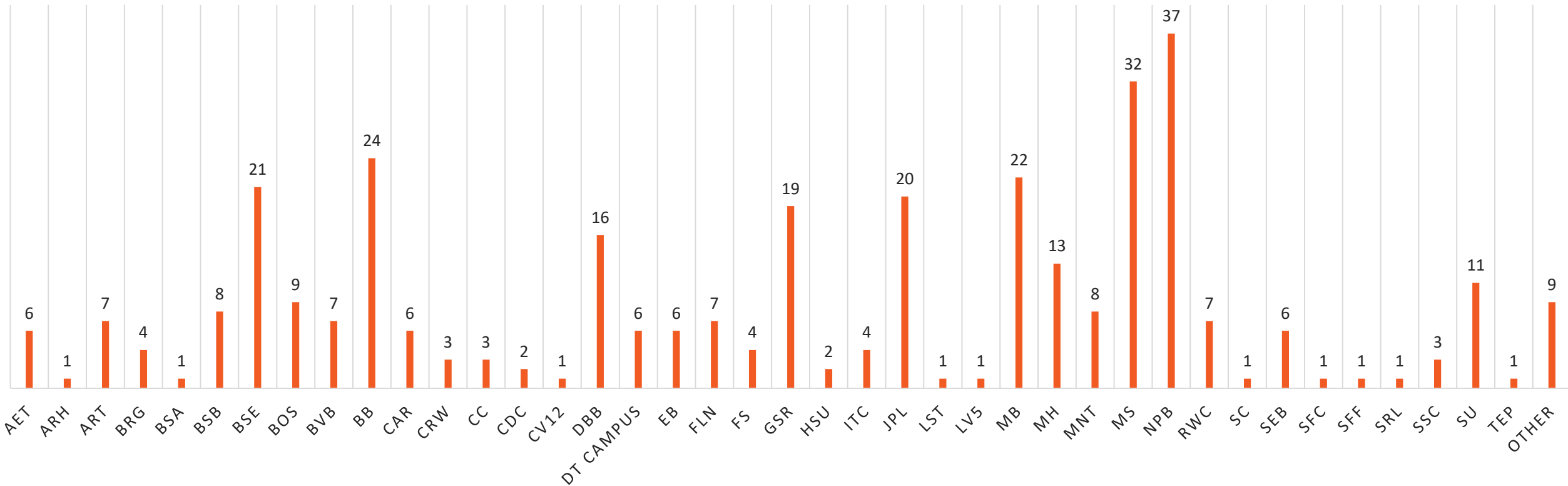


Number of responses by role = 342

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

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

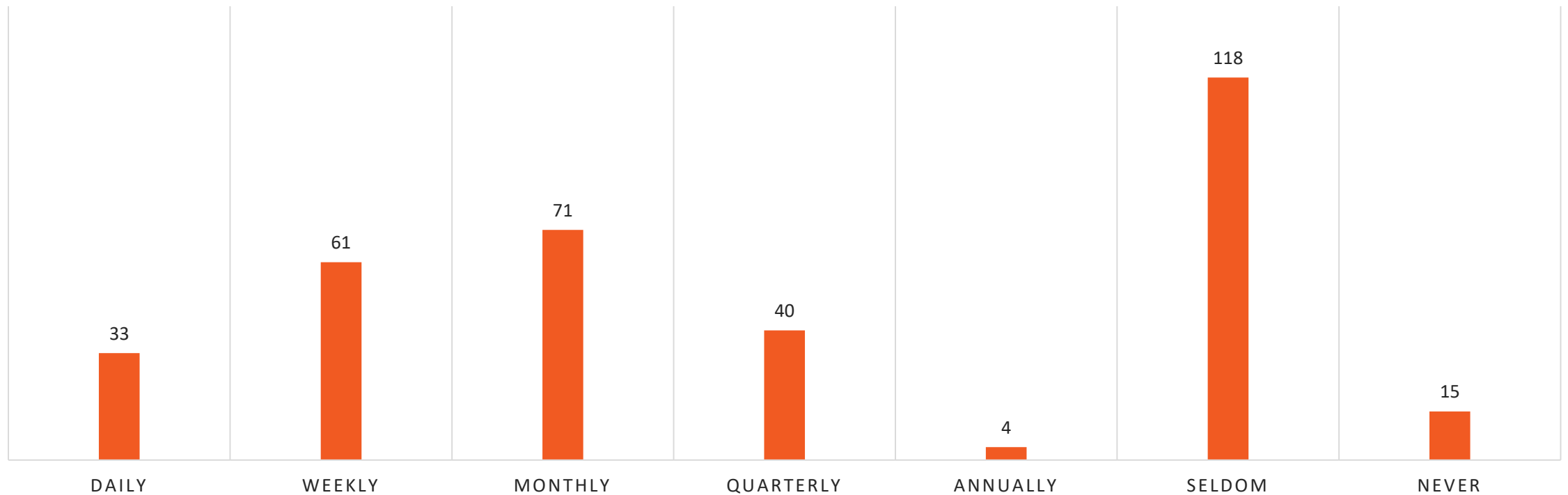


Number of responses by building; all others = 0

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

### HOW OFTEN DO YOU DIRECTLY INTERACT WITH FACILITIES EMPLOYEES?



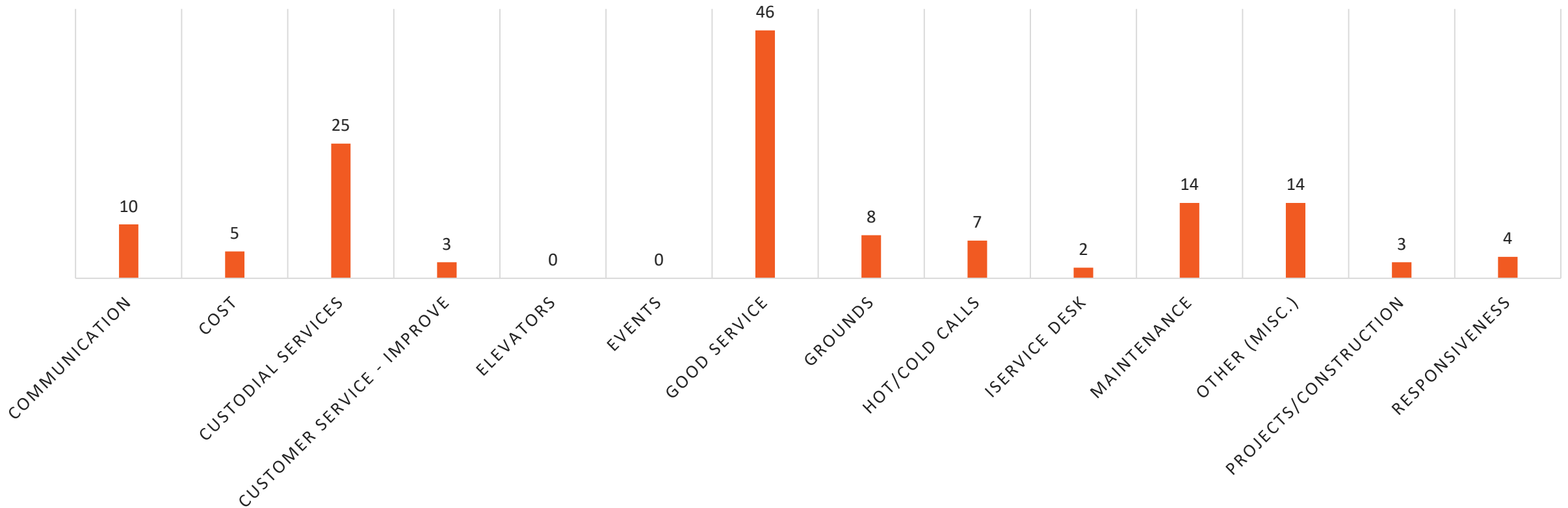
Number of responses = 342



# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

### CUSTOMER COMMENTS BY CATEGORY



Number of individual comments: 117 (some individuals commented on more than one category)

# UTSA Facilities

## Annual Customer Satisfaction Survey Results - 2020

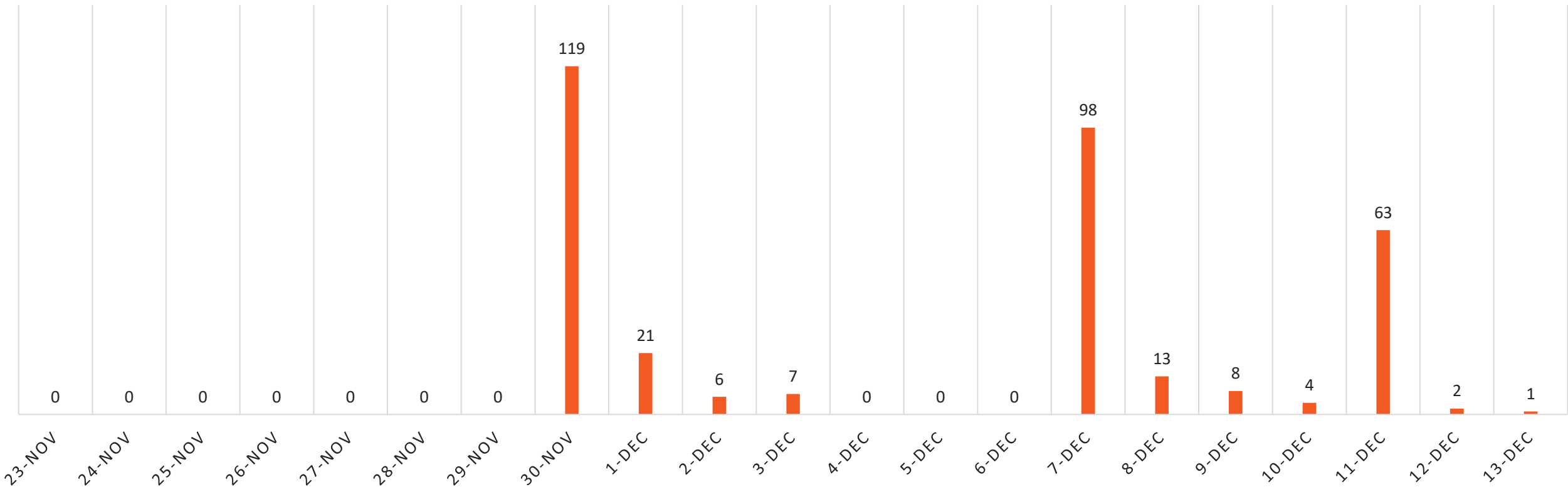
### CUSTOMERS WANTING FACILITIES TO CONTACT THEM ABOUT THE SURVEY



# UTSA Facilities

## 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