2019 Customer Survey Results

Below are the compiled results based on the feedback received from the 2019 customer survey, based on services provided within the last year.

**Contracted Custodial Services**

Do you feel you are given enough notice for annual summer project work and any changes to the schedule for this work?

<table>
<thead>
<tr>
<th>Category</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>37</td>
</tr>
<tr>
<td>Neutral</td>
<td>15</td>
</tr>
<tr>
<td>Corrective</td>
<td>10</td>
</tr>
</tbody>
</table>

Overall, what grade would you give our custodial services?

<table>
<thead>
<tr>
<th>Category</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>A or B</td>
<td>60</td>
</tr>
<tr>
<td>C</td>
<td>7</td>
</tr>
<tr>
<td>D or F</td>
<td>14</td>
</tr>
</tbody>
</table>
Do you feel custodial services are a distraction to your work?

- No: 62
- Yes: 1

Additional comments regarding custodial services

- Satisfied: 11
- Neutral: 12
- Corrective: 3
In-House Custodial Services

Overall, what letter grade would you give our custodial services?
Do you feel you are given enough notice for annual summer project work and any changes to the schedule for this work?

- Satisfied: 40
- Neutral: 12
- Corrective: 13

Do you feel custodial services are a distraction to your work?

- No: 69
- Yes: 2
Building Maintenance

Are you satisfied with the condition of the restrooms in your building?

- Satisfied: 77
- Neutral: 34
- Corrective: 59

Are there areas in your building where there are painting issues that need to be addressed?

- Satisfied: 69
- Neutral: 29
- Corrective: 32
Does your building mechanic complete requests correctly the first time, or is follow-up with Facilities common?

- Satisfied: 134
- Follow-up Needed: 4

Are you satisfied with how you are notified when work has been completed?

- Yes: 202
- No: 2
Landscape Maintenance

Besides construction areas, is there anywhere on campus where the landscaping needs attention?

- No: 105
- Yes: 23

Additional comments regarding landscape maintenance

- Satisfied: 92
- Neutral: 27
- Corrective: 5
Utilities

Do you have suggestions about the temperature in your area or lighting throughout campus?
Additional comments regarding utilities

Overall Utilities Feedback
**General Questions**

If you could make one change in Facilities, how would you improve what we do?

- **Currently Satisfied:** 70
- **Improvement Suggestion:** 18

Would you say that the service you receive reflects Facilities' initiative to put the customer first?

- **Yes:** 77
- **Neutral/Sometimes:** 8
- **No:** 4
Facility Manager Questions

Do you have suggestions on how we can improve the Facility Managers Program?

- Satisfied with Current Program: 15
- Suggestion: 0

Are you experiencing a monthly check-in from the mechanic assigned to your building?

- Yes: 12
- No: 9
Are you satisfied with our current methods for communicating announcements, maintenance, outages, etc.?

- Yes: 13
- No: 4

Additional comments regarding the Facility Managers program

- Satisfied: 5
- Neutral: 3
- Corrective: 1
Overall Facility Managers Feedback

- Satisfied: 45
- Neutral: 3
- Corrective: 14