THE PROCESS

- 164 Surveys sent out
- Survey sent to Employees who submitted an EWORF
- 109 Responses
- 66% Response Rate (considered above average)
- Response rate reflects 95% confidence level that these responses represent the whole population
- Employees had two weeks to respond to the survey
The survey is composed of 5 categories

1. Knowledge of Process: measurement of how well customers feel that they understand the process for requesting work from facilities
2. Understand Service Levels: A measure of how effectively customers feel service levels or schedules have been communicated to them
3. Work meets expectations: a measure of whether the work performed meets the expectations of customers
4. Feedback Mechanism: a measure of how appropriate customers feel the level of feedback to and from facilities is
5. General satisfaction: a measure of how satisfied customers generally are with services provided by the facilities management function at the institution

All were rated on a scale of 1-5, 5 being the best
BENCHMARKS

- The survey results were compared to Benchmarks for each category
- Peer Benchmark was determined by average peer responses in the annual Sightlines survey
- The FY14 Benchmark is the Top Peer Score
  - Determined by the top score in peer group
- The FY14 Stretch Benchmark is the Best in Class Benchmark
  - Determined by the average top 10 scores in each category by all universities in the annual Sightlines survey
KNOWLEDGE OF PROCESS

Knowledge of Process

- FY11: 4.3
- FY12: 4.3
- FY13: 4.1

Legend:
- Blue: Knowledge of Process
- Purple: Best in Class
- Green: Peer Benchmark
- Blue Arrows: FY14 Benchmark
- Purple Arrows: FY14 Stretch Benchmark
<table>
<thead>
<tr>
<th>Knowledge of Process</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>I understand the procedure for submitting work requests.</td>
<td>4.4</td>
</tr>
<tr>
<td>I utilize the proper procedure for submitting work requests.</td>
<td>4.4</td>
</tr>
<tr>
<td>The work request process meets my needs.</td>
<td>3.9</td>
</tr>
</tbody>
</table>

- **Score**: 4.2
- **Benchmark Peer Avg**: 4.1
- **Top Peer Score**: 4.6
- **Best in Class Benchmark**: 4.7

Oct - Dec 2013
UNDERSTAND SERVICE LEVELS

Understand Service Levels

- FY11: 3.5
- FY12: 3.5
- FY13: 3.1

- Understand Service Levels
- Top Peer Score
- Best in Class
- Peer Benchmark

Oct - Dec 2013
## UNDERSTAND SERVICE LEVELS

### Schedules & Service Levels

<table>
<thead>
<tr>
<th>Work order schedule is communicated effectively.</th>
<th>Mechanical</th>
<th>Structural</th>
<th>Custodial</th>
<th>Grounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule is adhered to or I am made aware of changes.</td>
<td>3.3</td>
<td>3.2</td>
<td>2.9</td>
<td>3.5</td>
</tr>
<tr>
<td>Score</td>
<td><strong>3.1</strong></td>
<td><strong>3.2</strong></td>
<td><strong>3.0</strong></td>
<td><strong>3.5</strong></td>
</tr>
</tbody>
</table>

**Benchmark Peer Avg**: 3.6  
**Top Peer Score**: 4.3  
**Best in Class Benchmark**: 4.5

*Mechanical Trades – HVAC, Plumbing, Electrical  
Structural Trades – Carpentry, Painting, Locksmith*
WORK MEETS EXPECTATIONS

Work Meets Expectations

<table>
<thead>
<tr>
<th>Year</th>
<th>Work Meets Expectations</th>
<th>Top Peer Score</th>
<th>Best in Class</th>
<th>Peer Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY11</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY12</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY13</td>
<td>4.1</td>
<td>4.3</td>
<td>4.7</td>
<td>4.1</td>
</tr>
</tbody>
</table>

Oct - Dec 2013
## Work meets my expectations

<table>
<thead>
<tr>
<th></th>
<th>Mechanical</th>
<th>Structural</th>
<th>Custodial</th>
<th>Grounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score</td>
<td>4.2</td>
<td>4.1</td>
<td>3.2</td>
<td>4.1</td>
</tr>
<tr>
<td>Benchmark Peer Avg</td>
<td>4.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Top Peer Score</td>
<td>4.7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best in Class Benchmark</td>
<td>4.7</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Mechanical Trades – HVAC, Plumbing, Electrical*

*Structural Trades – Carpentry, Painting, Locksmith*
Feedback Mechanism

<table>
<thead>
<tr>
<th>Year</th>
<th>Feedback Mechanism</th>
<th>Top Peer Score</th>
<th>Best in Class</th>
<th>Peer Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY11</td>
<td>2.9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY12</td>
<td>2.9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY13</td>
<td>2.6</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Feedback Mechanism**

<table>
<thead>
<tr>
<th>Feedback</th>
<th>Mechanical</th>
<th>Structural</th>
<th>Custodial</th>
<th>Grounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am asked for feedback or receive feedback.</td>
<td>2.9</td>
<td>2.8</td>
<td>2.3</td>
<td>2.9</td>
</tr>
<tr>
<td>Score</td>
<td>2.6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benchmark Peer Avg</td>
<td>2.9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td>4.3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best in Class Benchmark</td>
<td>4.4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Mechanical Trades – HVAC, Plumbing, Electrical
Structural Trades – Carpentry, Painting, Locksmith

Oct - Dec 2013
GENERAL SATISFACTION

General Satisfaction

FY11: 3.2
FY12: 3.2
FY13: 3.1

General Satisfaction: 4.5, 4.2
Top Peer Score: 3.2
Best in Class: 3.2
Peer Benchmark: 3.2

Oct - Dec 2013
### General Satisfaction

<table>
<thead>
<tr>
<th></th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>My general satisfaction with Facilities</td>
<td>3.1</td>
</tr>
<tr>
<td>Benchmark Peer Avg</td>
<td>3.2</td>
</tr>
<tr>
<td>Top Peer Score</td>
<td>4.2</td>
</tr>
<tr>
<td>Best in Class Benchmark</td>
<td>4.5</td>
</tr>
</tbody>
</table>

*Oct - Dec 2013*
The Customer Satisfaction Index is a composite score of the five categories. Each category score is scaled to 100%. The average of these scores make up the Customer Satisfaction Index.
CUSTOMER SATISFACTION

Customer Satisfaction Index

FY11: 74
FY12: 72
FY13: 68

- Customer Satisfaction Index
- Top Peer Score
- Best in Class
- Peer Benchmark

Oct - Dec 2013
### Customer Satisfaction Index

<table>
<thead>
<tr>
<th>Customer Satisfaction Index</th>
<th>Score</th>
<th>Benchmark Peer Avg</th>
<th>Top Peer Score</th>
<th>Best in Class Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feedback Mechanism</td>
<td>52</td>
<td>58</td>
<td>64</td>
<td>88</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>62</td>
<td>64</td>
<td>84</td>
<td>90</td>
</tr>
<tr>
<td>Knowledge of Process</td>
<td>84</td>
<td>82</td>
<td>92</td>
<td>94</td>
</tr>
<tr>
<td>Understand Service Levels</td>
<td>62</td>
<td>72</td>
<td>86</td>
<td>90</td>
</tr>
<tr>
<td>Work Meets Expectations</td>
<td>82</td>
<td>82</td>
<td>86</td>
<td>94</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>68</strong></td>
<td><strong>72</strong></td>
<td><strong>81</strong></td>
<td><strong>91</strong></td>
</tr>
</tbody>
</table>
OPEN ENDED RESPONSES
Key Points
“The customer/requestor is not always notified/updated that their request is being dealt with. Received perhaps; but on the list to be done is not always clear.”

“If there is a way to track the status of work orders, it would be very helpful.”

“Sometimes impossible to tell if the work was done. Need more communication or notes in the work order to inform me of what was done.”

“The Customer Service staff are all very friendly every time I call. Karah is very knowledgeable about Facilities Services. Jewell is always friendly.”
COMMUNICATION
MECHANICAL
TRADES

“They so very rarely discuss schedule with us, it's very frustrating. When they do: the schedule is often not adhered to with no notice.”

“The HVAC shop always responds immediately.”
“The HVAC guys are the best. They are always professional and courteous.”

“FS employees are polite, well mannered and efficient.”

“We have no communications for weeks. In other words, we can put in a work order, we get the automated responses and then we do not hear from the department until we contact them.”
COMMUNICATION
STRUCTURAL TRADES

“Asked for signs… Asked for some shelves to be put up never heard anything.”

“The locksmiths always respond quickly and do a good job.”

“Very, very long wait.”
It would be helpful to have an estimated date to expect the structural work to be done. The only way we have known when our turn comes up is if we call/email/ask.

“This department has been short staffed lately but I appreciate the phone calls or emails I receive from Bill Chrisman explaining why my work orders are not getting done. He is doing a great job with what he is given.
COMMUNICATION
CUSTODIAL

“The custodial staff is in and out before I get to work so I rarely communicate with them. The thoroughness of the cleaning has fallen off in the last 6-8 months.”
This last few months the custodial services is severely lacking…

Never see these people and rarely see the results of their efforts.

Custodial has struggled. Some things are working fine - others are not.
“…we have always gotten great service. They are always on time and work hard to achieve what we ask for.”
When we request service from Grounds and Labor, they always do a good job.

Kept so lovely in the summer and safe in the winter - thank you!