THE PROCESS

- 225 Surveys sent out
- Employees who submitted an EWORF between Jan 1 – March 31, 2013
- 68 Responses
- 30% Response Rate (considered a good response rate by survey experts)
WHO RESPONDED

- Athletics (Patty Center)
- Office of Admissions and the Registrar
- CTC
- Institute of Arctic Biology
- Residence Life (Hall Resident Assistant)
- UAF Art Department
- Music
- INE
- Chancellor's Office
- Wood Center
- College of Engineering and Mines
- OIT - Data Center Operations
- Residence Life
- Parking Services
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
The survey results were compared to Benchmarks for each category.

Group Average was determined by average responses from the university group* in the annual Sightlines survey.

The FY14 Benchmark is the Top Group Score for each category.
- Determined by the top score in the peer group.

* The group is composed of other universities that have similar programs to UAF, a similar mix of research vs. classrooms, and to the extent possible, climate issues. There are 13 universities in this group which was chosen by UAF and Sightlines. The group includes universities such as Montana State University, University of Maine, University of New Hampshire, University of Vermont, UAA and others.
KNOWLEDGE OF PROCESS

Knowledge of Process

- FY11: 4.3
- FY12: 4.3
- Q3: 4.4

- Top Group Score
- Group Average

FY14 Benchmark
UNDERSTAND SERVICE LEVELS

Understand Service Levels

<table>
<thead>
<tr>
<th></th>
<th>FY11</th>
<th>FY12</th>
<th>Q3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understand Service Levels</td>
<td>3.5</td>
<td>3.5</td>
<td>3.6</td>
</tr>
<tr>
<td>Top Group Score</td>
<td>3.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Average</td>
<td>3.6</td>
<td></td>
<td>4.1</td>
</tr>
</tbody>
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WORK MEETS EXPECTATIONS

Work Meets Expectations

- FY11: 4.0
- FY12: 4.0
- Q3: 4.1

Work Meets Expectations

- Top
- Group Score
- Group Average
Feedback Mechanism

- FY11: 2.9
- FY12: 2.9
- Q3: 3

- Top Group Score: 3.6
- Group Average: 2.8
GENERAL SATISFACTION

General Satisfaction

- FY11: 3.2
- FY12: 3.2
- Q3: 3.4

- General Satisfaction
- Top Group Score
- Group Average
CUSTOMER SATISFACTION

Customer Satisfaction Index

- FY11: 74
- FY12: 72
- Q3: 82

- Customer Satisfaction Index
- Top Group Score
- Group Average
OPEN ENDED RESPONSES

Key Points
4. COMMENTS/SUGGESTIONS – SERVICE REQUEST PROCESS:

- Communication
  - Let occupants know when shop staff are in the building
  - Status of work order request
  - Estimated start date
  - Updates on status
  - Updates on timeline
  - Include notes on why a work order is closed with no time or materials
  - Close work orders in a timely manner

- FS Communication is reactive vs. proactive
6. COMMENTS/SUGGESTION – FACILITIES SERVICE CENTER:

- Respond to email requests for updates
- Notification of any/all schedule changes
8. COMMENTS/SUGGESTIONS – REQUESTED MECHANICAL TRADES (HVAC, PLUMBING, ELECTRICAL):

- Frequent calls to see find out when work will start
- Inconsistent response times by shop
- It is appreciated when staff are willing to take a few minutes to explain the problem and the solution
10. COMMENTS/SUGGESTIONS – REQUESTED STRUCTURAL TRADES (CARPENTRY, PAINTING, LOCKSMITH):

- Lack of follow up once work is completed
- Lack of notification that work is completed
- Communication of timelines
12. COMMENTS/SUGGESTIONS – ROUTINE CUSTODIAL SERVICES:

- Lack of process to communicate needs to custodial staff
- Inconsistent quality of work
- Chronic problems do not appear to be addressed (i.e., bathrooms continually running out of paper products)
- Inconsistent/unknown schedule of cleaning
14. COMMENTS/SUGGESTIONS – ROUTINE GROUNDS SERVICES:

- Schedule services around class time/locations (i.e., don’t mow during classes)
- Continue to notify when things cannot be done promptly due to seasonal reasons