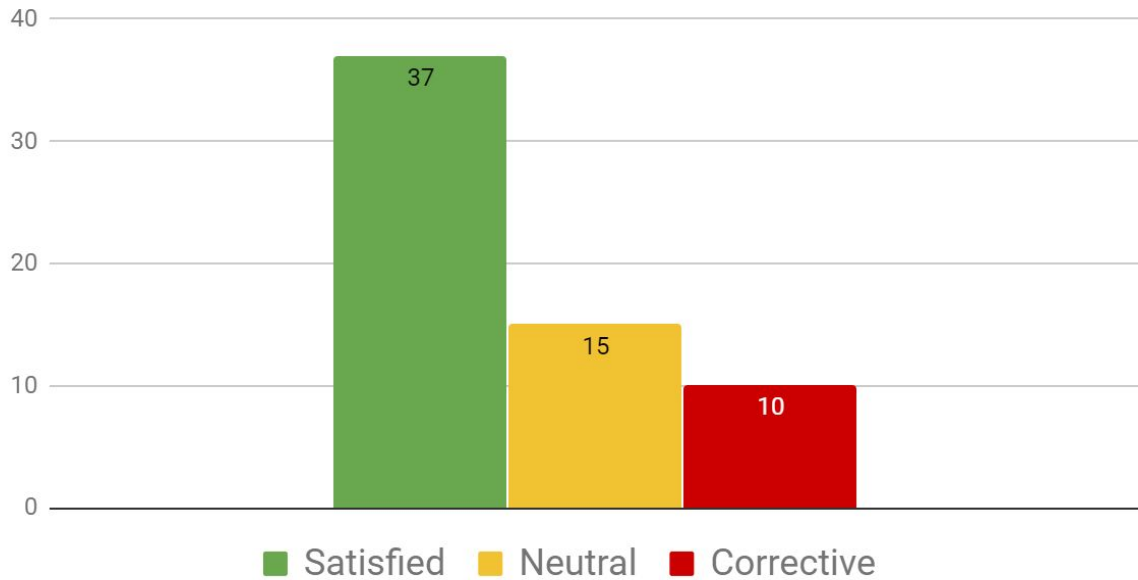


2019 Customer Survey Results

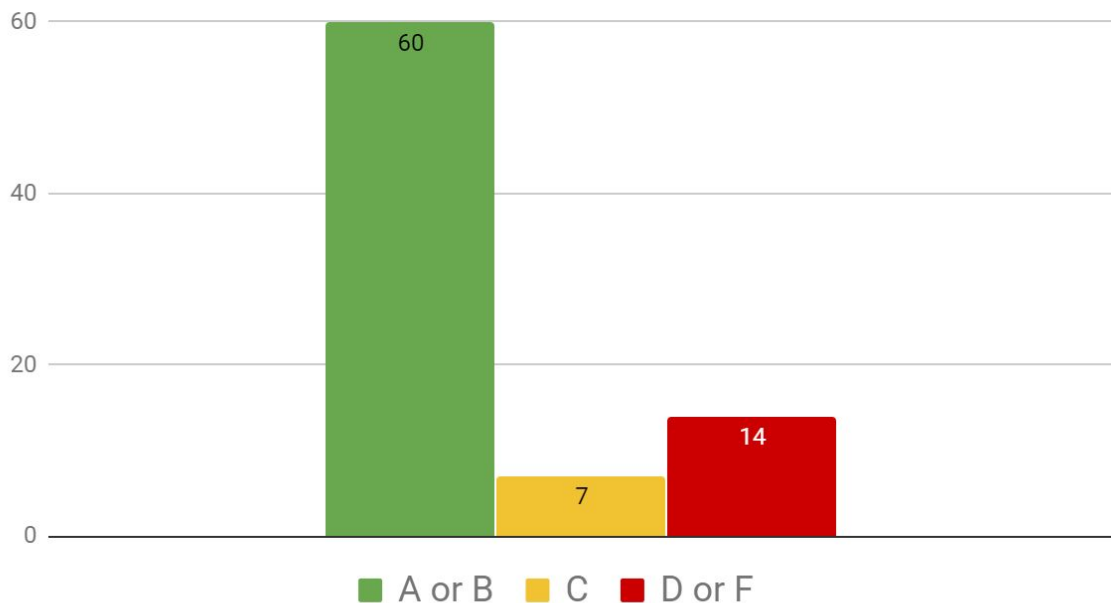
Below are the compiled results based on the feedback received from the 2019 customer survey, based on services provided within the last year.

Contracted Custodial Services

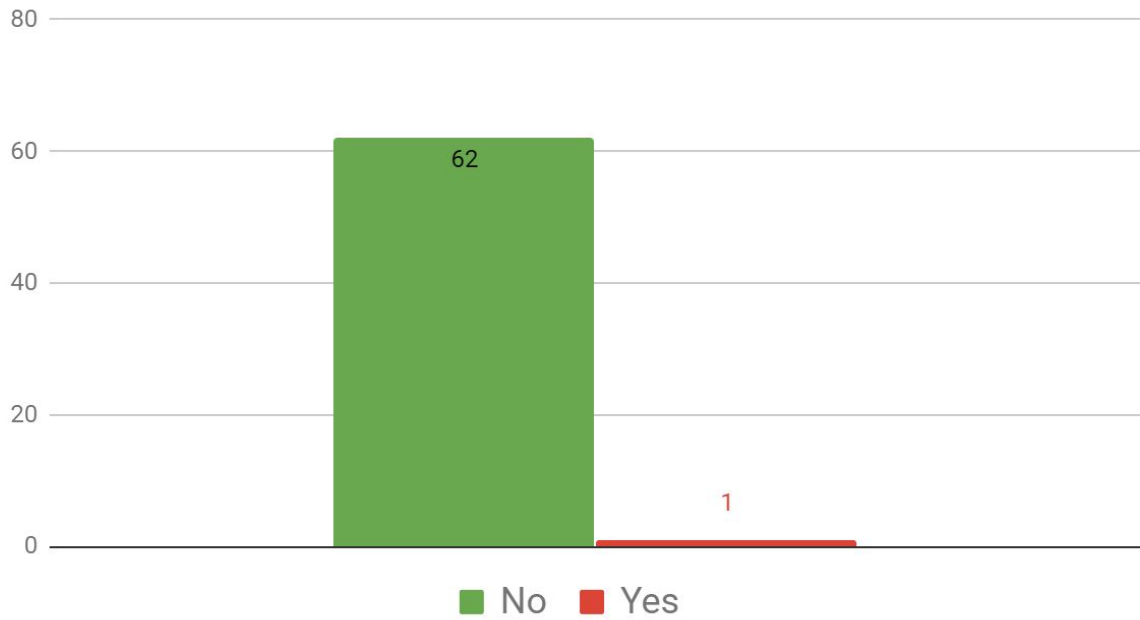
Do you feel you are given enough notice for annual summer project work and any changes to the schedule for this work?



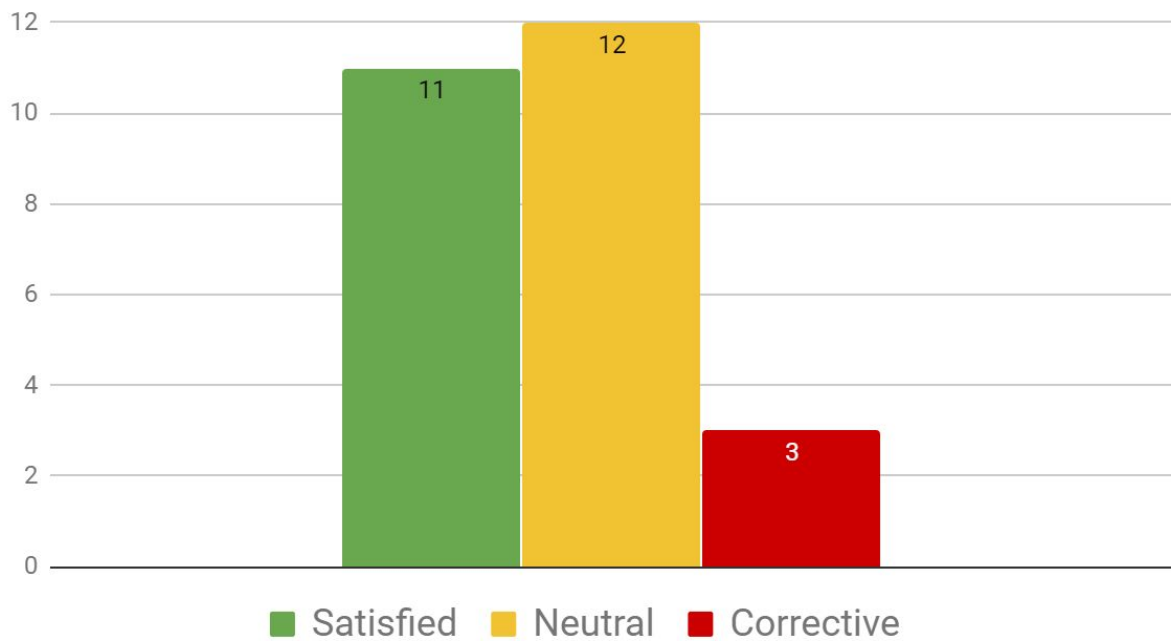
Overall, what grade would you give our custodial services?



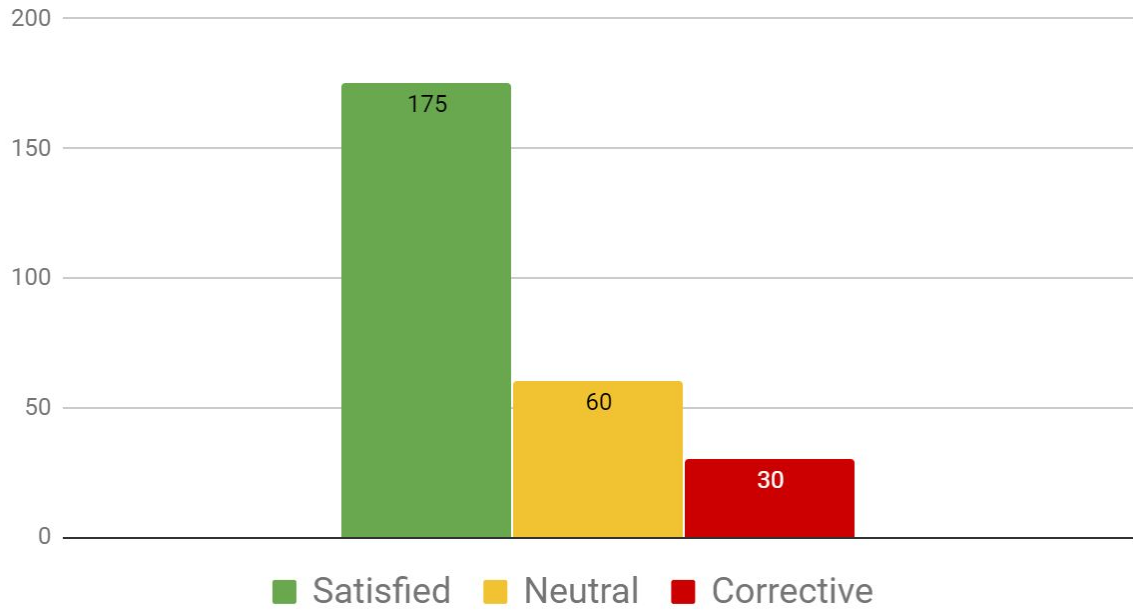
Do you feel custodial services are a distraction to your work?



Additional comments regarding custodial services

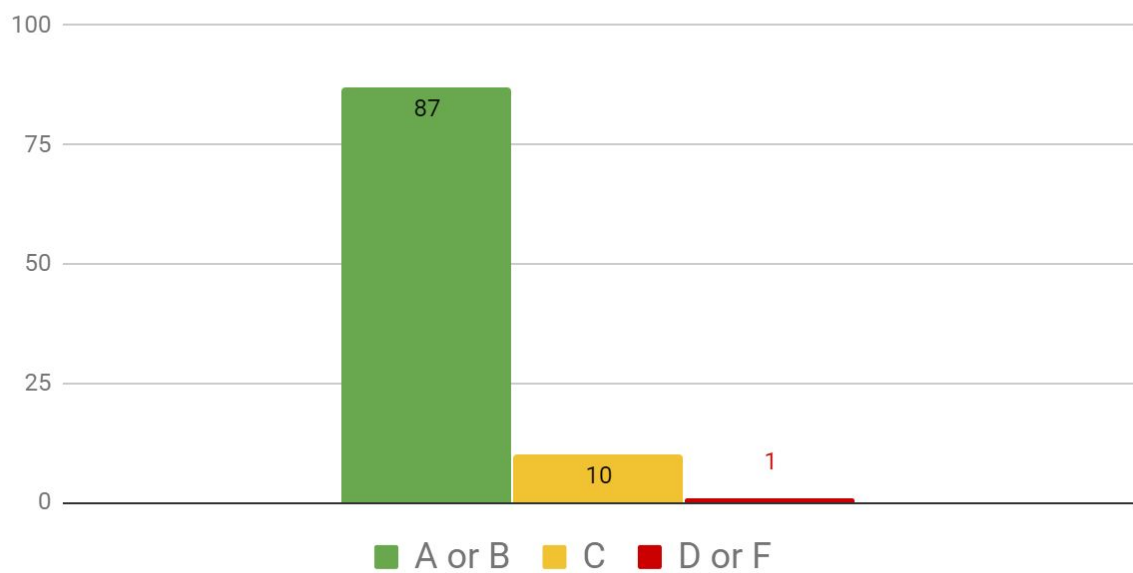


Overall Contracted Custodial Feedback

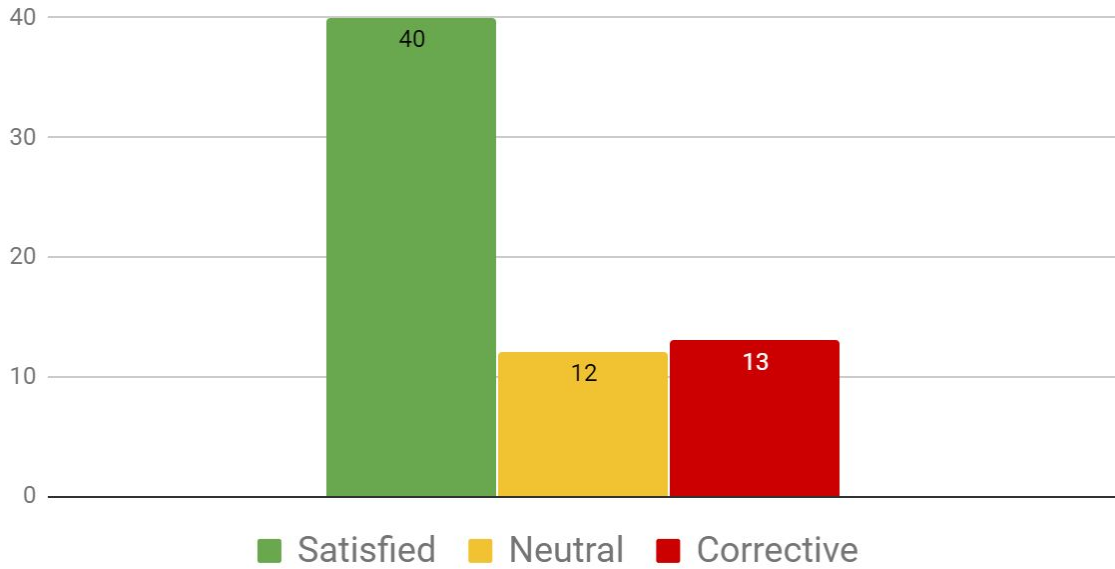


In-House Custodial Services

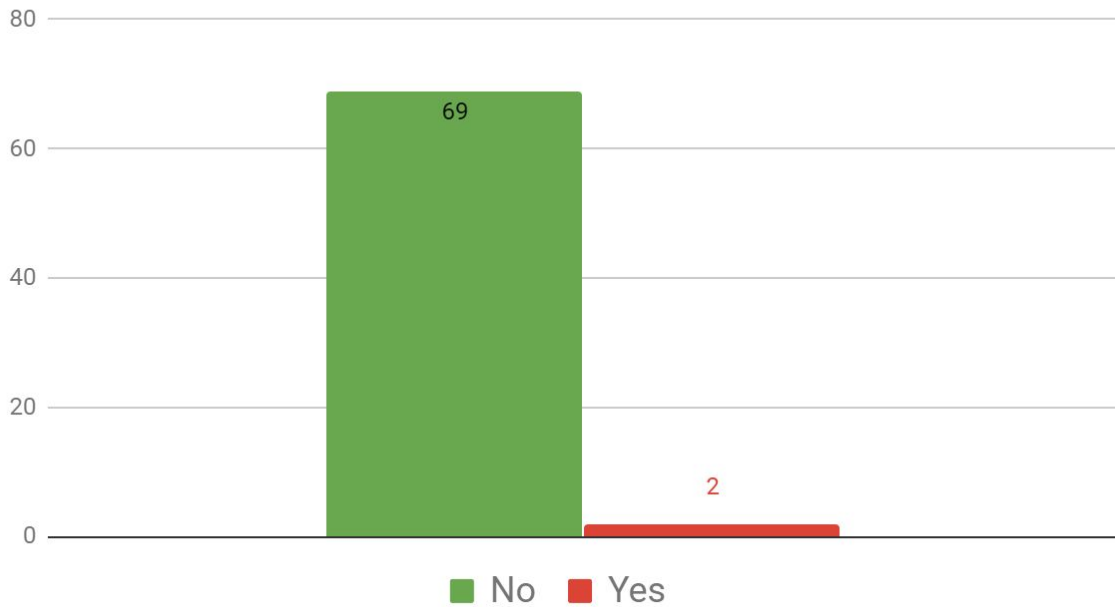
Overall, what letter grade would you give our custodial services?



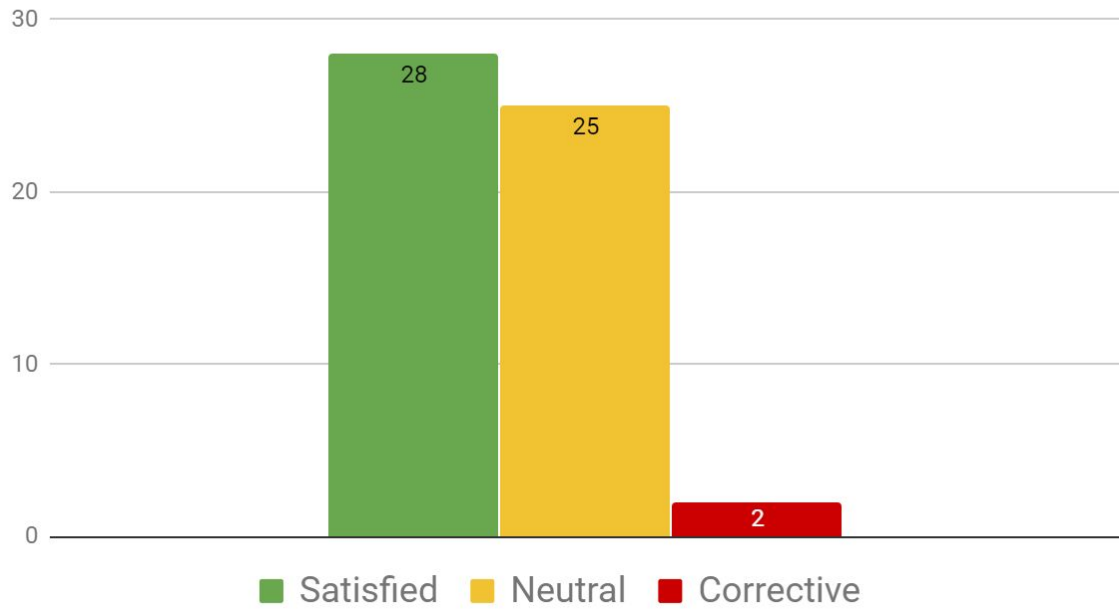
Do you feel you are given enough notice for annual summer project work and any changes to the schedule for this work?



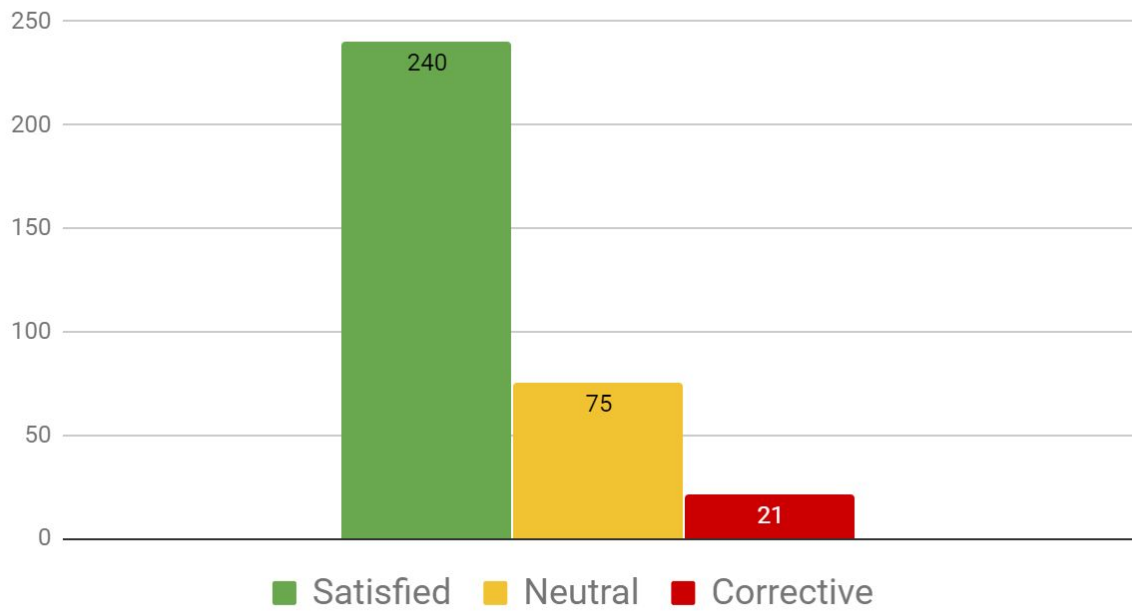
Do you feel custodial services are a distraction to your work?



Additional comments regarding custodial services

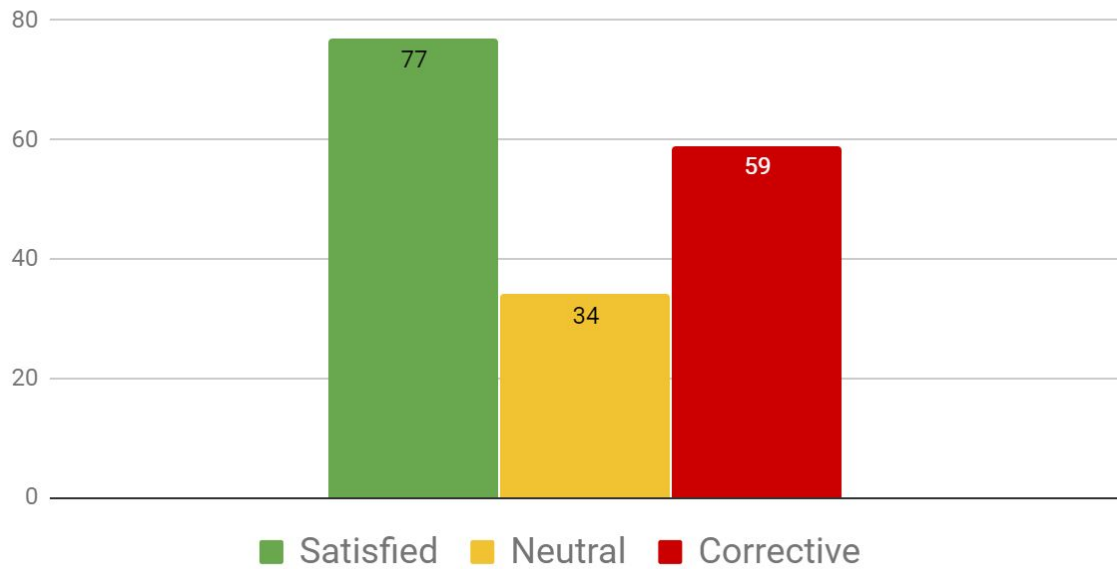


Overall In-House Custodial Feedback

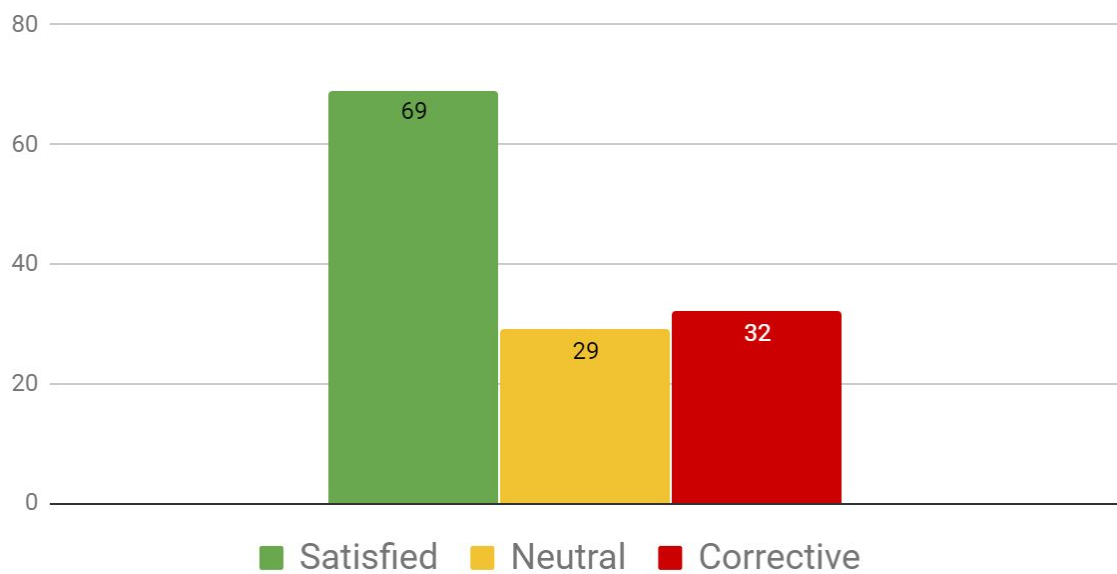


Building Maintenance

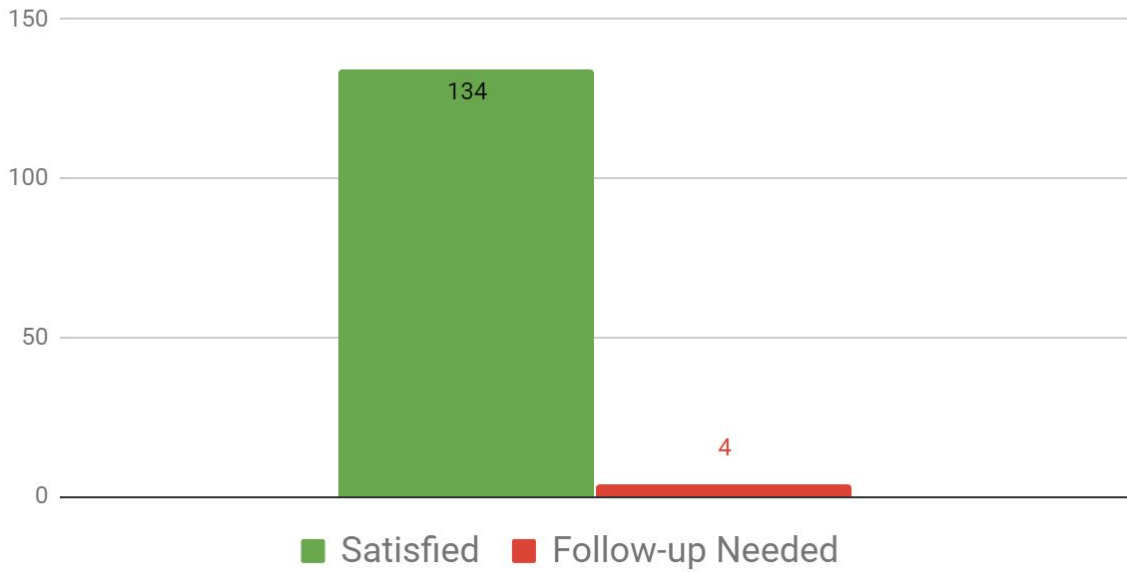
Are you satisfied with the condition of the restrooms in your building?



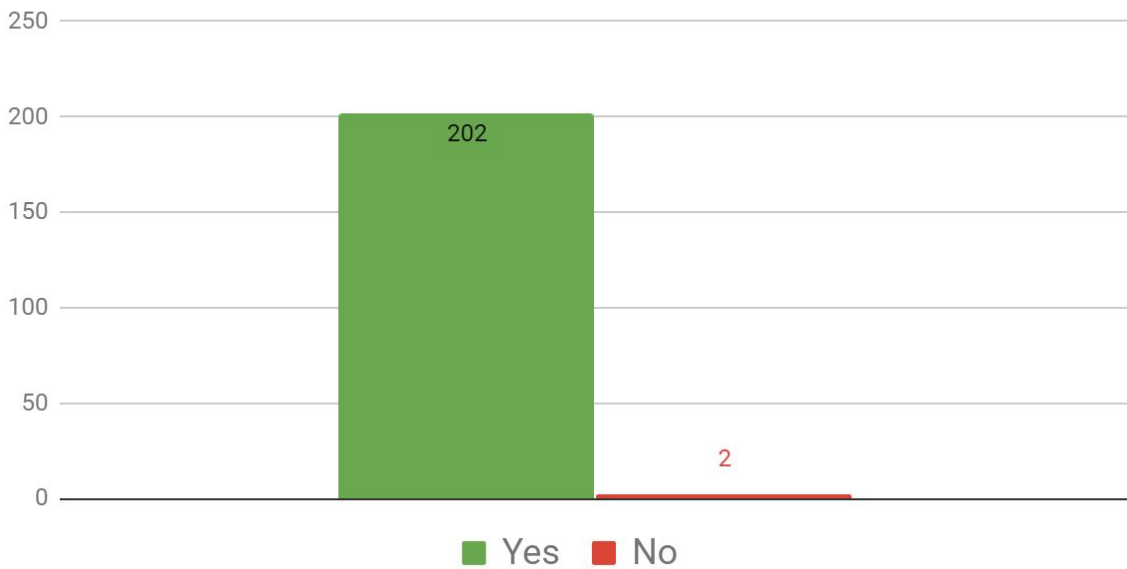
Are there areas in your building where there are painting issues that need to be addressed?



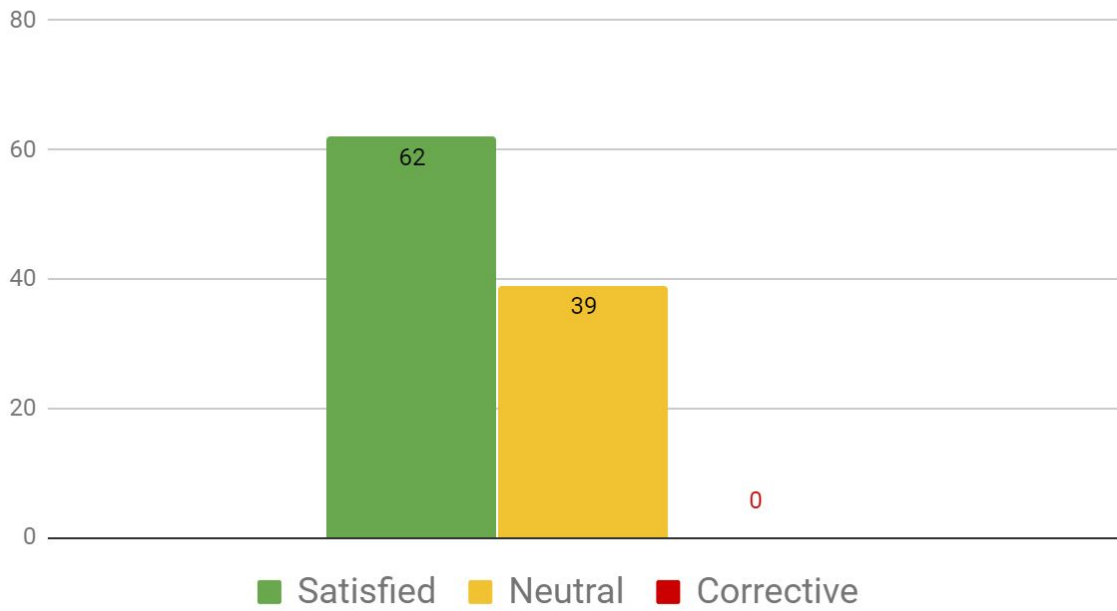
Does your building mechanic complete requests correctly the first time, or is following up with Facilities common?



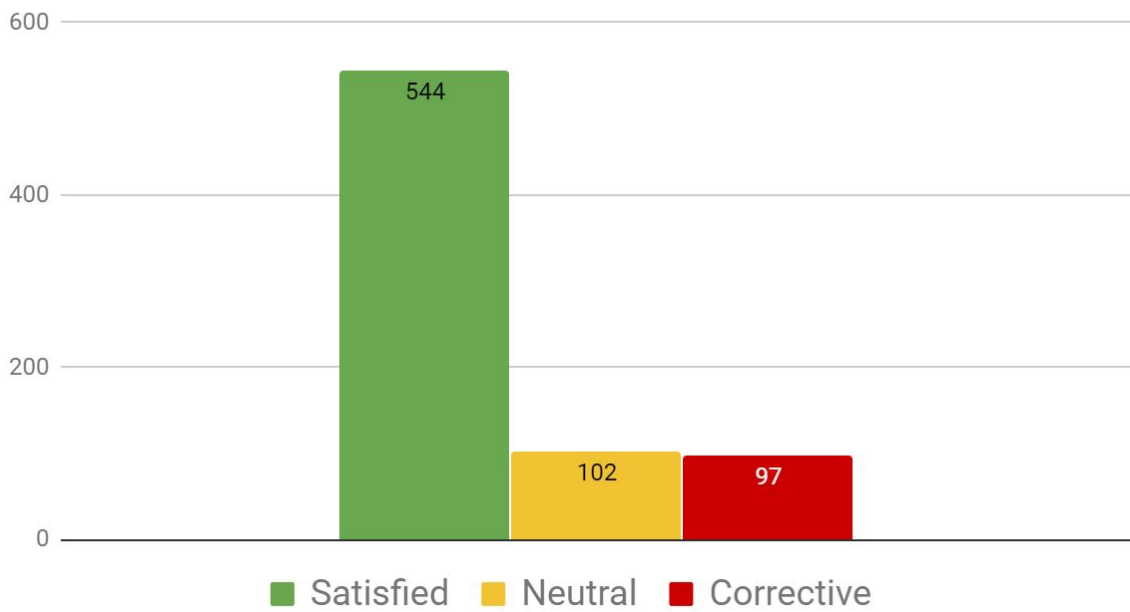
Are you satisfied with how you are notified when work has been completed?



Additional comments regarding building maintenance

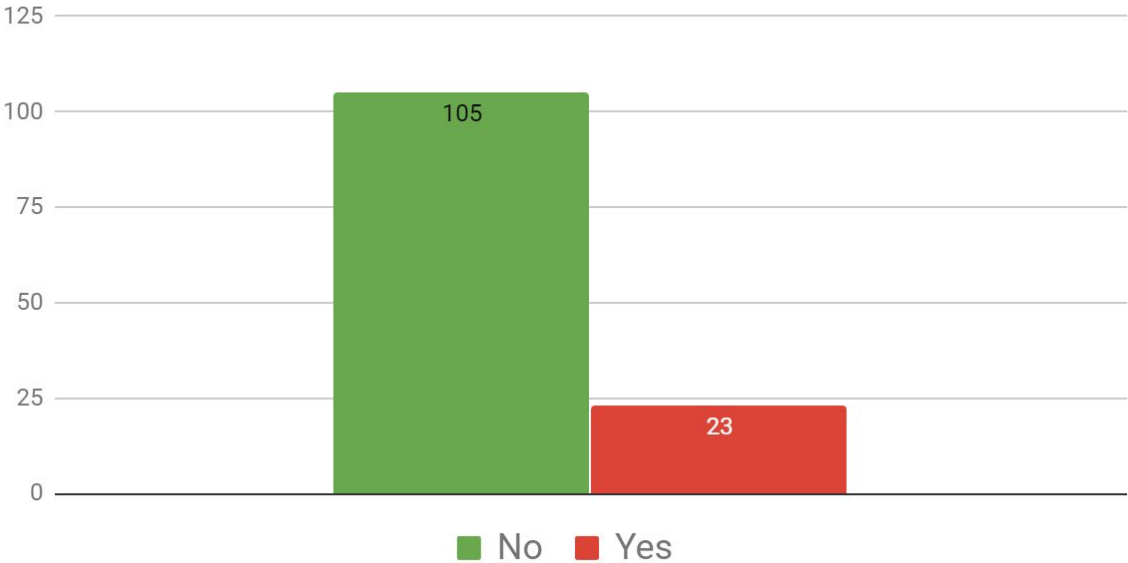


Overall Building Maintenance Feedback

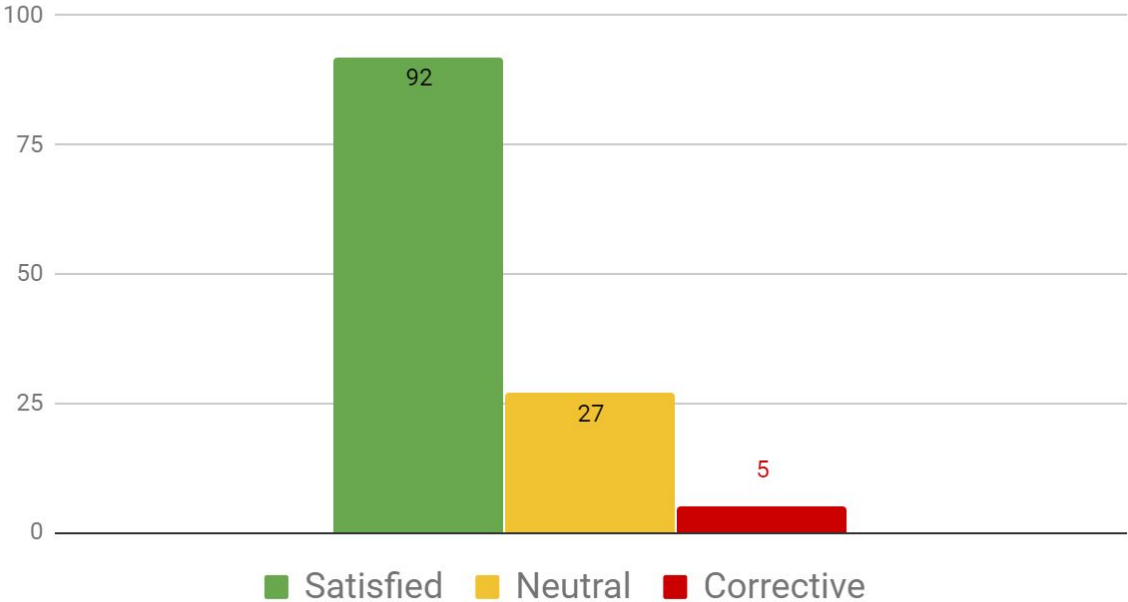


Landscape Maintenance

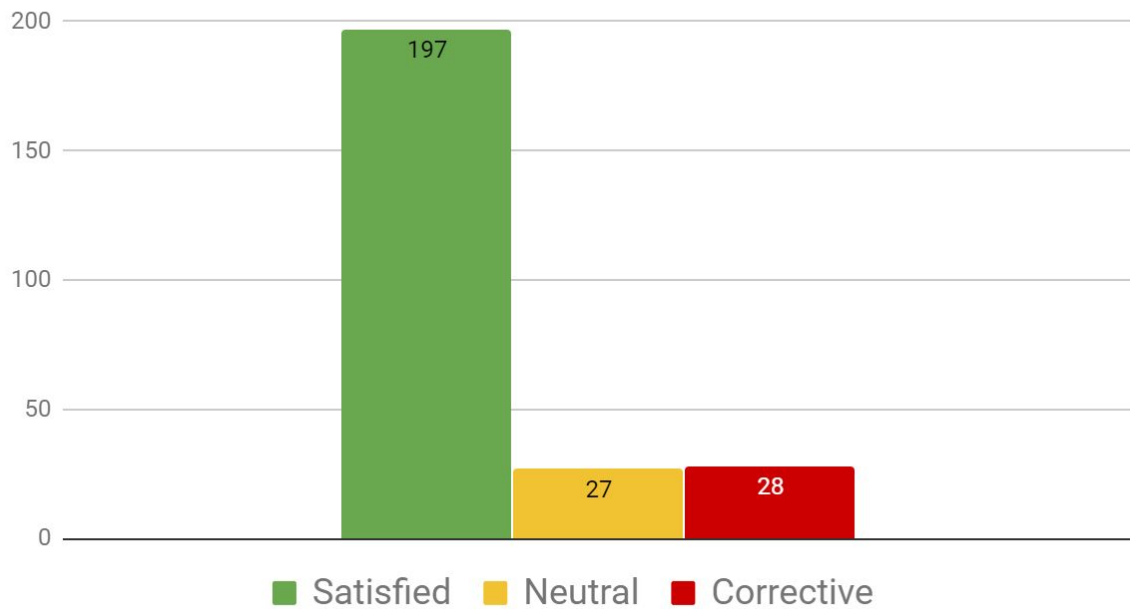
Besides construction areas, is there anywhere on campus where the landscaping needs attention?



Additional comments regarding landscape maintenance

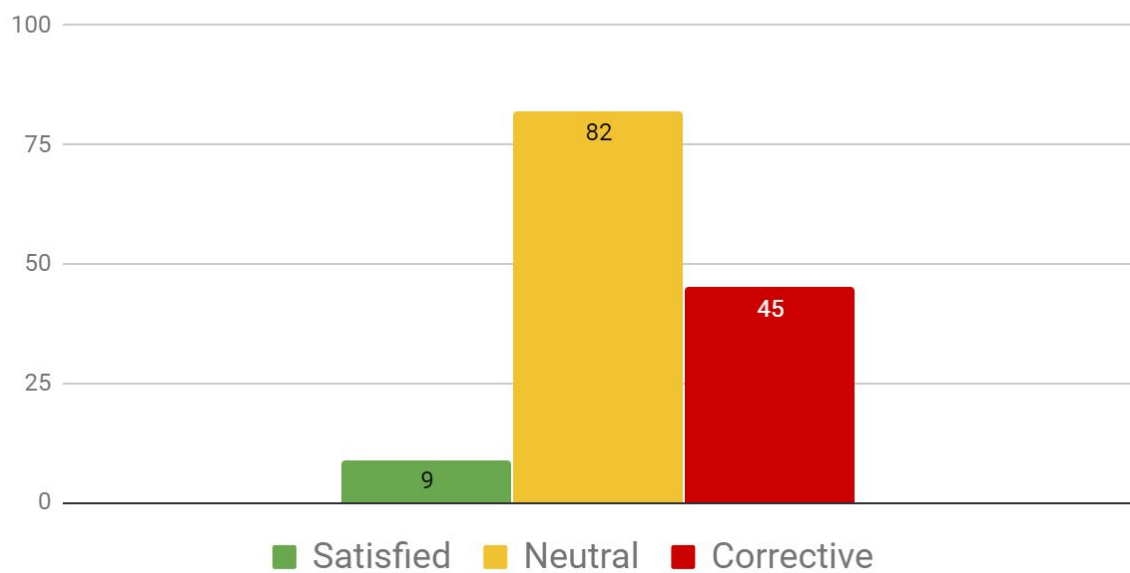


Overall Landscape Maintenance Feedback

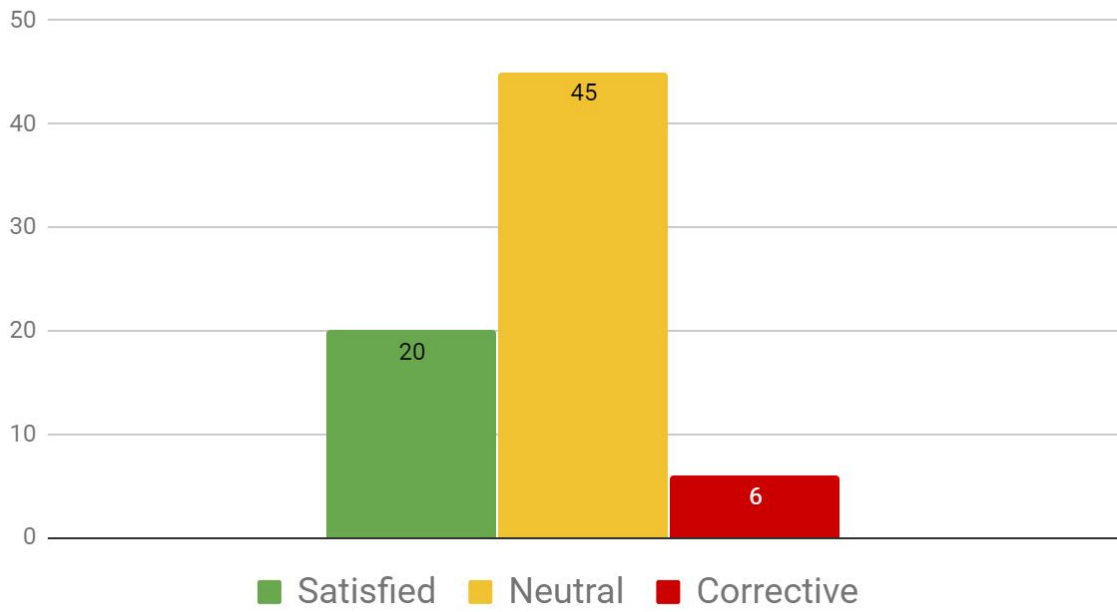


Utilities

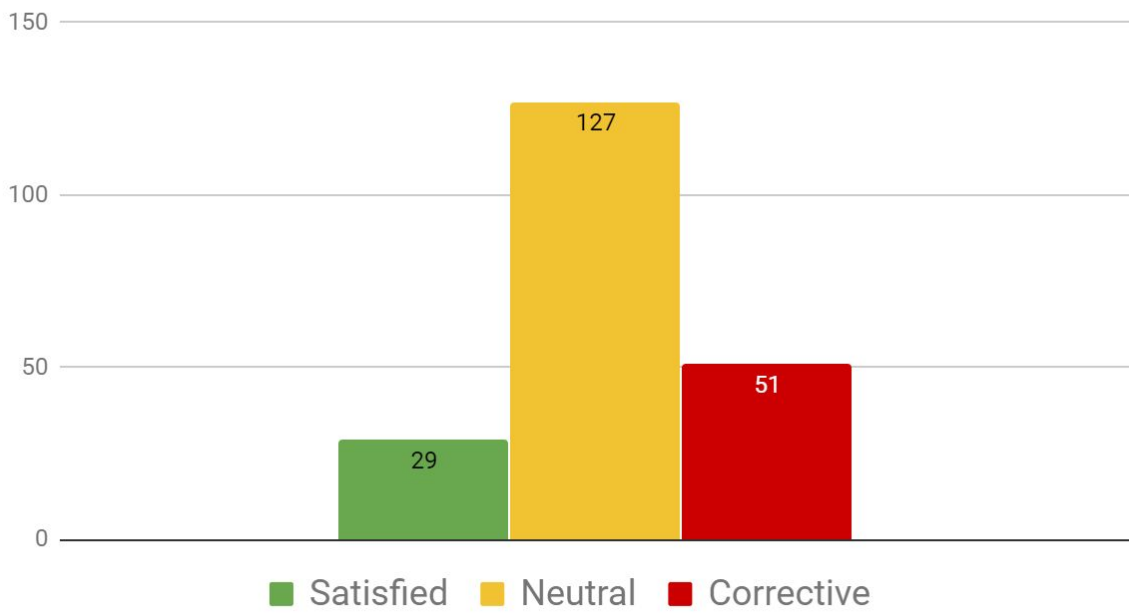
Do you have suggestions about the temperature in your area or lighting throughout campus?



Additional comments regarding utilities



Overall Utilities Feedback

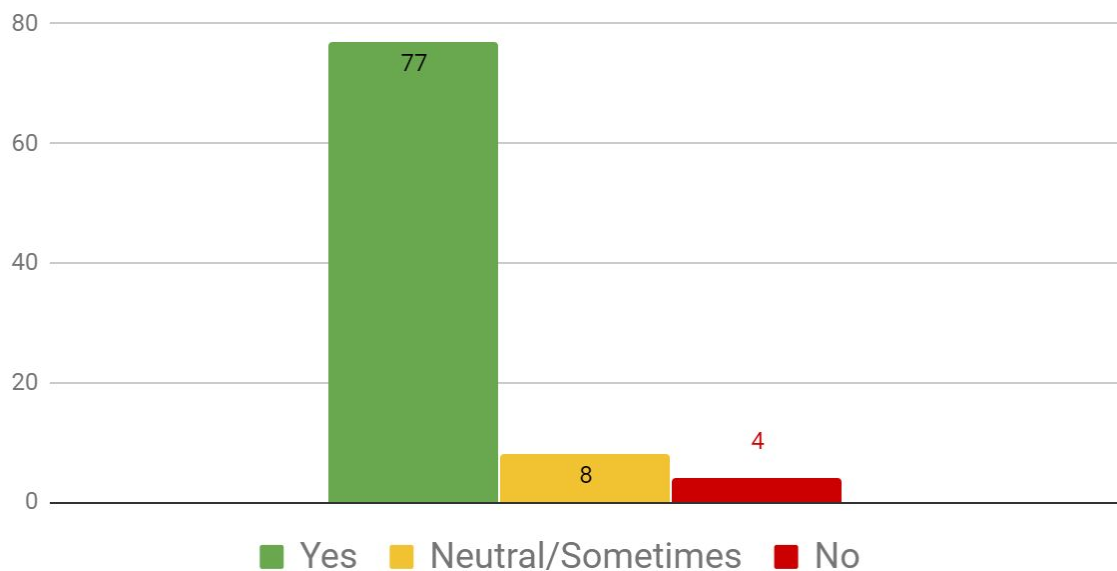


General Questions

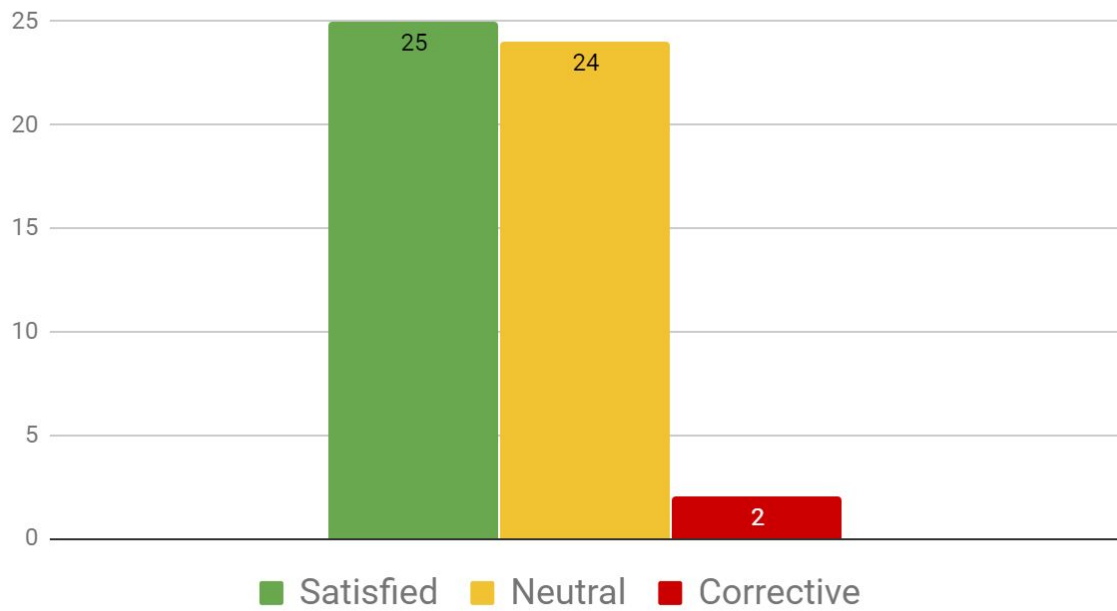
If you could make one change in Facilities, how would you improve what we do?



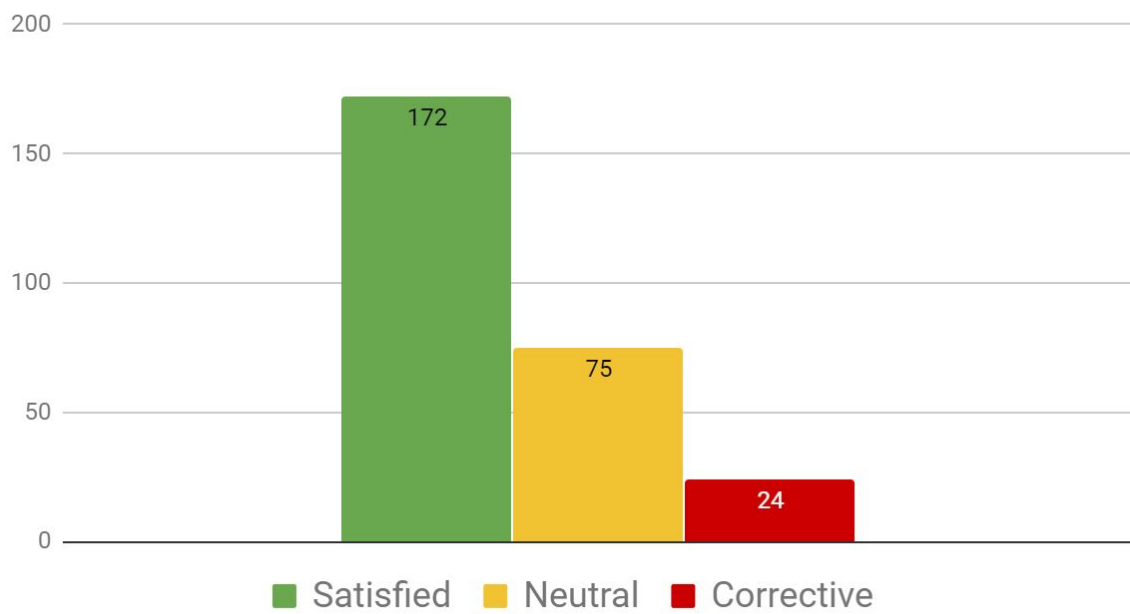
Would you say that the service you receive reflects Facilities' initiative to put the customer first?



Additional comments regarding Facilities

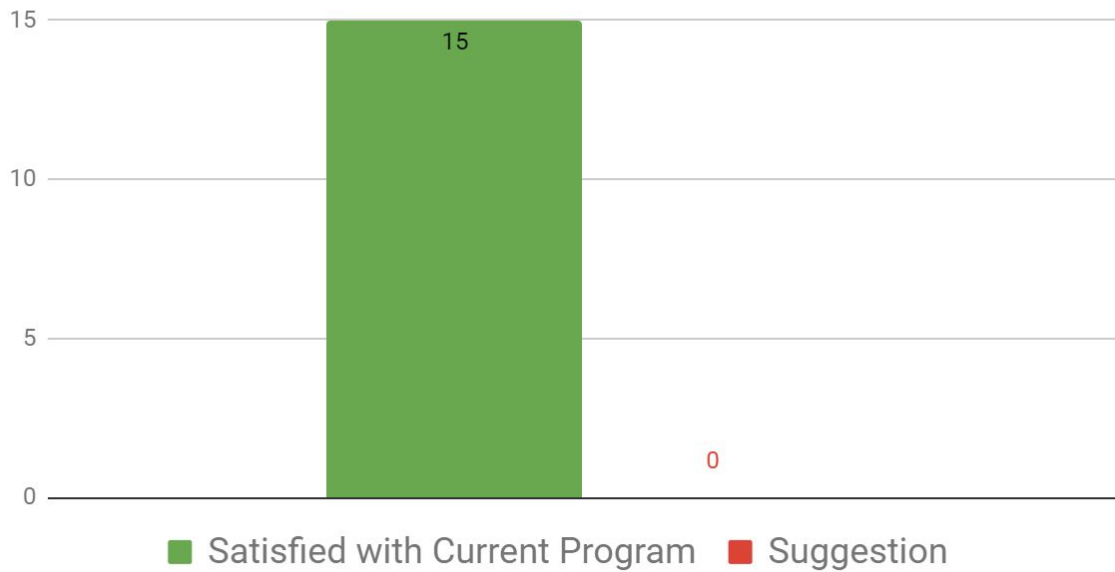


Overall Facilities Feedback

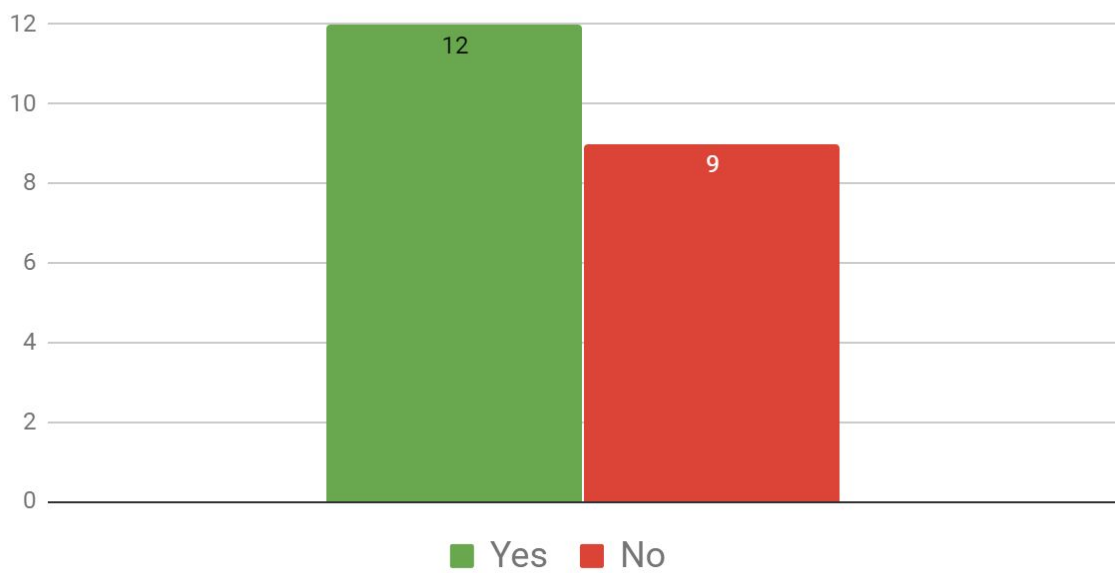


Facility Manager Questions

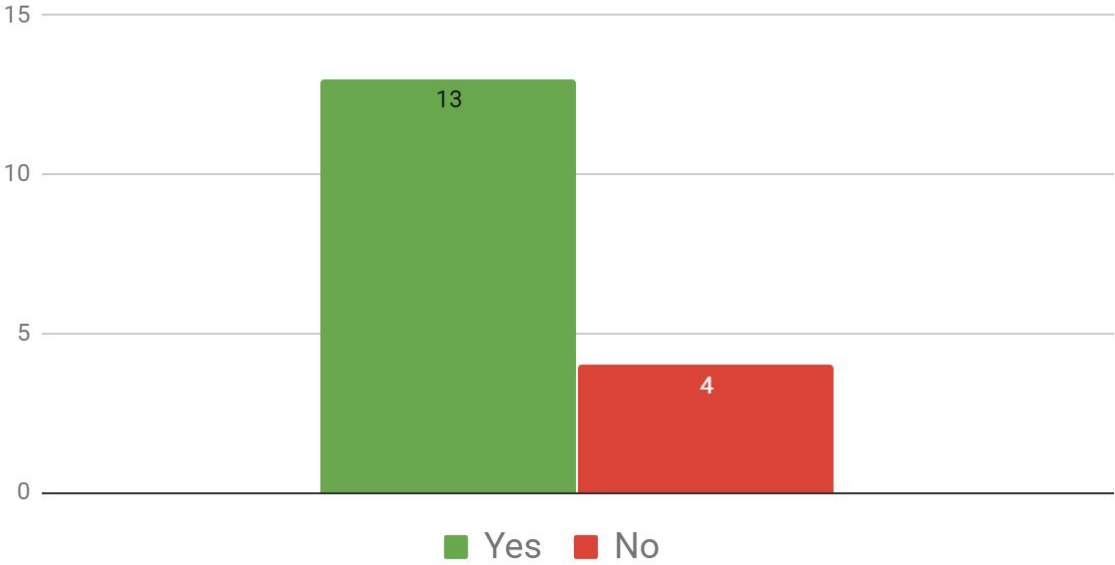
Do you have suggestions on how we can improve the Facility Managers Program?



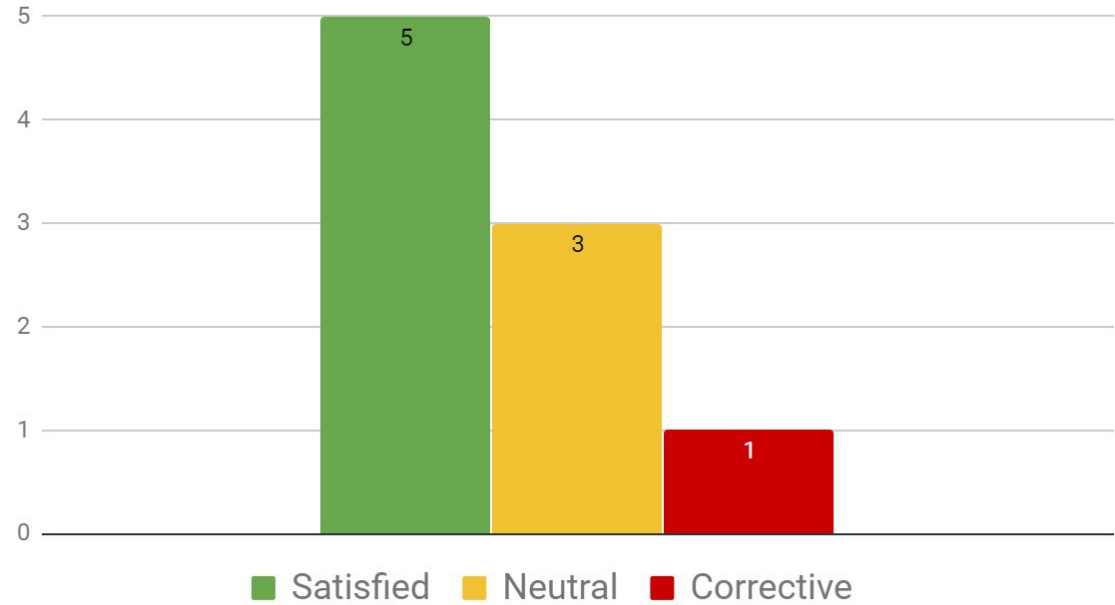
Are you experiencing a monthly check-in from the mechanic assigned to your building?



Are you satisfied with our current methods for communicating announcements, maintenance, outages, etc.?



Additional comments regarding the Facility Managers program



Overall Facility Managers Feedback

