

Facilities Management Customer Satisfaction Survey Results
03/26/2018

	BC Faculty/Staff 2016	BC Faculty/Staff 2017	PC Faculty/Staff 2016	PC Faculty/Staff 2017	BC Students 2016	BC Students 2017	PC Students 2016	PC Students 2017
Number of Respondents	121	90	106	94	129	216	89	205
<u>Customer Service</u>								
Courtesy/helpfulness of staff	94%	94%	94%	92%	87%	84%	91%	87%
Appearance of staff	93%	93%	92%	89%	84%	82%	90%	84%
Communication with staff and management	90%	89%	92%	88%	83%	77%	91%	85%
<u>Housekeeping</u>								
Cleanliness of Restrooms	88%	84%	80%	75%	86%	82%	84%	82%
Cleanliness of Floors	87%	81%	75%	68%	84%	80%	86%	84%
Cleanliness of Windows	81%	79%	73%	69%	87%	84%	89%	86%
Appearance/cleanliness of building entrances	88%	85%	83%	77%	85%	84%	91%	88%
Cleanliness of Classrooms	89%	88%	81%	77%	89%	86%	89%	85%
Cleanliness of showers	86%	88%	85%	85%	80%	75%	86%	81%
Cleanliness of locker rooms	87%	88%	84%	79%	88%	82%	89%	79%
<u>Moves & Set Ups</u>								
Moves and Set Ups completed within a timely manner	94%	93%	95%	94%	N/A	N/A	N/A	N/A
Moves and Set Ups completed consistent with requests	94%	93%	95%	93%	N/A	N/A	N/A	N/A
Courtesy/helpfulness of Moves and Set Ups Staff	97%	95%	96%	95%	N/A	N/A	N/A	N/A
<u>Building Maintenance</u>								
Interior lights operate properly and in good repair	92%	90%	92%	88%	91%	85%	93%	89%
Heating system maintained at a comfortable level	74%	79%	73%	73%	70%	69%	73%	71%
Air conditioning maintained at a comfortable level	77%	83%	79%	77%	68%	71%	74%	71%
<u>Work Order and Repair Services</u>								
Communication regarding work order completion	87%	87%	89%	81%	71%	71%	91%	85%
Responsiveness to emergency work orders	93%	93%	94%	93%	80%	73%	90%	85%
Response to minor repairs (48 hours or less)	90%	85%	91%	87%	68%	68%	87%	85%
Ease in placing work orders	88%	88%	92%	84%	81%	74%	88%	84%
Communication regarding status/tracking of work order	87%	84%	89%	82%	72%	71%	91%	85%
<u>Landscaping</u>								
Appearance of school entrances	93%	94%	89%	91%	88%	83%	92%	87%
Maintenance of lawns (mowed and trimmed)	94%	94%	92%	92%	91%	86%	95%	89%
Maintenance of trees, shrubs, and flower beds	92%	94%	91%	92%	90%	85%	94%	90%
Exterior lighting operates properly and is in good repair	91%	91%	92%	91%	78%	81%	95%	88%
Timeliness of snow and ice removal from walks/drives	89%	88%	88%	84%	85%	66%	94%	78%

<u>Copy Services</u>	BC Faculty/Staff 2016	BC Faculty/Staff 2017	PC Faculty/Staff 2016	PC Faculty/Staff 2017	BC Students 2016	BC Students 2017	PC Students 2016	PC Students 2017
Communication and assistance with orders	91%	95%	95%	95%	91%	83%	94%	86%
Timeliness with delivery of copy orders	93%	96%	95%	95%	92%	84%	96%	87%
Orders are completed to your satisfaction	92%	95%	96%	95%	94%	84%	94%	90%
<u>Mail Room</u>								
Timeliness with delivery of mail and packages	92%	95%	92%	94%	82%	79%	96%	91%
Communication with Mailroom Staff on mail issues	92%	94%	94%	94%	78%	79%	97%	91%
Helpfulness of Mailroom Staff with mail issues	91%	94%	94%	94%	76%	81%	94%	92%