

Campus Services-Facilities Management Survey Results							
Biddeford & Portland							
12/18/2013							
	Fall 2007	Fall 2009	Fall 2010	Fall 2011	Fall 2012	Fall 2013	Points
Number of Respondents	165	155	160	155	137	92	
<u>Customer Service</u>							
Overall Satisfaction	24%	83%	85%	87%	90%	92%	2
Courtesy/helpfulness of staff	66%	91%	91%	92%	96%	96%	0
Appearance of staff	61%	88%	90%	92%	93%	91%	-2
Communication with staff and management	37%	86%	86%	86%	91%	90%	-1
<u>Housekeeping</u>							
Overall Satisfaction	26%	79%	85%	85%	86%	85%	-1
Courtesy/helpfulness of Housekeeping Staff	N/A	89%	91%	92%	94%	92%	-2
Appearance of Housekeeping Staff	N/A	87%	90%	90%	92%	88%	-4
Communication with staff and management	N/A	86%	88%	88%	91%	90%	-1
Cleanliness of Restrooms	33%	79%	84%	86%	85%	84%	-1
Cleanliness of Floors	25%	78%	80%	83%	82%	82%	0
Cleanliness of Windows	22%	67%	76%	77%	74%	75%	1
Appearance/cleanliness of building entrances	32%	78%	84%	85%	85%	86%	1
Cleanliness of Classrooms	32%	75%	83%	89%	81%	83%	2
<u>Campus Center</u>							
Cleanliness of showers	26%	78%	86%	86%	89%	88%	-1
Cleanliness of restrooms	32%	80%	87%	83%	86%	86%	0
Cleanliness of locker rooms	32%	79%	85%	84%	86%	85%	-1
<u>Finley Rec</u>							
Cleanliness of showers	N/A	N/A	N/A	N/A	N/A	91%	N/A
Cleanliness of restrooms	N/A	N/A	N/A	N/A	N/A	68%	N/A
Cleanliness of locker rooms	N/A	N/A	N/A	N/A	N/A	70%	N/A

<u>Alfond Forum</u>							
Cleanliness of showers	N/A	N/A	N/A	N/A	N/A	93%	N/A
Cleanliness of restrooms	N/A	N/A	N/A	N/A	N/A	93%	N/A
Cleanliness of locker rooms	N/A	N/A	N/A	N/A	N/A	93%	N/A
<u>Moves & Set Ups</u>							
Overall Satisfaction	NA	89%	94%	93%	95%	96%	1
Moves and Set Ups completed within a timely manner	NA	89%	92%	93%	95%	96%	1
Moves and Set Ups completed consistent with requests	NA	88%	93%	92%	95%	96%	1
Courtesy/helpfulness of Moves and Set Ups Staff	NA	92%	95%	95%	98%	97%	-1
<u>Building Maintenance</u>							
Overall Satisfaction	38%	76%	82%	84%	85%	88%	3
Interior lights operate properly and in good repair	60%	84%	86%	90%	92%	89%	-3
Heating system maintained at a comfortable level	29%	65%	71%	74%	76%	81%	5
Air conditioning maintained at a comfortable level	33%	68%	74%	78%	81%	82%	1
<u>Work Order and Repair Services</u>							
Overall Satisfaction	32%	82%	82%	87%	88%	90%	2
Communication regarding work order completion	38%	81%	83%	87%	88%	90%	2
Responsiveness to emergency work orders	49%	89%	88%	89%	94%	94%	0
Response to minor repairs (48 hours or less)	28%	81%	79%	84%	88%	91%	3
Ease in placing work orders	54%	85%	87%	90%	92%	92%	0
Communication regarding status/tracking of work order	37%	80%	81%	87%	88%	88%	0
<u>Landscaping</u>							
Overall Satisfaction	58%	87%	89%	91%	93%	93%	0
Appearance of school entrances	58%	87%	89%	93%	93%	94%	1
Maintenance of lawns (mowed and trimmed)	69%	89%	91%	94%	96%	96%	0
Maintenance of trees, shrubs, and flower beds	70%	87%	90%	93%	95%	95%	0
Exterior lighting operates properly and is in good repair	65%	86%	89%	91%	93%	93%	0
Timeliness of snow and ice removal from walks/drives	50%	85%	89%	89%	92%	89%	-3