

2014 Facilities Management Customer Satisfaction Survey							
Faculty/Staff Survey Results							
Biddeford & Portland							
12/2/14							
	Fall 2007	Fall 2009	Fall 2010	Fall 2011	Fall 2012	Fall 2013	Fall 2014
Number of Respondents	165	155	160	155	137	92	217
<i>Customer Service</i>							
Overall Satisfaction	24%	83%	85%	87%	90%	92%	88%
Courtesy/helpfulness of staff	66%	91%	91%	92%	96%	96%	92%
Appearance of staff	61%	88%	90%	92%	93%	91%	89%
Communication with staff and management	37%	86%	86%	86%	91%	90%	88%
<i>Housekeeping</i>							
Overall Satisfaction	26%	79%	85%	85%	86%	85%	83%
Courtesy/helpfulness of Housekeeping Staff	N/A	89%	91%	92%	94%	92%	91%
Appearance of Housekeeping Staff	N/A	87%	90%	90%	92%	88%	89%
Communication with staff and management	N/A	86%	88%	88%	91%	90%	89%
Cleanliness of Restrooms	33%	79%	84%	86%	85%	84%	83%
Cleanliness of Floors	25%	78%	80%	83%	82%	82%	81%
Cleanliness of Windows	22%	67%	76%	77%	74%	75%	77%
Appearance/cleanliness of building entrances	32%	78%	84%	85%	85%	86%	85%
Cleanliness of Classrooms	32%	75%	83%	89%	81%	83%	86%
<i>Campus Center</i>							
Cleanliness of showers	26%	78%	86%	86%	89%	88%	84%
Cleanliness of restrooms	32%	80%	87%	83%	86%	86%	82%
Cleanliness of locker rooms	32%	79%	85%	84%	86%	85%	84%
<i>Finley Rec</i>							
Cleanliness of showers	N/A	N/A	N/A	N/A	N/A	91%	89%
Cleanliness of restrooms	N/A	N/A	N/A	N/A	N/A	68%	89%
Cleanliness of locker rooms	N/A	N/A	N/A	N/A	N/A	70%	89%

Alfond Forum

Cleanliness of showers	N/A	N/A	N/A	N/A	N/A	93%	90%
Cleanliness of restrooms	N/A	N/A	N/A	N/A	N/A	93%	90%
Cleanliness of locker rooms	N/A	N/A	N/A	N/A	N/A	93%	89%

Moves & Set Ups

Overall Satisfaction	NA	89%	94%	93%	95%	96%	93%
Moves and Set Ups completed within a timely manner	NA	89%	92%	93%	95%	96%	93%
Moves and Set Ups completed consistent with requests	NA	88%	93%	92%	95%	96%	92%
Courtesy/helpfulness of Moves and Set Ups Staff	NA	92%	95%	95%	98%	97%	94%

Building Maintenance

Overall Satisfaction	38%	76%	82%	84%	85%	88%	85%
Interior lights operate properly and in good repair	60%	84%	86%	90%	92%	89%	89%
Heating system maintained at a comfortable level	29%	65%	71%	74%	76%	81%	73%
Air conditioning maintained at a comfortable level	33%	68%	74%	78%	81%	82%	77%

Work Order and Repair Services

Overall Satisfaction	32%	82%	82%	87%	88%	90%	87%
Communication regarding work order completion	38%	81%	83%	87%	88%	90%	86%
Responsiveness to emergency work orders	49%	89%	88%	89%	94%	94%	91%
Response to minor repairs (48 hours or less)	28%	81%	79%	84%	88%	91%	87%
Ease in placing work orders	54%	85%	87%	90%	92%	92%	91%
Communication regarding status/tracking of work order	37%	80%	81%	87%	88%	88%	85%

Landscaping

Overall Satisfaction	58%	87%	89%	91%	93%	93%	93%
Appearance of school entrances	58%	87%	89%	93%	93%	94%	93%
Maintenance of lawns (mowed and trimmed)	69%	89%	91%	94%	96%	96%	94%
Maintenance of trees, shrubs, and flower beds	70%	87%	90%	93%	95%	95%	95%
Exterior lighting operates properly and is in good repair	65%	86%	89%	91%	93%	93%	93%
Timeliness of snow and ice removal from walks/drives	50%	85%	89%	89%	92%	89%	89%

Copy Services

Communication and assistance with orders	N/A	N/A	N/A	N/A	N/A	N/A	93%
Timeliness with delivery of copy orders	N/A	N/A	N/A	N/A	N/A	N/A	94%
Orders are completed to your satisfaction	N/A	N/A	N/A	N/A	N/A	N/A	93%

Mail Room

Timeliness with delivery of mail and packages	N/A	N/A	N/A	N/A	N/A	N/A	92%
Communication with Mailroom Staff on mail issues	N/A	N/A	N/A	N/A	N/A	N/A	90%
Helpfulness of Mailroom Staff with mail issues	N/A	N/A	N/A	N/A	N/A	N/A	91%