

2014 Facilities Management Customer Satisfaction Survey
Students Survey Results
Biddeford & Portland

12/2/14

2014

Number of Respondents	206
<u>Customer Service</u>	
Overall Satisfaction	83%
Courtesy/helpfulness of staff	86%
Appearance of staff	85%
Communication with staff and management	N/A
<u>Housekeeping</u>	
Overall Satisfaction	88%
Courtesy/helpfulness of Housekeeping Staff	90%
Appearance of Housekeeping Staff	90%
Communication with staff and management	89%
Cleanliness of Restrooms	87%
Cleanliness of Floors	87%
Cleanliness of Windows	88%
Appearance/cleanliness of building entrances	89%
Cleanliness of Classrooms	88%
<u>Campus Center/Finley/HAF</u>	
Cleanliness of showers	87%
Cleanliness of restrooms	85%
Cleanliness of locker rooms	86%
<u>Moves & Set Ups</u>	
Overall Satisfaction	85%
Moves and Set Ups completed within a timely manner	85%
Moves and Set Ups completed consistent with requests	86%
Courtesy/helpfulness of Moves and Set Ups Staff	87%
<u>Building Maintenance</u>	
Overall Satisfaction	81%
Interior lights operate properly and in good repair	88%
Heating system maintained at a comfortable level	73%
Air conditioning maintained at a comfortable level	71%
<u>Landscaping</u>	
Overall Satisfaction	88%
Appearance of school entrances	92%
Maintenance of lawns (mowed and trimmed)	92%
Maintenance of trees, shrubs, and flower beds	92%
Exterior lighting operates properly and is in good repair	85%
Timeliness of snow and ice removal from walks/drives	84%
<u>Copy Services</u>	
Communication and assistance with orders	85%
Timeliness with delivery of copy orders	86%
Orders are completed to your satisfaction	86%
<u>Mail Room</u>	
Timeliness with delivery of mail and packages	83%
Communication with Mailroom Staff on mail issues	82%
Helpfulness of Mailroom Staff with mail issues	82%