



## Customer Survey Results

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April 2007

# Customer Satisfaction Survey Results

## Service Benchmarks and Customer Survey Details

On February 21<sup>st</sup>, Sightlines and Rowan University launched a survey that ran until March 9th.

The survey was developed to measure the service levels of the Facilities Management Department. The results will provide insight as to the customers' perceptions on quality of work for building maintenance, custodial services, grounds services, and project management.

**193 respondents participated in the survey.**

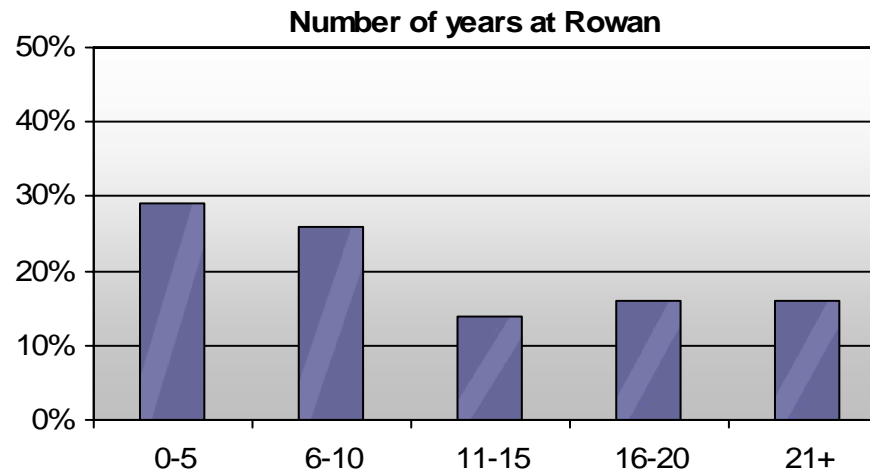
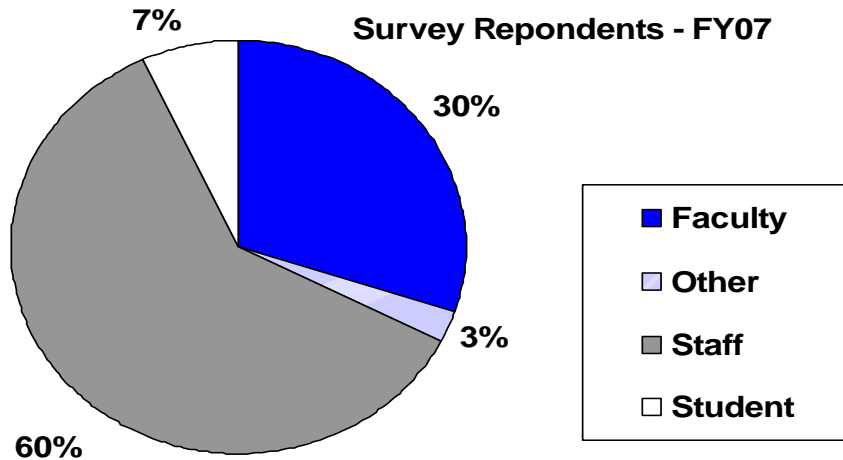


Benchmark	FY 2006	Peer Average FY 2006
<b>Service</b>		
Service Process	65%	74%
Campus Inspection	73%	72%
Customer Satisfaction Survey	52%	67%

*Peer Institutions include:* Bentley College, Bryant University, Drew University, Ithaca College, Kutztown University, Rider University, Shippensburg University, University of Hartford, University of Massachusetts – Dartmouth, West Chester University

# Customer Satisfaction Survey Results

## Survey Group



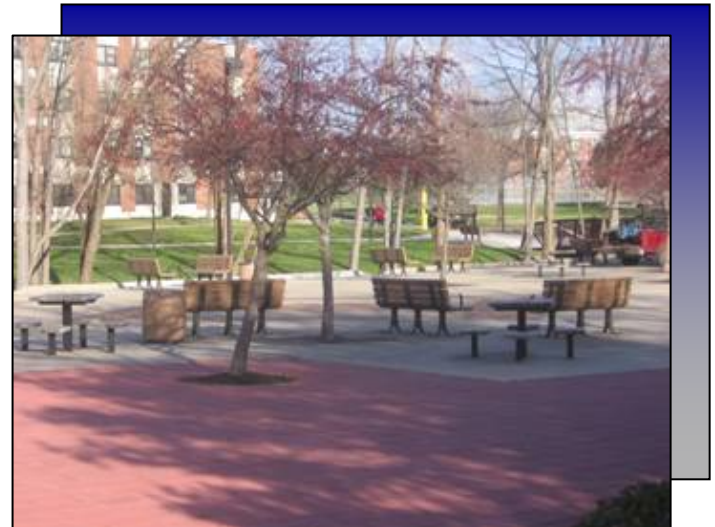
# Customer Satisfaction Survey Results

## Scoring

Unless otherwise noted, all of the multiple choice questions in the survey had the following responses, and were evaluated on the scale below:

Always	=	4
Often	=	3
Sometimes	=	2
Rarely	=	1
Never	=	0
N/A	=	Not Applicable*

(\*N/A not included in scores)



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# Facilities Management

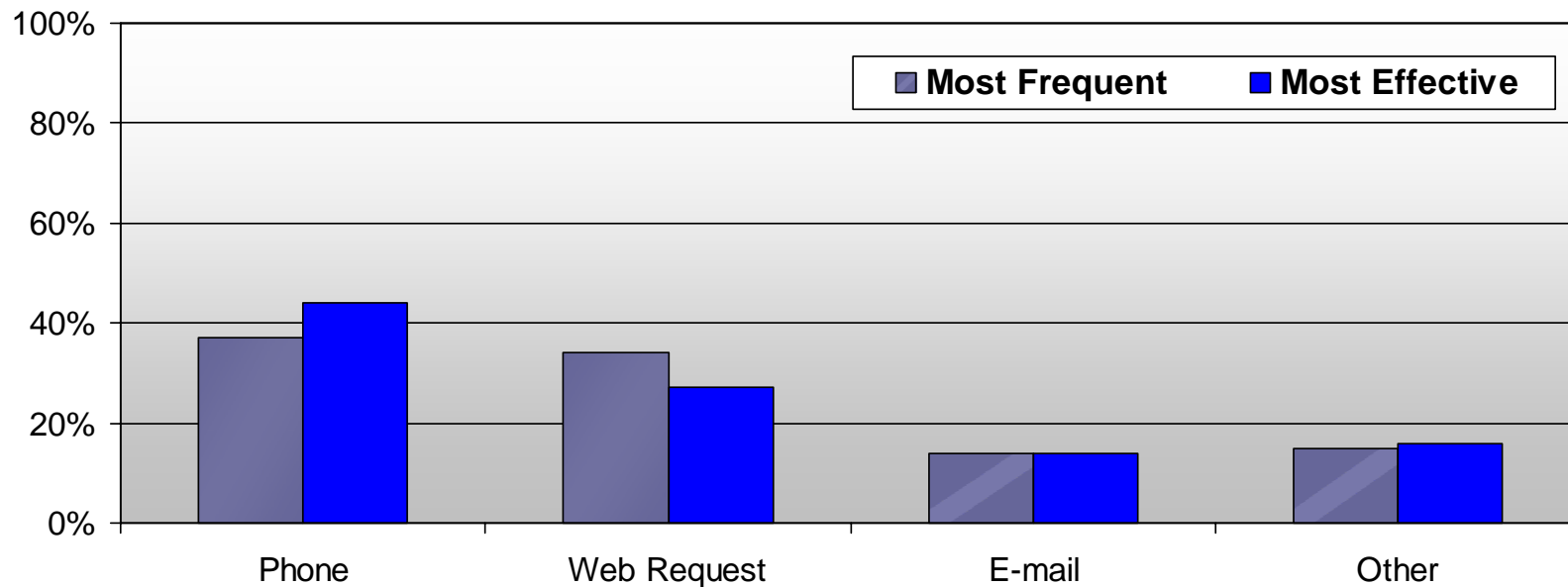
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## Comparative Customer Survey Results

# Requesting Service

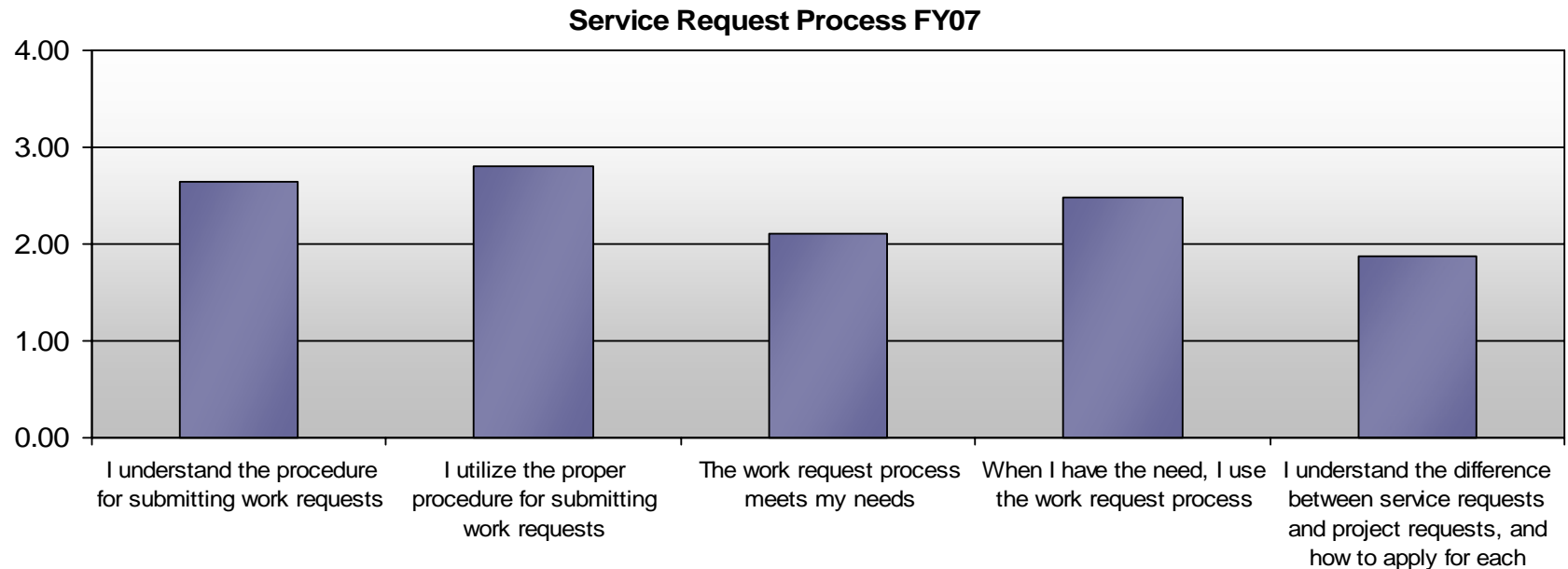
How can requests be made and what yields the most effective result?

Frequency versus Effectiveness for Service Requests



# Service Request Process

## Survey Results



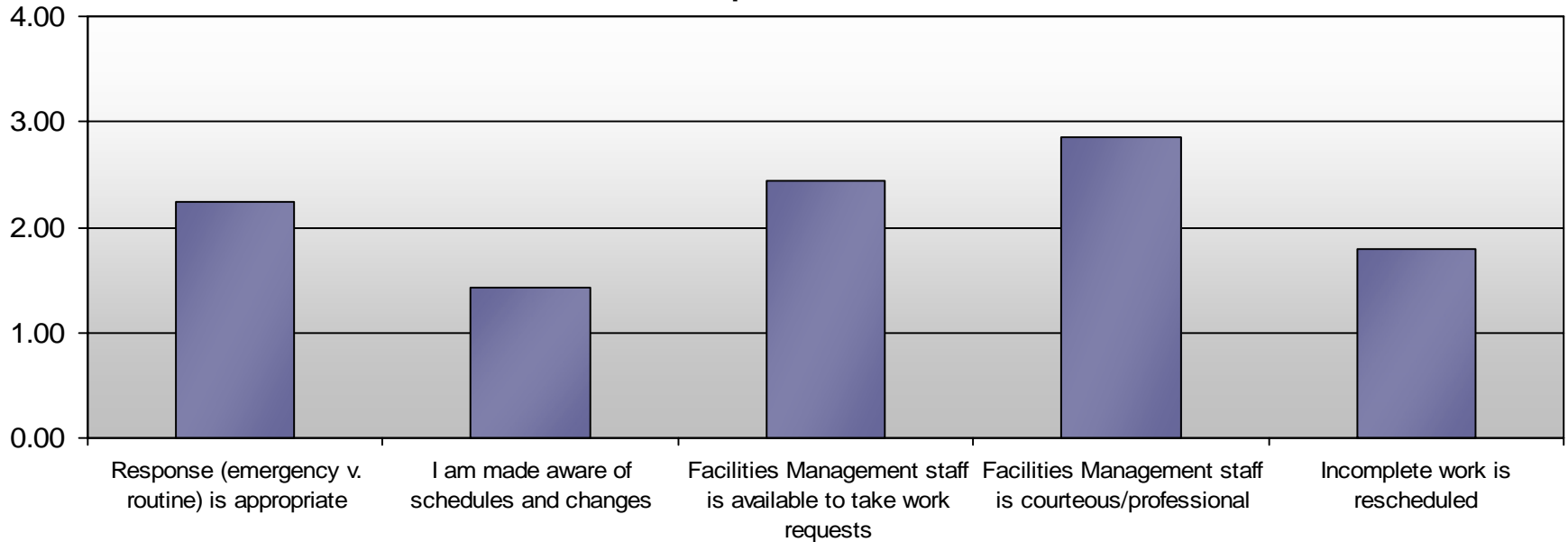
### Select Comments:

- “The requests are not self explanatory and no one really knows the proper procedure for filling them out. Once filled out they seem to go into a black hole of paperwork, sometimes not being addressed for a year or more. I know last summer I placed an order and it has not been completed yet.”
- “I use the paperwork (and online requests) that I was told to use, but we have waited many months, with multiple phone calls and reminders to have a work order processed. I understand the procedures, but the procedures don't work.”

# Service Request Center

## Survey Results

Service Request Center FY07



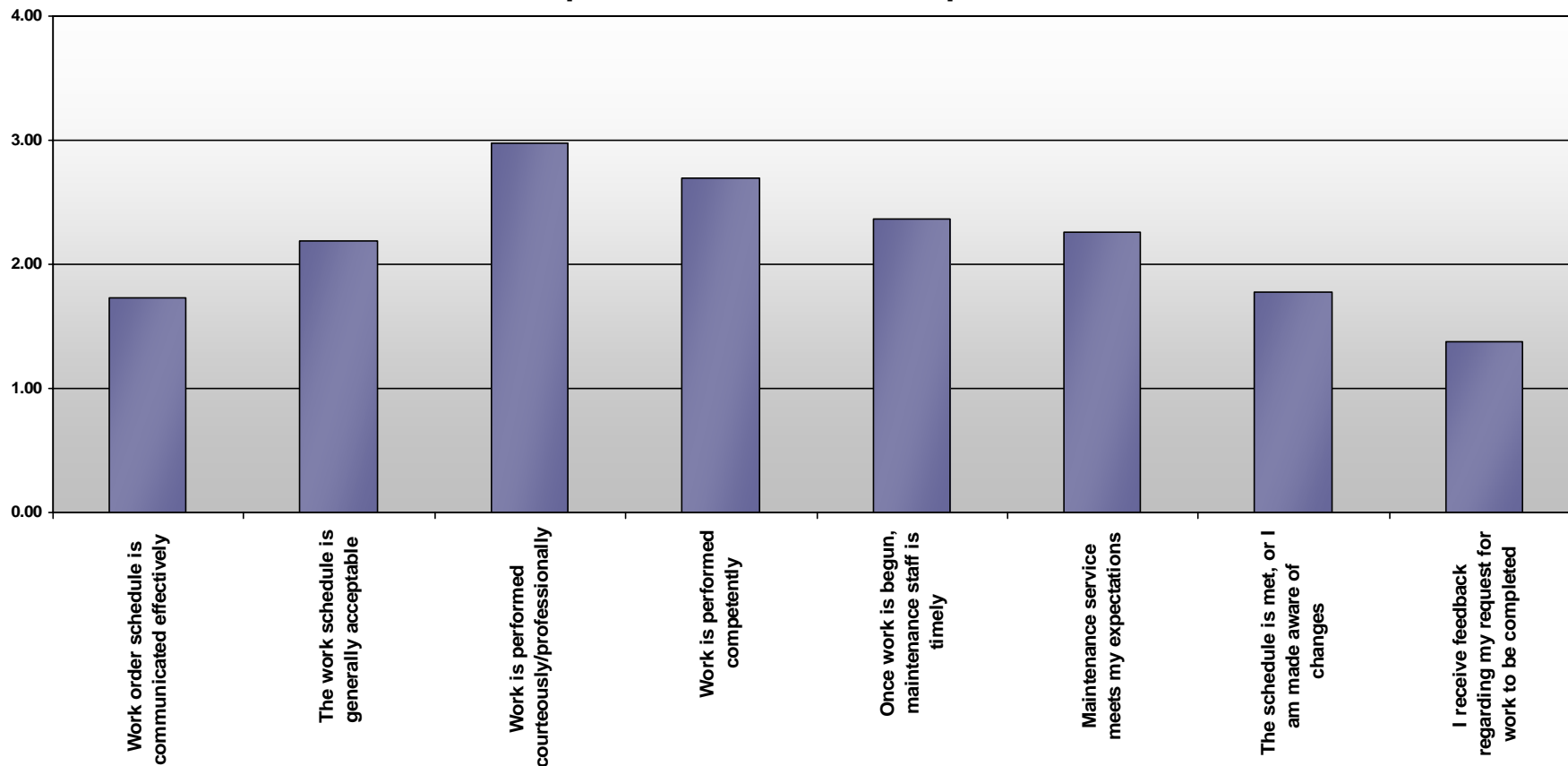
### Select Comments:

- “The few encounters I have had with Facilities Management have been bureaucratic and officious, with very little interest in resolving problems in a commonsense manner.”
- “A note was left on my door saying that on one was home when a facilities worker came to fix the problem. It was then left up to me to call back and explain the problem again to someone else. This is inefficient.”

# Requested Maintenance & Repair

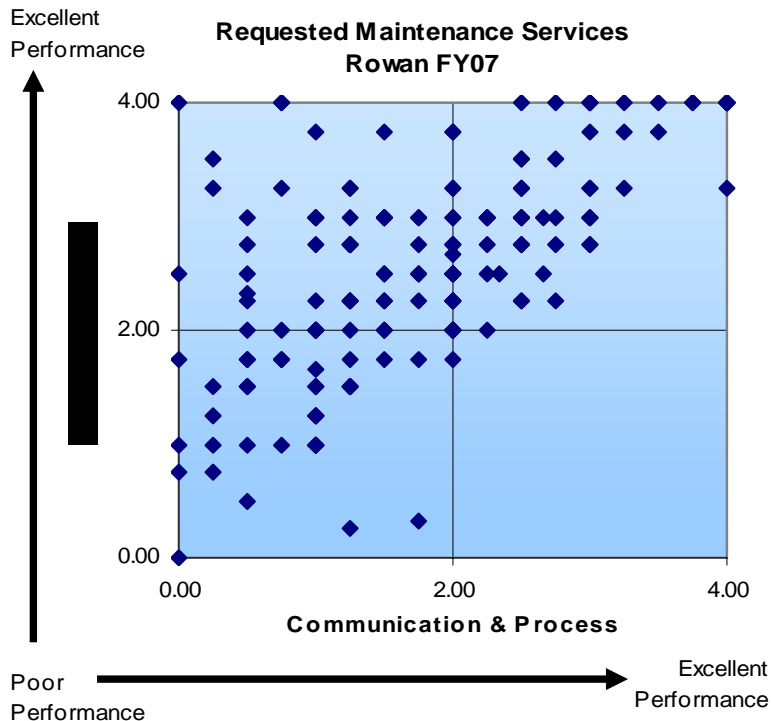
## Survey Results

### Requested Maintenance & Repair FY07



# Requested Maintenance & Repair

## Communication & Process versus Work Performance



### Select Comments

- “Service/performance is good on a person to person basis and certainly not across the board as an expectation. It seems to me to many items are not repaired in a timely basis or follow-up time takes way too long. Although staffing may be an issue.”
- “Again, inconsistency best describes this section. There are some shops that handle requests and perform the work while others rarely meet a schedule or respond in a timely fashion.”

- Work Performance includes timeliness, competent performance, courteousness, professionalism, meeting expectations.
- Communication & Process includes feedback, scheduling, changes in schedules, general communication.

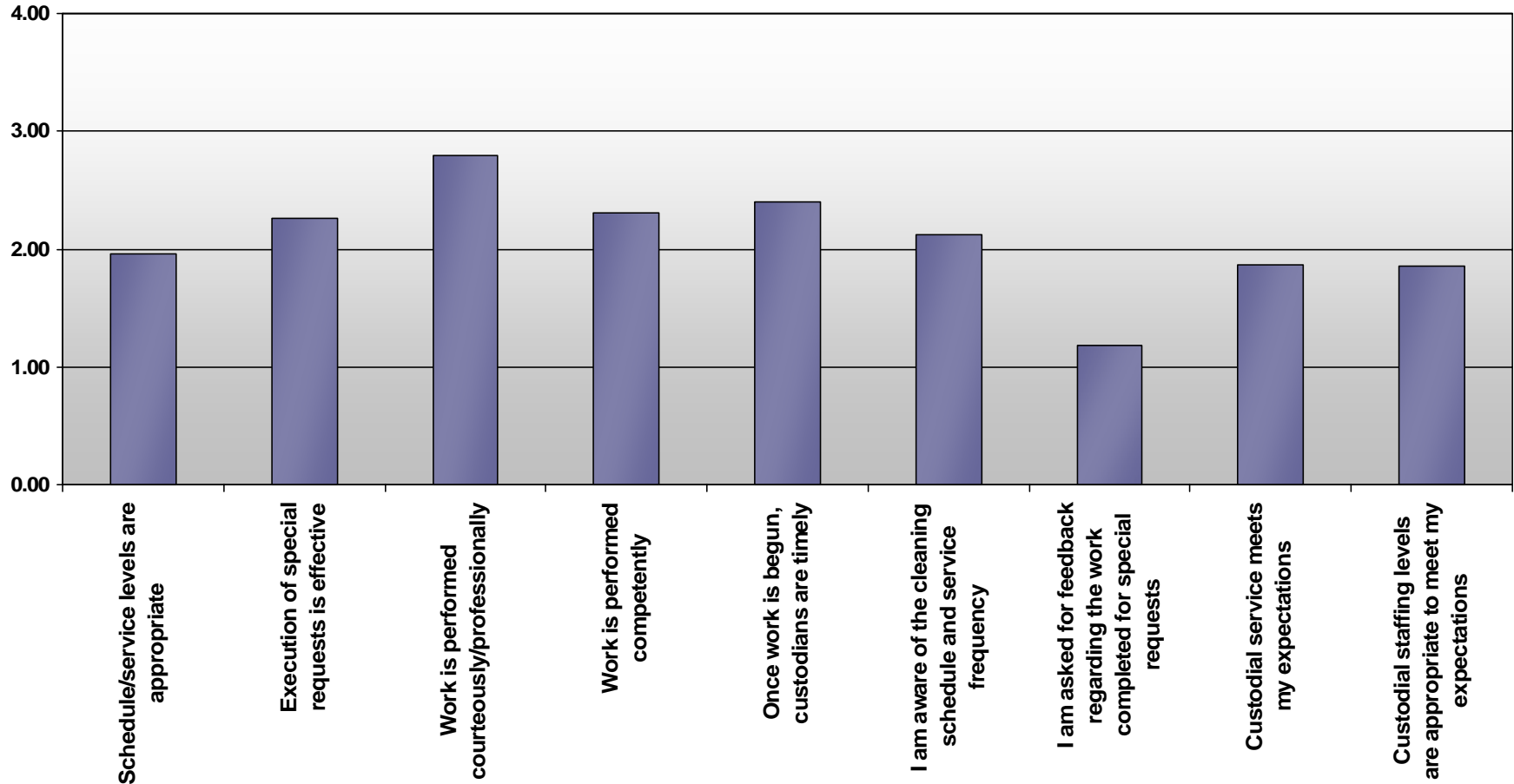
### Satisfaction Rate

	Communication & Process	Work Performance
Requested Maintenance	44%	64%

# Routine Custodial Services (Composite)

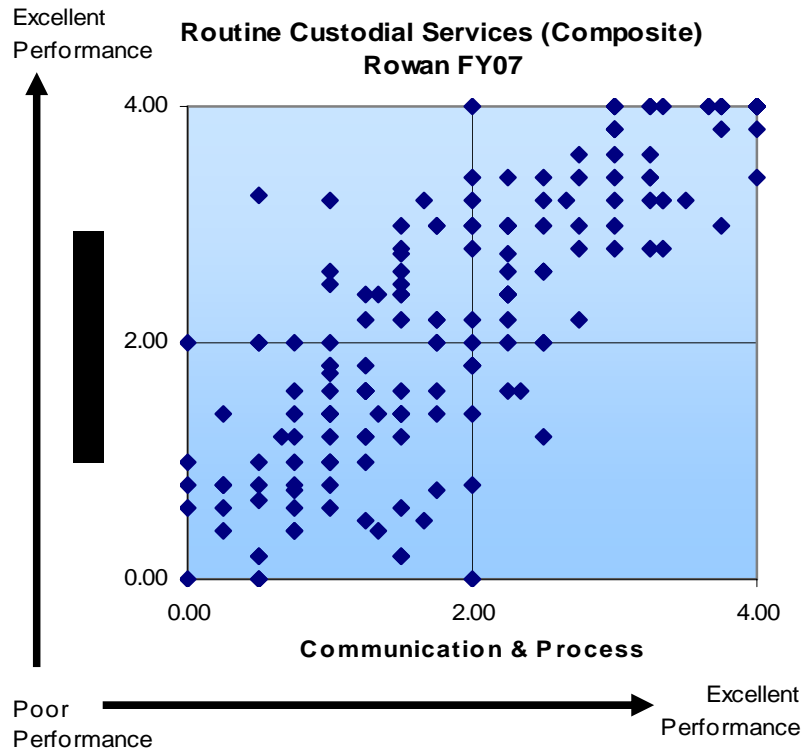
## Survey Results

Routine Custodial Services(Composite) FY07



# Routine Custodial Services (Composite)

## Communication & Process vs. Work Performance



- Work Performance includes timeliness, competent performance, courteousness, professionalism, meeting expectations.
- Communication & Process includes feedback, scheduling, changes in schedules, general communication.

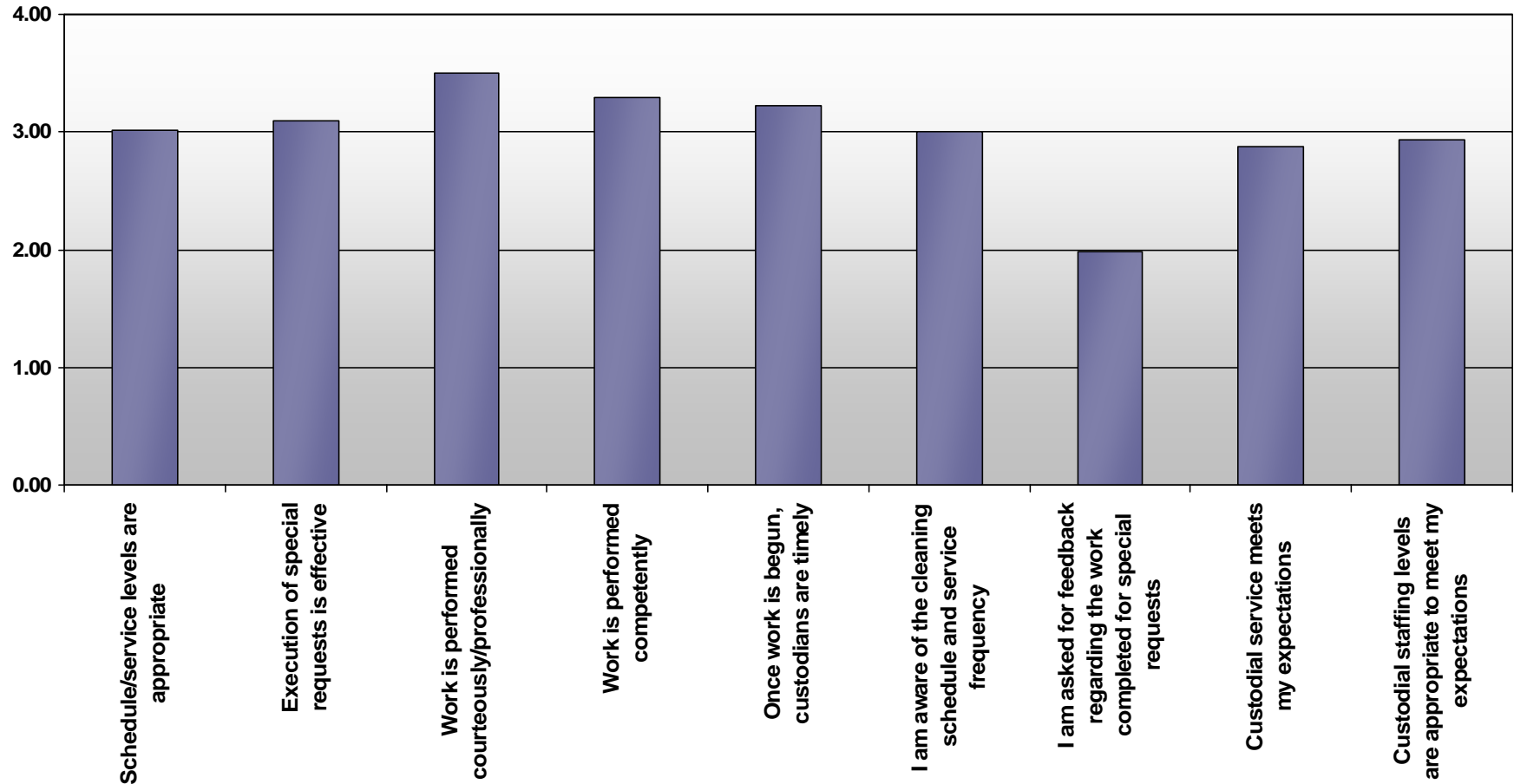
### Satisfaction Rate

	Communication & Process	Work Performance
Routine Custodial	48%	56%

# Routine Custodial Services (University Custodians)

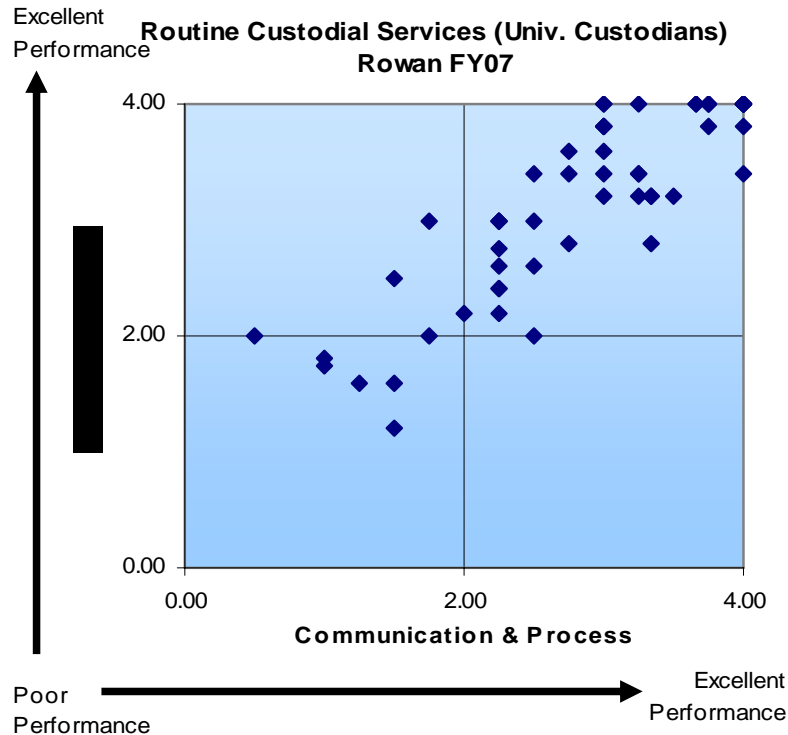
## Survey Results

Routine Custodial Services(University Custodians) FY07



# Routine Custodial Services (University Custodians)

## Communication & Process vs. Work Performance



### Select Comments

- “The cleaning staff here has often gone above and beyond”
- “Education Hall custodial staff are wonderful. It is a shame that there is only one person to do the entire building during the day. Ruth manages to complete everything she is asked even though she is the only one here.”

- Work Performance includes timeliness, competent performance, courteousness, professionalism, meeting expectations.
- Communication & Process includes feedback, scheduling, changes in schedules, general communication.

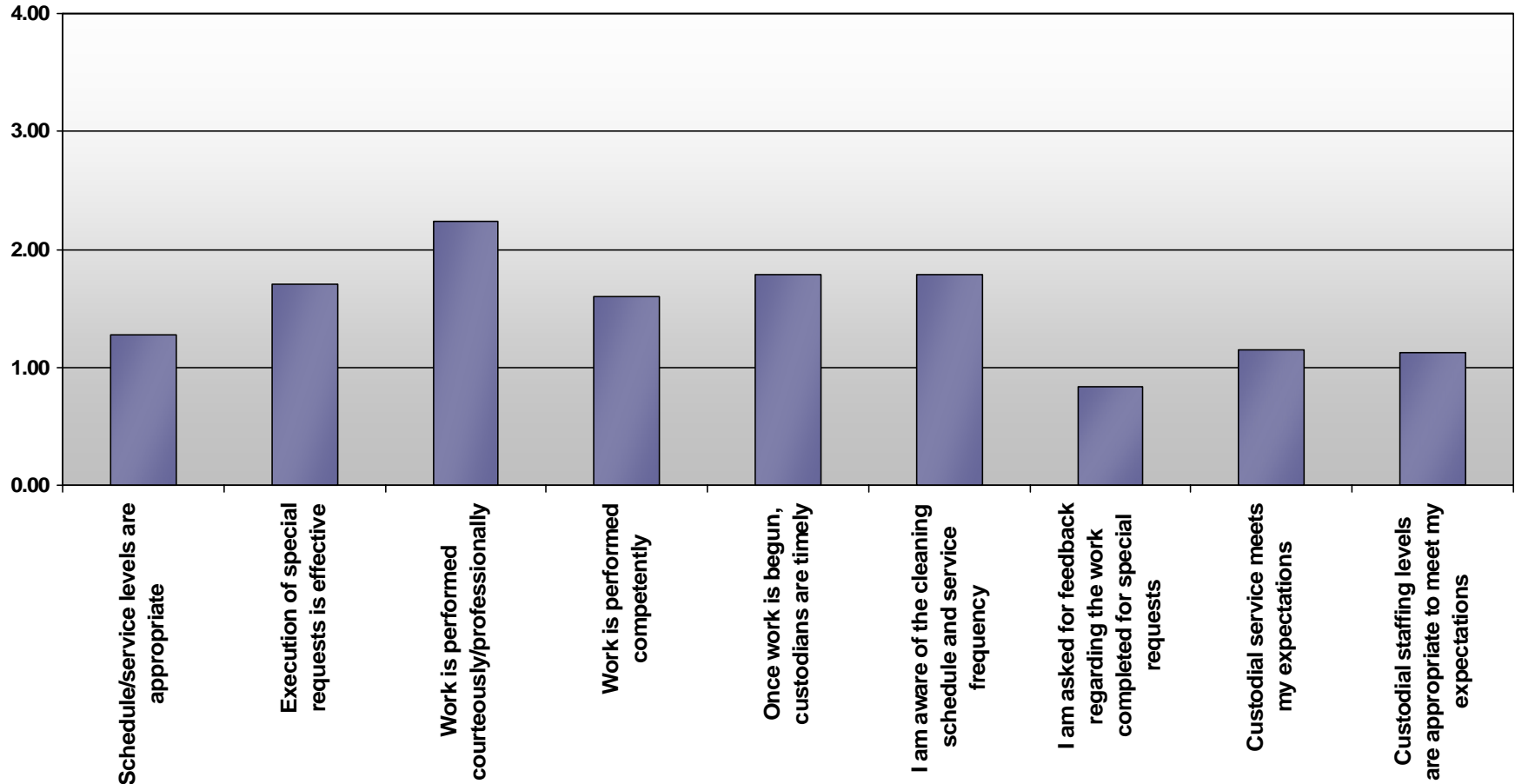
### Satisfaction Rate

	Communication & Process	Work Performance
Routine Custodial	71%	79%

# Routine Custodial Services (TEMCO)

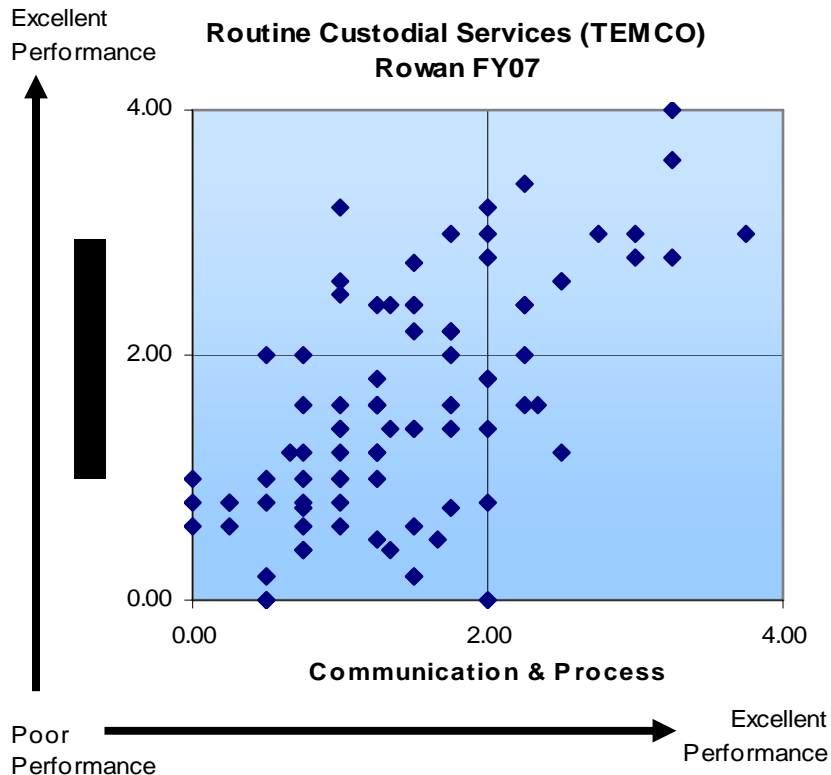
## Survey Results

Routine Custodial Services(TEMCO) FY07



# Routine Custodial Services (TEMCO)

## Communication & Process vs. Work Performance



### Select Comments

- “The best I can say about TEMCO is that it does a terrible job.”
- “Common bathrooms are not cleaned daily and other than trash pickup vacuuming is minimal. Company should furnish their employees with better vacuums as well so they can do their jobs.”
- “Cleaning services in Bunce Hall are atrocious, just getting my trash can emptied is a chore. Bathrooms are dirty and smelly.”

- Work Performance includes timeliness, competent performance, courteousness, professionalism, meeting expectations.
- Communication & Process includes feedback, scheduling, changes in schedules, general communication.

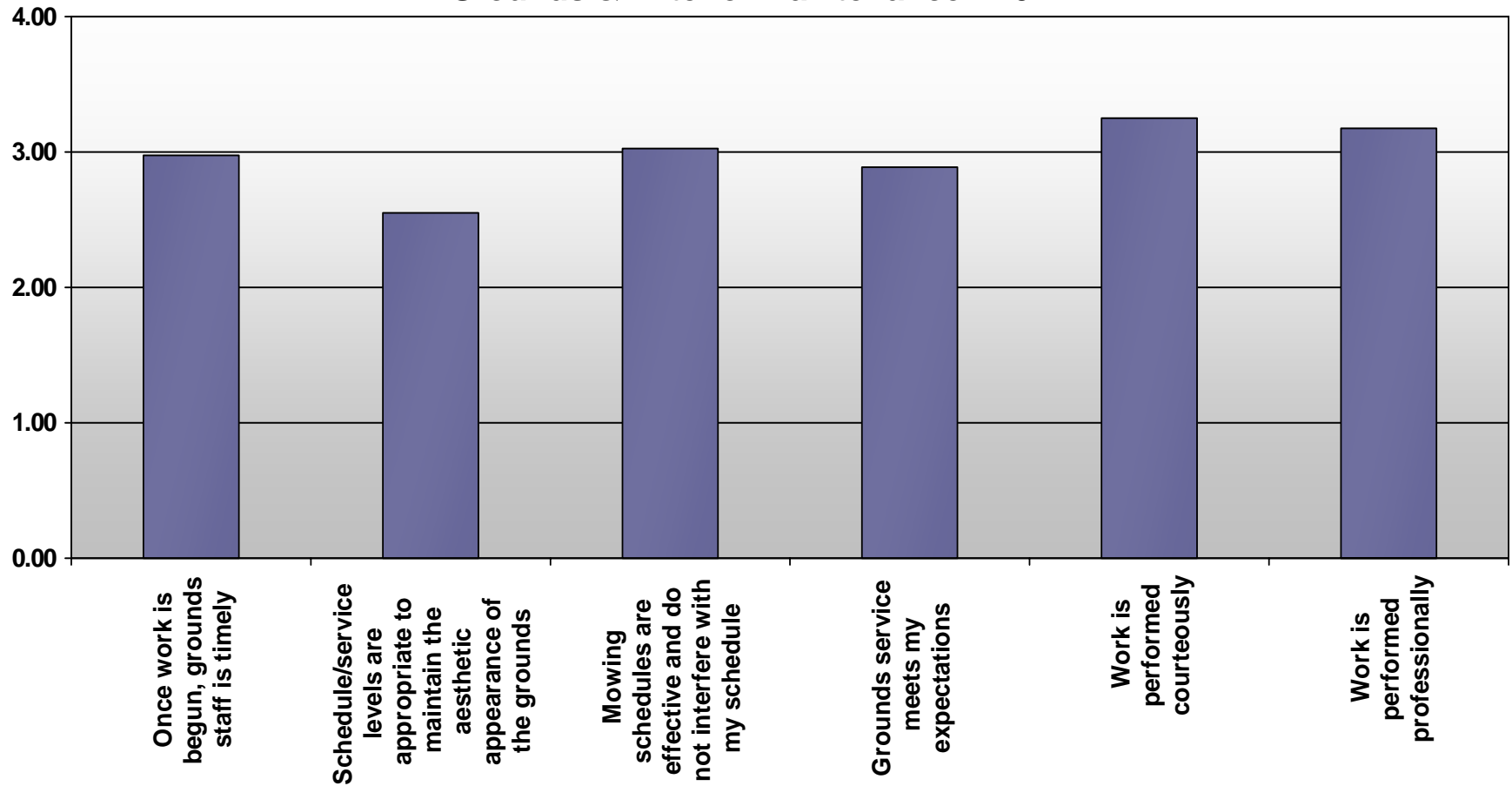
### Satisfaction Rate

	Communication & Process	Work Performance
Routine Custodial	36%	40%

# Grounds & Exterior Maintenance

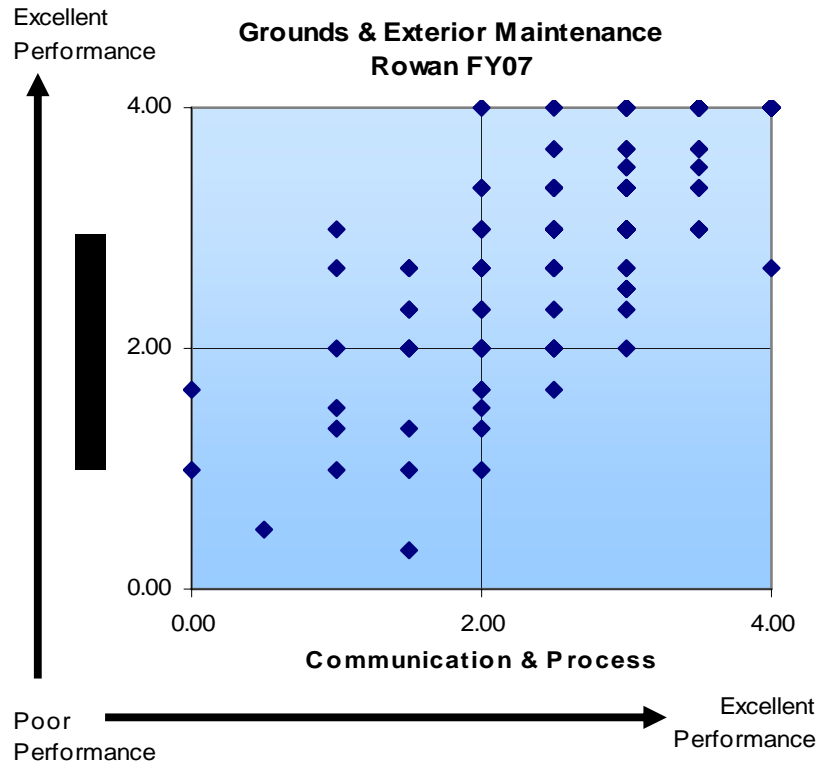
## Survey Results

Grounds & Exterior Maintenance FY07



# Grounds & Exterior Maintenance

## Communication & Process vs. Work Performance



### Select Comments

- “This area seems to be well organized and run. The grounds very often look well-maintained. Exterior maintenance such as snow or ice removal, leaves removal and water overflow from gutters or drainage basins is often severely lacking.”
- “The grounds look 200% better than 5 years ago”

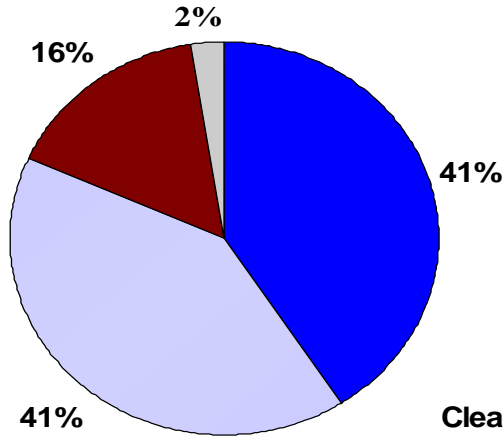
- Work Performance includes timeliness, competent performance, courteousness, professionalism, meeting expectations.
- Communication & Process includes feedback, scheduling, changes in schedules, general communication.

### Satisfaction Rate

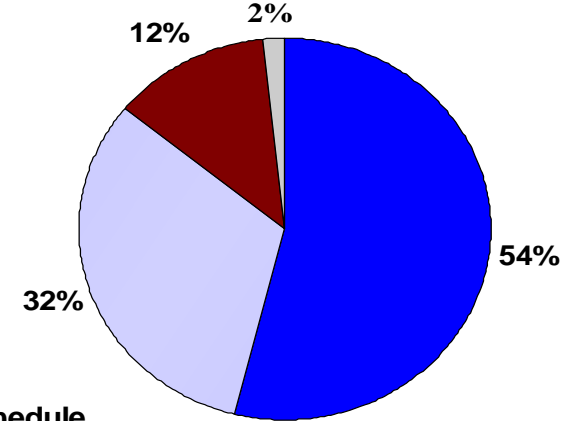
	Communication & Process	Work Performance
Routine Grounds Main.	69%	75%

# Relative Importance

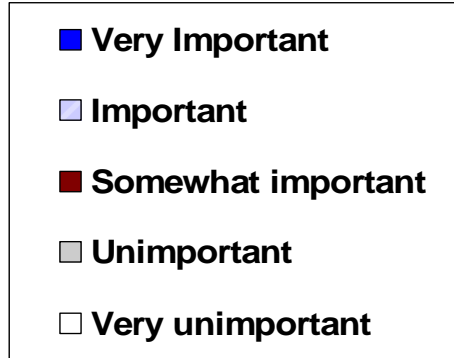
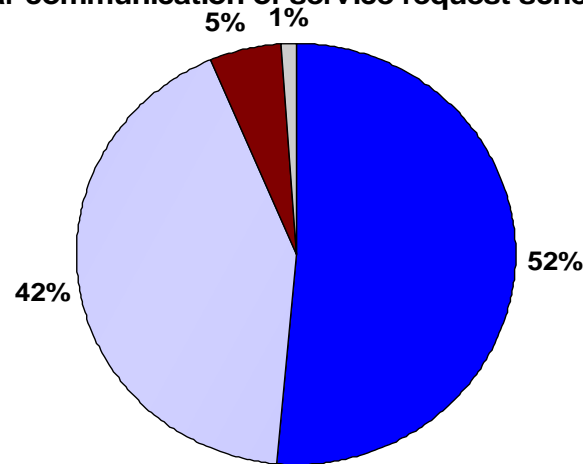
The Process to requisition service requests is effective



Notification of service request status (i.e. pending, in progress, complete)

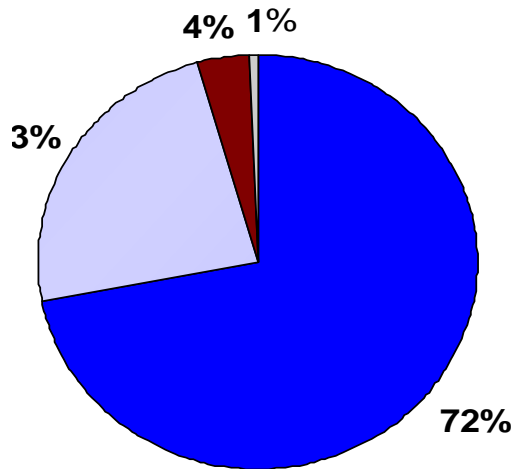


Clear communication of service request schedule

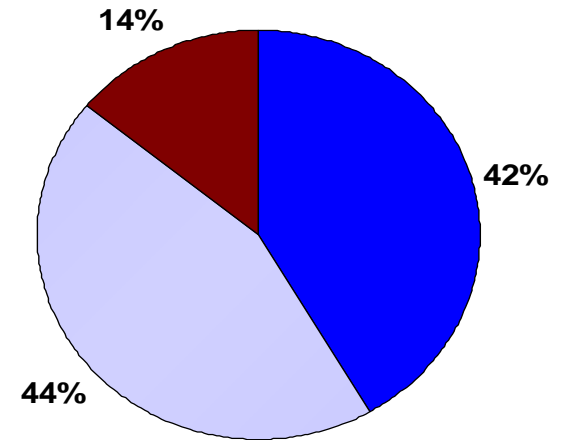


# Relative Importance, continued

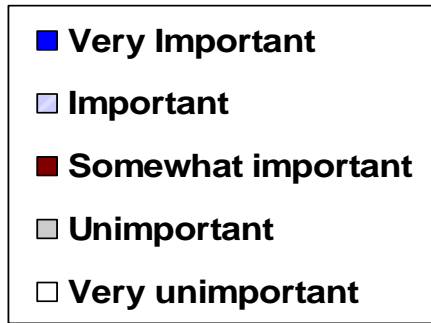
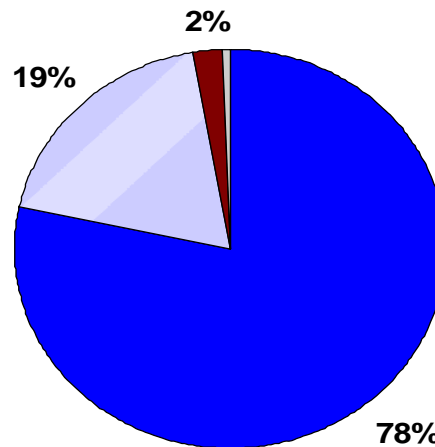
Service requests are performed in a timely manner



Service requests are performed courteously



Service requests are performed competently



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# Facilities Management

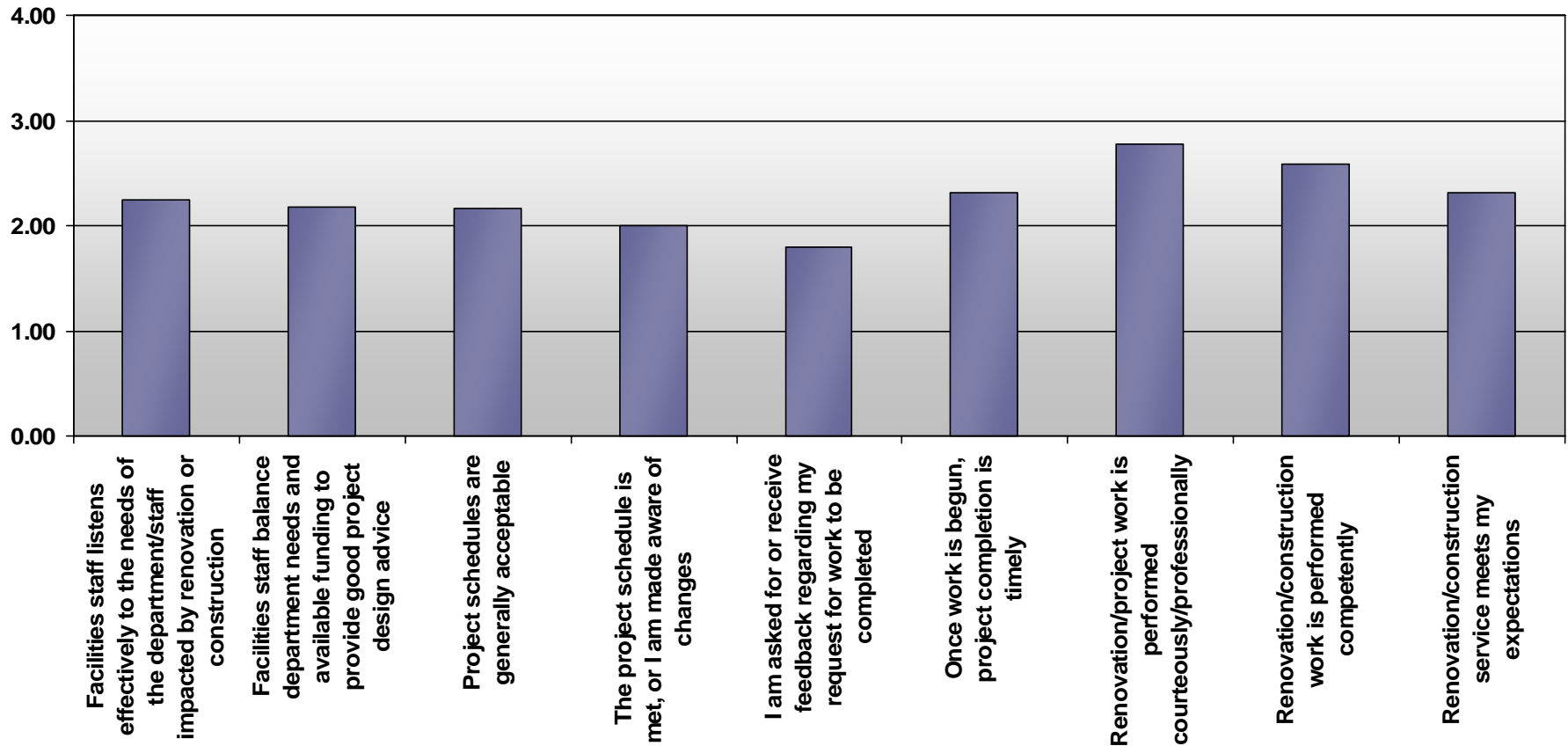
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## Specialized Customer Survey Results

# Renovation & Construction – Planning & Project Mgmt

## Survey Results

### Renovation & Construction - Planning & Project Management

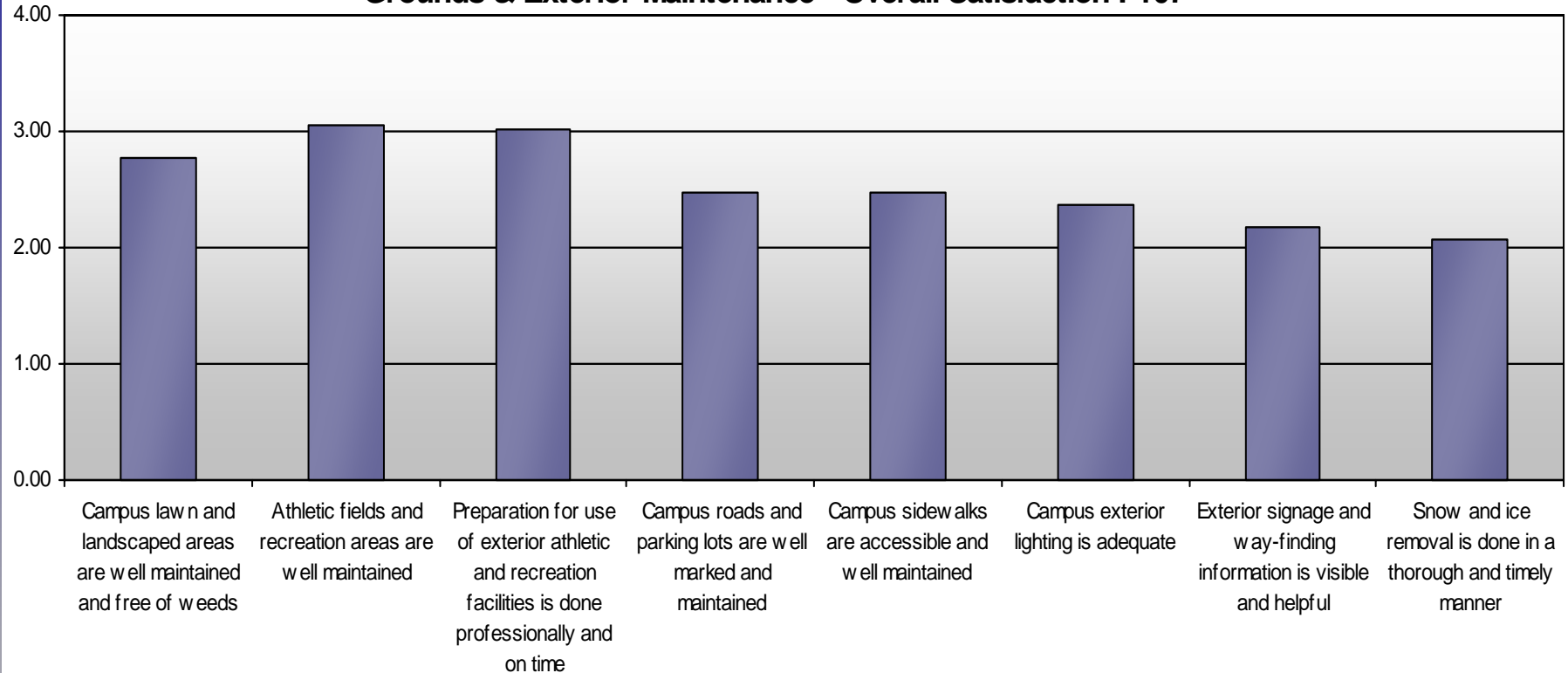


*\*These additional results are not included in Rowan University's composite score for customer satisfaction*

# Grounds & Exterior Maintenance – Overall Satisfaction

## Survey Results

Grounds & Exterior Maintenance - Overall Satisfaction FY07

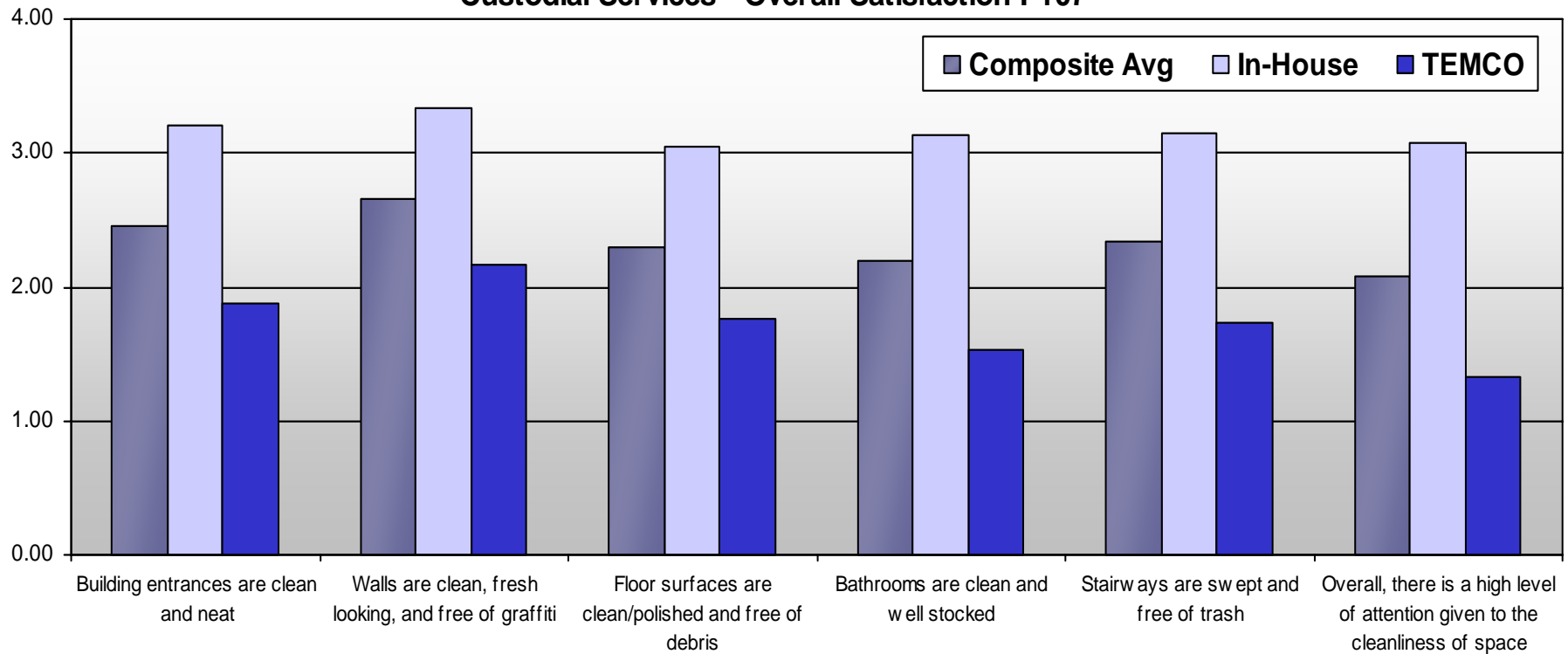


*\*These additional results are not included in Rowan University's composite score for customer satisfaction*

# Custodial Services – Overall Satisfaction

## Survey Results

Custodial Services - Overall Satisfaction FY07



*\*These additional results are not included in Rowan University's composite score for customer satisfaction*

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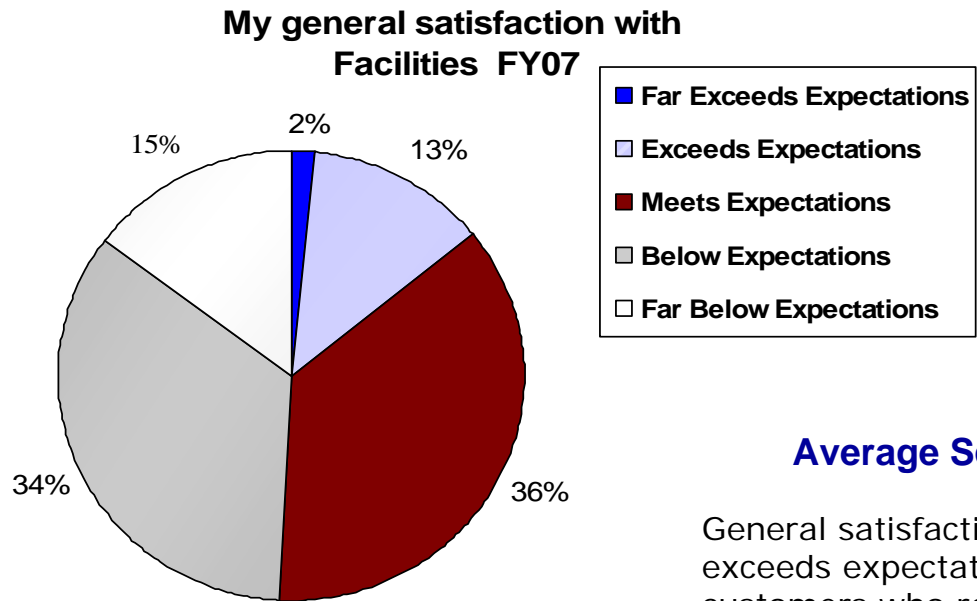
# Customer Survey Results

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## Overall Findings

# Facilities Management

## General Satisfaction Evaluation



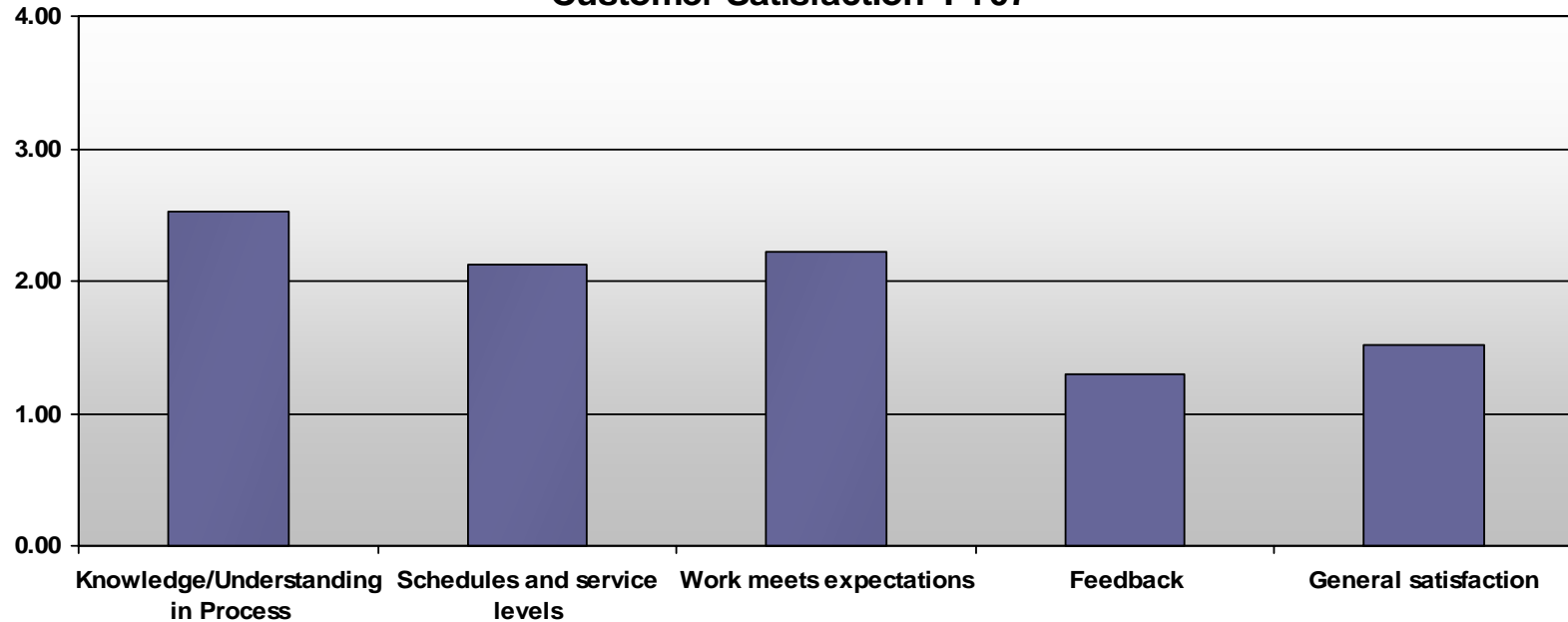
### Select Comments

- “The men and women do an excellent job in maintaining Rowan University facilities.”
- “Thank you for your hard work. Making note of possible improvements does not mean that your hard work goes unnoticed.”
- “Many times work orders are submitted and we are given the run around as to why the problem is not fixed, and how something was poorly designed...when all i want is the problem fixed. Turn around time and communication needs to be better.”

# Overall Summary of Customer Satisfaction

## Facilities Management

**Customer Satisfaction FY07**



**Customer Satisfaction Results**

Customer Satisfaction Measure	Average for Respondents
Knowledge/Understanding in Process	63%
Schedules and service levels	53%
Work meets expectations	56%
Feedback	32%
General satisfaction	38%

# Customer Satisfaction Survey Results

## Overall Findings

- Fifty-one percent of respondents said that Facilities Management meets or exceeds their general expectations.
- While overall scores are low across each measure, feedback and general satisfaction rated as the areas with the greatest opportunity for improvement.
  - While the Service Request Process itself rated high, communication scores were consistently lower than work performance scores in each functional department.
  - Several respondents noted that simply having more communication during the work process would greatly improve their opinions of Facilities Management – specifically, understanding lead time for completion and schedule changes/prioritization.
  - Several customers also expressed concern that Facilities Management is understaffed, and does not have the time or manpower to complete necessary projects.
- Rowan is struggling with the integration of a very complex and robust work order management system during a period of rapid change on campus. System capabilities for enhanced scheduling, production management/measurement, and project tracking exist within FAMIS – dedicating the staffing necessary to implement, monitor, and adjust the system should be a short-term focus. Current issues with scheduling and productivity are translating to below average customer satisfaction. Building awareness of the services provided, highlighting cleaning schedules/frequencies, and some minor adjustments to the scheduling process could go a long way in improving the communication and feedback levels with customers. Additionally, intermittently soliciting feedback from customers regarding their expectation and satisfaction will help Rowan better track the progress being made.

