



FY23 Customer Satisfaction Survey

University of Alaska Southeast

July 2024

2023 Customer Satisfaction Survey

FY21 saw 105 total surveys with 104 completed

Total surveys started: 66
Total surveys completed: 50

Multiple choice questions in the survey had the following responses and were graded on one of the scales below:

Value	Response Set #1	Response Set #2	Response Set #3
1	Strongly Disagree	Never	Terrible
2	Disagree	Sometimes	Poor
3	Neither Agree nor Disagree	About half of the time	Average
4	Agree	Most of the Time	Good
5	Strongly Agree	Always	Excellent
Excluded	N/A	N/A	N/A

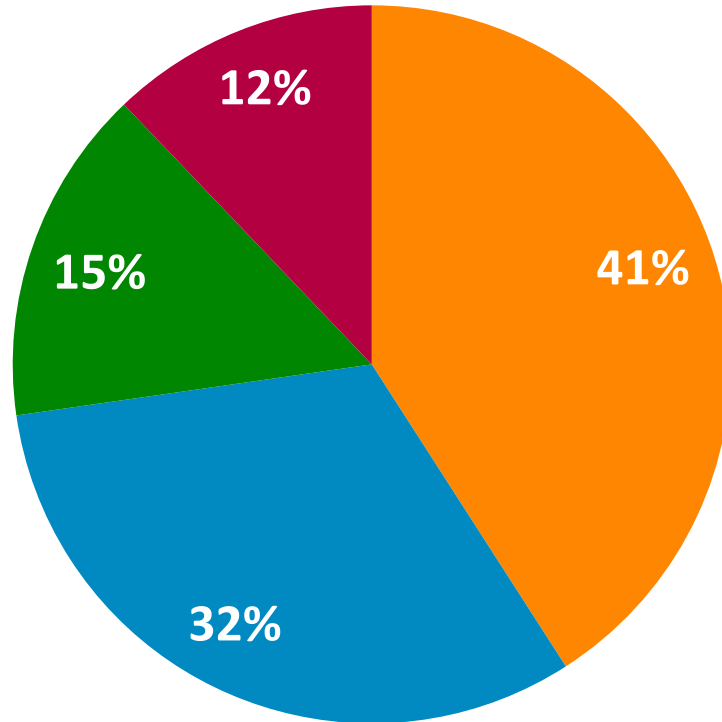
Demographics

The background is a solid blue color. On the right side, there are several overlapping, semi-transparent blue geometric shapes, including triangles and polygons, creating a layered effect. A prominent white zigzag line, resembling a stylized 'Z' or a series of connected 'V' shapes, runs vertically through the right half of the image.

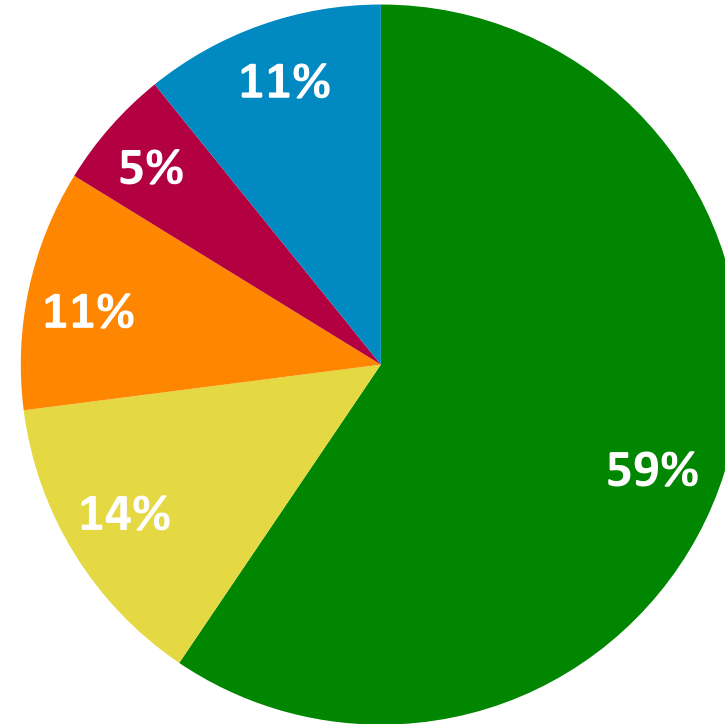
Demographics of Respondents

Staff, Faculty, & "Other" made up 59% of respondents in recent survey

Survey Demographics



Number of Years at UAS for faculty/staff



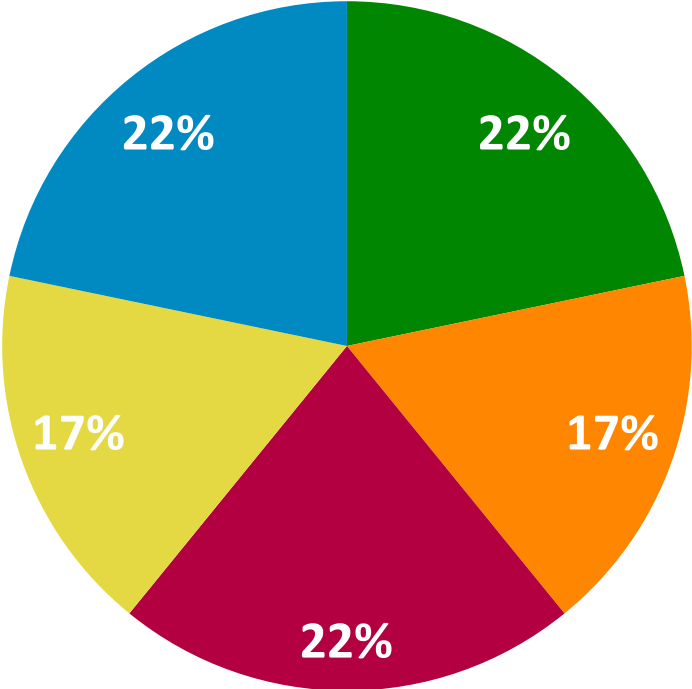
■ Student
 ■ Staff
 ■ Faculty
 ■ Other Faculty & Staff
 ■ 0 to 5
 ■ 6 to 10
 ■ 11 to 15
 ■ 16 to 20
 ■ 21+

Other Faculty and Staff: Those who chose either Acad. Dept. Head, Building Manager, Dean/VP or Other. They are combined with Faculty and Staff in subsequent charts

Demographics of Respondents – Students

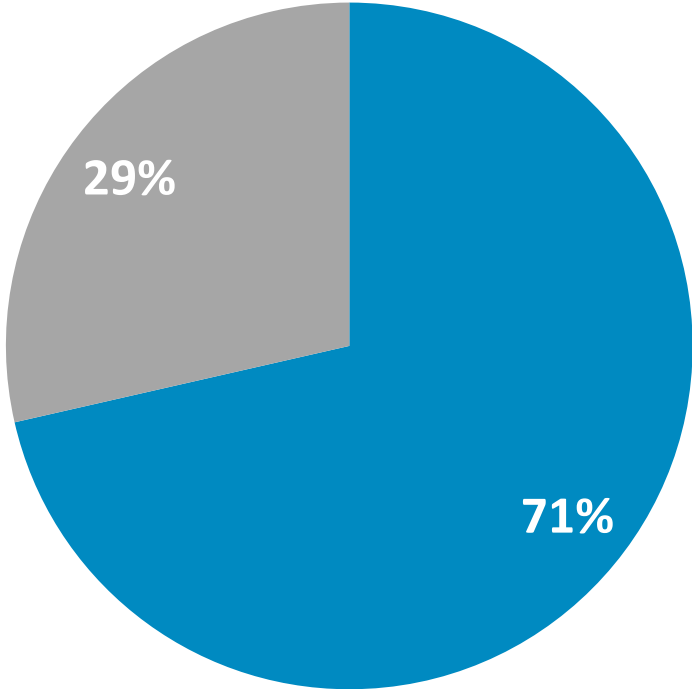
Students were 41% of respondents, with majority living on campus

Which Year are you ?
For students only



- Freshman
- Sophomore
- Junior
- Senior
- Graduate Student

Do you live in on-campus housing?

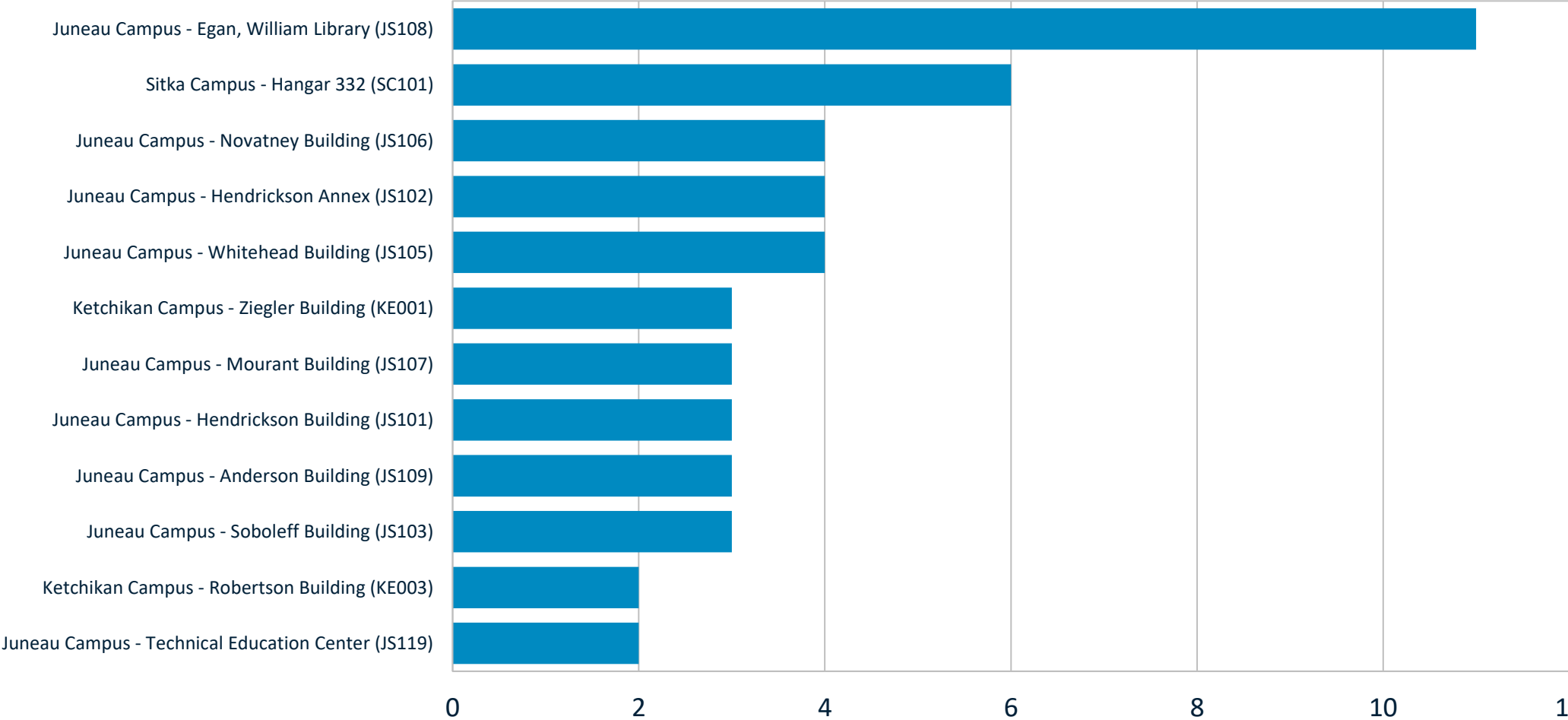


- Yes
- No

Number of Respondents per Building in 2023

Displaying buildings with 2+ respondents

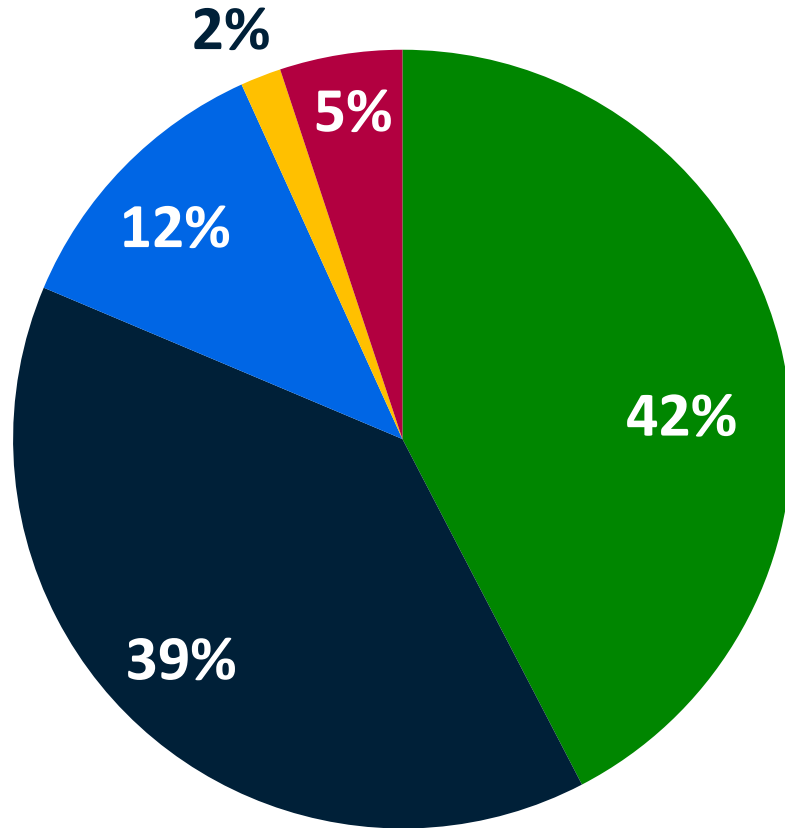
Where Survey Respondents Spend Majority of Their Time



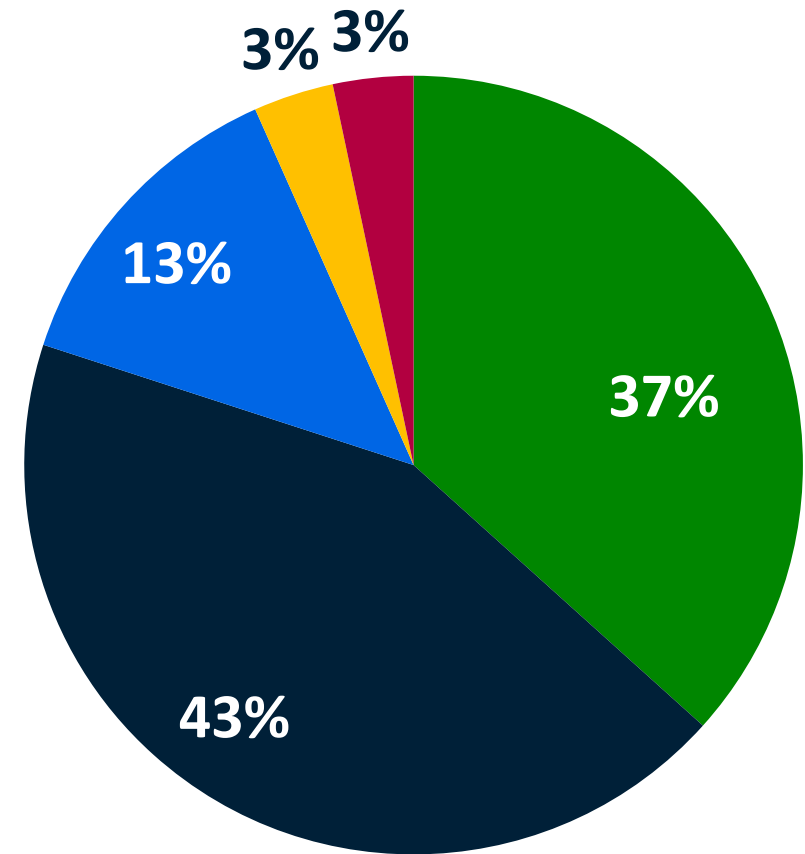
Campus Condition and Building Comfort

How Important is the Condition of Buildings & Grounds?

Condition of Buildings



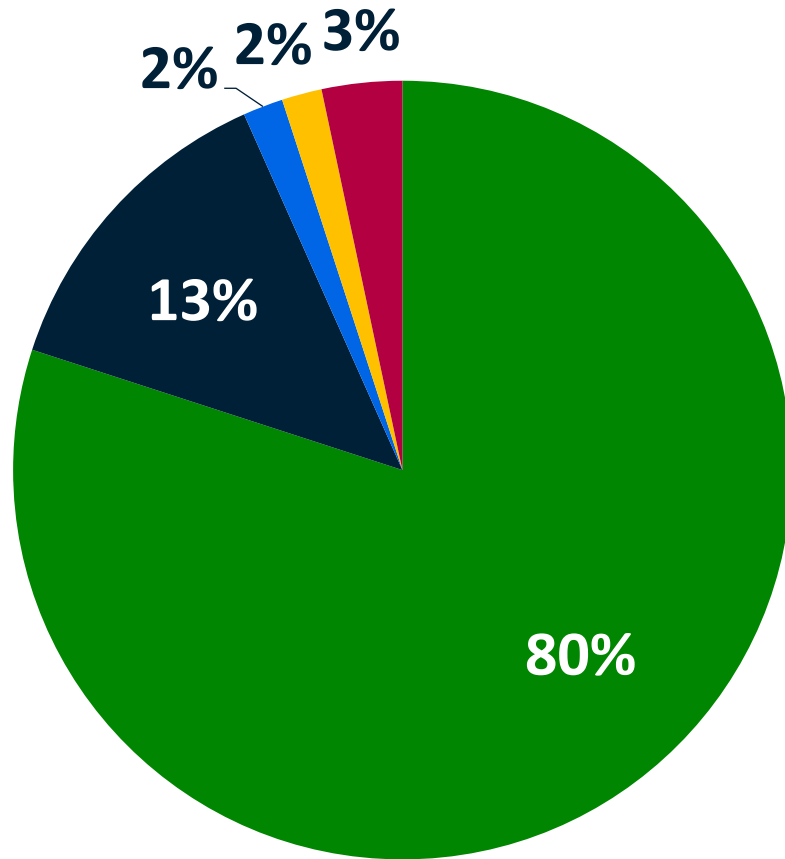
Condition of Grounds



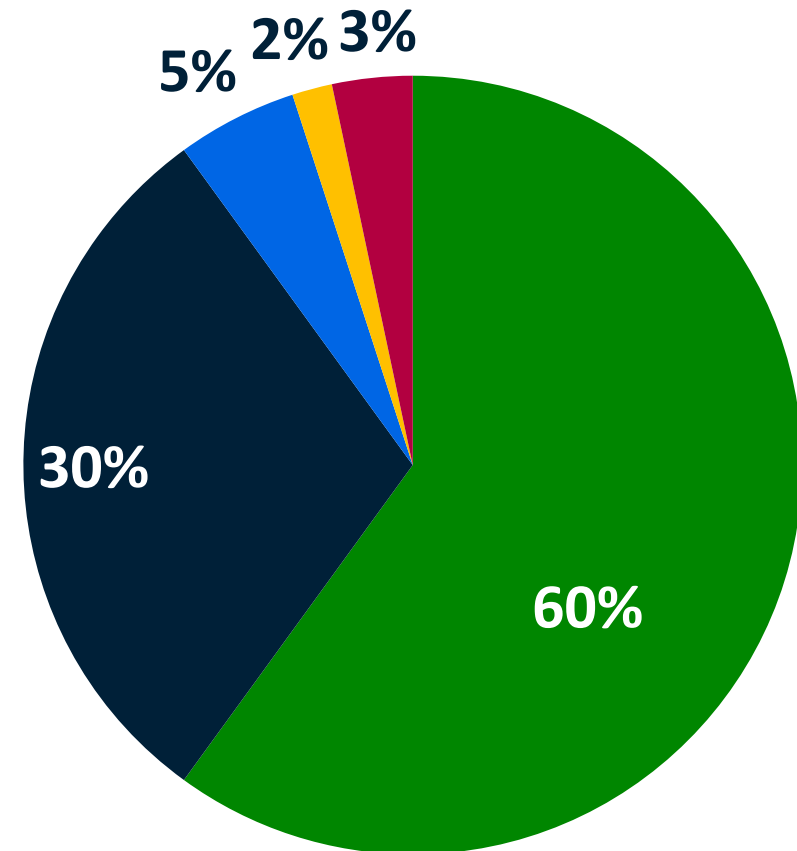
■ Extremely important ■ Very important ■ Moderately important ■ Slightly important ■ Not at all important

How Important is the Health and Safety & Emergency Preparedness?

Importance of Health and Safety



Importance of Emergency Preparedness

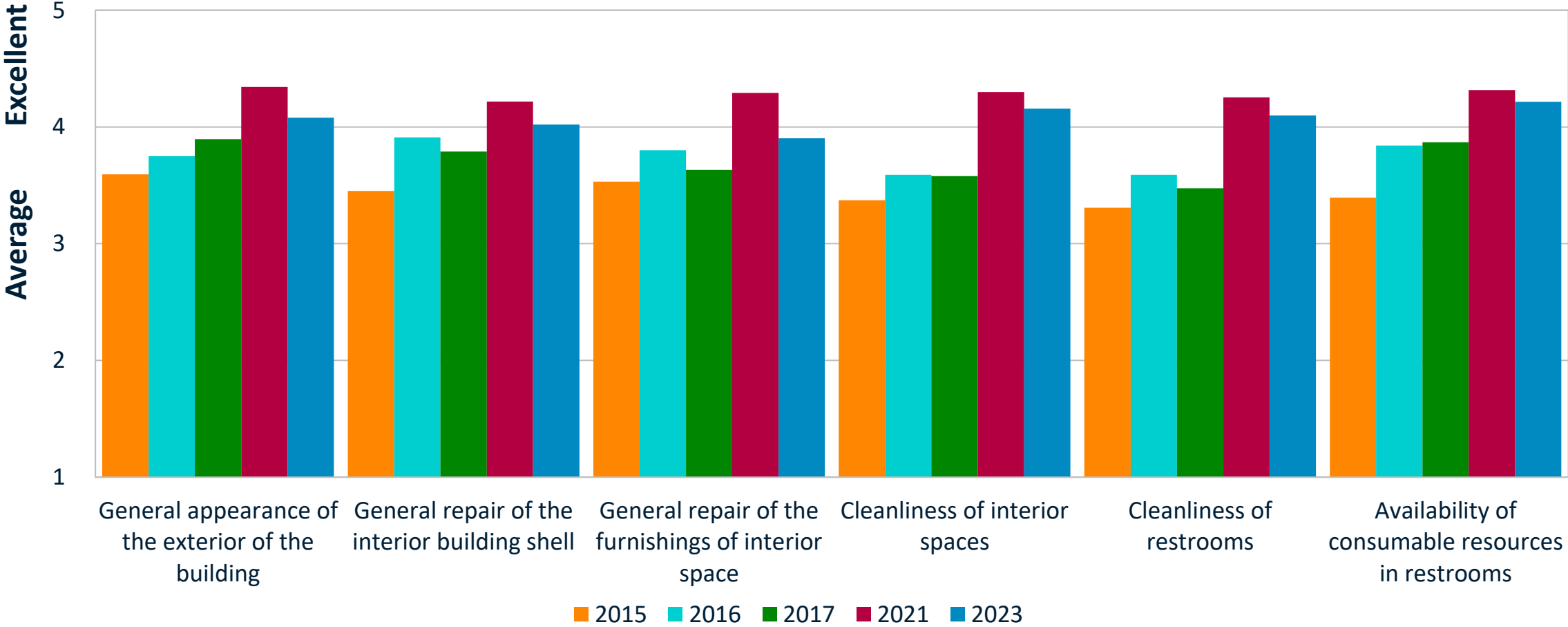


■ Extremely important ■ Very important ■ Moderately important ■ Slightly important ■ Not at all important

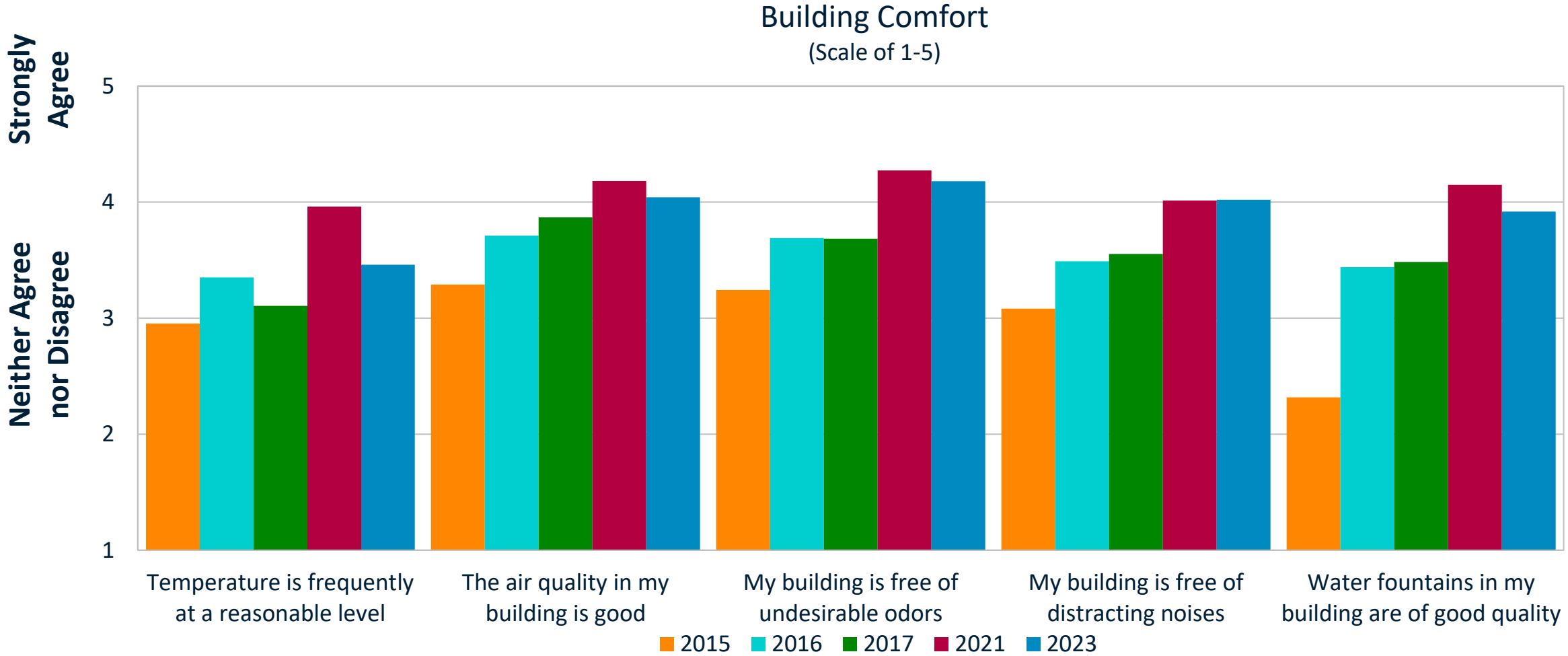


Building Condition

Building Condition
(Scale of 1-5)

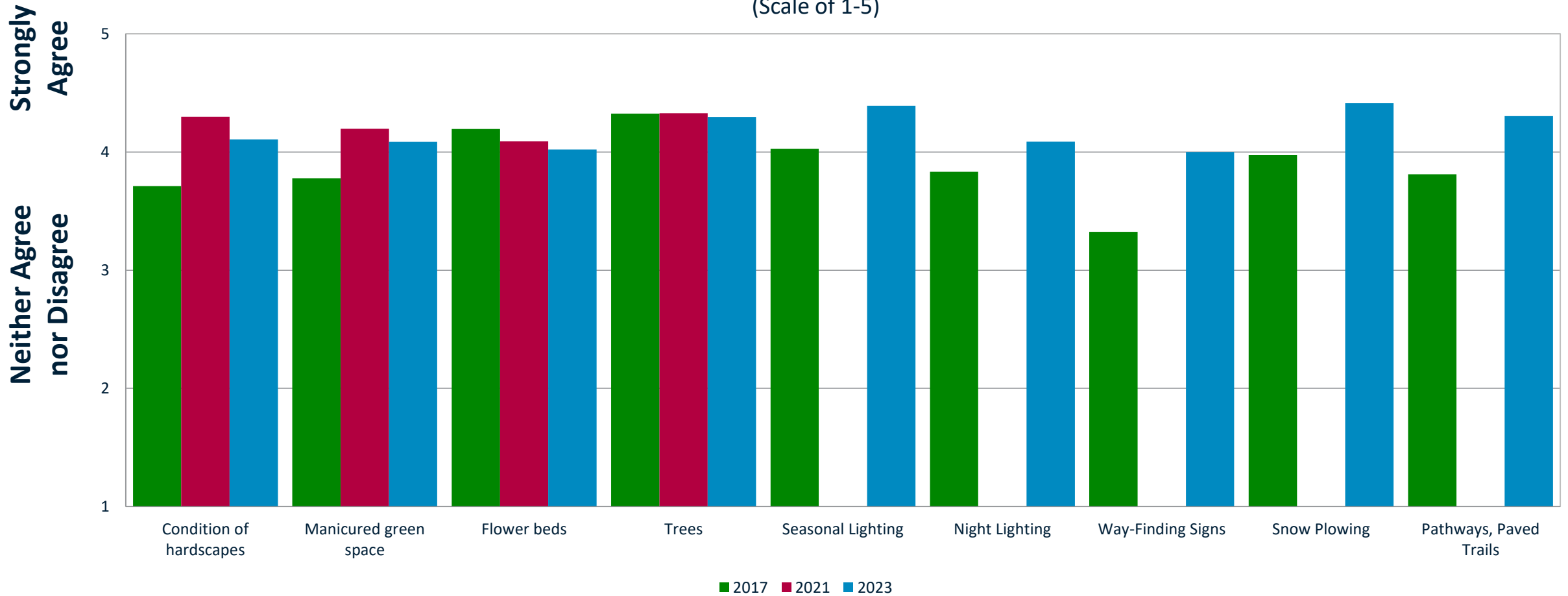


Building Comfort on Campus

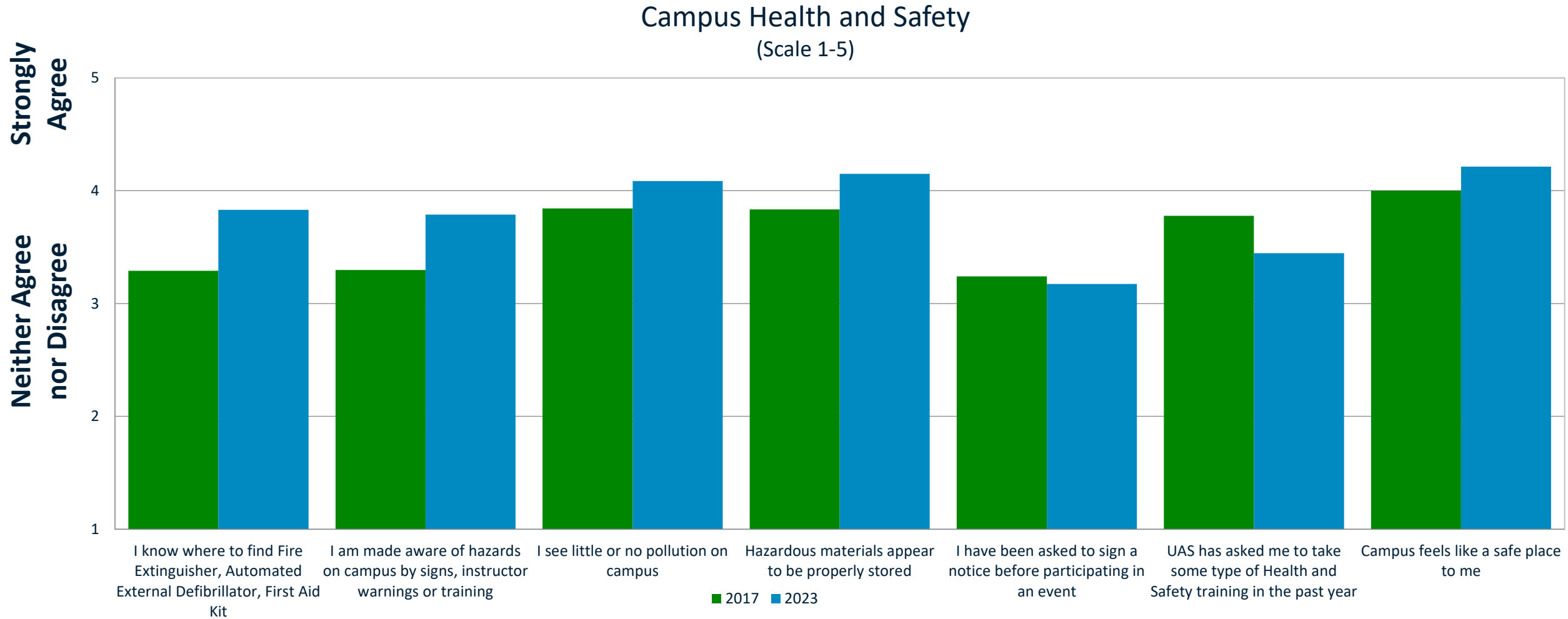


Campus Grounds Conditions

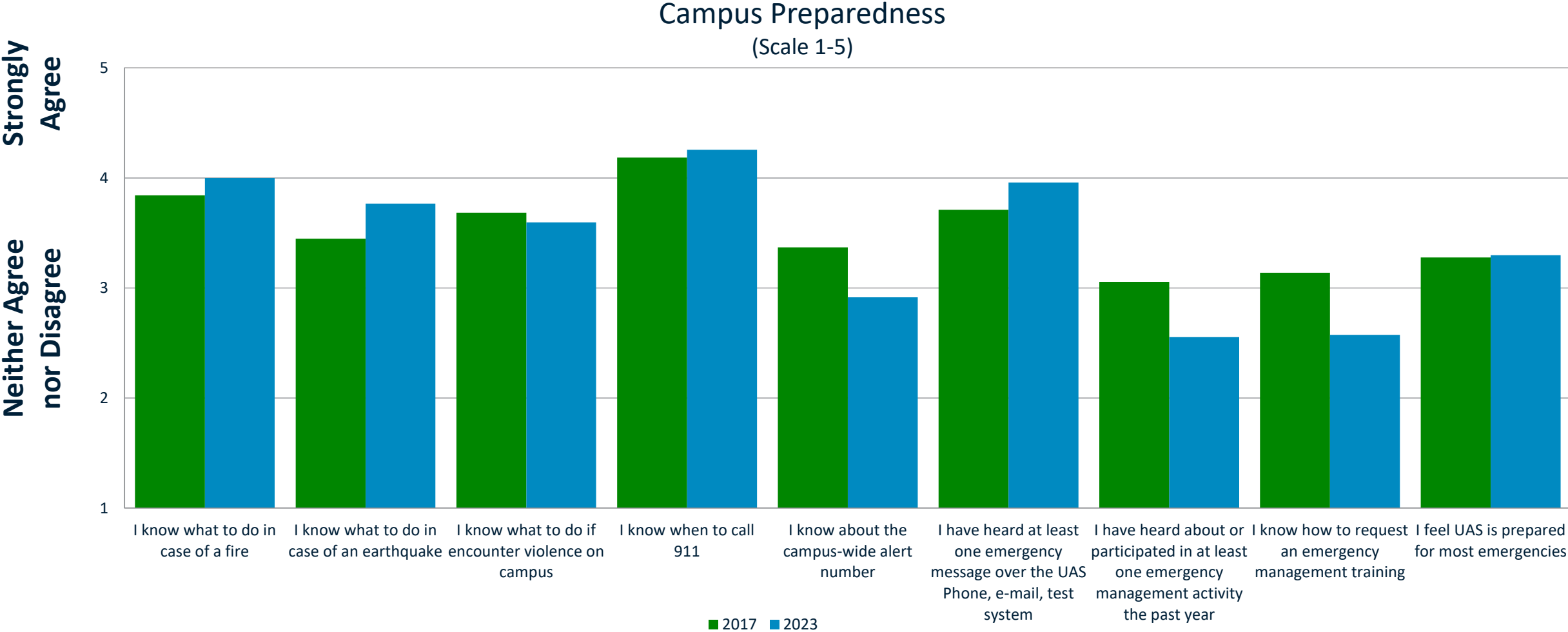
Campus Grounds
(Scale of 1-5)



Campus Health and Safety Conditions



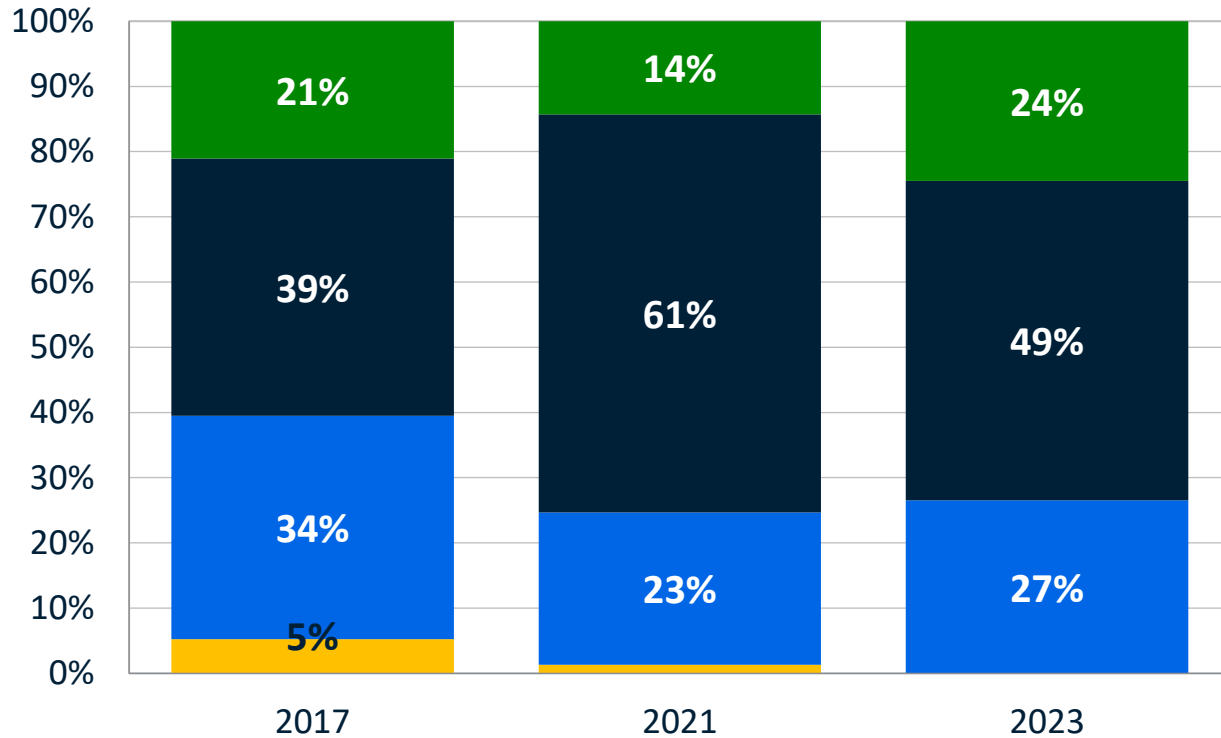
Campus Emergency Preparedness Conditions



Service Process

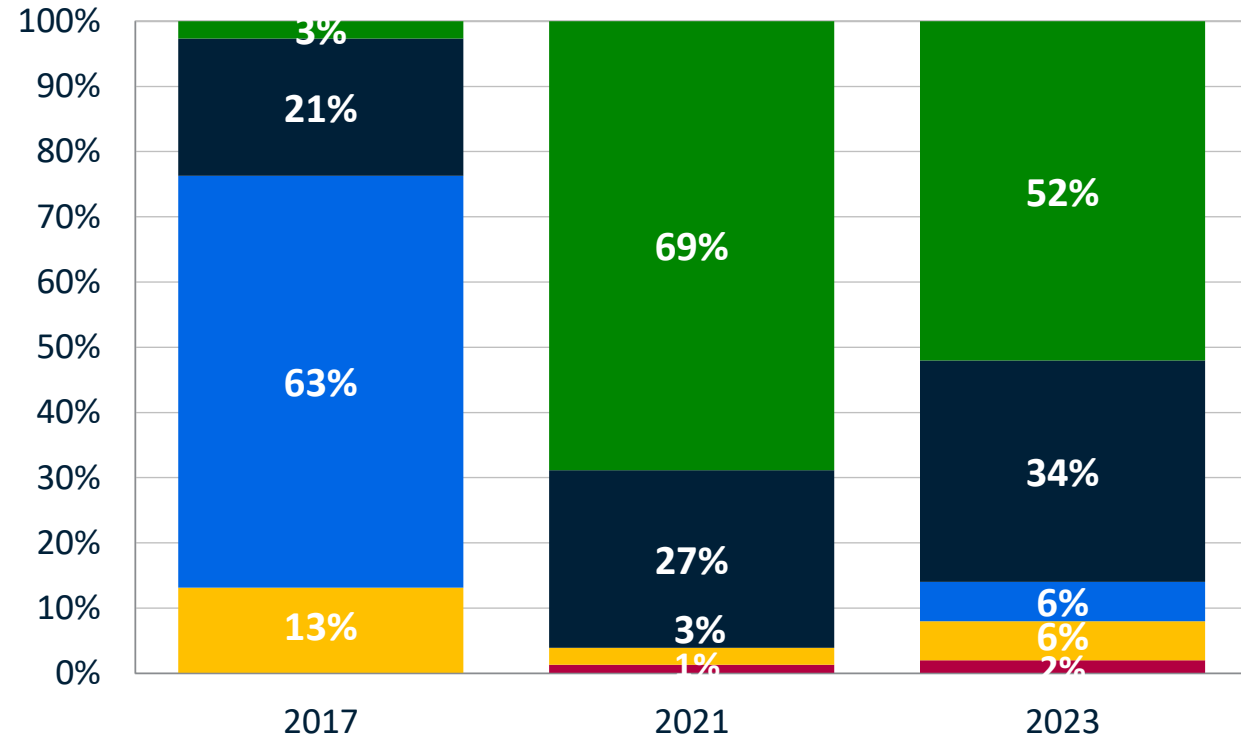
Expectations vs Satisfaction

Expectations of Facilities Department



- 1: Very Low Expectations ■ 2: Low Expectations
- 3: Moderate Expectations ■ 4: High Expectations
- 5: Very High Expectations

Satisfaction with Facilities Department*



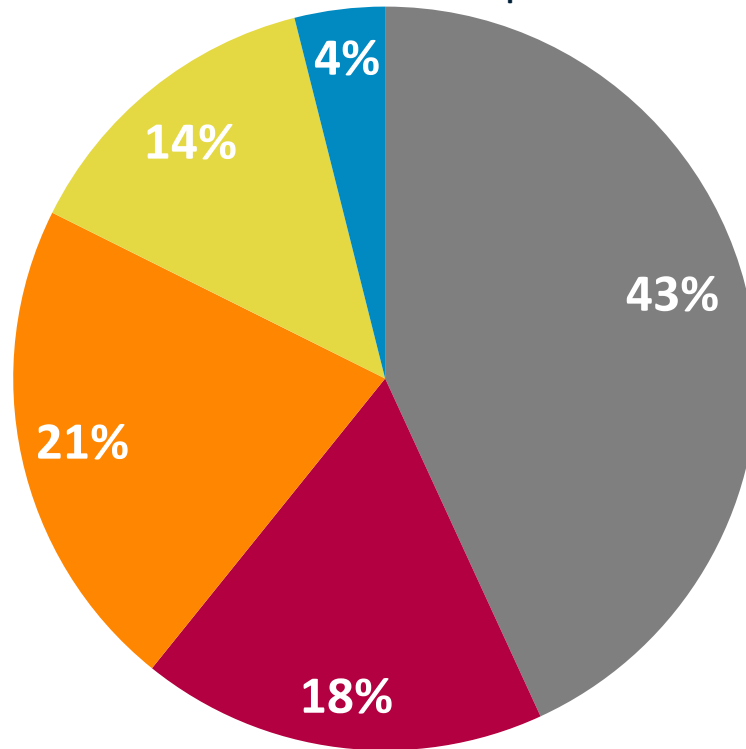
- 1: Extremely Dissatisfied ■ 2: Somewhat Dissatisfied
- 3: Neutral ■ 4: Somewhat Satisfied
- 5: Extremely Satisfied

* Language between surveys changed in 2019 switching from expectation based to general satisfaction

Submitting Work Order Requests

20 Respondents in 2023 survey submitted multiple work order requests

How often do you call or submit a formal work order request?

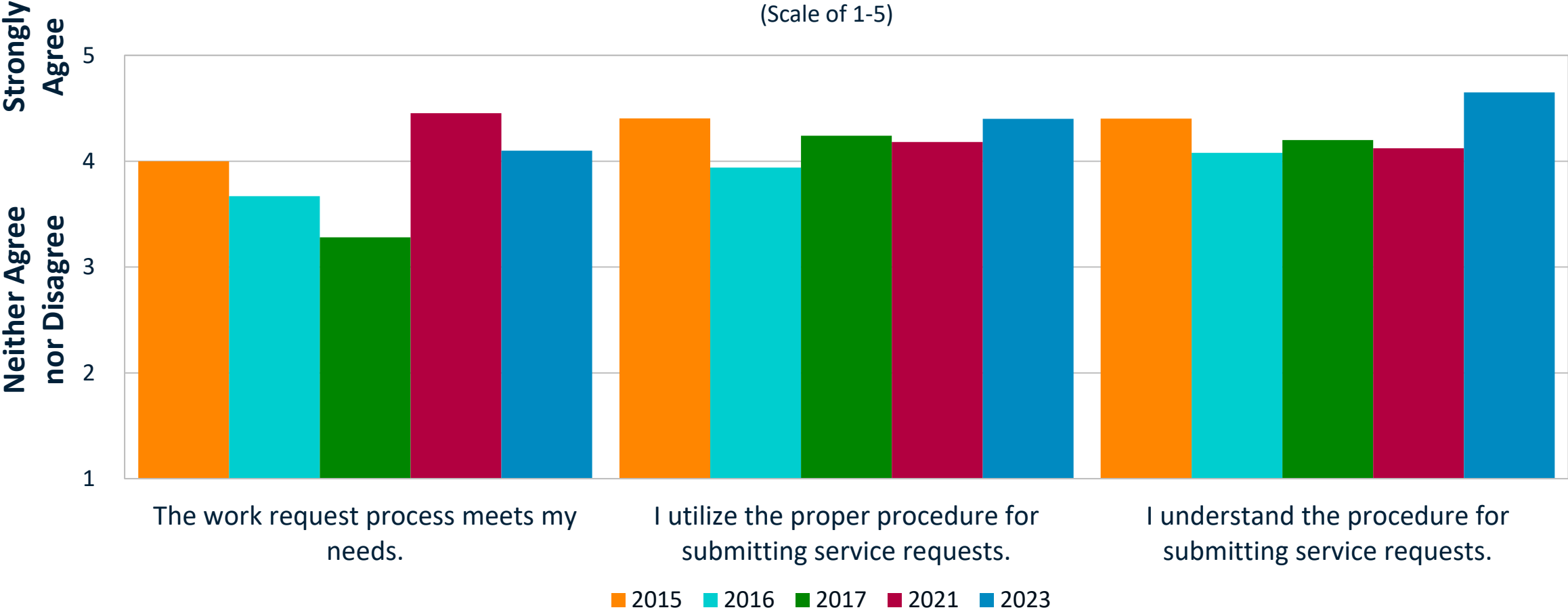


- Never/NA
- 1 Time/Year
- 2-5 Times/Year
- 6-10 Times/Year
- 11-20 Times/Year
- 21+ Times/Year

Respondents who chose "Never", "N/A", or "1 Time/Year" finished the survey at this point and were sent directly to the thank you page.

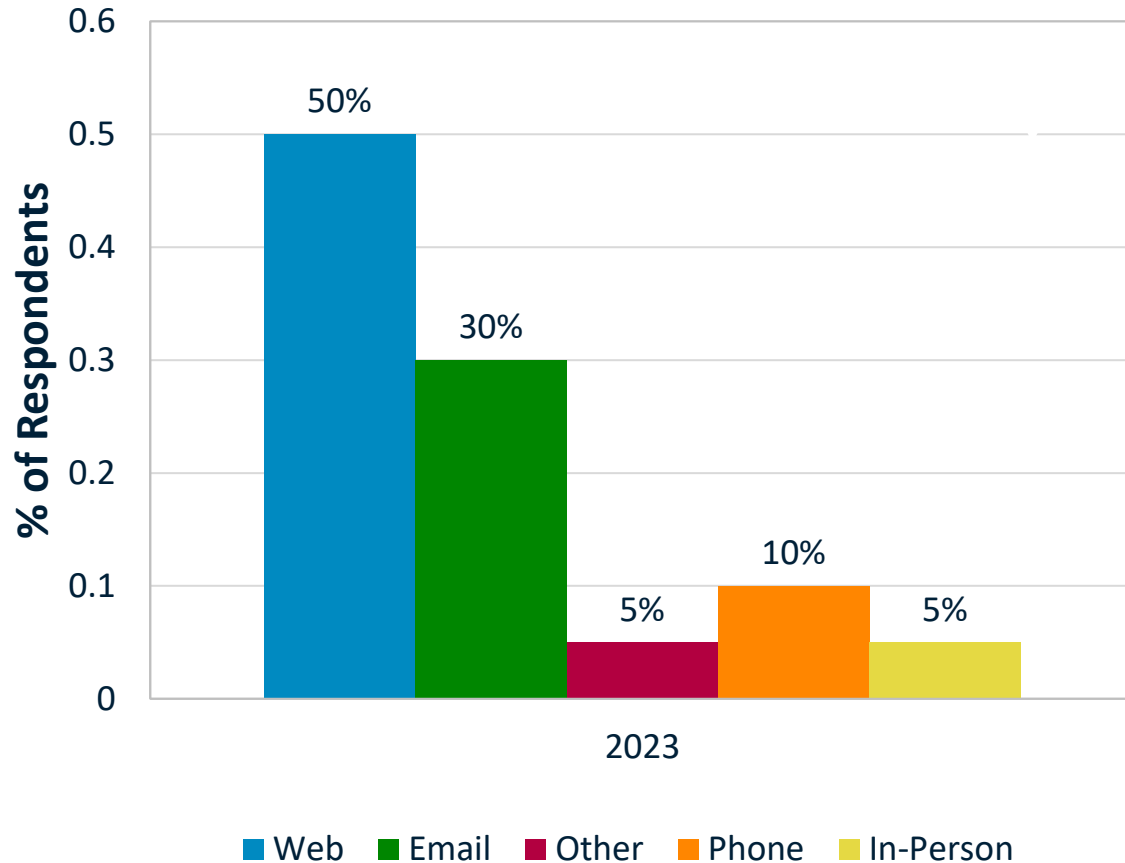
Service Request Process

Customer Knowledge of Work Order System
(Scale of 1-5)

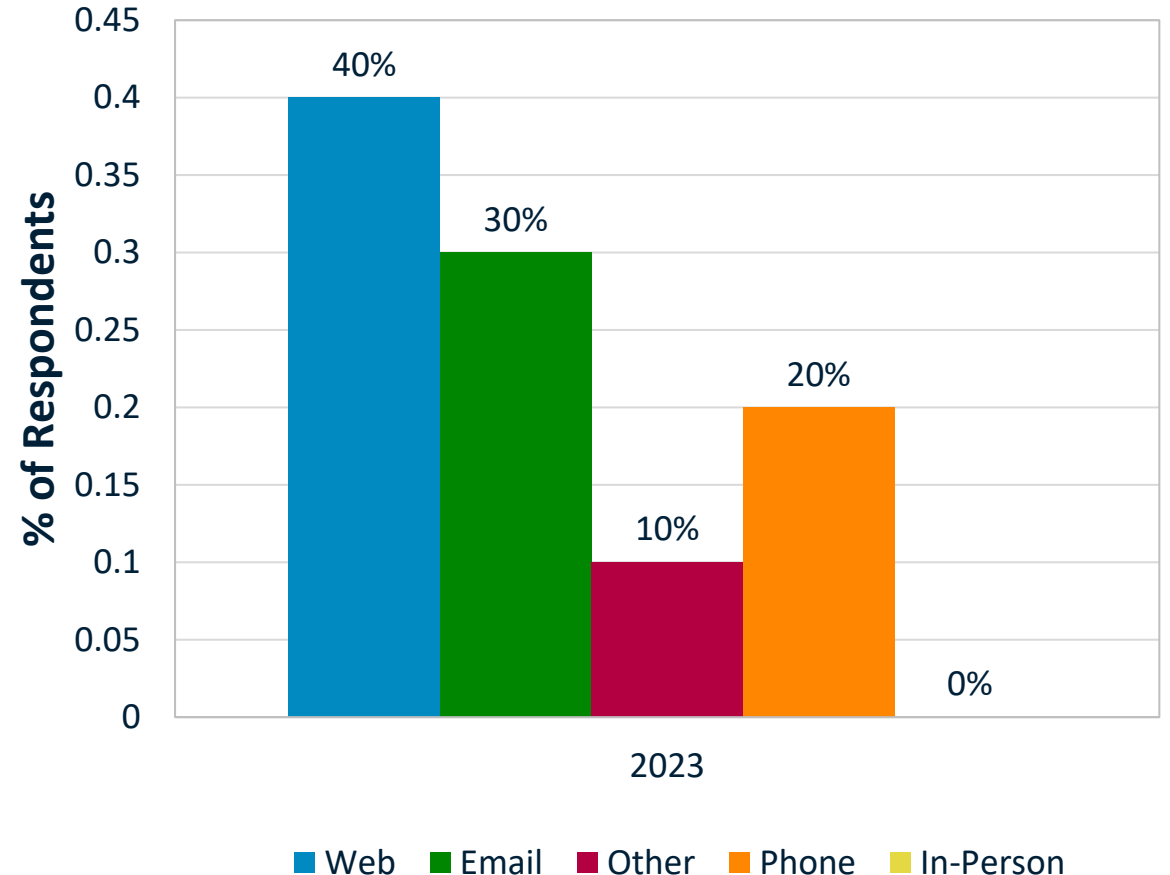


How WO Users Request Service and What They Find Effective

Most Frequent Means of Requesting Service

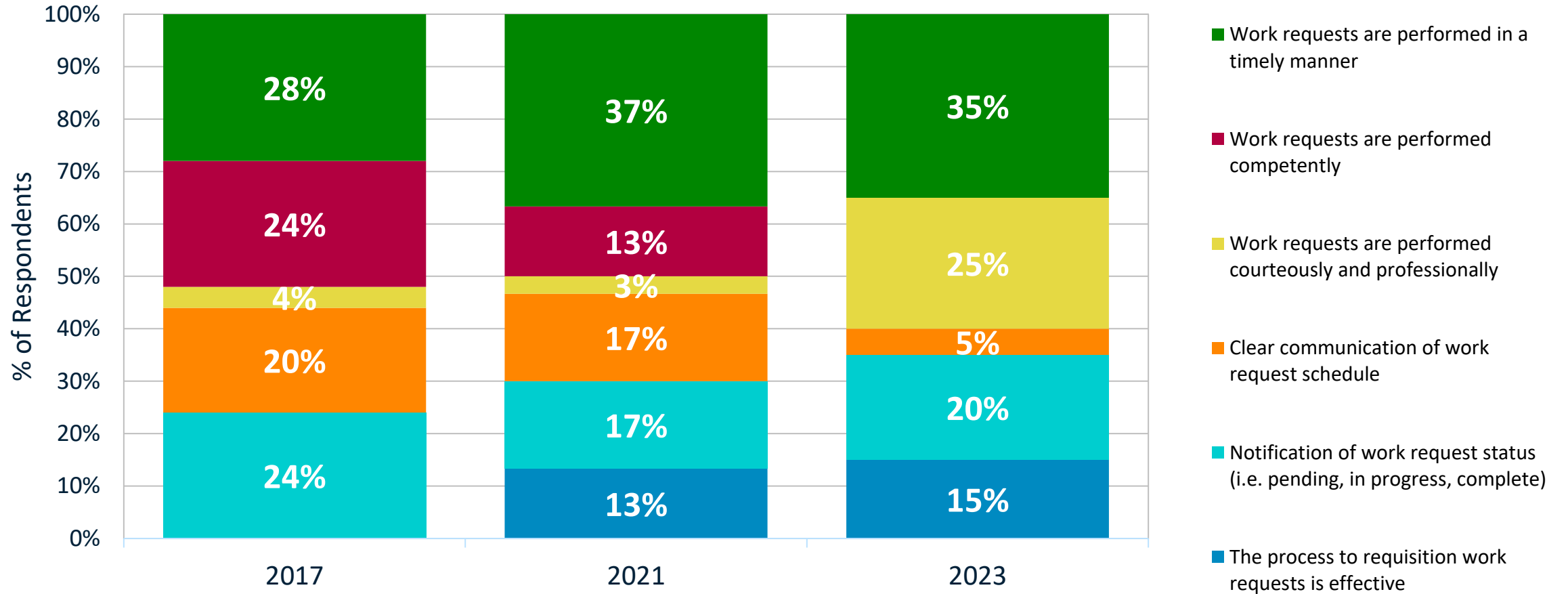


Most Effective Means of Requesting



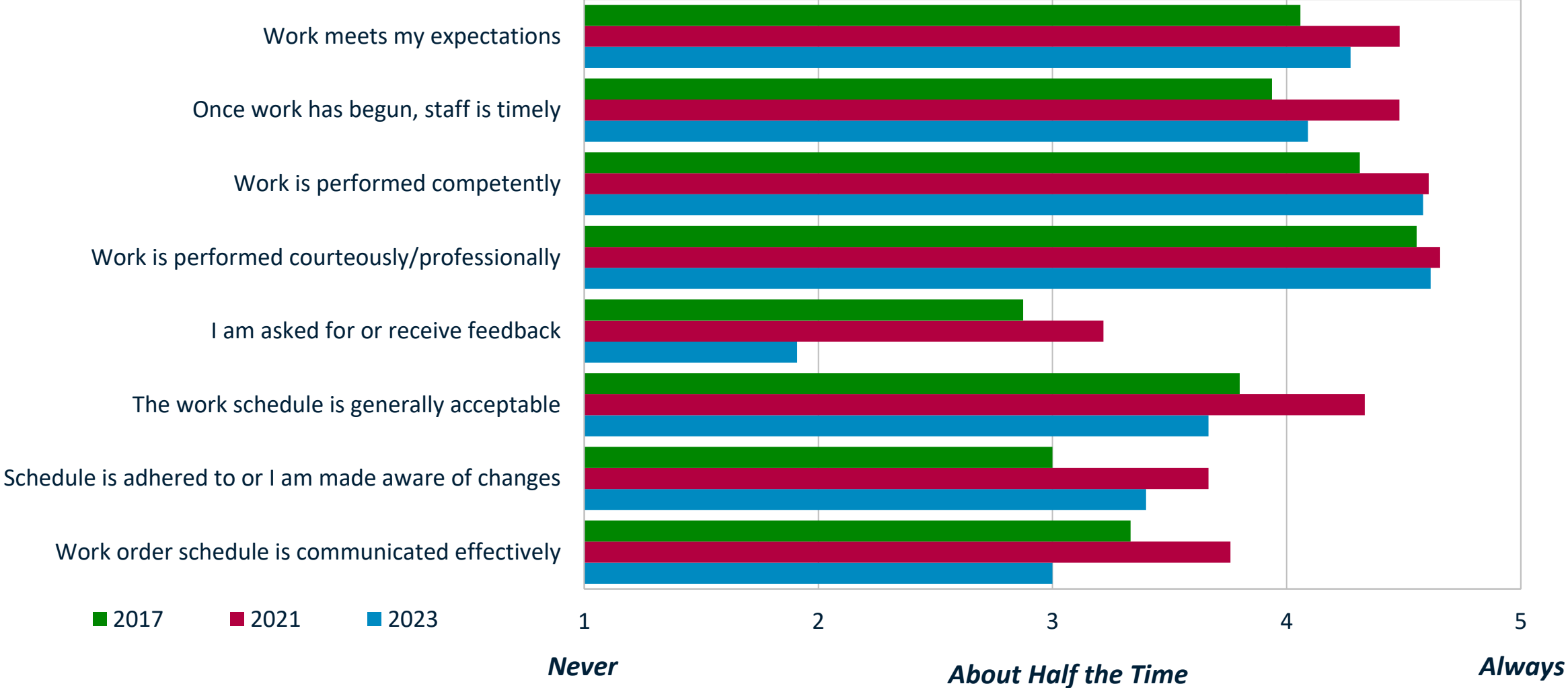
Important Component of Work Request Process

The Most Important Component of the Work Request Process is:

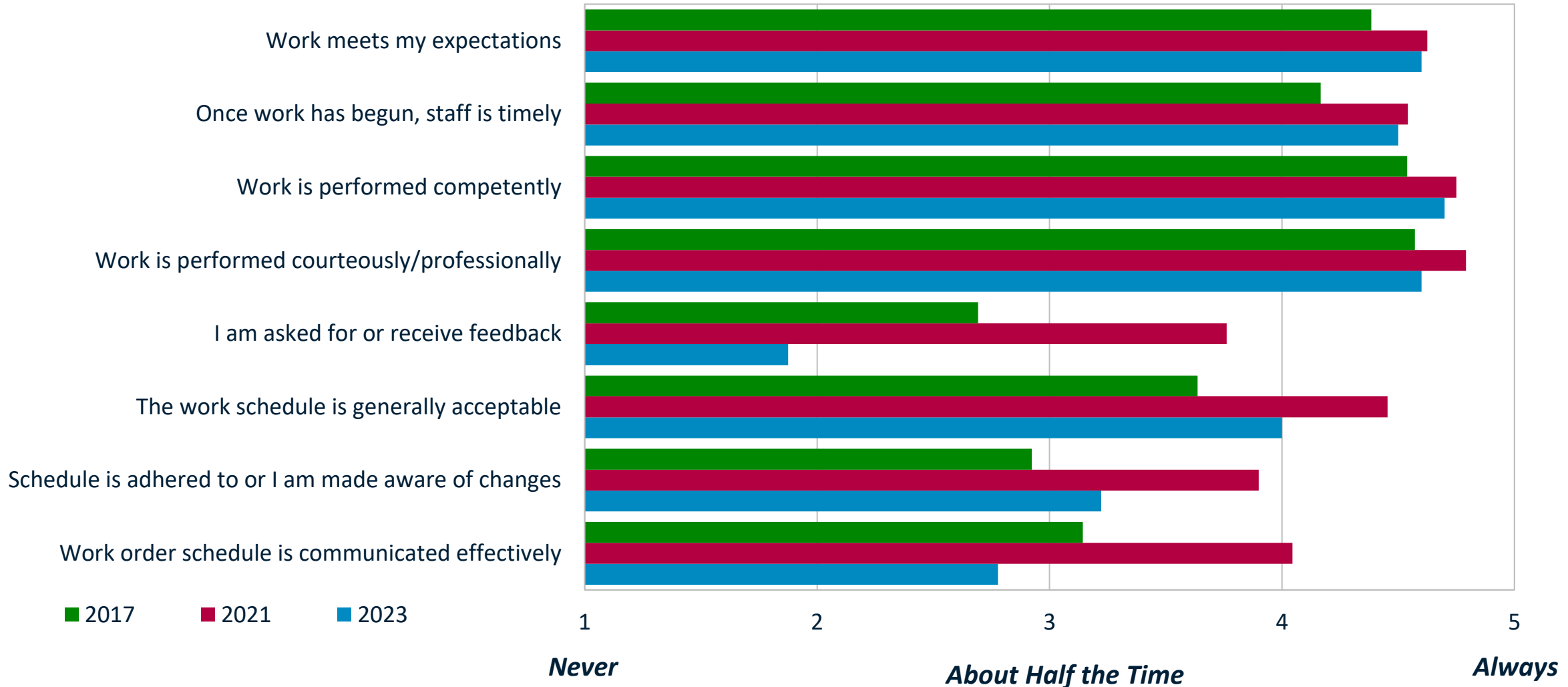


Departments

Heating, Ventilation, Plumbing Scores



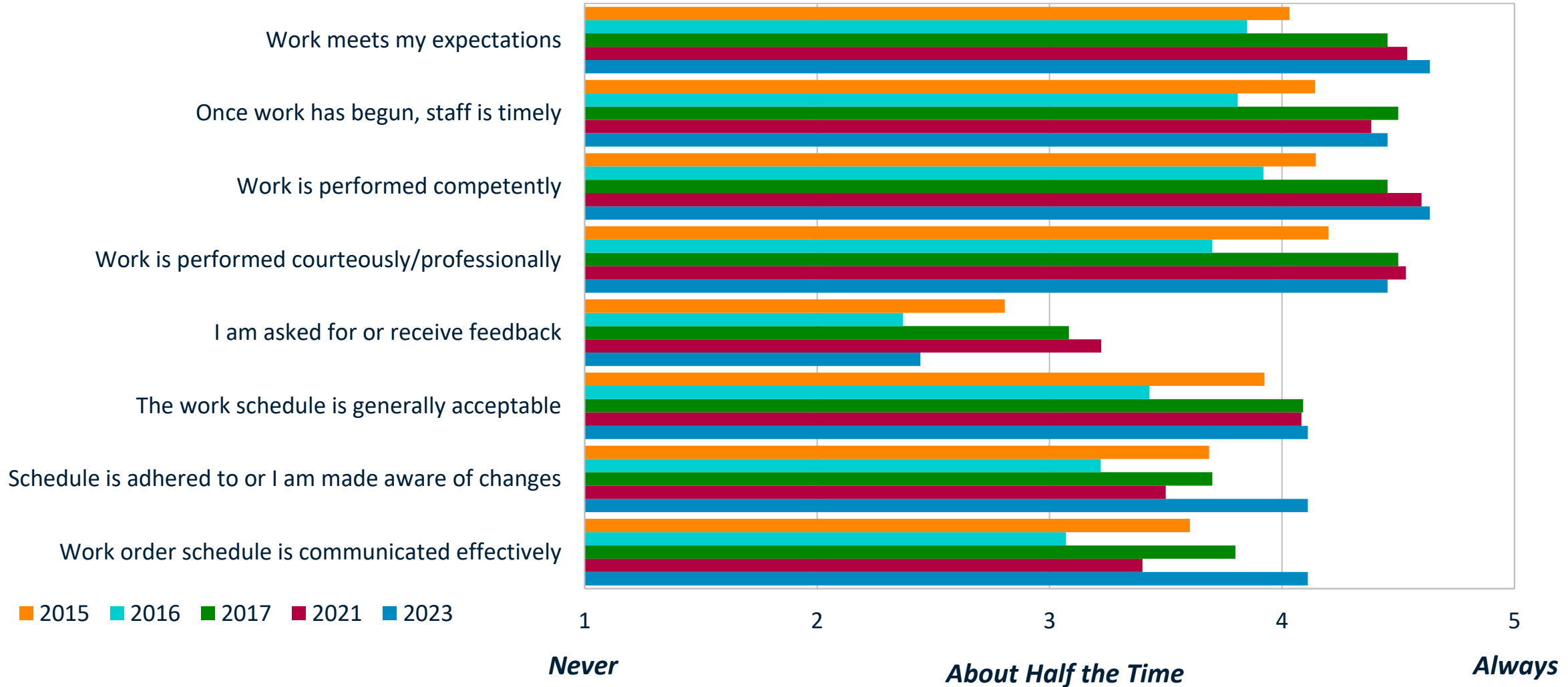
Carpentry, Painting, Flooring, etc. Scores



Custodial Department Scores



Grounds Department Scores



Overall Customer Satisfaction

Responses Are Averaged into Benchmarks

Survey Questions	ROPA Survey Benchmark	Survey Section
I understand the procedure for submitting work requests.	Knowledge/Understanding in Process	Service Request Center
I utilize the proper procedure for submitting work requests.	Knowledge/Understanding in Process	Service Request Center
The work request process meets my needs.	Knowledge/Understanding in Process	Service Request Center
I am made aware of schedules and changes.	Schedules & Service Levels	Service Request Center
Schedule is adhered to or I am made aware of changes.	Schedules & Service Levels	Departmental Question for each
Work order schedule is communicated effectively.	Schedules & Service Levels	Departmental Question for each
Work meets my expectations.	Work Meets Expectations	Departmental Question for each
I am asked for feedback or receive feedback.	Feedback	Departmental Question for each
My general satisfaction with <i>the specific department</i>:	General Satisfaction	General Satisfaction

ROPA+ Benchmarking Metrics

Survey Benchmarks

