



THE UNIVERSITY OF  
TENNESSEE  
KNOXVILLE

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# **Facilities Services Customer Satisfaction Results 2015**

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December 1, 2015

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# CUSTOMER SATISFACTION

2015

Combined Results: Building Services, Landscape Services, Zone Maintenance

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## OVERVIEW

Total Number of Respondents: **93**

Overall Satisfaction: **4.19**

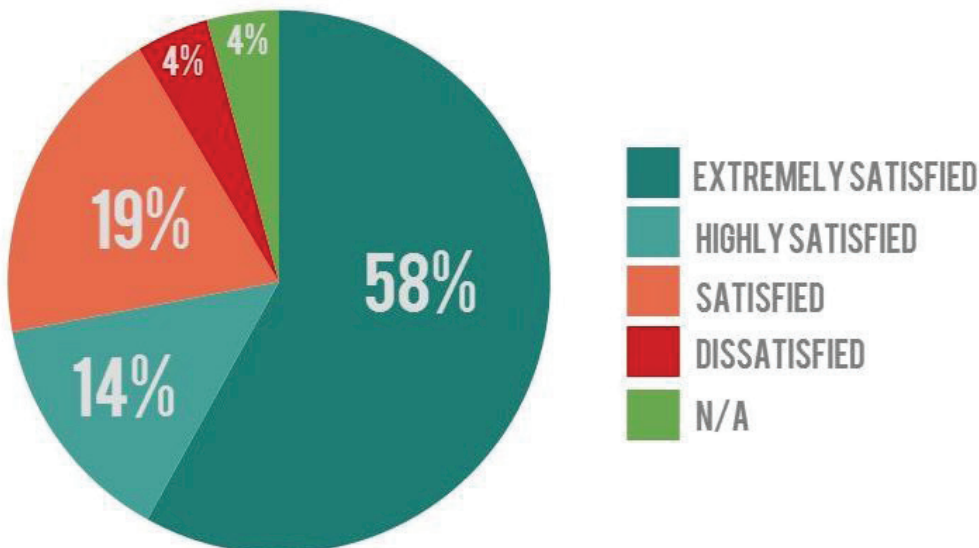
Online/Work Order Request System (Archibus):	3.54
Phone:	4.36
Email:	4.16
Personal Interaction:	4.50
FS Web site is useful:	4.03
Timeliness of work:	4.20
Timeliness of response:	4.25
Quality of work:	4.36
Ongoing improvements:	4.24
Overall satisfaction:	4.31

Customer Satisfaction was ranked on a five point scale:

- 5 - Extremely Satisfied
- 4 - Highly Satisfied
- 3 - Satisfied
- 2 - Dissatisfied
- 1 - Very Dissatisfied

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## OVERALL SATISFACTION PERCENTAGES



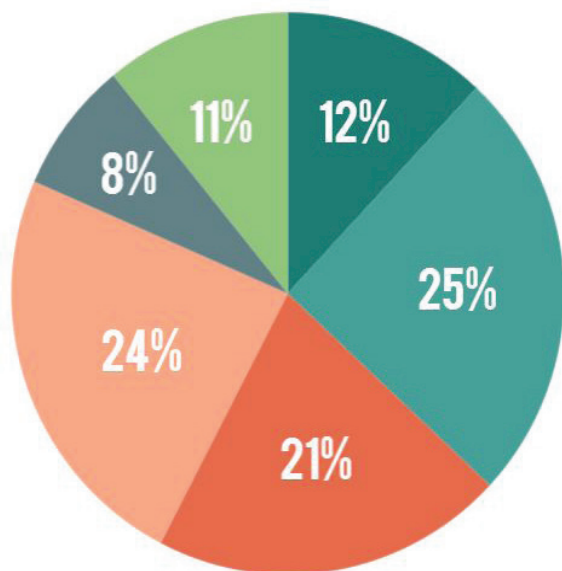
# CUSTOMER SATISFACTION

2015

Combined Results: Building Services, Landscape Services, Zone Maintenance

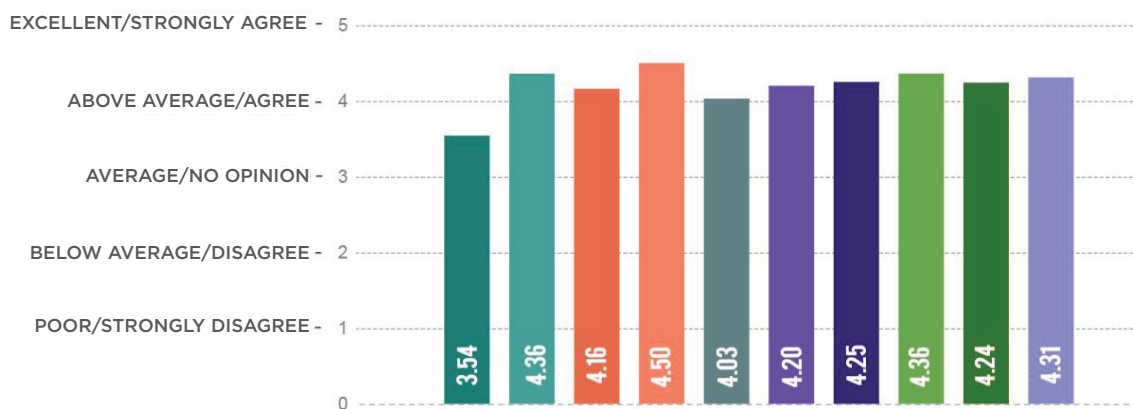
## OVERALL REQUEST FREQUENCY

How often do you request services?



Yearly:	11
Monthly:	23
Weekly:	19
Quarterly:	22
Never:	7
N/A:	10

## OVERALL RESPONSE AVERAGES



NUMBER OF RESPONDENTS: 93

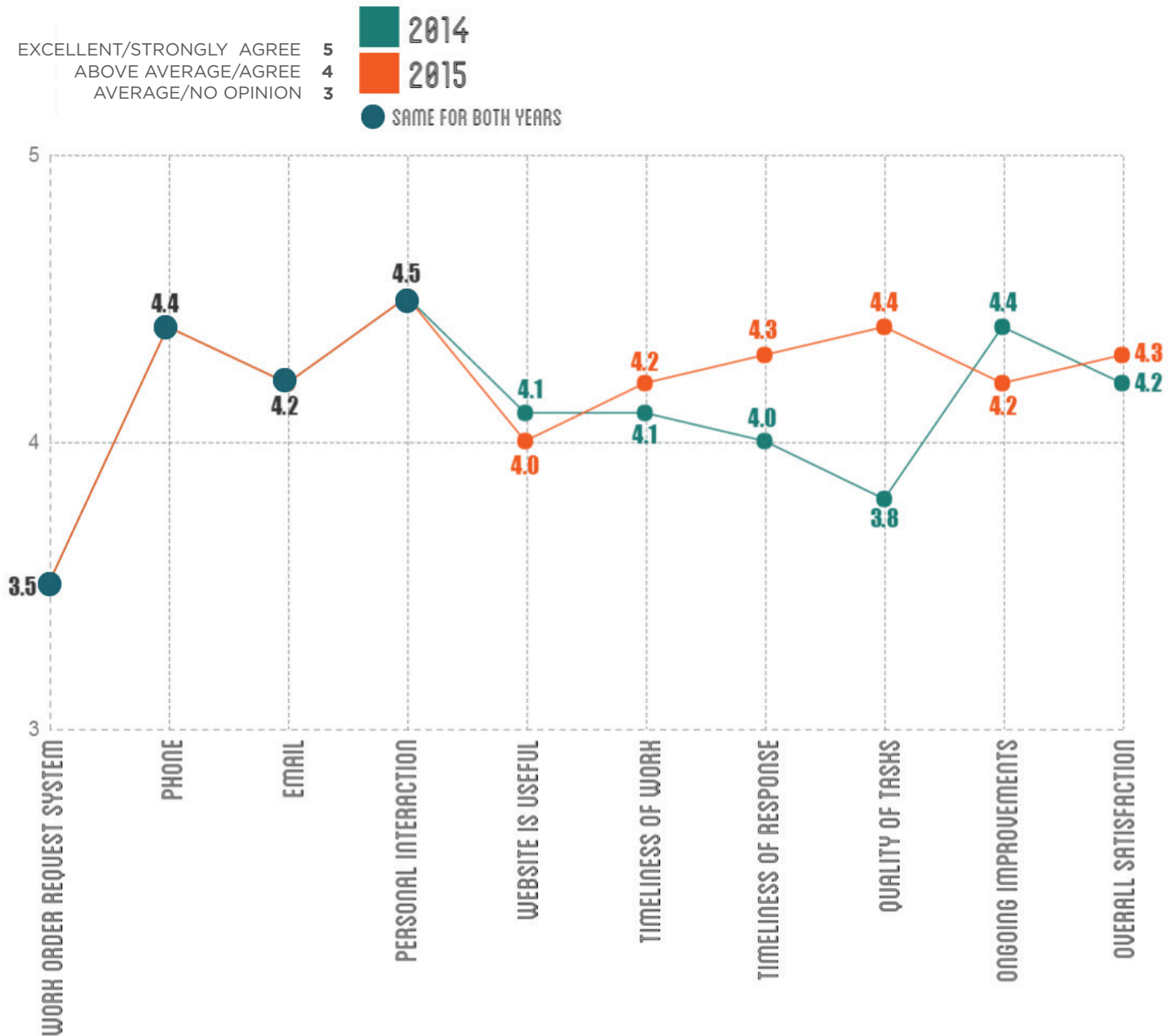


# CUSTOMER SATISFACTION

2015

Combined Results: Building Services, Landscape Services, Zone Maintenance

## 2014/2015 COMPARISONS



# CUSTOMER SATISFACTION

2015

## Building Services Results

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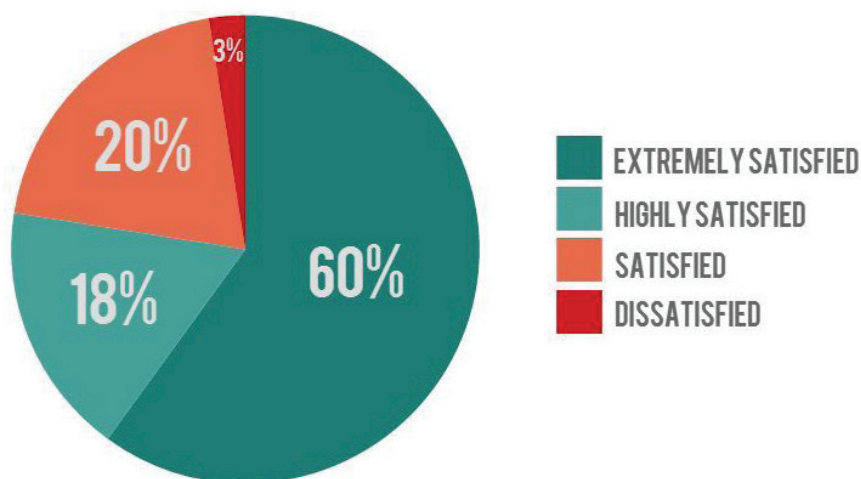
### OVERVIEW

Number of Respondents: **42**  
Overall Satisfaction: **4.20**

Online/Work Order Request System (Archibus):	3.62
Phone:	4.39
Email:	4.08
Personal Interaction:	4.56
FS Web site & Building Services page are useful:	3.92
Ongoing improvements:	4.00
Restroom cleanliness:	4.05
Hallways/stairwell cleanliness:	4.20
Classroom cleanliness:	4.08
Entrances/common areas cleanliness:	4.17
Office space cleanliness:	4.12
Timeliness of trash/recycling removal:	4.48
Timely response to cleanliness concerns:	4.26
Quality of tasks:	4.38
Building Services is responsive to your needs:	4.44
Timeliness of staff response to requests:	4.26
Overall satisfaction:	4.36

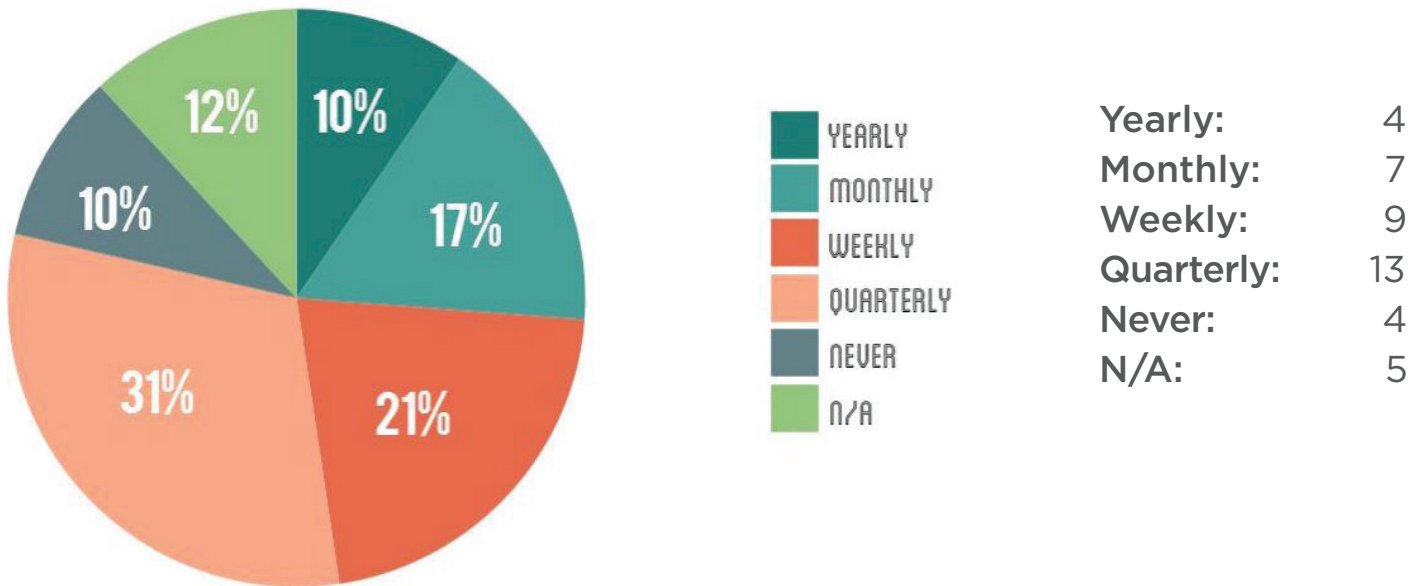
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### OVERALL SATISFACTION PERCENTAGES

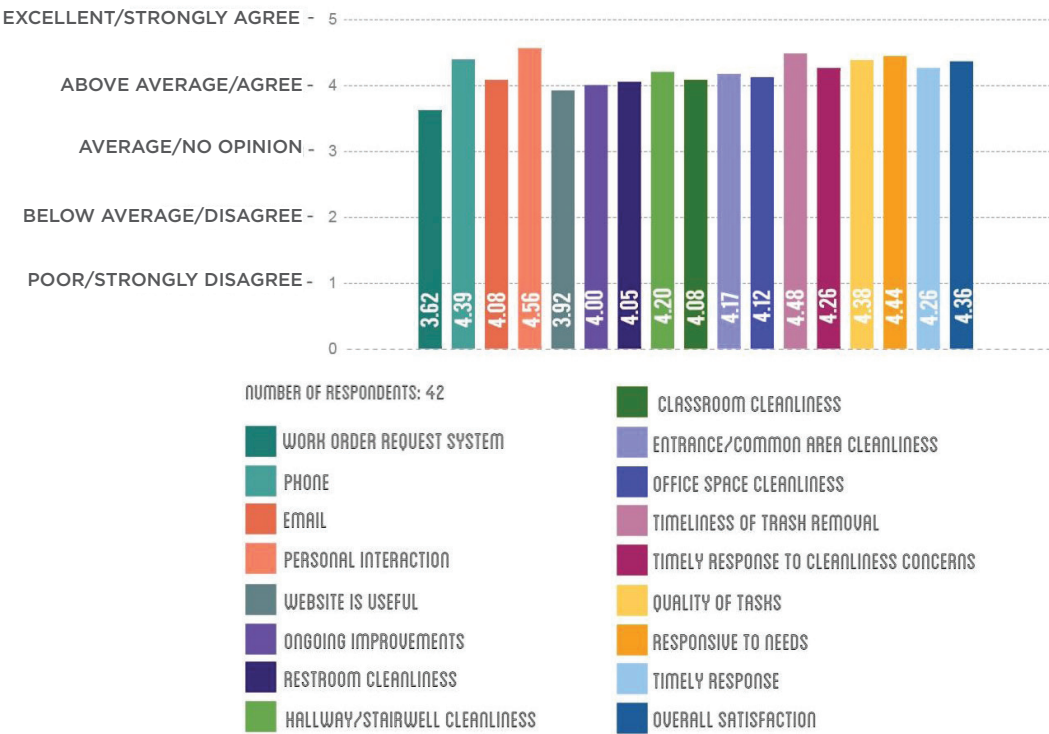


REQUEST FREQUENCY

How often do you request services?



OVERALL RESPONSE AVERAGES



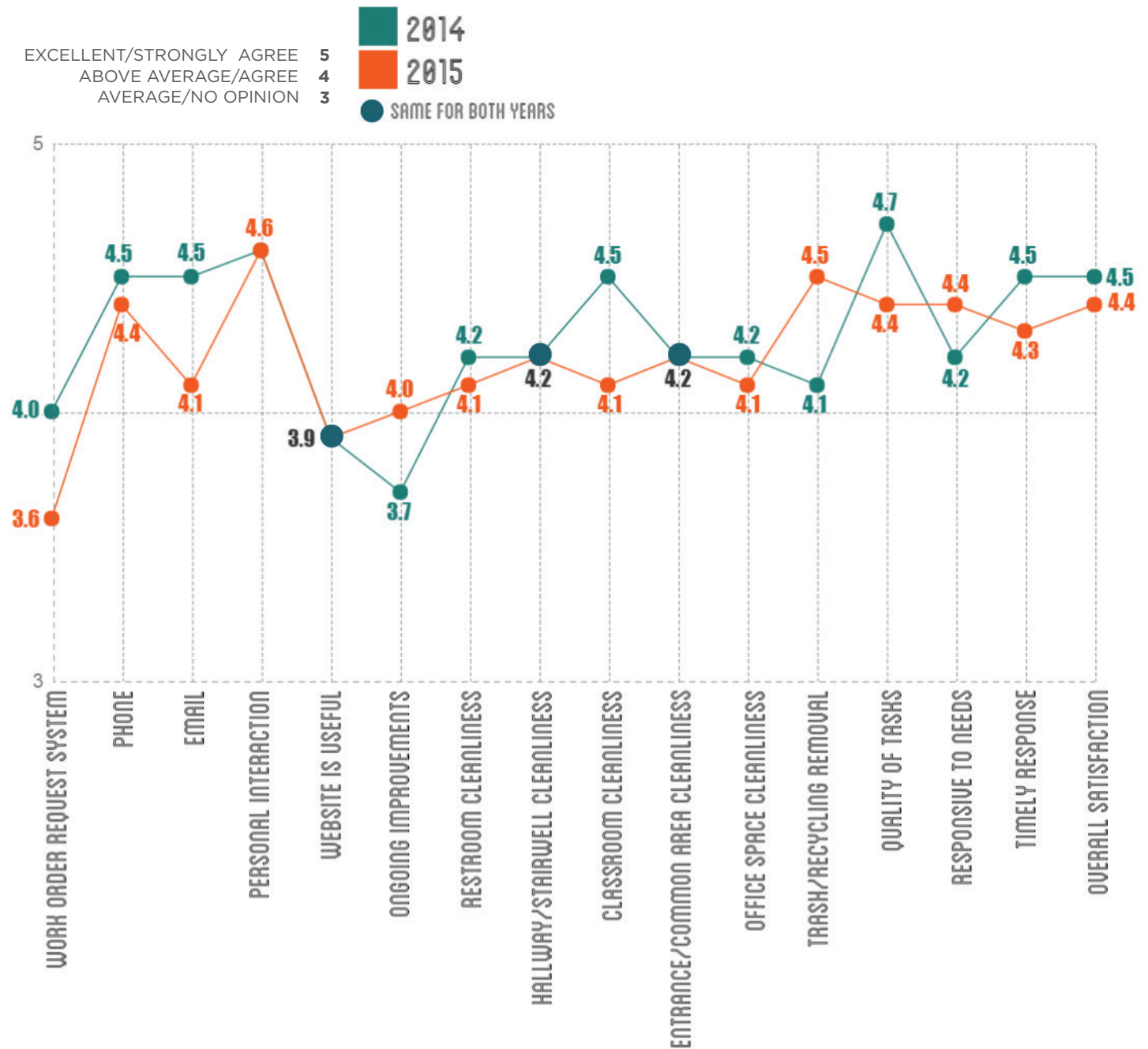


# CUSTOMER SATISFACTION

2015

## Building Services Results

### 2014/2015 COMPARISONS





## Building Services Results

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### SURVEY COMMENTS

- They do a good job.
- Diane the lady cleaning the Surplus Property Office is a fine person and does a wonderful job. You are lucky to have her on your team!
- The staff and management has always gone above and beyond to be more than helpful to meet any and all needs in a timely fashion.
- Currently services in our building are great with Judy, but while she was out for about 5-6 months the building was not cleaned regularly, bathroom were messy and out of paper, trash wasn't taken out, etc. Everything seems to have been remedied now, but I'm worried that if Judy was out again there would be issues. I would suggest having a better plan for backing up services when people are out.
- More frequent vacuuming of office floors.
- The crew is great. Thanks all!
- I highly enjoy working with the staff that works in South Carrick. They are kind and caring people who are truly interested in making South Carrick a home for the residents. :)
- Gabby and Buddy have done a super job they both should get a pay increase
- Our Building crew is awesome! We want to keep them all!
- The overall cleanliness of Blount Hall was kept up very well by our janitorial person (Carrick). When he was moved to another area, the building wasn't nearly as clean.
- Online system: When a work request is submitted an email is sent to notify you of the request. If you're already logged into Archibus, the email link requires you to log in again. This seems redundant.
- We have had good service for issues with plumbing, heat and air, electrical, roof leaks, critters, and landscaping when we have submitted the request for service in the correct format. Feeling confident that our office is clean is not something that is routine. We have had good cleaners, but it becomes apparent when those staff members were rotated to another building. This has been an ongoing issue not just only a current issue.
- We have had issues at both of our locations with a turnover of Building Services staff. The new staff members are not completing all of the tasks needed. Things like diaper trash have been not been removed daily and child bathroom sinks have not been cleaned daily.

# CUSTOMER SATISFACTION

2015

## Landscape Services Results

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### OVERVIEW

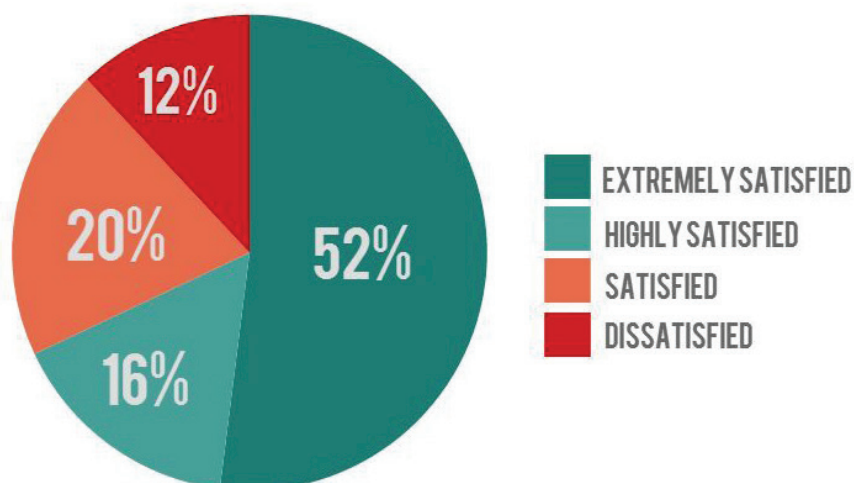
Number of Respondents: **25**

Overall Satisfaction: **4.03**

Online/Work Order Request System (Archibus):	3.59
Phone:	4.36
Email:	4.15
Personal Interaction:	4.36
FS Web site & Landscape Services page are useful:	4.05
Ongoing improvements:	4.29
Exterior lighting:	3.91
Lawn & landscape maintenance:	3.80
Tree maintenance:	4.12
Work is performed courteously/professionally:	4.38
Work is performed completely:	3.98
Landscape Services is responsive to your needs:	4.09
Hard surface cleanliness:	3.84
Litter removal:	4.00
Questions answered:	4.14
Requests for pruning/mulching:	4.05
Sidewalk/road/parking lot snow & ice removal:	3.72
Adequate outdoor furnishings:	3.88
Overall satisfaction:	4.36

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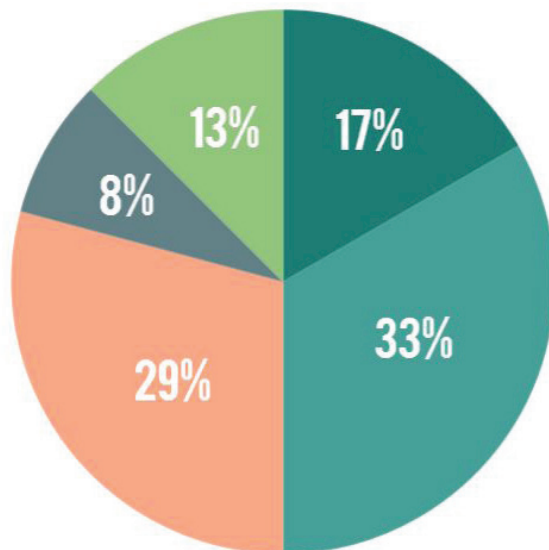
### OVERALL SATISFACTION PERCENTAGES



## Landscape Services Results

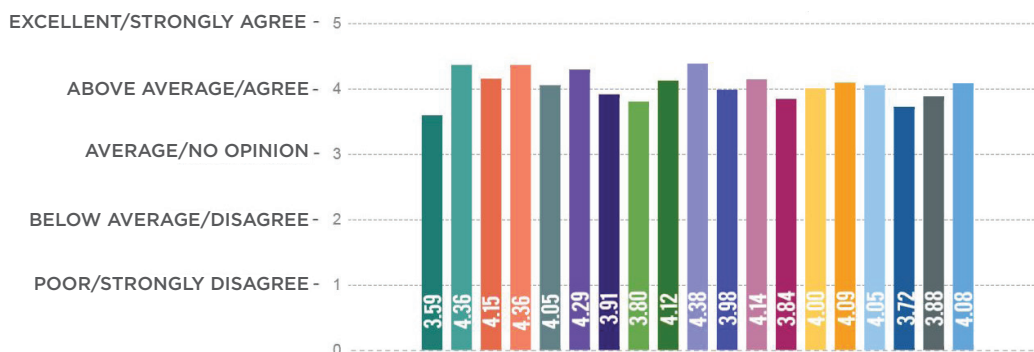
### REQUEST FREQUENCY

How often do you request services?



Yearly:	4
Monthly:	8
Quarterly:	7
Never:	2
N/A:	3

### OVERALL RESPONSE AVERAGES



NUMBER OF RESPONDENTS: 25

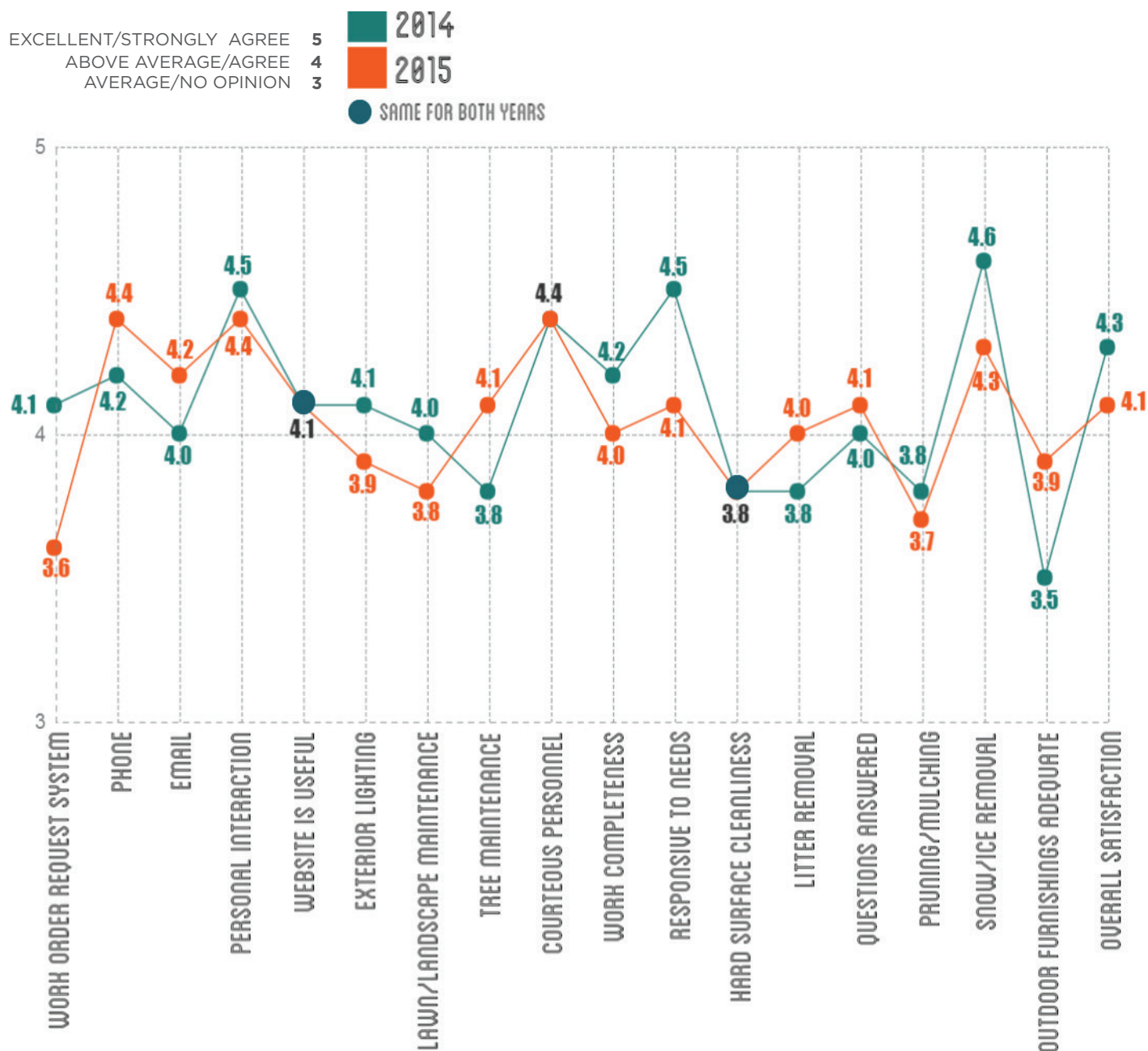


# CUSTOMER SATISFACTION

2015

## Landscape Services Results

### 2014/2015 COMPARISONS



## Landscape Services Results

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### SURVEY COMMENTS

- The outdoor environment looks great. Keep up the good work.
- Have requested some left over plastic netting be removed from underneath the trees near the building garage areas so that the birds won't keep getting caught in it and die. Cleanup has never happened. :(
- Thank you for the work you do, especially on older buildings and structures outside that require a great deal of maintenance!!! Professor Katy Chiles
- The exterior of our building has collected many cobwebs in the ceiling near the doorway that don't seem to be cleaned regularly. Also, sometimes the ground cover clippings don't get cleaned up from our gravel area around the lower level of the building.
- The overall campus needs a great deal of landscape planning, improvement, and informed maintenance of plant material.
- To my knowledge the landscaping crew does not clean off the sidewalk or hard services. This task is left to the housekeeping that are in the surrounding buildings which I find highly inappropriate. I should not look out and see my housekeepers leaf blowing the sidewalk because the landscaping crew did not feel like it and the housekeepers take pride in the building that they work in.
- I know this probably wasn't decided by Landscape Services, but the removal of the beautiful trees at the Student Center was an absolute travesty! Those trees were healthy and helped to make this campus gorgeous. The decision to remove them for this construction was a terrible decision, and whoever made it should be ashamed.
- Grass is cut without removing the trash first. Once the grass is cut, the clippings have been on the ground for up to three days. The amount of trash on the ground is an eyesore in the area of Blount Hall and parking areas.
- More bike racks.
- We are on a steady rotation of services that has worked out well. When we've requested special work before we have guests, the response has been good.
- The front of our White Ave building could use more attention during certain times of the year as the leaves fall, and that sidewalk is pretty damaged leading into our building. It's a safety concern for families and children.

# CUSTOMER SATISFACTION

2015

## Zone Maintenance Results

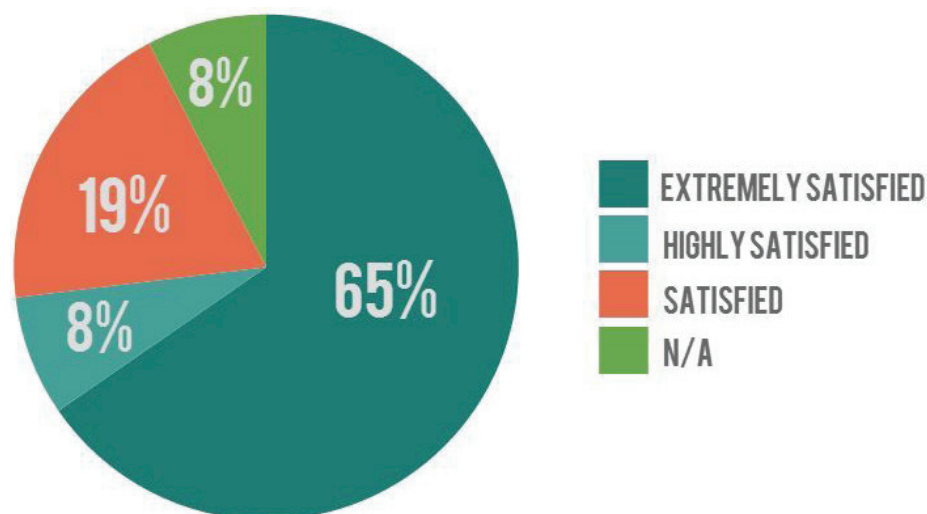
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### OVERVIEW

Number of Respondents:	26
Overall Satisfaction:	4.25
Online/Work Order Request System (Archibus):	3.41
Phone:	4.33
Email:	4.24
Personal Interaction:	4.58
FS Web site & Landscape Services page are useful.	4.12
Ongoing improvements:	4.44
Condition/appearance of building interior:	4.00
Condition/appearance of building exterior:	3.65
Timeliness of maintenance repairs:	4.31
Quality of tasks:	4.52
Professionalism & expertise of maintenance personnel:	4.48
Attitude/courtesy of maintenance personnel:	4.56
Timeliness & professionalism of responses:	4.40
Overall satisfaction:	4.50

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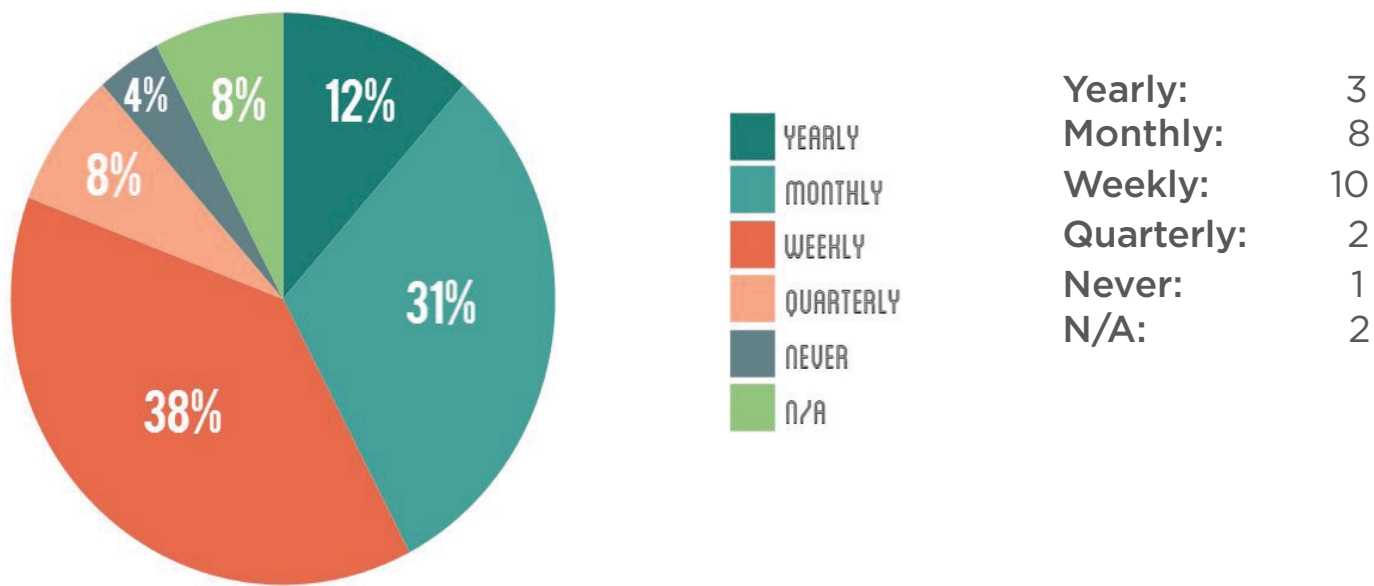
### OVERALL SATISFACTION PERCENTAGES



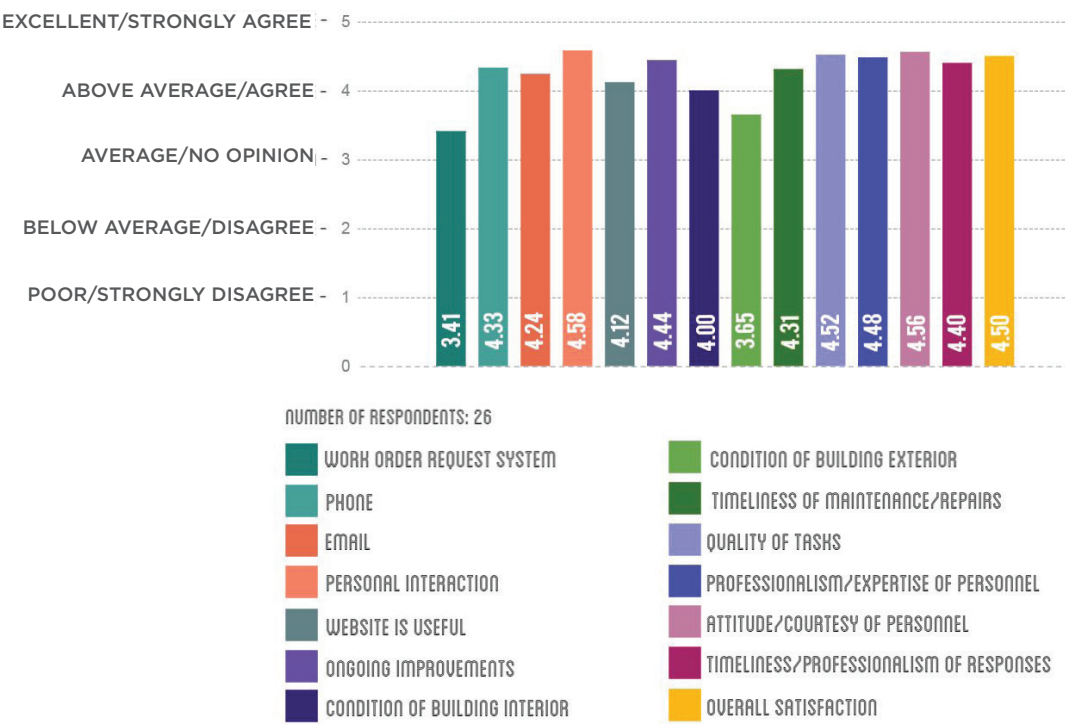


REQUEST FREQUENCY

How often do you request services?



OVERALL RESPONSE AVERAGES



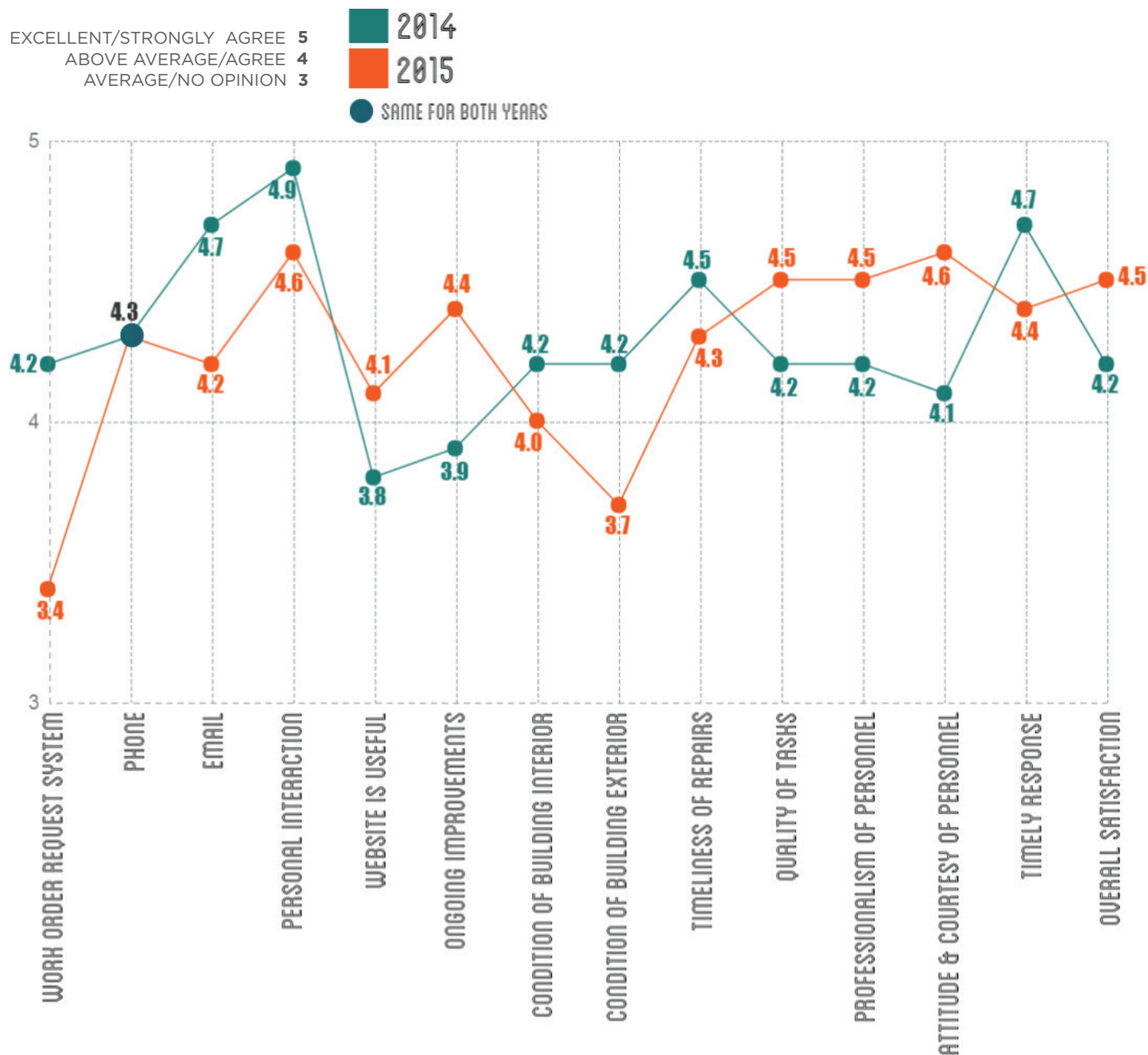


# CUSTOMER SATISFACTION

2015

## Zone Maintenance Results

### 2014/2015 COMPARISONS



## Zone Maintenance Results

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### SURVEY COMMENTS

- I have found the Zone Maintenance group to be very responsive. Keep up the good work.
- Our zone maintenance staff (Red and Kyle) have the best customer interaction skills I have ever seen from facilities personnel. Since I manage the facilities at a higher level, I hear this - repeatedly - from many people.
- The only area needing tweaking is the Archibus. I've never turned in a work order and it be completed with this system. It takes a phone call or email to get the job actually completed.
- Make it mandatory to use archibus & complete the request in a timely fashion so a phone call is not needed. Eliminate the phone calls.
- Although the systems are probably outdated, the maintenance staff isn't knowledgeable about some items that break frequently, or need adjusted, such as air conditioning, water.
- Service has improved greatly after the past few years. Good job and keep up the good work.
- Daily requests, because of the age of SMC.
- Our Maintenance is always professional and on top of their work as well as looking to improve the building in any way that they can.
- Eequested light replacement for exterior light using archibus. Has worked well in the past but this time sent work order in on Monday still not repaired on Thursday. Called and light was repaired on Friday. Need to keep this online and abandon the phone calls.
- The floors in the lobby areas especially on the ground floor should be deeply clean on a regular basis. When windows are cleaned, they still don't really clean. This may be due to the age of the building and windows.
- Red and Kyle do an amazing job at being responsive and helping out.
- The White Ave location needs serious interior work done. It's a much older building.
- Our zone maintenance tech, Channing, is always willing to come to our VERY outdated building to address concerns we have...and is always courteous upon arrival. The problem is that he doesn't seem to have adequate "backup" for needed repairs and services and therefore is forced to complete whatever work is needed with the resources he's given, which aren't many. Our building is scheduled to be demolished, but is still in use at the moment and needs to be treated as such. We are made to feel like our requests are not as immediate most of the time because of the already decrepit conditions we are working in.
- My Maintenance guy Marty French is always professional and does whatever needs to be done to do the job correctly. He is very customer service based and understands that when he is walking into a students room, he is walking into a students home. I truly appreciate this a long with the residents, he makes sure that he does not leave a mess and is very courteous to the residents. Always wears a welcoming smile and says hello to all. :)
- Our zone maintenance person Austin Shoffner does an excellent job of keeping our building in working order.