

Fall 2012

New Mexico State University

Facilities and Services

Las Cruces Campus

Customer Satisfaction Survey Results

Fall 2012: Facilities & Services Customer Satisfaction Survey Results

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About This Survey:

New Mexico State University's (NMSU) Facilities and Services Office (FS) worked with the Office of Institutional Analysis (OIA) to administer the FS Customer Satisfaction Survey. The original survey was designed according to specifications of a Facilities and Services audit and standards set by APPA, the facilities professional organization to which NMSU belongs. The 2012 survey focused on the same questions and functional areas as in prior years.

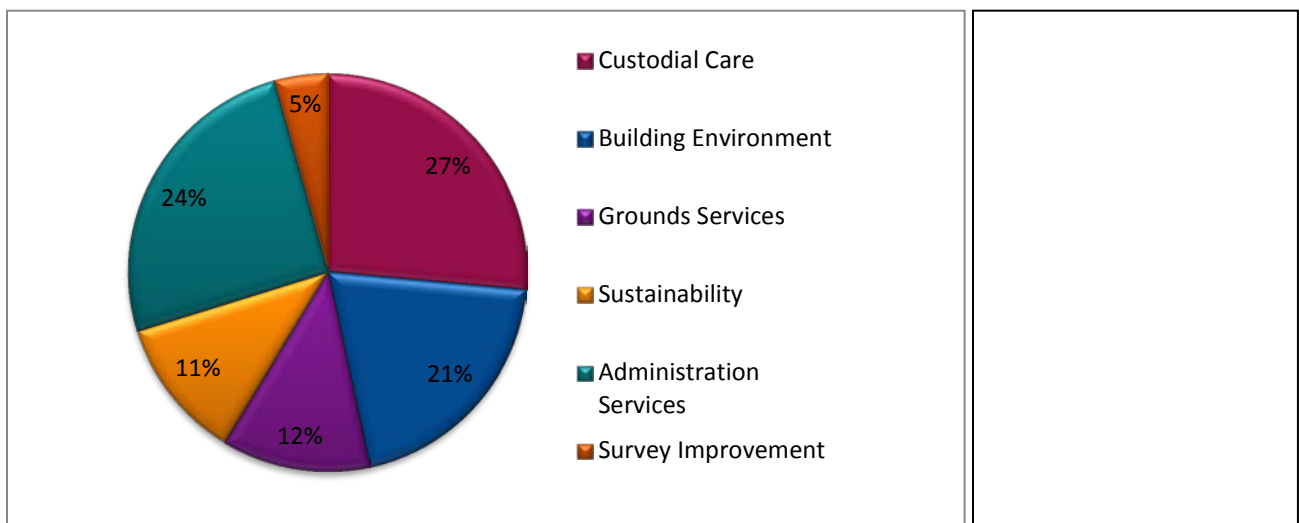
General Response Rates and Summary of Results:

For Fall 2012, 452 responses were received. This was a substantial increase from the 286 received in Fall 2011. Forty percent of respondents expanded upon their ratings by providing comments about the work provided by FS.

- Overall, respondents to the survey are satisfied with FS, particularly with FS staff
- When there was dissatisfaction cited with FS services, the nature of the dissatisfaction was expanded upon in the comments; Administrative Services and timeliness were the major areas of concern
- The courtesy, knowledge, and skills of the FS staff is a consistent strength across all areas; the courtesy exhibited by all categories of FS staff received the highest ratings in the survey
- Custodial care is appreciated around campus and many custodians perform above expectations
- A significant portion (20%) of respondents are dissatisfied with the temperature in their building
- Litter management and water conservation efforts can be improved according to respondents
- Around 25% of respondents are dissatisfied with aspects of project design and engineering. Problem areas include: being on time, being on budget, and communication throughout the process
- Many respondents are dissatisfied with the work order process and communication surrounding work orders
- Respondents are consistently satisfied with the EHS service area but would like better follow up communication

The 222 comments entered as the last question in the survey were categorized into six themes (Figure 1).

Figure 1: Comment Categories



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Section 1: General Satisfaction Scale

“How would you rate your overall satisfaction level with the work you have seen completed by Facilities and Services in the last twelve (12) months?”

Respondents indicated they were satisfied with FS services: about 45% of respondents indicated they were either “Very Satisfied” or “Extremely Satisfied” with the service they had received over the course of the prior year (Table 1). Fewer than 8% of respondents indicated any measure of dissatisfaction with the services, and fewer respondents were dissatisfied overall in this survey than in the 2011 survey. Six percent of respondents indicated they had no opinion. One respondent who selected Science Hall as their building rated their general satisfaction as “Extremely Dissatisfied.” Only three buildings had multiple respondents submit “Very Dissatisfied” ratings; Regents Row with 4, and the Computer Center and Foster Hall with 2 each (Table 2).

Table 1: General Satisfaction with Facilities and Services, Respondent Percentages

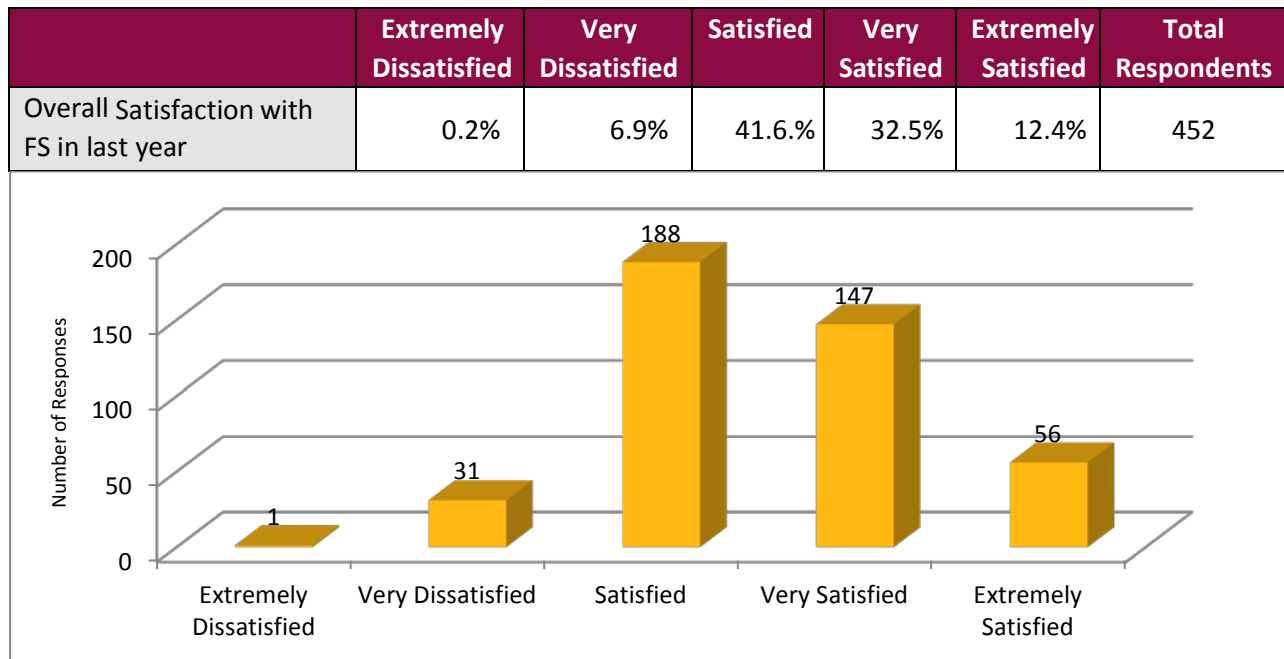


Table 2: Buildings with a Very Dissatisfied Rating

| Buildings with a Very Dissatisfied Rating | | | |
|---|---|----------------------------|---|
| ALL BUILDINGS | 1 | Gerald Thomas Hall | 1 |
| All around campus | 1 | Health and Social Services | 1 |
| Astronomy Building | 1 | Jacobs Hall | 1 |
| Branson Library | 1 | Activity Center | 1 |
| CEMRC, Light Hall | 1 | Jett Hall | 1 |
| Chamisa Village | 1 | Knox Hall | 1 |
| Chemistry Building | 1 | Milton Hall | 1 |
| Computer Center | 2 | PGEL Headhouse/Lab | 1 |
| Engineering Complex | 1 | Regents Row | 4 |
| Facilities and Services Office | 1 | Speech Building | 1 |
| Foster Hall | 2 | Student Health Center | 1 |
| Garcia Annex | 1 | Wells Hall | 1 |
| Genesis Center Office | 1 | | |

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Section 2: Primary Building

“In order to better meet your facilities service needs, it is important that we be able to evaluate responses to see which areas of campus may need special attention. With this in mind, please choose your primary building on NMSU from the following drop down list. If your building is not listed, please type the name of your building into the box.”

Hadley Hall and Educational Services Center had the highest building affiliation totals with 29 and 25 responses respectively. Over 100 buildings/areas are represented in the survey responses, including several buildings away from the main campus (Table 3).

Table 3: Number of Responses by Building Affiliation

| Number of Responses by Building Affiliation | | | | | |
|---|----|--|---|-------------------------------------|---|
| Hadley Hall | 29 | Hardman Hall | 4 | Chamisa Village | 1 |
| Educational Services Center | 25 | Anderson Hall (PSL) | 4 | Chaves County Extension, Roswell NM | 1 |
| Gerald Thomas Hall | 19 | Stan Fulton Center | 4 | Clayton Livestock Research Center | 1 |
| Skeen Hall | 18 | Astronomy Building | 3 | Clinton P. Anderson Hall | 1 |
| Breland Hall | 16 | Facilities and Services Motor Pool | 3 | Corbett Center | 1 |
| Health and Social Services Building | 16 | Neale Hall | 3 | Corona ASC | 1 |
| Branson Library | 15 | Walden Hall | 3 | DACC Main Campus Water Department | 1 |
| Milton Hall | 15 | Agricultural Science Center at Tucumcari | 2 | Equine Education Center | 1 |
| Facilities and Services Office | 13 | Albuquerque Center | 2 | Dept of Fire & Emergency Services | 1 |
| Regents Row | 13 | Facilities and Services Construction | 2 | Facilities and Services Lock Shop | 1 |
| Foster Hall | 10 | Genesis Center C | 2 | Fire Dept. | 1 |
| O'Donnell Hall | 10 | Golf Course | 2 | Genesis Center Office | 1 |
| Computer Center | 9 | Herschell Zohn Theatre | 2 | ICT | 1 |
| Foreman Engineering Complex | 8 | James B. Delamater Activity Center | 2 | Jacobs Hall | 1 |
| Knox Hall | 8 | Natorium | 2 | John Whitlock Hernandez Hall | 1 |
| Academic Research A, B, C | 7 | Rentfrow Gym | 2 | Jornada USDA Exp. Range HQ | 1 |
| Business Complex Building | 7 | Stucky Hall | 2 | Kent Hall | 1 |
| Chemistry Building | 7 | Wells Hall | 2 | Livestock Judging Pavilion | 1 |
| Garcia Annex | 7 | CEMRC, Light Hall, Carlsbad, NM | 2 | Material Services | 1 |
| Jett Hall | 7 | Dona Ana Extension office | 2 | Nematology Lab, building 2 | 1 |
| Speech Building | 7 | Facilities and Services Grounds office | 2 | O'Loughlin House | 1 |
| Guthrie Hall | 6 | Wooton | 2 | Pan American Center | 1 |
| New Mexico Dept. of Agriculture | 6 | Actually the Roberts Building | 1 | Pan American Center - OSE | 1 |
| Science Hall | 6 | Alcalde Science Center | 1 | PanAm Annex | 1 |
| Student Health Center | 6 | Alumni & Visitors Center | 1 | Police Department | 1 |
| PGEL Headhouse/Lab/Greenhouse | 6 | Apache Point Observatory | 1 | Reader's Theatre Theatre Scene shop | 1 |
| Multiple Buildings | 6 | Auxiliary Services Building/ Barnes & Noble | 1 | Roberts | 1 |
| Engineering Complex I | 5 | Bernalillo County Extension | 1 | Rodeo Arena | 1 |
| Zuhl Library | 5 | Biological Control Insectary | 1 | Sugerman Space Grant Building | 1 |
| Clara Belle Williams Hall | 4 | Biology Annex | 1 | Thomas & Brown Hall | 1 |
| Dan W. Williams Hall | 4 | CSBF BLDG 28 | 1 | William B. Conroy Honors Center | 1 |
| Dove Hall | 4 | Campus Police/Ag Institute | 1 | Young Hall | 1 |
| Gardiner Hall | 4 | Central Utility Plant | 1 | none | 1 |
| Goddard Hall | 4 | Cervantes Village, Bldg A (Children's Village) | 1 | | |

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Section 3: Custodial Care

“Facilities and Services provides basic cleaning, recycling, and routine pest control services for Instruction and General Buildings on the Las Cruces Campus. This is done according to a published schedule on the FS website. Please rate your level of satisfaction with the following custodial care areas as they pertain to the building you identified as your primary building.”

For the custodial care areas specified, more than 50% of respondents indicated they were “Very” or “Extremely” satisfied with FS custodial services (Table 4). Nearly two-thirds (63%) of respondents were very to extremely satisfied with the overall quality of custodial services. Over 55% indicated they were “Extremely Satisfied” with the courtesy of the custodial staff, while only 3% were dissatisfied. Cleanliness of restrooms, offices and classrooms, as well as the frequency of custodial services were of concern to about 11% of respondents.

60 (27%) comments referred to Custodial Services. Twenty of these comments singled out employees and buildings wherein custodians perform above expectations. Other comments specified areas in need of more attention from Custodial Services and a few comments suggested hiring more custodians and that the schedule for these services should be reviewed and possibly moved to later hours when fewer people are present. Also, there were five comments about the paper towels and paper towel dispensers being an issue with cleanliness.

Buildings requesting improved custodial services include the Activity Center, Biological Control Insectary, Chemistry Building, Computer Center, Educational Services Center, Gardiner Hall, Gerald Thomas Hall, Health and Social Services Building, Hadley Hall, Hershell Zohn Theater, Milton Hall, Natatorium, Regents Row, Skeen Hall, Speech Building and Walden Hall. The Chemistry Building and Health and Social Services building had the most requests for improved custodial services. Many requests called for cleaner restrooms, more frequent services, vacuuming, dusting, and floor care.

More than 56% of respondents were very to extremely satisfied with the effectiveness of the recycling program although fewer are “Extremely Satisfied.” Comments suggested more recycling bins around campus.

Table 4: Satisfaction with Facilities and Services Custodial Services, Respondent Percentages

| | Extremely Dissatisfied | Very Dissatisfied | Satisfied | Very Satisfied | Extremely Satisfied | Number of Responses |
|--|------------------------|-------------------|-----------|----------------|---------------------|---------------------|
| Cleanliness of Public Areas (entryways, lobbies, lounges etc.) | 1.2% | 6.4% | 30.3% | 33.9% | 28.2% | 436 |
| Cleanliness of Restrooms | 2.1% | 9.0% | 31.5% | 31.7% | 25.7% | 432 |
| Cleanliness of offices/classrooms | 2.3% | 9.1% | 33.0% | 32.2% | 23.5% | 430 |
| Courtesy of Custodial Staff | 0.5% | 2.6% | 11.9% | 29.4% | 55.6% | 428 |
| Frequency of Custodial Services | 2.1% | 9.1% | 32.0% | 26.6% | 30.1% | 428 |
| Overall Quality of Custodial Services | 1.6% | 6.6% | 29.3% | 32.6% | 30.0% | 427 |
| Sustainability | | | | | | |
| Please rate the effectiveness of the recycling program | 1.7% | 6.1% | 35.4% | 36.2% | 20.6% | 412 |

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Section 4: Building and Environment

“Facilities and Services strives to maintain a comfortable and functional environment for all members of the NMSU community. Please rate your level of satisfaction with the following building and environmental utilities areas of the building you identified as your primary building.”

More than 80% of respondents indicated they were at least satisfied with the building and environmental services provided by FS, although respondents were much less likely to indicate high levels of satisfaction with these areas than they were to indicate high levels of satisfaction with custodial services (Table 5). When respondents indicated dissatisfaction with an area, it was usually related to temperature, dilapidation, or energy conservation. Over 20% of respondents were dissatisfied with the temperature in their building. There was dissatisfaction with the temperature in Branson Library, the Business Complex, the Engineering Complex, Garcia Annex, the Speech building, and Breland. Nearly 15% of respondents were dissatisfied with energy conservation measures. In the comments, the lighting in the PGEL Headhouse/lab was cited as an issue as well as unannounced power outages in Skeen Hall. Others commented on the need to do more to conserve energy through controlling lighting.

Forty-six (21%) comments referred to problems with building, rooms and the environment such as for parking spaces, sidewalks/roadways, bike racks, and signage. Several of the building issues were related to concerns about safety. A few comments praised facilities and services for work already completed. EHS was singled out for excellent service and it was suggested that more flexible scheduling be offered. Temperature issues were mentioned for Branson, Breland, Business Complex, Engineering Complex, Garcia, PGEL, and the Speech Building. Issues with accessibility include the need for more signage and blue paint indicating access paths, repair to the Handicap access button on the east side of Garcia Annex, and difficulty accessing the elevator area in Zuhl Library. Two comments wanted more information on chalk policies. Environmental Health and Safety was singled out for excellent service.

Table 5: Satisfaction with Facilities and Services Building Environmental and Utilities Services, Respondent Percentages

| | Extremely Dissatisfied | Very Dissatisfied | Satisfied | Very Satisfied | Extremely Satisfied | Number of Responses |
|---|------------------------|-------------------|-----------|----------------|---------------------|---------------------|
| Temperature | 3.0% | 17.4% | 51.5% | 20.1% | 8.0% | 437 |
| Lighting (is it adequate for the task) | 1.8% | 6.9% | 43.2% | 30.6% | 17.5% | 435 |
| Handicap Access | 2.9% | 7.1% | 47.1% | 27.6% | 15.2% | 420 |
| Reliability of utilities (electrical power, heating, cooling meet our needs and have minimal interruptions) | 2.6% | 8.6% | 41.0% | 30.8% | 17.0% | 429 |
| Sustainability | | | | | | |
| Please rate the effectiveness of energy conservation measures | 2.9% | 11.7% | 52.9% | 23.1% | 9.5% | 420 |

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Section 5: Grounds Services

“Facilities and Services provides landscape and grounds maintenance, exterior trash receptacle management and concrete and asphalt maintenance. In addition Facilities and Services maintains the walkways and roadways around campus and is responsible for the care of lawns, trees, and shrubs. Facilities and Services is also funded to maintain campus drainage systems. Please rate your level of satisfaction with the following areas as they relate to Facilities and Services grounds maintenance in your area of the university.”

More than 85% of respondents indicated they were at least “Satisfied” with all of the questions related to Grounds Services (Table 6), and respondents were less likely to indicate dissatisfaction with this area than in prior years. More than half (55%) of respondents were very to extremely satisfied with the overall quality of Grounds Services. Approximately two-thirds (68%) of respondents were very to extremely satisfied with the courtesy of Grounds staff. Litter management had the lowest level of satisfaction (12% very to extremely dissatisfied). Slightly less than 15% of respondents were dissatisfied with water conservation; respondents were more likely to be extremely dissatisfied with water conservation than with energy conservation. There were several comments regarding water use and overuse.

Twenty-seven (12%) comments specified areas around campus where Grounds Services could use more effort and areas that have received improved grounds services. Specifically, Hardman Hall, the pond area around Gerald Thomas, and the Health and Social Services building were highlighted for improved landscaping. Litter around Garcia Annex, Educational Services, Rentfrow Gym, and Skeen Hall is an issue. There is a pest control problem in the Gardiner Hall Lecture Hall and the Pest control problem in Hernandez Hall has been successfully rectified. Anderson Hall, Branson Library, the Educational Services Center, Gardiner Hall, Garcia Annex, Gerald Thomas Hall, Health and Social Services, Hadley Hall, Milton Hall, Rentfrow Gym, Nematology Lab, Hernandez Hall, PGEL, Goddard Hall, and Skeen Hall all have requests for improved grounds services.

Table 6: Satisfaction with Facilities and Services Grounds Services, Respondent Percentages

| | Extremely Dissatisfied | Very Dissatisfied | Satisfied | Very Satisfied | Extremely Satisfied | Number of Responses |
|--|------------------------|-------------------|-----------|----------------|---------------------|---------------------|
| Maintenance of grounds (mowing, weeding, trimming, edging, etc.) | 1% | 7.3% | 34.7% | 34.5% | 22.5% | 440 |
| Quality of landscape design and maintenance (trees, flowerbeds, etc.) | 1.3% | 9.9% | 35.5% | 31.6% | 21.7% | 438 |
| Litter management | 1.3% | 10.7% | 39.4% | 30.5% | 18% | 437 |
| Management of recycling and recycling receptacles | 1% | 7.3% | 41.5% | 30.5% | 19.6% | 431 |
| Quality of pest control (indoors and outdoors) | 1.8% | 6.8% | 44.4% | 31.3% | 15.7% | 429 |
| Overall quality of grounds services | 0.3% | 5.7% | 38.9% | 33.4% | 21.7% | 437 |
| Courtesy of Grounds staff | 0.3% | 1.6% | 29.8% | 36% | 32.4% | 429 |
| Sustainability | | | | | | |
| Please rate the effectiveness of the water efficient landscaping and our other water conservation measures | 4.4% | 9.9% | 43.9% | 26.6% | 15.1% | 407 |

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Section 6: Project Development and Engineering

“Facilities modifications and enhancements are provided on a reimbursable basis when requested by the user. Please evaluate Project Development and Engineering if you have used their services. In the last twelve (12) months, have you/ your office utilized any of these types of projects and engineering services?”

Of the survey respondents, 113 had contact with Project Development and Engineering. Respondents were asked first to rate their satisfaction level with Project Development and Engineering, and were then asked to rate the project with respect to the criteria of “on time” and “within budget”.

Over 70% of all respondents indicated that they were at least satisfied with Project Development and Engineering Services, although respondents were less likely to indicate high levels of satisfaction with these processes than with any other services (Table 7). Over 35% of respondents indicated they were very or extremely dissatisfied with “on time” and “on budget” and one third of respondents were dissatisfied with how well they were informed throughout the project. Several comments cited long response times not only to requests but also to get work completed. There was a split of opinions on the preparedness of the project workers with about a quarter of respondents very to extremely satisfied (28%) and a quarter very to extremely dissatisfied (26%). Respondents were most satisfied with the “finished product” as nearly 38% were very to extremely satisfied. Only 13% of respondents would be willing to pay extra to increase sustainability.

Table 7: Satisfaction with Facilities and Services Special Projects and Engineering Services, Respondent Percentages

| | Extremely Dissatisfied | Very Dissatisfied | Satisfied | Very Satisfied | Extremely Satisfied | Number of Responses |
|--|------------------------|-------------------|-----------|----------------|---------------------|---------------------|
| Initial Response time for estimating cost | 10% | 18.9% | 44.4% | 20% | 6.7% | 117 |
| Preparedness of project workers | 5.6% | 20% | 46.7% | 16.7% | 11.1% | 114 |
| Knowledge and Skill of Project staff | 3.3% | 15.6% | 44.4% | 24.4% | 12.2% | 115 |
| Please rate the project with respect to the criteria of “on time” and “within budget” | | | | | | |
| Did the finished product meet your expectations? | 3.3% | 16.7% | 42.2% | 25.6% | 12.2% | 109 |
| Was the project “on time” and “on budget”? | 13.3% | 22.2% | 38.9% | 18.9% | 6.7% | 109 |
| How well were you kept informed throughout the project? | 10% | 23.3% | 36.7% | 20% | 10% | 111 |
| How important is sustainability to your project (extremely satisfied = you would be willing to pay extra)? | 2.2% | 8.9% | 53.3% | 22.2% | 13.3% | 108 |

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Section 7: Facilities and Services Administrative Services

“In the last twelve (12) months, have you had contact with Facilities and Services business office staff regarding the administrative side of any maintenance project or Special Projects or Engineering Work (i.e. scheduling, purchase orders, cost and/or payments)?”

Of the respondents to the survey, 138 indicated they had contact and were asked to rate their satisfaction level with the listed FS Administrative areas. At least 75% of respondents indicated they were at least satisfied with FS Administrative services (Table 8). More than half of respondents were very to extremely satisfied with the courtesy (57%) and professional attitudes (53%) of the staff. Respondents were most likely to indicate dissatisfaction with the timeliness of inquiries for both work status and about billing, and were less likely to be “Very Satisfied” or “Extremely Satisfied” with the timeliness of responses compared to last year. Accuracy of information provided by FS staff could also be improved. The most common sources of dissatisfaction in the comments were related to the work order process and communication surrounding the projects.

Fifty-three (24%) comments referred to Facilities and Services Administrative Services. Of these comments, several praised the FS staff. As mentioned earlier, several complained about the timeliness of response from all levels of FS services. Almost half of the comments were suggestions to improve management and decision making including customer service skill development, process efficiency, cost management and policy review.

Table 8: Satisfaction with Facilities and Services Administrative Service Areas, Respondent Percentages

| | Extremely Dissatisfied | Very Dissatisfied | Satisfied | Very Satisfied | Extremely Satisfied | Number of Responses |
|---|------------------------|-------------------|-----------|----------------|---------------------|---------------------|
| Timeliness of responses to inquiries about work status | 4.1% | 16.3% | 44.9% | 22.4% | 12.2% | 136 |
| Timeliness of responses to inquiries about billing | 4.1% | 12.2% | 55.1% | 20.4% | 8.2% | 132 |
| Courtesy of Facilities and Services staff towards customer | 2% | 4.1% | 36.7% | 42.9% | 14.3% | 136 |
| Accuracy of information provided by Facilities and Services employees | 0% | 12.2% | 46.9% | 30.6% | 10.2% | 135 |
| Professional attitude of Facilities and Services employees | 2% | 2% | 42.9% | 36.7% | 16.3% | 136 |
| Knowledge / Skill of Facilities and Services staff | 2% | 4.1% | 46.9% | 32.7% | 14.3% | 136 |

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Section 8: Environmental Health and Safety

“Environmental Health & Safety is responsible for facilitating University safety by implementing programs that will serve the students, employees and clients within the state. The objectives of NMSU’s safety policy are to prevent personal injury or death, to reduce costs caused by inadequate safety procedures and to reduce environmental pollution. Environmental Health & Safety fulfills its mission to make NMSU a safe environment by implementing programs and services in eight major areas: Education, Training and Protective Equipment, hazardous Waste and materials Management, Health and Safety Inspection/ Faculty Audits/ Activity and Work Reviews, Regulatory Compliance, Accident and Exposure Investigations, Exposure Prevention/Indoor Air Quality, Radiation Licensing & Permitting, and Safety Standard & Procedures.”

Because there was the potential that not all respondents would have utilized these services in the last year, respondents were first asked the following: “In the last twelve (12) months, have you/ your office utilized Environmental Health & Safety Services?” Of the respondents to the survey, 151 had utilized EHS.

For all of these questions, more than 55% of respondents indicated they had high levels of satisfaction with these areas (Table 9). Respondents were less likely to be dissatisfied with Environmental Health and Safety Services than they were in the prior year’s survey. Almost three-fourths (73%) of respondents were very to extremely satisfied with the courtesy of the staff and 67% with the knowledge and skills of the staff. Respondents were more satisfied with Environmental Health & Safety than any other area included in this survey. The only point of dissatisfaction was with follow-up communication with over 12% of respondents selecting “Very Dissatisfied.” Environmental Health and Safety Services was the only area to receive no “Extremely Dissatisfied” ratings.

Three comments specifically praised EHS for their professionalism.

Table 9: Satisfaction with Environmental Health and Safety, Respondent Percentages

| | Extremely Dissatisfied | Very Dissatisfied | Satisfied | Very Satisfied | Extremely Satisfied | Number of Responses |
|---|------------------------|-------------------|-----------|----------------|---------------------|---------------------|
| Initial Response time of Environmental Health & Safety staff | 0% | 3% | 36.4% | 36.4% | 24.2% | 152 |
| Preparedness of Environmental Health & Safety staff | 0% | 3% | 33.3% | 36.4% | 27.3% | 153 |
| Knowledge/skill of Environmental Health & Safety staff | 0% | 3% | 30.3% | 30.3% | 36.4% | 154 |
| Timely completion of work | 0% | 0% | 39.4% | 39.4% | 21.2% | 151 |
| Follow-up communications by Environmental Health & Safety Staff | 0% | 12.1% | 33.3% | 27.3% | 27.3% | 152 |
| Courtesy of Environmental Health & Safety staff toward the customer | 0% | 0% | 27.3% | 39.4% | 33.3% | 151 |

