



Fall 2013

Facilities and Services

Customer Satisfaction Survey Results

New Mexico State University – Las Cruces

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Fall 2013: Facilities & Services Customer Satisfaction Survey Results

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About This Survey:

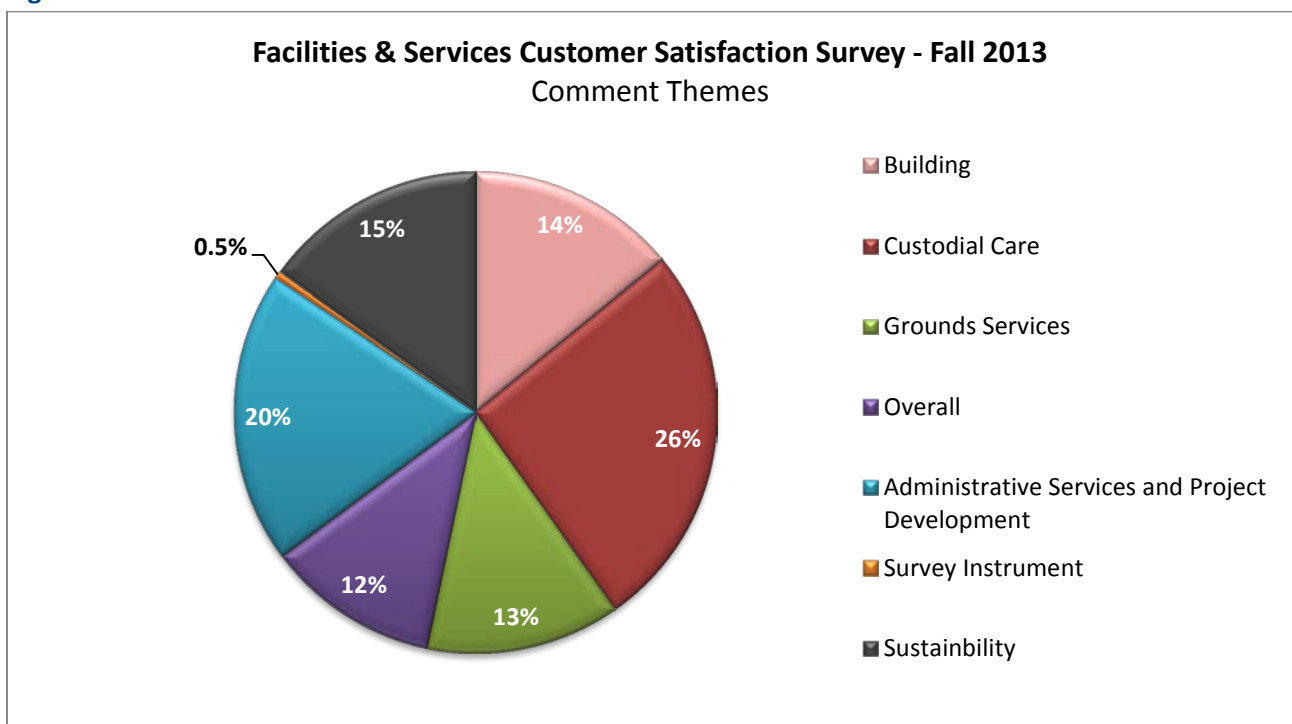
New Mexico State University's (NMSU) Facilities and Services Office (FS) worked with the Office of Institutional Analysis (OIA) to administer the FS Customer Satisfaction Survey. The original survey was designed according to specifications of a Facilities and Services audit and standards set by APPA, the facilities professional organization to which NMSU belongs. The 2013 survey focused on the same questions as in the prior year but added a "neutral" rating to the Likert scale questions. The survey also added new functional areas about the NMSU Fire Department and the Office of Sustainability.

General Response Rates and Summary of Results:

For Fall 2013, 484 total responses were received. This was a slight increase from the 452 responses received for the Fall 2012 survey. Each section of the survey received a different number of responses as few respondents completed the questions for the entire survey. Although overall there were more individual responses to this survey than for last year's survey, there were fewer responses for each section in this year's survey.

Approximately 160 respondents provided comments in the last question in the survey regarding the work provided by FS. The comments were categorized into seven themes (Figure 1).

Figure 1: Comment Themes



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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 the Facilities and Services in the last twelve (12) months?"

Respondents indicated they were satisfied with FS services; about 70% of respondents indicated they were either satisfied or very satisfied with the service they had received (Table 1). This was a substantial increase from the prior year's survey (45%, Fall 2012). However, more than 17% of respondents were dissatisfied overall. This percentage was also much higher than in 2012 (8%). Around 13% of respondents chose "Neutral."

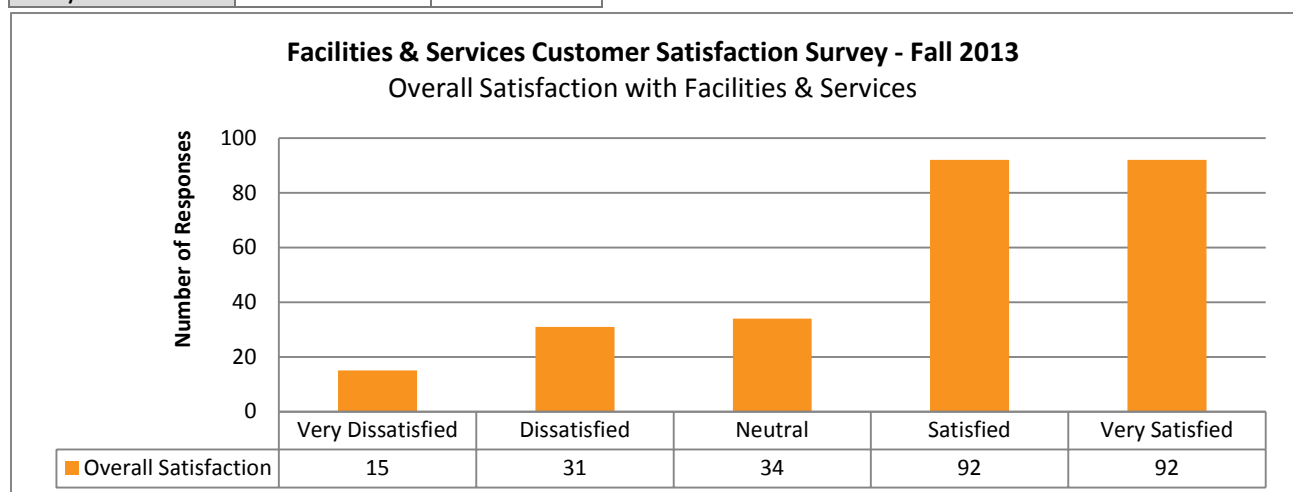
Respondents from twenty-five buildings submitted the overall "Dissatisfied" or "Very Dissatisfied" ratings. Although most buildings had one or two negative ratings, four respondents from Regents Row rated their general satisfaction as "Dissatisfied" or "Very Dissatisfied." Engineering Complex I and Milton Hall each had three respondents submit "Dissatisfied" or "Very Dissatisfied" ratings (Table 2).

Twenty-three (12%) comments referred to general FS services. Sixteen of these comments were positive indicating "FS did an outstanding job overall." Some comments suggested providing better equipment and transportation for FS staff, especially the movers who are constantly on-demand. Other respondents felt communication with FS was an issue. They suggested FS represent itself as one unit instead of "a conglomeration of several departments."

"Generally, I am very pleased with the professionalism and customer service of OFS employees. Many folks admire how well our campus looks and many believe it to be an oasis in the desert. Keep up the good work."

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

| | Overall Satisfaction | % |
|-------------------|----------------------|-------|
| Very Dissatisfied | 15 | 5.7% |
| Dissatisfied | 31 | 11.7% |
| Neutral | 34 | 12.9% |
| Satisfied | 92 | 34.8% |
| Very Satisfied | 92 | 34.8% |



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Table 2: Buildings with a "Dissatisfied" or "Very Dissatisfied" Rating

| Buildings with a Dissatisfied or Very Dissatisfied Rating | |
|--|----------|
| Anderson Hall (PSL) | 1 |
| Astronomy Building | 1 |
| Branson Library | 2 |
| Breland Hall | 1 |
| Business Complex Building | 1 |
| Campus Police/Ag Institute | 1 |
| Chemistry Building | 2 |
| Clara Belle Williams Hall | 1 |
| Computer Center | 2 |
| Corbett Center | 1 |
| Ed and Harold Foreman Engineering Complex | 1 |
| Engineering Complex I | 3 |
| Facilities and Services Office | 1 |
| Gardiner Hall | 1 |
| Gerald Thomas Hall | 1 |
| Guthrie Hall | 1 |
| Health and Social Services Building | 2 |
| Jett Hall | 2 |
| Milton Hall | 3 |
| Natatorium | 1 |
| O'Donnell Hall | 2 |
| Regents Row | 4 |
| Skeen Hall | 2 |
| Stan Fulton Center | 1 |
| Student Health Center | 1 |

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."

Over 60 buildings/areas are represented in the survey responses. Hadley Hall, Gerald Thomas Hall, and Educational Services Center had the highest building affiliation totals with 27, 21, and 20 responses respectively (Table 3).

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Table 3: Number of Responses by Building Affiliation

| Number of Responses by Building Affiliation | |
|--|-----------------|
| Building | Response |
| Academic Research A, B, C | 19 |
| Agricultural Science Center at Alcalde | 1 |
| Alumni & Visitors Center | 2 |
| Anderson Hall (PSL) | 10 |
| Astronomy Building | 5 |
| Barnes & Noble | 3 |
| Biology Annex | 1 |
| Branson Library | 11 |
| Breland Hall | 9 |
| Business Complex Building | 7 |
| Campus Police/Ag Institute | 1 |
| Cervantes Village, Bldg A (Children's Village) | 1 |
| Chemistry Building | 8 |
| Clara Belle Williams Hall | 2 |
| Community Colleges | 1 |
| Computer Center | 7 |
| Corbett Center | 7 |
| Dan W. Williams Hall | 1 |
| Dove Hall | 2 |
| Ed and Harold Foreman Engineering Complex | 6 |
| Educational Services Center | 20 |
| Engineering Complex I | 6 |
| Facilities and Services Motor Pool | 1 |
| Facilities and Services Office | 9 |
| Facilities and Services Recycling Center | 1 |
| Foster Hall | 5 |
| Garcia Annex | 8 |
| Gardiner Hall | 4 |
| Genesis Center C | 1 |
| Genesis Center Office | 2 |
| Gerald Thomas Hall | 21 |
| Goddard Hall | 4 |
| Guthrie Hall | 6 |
| Hadley Hall | 27 |
| Hardman Hall | 1 |
| Health and Social Services Building | 12 |
| Herschel Zohn Theatre | 1 |
| Jacobs Hall | 1 |

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| Number of Responses by Building Affiliation (cont) | |
|--|----|
| James B. Delamater Activity Center | 5 |
| Jett Hall | 6 |
| John Whitlock Hernandez Hall | 1 |
| Jornada USDA Exp. Range HQ (Wooten Hall) | 2 |
| Knox Hall | 4 |
| Milton Hall | 13 |
| Music Building | 3 |
| Natatorium | 2 |
| Neale Hall | 1 |
| New Mexico Dept. of Agriculture | 8 |
| O'Donnell Hall | 8 |
| Regents Row | 15 |
| Rentfrow Gym | 2 |
| Science Hall | 8 |
| Skeen Hall | 18 |
| Small Animal Research Lab | 1 |
| Speech Building | 3 |
| Stan Fulton Center | 3 |
| Stucky Hall | 1 |
| Student Health Center | 2 |
| Sugerman Space Grant Building | 2 |
| Tejada Building, Extension Annex | 1 |
| Thomas & Brown Hall | 1 |
| Track Restroom | 1 |
| Walden Hall | 1 |
| Wells Hall | 1 |
| William B. Conroy Honors Center | 2 |
| Zuhl Library | 4 |

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 76% of respondents indicated they were satisfied or very satisfied with FS custodial services (Table 4). More than 75% of respondents were satisfied or very satisfied with the overall quality of custodial services; and 67% indicated they were very satisfied with the courtesy of the custodial staff. The frequency of custodial services was of concern to nearly one out of every five respondents. Comments suggested that vacuuming, trash pickup, and dusting frequency

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needed improvement. Cleanliness of restrooms was the second area of concern with eleven percent of respondents dissatisfied with restroom cleanliness and nearly 5% very dissatisfied. This varies by building; comments suggest that restrooms in Milton Hall, the Chemistry Building and Regents Row need more attention. There were suggestions to have the restrooms cleaned first thing in the morning so they are ready for each day's visitors. Respondents were more satisfied with the cleanliness of public areas than with the cleanliness of offices and classrooms. The comments implied that personal office space needs to be vacuumed and dusted.

Jett Hall, Health and Social Services, Business Complex and the Chemistry building were mentioned in several comments as needing more custodial care. Branson Library and the Conroy Honors Center would like to have their windows washed.

More than 41% of respondents were satisfied with the effectiveness of the recycling program and an additional 21% were very satisfied. However, nearly 22% were neutral on this question, much higher than the other questions in this section.

Fifty-two (26%) comments referred to Custodial Services. Several comments singled out employees and buildings where custodians perform above expectations. Some comments noted improvements in Custodial Services since last year. Other comments specified areas in need of more attention from Custodial Services. The range of comments indicates a wide variation in opinion by building.

"The custodial staff in our building is very efficient. We are very pleased with their work."

"The floors are not frequently swept in the old section of the Chemistry building...some lab rooms are infrequently swept or mopped."

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

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | # of Responses |
|---|----------------|-----------|---------|--------------|-------------------|----------------|
| Cleanliness of public areas (entryways, lobbies, lounges, etc.) | 37.8% | 38.4% | 10.8% | 10.3% | 2.7% | 370 |
| Cleanliness of restrooms | 35.8% | 37.6% | 10.5% | 11.3% | 4.8% | 372 |
| Cleanliness of offices and classrooms | 30.7% | 38.1% | 16.0% | 11.3% | 3.9% | 362 |
| Courtesy of custodial staff | 66.7% | 24.1% | 6.0% | 2.4% | 0.8% | 369 |
| Frequency of custodial services | 35.9% | 34.0% | 13.3% | 12.8% | 4.1% | 368 |
| Overall quality of custodial services | 38.6% | 36.7% | 11.1% | 9.8% | 3.8% | 368 |
| Sustainability | | | | | | |
| Please rate the effectiveness of the Recycling program. | 21.3% | 41.5% | 21.7% | 11.9% | 3.6% | 253 |

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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."

Respondents were satisfied, although not always very satisfied, with the building and environment services provided by FS (Table 5). Approximately 30% of respondents indicated they were very satisfied with the reliability of utilities in their building, and nearly 50% were satisfied with the lighting. When respondents indicated dissatisfaction with an area, it was usually related to temperature. About 27% of respondents were dissatisfied or very dissatisfied with the temperature in their buildings, especially in Branson Library, Educational Services Center, Garcia Annex, Gerald Thomas Hall, Health and Social Services Building, and Science Hall. Although about 30% of respondents were neutral with regard to handicap access, more than 15% of respondents were dissatisfied or very dissatisfied with handicap access. More signage and repair or additional accommodations for handicap access were suggested.

Of the nearly 200 responses to the question on the effectiveness of energy conservation, nearly a third were dissatisfied to very dissatisfied. However, there were more respondents who said they were very satisfied than there were respondents who were very dissatisfied (Figure 2).

Twenty-eight (14%) comments referred to the building, rooms and environment. Repair requests were mentioned for seven buildings: Ed and Harold Foreman Engineering Complex, Garcia Annex, Gerald Thomas Hall, Goddard Hall, Health and Social Services Building, Milton Hall, and Natatorium. Eight respondents were dissatisfied with the uncomfortable temperature in their buildings. Issues with accessibility include the need for more signage, the need for more handicap accesses, and the need for re-evaluating the key policy. EHS was singled out for excellent service but some respondents suggested improving the EHS website.

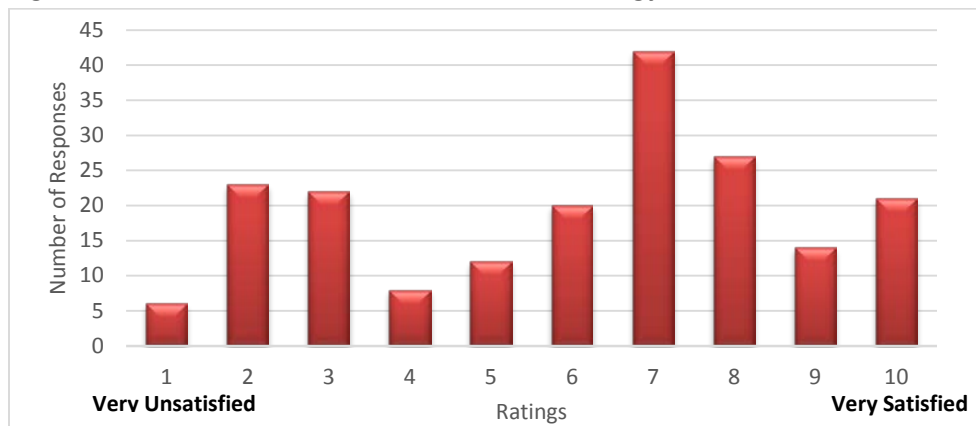
"...we have not had reliable temperature control in our office--we have no windows that we can open and sometimes the temperatures are not conducive for working."

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

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | # of Responses |
|--|----------------|-----------|---------|--------------|-------------------|----------------|
| Temperature | 15.2% | 40.9% | 17.4% | 22.9% | 3.6% | 362 |
| Lighting (Is it adequate for the task?) | 27.3% | 49.2% | 12.4% | 9.1% | 1.9% | 362 |
| Handicap access | 22.2% | 36.4% | 29.2% | 9.4% | 2.8% | 360 |
| Reliability of utilities (electrical power, heating, cooling, meet our needs and have minimal interruptions) | 29.7% | 46.4% | 15.0% | 7.5% | 1.4% | 360 |

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Figure 2: Satisfaction with the Effectiveness of Energy Conservation



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 founded 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."

As reported in past surveys, the Grounds Staff are very courteous. Almost 50% of respondents were very satisfied with the courtesy of the Grounds Staff and another 37% were satisfied (Table 7). Approximately three out of every four respondents were satisfied or very satisfied with the overall quality of Grounds Services, the maintenance of grounds and the quality of the landscape design and maintenance. Respondents were less satisfied with litter management as nearly 14% were dissatisfied to very dissatisfied; however, there were few specific comments regarding littered areas. Although many respondents were neutral on the topic, the quality of pest control had the lowest level of satisfaction (23% very satisfied), and more than 3% of respondents were very dissatisfied. According to some comments, spiders are a problem, especially in outdoor stairways. There were fewer responses related to the effectiveness of the water efficient landscaping and other water conservation measures, and of those who did respond, nearly a fourth (23%) were neutral. Comments indicated some sprinklers pointed into sidewalks and streets, and grass was over-watered in some areas. Some respondents suggested FS should plant more low-water use plants.

Twenty-six (13%) comments specified areas around campus where Ground Services could put more effort and areas that have received improved grounds services. Specifically, Skeen Hall, Garcia Annex, Academic Research (A, B, C), Science Hall, Hardman Hall, Computer Center, Milton Hall, and William B. Conroy Honors Center all have requests for improved landscaping. Different from last year, more comments referred to issues of trees on campus. Although O'Donnell Hall, Breland Hall, and Zuhl Library had requests for removal of dead trees, concerns were voiced regarding the removal of big trees around

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the Chemistry building. Breland Hall respondents suggested more effort be made to reduce invasive weeds and maintain healthy trees. (Appendix A).

"I was a bit concerned about the removal of large trees around the chemistry building complex. I felt they shaded the building which should have saved cooling costs."

"Top of stairways always have many spider webs and spiders which I have been personally bitten time after time."

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

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | # of Responses |
|--|----------------|-----------|---------|--------------|-------------------|----------------|
| Maintenance of grounds (mowing, weeding, trimming, edging, etc.) | 37.8% | 37.6% | 15.1% | 7.3% | 2.2% | 370 |
| Quality of landscape design and maintenance (trees, flowerbeds, etc.) | 35.5% | 37.1% | 15.2% | 9.5% | 2.7% | 369 |
| Litter management | 26.1% | 44.3% | 16.0% | 10.1% | 3.5% | 368 |
| Management of recycling and recycling receptacles | 27.1% | 40.9% | 19.8% | 8.9% | 3.3% | 369 |
| Quality of pest control (indoors and outdoors) | 23.4% | 41.4% | 21.8% | 10.1% | 3.3% | 367 |
| Overall quality of Grounds services | 32.3% | 43.2% | 17.4% | 6.3% | 0.8% | 368 |
| Courtesy of Grounds staff | 49.9% | 37.3% | 10.9% | 1.1% | 0.8% | 367 |
| Sustainability | | | | | | |
| Please grade the effectiveness of the water efficient landscaping and our other water conservation measures. | 22.8% | 40.2% | 22.8% | 8.5% | 5.8% | 224 |

Section 6: Office of Sustainability

"Please rate your level of satisfaction with the following areas as they relate to sustainability at the university."

A section related to the Office of Sustainability was added to this year's survey. Approximately 90 responses were received for the questions in this section, and many of those who responded answered "neutral," perhaps implying that the Office of Sustainability is relatively unknown on campus. Most of those who did respond were satisfied (69%) with the overall quality of sustainability at NMSU. Nearly half of respondents indicated they were very satisfied with the courtesy of sustainability staff, and another third were satisfied. Among different programs, the Toner Recycling program had the highest

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level of satisfaction (68% were satisfied to very satisfied), while 46% of the 90 respondents were neutral on the Environmental Education Program (Table 8).

Thirty (15%) comments referred to sustainability. The lack of recycling bins on campus was a major concern. Respondents suggested more recycling bins were needed and should be placed in better locations.

"NMDA could use more recycling bins, and bigger ones for common areas -- often after a meeting, the recycle bin is full of plastic water bottles, so people begin tossing theirs in the trash!"

Table 7: Satisfaction with the Office of Sustainability, Respondent Percentages

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | # of Responses |
|---|----------------|-----------|---------|--------------|-------------------|----------------|
| Educational programs (tabling, one-on-one meetings, campus presentations) | 20.0% | 43.3% | 35.6% | 0.0% | 1.1% | 90 |
| Website | 19.8% | 47.3% | 30.8% | 1.1% | 1.1% | 91 |
| Toner Recycling Program | 25.3% | 42.9% | 29.7% | 2.2% | 0.0% | 91 |
| Environmental Education Center | 15.6% | 36.7% | 45.6% | 1.1% | 1.1% | 90 |
| Energy Reduction Program | 17.8% | 40.0% | 34.4% | 6.7% | 1.1% | 90 |
| Overall quality of sustainability at NMSU | 22.8% | 45.7% | 22.8% | 8.7% | 0.0% | 92 |
| Courtesy of sustainability staff | 49.5% | 36.3% | 13.2% | 1.1% | 0.0% | 91 |

Section 7: Project Development

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

Approximately 100 (22% of total) responses were received for the questions related to Project Development. Of those who responded 35% were satisfied and an additional 24% were very satisfied with the knowledge and skill of project staff, and slightly more were with the finished product. Respondents were slightly less satisfied with preparedness of project workers; although 28% were neutral, 18% were dissatisfied. However, approximately one in four respondents were dissatisfied to very dissatisfied with the final project budget (23%), the communication throughout the project (26%), and the initial response time for estimating the cost of the project (30%). The timeliness of the project completion was of concern to one out of every three respondents. Nearly one fourth of respondents said they were very dissatisfied with project timeliness (Table 9).

Thirty-nine comments (20%) referred to project development. Comments implied the processing of work orders was too excessive. One comment read "Multiple requests often need to be submitted to

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get a response." Ten comments suggested FS Project Development needs to improve their administration. Respondents felt project managers needed more training on management and customer service. However, respondents did appreciate project managers' hard-work and professionalism. "I have routinely found the office and maintenance staff to be courteous, knowledgeable, efficient, and very helpful."

Only 55 responses were received regarding the importance of sustainability to the project. The mean rating of 3.5 on a scale of 1 (not important at all) to 5 (very important) indicates that, on average, respondents believe sustainability is somewhat important.

"I like personal feedback when work orders are complete-please continue this. It helps reduced further questions/problems."

"Really non-responsive. Little or no contact via phone with project updates."

Table 8: Satisfaction with Facilities and Services Special Projects and Engineering Services, Respondent Percentages

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | # of Responses |
|---|----------------|-----------|---------|--------------|-------------------|----------------|
| Initial response time for estimating cost | 17.1% | 31.4% | 21.9% | 21.0% | 8.6% | 105 |
| Preparedness of Project workers | 19.0% | 35.2% | 27.6% | 11.4% | 6.7% | 105 |
| Knowledge and skill of Project staff | 24.0% | 35.6% | 23.1% | 10.6% | 6.7% | 104 |
| Please rate the satisfaction level with the finished project: | | | | | | |
| Satisfaction with the finished project | 24.5% | 35.3% | 26.5% | 7.8% | 5.9% | 102 |
| The timeliness of the project (on time) | 17.5% | 23.3% | 26.2% | 8.7% | 24.3% | 103 |
| Final budget of project | 15.7% | 27.5% | 33.3% | 13.7% | 9.8% | 102 |
| Communication from Project Development and Engineering throughout the project | 19.6% | 28.4% | 25.5% | 13.7% | 12.7% | 102 |

| | Responses | Mean |
|---|-----------|------|
| How important is sustainability to your project? (5 stars = very important, 1 star = not at all important) | 55 | 3.5 |

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Section 8: Facilities and Services Administrative Services

"In the last twelve 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?"

Approximately a quarter (n=124) of all survey respondents completed the questions on FS administrative services. More than half of respondents were very satisfied with the courtesy of FS staff, and 47% were very satisfied with the professional attitude of FS employees. The knowledge and skill of FS staff and the accuracy of information were also seen as strengths. The only areas that might need improvement were with timeliness of response. While a quarter of respondents were neutral regarding the timeliness of responses to billing inquiries, nearly 15% were dissatisfied to very dissatisfied on the timeliness of response to inquiries about work status (Table 10).

Table 9: Satisfaction with Facilities and Services Administrative Service Areas, Respondent Percentages

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | # of Responses |
|---|----------------|-----------|---------|--------------|-------------------|----------------|
| Timeliness of response to inquiries about work status | 30.6% | 41.9% | 12.9% | 11.3% | 3.2% | 124 |
| Timeliness of responses to inquiries about billing | 26.4% | 40.5% | 25.6% | 5.8% | 1.7% | 121 |
| Courtesy of Facilities and Services staff towards customer | 50.8% | 39.5% | 7.3% | 1.6% | 0.8% | 124 |
| Accuracy of information provided by Facilities and Services employees | 32.5% | 43.1% | 16.3% | 4.1% | 4.1% | 123 |
| Professional attitude of Facilities and Services employees | 47.2% | 39.0% | 8.1% | 4.9% | 0.8% | 123 |
| Knowledge and skill of Facilities and Services staff | 39.0% | 42.3% | 13.0% | 2.4% | 3.3% | 123 |

Section 9: Environmental Health and Safety

"Please rate your level of agreement with the following statements pertaining to Environmental Health & Safety Services."

Over 130 responses were received regarding Environmental Health and Safety. As noted in past surveys, respondents say EHS staff are knowledgeable, helpful and friendly as more than 80% of respondents said they were satisfied to very satisfied with these attributes. Slightly fewer respondents were very satisfied with the effectiveness of the EHS training, EHS understanding, and EHS accessibility. Although one-fourth of respondents were neutral on the topic, the EHS website was not seen as user friendly or helpful by 13% of respondents. EHS was singled out by respondents' comments for excellent service. The comments also provided suggestions to improve the EHS website.

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Table 10: Satisfaction with Environmental Health and Safety (EHS), Respondent Percentages

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | # of Responses |
|--|----------------|-----------|---------|--------------|-------------------|----------------|
| EHS understands my needs and the requirements of my department. | 26.3% | 50.4% | 17.3% | 5.3% | 0.8% | 133 |
| EHS is accessible to its customers (phone, voice mail, email, etc.). | 29.3% | 51.9% | 14.3% | 3.0% | 1.5% | 133 |
| When contacted, an EHS consultation helped facilitate resolution of my problem or issue. | 28.8% | 44.7% | 21.2% | 3.0% | 2.3% | 132 |
| The EHS website is user friendly and helpful in providing access to information, forms, manuals, etc. that I need. | 18.3% | 44.3% | 24.4% | 7.6% | 5.3% | 131 |
| EHS staff provide effective training. | 26.3% | 49.6% | 19.5% | 3.8% | 0.8% | 133 |
| When contacted, EHS staff responded to my requests, or problems, in a timely manner. | 32.1% | 40.5% | 22.9% | 3.8% | 0.8% | 131 |
| Overall, EHS staff are knowledgeable in their areas of specialty. | 37.9% | 48.5% | 10.6% | 2.3% | 0.8% | 132 |
| EHS staff are friendly and helpful when I contact them for services. | 37.9% | 46.2% | 12.1% | 2.3% | 1.5% | 132 |

Section 10: NMSU Fire Department

"Please rate your satisfaction level with the NMSU Fire Department."

NMSU Fire Department was highly rated by respondents. More than 70% of the 69 respondents were very satisfied with the courtesy and professionalism of NMSU Fire Department staff, and nearly two-thirds of these respondents were very satisfied with the timeliness and quality of NMSU Fire Department service. Respondents were more satisfied with NMSU Fire Department than any other area included in this survey.

Table 11: Satisfaction with NMSU Fire Department, Respondent Percentages

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | # of Responses |
|--------------------------|----------------|-----------|---------|--------------|-------------------|----------------|
| Timeliness of service | 65.2% | 29.0% | 4.3% | 1.4% | 0.0% | 69 |
| Quality of service | 68.1% | 26.1% | 2.9% | 1.4% | 1.4% | 69 |
| Courtesy of staff | 72.5% | 18.8% | 5.8% | 1.4% | 1.4% | 69 |
| Professionalism of staff | 71.0% | 20.3% | 5.8% | 1.4% | 1.4% | 69 |
| Service expectation | 63.8% | 27.5% | 5.8% | 1.4% | 1.4% | 69 |

