



Fall 2017

Facilities and Services

Customer Satisfaction Survey Results

New Mexico State University – Las Cruces

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Office of Institutional Analysis



Fall 2017: Facilities & Services Customer Satisfaction Survey Results

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About This Survey:

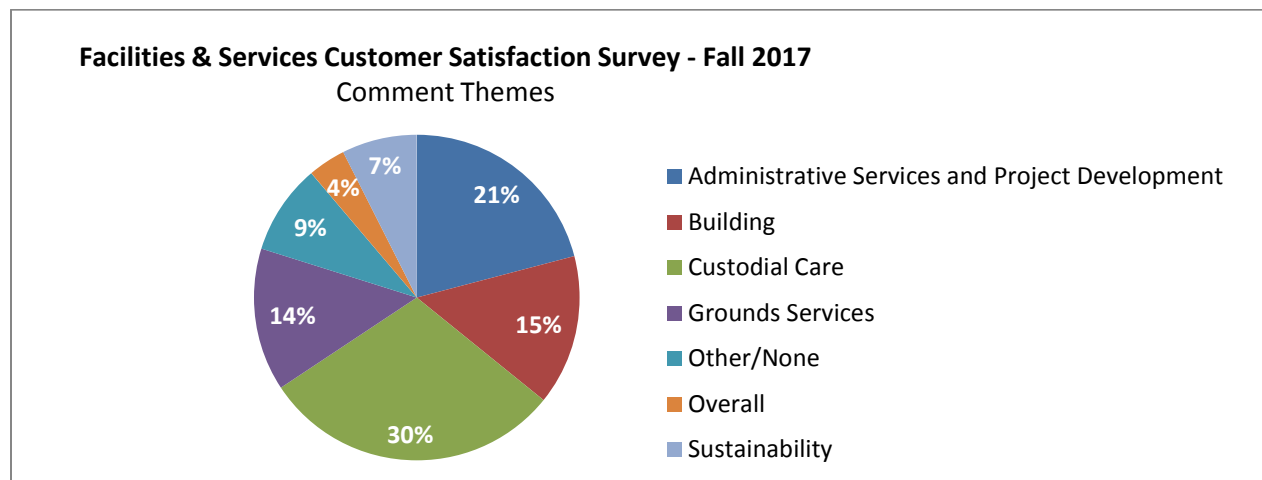
New Mexico State University's (NMSU) Facilities and Services Office (FS) worked with the Office of Institutional Analysis (OIA) to administer the Facilities and Services Customer Satisfaction Survey. The original survey was designed according to specifications of a Facilities and Services audit and standards set by APPA, the facilities professional organization to which NMSU belongs. The 2017 survey contains the same content areas as in the 2016 and 2015 versions.

General Response Rates and Summary of Results:

The Fall 2017 survey received a total of 300 responses. The response rate for the 2017 iteration of the survey was considerably lower than in previous years, when there were 503 responses in 2016 and 467 responses in 2015. However, despite lower response rates for this iteration, the proportion of responses in each of the categories were similar to previous years in percent of response. Much like previous years, the sections of the survey that receive the highest rates of response coincide with the areas of FS that have the highest demand. Areas such as custodial care, grounds maintenance, and building environments averaged 255 responses in most categories, with custodial services receiving the highest rate at 258 total responses. Similar to each of the previous years, the University's Architect and Campus Planning office received the fewest number of responses with 26.

Each year, respondents are given the opportunity to provide comments in the last question of the survey. The comments this year were also proportionally similar to last year's responses in all the major service areas (Figure 1). Two distinct differences were a substantial reduction in the number of overall comments from 24% last year to 9% this year, and no comments were received regarding the survey instrument. The change in overall comments is reflected in more focused comments for the more visible services FS provides. Overall, the comments were largely positive. Many thanked the FS staff for their friendliness and for all the hard work they do to keep NMSU looking beautiful. All comments are summarized by Comment Category in Appendix A and Building Affiliation in Appendix B.

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

This year, the number of respondents who reported being satisfied or very satisfied with the services they received from Facilities and Services reached 72% (Table 1). This was a 2% decrease from last year, when 74% of respondents indicated they were satisfied or very satisfied with the services provided by FS. The number of respondents who reported being dissatisfied or very dissatisfied with the overall work of FS increased slightly this year to 17%, when compared to last year's combined dissatisfaction of 15% (Figure 2). This year, slightly more respondents were satisfied (37%), as opposed to very satisfied (36%). Last year, 34% were satisfied and 40% reported being very satisfied, while the number of individuals who were neutral in their response remained equal to last year (11%).

General satisfaction in the work provided by Facilities and Services has remained positive throughout the years. This is not only reflected in the number of satisfied respondents but also in the numerous comments provided by respondents, the majority of which have remained positive. Respondents generally give high praise for the hard work FS staff are committed to doing every day to maintain the grounds and to keep the buildings clean. The more critical comments consisted of maintenance requests taking too long to complete and the noticeable decline in staffing. However, these critiques are often tempered by the reality that budget cuts and financial difficulties reach beyond the walls of FS. These findings are similar to those observed in prior iterations of the survey.

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

	Responses	Percent
Very Dissatisfied	10	6%
Dissatisfied	19	11%
Neutral	19	11%
Satisfied	64	37%
Very Satisfied	62	36%
Total	174	100%

Figure 2: General Satisfaction with Facilities and Services



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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."

There were 61 buildings/areas represented in the survey responses this year. This was a drop in the number of buildings reported from previous years; 70 buildings were counted in last year's survey and 80 in the 2015 iteration. Buildings associated with the highest response totals were the group of Academic Research A, B, C (18), Facilities and Services Shops and Units (16), Anderson Hall/PSL (11), and Educational Services Center (11) (Table 2). Each year, the number of buildings represented and the varied concerns within each changes, representing the ever-changing needs of the Las Cruces campus.

Table 2: Number of Responses by Building Affiliation

Building	Responses	Building	Responses
Academic Research A, B, C	18	Gerald Thomas Hall	6
Agricultural Science Centers	2	Goddard Hall	2
Alumni & Visitors Center	2	Guthrie Hall	4
American Indian Student Center	1	Hadley Hall	9
Anderson Hall (PSL)	11	Hardman and Jacobs	6
ASNMSU Center for the Arts	1	Health and Social Services Building	7
Astronomy Building	2	James B. Delamater Activity Center	6
Barnes & Noble	1	Jett Hall/Annex	2
Branson Library	8	John Whitlock Hernandez Hall	1
Breland Hall	9	Knox Hall	3
Business Complex Building	6	Milton Hall	7
Campus Health Center	3	Music Building	2
Campus Police/Ag Institute	3	Neale Hall	3
Cervantes Village Apartment Complex	1	Nematology Building	1
Cervantes Village - Children's Village	1	New Mexico Dept. of Agriculture	3
Chemistry Building	8	O'Donnell Hall	10
Computer Center	3	Pan American Center	2
Corbett Center	9	Pete V. Domenici Hall	1
Dan W. Williams Hall/Annex	1	Peanut Grading Station	1
Dove Hall	2	Pinon Hall	1
Ed and Harold Foreman Engineering Complex	3	Regents Row	1
Educational Services Center	11	Roberts Hall	2
Engineering Complex I	2	Science Hall	9
Facilities and Services Shops and Units	16	Skeen Hall	8
Fire Station	4	Speech Building	1
Foster Hall	3	Thomas & Brown Hall	3
Fulton Athletic Center	4	Wells Hall	1
Garcia Annex	3	Wind Tunnel	1
Garcia Residence Hall	2	Young Hall	1
Gardiner Hall	4	Zuhl Library	2
Genesis Center (A,B,C and Office)	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."

Keeping the offices, classrooms, and public spaces clean on the Las Cruces campus takes a fair amount of resources and work force. As a result, custodial services represents the largest portion of services provided by FS and one of its most visible. This year, 258 respondents provided feedback on the work provided by the custodial staff. In general, most respondents were supportive of the efforts put out by the custodial staff in all areas measured. However, this year the overall satisfaction of custodial services dropped to 63% among respondents who were satisfied or very satisfied, down 8% from last year's 71% (Table 3).

A constant every year not only in custodial services but also throughout all FS departments is courtesy from the staff. This year was no different as 61% of respondents were very satisfied with the courtesy of custodial staff and there was a combined (very satisfied and satisfied) satisfaction rate of 82%. Frequency of custodial services had the highest rate of respondents who were dissatisfied or very dissatisfied (25%). This was a 5% increase over last year's level of dissatisfaction with frequency of cleaning.

The strain placed on the custodial staff to maintain each building is reflected in the level of combined satisfaction (satisfied or very satisfied) and combined dissatisfaction (dissatisfied and very dissatisfied), for each of the custodial care categories, which were lower for those who were satisfied and higher among those who were dissatisfied when compared to 2016 results. This year, respondents who were satisfied or very satisfied dropped 4% for cleanliness of restrooms (67%), 5% for courtesy of custodial staff (82%), 6% for cleanliness of public areas (68%), 8% for overall quality (63%), 9% for frequency of services (53%), and 10% for cleanliness of offices and classrooms (57%) when compared to 2016 results. The main difference in cleanliness of offices and classrooms came from a 7% decline in respondents who were 'very satisfied' this year. The decline in combined satisfaction levels meant that more respondents expressed dissatisfaction in the custodial services provided by FS. While most of the categories saw a 2% to 3% increase in combined dissatisfaction, the overall quality of custodial services experienced a 4% increase in combined dissatisfaction over last year's 15%, and frequency of services experienced the highest difference compared to last year, increasing from 15% to 19% in combined dissatisfaction.

Satisfaction with the effectiveness of the recycling program declined this year, as it has over the last two years. This year, 57% of respondents were satisfied or very satisfied with the recycling program, down from 62% in 2016 and 70% in 2015.

The total number of comments referencing Custodial Care increased this year to 40 (30%). The comments were somewhat reflective of the level of satisfaction given by respondents. Many of the positive comments praised the staff and their efforts to maintain clean offices and classrooms, while negative comments focused on public areas and the low frequency of cleaning in these areas.

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Table 3: Satisfaction with Facilities and Services Custodial Services, Respondent Percentages

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Cleanliness of public areas (entryways, lobbies, lounges, etc.)	31.1%	36.6%	14.0%	13.6%	4.7%	257
Cleanliness of restrooms	29.8%	36.8%	13.6%	12.4%	7.4%	258
Cleanliness of offices and classrooms	23.7%	33.5%	22.6%	13.6%	6.6%	257
Courtesy of custodial staff	61.3%	20.3%	14.5%	1.2%	2.7%	256
Frequency of custodial services	27.2%	25.6%	22.8%	16.5%	7.9%	254
Overall quality of custodial services	31.8%	31.0%	17.8%	13.2%	6.2%	258
Sustainability						
Please rate the effectiveness of the Recycling program	21.7%	35.4%	19.4%	16.6%	6.9%	175

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."

Every year, roughly half of respondents feel their building is too hot or too cold. This year was no different, as 51% of respondents stated they were satisfied or very satisfied with the temperature in their building (Table 4). This was slightly less than last year's combined satisfaction rate of 57% and 2015 with 54% combined satisfaction. Approximately four out of five respondents felt the lighting in their building was adequate. The combined total of those who were satisfied or very satisfied was 80% this year, down 3% from last year's 83%. In terms of building environment, comfortable room temperature is a constant issue every year—this is also expressed in half the building comments which mention the temperature inside the building.

The percentage of respondents who felt the reliability of utilities, which includes electrical power, heating, and cooling, was satisfactory stayed relatively identical to last year's responses at 78%. This year, 67% of respondents were satisfied or very satisfied with handicap access in their building. This small improvement was the result of a two percent increase among those who were satisfied this year.

Over the past three years, the effectiveness of energy conservation has increased roughly 5% each year from 10% in 2014, 15% in 2015, and 21% in 2016. This year, those who were very satisfied remained the same at 21% (Figure 3), while the number of those who were less than satisfied decreased by 2%.

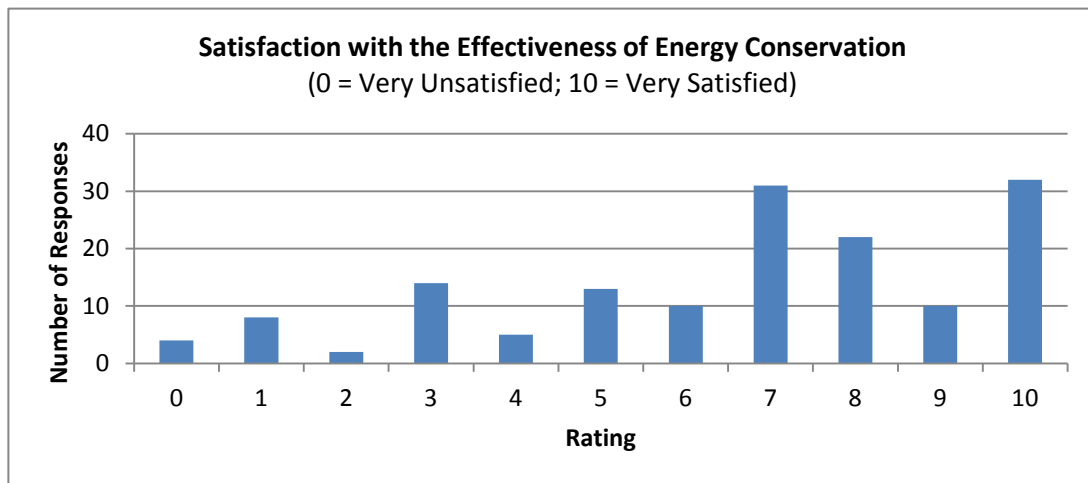
As reported earlier in this section, concerns about building environments have remained fairly consistent over the years, as can be seen in the comments pertaining to this section. Fifteen percent of the comments conveyed were centered on building concerns. The bulk of these comments were temperature related and repair requests. Respondents were often distressed they could not control the temperature in their office. Others commented on the lack of upkeep of the building and the infrastructure. Several comments highlighted the dangers of ill-maintained buildings and equipment.

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Table 4: Satisfaction with Facilities and Services Building, Environmental and Utilities Services, Respondent Percentages

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Temperature	14.8%	36.6%	21.0%	18.7%	8.9%	257
Lighting (is it adequate for the task?)	32.0%	47.7%	12.5%	5.5%	2.3%	256
Handicap access	23.7%	43.1%	26.9%	2.8%	3.6%	253
Reliability of utilities (electrical power, heating, cooling, meet our needs and have minimal interruptions)	35.5%	42.2%	11.7%	7.8%	2.7%	256

Figure 3: 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."

Grounds maintenance is another area of FS with high demand and high visibility. Consequently, their services are more apt to receive greater praise or harsher scrutiny. This year, grounds maintenance experienced lower satisfaction rates in each of its respective categories when compared to the past two years. The largest difference in any one category was an 11% drop among those who were satisfied or very satisfied with the mowing, weeding, trimming, etc. when compared to last year, shifting from 79% in 2016 to 68% in 2017 (Table 5). Litter management experienced the smallest change from last year's results, dropping 4% this year to 67%. Management of recycling and recycling receptacles, which had increased 5% last year amongst respondents who were satisfied or very satisfied, experienced a 5% decrease this year, returning to the 67% it received in 2015. A bright spot every year is the genuine level of courtesy the grounds staff demonstrates with each interaction, and this year was no different. Over

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half (52%) of respondents stated they were ‘very satisfied’ with the courteousness of grounds staff, with an additional 27% reported being ‘satisfied’, bringing the combined satisfaction rate of grounds staff courtesy to 80%.

Quality of landscaping design and maintenance dropped slightly from the three quarters approval rate last year to just under 70% this year for those who said they were satisfied or very satisfied. Quality of pest control (64%) experienced a 6% drop among those who were satisfied or very satisfied compared to last year’s results. Because each of the individual categories experienced some decline this year, the overall quality of grounds services also experienced a decline. This year, 70% of respondents were satisfied or very satisfied with the overall work of grounds services—a 9% drop from last year.

There was an increase in the number of comments related to Grounds Services this year (14%), as more comments focused on specific issues within each department. The majority of comments provided reference the desire and hard work of the staff to keep the campus looking beautiful, and the friendly smiles and courteousness given to students, staff, and faculty. Several comments discussed the continued need for eco-friendly xeriscaping and better watering schemes. In addition to the positive comment, respondents also expressed the need for increasing weed removal and trimming trees, many of which block signs and break through sidewalks. Litter and grass trimming on walkways were also concerns expressed by many.

Table 5: Satisfaction with Facilities and Services Ground Services, Respondent Percentages

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Maintenance of grounds (mowing, weeding, trimming, edging, etc.)	25.9%	42.0%	14.9%	11.8%	5.5%	255
Quality of landscape design and maintenance (trees, flowerbeds, etc.)	27.5%	41.2%	15.7%	12.2%	3.5%	255
Litter management	23.1%	43.5%	14.5%	13.7%	5.1%	255
Management of recycling and recycling receptacles	24.8%	41.7%	17.3%	10.6%	5.5%	254
Quality of pest control (indoors and outdoors)	27.0%	37.3%	21.4%	9.5%	4.8%	252
Overall quality of Grounds services	26.7%	43.5%	19.2%	7.1%	3.5%	255
Courtesy of Grounds staff	52.4%	27.4%	17.5%	0.8%	2.0%	252
Sustainability						
Please grade the effectiveness of the water efficient landscaping and our other water conservation measures	26.6%	36.4%	22.4%	10.5%	4.2%	143

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Section 6: Office of Sustainability

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

Over the last four years, the Office of Sustainability has seen a small decline in the total number of responses it receives each year as part of this survey. This year, the total number fell by nearly half of what has been customary over recent years, dropping from 82 respondents in 2016 to 47 in 2017. Despite this decline, the proportion of responses in each of the seven categories was similar to previous years. This was particularly true of respondents who answered 'neutral' which, each year, receives the largest percentage of responses in most categories. Similar to last year, Environmental Education Center (EEC) had the highest 'neutral' response rate (51%). This was also the highest response rate in any particular category regarding Sustainability (Table 6). Courtesy of the sustainability staff had the highest combined scores, with 70% responding as satisfied or very satisfied. This was a slight increase over last year's 68%.

The overall quality of sustainability at NMSU experienced a double-digit decline for the second year in a row, dropping 11% in 2017 (48%) from 59% in 2016. Satisfaction with both the educational programs (tabling, campus presentations, etc.) and the Toner Recycling program declined 5% this year receiving 49% and 52%, respectively, in combined satisfaction. The biggest improvement came from the Energy Reduction Program, which increased 8% from last year's 49% to 57% this year for satisfied or very satisfied responses. Another bright spot was the sustainability website in which combined satisfaction increased 4% over last year.

Issues concerned with sustainability on campus received 7% of the comments provided this year. Sustainability comments were split between two central themes of recycling and water conservation. Several comments noted inconsistencies with picking up recycling, noting bins were often overflowing. Others applauded the efforts of placing more recycling bins outdoors. Water conservation comments focused on the amount of water wasted with broken or misdirected sprinklers, and the watering of xeriscape yards and non-green landscape.

Table 6: Satisfaction with the Office of Sustainability, Respondent Percentages

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Educational programs (tabling, one-on-one meetings, campus presentations)	13.3%	35.6%	44.4%	4.4%	2.2%	45
Website	13.3%	44.4%	35.6%	4.4%	2.2%	45
Toner Recycling Program	18.2%	34.1%	38.6%	6.8%	2.3%	44
Environmental Education Center	13.3%	31.1%	51.1%	2.2%	2.2%	45
Energy Reduction Program	23.9%	32.6%	37.0%	2.2%	4.3%	46
Overall quality of sustainability at NMSU	17.4%	30.4%	39.1%	8.7%	4.3%	46
Courtesy of sustainability staff	44.7%	25.5%	23.4%	0.0%	6.4%	47

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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?"

Project Development and Engineering received 56 responses this year. This was a sizeable decline from last year's 72 responses, and 77 responses in 2015. This decline may be due to fewer respondents utilizing these services over the years. Project Development is split into two sections: *satisfaction with staff* and *satisfaction with finished projects*. Both sections improved in each of its respective categories over last year's results. In the first section, knowledge and skill of project staff, like last year, received the highest percentage of respondents who were satisfied or very satisfied, improving 11% from 49% in 2016 to 60% in 2017.

The second section, *satisfaction with finished projects*, improved in all categories, as more respondents were satisfied with project outcomes. Communication throughout the project had the largest increase over last year, increasing from 41% satisfied and very satisfied respondents in 2016 to 54% this year. Satisfaction with the finished project had the highest rate of satisfied and very satisfied respondents with a 64% combined satisfaction.

Like previous years, many of the comments related to project development were concerned with efficiency: timeliness of the project and communication. Respondents had concerns with efficiency due to several departments being involved in one project, or the inability to receive an estimate in a timely manner. Other respondents, however, were happy with the quick response to work orders and the courtesy and helpfulness of the staff involved.

This year, the mean rating of the importance of sustainability to a project dropped slightly to 3.4 (1-not important at all to 5-very important). This rating would suggest that respondents still believe sustainability for a project remains important.

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

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Satisfaction with Staff						
Initial response time for estimating cost	8.9%	35.7%	33.9%	12.5%	8.9%	56
Preparedness of Project Managers/Estimators	12.7%	36.4%	30.9%	10.9%	9.1%	55
Knowledge and skill of Project staff	20.0%	40.0%	25.5%	5.5%	9.1%	55
Satisfaction with Finished Project						
Satisfaction with the finished project	21.4%	42.9%	19.6%	7.1%	8.9%	56
The timeliness of the project (on time)	13.0%	38.9%	25.9%	9.3%	13.0%	54
Final budget of project	11.1%	31.5%	40.7%	5.6%	11.1%	54

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Communication from Project Development and Engineering throughout the project	14.8%	38.9%	24.1%	5.6%	16.7%	54
	Responses				Mean	
How important is sustainability to your project? (5 stars = very important, 1 star = not at all important)	37				3.4	

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?"

There were 80 responses received in the section of FS Administrative Services. This was slightly lower than the number of responses in previous years (Table 8). With the exception of timeliness of response to work status which dropped 3% from last year in combined satisfaction, all the categories in this section saw improvements over last year's results. The largest improvement (10%) this year was in knowledge and skill of FS staff, with 81% of respondents saying they were satisfied or very satisfied. Courtesy of FS staff towards customers had the highest percentage of combined satisfaction at 89%. Courtesy of staff has seen an increase over the last couple of years.

Many of the comments received this year concerning Administrative Services reflected their responses in their level of satisfaction. Many comments mentioned the courtesy and knowledge of the FS staff, but many expressed concerns regarding how supervisory staff and administrators responded to inquiries of work status and suggestions for efficiency.

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

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Timeliness of response to inquiries about work status	32.5%	37.5%	11.3%	13.8%	5.0%	80
Timeliness of responses to inquiries about billing	28.9%	34.2%	27.6%	5.3%	3.9%	76
Courtesy of Facilities and Services staff towards customer	46.3%	42.5%	6.3%	1.3%	3.8%	80
Accuracy of information provided by Facilities and Services employees	30.0%	45.0%	17.5%	3.8%	3.8%	80
Professional attitude of Facilities and Services employees	40.0%	40.0%	11.3%	5.0%	3.8%	80
Knowledge and skill of Facilities and Services staff	38.0%	43.0%	8.9%	6.3%	3.8%	79

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Section 9: Environmental Health and Safety

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

Ninety-eight respondents answered some portion of the Environmental Health and Safety (EHS) section of the survey (Table 9). This was slightly lower than the 133 responses received in 2016. While last year experienced a slight decline in all areas, this year all the areas of EHS showed increases among those who were satisfied or very satisfied. The area with the lowest combined satisfaction rate was the EHS website, with a 68% satisfaction rate; however, this was a 4% increase over last year's 64% combined satisfaction. All other areas of EHS received high satisfaction rates, with at least four-fifths of respondents being satisfied or very satisfied with the services provided in each respective section. Knowledge in their areas of specialty received the highest percentage of respondents who were satisfied or very satisfied (87%). Understanding my needs and the requirements of my department had the largest increase in combined satisfaction from last year, increasing 7% from 73% in 2016 to 80% in 2017.

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

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Environmental Health & Safety understands my needs and the requirements of my department	35.7%	43.9%	15.3%	3.1%	2.0%	98
Environmental Health & Safety is accessible to its customers (phone, voice mail, email, etc.)	44.9%	37.8%	15.3%	1.0%	1.0%	98
When contacted, an Environmental Health & Safety consultation helped facilitate resolution of my problem or issue	43.8%	35.4%	15.6%	3.1%	2.1%	96
The Environmental Health & Safety website is user friendly and helpful in providing access to information, forms, manuals, etc. that I need	27.6%	40.8%	26.5%	3.1%	2.0%	98
Environmental Health & Safety staff provide effective training	41.8%	38.8%	14.3%	4.1%	1.0%	98
When contacted, Environmental Health & Safety staff responded to my requests, or problems, in a timely manner	46.4%	35.1%	14.4%	1.0%	3.1%	97
Overall, Environmental Health & Safety staff are knowledgeable in their areas of specialty	49.5%	37.1%	10.3%	1.0%	2.1%	97
Environmental Health & Safety staff are friendly and helpful when I contact them for services	55.1%	30.6%	11.2%	1.0%	2.0%	98

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Section 10: NMSU Fire Department

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

The NMSU Fire Department continually receives the highest satisfaction ratings of all the FS units. Year after year, they exceed 90% in every category for those who report being satisfied or very satisfied (Table 10). This year was no different, as all combined satisfaction ratings exceeded 90%, and all but one category was higher this year than last year. Quality of service was 1% lower this year in combined satisfaction when compared to last year, scoring 93% in 2017, versus 94% in 2016. Of particular interest this year was the absence of dissatisfied or very dissatisfied responses in any categories, except for timeliness of service which received 1.6% in the dissatisfied column. The total number of responses this year (61) was close to that of last year (68).

Table 10: Satisfaction with NMSU Fire Department, Respondent Percentages

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Timeliness of service	62.3%	29.5%	6.6%	1.6%	0.0%	61
Quality of service	62.3%	31.1%	6.6%	0.0%	0.0%	61
Courtesy of staff	68.9%	27.9%	3.3%	0.0%	0.0%	61
Professionalism of staff	70.5%	24.6%	4.9%	0.0%	0.0%	61
Service expectation	62.3%	31.1%	6.6%	0.0%	0.0%	61

Section 11: NMSU Office of University Architect and Campus Planning

"Please rate your satisfaction with the NMSU Office of University Architect and Campus Planning."

There were 39 responses received in the section of Office of University Architect and Campus Planning (UACP), which was slightly less than the 43 responses received the previous year (Table 11). Courtesy of staff and professionalism of staff both had the highest percentage of respondents who were satisfied or very satisfied at 72% each. Timeliness of service (64%) and service expectation (56%) both were roughly 5% lower this year when compared to last year. Similarly, quality of service (62%) and annual space survey (51%) both scored about 9% less in combined satisfied or very satisfied scores when compared to 2016. The largest year-to-year difference came from quality of recent service, which had a -30% difference between those who were satisfied or very satisfied in 2017 (58%) compared to 2016 (88%).

Table 11: Satisfaction with NMSU Office of University Architect and Campus Planning, Respondent Percentages

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Timeliness of service	28.2%	35.9%	23.1%	5.1%	7.7%	39
Quality of service	35.9%	25.6%	20.5%	12.8%	5.1%	39
Courtesy of staff	41.0%	30.8%	17.9%	2.6%	7.7%	39
Professionalism of staff	38.5%	33.3%	17.9%	5.1%	5.1%	39
Service expectation	33.3%	23.1%	28.2%	7.7%	7.7%	39
Annual Space Survey	27.0%	24.3%	35.1%	5.4%	8.1%	37
Quality of recent service	50.0%	7.7%	15.4%	19.2%	7.7%	26

Fall 2017: Facilities & Services Customer Satisfaction Survey Results

Section 12: Final Question and Comments

"If you have any further concerns or comments regarding the work provided by Facilities and Services, or recommendations for services you feel Facilities and Services should explore providing in the future, please feel free to share them here."

The final question provided respondents the opportunity to comment on questions or suggestions they may have about FS services. Responses were limited to 5,000 characters. Over the past couple of years, the comments provided have been coded into seven general themes, which have remained similar year to year. This is largely due to the comments remaining similar over time. This year, however, there was a slight change in the comment coding. Because no respondents mentioned any issues with the survey instrument or the survey in general this year, the coding theme of "survey instrument" was dropped. In its place, a separate category of "Other/None" was added to include several comments that did not fit neatly into one specific category or those comments which were simply responded with "None." Additionally, several comments had multiple themes regarding specific issues. These comments were coded with into multiple themes and are listed within each specific theme category to highlight their importance.

Much like in previous years, respondents often take advantage of the comment section to praise FS workers by name, and to state their appreciation for work well done by the various FS units. This year, comments focused more on specific topics or detailed particular concerns respondents had with FS. A number of comments praised the custodial staff who work hard to keep buildings and grounds clean despite having extra responsibilities added to their workload each year. Other comments recognize the hard work but feel it necessary to point out areas that may need additional attention. Recurring themes include building temperature issues, poor water management of landscaping, parking needs, and employee friendliness.

The comments are sorted by comment category in Appendix A and by building affiliation in Appendix B.