



Fall 2018 Facilities and Services

Customer Satisfaction Survey Results

New Mexico State University – Las Cruces

Office of Institutional Analysis



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About This Survey:

New Mexico State University's (NMSU) Office of Facilities and Services (FS) worked with the Office of Institutional Analysis 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 2018 survey contains the same content areas as in prior year's versions.

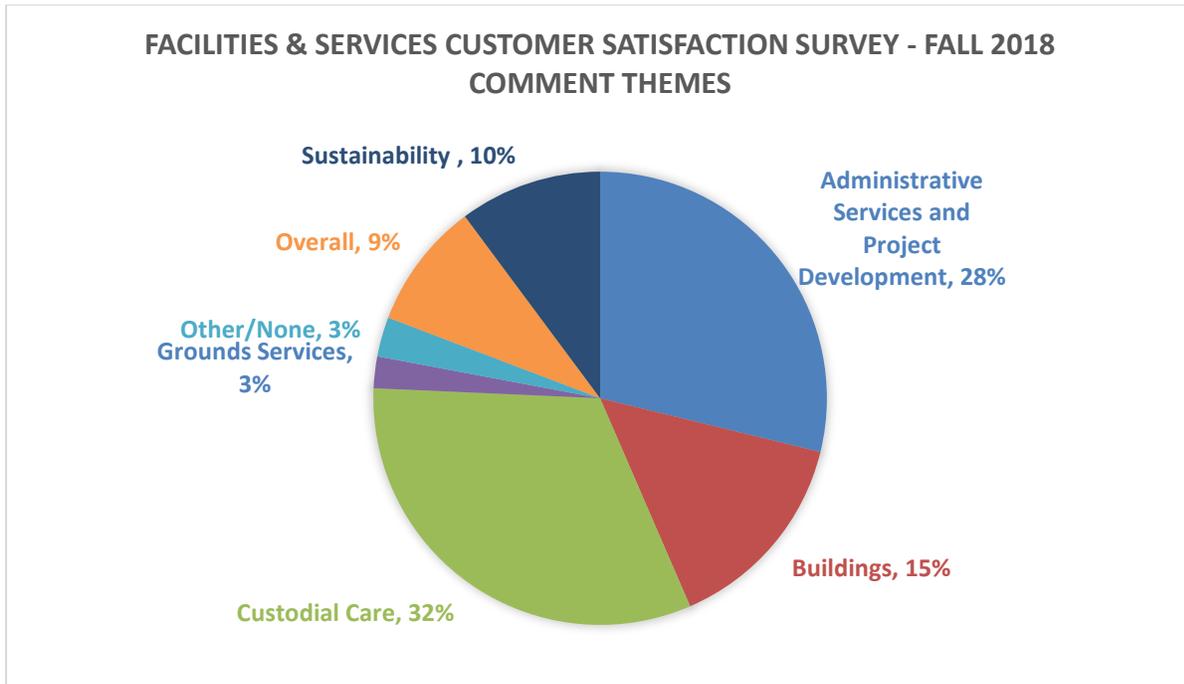
General Response Rates and Summary of Results:

The 2018 iteration of the FS Customer Satisfaction Survey received a total of the 386 response. This was an increase from last year's response rate of 300 total participants. Of those responding, 47% provided comments at the end of the survey. This equated to 177 individualized comments. These were carefully reviewed and organized by both category and sub-category to facilitate identification, as well as by building to bring attention to those areas that are most in need of attention. Facilities and Services provides a wide range of services on campus, including grounds maintenance, custodial services, building repairs, emergency service, and recycling services. Many of these essential services are used daily by NMSU faculty and staff members. As a result, high demand services received the highest response rates on the survey. Custodial services clean offices, classrooms, and public spaces, daily, making it one of the most visible services, and the area with the highest response rate with 386 replies. Grounds maintenance, which ensures our sidewalks are clean, trees are trimmed, and grass is watered, received the second highest rate of response with 381 replies. Building environment and utilities, which includes maintaining building temperatures, lighting, and utilities had 379 responses, rounding out the top three areas of service. Other areas that may not be as visible, but equally important, include the Office of Sustainability (76 responses), Environmental Health and Safety (101 responses), and the Fire Department (85 responses), as well as other areas listed below. The service area with the least number of responses was the University's Architect and Campus Planning office (49 responses), which each year receives the least number of responses.

Every year respondents provide valuable feedback in the form of comments. Comments provide a more detailed look at issues and concerns, often providing specific detail of why something is or isn't working. This year, the majority of comments were centered around Administrative Services and Project Development (28%). One area of concern that regularly came up was the need to streamline the work order process, or at a minimum make it more efficient. Finding out the status of work orders, and when a job might be completed was a common theme. Custodial Care was also an area that received numerous comments (32%). Respondents expressed the need to have offices, classrooms and hallways cleaned more often. Other areas of concern were building temperatures, water management, and recycling/sustainability issues. Lastly, and a common thread in every year's comments is the desire to thank FS staff for all the hard work they do. Respondents realize every department may be understaffed or working extra hours, but they appreciate the efforts of the FS staff and their upbeat, courteous demeanor, which was expressed in several of the comments.

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Figure 1: Comment Themes



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?"

There was a substantially greater number of total responses in the Fall 2018 survey – 263 compared to 174 – to the first question asking for input on overall satisfaction with Facilities and Services. The satisfaction rates remained essentially the same, with a drop of just 1%. Table 1 below, offers a direct comparison between the two aggregations for Fall survey years 2017 and 2018.

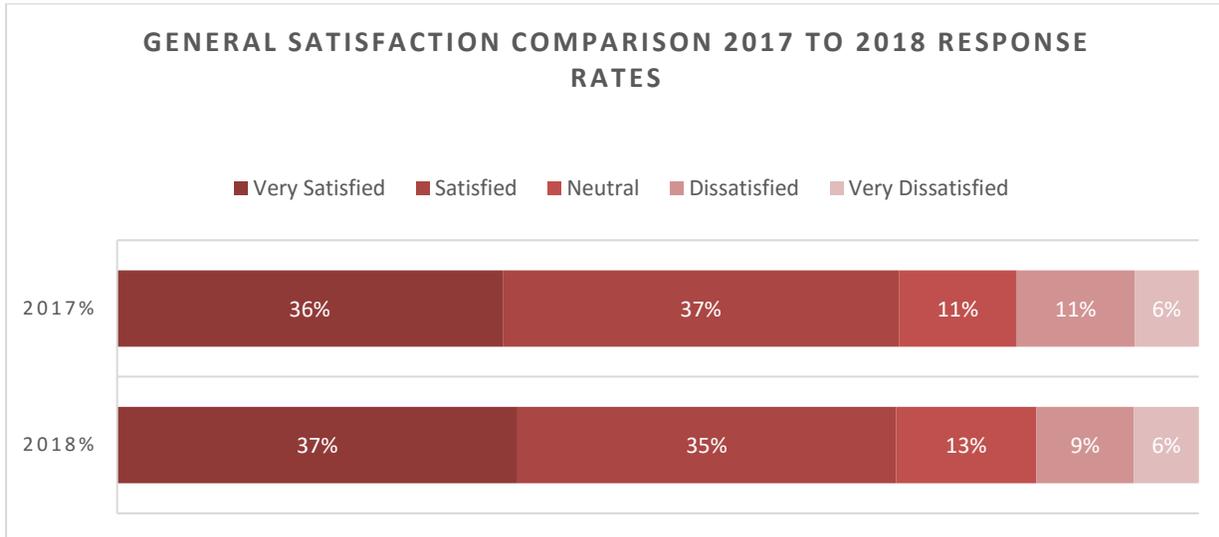
Table 1: General Satisfaction with Facilities and Services, Respondent Percentages

	2017 Responses	2017 Percent	2018 Responses	2018 Percent	Change in Response Rate
Very Dissatisfied	10	6%	15	6%	0%
Dissatisfied	19	11%	23	9%	-2%
Neutral	19	11%	34	13%	2%
Satisfied	64	37%	93	35%	-2%
Very Satisfied	62	36%	98	37%	1%
Total	174	100%	263	100%	

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Figure 2 offers a visual comparison of the very close satisfaction rates across the 2-year period. The rates of change in the satisfaction levels are almost the same and so it is fair to say that the performance of OFS staff has been consistent. Most respondents, 72% this year, are either *Satisfied* or *Very Satisfied*, compared to 73% in 2017. The rate of *Dissatisfied* customers has dropped by 2% but the rate of those who are *Very Dissatisfied* has remained at the same 6%.

Figure 2: General Satisfaction Comparison 2017 to 2018 Response Rates



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 76 buildings/areas represented in the survey responses this year, not including the category of no building specified. This year, the count of buildings listed was 15 more than last year's 61. The number of buildings reporting fluctuates over time: 70 buildings were reported in the Fall 2016 survey and 80 in the Fall 2015 survey. Buildings that had the highest number of responses this year were Academic Research A, B, C and Gerald Thomas Hall (21 each); Anderson Hall (19); the Health & Social Services Building and O'Donnell Hall (17 each); Hadley Hall (16); Milton Hall (14); and, Corbett Center (13). Locations with 10 or more responses are highlighted in Table 2.

This year, the analysis looked not only at the overall response frequencies and top frequencies by building but also at the changing distribution of the building responses. Fifty-five (55) buildings included in last year's survey were also included in Fall 2018. Two (2) dropped off, 18 were added, and three were renamed.

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Table 2: Number of Responses by Building Affiliation

Building	Responses	Building	Responses
Academic Research A, B, C	21	Goddard Annex	1
Aggie Health and Wellness Center	3	Goddard Hall	3
Agricultural Science Centers	4	Guthrie Hall	8
American Indian Student Center	2	Hadley Hall	16
Anderson Hall (PSL)	19	Hardman and Jacobs	6
Apache Point Observatory	1	Health and Social Services Building	17
Arrowhead Center	1	Housing & Bookstore Warehouse	1
ASNMSU Center for the Arts	3	James B. Delamater Activity Center	6
Astronomy Building	4	James B. Delamater Activity Center	1
Barnes & Noble	2	Jett Hall/Annex	4
Branson Library	10	John Whitlock Hernandez Hall	1
Breland Hall	11	Knox Hall	3
Business Complex Building	7	Milton Hall	14
Campus Health Center	4	Music Building	1
Campus Police/Ag Institute	3	Myrna's Children's Village	2
Cervantes Village - Children's Village	2	Nason House	1
Chemistry Building	5	Neale Hall	1
Clara Belle Williams Hall	1	New Mexico Dept. of Agriculture	9
Cole Village	1	No Building specified	12
College of Health and Social Services ANNEX	1	O'Donnell Hall	17
Computer Center	6	O'Laughlin House	1
Corbett Center	13	Pete V. Domenici Hall	2
Dan W. Williams Hall/Annex	1	Pinon Hall	2
Dove Hall	5	Quay County Extension Office - Terry	1
Ed & Harold Foreman Engineering Complex	2	Regents Row	1
Educational Services Center	9	Rentfrow Gym	2
Engineering Complex I	5	Roberts Hall	4
Environmental Management Facility/Wind Tunnel	1	Science Hall	9
Facilities and Services Shops and Units	11	Skeen Hall	7
Fire Station	1	Speech Building	3
Food Safety Laboratory	1	Sports Offices and Locker Rooms (All)	1
Foster Hall	6	Stan Fulton Center	1
Fulton Athletic Center	2	Theatre Arts Scene Shop, Bldg 385	1
Garcia Annex	11	Thomas & Brown Hall	1
Garcia Center	1	Wells Hall	1
Garcia Residence Hall	1	Wooton Hall	3
Gardiner Hall	5	Young Hall	2
Genesis Center (A,B,C and Office)	7	Zuhl Library	4
Gerald Thomas Hall	21		

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."

This year, 386 respondents provided feedback on the work provided by the custodial staff, and most respondents were supportive of the efforts put-out by the custodial staff. The satisfaction rate increased in all areas measured this year when compared to last year. The highest increase in satisfaction rates was in *frequency of custodial services* (66%) which was 13% higher than last year, followed by *cleanliness*

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of offices and classrooms (69%) which was 12% higher than last year. This year the percentage of respondents who were satisfied or very satisfied with the *overall quality of custodial services* was 75%, which was 12% higher than 2017 and 4% higher than 2016 (Table 3).

Over the year, the custodial staff works hard to maintain each building at a level that keeps faculty and staff satisfied. Individual custodial staff work hard to maintain their respective areas clean. This is reflected in the increase in combined satisfaction (satisfied or very satisfied) for each of the custodial care categories this year. Respondents who were satisfied or very satisfied increased 8% for *cleanliness of restrooms* (74%), 7% for *courtesy of custodial staff* (89%), 7% for *cleanliness of public areas* (75%), 12% for overall quality (75%), 13% for frequency of services (66%), and 12% for *cleanliness of offices and classrooms* (69%) when compared to 2017 results.

A growing trade mark of, not only, custodial services, but throughout all FS departments, is courtesy from the staff. The highest score received in any one category this year was 71% from respondents who reported they were very satisfied with the *courtesy of custodial staff*. Combine those who were very satisfied with the satisfied, and the satisfaction rate increases to 89%. There is always room for improvement, as such, one area is with those who reported they were dissatisfied or very dissatisfied with the *frequency of custodial services* increased 7% over last year's low of 25%. The number of respondents, this year, who were dissatisfied or very dissatisfied was 18%.

Satisfaction with *the effectiveness of the recycling program* increased in 2018 to 63%, up 6% from 2017's 57%. Comments about NMSU's recycling program suggested that NMSU needed to "Promote a greener" environment. Others noted the need for additional recycling bins; information about what can and should be recycled; and, the need for an outside recycling vendor coupled with an expanded range of recyclables to include organics.

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.)	46.6%	28.2%	8.8%	13.5%	2.8%	386
Cleanliness of restrooms	43.9%	29.6%	10.6%	11.4%	4.4%	385
Cleanliness of offices and classrooms	40.1%	29.3%	14.4%	13.6%	2.6%	382
Courtesy of custodial staff	70.6%	18.2%	7.0%	3.4%	0.8%	384
Frequency of custodial services	39.7%	25.8%	16.4%	12.8%	5.2%	383
Overall quality of custodial services	45.6%	29.2%	9.9%	12.2%	3.1%	384
Sustainability						
Please rate the effectiveness of the Recycling program	26.0%	37.0%	19.0%	11.0%	7.0%	291

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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."

Building and Environment received a total of 379 responses across the four response categories concerned with building temperature, lighting, handicap access, and reliability of utilities. Year after year, about half of the respondents feel their building environment is just about right, expressing their building is neither too cold nor too hot. While the other half are not satisfied with their building temperature, often complaining it is too cold. This year mirrored previous years with 51% of respondents reporting they were satisfied or very satisfied with their building's *temperature* (Table 4). Despite more than half of respondents expressing satisfaction, the trend over the last couple of years has been a decline in combined satisfaction rates with 57% in 2016 and 54% in 2015. Additionally, the percentage of respondents who were dissatisfied or very dissatisfied with *temperature* increased to 31% from 28% last year.

Approximately 80% of respondents reported they were satisfied or very satisfied with the *lighting* in the building(s) where they worked. This percentage is equivalent to the 2017 rate of 80% and slightly lower to the 83% in 2016. Only 7% reported some level of dissatisfaction with the quality of lighting.

There were 378 responses to the question centered on *Handicap Access*. Despite receiving a fair number of responses, more than a quarter (27%) had no opinion (Neutral), and just over two-thirds (66%) of respondents were satisfied or very satisfied with handicap access in their building (down 1% from 2017). There were no complaints about handicap access in the restrooms. A relatively small percentage (8%) reported some level of dissatisfaction. This year there were a few comments focused on concerns with handicap access throughout campus. Three comments noted the unreliability of handicap access to buildings, especially the undependability of the push buttons – apparently throughout campus. There were also issues reported with handicap doors being locked and the impossibility of knowing when it would be opened (Health & Social Services building).

The percentage of respondents who felt the *reliability of utilities*, which includes electrical power, heating, and cooling, was satisfactory dropped to 69% this year, down 9% from last year's 78%. One particular area in which several people feel the utilities are unreliable is with building temperature. Several commented expressed their building were too cold or too hot, often equating this with thermostats not working properly or some other type of malfunction.

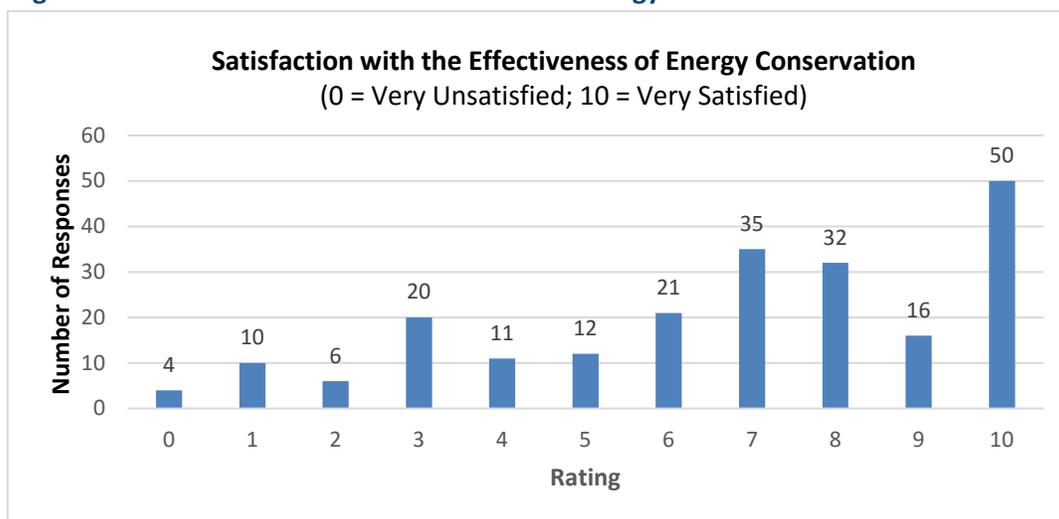
Facilities and Services has made efforts to improve energy conservation over the years. This is evident in the increases in *satisfaction with the effectiveness of energy conservation* over the years. Over the past few years, satisfaction with energy conservation has increased 5% each year. This year also had increases, as those who expressed satisfaction with a rating of six or higher was 71% (Figure 3), while the number of those who were less than satisfied decreased.

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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	18.6%	32.4%	17.8%	22.5%	8.8%	377
Lighting (is it adequate for the task?)	33.8%	45.9%	13.7%	4.0%	2.6%	379
Handicap access	26.2%	39.4%	26.7%	4.5%	3.2%	378
Reliability of utilities (electrical power, heating, cooling, meet our needs and have minimal interruptions)	29.6%	39.1%	15.3%	10.0%	6.1%	379

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."

The number of individuals who responded to the Grounds Services questions was 385 which was 61 responses more than 2017 (Table 5).

This year, grounds maintenance experienced higher satisfaction rates in each of its respective categories when compared to last year. In the category of *overall quality of ground services*, the combined satisfaction increased slightly, with 73% of respondents reporting they were satisfied or very satisfied. This was 3% higher than last year. Compared to last year, there was a 4% increase in the number of respondents who were satisfied or very satisfied in each of the following areas: *Maintenance of grounds*,

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Quality of landscape design and maintenance (trees, flowerbeds, etc.), and sustainability (water efficient landscaping and water conservation measures). Along with these increases, the rate of dissatisfaction for each of the above areas decreased by 1%, 3%, and 1%, respectively.

Management of recycling and recycling receptacles experienced the smallest change in satisfaction rates from last year's results, increasing 1% this year to 68%. *Litter management* experienced a 2% increase this year (69%) and *Quality of pest control* had a 3% increase (67%) in combined satisfaction. The category with the highest reported combined satisfaction was *courtesy of grounds staff*, which had a combined satisfaction rate of 83%. Year after year, the grounds staff does an excellent job in their interactions with the NMSU community. This year was no different, as the response rate of grounds staff courtesies increased 3%, with nearly 53% stating they were very satisfied.

While *Management of recycling* had only a 1% increase over last year, there was a decrease in the level of combined dissatisfaction, as well as an increase in neutral responses to 20% this year. The increase in neutral responses may be reflective of why there were so few recycling comments this year. The main focus of these comments was on the need for higher visibility of recycling, and particularly on the labeling of different types of recycling.

Water efficiency and water conservation are also areas of particular interest to respondents. Much like recycling, water sustainability had lower combined dissatisfaction and about 20% neutral responses. Comments on water management focused on making the NMSU landscapes eco-friendlier, with more native desert landscaping that requires less water. A common concern each year with water conservation is the number of water sprinklers watering sidewalks and parking lots.

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.)	37.8%	34.4%	11.3%	12.3%	4.2%	381
Quality of landscape design and maintenance (trees, flowerbeds, etc.)	36.4%	36.7%	13.3%	9.0%	4.5%	376
Litter management	34.7%	33.9%	13.4%	12.4%	5.5%	380
Management of recycling and recycling receptacles	32.2%	35.4%	19.8%	8.7%	4.0%	379
Quality of pest control (indoors and outdoors)	31.8%	35.5%	20.4%	8.5%	3.7%	377
Overall quality of Grounds services	34.0%	38.8%	16.2%	8.5%	2.4%	376
Courtesy of Grounds staff	52.7%	30.6%	13.2%	2.7%	0.8%	372
Sustainability						
Please grade the effectiveness of the water efficient landscaping and our other water conservation measures	28.9%	37.7%	19.6%	9.8%	3.9%	204

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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."

As noted last year, The Office of Sustainability has experienced a drop in the number of responses it has received over the last four year. This was not the case this year! This year, the number of responses in each of the various categories increased from 47 last year to 76 this year (Table 6).

This year, the *overall quality of sustainability at NMSU* was 58%. This was an increase of 10% when compared to 2017 and almost equaling the 59% of 2016. Combined Satisfaction with *Educational programs (tabling, one-on-one meetings, campus presentations)* (65%) and *Environmental Education Center* (58%) increased 16% and 14%, respectively, over last year. Both categories doubled the very satisfied response category over last year's 13.3%. Combined satisfaction for the *FS Website* was 60%, which was a 2% increase over 2017's 58%. The *Toner Recycling Program* (50%), *Courtesy of sustainability staff* (67%) and *Energy Reduction Program* (53%) experienced drop between 2% to 4% relative to last year.

It is worth mentioning that combined dissatisfaction rates declined for all areas between 1% to 4%, except for *Energy Reduction Program* which increased 5% over last year.

Comments on sustainability centered on keeping NMSU "Green." Staff and faculty wanted greater ability to maintain their building temperature, noting that the air conditioning or heater ran continuously, creating temperatures that were either too cold or too hot. The constant running of the A/C and heater seemed inconsistent with sustainability standards. Respondent's also wanted to see more waterless and low-volume toilets and urinals installed to conserve resources. Turning off the lights when closing office building or installing auto timers to turn lights off when not in use was another effort in sustainability respondents felt worth commenting.

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)	31.1%	34.0%	30.0%	5.0%	0.0%	74
Website	29.0%	31.0%	38.0%	3.0%	0.0%	72
Toner Recycling Program	24.0%	26.0%	43.0%	5.0%	1.0%	74
Environmental Education Center	27.0%	31.0%	40.0%	3.0%	0.0%	75
Energy Reduction Program	28.0%	25.0%	36.0%	8.0%	4.0%	76
Overall quality of sustainability at NMSU	26.0%	32.0%	30.0%	8.0%	4.0%	74
Courtesy of sustainability staff	41.0%	26.0%	30.0%	4.0%	0.0%	74

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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?"

This year, roughly 20% of the 386 respondents taking the survey reported that they had some contact with Facilities and Services business office staff regarding the administration side of maintenance projects, special projects, and engineering work. This included reporting satisfaction level with staff and finished projects. The number of respondents in this section increased over last year, with 77 individuals responding to the various areas, compared to last year's 56 total responses.

Project Development is split into two sections: *Satisfaction with Staff* and *Satisfaction with Finished Projects*. Details for each level are given in Table 7.

Satisfaction rates dropped for six of the seven areas this year, the exceptions being *preparedness of project managers/estimators* which stayed the same. The drop in combined satisfaction rates ranged from innocuous to substantial, starting at less than 1% for *initial response time for estimating cost*, up to 24% for *Satisfaction with the finished project*.

The first part of this section labelled *Satisfaction with Staff*, the results were fairly similar to last year. *Initial response time for estimating cost* had a combined satisfaction rate of 44%, and *preparedness of project managers/estimators* was 49% in combined satisfaction. *Knowledge and skill of project staff* reported a 10% decrease from last year's combined satisfaction, reporting at 50% this year.

The second part of this section labelled *Satisfaction with Finished Projects*, experienced substantial declines over last year's satisfaction rates. The biggest decline was in the category of *satisfaction with the finished project*, which had a combined satisfaction rate of 41%. This was 24% lower than last year. The second largest dip was *timeliness of the project (on time)* (33%), which experienced a 19% drop among respondents who were satisfied or very satisfied relative to last year's results. The final two sections, *Final budget of project* and *Communication throughout the project* received 30% and 40%, respectively, in combined satisfaction. When compared to the previous year, each of these areas had roughly a 14% decrease in combined satisfaction rates.

Many of the comments expressed a concern with the amount of time it took to finish a project or getting the project to move along a steady pace to completion. For example, one comment highlighted that there is too much time passing from when a work order is placed, to when it is addressed, to when it is finally completed. Others noted there is never a clear response to the estimated time a job may take to complete. While many were pleased with the actual work FS staff performed, they felt the work order system needed a major overhaul, or at least a way to get update on cost and timeframes.

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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	12.0%	32.0%	42.7%	9.3%	4.0%	75
Preparedness of Project Managers/Estimators	18.2%	31.2%	28.6%	19.5%	2.6%	77
Knowledge and skill of Project staff	18.4%	31.6%	28.9%	18.4%	2.6%	76
Satisfaction with Finished Project						
Satisfaction with the finished project	11.8%	28.9%	42.1%	13.2%	3.9%	76
The timeliness of the project (on time)	10.5%	22.4%	35.5%	19.7%	11.8%	76
Final budget of project	9.6%	20.5%	42.5%	20.5%	6.8%	73
Communication from Project Development and Engineering throughout the project	15.1%	24.7%	28.8%	23.3%	8.2%	73
			Responses	Mean		
How important is sustainability to your project? (5 stars = very important, 1 star = not at all important)			49	4.0		

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?"

The total number of responses for administrative service areas increased from 80 last year to 94 this year (Table 8).

This year, each of the categories experienced a decline in combined satisfaction rates for each of the categories. The largest decline in combined satisfaction (13%) was in *Timeliness of responses to inquiries about billing*. For this iteration, the percent of respondents who reported being satisfied or very satisfied only reached 50%. This decline, however, was tempered by an increase in response rates of neutral opinions and not by an increase in dissatisfaction. Last year 27% of respondents selected a neutral response, as opposed to 40% selecting neutral this year.

Like many other sections, *Courtesy of FS staff towards customers* had the highest reported satisfaction rates at 80%. This was followed by both *Knowledge and skill of FS service staff* and *Professional attitude of FS employees* with 73% in combined satisfaction levels for each. *Accuracy of information provided by Facilities and Services employees* (63%) saw a 12% drop in combined satisfaction this year.

The majority of comments in regard to response from FS staff had two items in common. Many acknowledged the courtesy of the staff and their willingness to help, but tempered that sentiment with a lack of ability to get accurate updates on work order status, and the need to constantly fill out new work orders for perceive as ongoing work. Several respondents also reported they felt FS administration services were too bureaucratic and inefficient.

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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	25.5%	41.5%	16.0%	11.7%	5.3%	94
Timeliness of responses to inquiries about billing	18.5%	31.5%	40.2%	6.5%	3.3%	92
Courtesy of Facilities and Services staff towards customer	45.2%	34.4%	12.9%	6.5%	1.1%	93
Accuracy of information provided by Facilities and Services employees	28.3%	34.8%	21.7%	10.9%	4.3%	92
Professional attitude of Facilities and Services employees	33.3%	39.8%	16.1%	7.5%	3.2%	93
Knowledge and skill of Facilities and Services staff	32.6%	40.2%	16.3%	7.6%	3.3%	92

Section 9: Environmental Health and Safety

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

For 2018, the number of responses for the Environmental Health and Safety (EHS) category was nearly equal to that of the 2017 response rate, which was 101 in 2018, versus 98 in 2017. Details for 2018 are given in Table 9.

Environmental Health and Safety had the second highest satisfaction rates of all the surveyed areas. Only NMSU Fire Department & Emergency Services was higher. None of the response categories was under 75% in combined satisfaction; however, a few of the categories decreased slightly this year. The biggest drop (7%) in combined satisfaction was with the EHS staff's knowledgeable in their areas of specialty, which was 80% this year compared to last year's 86.6%. The biggest increase in combined satisfaction levels was in the EHS website category. Seventy-five percent of respondents expressed some level of satisfaction with the ease of the webpage. This was a 6% increase over last year's low of 68% for the website. *EHS accessibility to its customers* received the highest combined satisfaction of all categories with 87%.

There was very little change in dissatisfaction rate. The largest change was for the *understanding needs and requirements* which saw a 3% increase over last year, and no one category reached more than 8% in combined dissatisfaction. Several comments referenced safety in general, but few comments reference Environmental Health and Safety directly this year.

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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	41.0%	38.0%	13.0%	6.0%	2.0%	100
Environmental Health & Safety is accessible to its customers (phone, voice mail, email, etc.)	45.0%	42.0%	10.0%	2.0%	1.0%	100
When contacted, an Environmental Health & Safety consultation helped facilitate resolution of my problem or issue	44.6%	32.7%	16.8%	4.0%	2.0%	101
The Environmental Health & Safety website is user friendly and helpful in providing access to information, forms, manuals, etc. that I need	35.6%	39.0%	20.0%	4.0%	2.0%	101
Environmental Health & Safety staff provide effective training	46.0%	31.0%	17.0%	5.0%	1.0%	100
When contacted, Environmental Health & Safety staff responded to my requests, or problems, in a timely manner	47.5%	33.3%	15.2%	1.0%	3.0%	99
Overall, Environmental Health & Safety staff are knowledgeable in their areas of specialty	52.0%	28.0%	19.0%	0.0%	1.0%	100
Environmental Health & Safety staff are friendly and helpful when I contact them for services	56.4%	26.7%	12.9%	3.0%	1.0%	101

Section 10: NMSU Fire Department & Emergency Services

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

Similar to all prior iterations of the survey, the NMSU Fire Department and Emergency Services received the highest combined satisfaction ratings of all the FS units. This year also had a substantial increase in the number of responses to the NMSU Fire Department category, which increased to 85 total responses from 61 last year (Table 10).

While slightly lower in combined satisfaction for each of the categories, all of the categories were right at the 90% satisfaction mark or very close to it. The biggest change in combined satisfaction was in the *professionalism of staff* category, which had a 6% difference from last year's 95% to this year's 89%. *Courtesy of staff* also dipped 5% when compared to last year, but still maintained a 92% combined satisfaction rating, with 78% being very satisfied.

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The percent of dissatisfied responses, while low (4% or less), were higher than previous years where most were 0%. This may be due to the dissatisfaction expressed in a couple of comments, primarily those in which the Fire Department is directly referenced as inappropriately disposing of waste material. However, several comment praise both the Police and Fire Department.

Table 10: Satisfaction with NMSU Fire Department, Respondent Percentages

Area	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Responses
Timeliness of service	63.5%	25.9%	8.2%	1.2%	1.2%	85
Quality of service	68.2%	22.4%	5.9%	2.4%	1.2%	85
Courtesy of staff	77.6%	14.1%	5.9%	2.4%	0.0%	85
Professionalism of staff	75.0%	14.3%	10.7%	0.0%	0.0%	84
Service expectation	70.2%	21.4%	4.8%	2.4%	1.2%	84

Section 11: NMSU Office of University Architect and Campus Planning

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

This year, a total of 49 responses were received from the Office of University Architect and Campus Planning (UACP) section; this was 10 more responses than the previous year (Table 11). Much like last year, *professionalism of staff* and *Courtesy of staff* both had the highest percentage of respondents who were satisfied or very satisfied, with 84% and 82%, respectively. This was 10%+ higher than in 2017. *Timeliness of service* (78%) and *quality of service* (76%) both were roughly 14% higher this year when compared to last year’s combined satisfaction rates. Satisfaction rates in *Service expectation* was 63%, which was 7% improvement over 2017.

The level of dissatisfaction dropped for all areas except *Service expectation*, which increased by just under 1%.

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	26.5%	51.0%	14.3%	6.1%	2.0%	49
Quality of service	34.7%	40.8%	12.2%	10.2%	2.0%	49
Courtesy of staff	49.0%	32.7%	8.2%	6.1%	4.1%	49
Professionalism of staff	44.9%	38.8%	6.1%	6.1%	4.1%	49
Service expectation	30.6%	32.7%	20.4%	10.2%	6.1%	49
Annual Space Survey	20.8%	29.2%	39.6%	4.2%	6.3%	48

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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 provide suggestions they may have about any of the products or services administered by Facilities and Services. Responses were limited to 5,000 characters. Faculty and staff express concerns with their building temperature, office/classroom cleaning, grounds maintenance, recycling, and administrative interactions. These comments were then coded into general themes that bring together similar concerns, improvement, or recommendations. Each comment is categorized into a specific topic, such as custodial concerns, building environments, grounds maintenance, cleaning, and administrative concerns. This year, the categories were expanded to include a number of different sub-categories, such as air quality, health hazards, rest rooms, and roadways, to name a few.

Comments are first categorized into larger, over-arching themes that consist of Administrative Services and Project Development; Buildings; Custodial Care; Ground Services; Overall and, Sustainability. These are then sub-categorize, depending on the level of detail respondents provide. Finally, comments are coded separately by buildings, based on the primary building selected by respondents at the beginning of the survey.

Faculty and staff responding to the survey often provide a wide range of comments concerned with their building environment or surrounding area. Numerous respondents take time to compliment FS staff for their effort and hard work. Many respondents realize the added responsibilities placed on FS staff, yet readily acknowledge the positive attitudes and courtesy the employees demonstrate daily. Distress with the work order system is a common them among respondents, particularly this year. Additional comments expressed each year are concerns with building temperature, water sustainability—particularly with outside landscaping, frequency of office and classroom cleaning, and pest control. As reflected in this satisfaction survey, most NMSU employees are satisfied with the job Facilities and Services is doing. The survey also provides a basis for improvement, particularly in areas that are of concern every year.

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