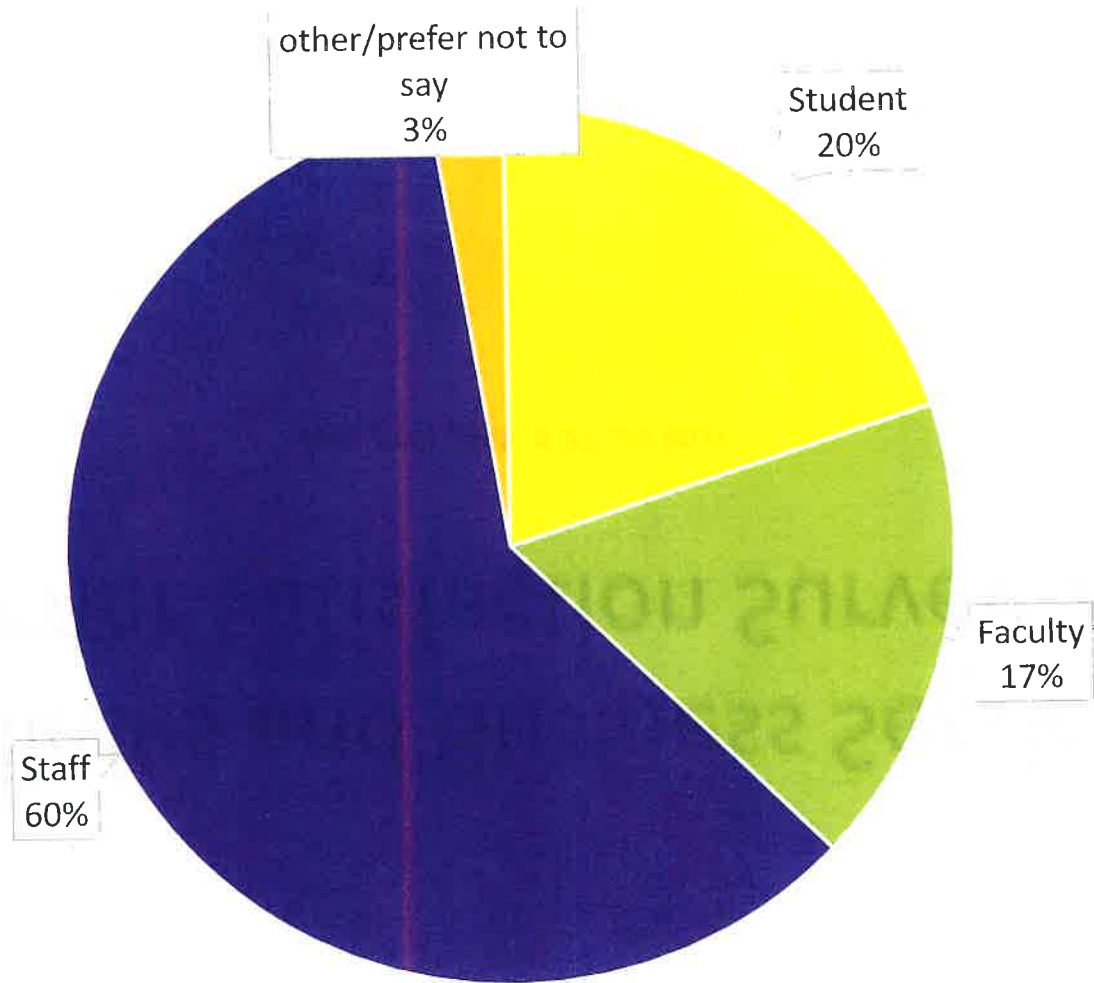


# Facilities and Business Services Customer Satisfaction Survey 2019

July 29th 2019, 8:27 am MDT



Q1 - Please select the category that best fits you:

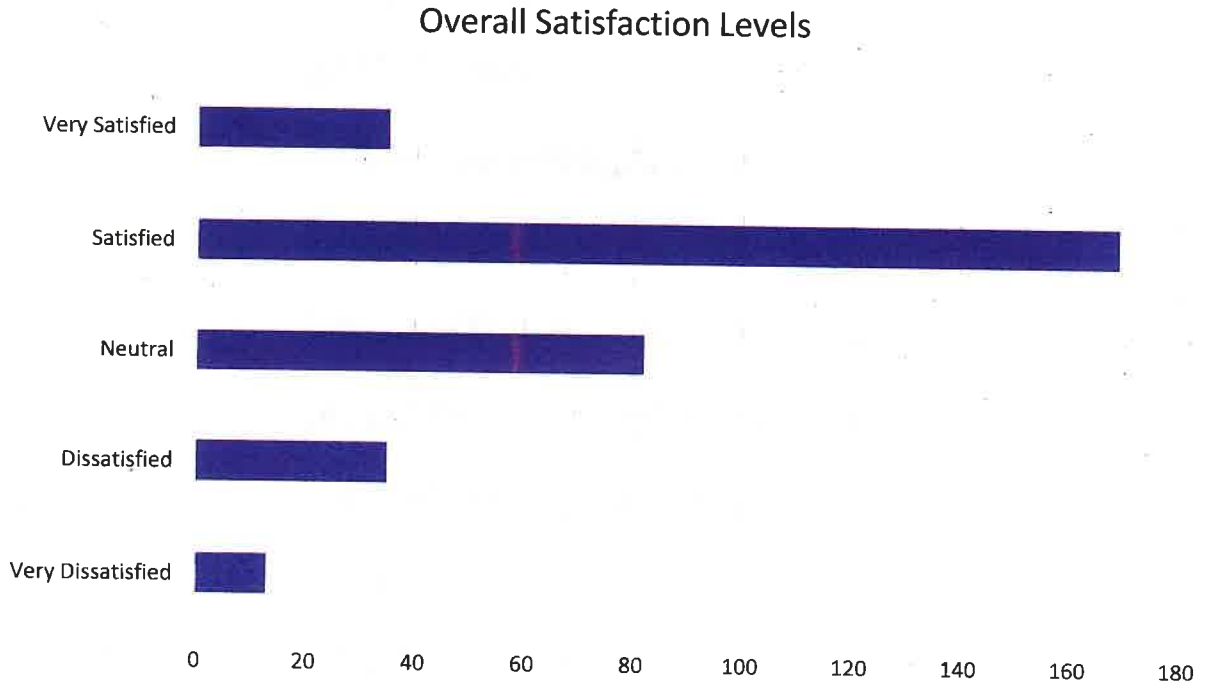


■ Student ■ Faculty ■ Staff ■ other/prefer not to say

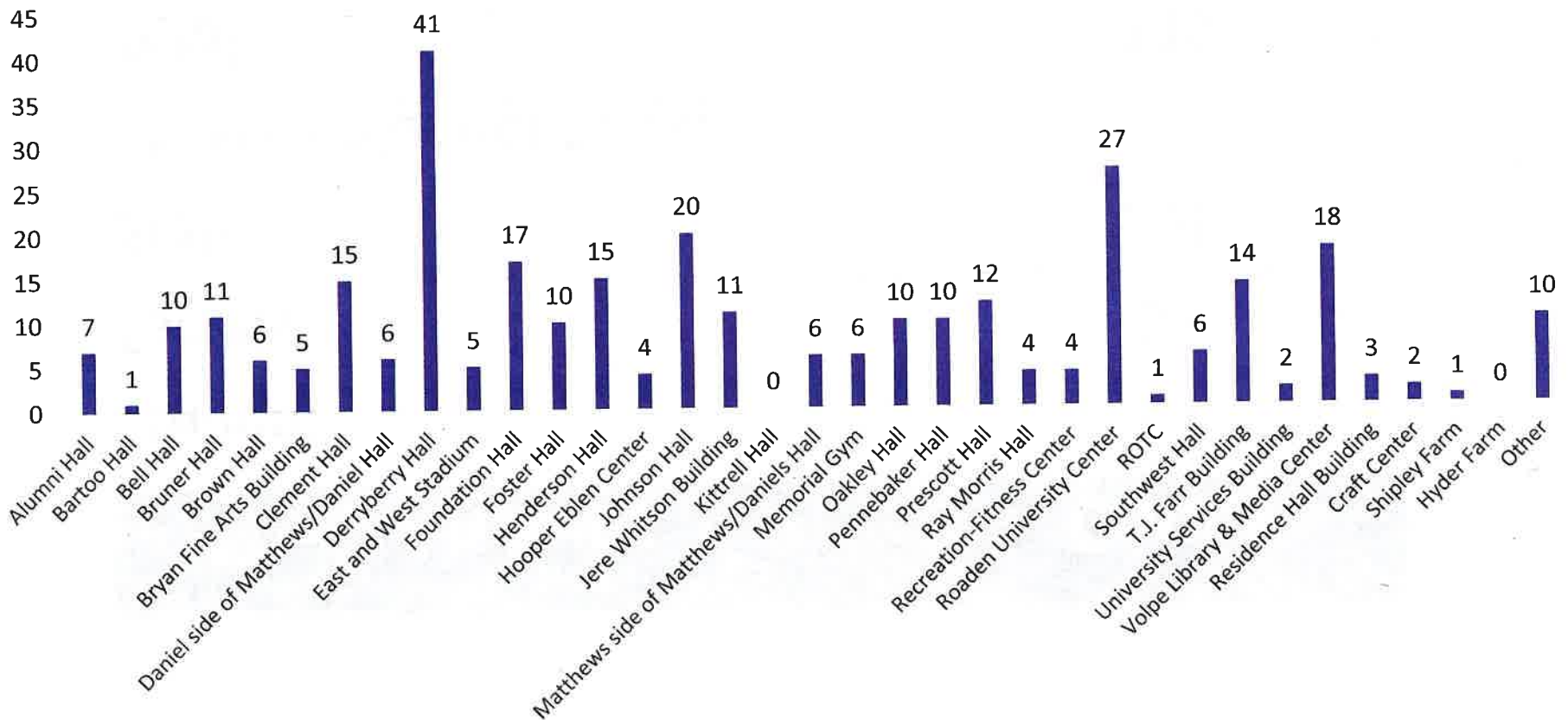
Q1 - Please select the category that best fits you:

<b>Answer</b>	<b>Count</b>
Student	67
Faculty	58
Staff	201
other/prefer not to say	9
Total	335

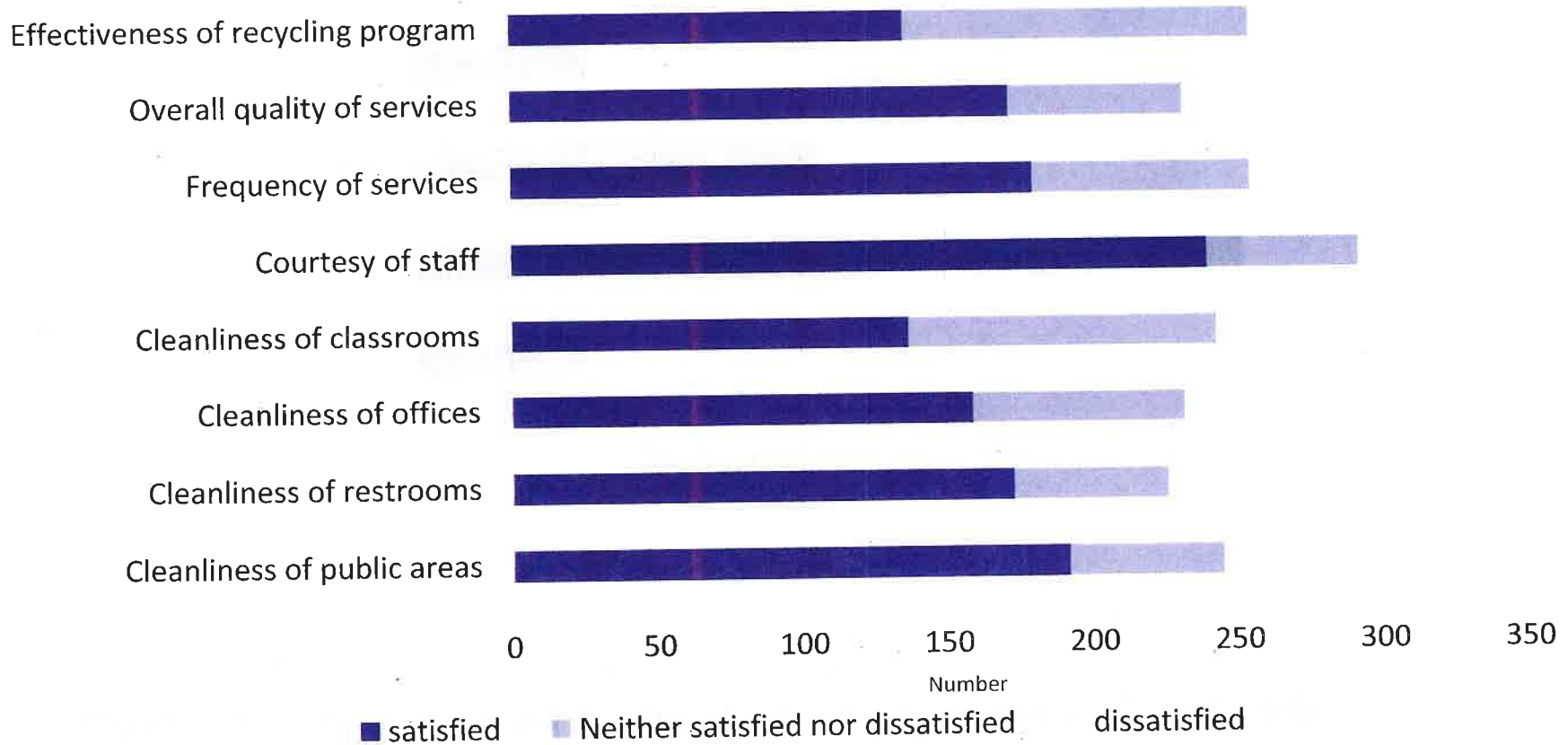
# Q2 - How would you rate your overall satisfaction level with services provided by Facilities and Business Services over the last twelve (12) months?



Q3 - In order to better meet your facilities services 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 at Tennessee Tech from the following list:



Q4 - Facilities and Business Services provides basic cleaning, recycling, and routine pest control services for buildings on the TTU campus through a combination of TTU employees, management of contracted vendors, and student employees. Please rate your level of satisfaction with the following custodial care areas.



## Q5 - Comments or suggestions for Custodial Care at TTU?

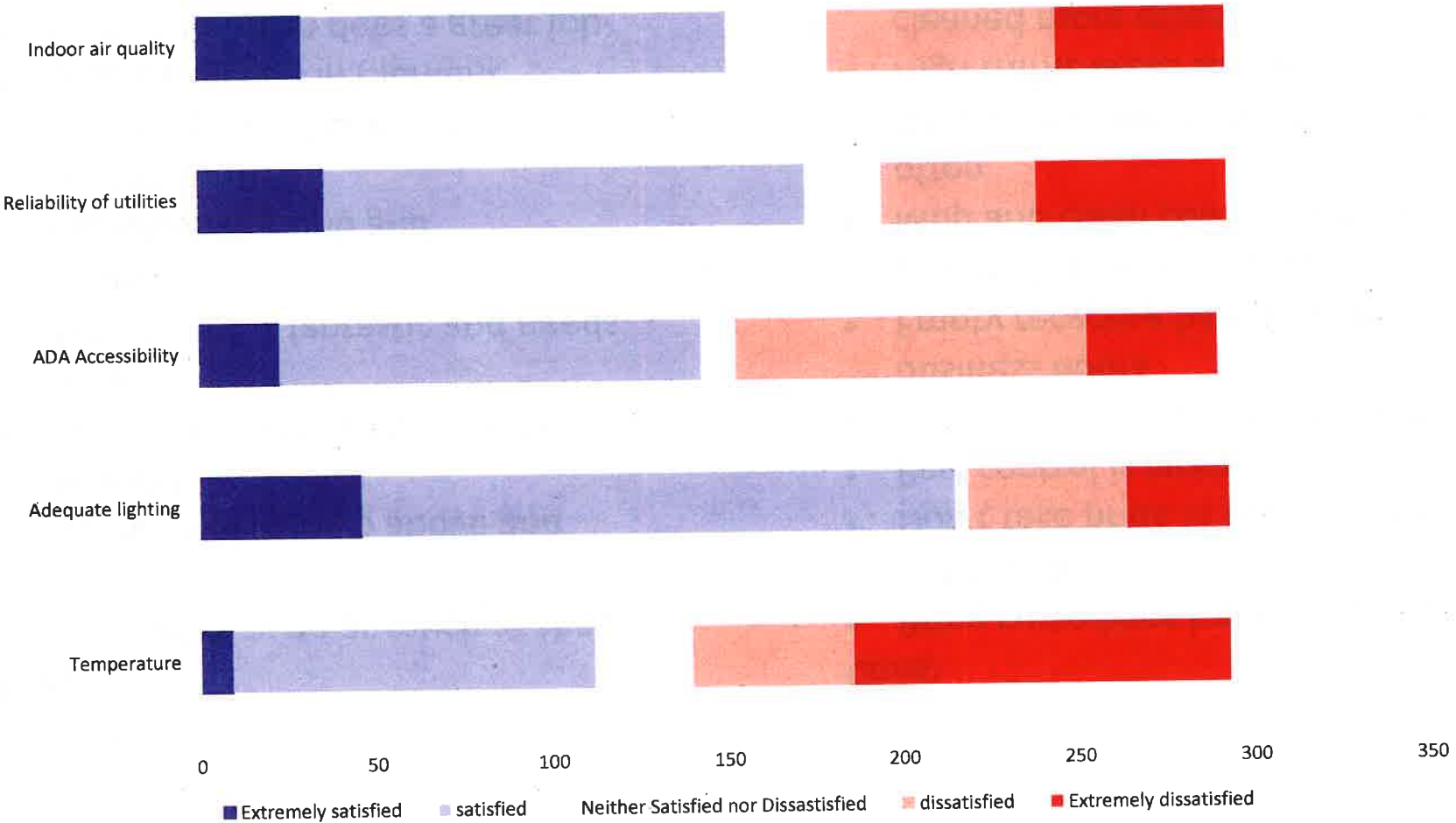
### Pros:

- Amazed they do as much as they do
- Kathy and Linda go above and beyond
- Always willing to help with any request
- Ms. Francis is fantastic and needs a raise
- Exceptionally kind and considerate
- Doesn't just supervise, he works
- Best we've had in Clement
- Man in Johnson does a great job
- Thorough, efficient, attentive worker
- The head person is great

### Cons:

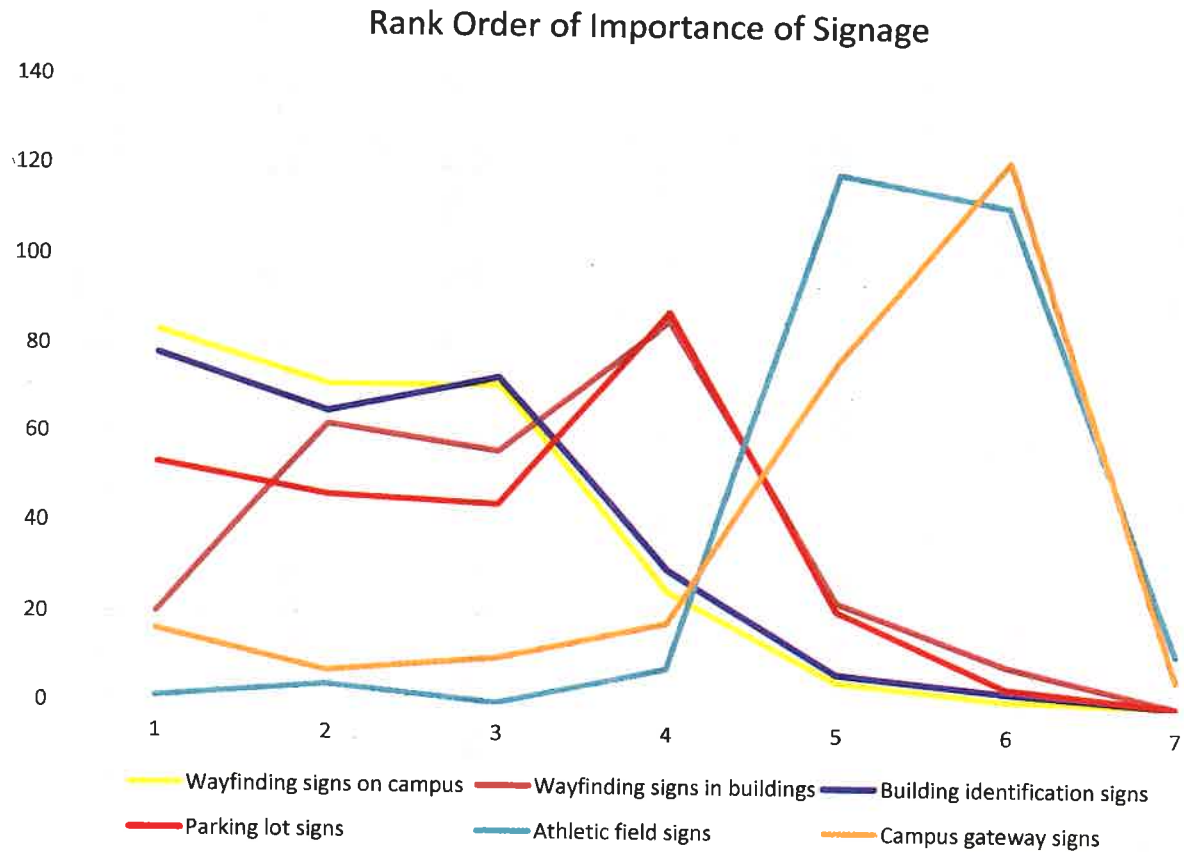
- Bring custodians back in-house, not the same since moving to SSC
- Don't take pride in the building
- Pest control is lacking
- Vacuum regularly, but not during business hours
- Empty recycling bins more often; shouldn't have to request
- Mop and clean cob webs more often
- Bathrooms need more attention
- High traffic areas should be cleaned more often
- Too few custodians here
- Nightly custodians are the problem

Q6 - Facilities and Business Services strives to maintain a comfortable and functional environment for all members of the TTU community. Please rate your level of satisfaction with the following items.

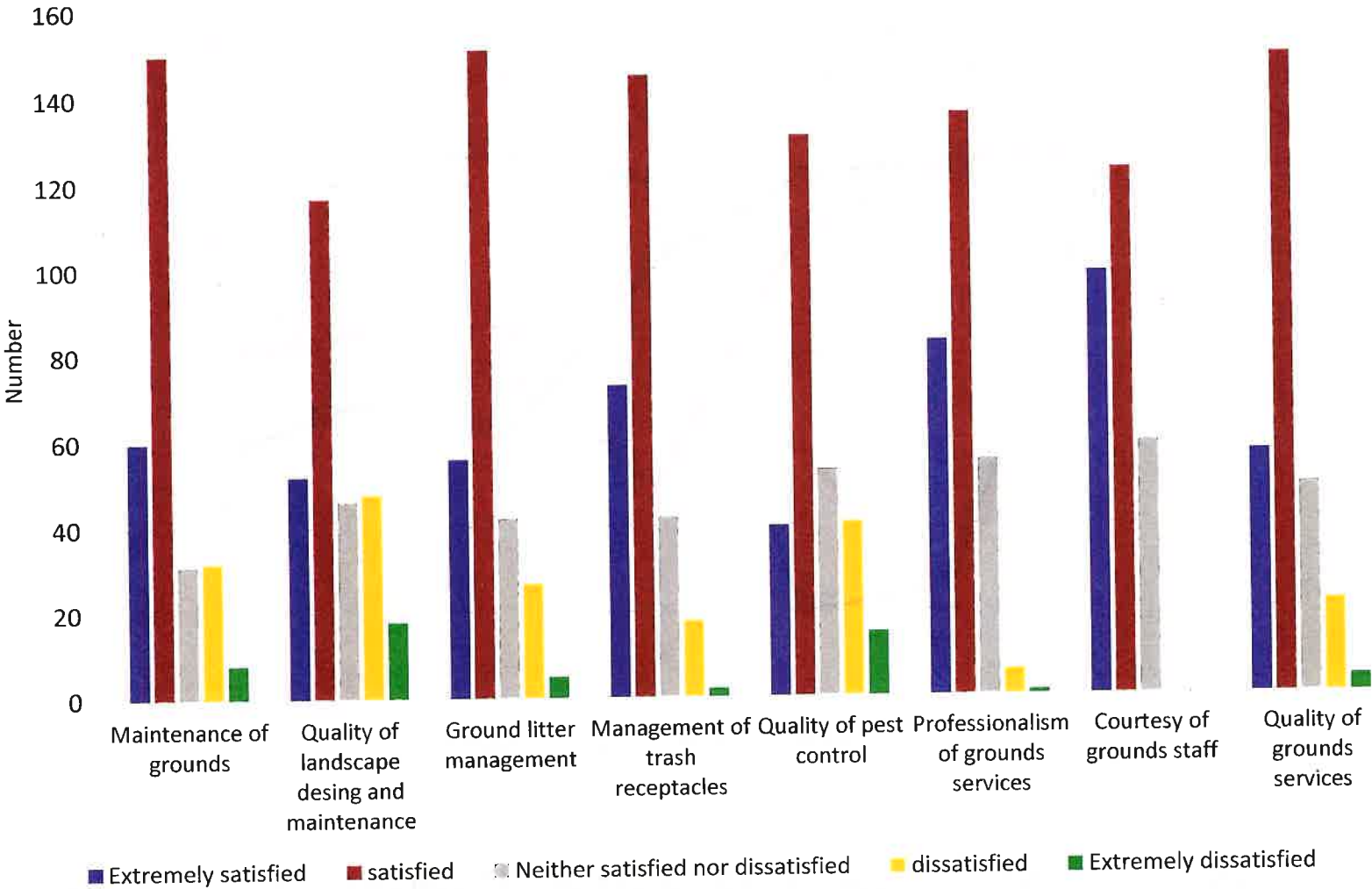




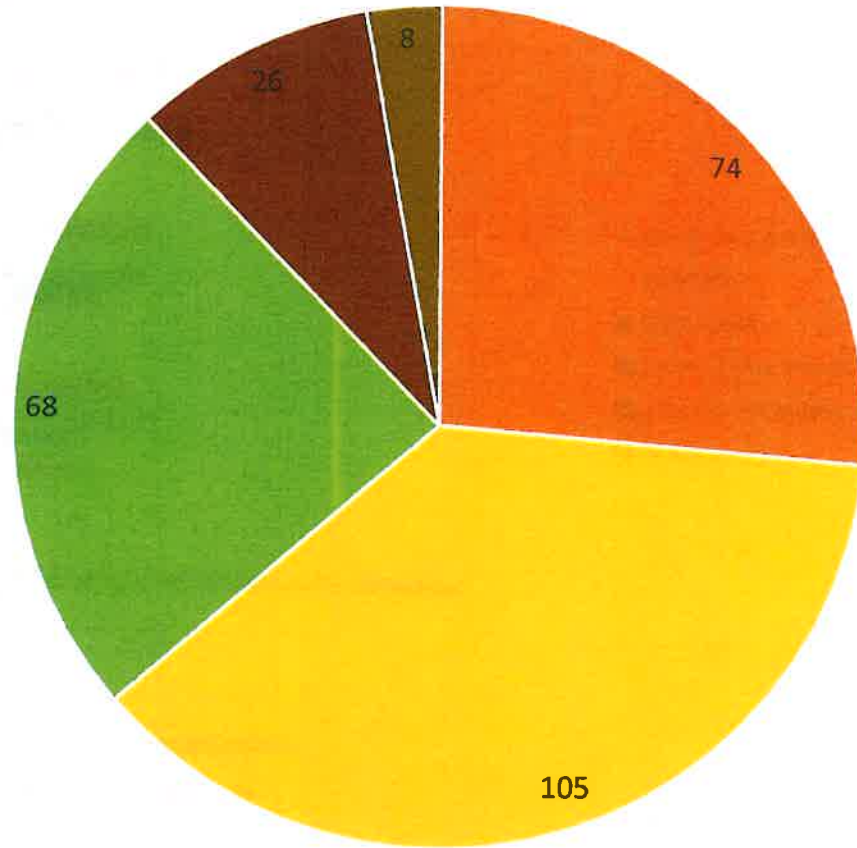
Q7 - Please rank signage according to importance (with 1 being most important) by "clicking and dragging" each item to its preferred order.



Q8 - Facilities and Business Services provides landscape/grounds maintenance, exterior trash receptacle management, and concrete/asphalt maintenance. In addition, we maintain the walkways and roadways around campus and are responsible for the care of lawns, trees and shrubs. Please rate your level of satisfaction over the last 12 months.

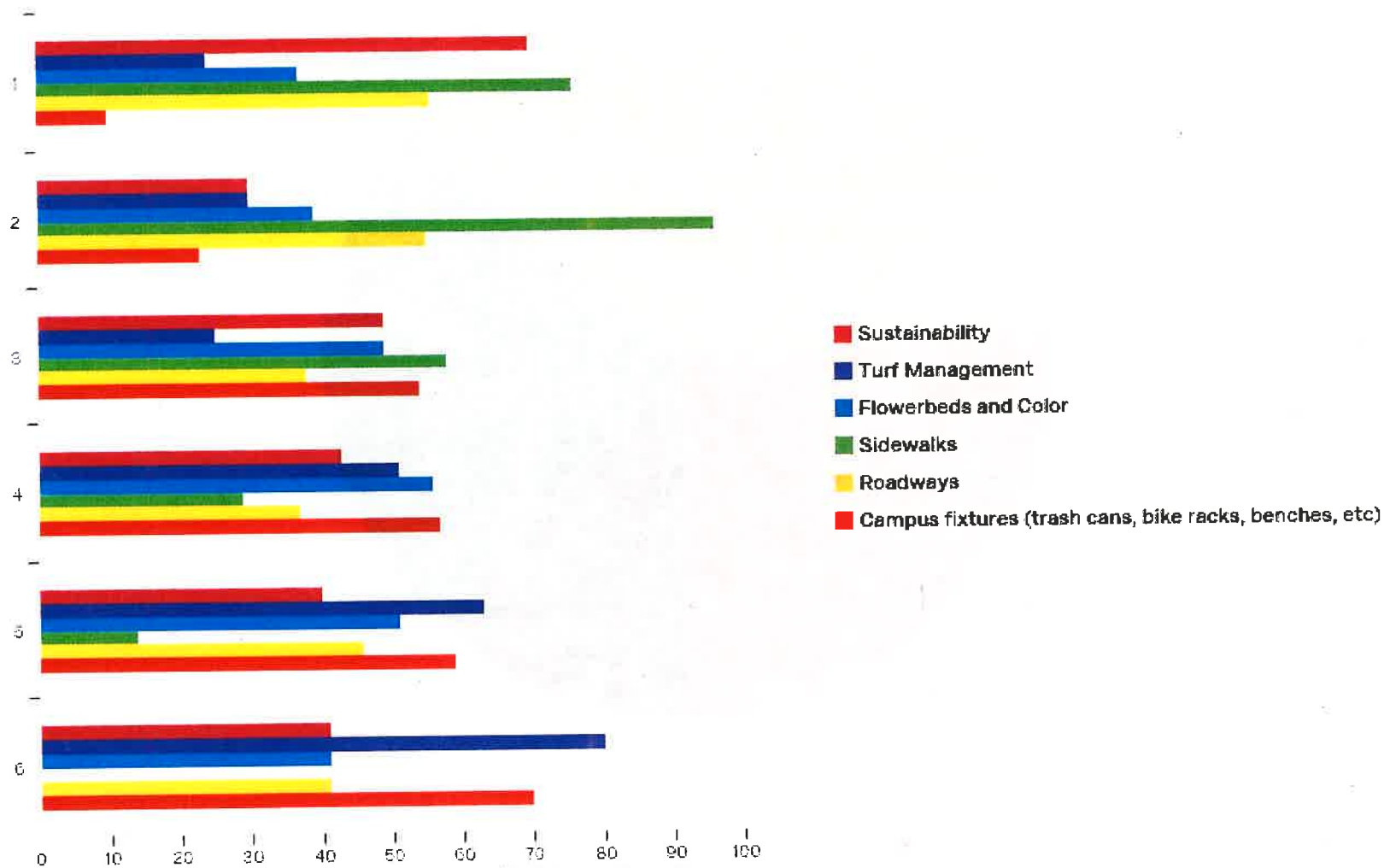


# Q9 - How important is sustainability to you when you consider landscaping at TTU?



Extremely important Very important Moderately important Slightly important Not at all important

Q10 - "Click and Drag" each item to the level of importance you think it should have, when you think of landscaping at TTU Campus?



Q11 - What level of satisfaction do you have with the bicycle storage/parking facilities throughout campus?

Answer		Count
Satisfied	31.32%	88
Neither satisfied nor dissatisfied	55.52%	156
Dissatisfied	13.17%	37
Total	100.00%	281

Q12 - What level of satisfaction do you have with the bike/pedestrian trails or paths throughout campus?

Answer	%	Count
Satisfied	28.93%	81
Neither satisfied nor dissatisfied	52.86%	148
Dissatisfied	18.21%	51
Total	100.00%	280

## Q13 - Comments or suggestions for grounds at TTU?

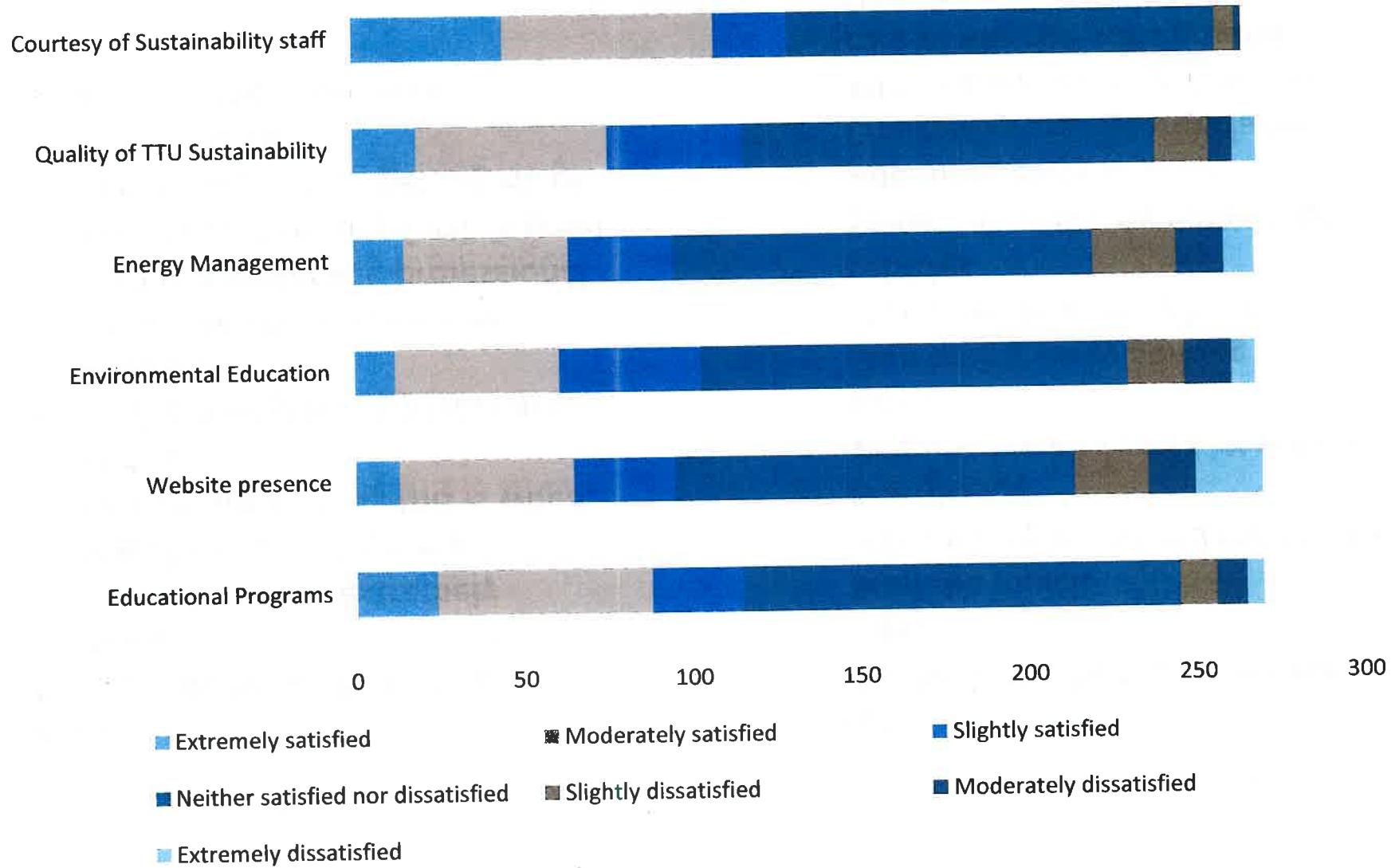
### Pros:

- That you for all that you are doing
- Grounds staff is extremely friendly and do a great job
- I love getting to say this is where I attend
- All the new grass and trees are amazing
- I have seen big improvement
- Staff is friendly and professional
- The product coming forth is good
- Glad to see we are getting rid of all the mulch
- Keep up the good work

### Cons:

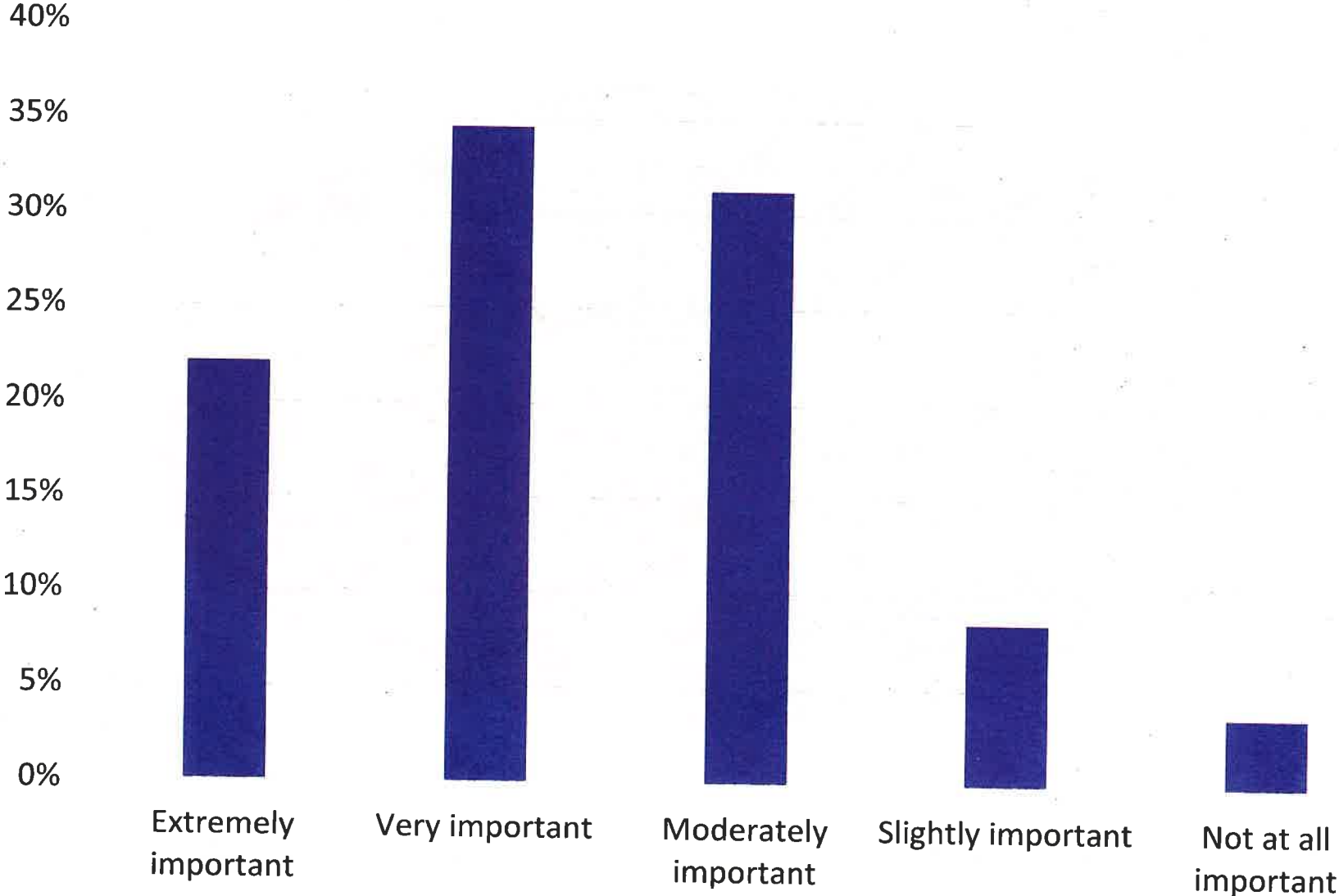
- Cut back on plants that impede views
- Stop the mulch
- The parking lot behind the library is atrocious
- Wider sidewalks and better bike paths
- Stop taking away parking
- Mow/weedeat away from vehicles
- Some sidewalks are dangerous
- Add more colorful plants
- Crosswalks are severely faded
- All the grounds should be taken care of like the ones around Derryberry

# Q14 - Please rate your level of satisfaction with the following areas as they relate to sustainability at Tennessee Tech.

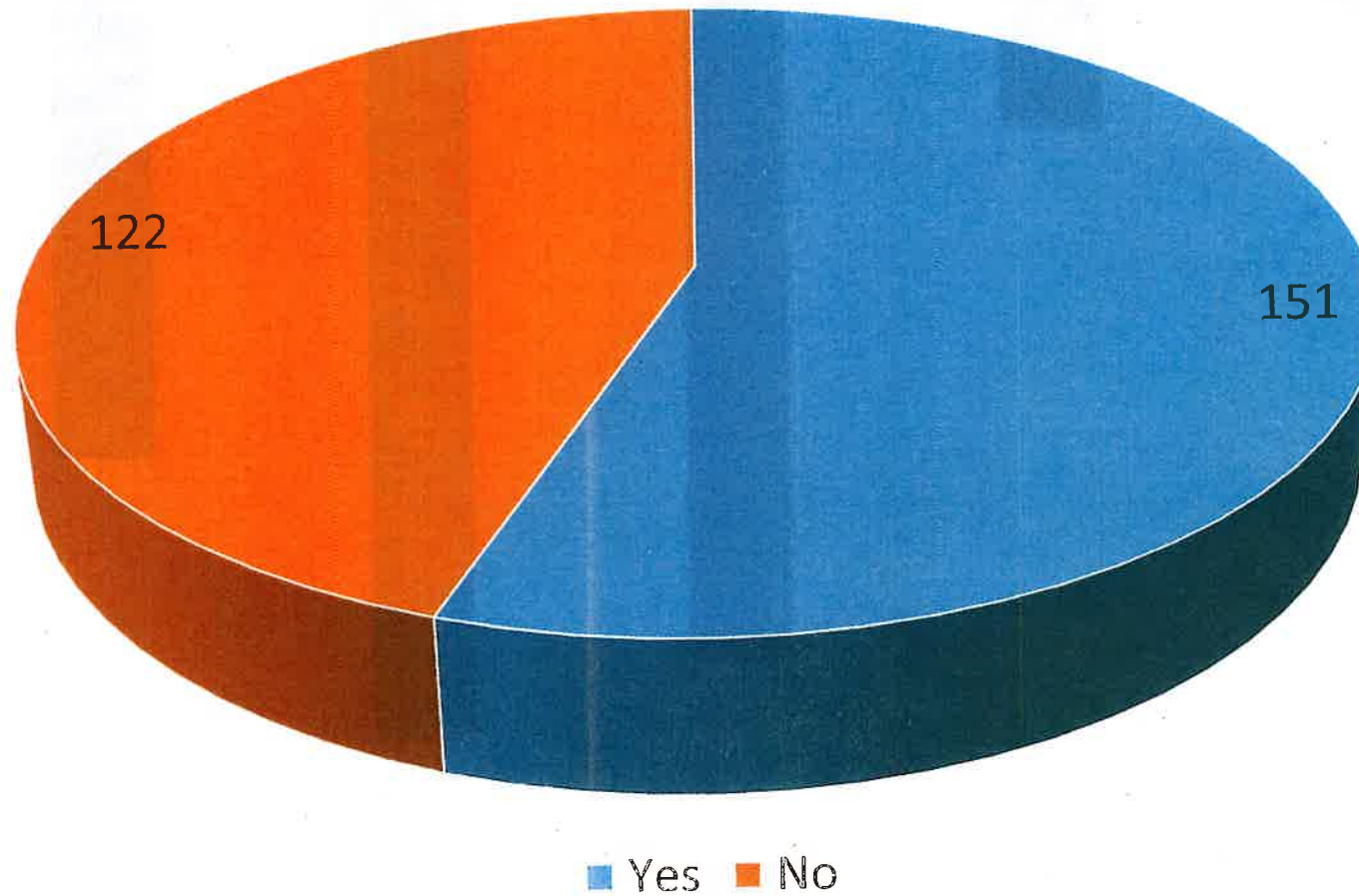




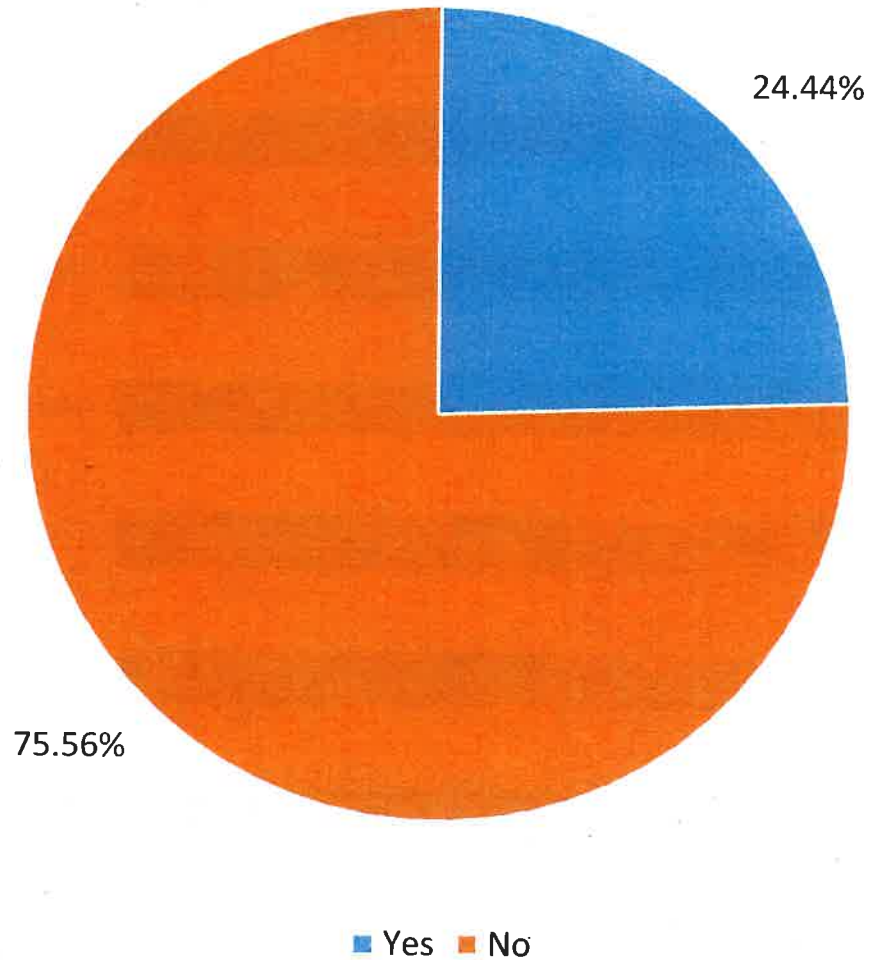
# Q15 - In the context of how TTU operates facilities, how important is sustainability to you?



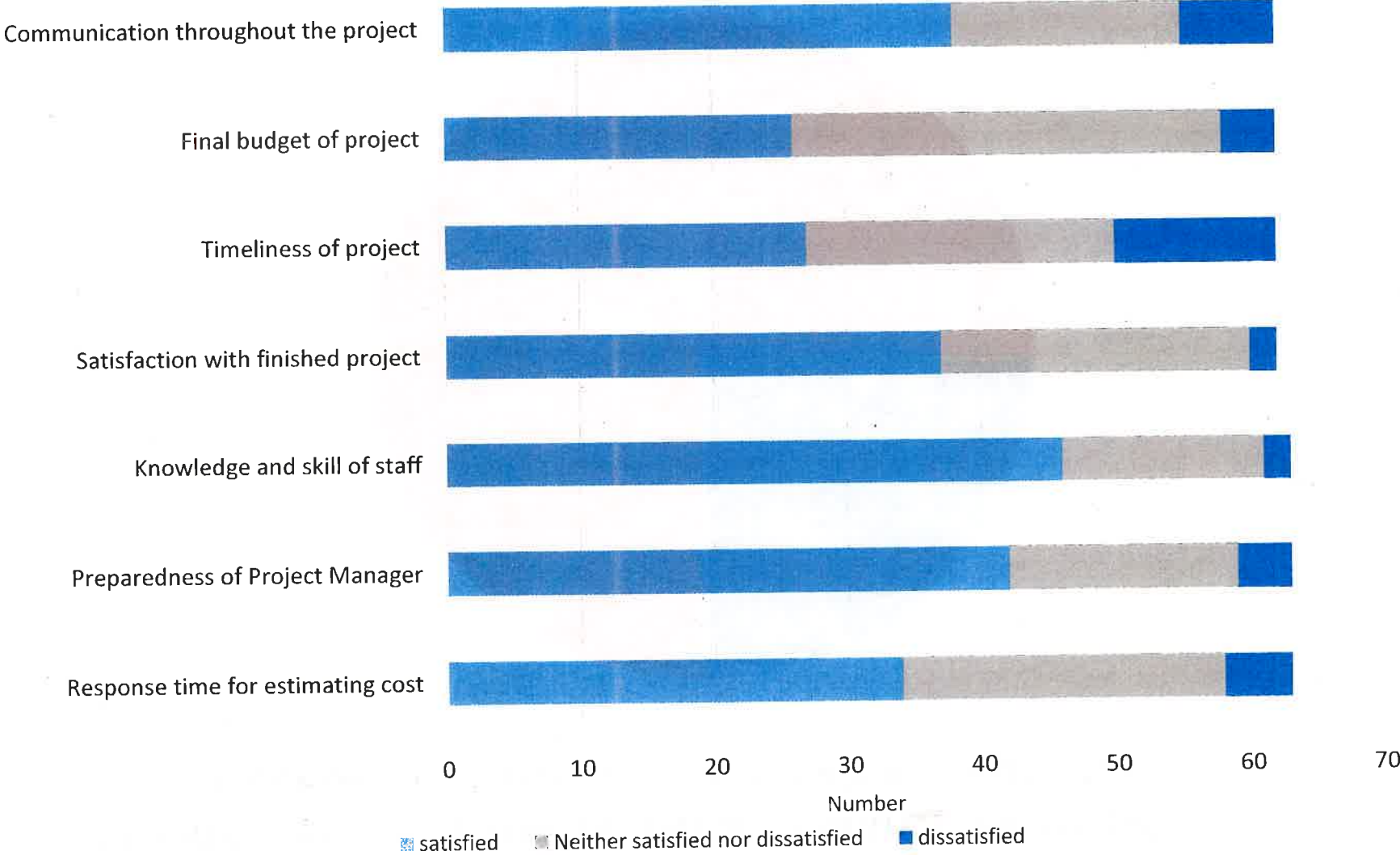
Q16 - Before taking this survey, were you aware that TTU Facilities and Business Services has an Office of Sustainability?



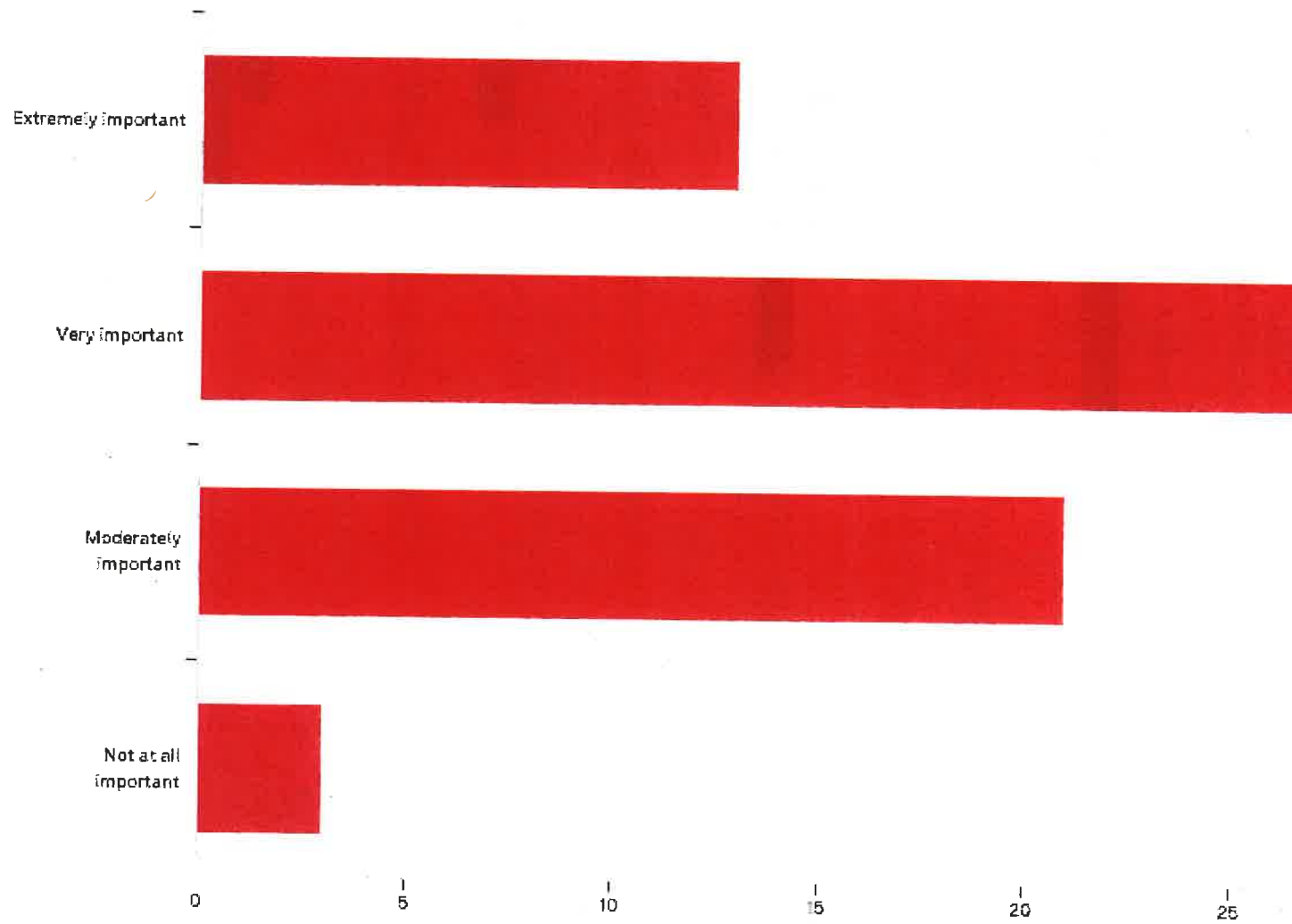
Q17 - Have you or your office utilized Project Management and Engineering services in the last twelve months? Please select your response below then continue with the evaluation.



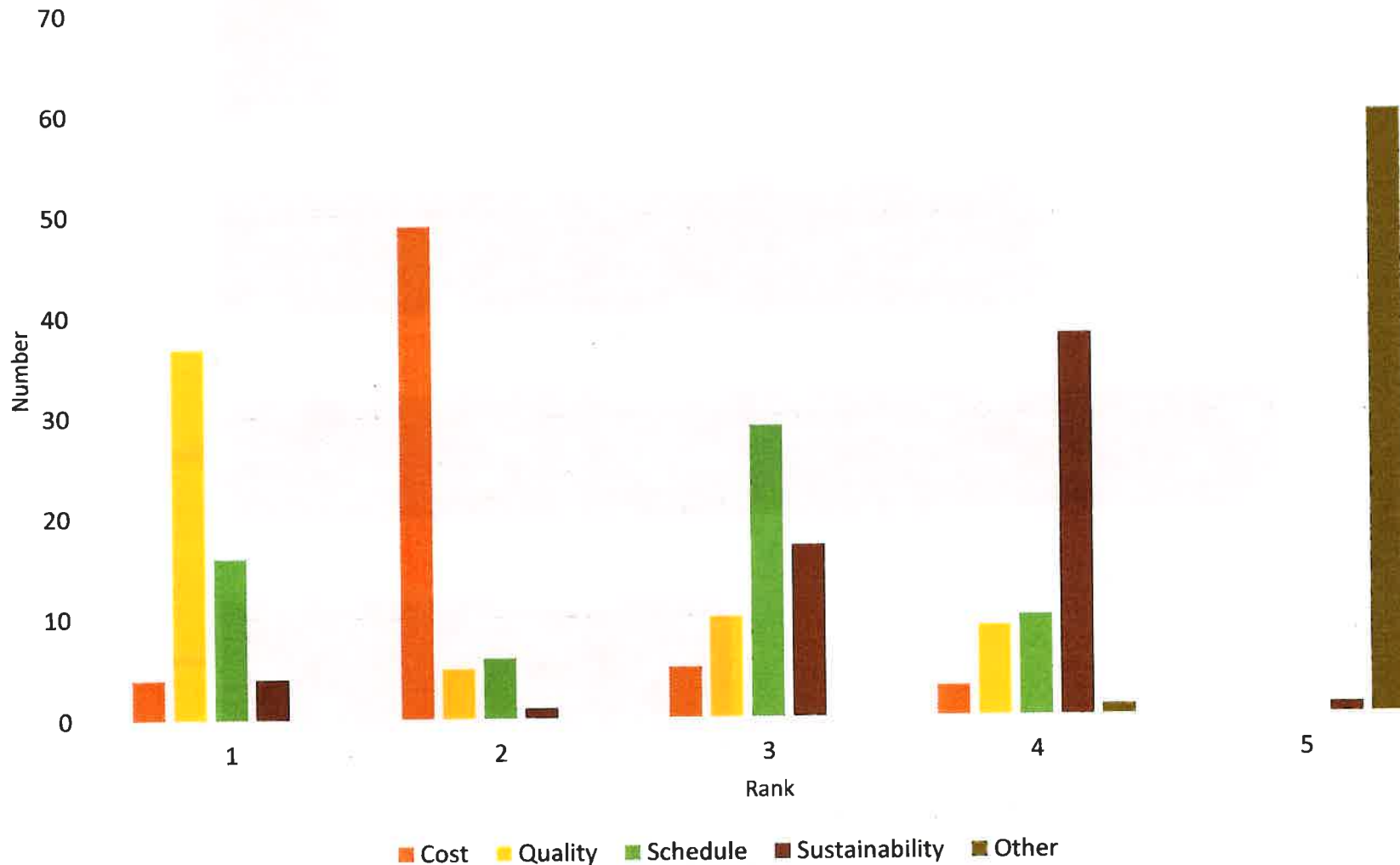
# Q18 - Please rate your satisfaction with Project Management/Engineering Services.



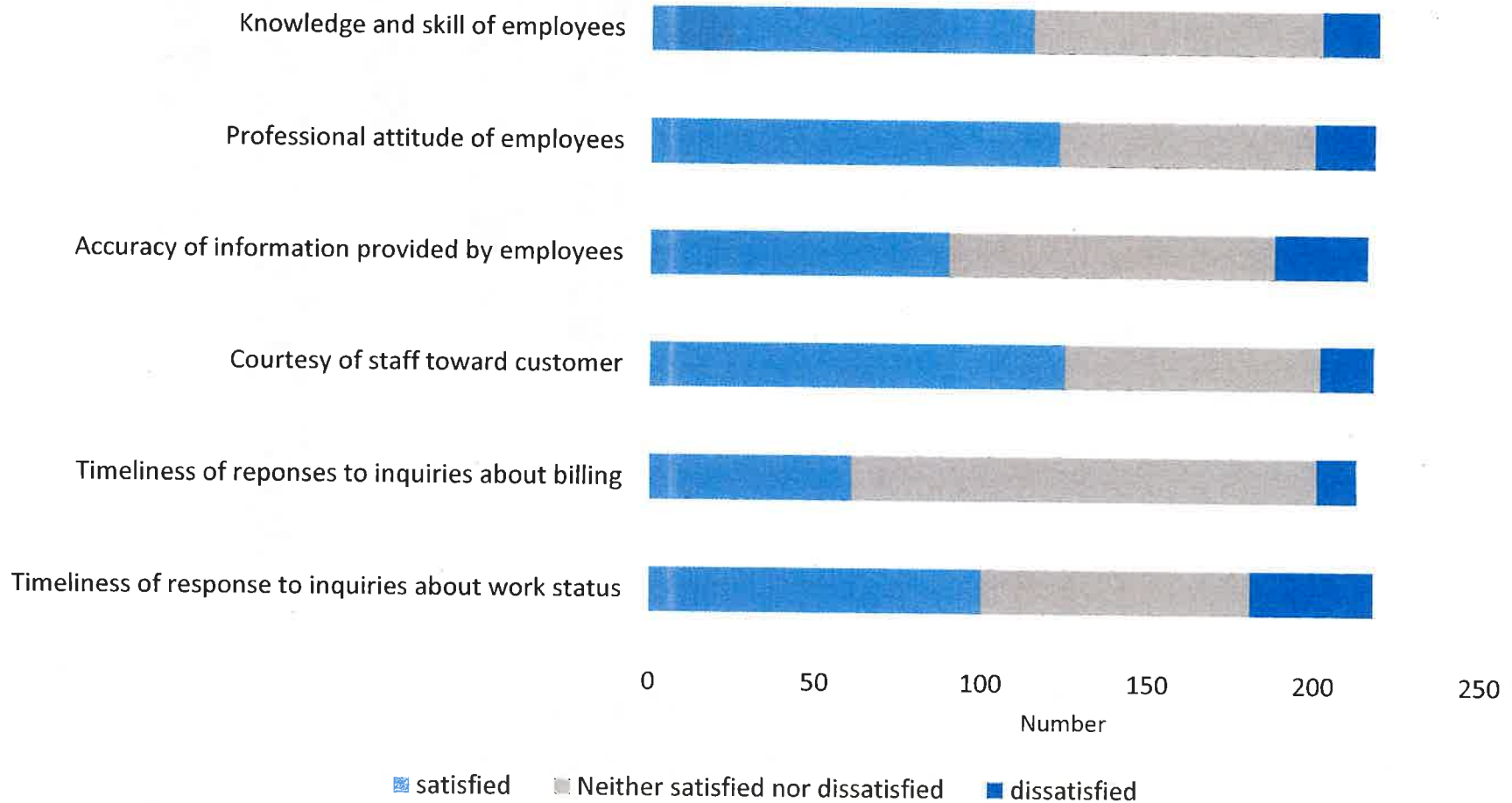
# Q19 - How important is sustainability to you in regards to construction at TTU?



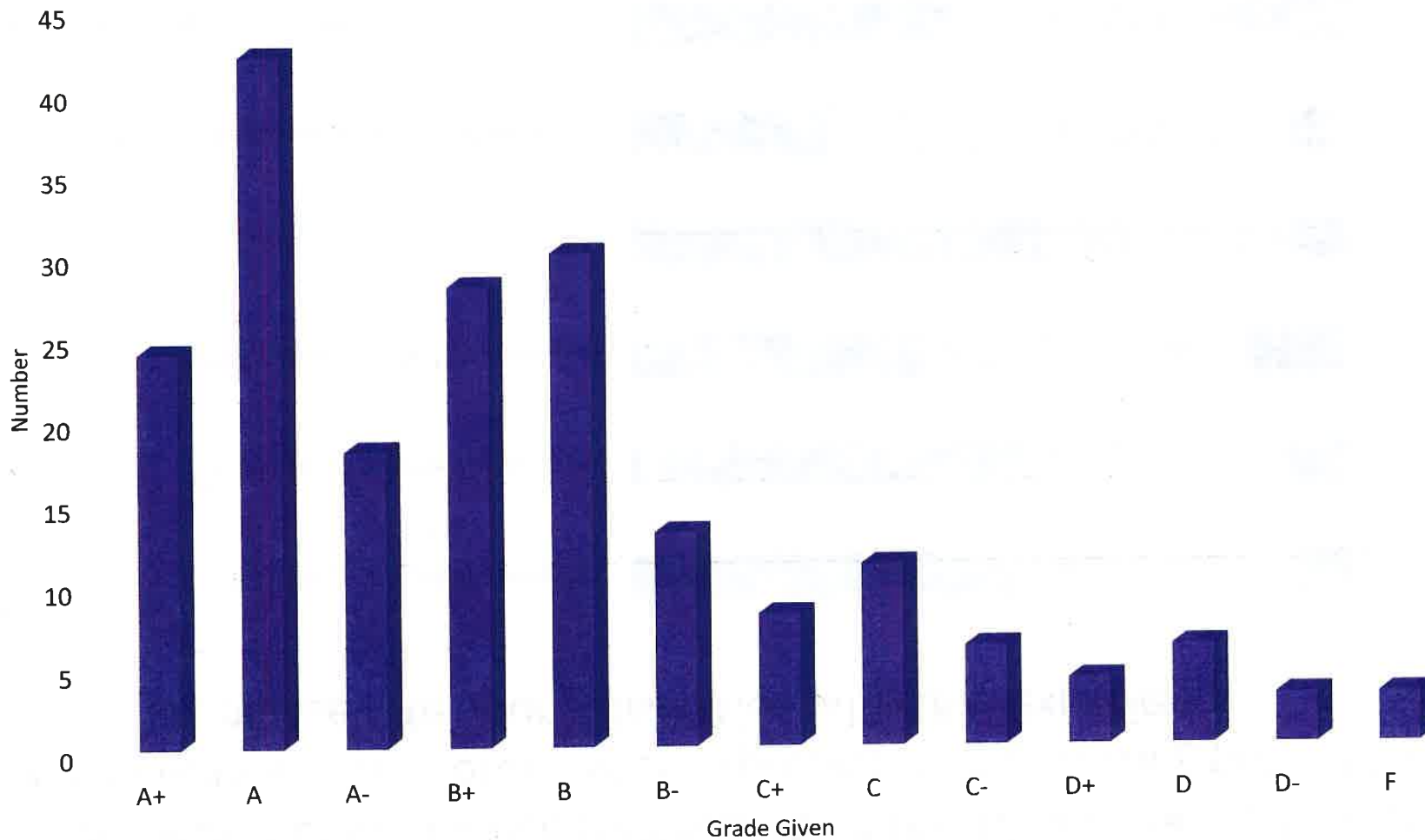
Q20 - In order of what you believe should have the most importance, rank the following values for construction projects at TTU.



Q21 - In the last twelve months, have you had contact with Facilities and Business Services office staff regarding the administrative side of any maintenance work order, special project or engineering project? If so, please rate your satisfaction with that experience.

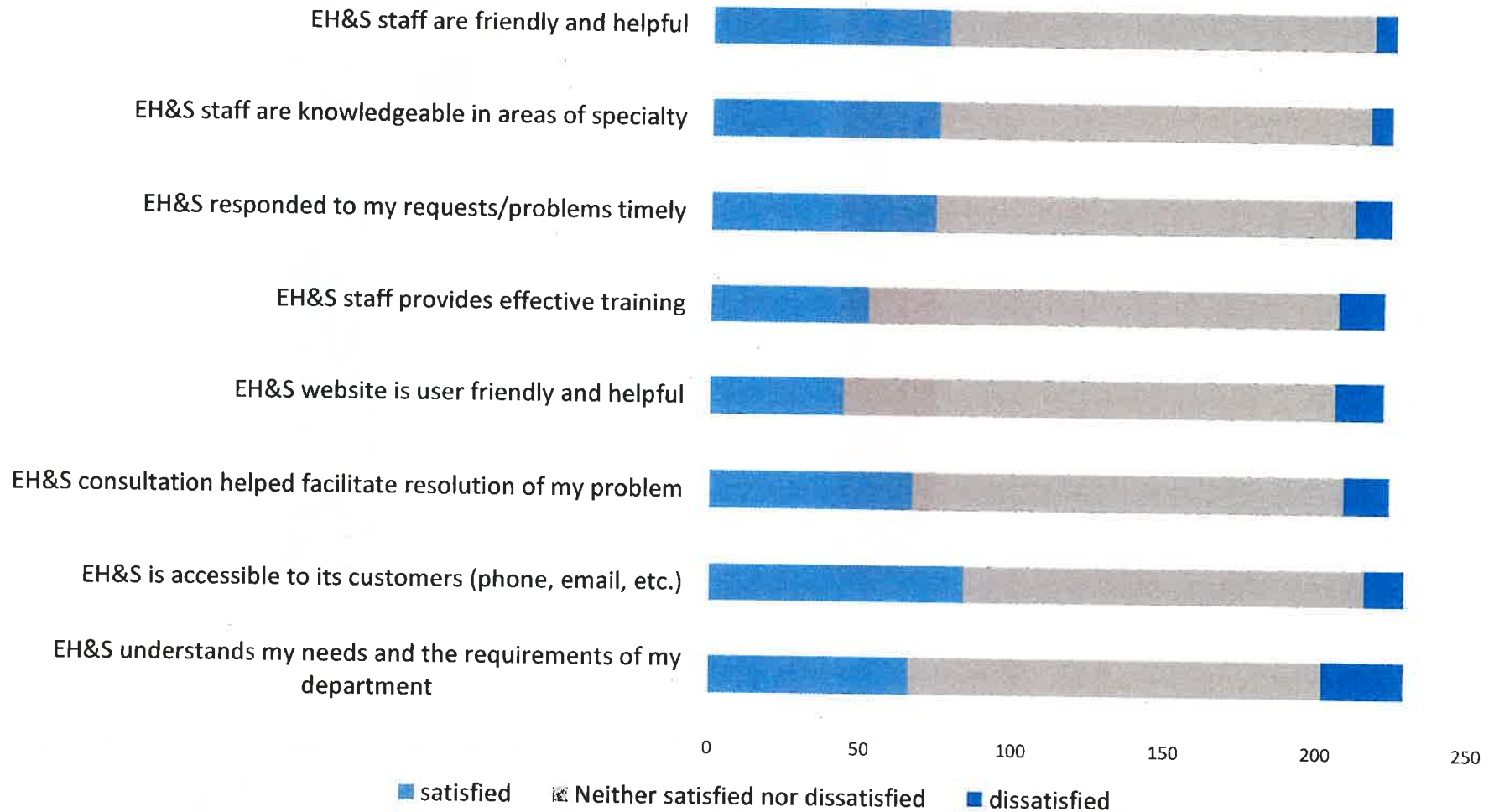


Q22 - In your interaction with Facilities and Business Services staff over the last 12 months, what level of customer service would you grade the overall experience?

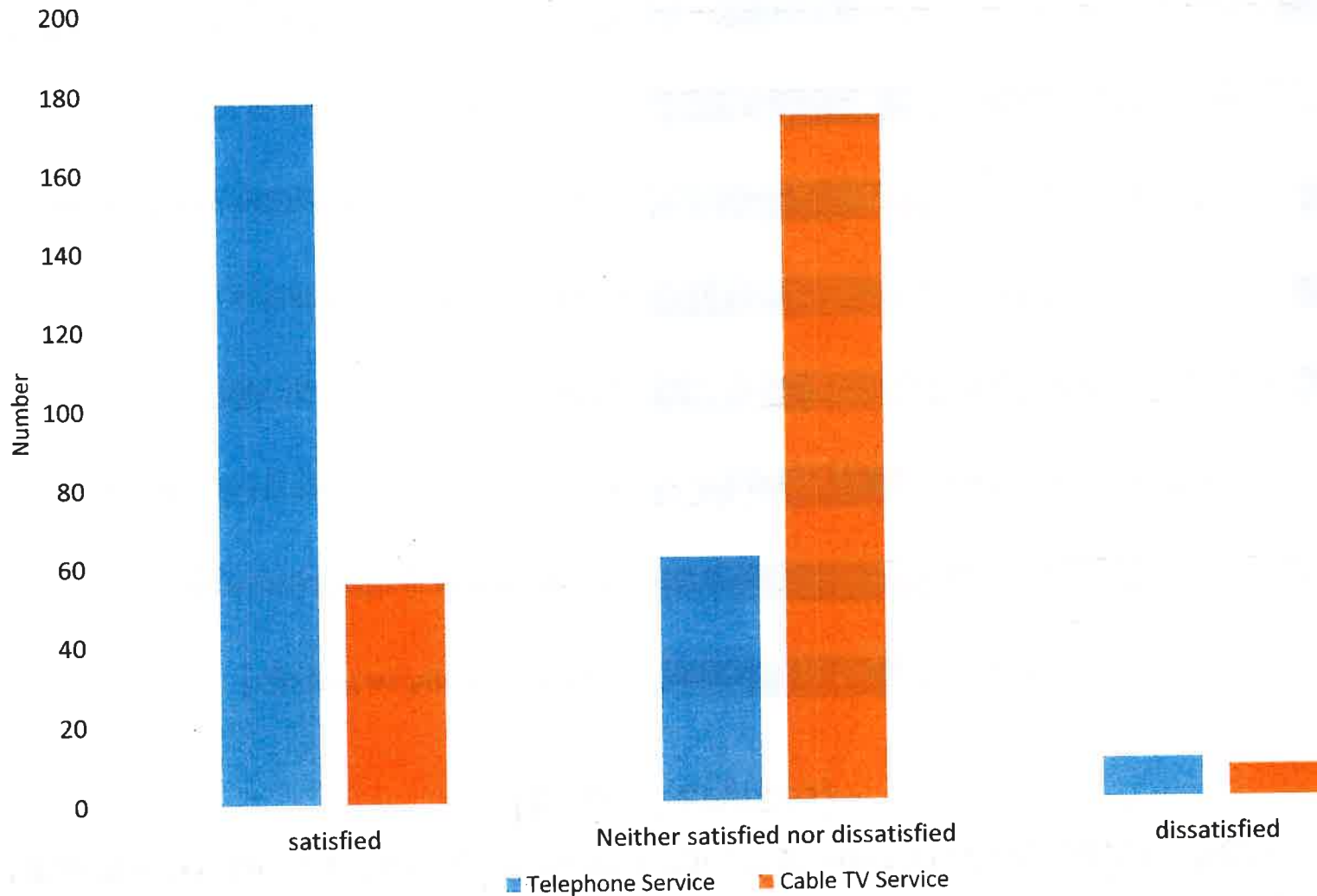




## Q23 - Please rate your level of agreement with the following statements pertaining to Environmental Health and Safety Services (EH&S Services)



Q24 - Facilities and Business Services provides telephone, cable TV and other related services to the TTU campus community. Please rate your level of satisfaction with those services over the last twelve months.



Q25 - If you have any further concerns or comments regarding the work provided by Facilities and Business Services, or recommendation for services you feel we should explore providing in the future, please feel free to share them here.

- Fix the potholes
- We are long overdue on the roof of some of our buildings
- Bring back TTU custodial staff
- There is no accountability in your work order system
- Work orders take forever to be completed
- Implement the use of automated lights to turn off when vacant
- We would like to see better maintenance of parking areas
- the lack of urgency when it comes to wildlife in our building
- Why don't they help move furniture in the buildings anymore
- Need more handicapped parking spaces
- Need better pest control
- Green space is so important for all aspects of campus life
- Noises due the HVAC that nothing can be done about
- Kudos to the staff. They are very helpful to us
- I believe positive changes are happening and look forward to the improvements