Customer Satisfaction Survey Results FY2015

Dalhousie University

March 2016
Customer Satisfaction Survey

Background and scoring process

- Total surveys viewed: 1469
- Total surveys started: 1181
- Total surveys completed: 862
- Completion rate: 73%

Multiple choice questions in the survey had the following responses and were graded on one of the scales below:

<table>
<thead>
<tr>
<th>Value</th>
<th>Response Set #1</th>
<th>Response Set #2</th>
<th>Response Set #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Strongly Disagree</td>
<td>Never</td>
<td>Very Poor</td>
</tr>
<tr>
<td>2</td>
<td>Disagree</td>
<td>Rarely</td>
<td>Poor</td>
</tr>
<tr>
<td>3</td>
<td>Undecided</td>
<td>Sometimes</td>
<td>Fair</td>
</tr>
<tr>
<td>4</td>
<td>Agree</td>
<td>Often</td>
<td>Good</td>
</tr>
<tr>
<td>5</td>
<td>Strongly Agree</td>
<td>Always</td>
<td>Excellent</td>
</tr>
<tr>
<td>Excluded</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Demographics
Demographic of Respondents

Staff and faculty make up 87% of respondents

Survey Demographics

- Student: 62%
- Faculty: 25%
- Staff: 10%
- Other: 3%

Number of Years at Dalhousie

- 0-5: 21%
- 6-10: 18%
- 11-15: 13%
- 16-20: 10%
- 20+: 34%

Other write-ins included: Grant paid employees, post-doc fellows, tenants, Directors and program managers
Demographic of Respondents

Staff is 62% of the respondent profile, 72% identifying themselves as general staff members.

Survey Demographics:
- Student: 25%
- Faculty: 10%
- Staff: 62%
- Other: 3%

Staff Distribution:
- VP: <1%
- Dean/AVP: 2%
- Building Manager: 3%
- Administrative Support: 23%
- Staff: 72%

Other write-ins included: Grant paid employees, post-doc fellows, tenants, Directors and program managers.
Number of Respondents Per Building

Where Survey Respondents Spend Majority of Their Time

- Henry Hicks Acad: 108
- Kenneth C Rowe Mana: 56
- Killam Library: 54
- Other: 47
- Tupper Bldg: 44
- Mccain Arts&SS: 40
- Cox Institute -Old And New: 37
- LSC-Biol&Earth: 31
- Central Srvc: 30
- LSC-Psychology: 24
- Mona Campbell Building: 23
- Dentistry: 22
- Burbidge: 20
- Forrest: 19
- Clin Res Ctr: 19
- Weldon Law: 18
- Ralph M Medjuck Bld: 17
- Dalplex: 17
- Cumming Hall: 17
- LSC-Common Area: 16
- Stud. Union Bldg: 15
- Lemarchant Place: 15
- Chemistry: 15
- LSC-Oceanograph: 13
- Tupper Bldg: 10
- Haley Institute: 10
- Other: 10

*Note: Excludes buildings with less than 1% of participants indicating they spend the majority of their time there.

Other:
- 1443 Seymour Street
- 5849 University Ave (CRC)
- 6299 South Street
- 6389 Coburg Road
- Bethune Building
- Building H-Medjuck-Architecture
- Enviro Eng - Bldg B
- Sexton Campus
- Extension Engineering or Thermal Plant
- NSHA
- King’s A&A
- Mark AHill
- Morroy Building
- Stairs House, 6230 South
- Steele Ocean Sciences Building
- Thompson Building on Barrington (leased space)
- VG Hospital
- Campus Wide
Campus Condition and Building Comfort
Importance of Campus Condition

Majority of respondents feel the condition of buildings and grounds are **Very Important** or **Important**

**Importance of Campus Building Condition**
- Very Important: 53.0%
- Important: 31.5%
- Unimportant: 0.6%
- Very Unimportant: 14.7%

**Importance of Campus Grounds Condition**
- Very Important: 47.9%
- Important: 33.3%
- Unimportant: 13.2%
- Very Unimportant: 5.2%
Building Condition & Cleanliness of Campus

**Building Condition and Cleanliness**

*Scale of 1 - 5*

**Excellent**

**Fair**

**Very Poor**

<table>
<thead>
<tr>
<th>Category</th>
<th>Condition Avg</th>
<th>Cleanliness Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>General appearance of the exterior of the building</td>
<td>3.57</td>
<td></td>
</tr>
<tr>
<td>General repair of the interior building shell (i.e. wall, floors, ceiling)</td>
<td>3.08</td>
<td></td>
</tr>
<tr>
<td>General repair of the furnishings of interior space</td>
<td>3.28</td>
<td></td>
</tr>
<tr>
<td>Cleanliness of interior spaces</td>
<td>3.48</td>
<td>3.61</td>
</tr>
<tr>
<td>Availability of restroom resources (paper products, soap, etc.)</td>
<td>3.98</td>
<td>4.00</td>
</tr>
</tbody>
</table>

**Comments**

- "There is not much you can do - other than completely renovate. It is an old building in poor condition."
  - Faculty in Stairs House

- "The LSC is, to say the least, unattractive and not a pleasant space."
  - Faculty in Bio & Earth Sci wing of LSC

- "Washrooms are often not clean - there are the same stains in the stalls that have been there for months. Often one paper towel dispenser out, or one soap is out."
  - Student in Thompson

- "Though the building is older, it has been well maintained until recently. Our cleaning staff hours seem to be reduced, as does the acceptable level of cleanliness."
  - Staff in Macrae
“Please have trash bins near corner of Seymour and University--lots of litter along the side of McCain.”
- Staff in Kenneth C Rowe Mana

“Current gardener, at least on Studley campus, is excellent.”
- Faculty in Chemistry

“I really appreciate the hard work being done to clear the grounds to improve winter mobility on campus.”
- Faculty in Weldon Law

“Always impressed with our campus grounds. Snow removal was top-notch.”
- Faculty in McCain Arts&SS
Building Comfort on Campus

Building Comfort
Scale of 1 - 5

Temperature is frequently at a reasonable level
The air quality in my building is good
My building is free of undesirable odors
My building is free of distracting noises
Water fountains in my building are of good quality

Avg: 3.0

2.79
2.88
3.10
2.96
3.33

“Always too hot or too cold. Air flow is very poor. Often experience burning eyes in interior-enclosed rooms because of poor air quality. Exhaust fumes are sucked into building.”
- Faculty in Ind Eng & Cont Ed

“Consider designating a parking area for delivery trucks and shredding trucks. The noise and fumes they generate seeps through the windows and it is an environmental and safety hazard. The asbestos and mold situations in the building add up to a very uncomfortable workplace.”
- Faculty in Henry Hicks
Service Request Process
Facilities Department Expectations vs. Satisfaction

67% of participants had their expectations **met or exceeded** by the facilities department.

**Expectations of Facilities Performance**
- Very Low Expectations: 43.2%
- Low Expectations: 7.1%
- Moderate Expectations: 3.0%
- High Expectations: 7.1%
- Very High Expectations: 39.5%

**Satisfaction with Facilities Performance**
- Far below expectations: 10.5%
- Below expectations: 5.3%
- Meets expectation: 28.5%
- Exceeds expectations: 54.8%
- Far exceeds expectations: 1.0%
Comparing Expectations with Satisfaction

Dalhousie meets & exceeds highest expectations on campus

Expectations vs. Satisfaction Levels

Report their satisfaction as: Below Meets Exceeds their reported expectations
The Most Important Component of the Work Request Process is:

- Work requests are performed in a timely manner: 53%
- Work requests are performed completely: 11%
- Work requests are performed courteously and professionally: 13%
- Clear communication of work request schedule: 10%
- Notification of work request status (i.e., pending, in progress, complete): 9%
- The process to requisition work requests is effective: 5%

Frequency of Formal Work Request Submission:

- Never/NA: 43%
- 1 time/year: 10%
- 2-5 times/year: 6%
- 6-10 times/year: 8%
- 11-20 times/year: 19%
- Over 20 times/year: 13%

*Note: Respondents that chose “Never,” “1 time/year,” or “N/A” finished their survey at this point and were sent directly to the thank you page. All other respondents continued on in completing the rest of the survey.
Customers mostly understand and use the correct procedures when submitting service requests

Customer Knowledge of Work Order System

Scale of 1 - 5

<table>
<thead>
<tr>
<th>Customer Feedback</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>I understand the procedure for submitting work requests</td>
<td>3.99</td>
</tr>
<tr>
<td>I utilize the proper procedure for submitting work requests</td>
<td>3.86</td>
</tr>
<tr>
<td>The work request process meets my needs</td>
<td>4.07</td>
</tr>
<tr>
<td>The work request process is the most convenient way to request service</td>
<td>3.56</td>
</tr>
</tbody>
</table>

Average: 3.9

Comments:

- "The work orders process is good however having updates of the request would be great…"
  - Staff in Risley Hall

- "Generally I don't submit work orders directly, this is done by a staff person in our unit."
  - Faculty in Mona Campbell Building

- "FAMIS system is very effective with one exception. The order is placed; if the party that receives the order is unable to complete the task, for example, a request for Janitorial Staff, the supervisor should communicate that fact to the person placing the request. In general the FM staff here are wonderful and complete tasks in a timely manner; if they cannot, Anthony Fleck or Gord Farrell always provide effective communication as to why the task cannot be completed in a particular time frame."
  - Admin Support in Haley Institute
Web is most frequently used, but it isn't always as effective as a phone call

"You have to use the web to request service. It is the most effective and ONLY means of requesting service! There is no other option! If I call with an emergency, still have to put it in FAMIS!"
- Staff in Burbidge

"FAMIS isn't that user friendly. I find calling after I place the order to see that I did it correctly or aren't charged for something that should be routine maintenance."
- Staff in Forrest
Dalhousie Services:
Maintenance, Minor Projects, Custodial, Grounds, and Security
Maintenance Department

Customers are satisfied with work performance; Communication scored lower.

### Work Performance
- Work is performed courteously/professionally: 4.34
- Work is performed competently: 4.08
- Once work has begun, staff is timely: 3.87
- Work meets my expectations: 3.91

### Communication
- Work order schedule is communicated effectively: 3.27
- Schedule is adhered to or I am made aware of changes: 3.22
- Work schedule is generally acceptable: 3.62
- I am asked for or receive feedback: 2.46

Avg: 4.1

Customers are satisfied with work performance; Communication scored lower.
Customers are somewhat satisfied with both performance and communication.
Custodial Department

**Performance**

- Work is performed courteously/professionally: 4.37
- Work is performed competently: 4.12
- Once work has begun, staff is timely: 4.22
- Work meets my expectations: 3.92

**Communication**

- Work order schedule is communicated effectively: 3.46
- Schedule is adhered to or I am made aware of changes: 3.40
- Work schedule is generally acceptable: 3.89
- I am asked for or receive feedback: 2.52

Customers are frequently satisfied with work performance; Communication scored lower.
# Grounds Department

## Performance

<table>
<thead>
<tr>
<th>Task</th>
<th>Rating</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work is performed courteously/professionally</td>
<td>4.36</td>
<td></td>
</tr>
<tr>
<td>Work is performed competently</td>
<td>4.23</td>
<td></td>
</tr>
<tr>
<td>Once work has begun, staff is timely</td>
<td>4.20</td>
<td></td>
</tr>
<tr>
<td>Work meets my expectations</td>
<td>4.08</td>
<td></td>
</tr>
</tbody>
</table>

## Communication

<table>
<thead>
<tr>
<th>Task</th>
<th>Rating</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work order schedule is communicated effectively</td>
<td>3.67</td>
<td></td>
</tr>
<tr>
<td>Schedule is adhered to or I am made aware of changes</td>
<td>3.54</td>
<td></td>
</tr>
<tr>
<td>Work schedule is generally acceptable</td>
<td>3.84</td>
<td></td>
</tr>
<tr>
<td>I am asked for or receive feedback</td>
<td>2.49</td>
<td></td>
</tr>
</tbody>
</table>

## Routine Grounds Services

- Customers are frequently satisfied with work performance; Communication scored lower.
## Dalhousie Security Performance

*Dalhousie Security frequently provides respondents with good service*

### Performance

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service met my expectations</td>
<td>4.03</td>
</tr>
<tr>
<td>Service is effective in resolving the issue</td>
<td>4.05</td>
</tr>
<tr>
<td>Service is performed competently</td>
<td>4.18</td>
</tr>
<tr>
<td>Service is provided courteously and professionally</td>
<td>4.18</td>
</tr>
<tr>
<td>Response to requests for service is timely</td>
<td>4.07</td>
</tr>
</tbody>
</table>

### Communication

<table>
<thead>
<tr>
<th>Engagement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always</td>
<td>67.6%</td>
</tr>
<tr>
<td>Often</td>
<td>9.8%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>11.3%</td>
</tr>
<tr>
<td>Rarely</td>
<td>6.2%</td>
</tr>
<tr>
<td>Never</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

### Requested Security Services

The chart on the right illustrates the communication and work performance of requested security services.

- Excellent performance
- Poor performance

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*Note: The chart showing the communication and work performance of requested security services is not transcribed here.*
Overall Customer Satisfaction
ROPA Benchmarking Metrics

Opportunity to improve overall service by requesting more feedback from customers

Customer Satisfaction Survey
Scale of 1 - 5

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge/Understanding in Process</td>
<td>3.5</td>
</tr>
<tr>
<td>Schedules &amp; Service Levels</td>
<td>3.4</td>
</tr>
<tr>
<td>Work Meets Expectations</td>
<td>3.90</td>
</tr>
<tr>
<td>Feedback</td>
<td>2.40</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>2.70</td>
</tr>
</tbody>
</table>

- Do users understand the work order process?
- Do users understand the schedule and service levels?
- Are users’ expectations met?
- Are users asked for, or receive, feedback?
- Users general satisfaction with facilities
Concluding Observations

Dalhousie customer satisfaction survey results

Survey results indicate that campus grounds and overall building condition are very important to Dalhousie users. Building condition and comfort were identified by survey respondents as areas for improvement, including: general repairs of interiors, temperature, air quality, and cleanliness of restrooms. Users frequently mentioned the need for more custodial staffing as well as a recurring rodent problem.

Users at Dalhousie reported frustration over inefficient communication within the service departments. Users would like to give and receive more feedback, as well as have a good understanding of when services are being performed. Respondents report that service workers do tend to be professional and courteous, and competently perform their work.

67% of users have their expectations met or exceeded by the facilities department. Users acknowledge the fact that older buildings are more prone to issues, but would like to see more resources dedicated towards increasing comfort. Users are generally satisfied with the conditions of campus grounds.