



# Customer Satisfaction Survey Results FY2015

Dalhousie University

March 2016



## Background and scoring process

Total surveys viewed:	1469
Total surveys started:	1181
Total surveys completed:	862
<b>Completion rate:</b>	<b>73%</b>

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

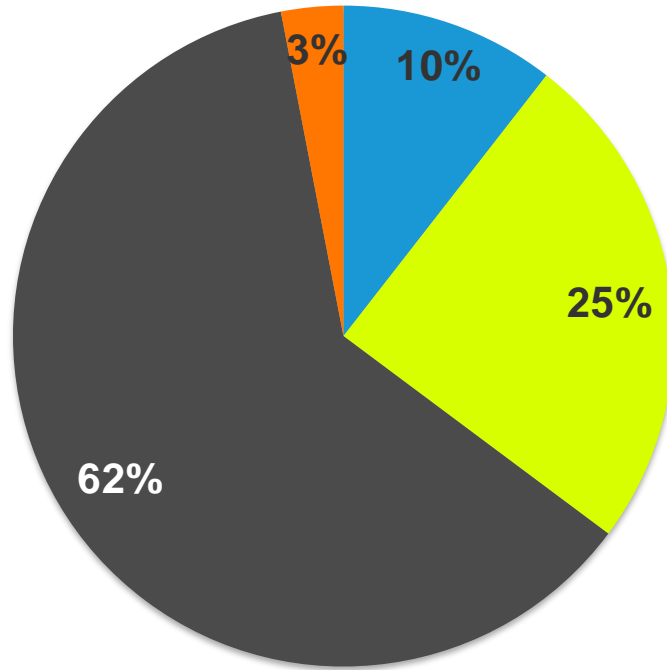
Value	Response Set #1	Response Set #2	Response Set #3
1	Strongly Disagree	Never	Very Poor
2	Disagree	Rarely	Poor
3	Undecided	Sometimes	Fair
4	Agree	Often	Good
5	Strongly Agree	Always	Excellent
Excluded	N/A	N/A	N/A

# Demographics

# Demographic of Respondents

Staff and faculty make up 87% of respondents

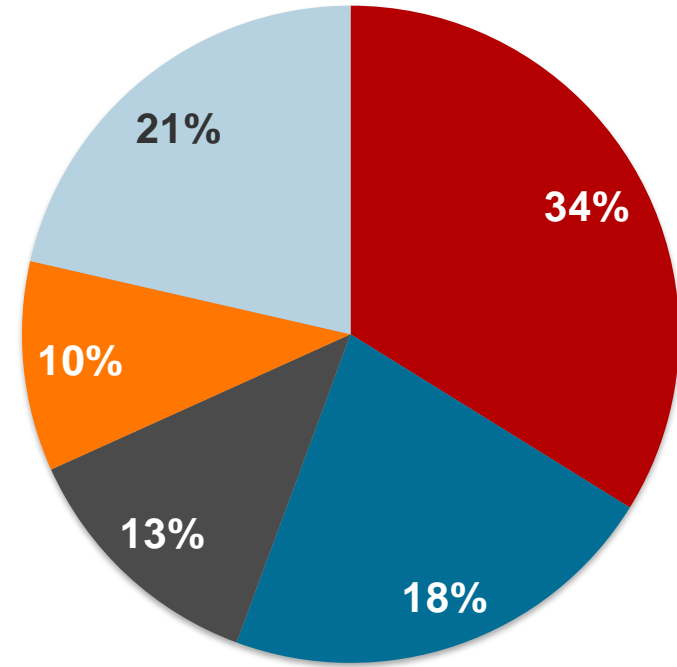
## Survey Demographics



■ Student ■ Faculty ■ Staff ■ Other

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

## Number of Years at Dalhousie

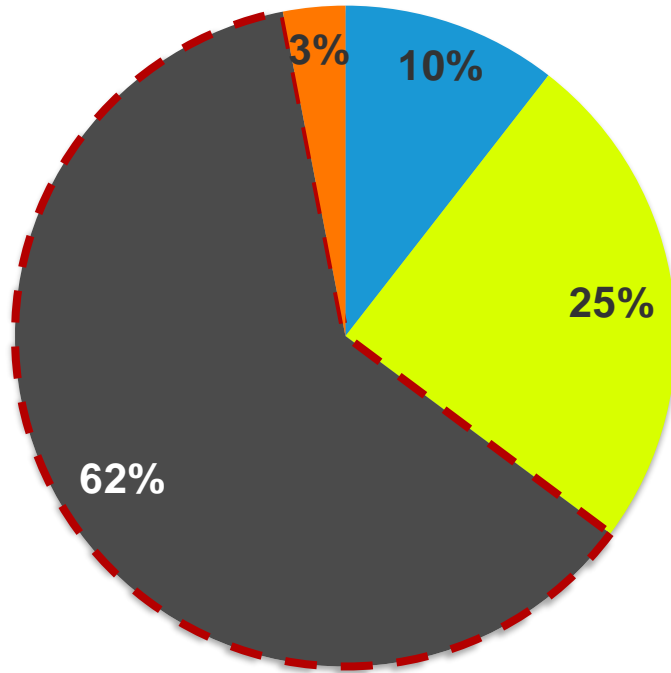


■ 0-5 ■ 6-10 ■ 11-15 ■ 16-20 ■ 20+

# Demographic of Respondents

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

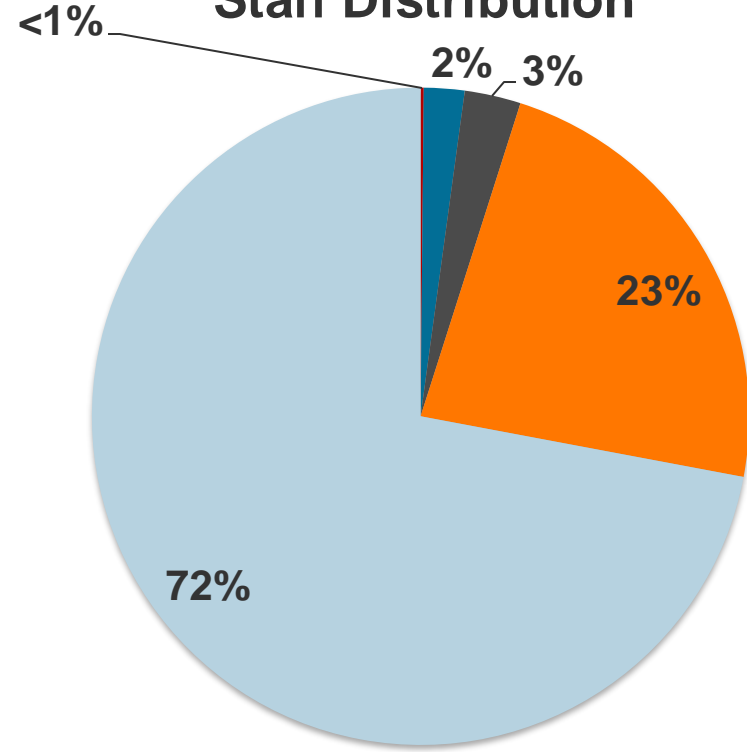
## Survey Demographics



■ Student   ■ Faculty   ■ Staff   ■ Other

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

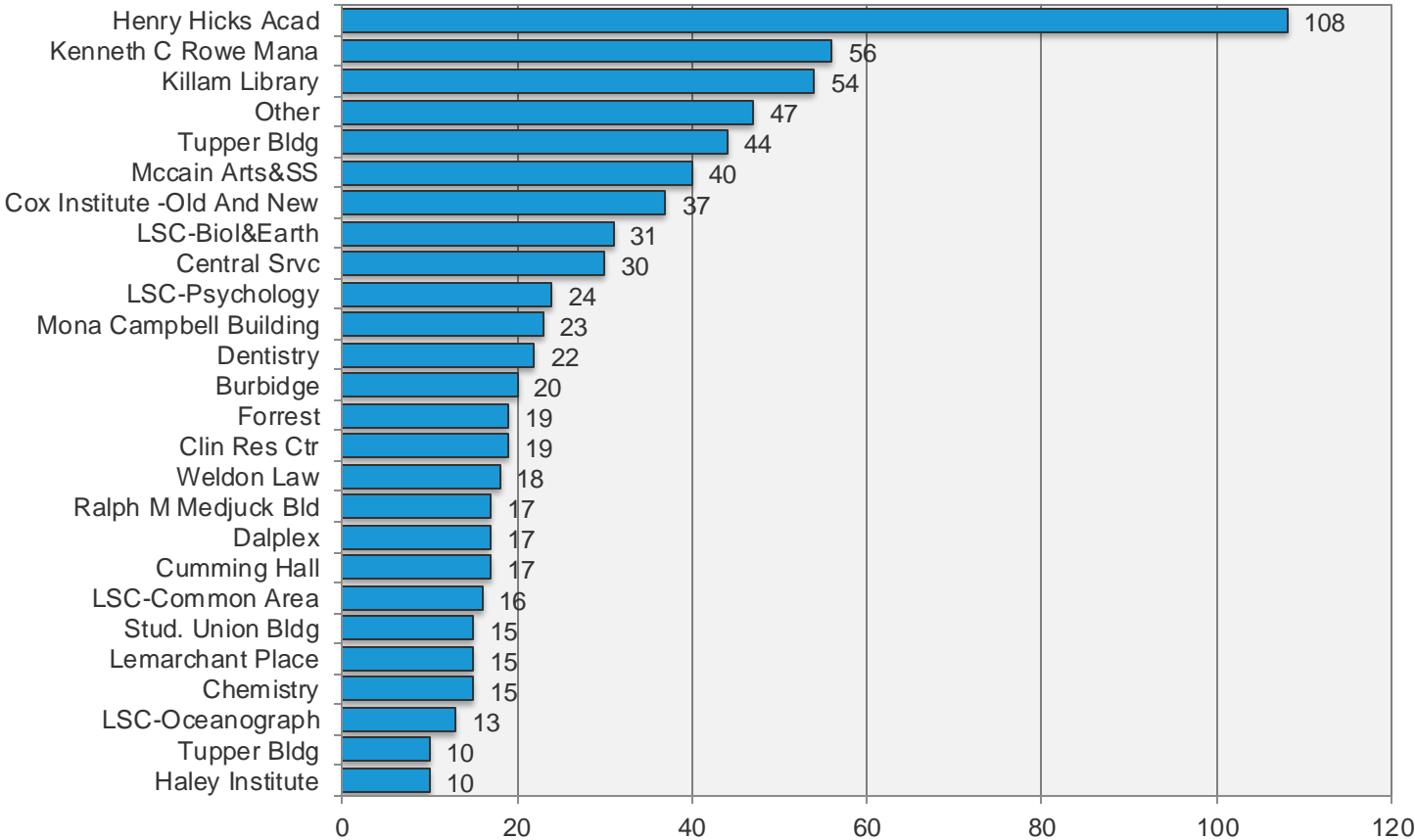
## Staff Distribution



■ VP  
■ Dean/AVP  
■ Building Manager  
■ Administrative Support  
■ Staff

# Number of Respondents Per Building

Where Survey Respondents Spend Majority of Their Time



**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

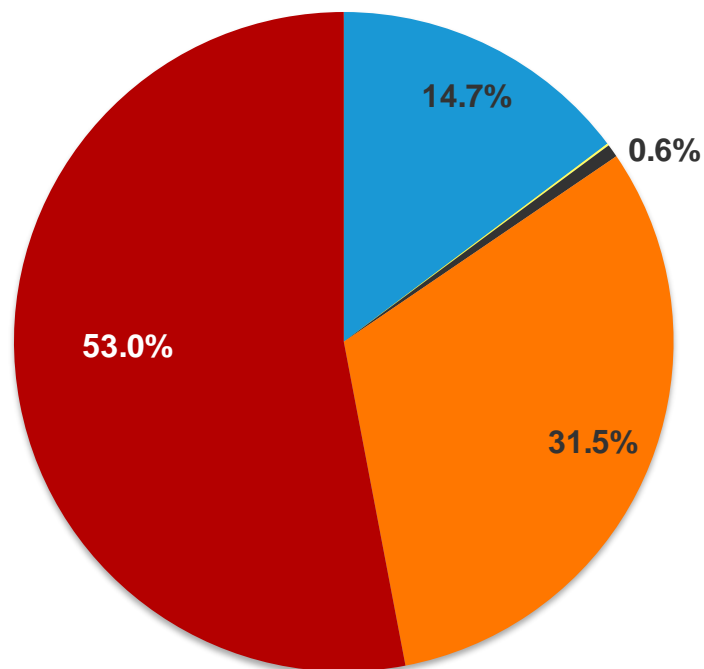
\*Note: Excludes buildings with less than 1% of participants indicating they spend the majority of their time there.

# **Campus Condition and Building Comfort**

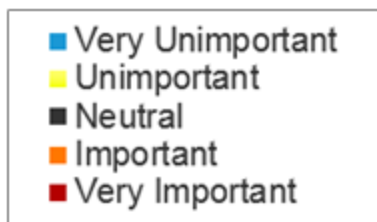
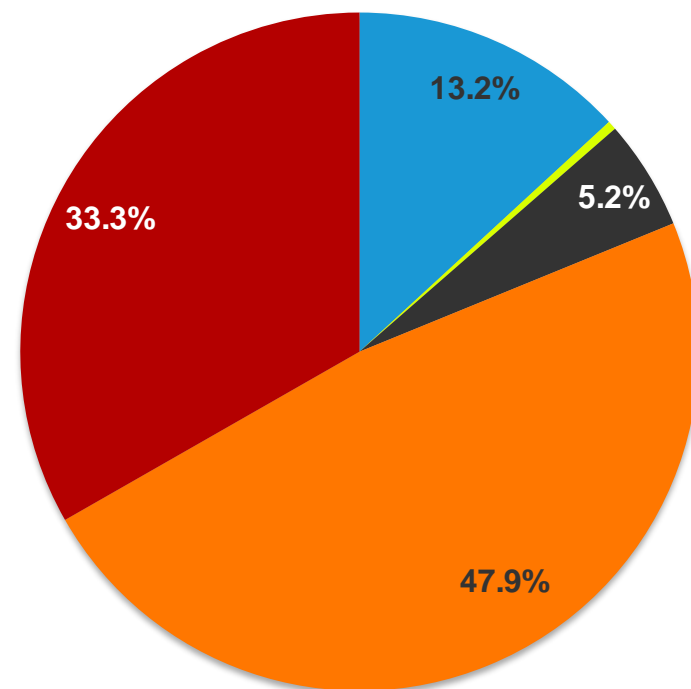
# Importance of Campus Condition

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

## Importance of Campus Building Condition



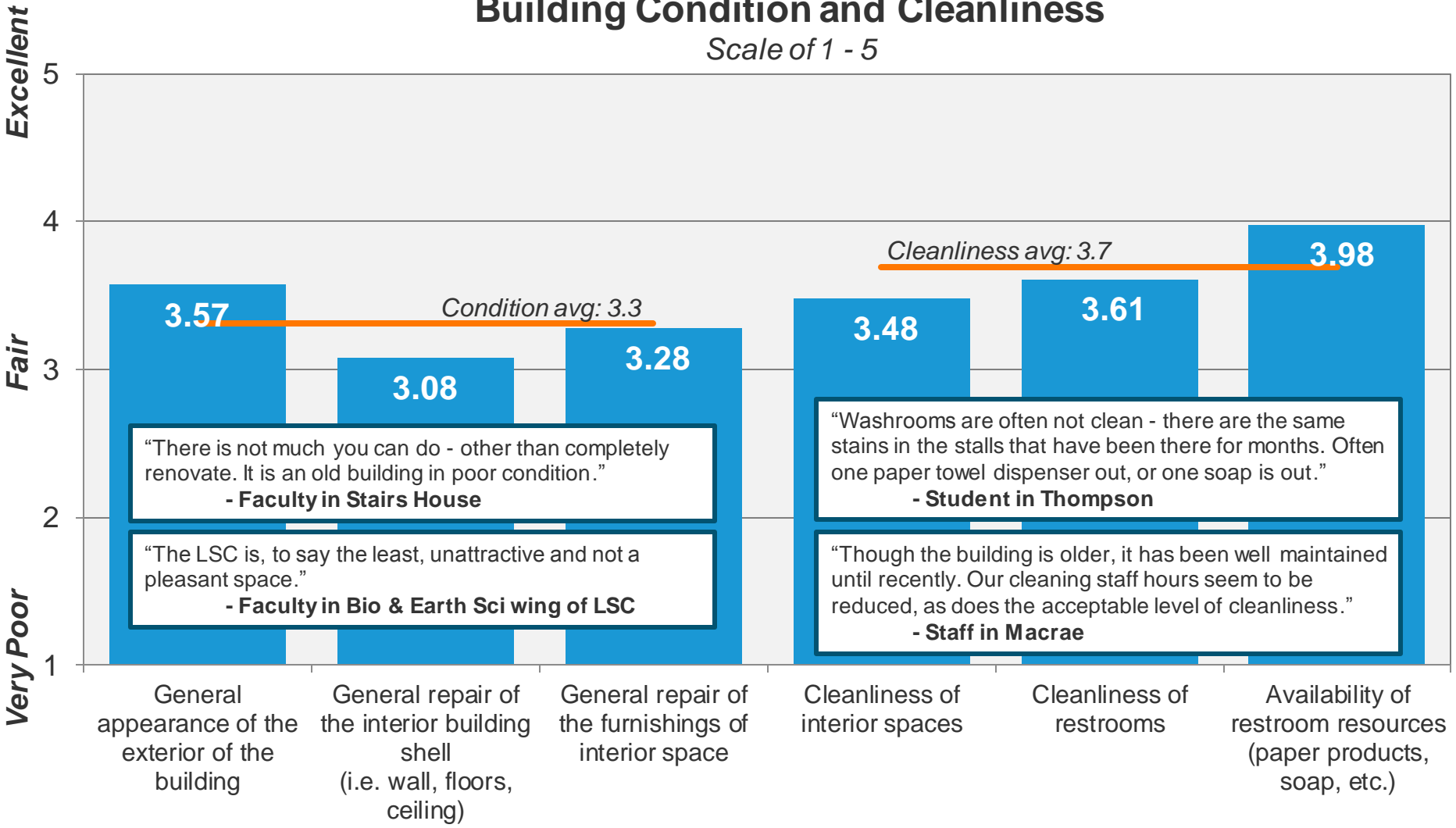
## Importance of Campus Grounds Condition



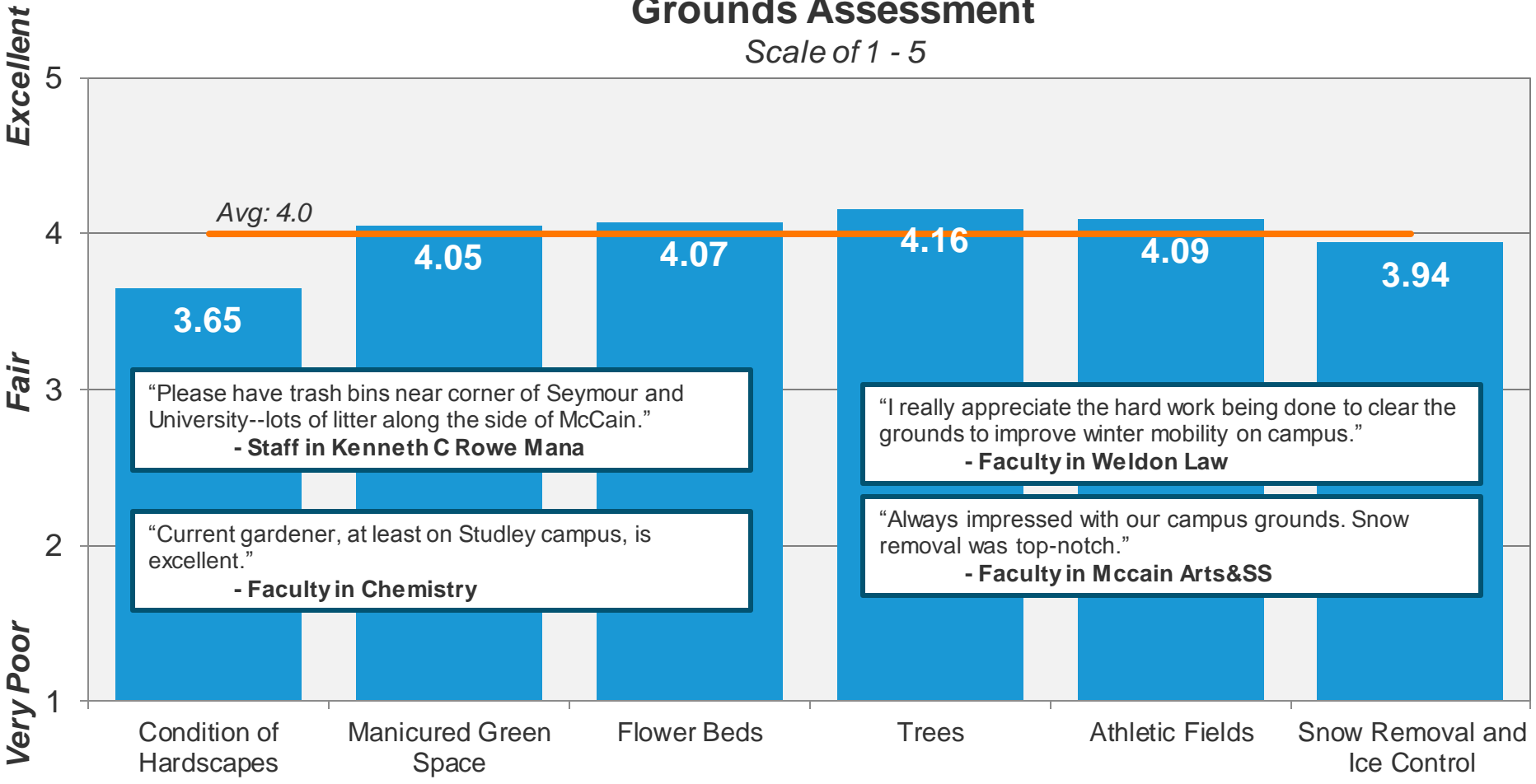


## Building Condition and Cleanliness

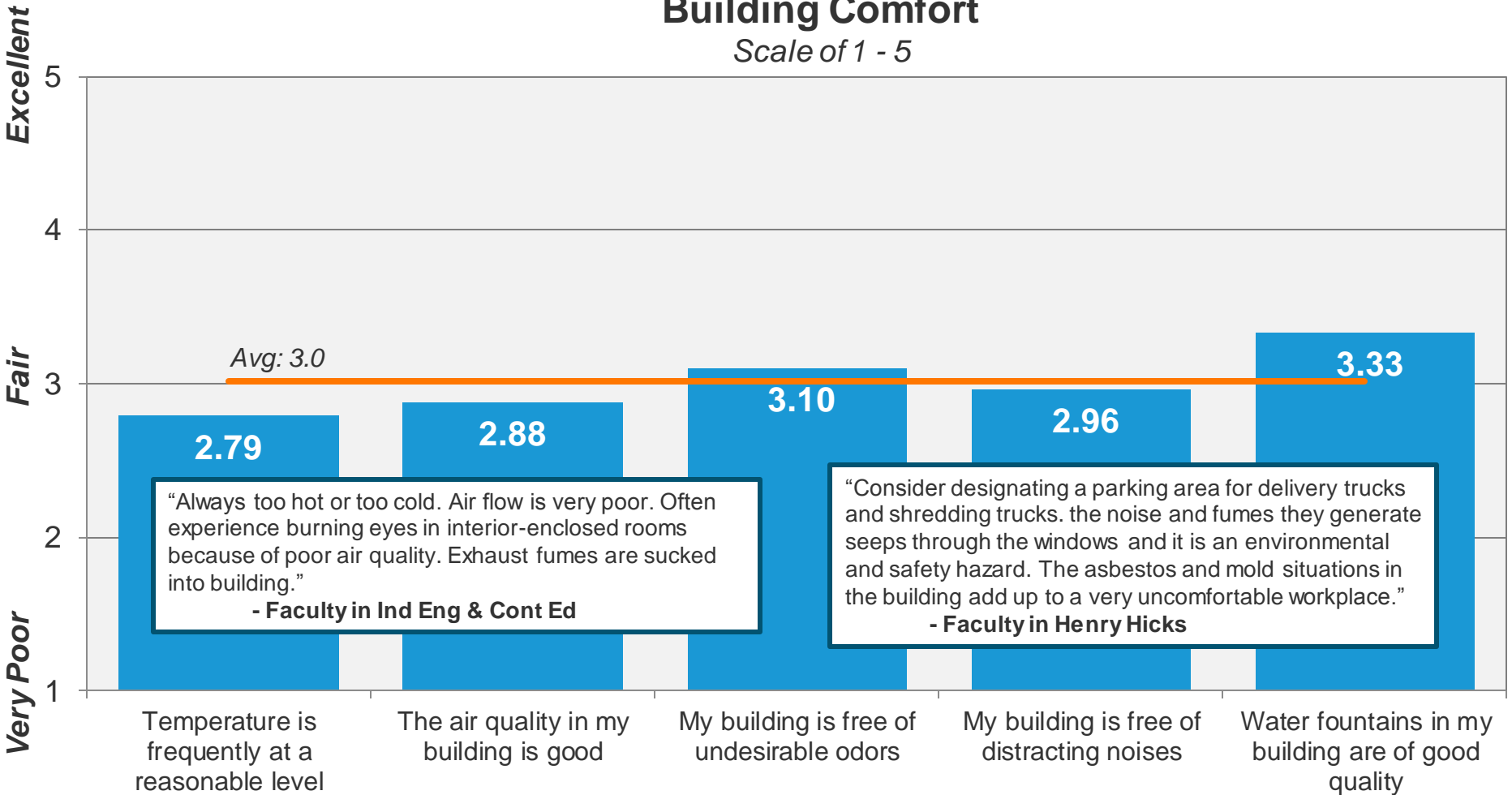
Scale of 1 - 5



## Grounds Assessment Scale of 1 - 5



## Building Comfort Scale of 1 - 5

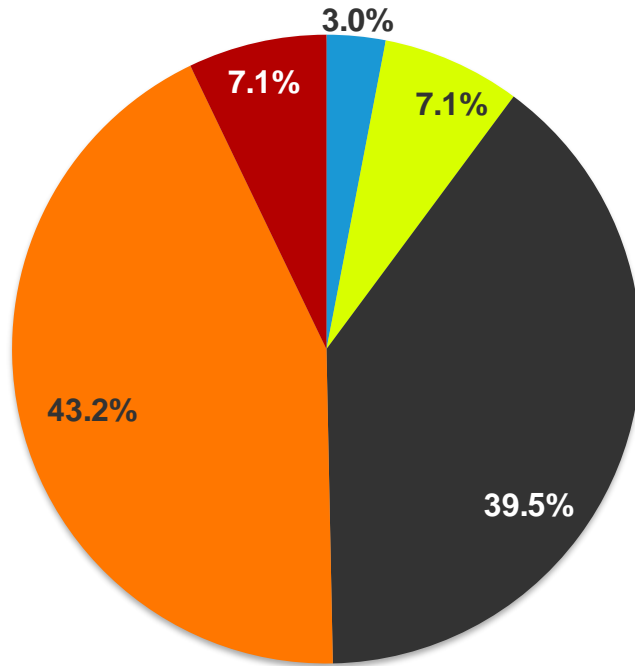


# Service Request Process

# Facilities Department Expectations vs. Satisfaction

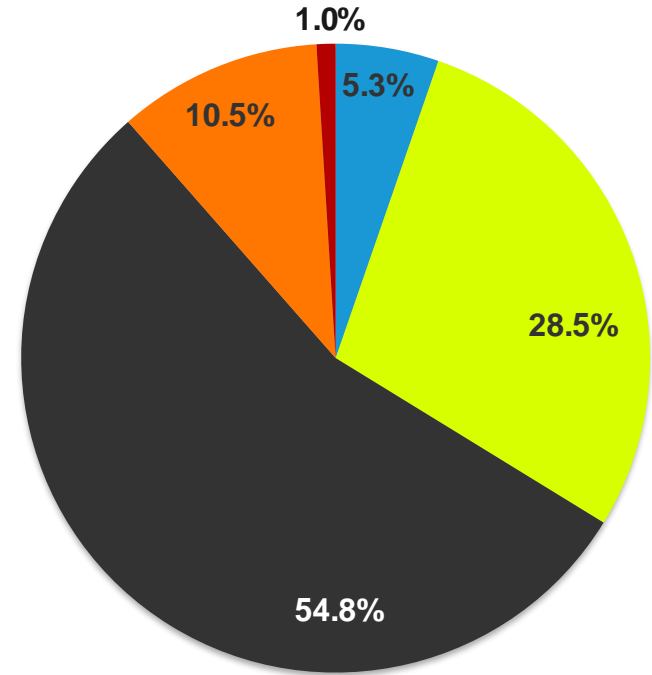
*67% of participants had their expectations met or exceeded by the facilities department*

## Expectations of Facilities Performance



- Very Low Expectations
- Low Expectations
- Moderate Expectations
- High Expectations
- Very High Expectations

## Satisfaction with Facilities Performance

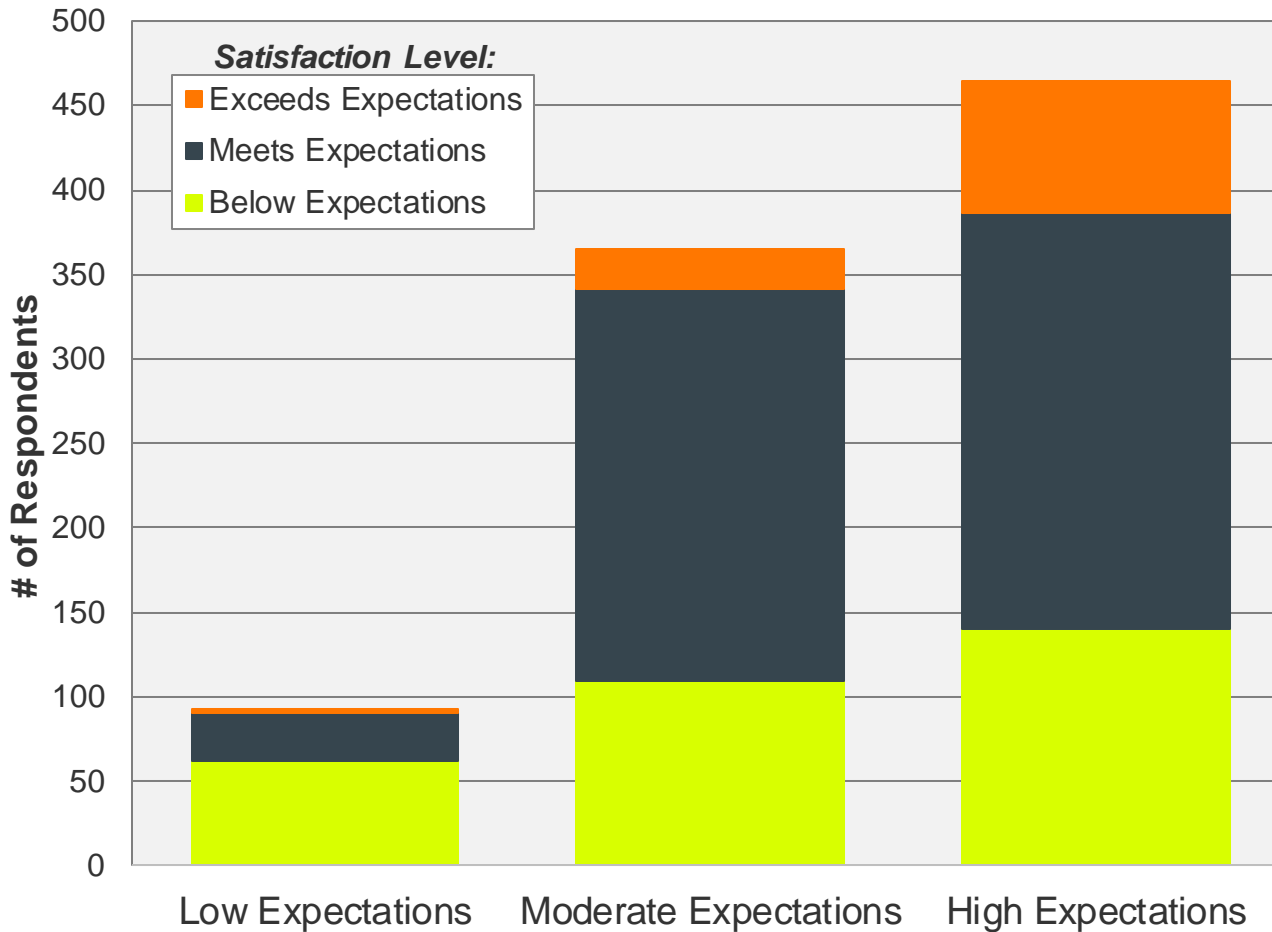


- Far below expectations
- Below expectations
- Meets expectation
- Exceeds expectations
- Far exceeds expectations

# Comparing Expectations with Satisfaction

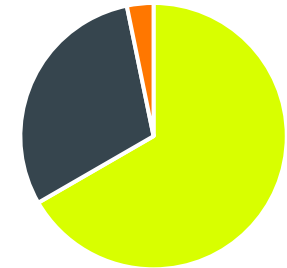
*Dalhousie meets & exceeds highest expectations on campus*

## Expectations vs. Satisfaction Levels

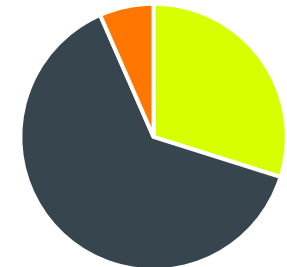


**Respondents with:**

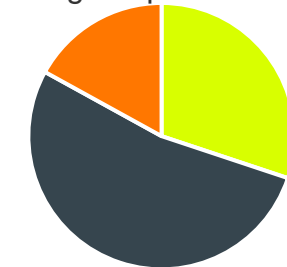
Low Expectations



Moderate Expectations



High Expectations



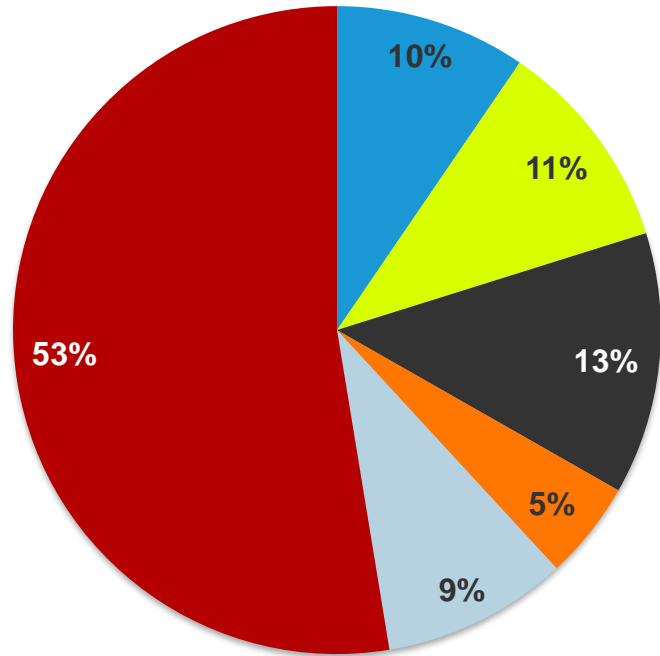
**Report their satisfaction as:**

- Below (Yellow)
- Meets (Dark Blue)
- Exceeds (Orange)

*their reported expectations*

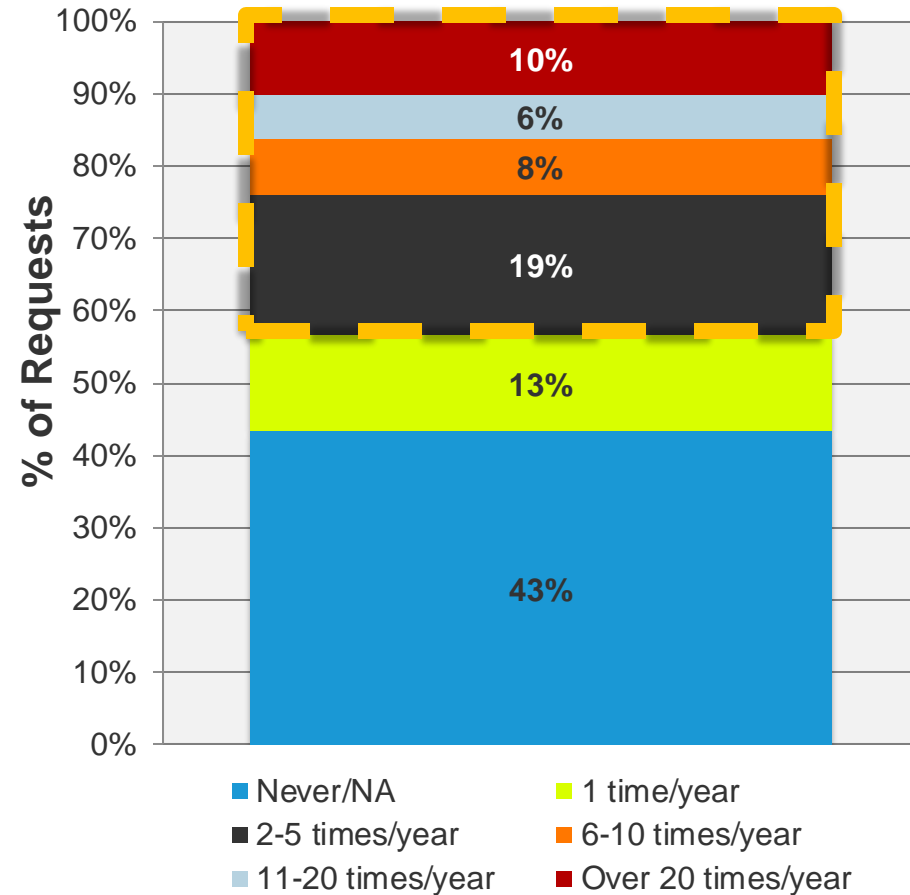
*Having an effective process to requisition work requests is most important to respondents*

## The Most Important Component of the Work Request Process is:



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

## Frequency of Formal Work Request Submission



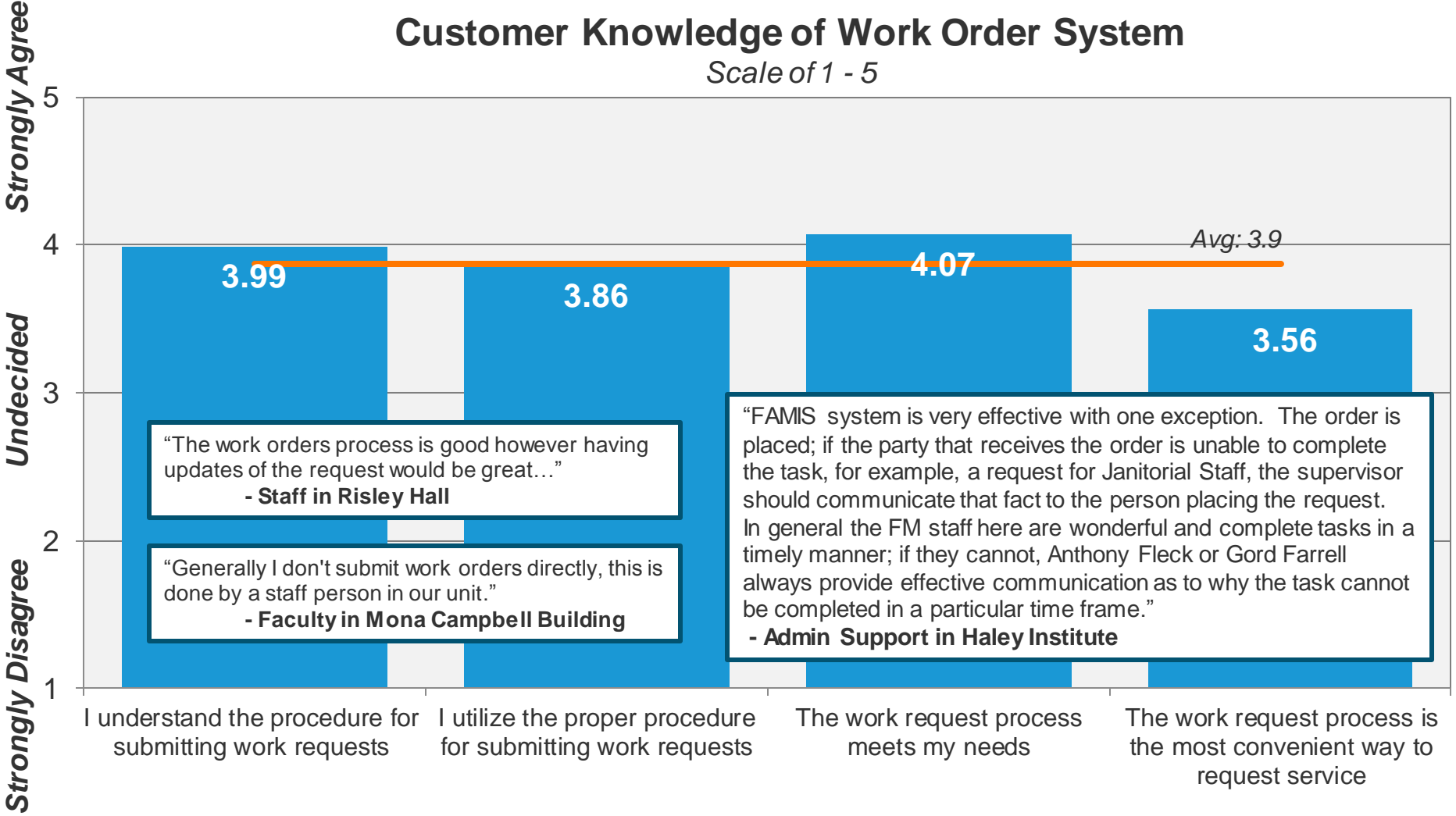
- Never/NA
- 1 time/year
- 2-5 times/year
- 6-10 times/year
- 11-20 times/year
- Over 20 times/year

\*Note: Respondents that chose "Never," "1 time/year," or "NA" 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

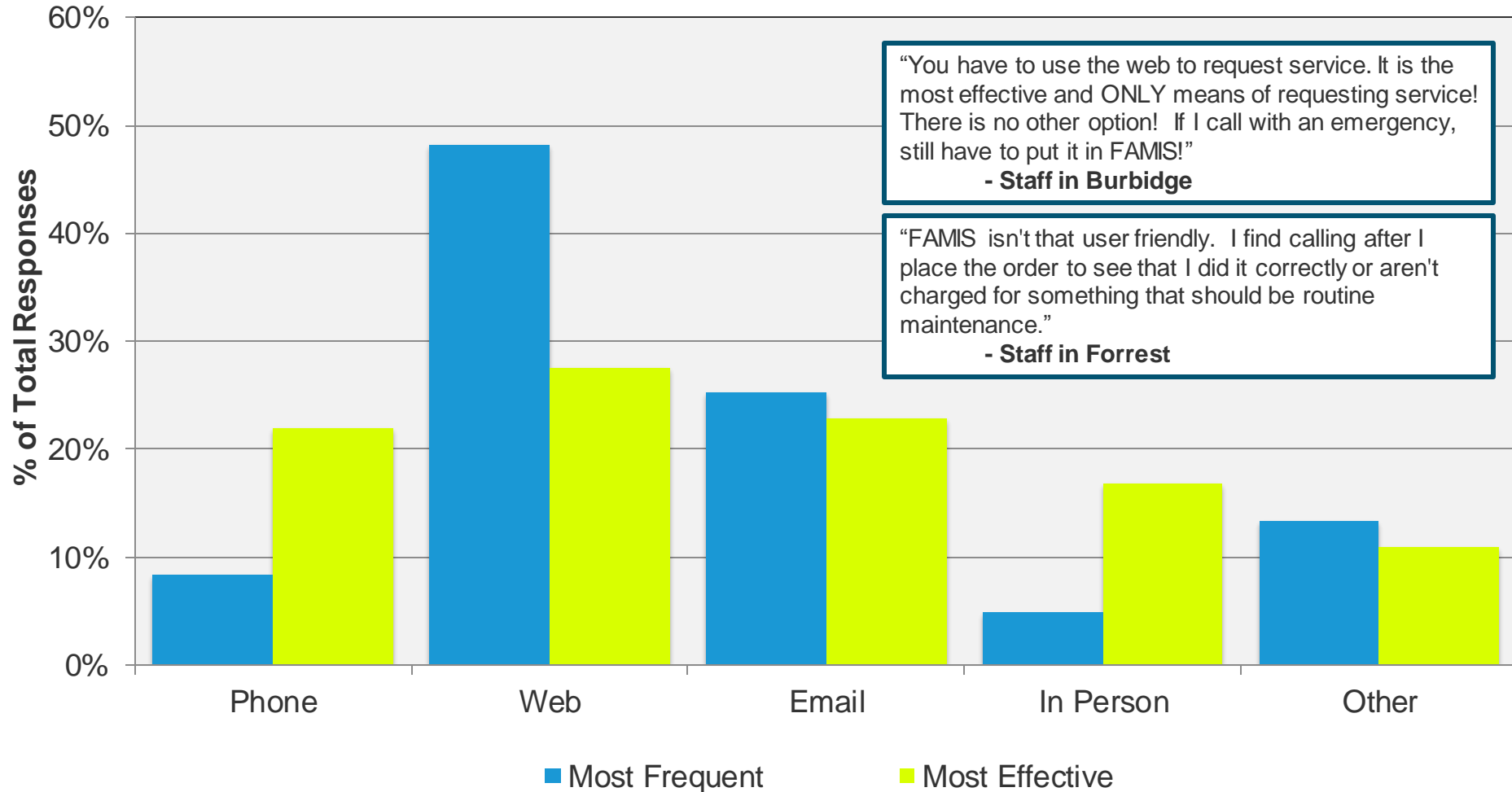
Scale of 1 - 5





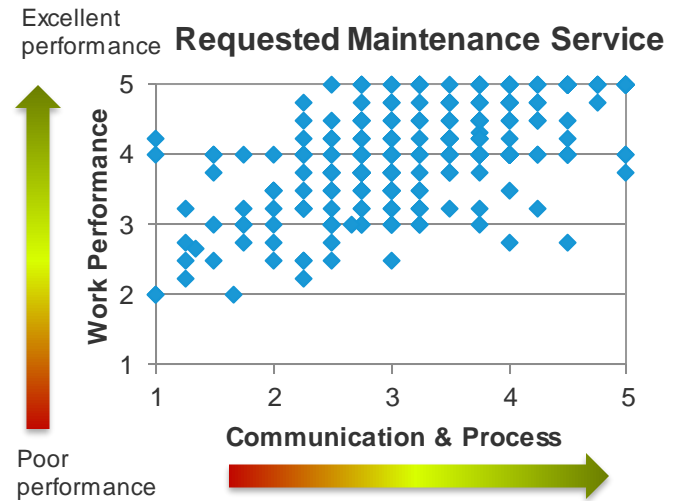
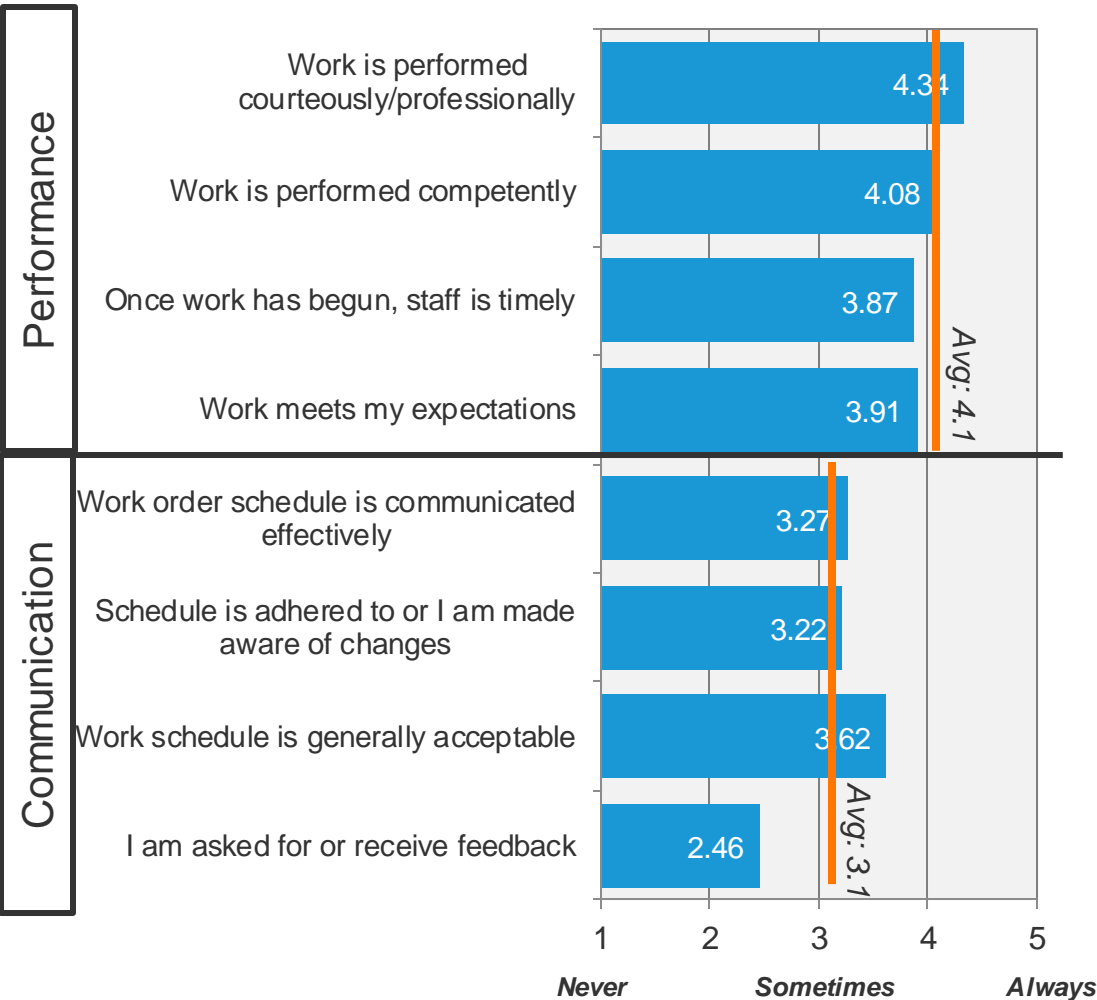
*Web is most frequently used, but it isn't always as effective as a phone call*

## Requesting Service: Frequency vs. Effectiveness

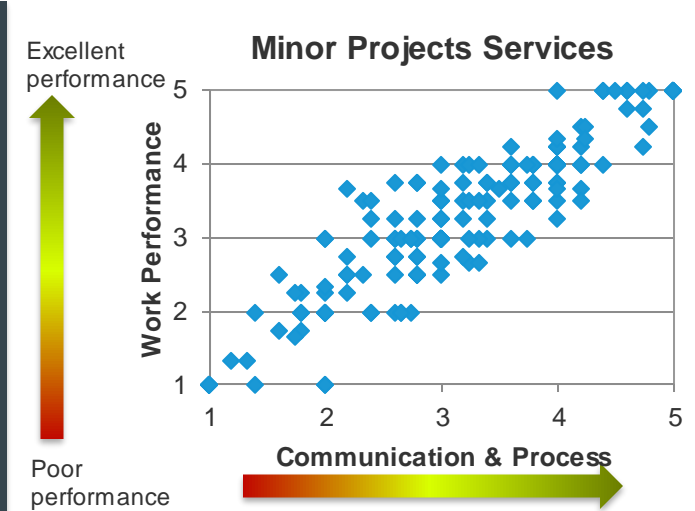
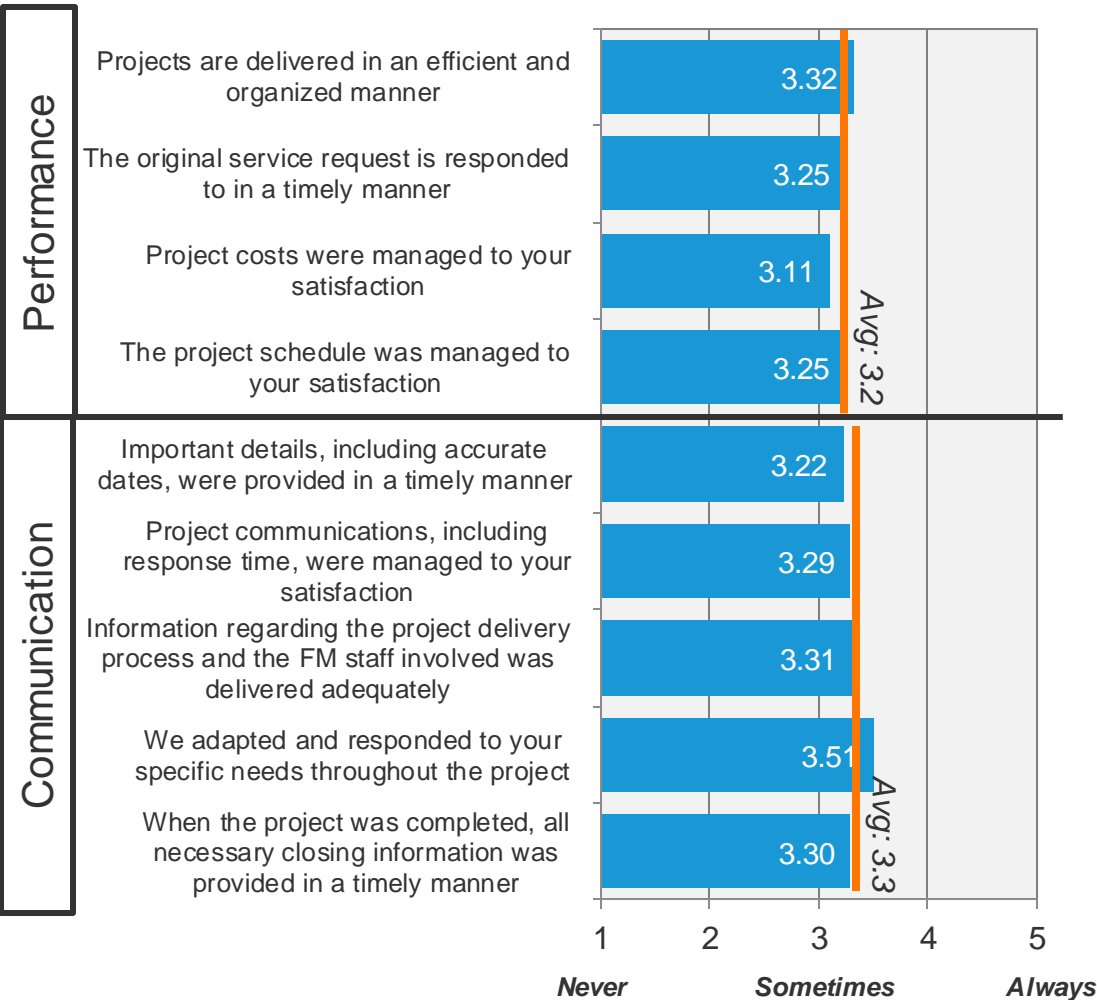


# **Dalhousie Services:**

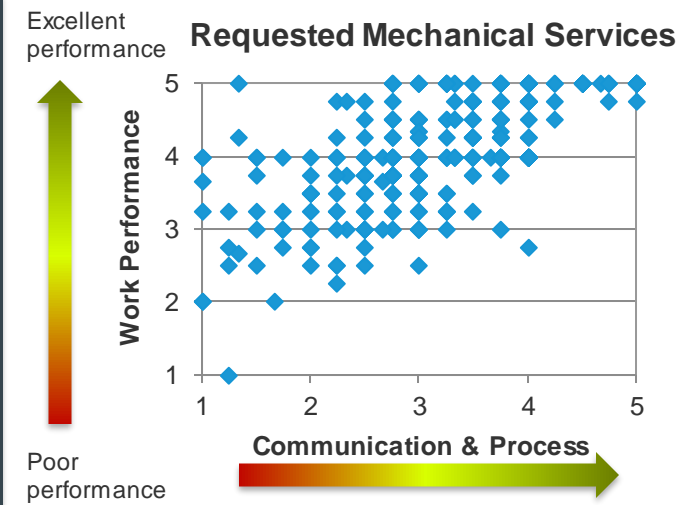
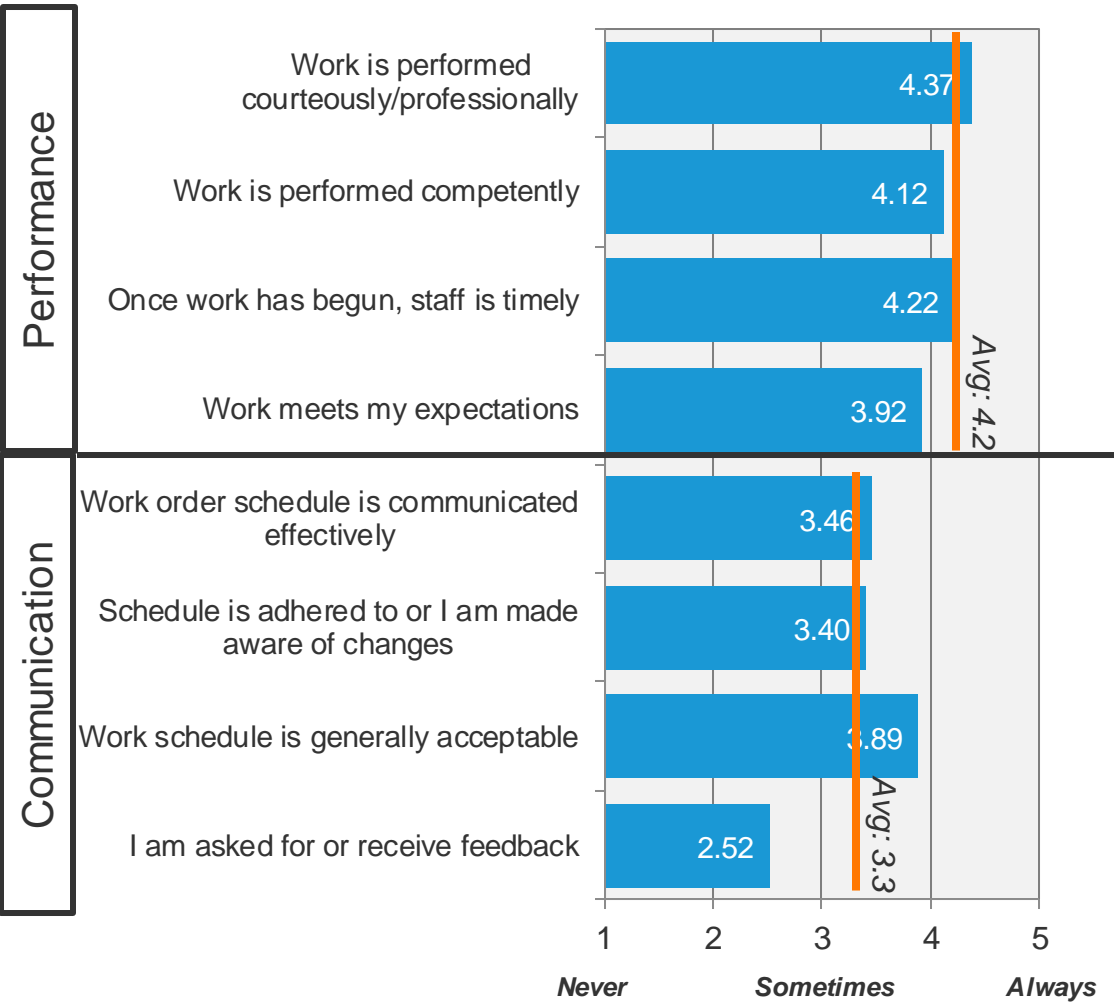
**Maintenance, Minor Projects, Custodial,  
Grounds, and Security**



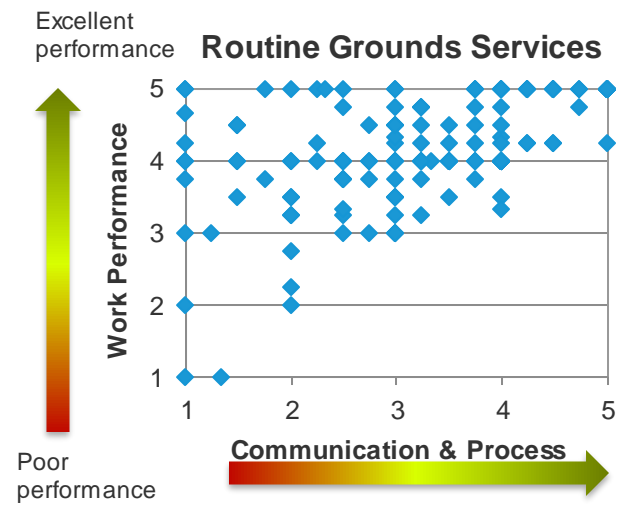
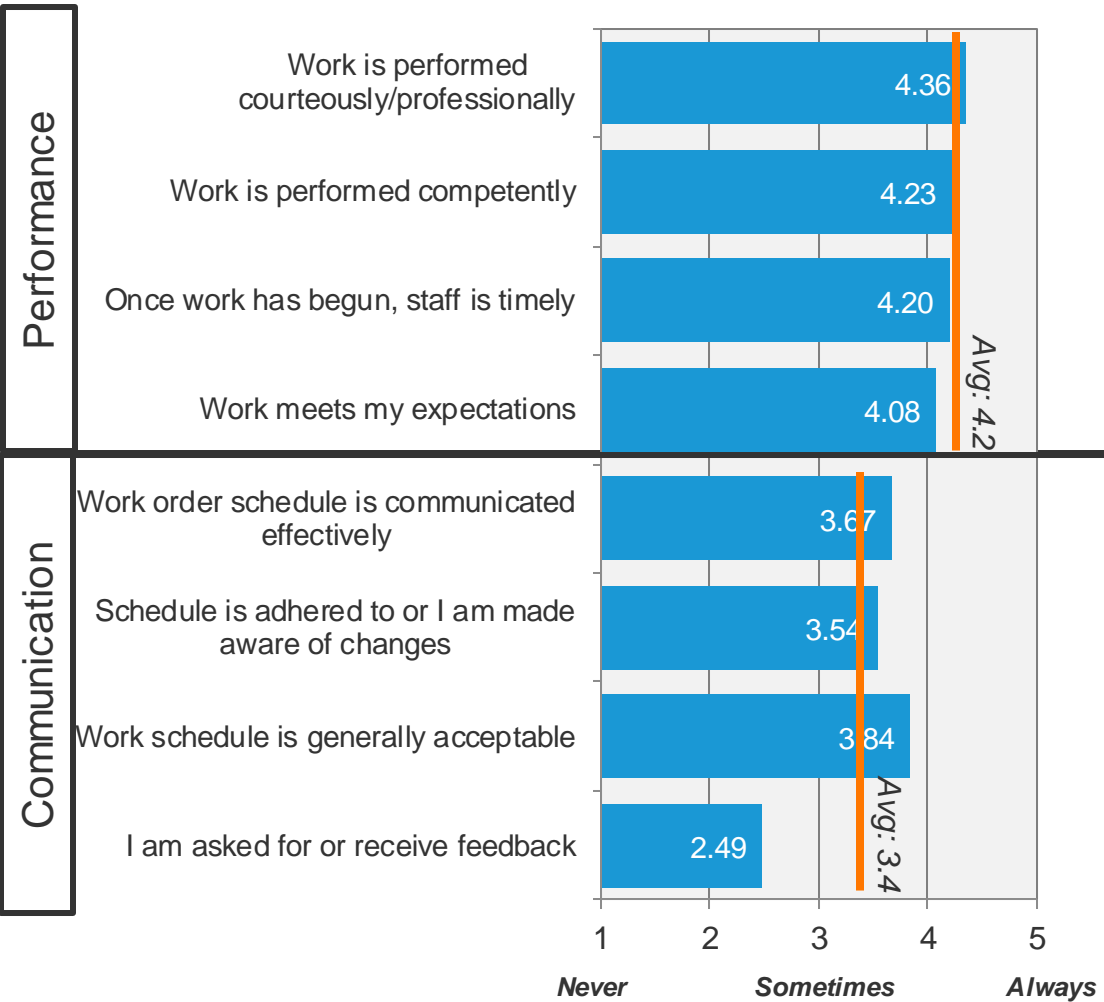
Customers are satisfied with work performance; Communication scored lower.



Customers are somewhat satisfied with both performance and communication.



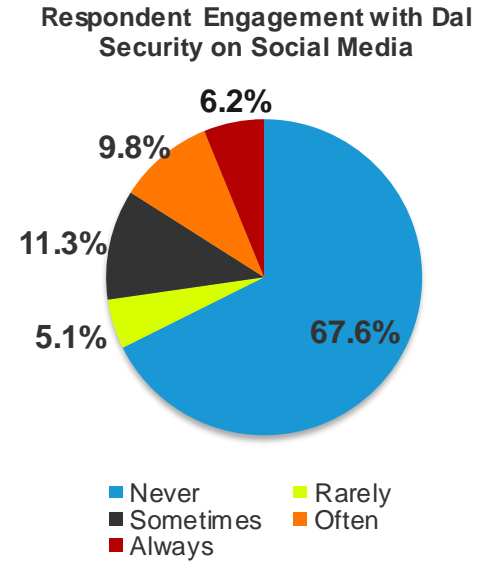
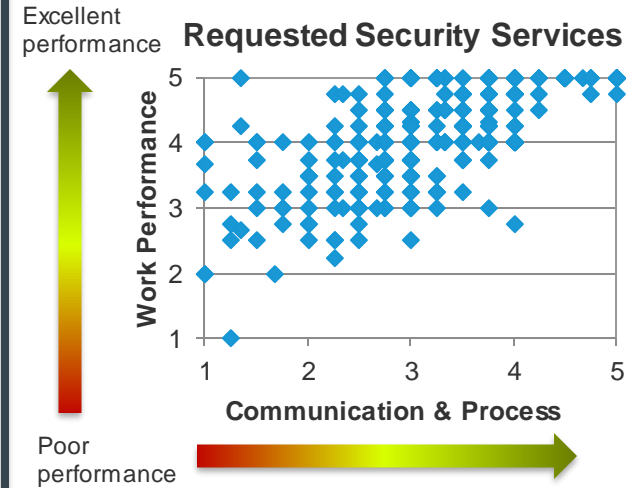
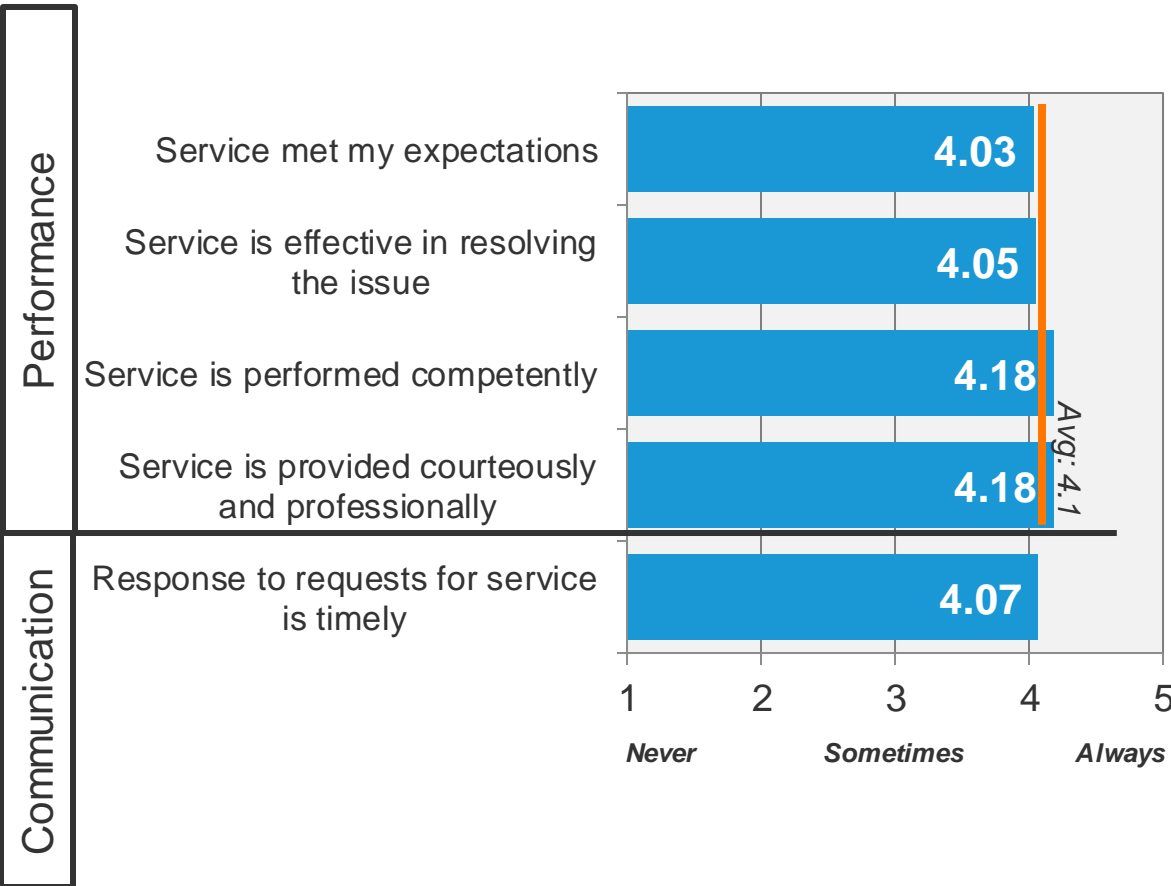
Customers are frequently satisfied with work performance; Communication scored lower.



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

# Dalhousie Security Performance

*Dalhousie Security frequently provides respondents with good service*



# Overall Customer Satisfaction



*Opportunity to improve overall service by requesting more feedback from customers*

## Customer Satisfaction Survey

Scale of 1 - 5



# 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.

