
Carleton College



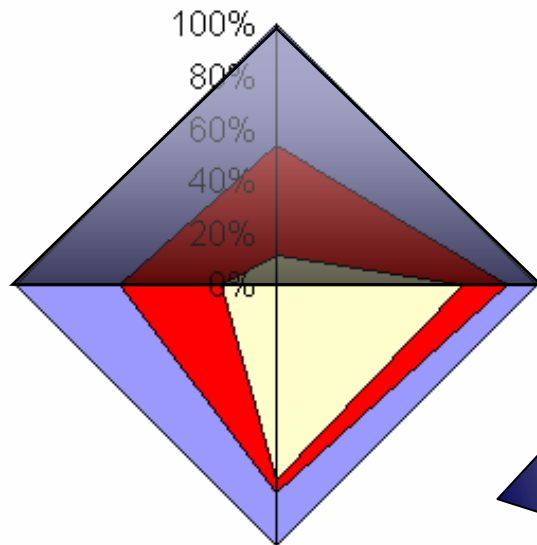
Customer Satisfaction Survey

Measuring Service Delivery

February 2006

ROPASM- Return On Physical AssetsSM

Service Analysis



Optimal	100%
Target	88%
Actual	86%



Sightlines Service Evaluation:

- An evaluation of work order **process**.
- The **campus inspection** includes a cross-sectional tour of spaces on Carleton's campus by Sightlines professionals.
- And finally, a **customer satisfaction** survey completed by a sample of the campus population.

Customer Satisfaction Survey Results

Information Comparable to Peers

Customer Satisfaction Survey Results

Scoring

Unless otherwise noted, all of the multiple choice questions in the survey had the following responses and were graded on the scale below:

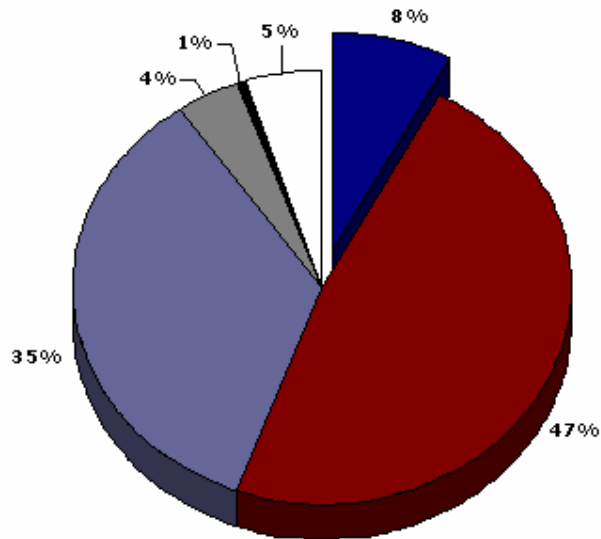
Always	=	5
Often	=	4
Sometimes	=	3
Rarely	=	2
Never	=	1
Not Applicable	=	N/A



Customer Satisfaction Survey Results

Facilities Management

Evaluating Work Performance



My general satisfaction with Facilities Management...

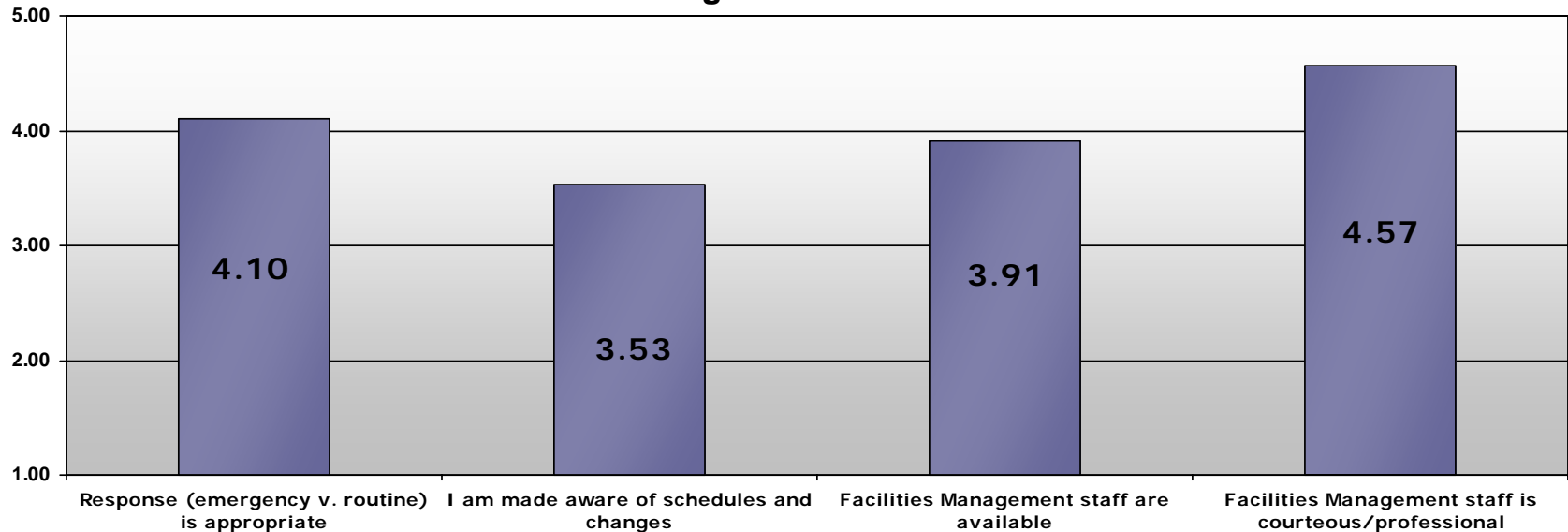
■ Far Exceeds Expectations	■ Exceeds Expectations
■ Meets Expectations	■ Below Expectations
■ Far Below Expectations	□ Did Not Answer

- 90% of respondents reported that the Facilities Management division meets or exceeds expectations.
- 55% reported that Facilities Services "Exceeds Expectations" or "Far Exceeds Expectations."
- Customers often cited the competency, timeliness, and professionalism of the staff as main reasons why they were pleased with the service provided.
- Customers who felt that Facilities Management failed to meet expectations often based this assessment on an isolated incident.
- Overall responses suggest that the College can benefit from clearly defining an emergency work request procedure; consequently boosting customer satisfaction.

Customer Satisfaction Survey Results

Facilities Management Office

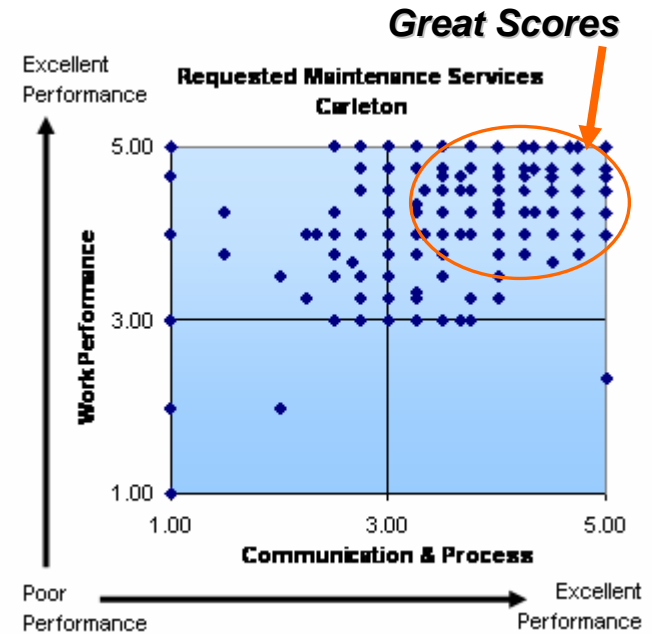
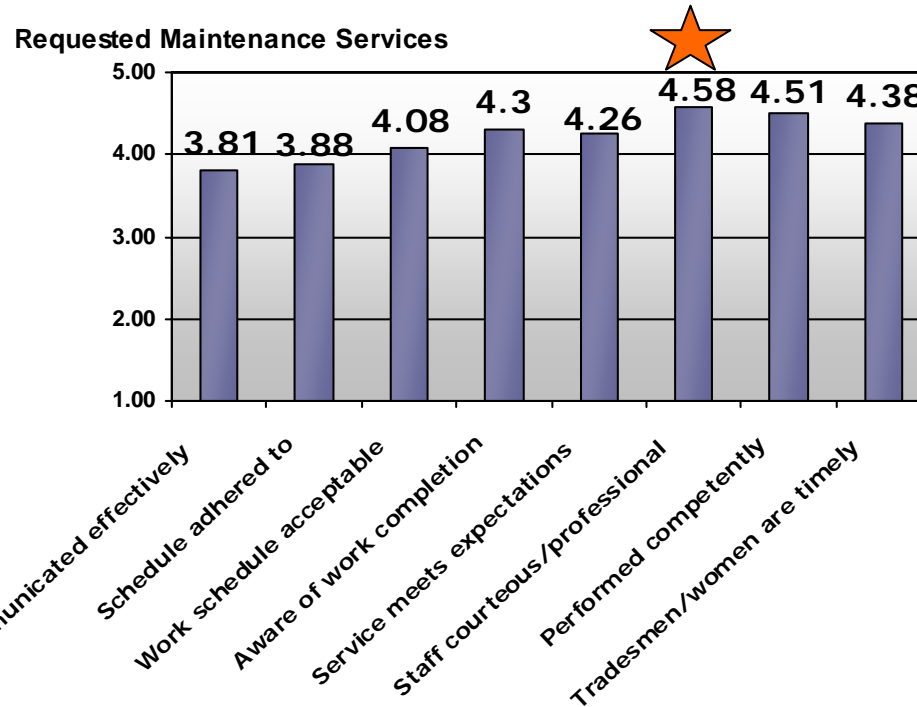
Facilities Management Office - FY 2005



- Customers were satisfied with competency, courteousness, and availability of FM office staff.
- Customers expressed some dissatisfaction and confusion on the procedure for handling emergency work requests.
- Customers expressed a desire for notification of when emergencies will be addressed..

Customer Satisfaction Survey Results

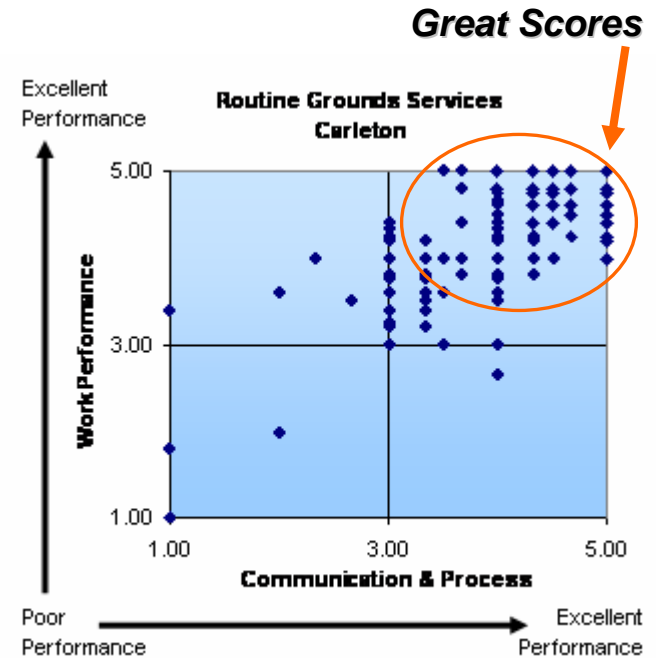
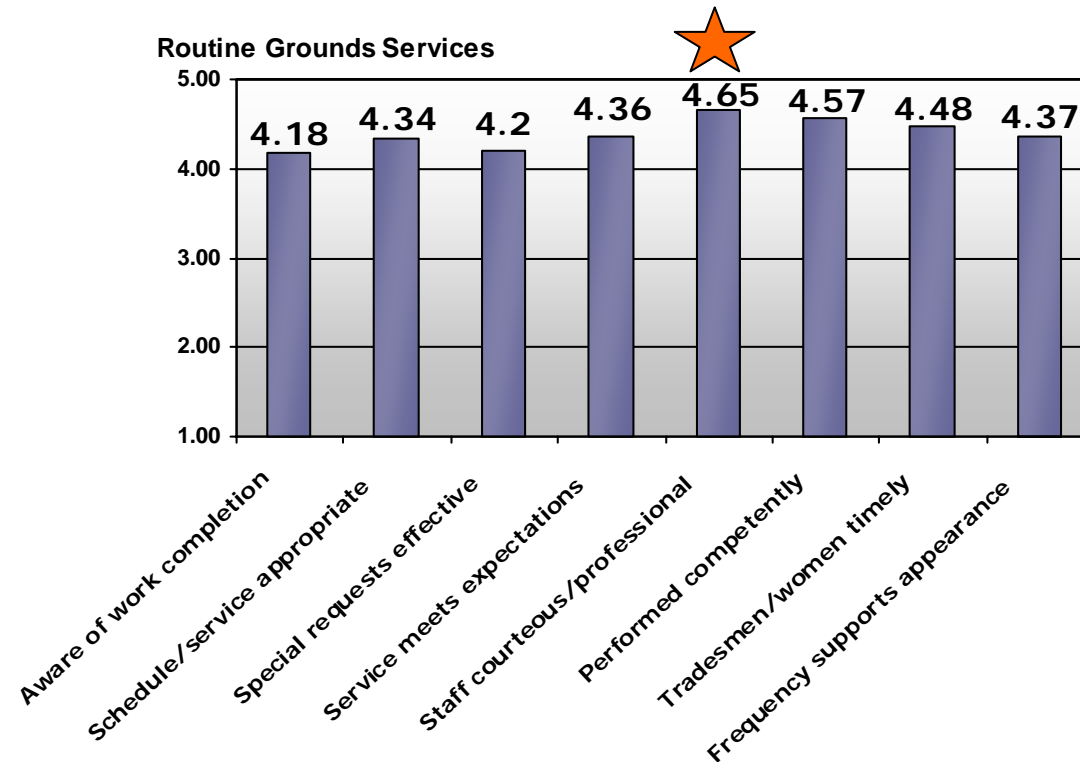
Requested Maintenance Services



- Customers were greatly satisfied with the quality of work performance.
- Customers expressed dissatisfaction with the scheduling process.
- Efforts to improve the customer notification of work order scheduling will bolster overall satisfaction.

Customer Satisfaction Survey Results

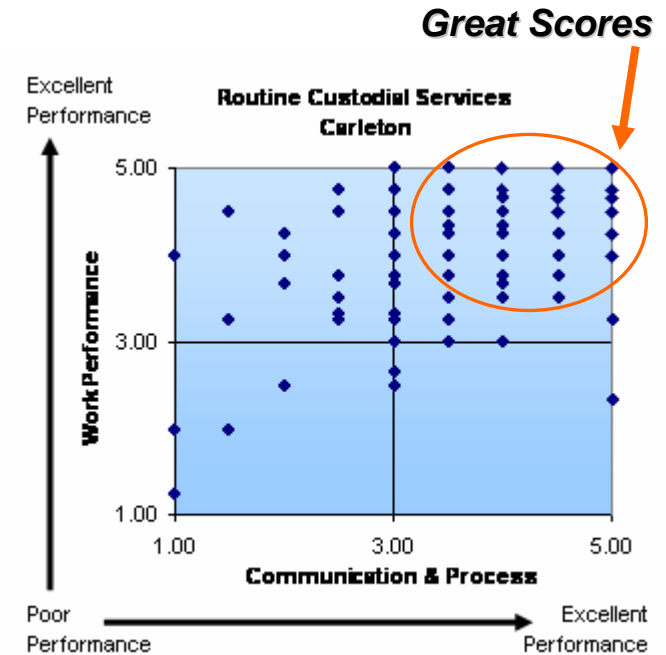
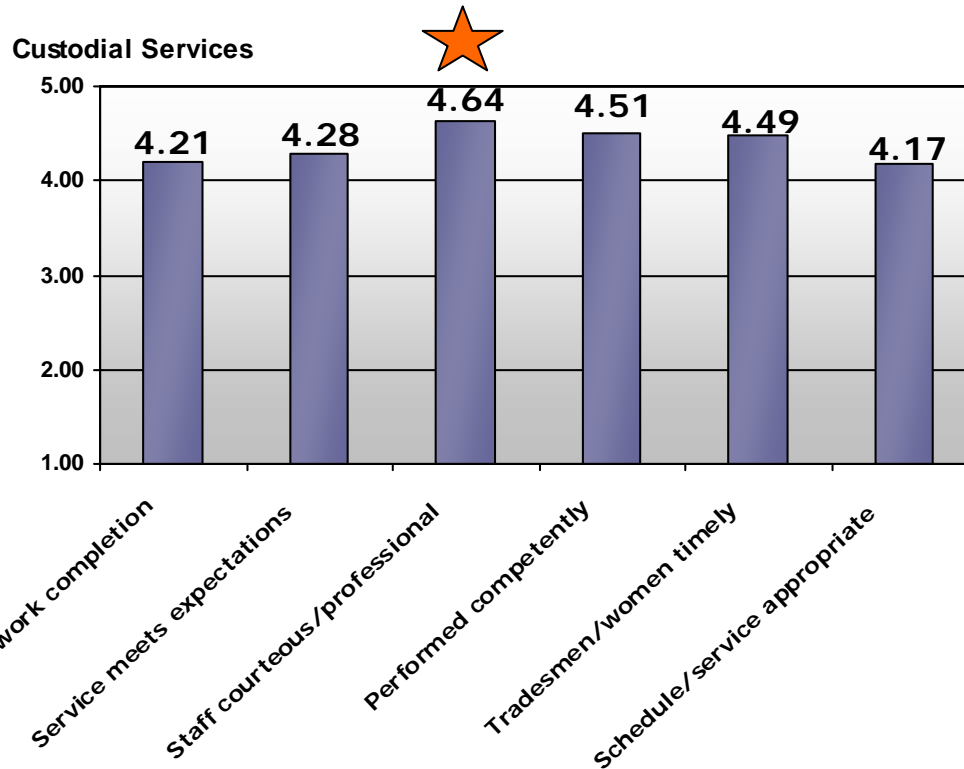
Routine Grounds Services



- The Routine Grounds Services provide courteous, timely and professional service to their customers.
- Overall, Grounds Services has little room for improvement, reflecting Carleton's dedication to a high quality of appearance of the campus.

Customer Satisfaction Survey Results

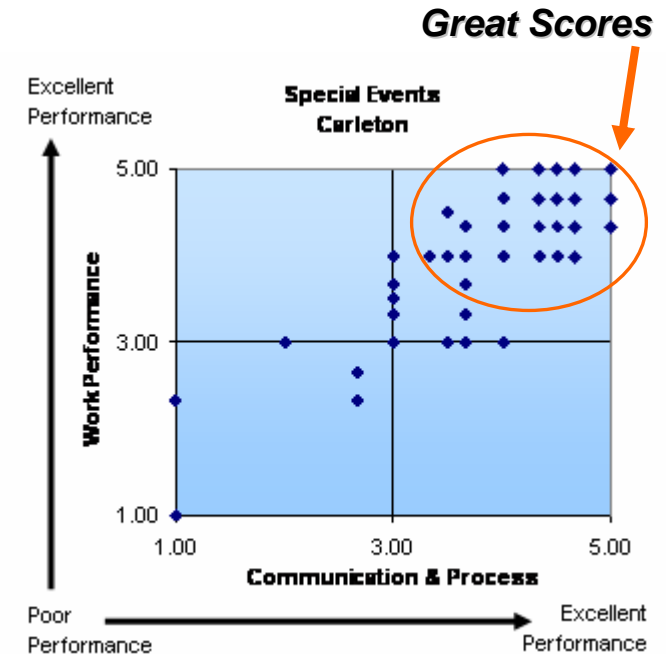
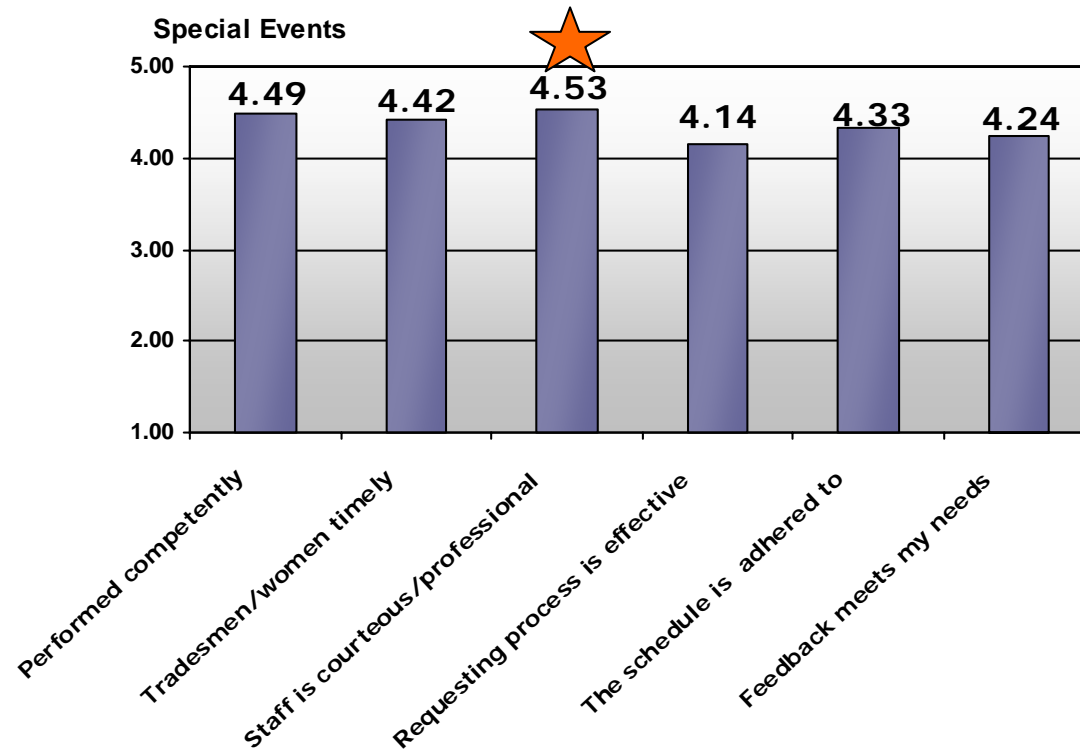
Custodial Services



- Customers believed custodial staff to be courteous, competent and timely.
- Areas for improvement exist in customer notification of scheduling and completion of special requests.

Customer Satisfaction Survey Results

Special Events

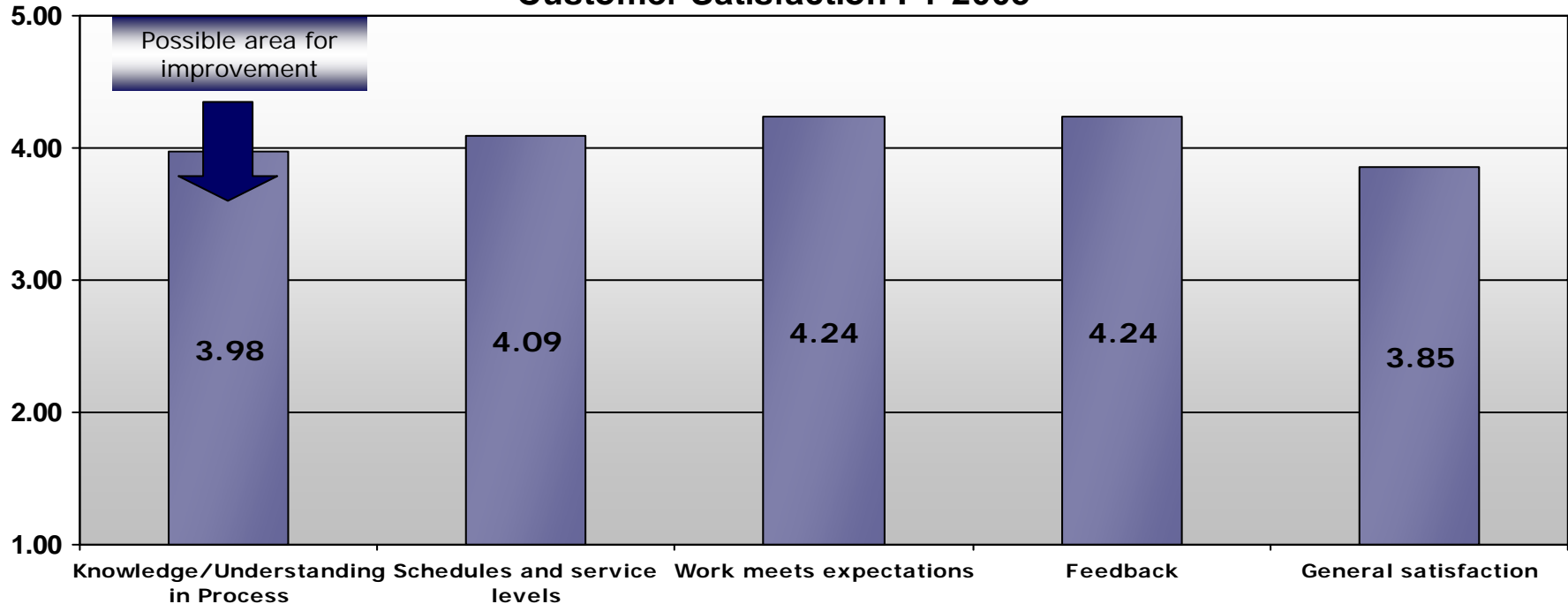


- The majority of customers have had very positive experiences making special events requests.
- The process for requesting special events services is an area customers feel could be better defined.

Customer Satisfaction Survey Results

Summary of Customer Satisfaction

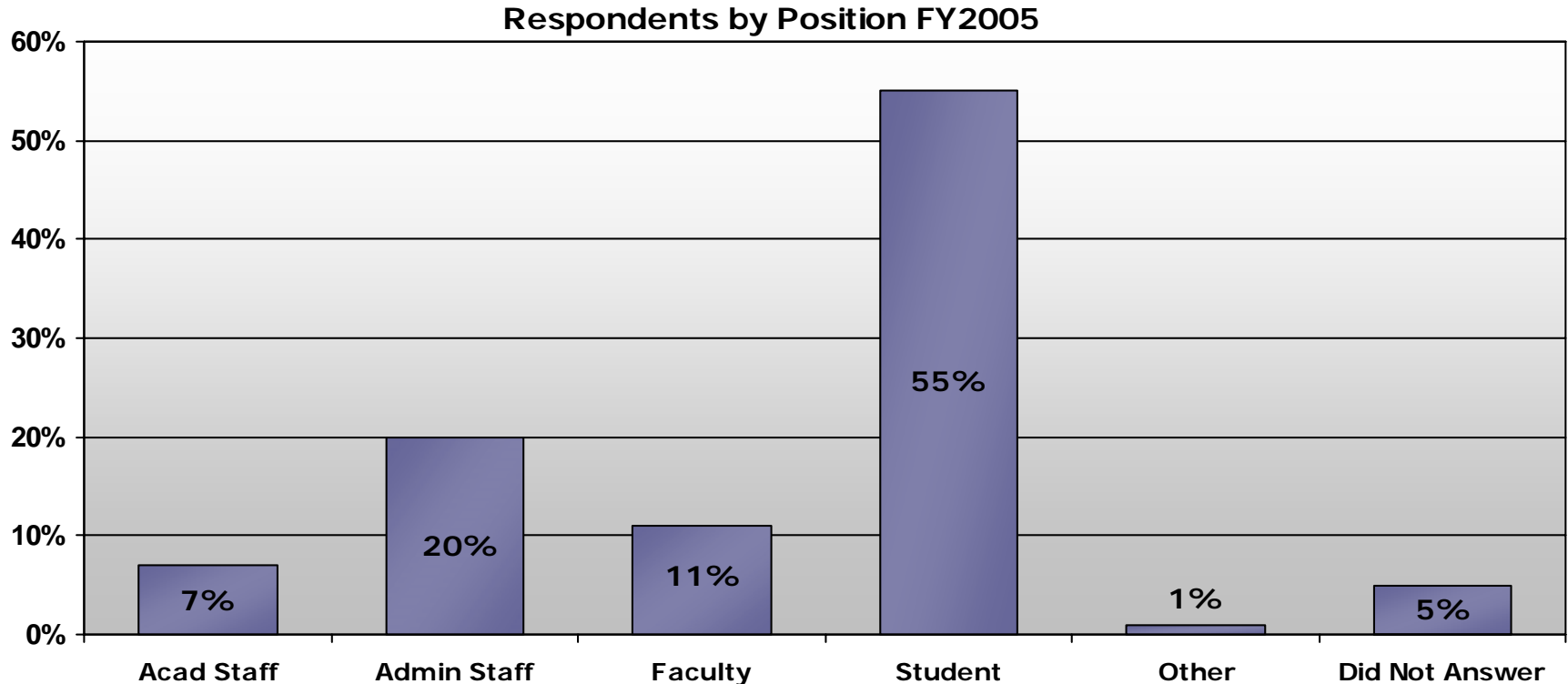
Customer Satisfaction FY 2005



- Customer's general impression of the services provided by Facilities Management is positive.
- Work completion met expectations more than "Often".
- It appears that customers are not fully knowledgeable of the work requesting process.
- Further educating customers on the benefits of utilizing the effective web-based system may help improve general satisfaction and understanding of the process.

Customer Satisfaction Survey Results

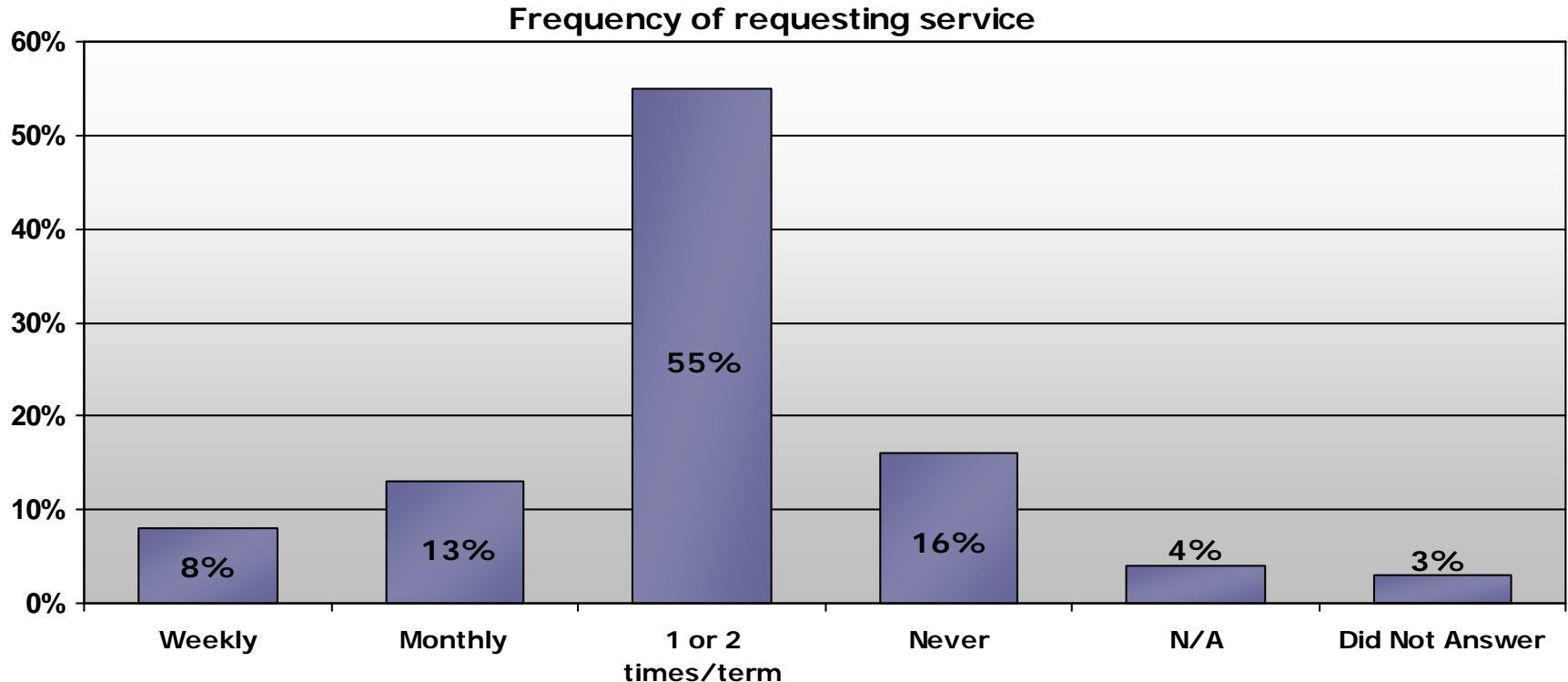
Overall findings



- Students formed the bulk of respondent population, over half of the total 557 respondents.
- Administrative staff were the next highest responders at 20%.
- Academic staff and faculty rounded out the remaining respondents.
- Only 5% who took the survey chose not to identify their position.

Customer Satisfaction Survey Results

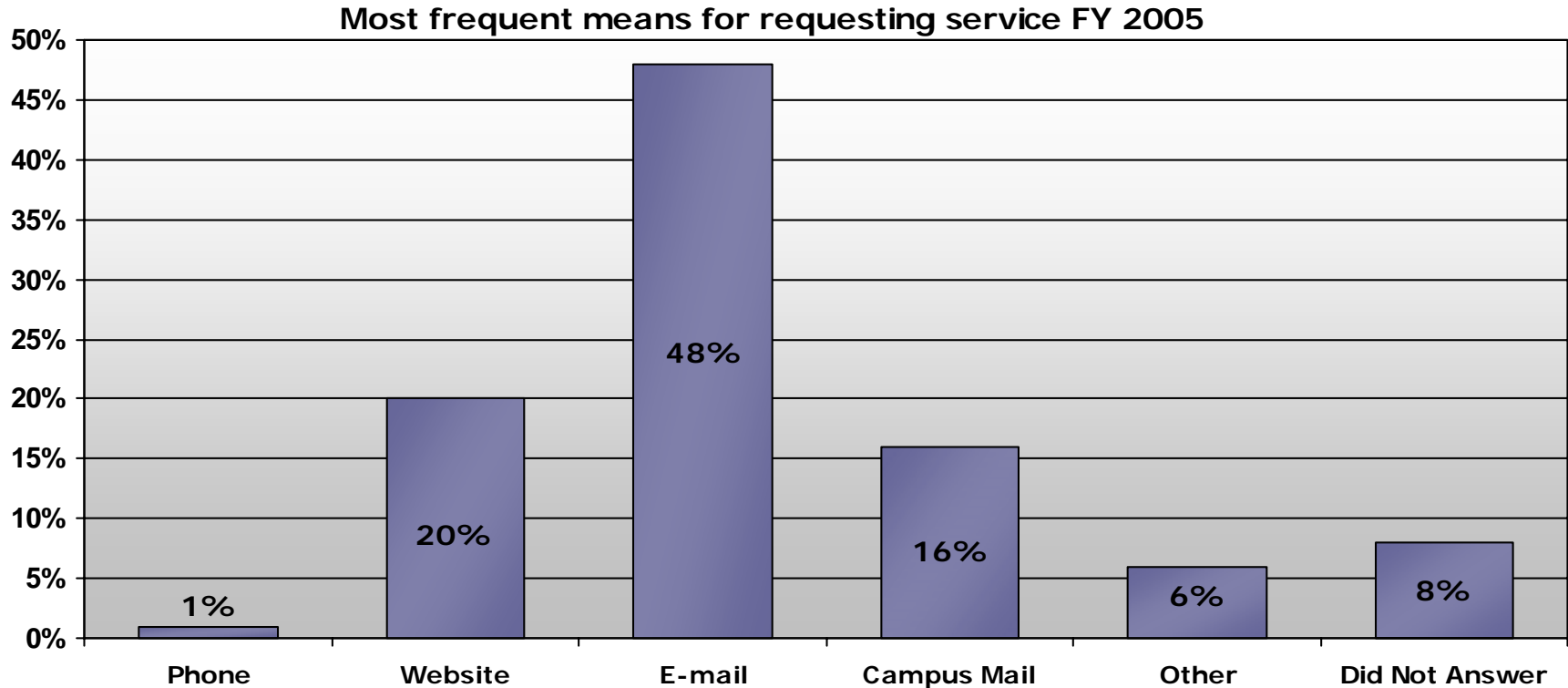
Overall findings



- Most of the respondents only occasionally use the service request system.
- Only 8% of the respondents are frequent users.
- 20% of the respondents never use the system or find it not applicable.

Customer Satisfaction Survey Results

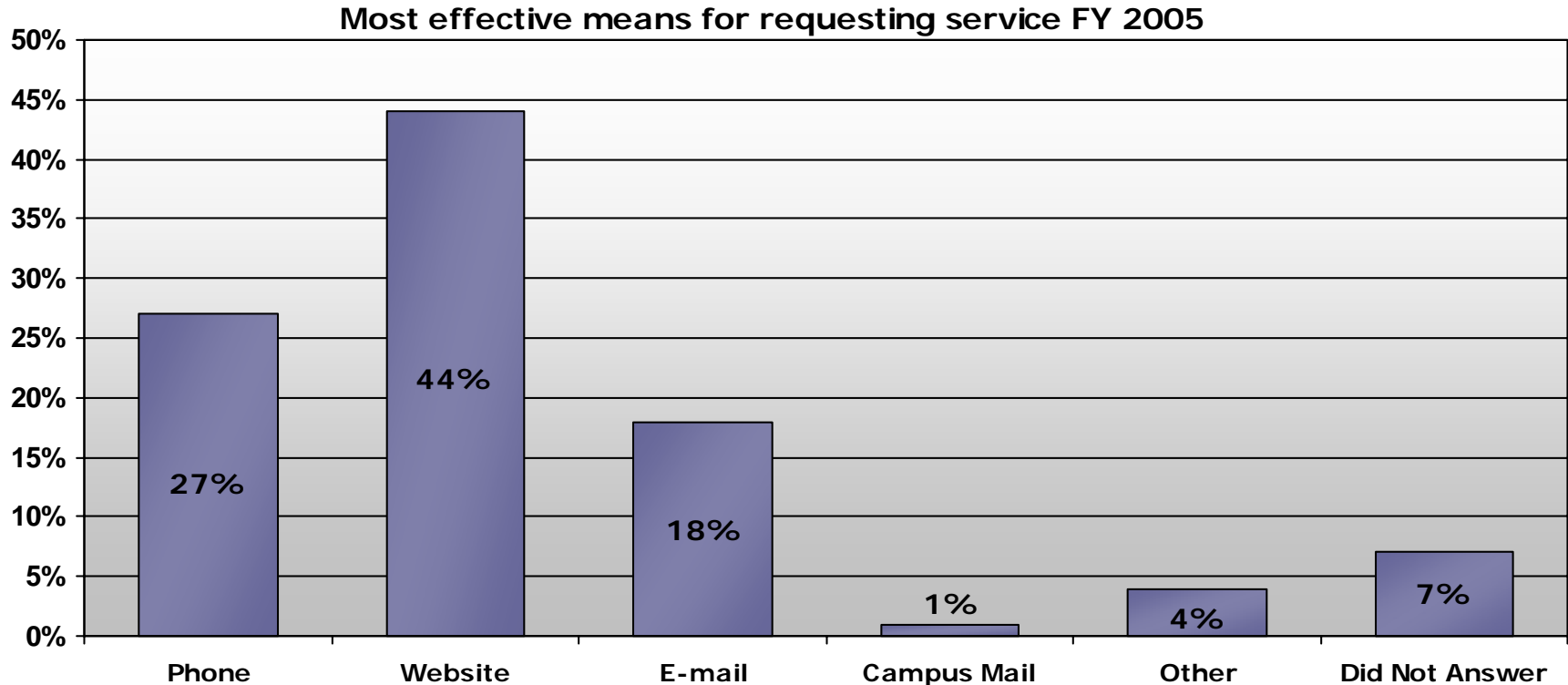
Overall findings



- Nearly half of the respondents use E-mail to submit work requests.
- Almost as many people use campus mail to submit work requests as people who utilize the website.
- Respondents do not frequently request work by phone, although many customers expressed a desire to request and explain work needs via the telephone.

Customer Satisfaction Survey Results

Overall findings



- Despite an overwhelming frequency of use, E-mail was not viewed as the most effective means of requesting service.
- The website was deemed the most effective means for requesting service, despite being under-utilized.
- Even though requesting service by phone is infrequent, it is viewed as very effective to ensure that issues are addressed.
- An opportunity exists to boost customer satisfaction by redirecting customers from using E-mail to using the website.

Conclusion

Overall Findings

- The customer survey results suggest that customers were satisfied with competency, courteousness, and availability of FM office staff.
- Performance of work completed for both routine and scheduled services was highly rated by customers.
- The shop that stands out the most to its customers, as identified through this survey, is grounds maintenance.
- The overarching concern expressed by campus constituents was a misunderstanding of the scheduling process.
- Facilities Management should consider a strategy that encourages customers to utilize the web-based work request system. The website is perceived as highly effective, yet users are more inclined to request work via E-mail. Feedback mechanisms and customer notifications are solid and among the best scoring in Sightlines' database.



Customer Satisfaction Survey Results

Selected Customer Comments

Customer Satisfaction Survey Results

Selected Customer Comments

Service Process: Service Process

- I appreciate having the request process online. But I also appreciate that I can call and get good response as well.
- I have found this system to be very efficient.
- I'm an RA and I've found that many of my residents aren't familiar with the request system. On the other hand, it's very easy to do once you've been instructed. I'm also very pleased with how quickly and well any requests we've had have been addressed.
- It is not always clear if the service should be charged as a building expense or a dept expense.
- As a new employee there was no place for me to learn about this process - this would be a wonderful part of new employee orientation! It was also difficult to determine what qualifies as a facilities request/custodial request/capital planning request.
- The most difficult times to reach anyone are weekends and early in the morning, before office hours. Once a request can be submitted, a response is usually timely.
- I don't understand why "emergencies" can't be handled by phone any more. If you need immediate assistance, you need it immediately....and I don't always have the time to stop and fill out an on-line request.

***Note:** Minor spelling and grammatical corrections have been made to comments. The integrity of all customer feedback was preserved.*

Customer Satisfaction Survey Results

Selected Customer Comments

Service Process: Facilities Management Office

- The facilities staff are some of the nicest workers on campus. Great people.
- Their emergency response was excellent and very timely when I lived in college housing. They'd usually come the same day.
- It would help to know when someone is coming to handle requests, especially urgent requests. The automatic response via the web gives us a timeline of 15 days for completion.
- It is discouraging to be told on an urgent request to complete the online form. It makes one doubt that the service will be attended to in less than the promised 14 days.
- I wish that I had a better idea of when the work would be done. If my request cannot be granted, I also would like an explanation of why it cannot be granted.

Customer Satisfaction Survey Results

Selected Customer Comments

Service Process: Requested Maintenance Services

- Overall, facilities does a wonderful job and we students appreciate what they do.
- Work/trades people are GREAT! Very professional and personable.
- It would be helpful if trades people left notes explaining what they had done/whether or not they will need to return.
- On campus work, especially Don Smith, Kerry Dwyer, and Dave Waterbury, are excellent and work well with faculty and staff. Subcontractors often don't check in and often violate expectations for noise, access, etc. They are often not supervised directly by people here and don't seem to know who they should be talking to about changes/problems.
- The facilities staff is awesome. My only complaint would be that sometimes big jobs seem to get pushed back (like a leaky shower). With all smaller jobs, they get done very quickly, and the staff is always extremely courteous and professional... and friendly. Plus the work that is done is always of the best quality possible.

Customer Satisfaction Survey Results

Selected Customer Comments

Service Process: Routine Custodial Services

- The custodians are some of the nicest and most helpful people on campus. I appreciate all of their hard work and am so glad to attend a school with such a competent staff.
- Custodians are the best! I can't believe how much they put up with from students, but our bathrooms and hallways are always spotless when they leave.
- The custodians are the best people on campus, and so generous to create a scholarship for the students!
- I feel custodial staff are overwhelmed and understaffed, and because of that only perfunctory cleaning is possible unless we make a special request. The staff are great and do their best but there's only so much they can cover.
- Service is not as thorough, regular, or appropriate to Carleton as it was before the elimination of building custodians and the use of the team concept. This is less a failure of individual custodians than of the concept and possibly the management of the custodians' time.
- I really miss having a single person devoted to our building, someone we knew, greeted, and cared about. "Team cleaning" seems to have eroded a community feeling, and standards are lower.

Customer Satisfaction Survey Results

Selected Customer Comments

Service Process: Routine Grounds Services

- Employees seem to love the work they do; stay focused. They acknowledge others in a friendly way.
- Our campus is so beautiful: thank you!
- Everything is always so clean!
- I'm really responding to what I see, not anything I request. The grounds people really do a great job of creating a good appearance, and I appreciate the amount of native plants and grasses that are used throughout the campus and am glad for areas left relatively natural.
- The only suggestion I would add is that frequently there is garbage around some of the outside doors by residence hall areas. Particularly by the Sevy/Great Hall entrance. Additionally, when it is icy out, that stairwell is VERY slippery. Overall though, the grounds staff does a wonderful job and the campus looks very nice.

Customer Satisfaction Survey Results

Selected Customer Comments

Service Process: Special Events Services

- I truly appreciate the timely way things get done when a "panic" arises if I have forgotten a step in the process of requesting setups or parts of setups. Everyone has ALWAYS been very helpful and have gotten "emergency" things done for me without complaining or being upset (at least visibly). THANK YOU to everyone over at facilities!!
- Again, work/trades people are always professional in every way.
- It would be nice to have a more streamlined event/setup request process and tie in to online campus calendar; and timelier response re: room reservation requests. Seems a bit clunky the way it is right now.
- It would be nice to do the set-up form online or at least be able to send it online.

Customer Satisfaction Survey Results

Selected Customer Comments

Service Process: General Satisfaction

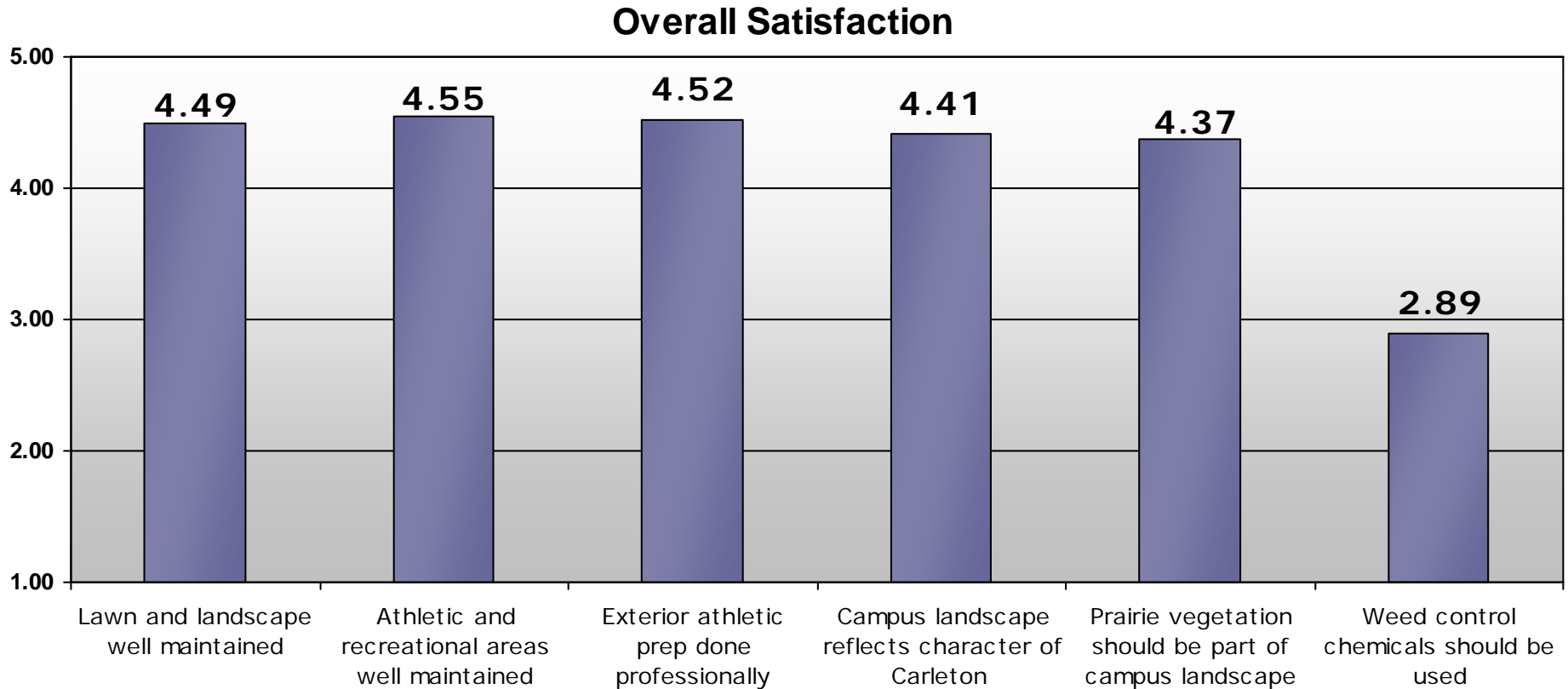
- Again, I have had great service overall from everyone at facilities. It's a very USER friendly place/site on campus. Thanks for being there to help us in so many ways!!
- Facilities is always very cooperative with student groups and initiatives and this is greatly appreciated. I am very pleased with their prompt responses to facilities requests and their commitment to sustainability initiatives.
- Facilities staff always try to do the best jobs possible in the most courteous way they can with the limited resources they have available. I think they are all terrific! Thanks for asking.

Customer Satisfaction Survey Results

Personalized Survey Information

Customer Satisfaction Survey Results

Grounds Services – Overall Satisfaction

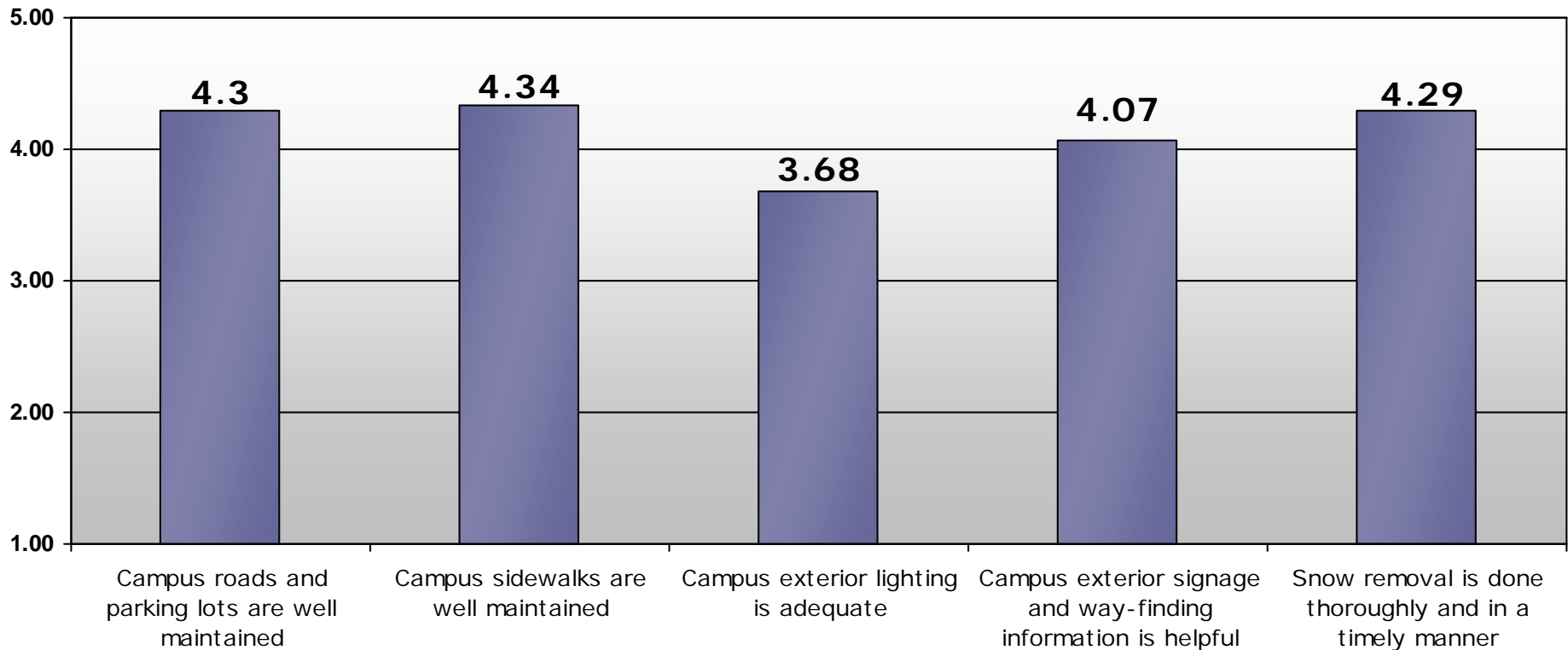


- Overall, customers show a high level of satisfaction with athletic space and preparation.
- Customers felt pretty strongly against the use of weed control chemicals on campus.

Customer Satisfaction Survey Results

Grounds Services – Overall Satisfaction continued...

Overall Satisfaction

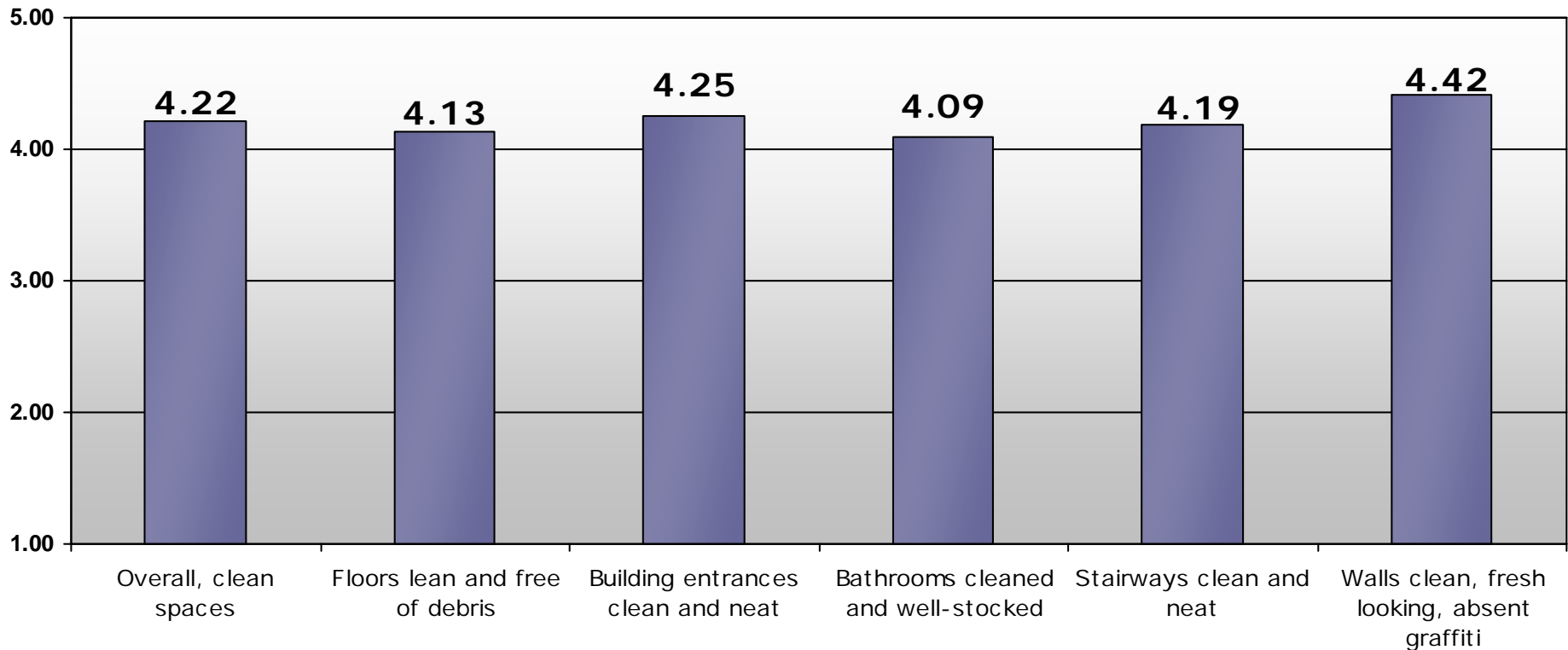


- Customers were very satisfied with the quality of campus roads and sidewalks
- Overall, customers were happy with the snow removal service.
- While exterior signage was viewed positively, the quality of exterior lighting around campus was a significant concern of many respondents.

Customer Satisfaction Survey Results

Custodial Services – Overall Satisfaction

Overall Satisfaction

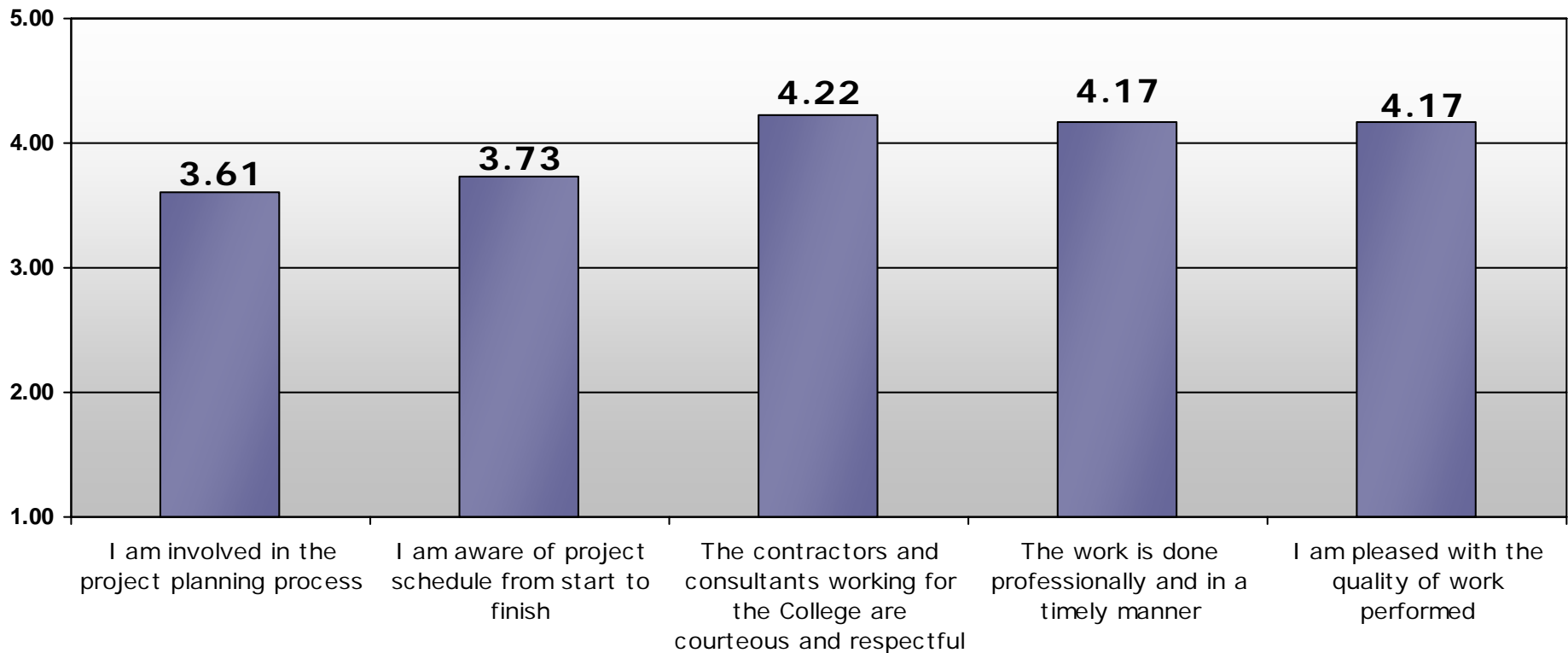


- Overall, customers show a high level of satisfaction with the visible cleanliness of space.
- While some room for improvement exists, all scores received signify that customers "Often" find their spaces to be clean, well-stocked, and free of graffiti and debris.

Customer Satisfaction Survey Results

Project Management

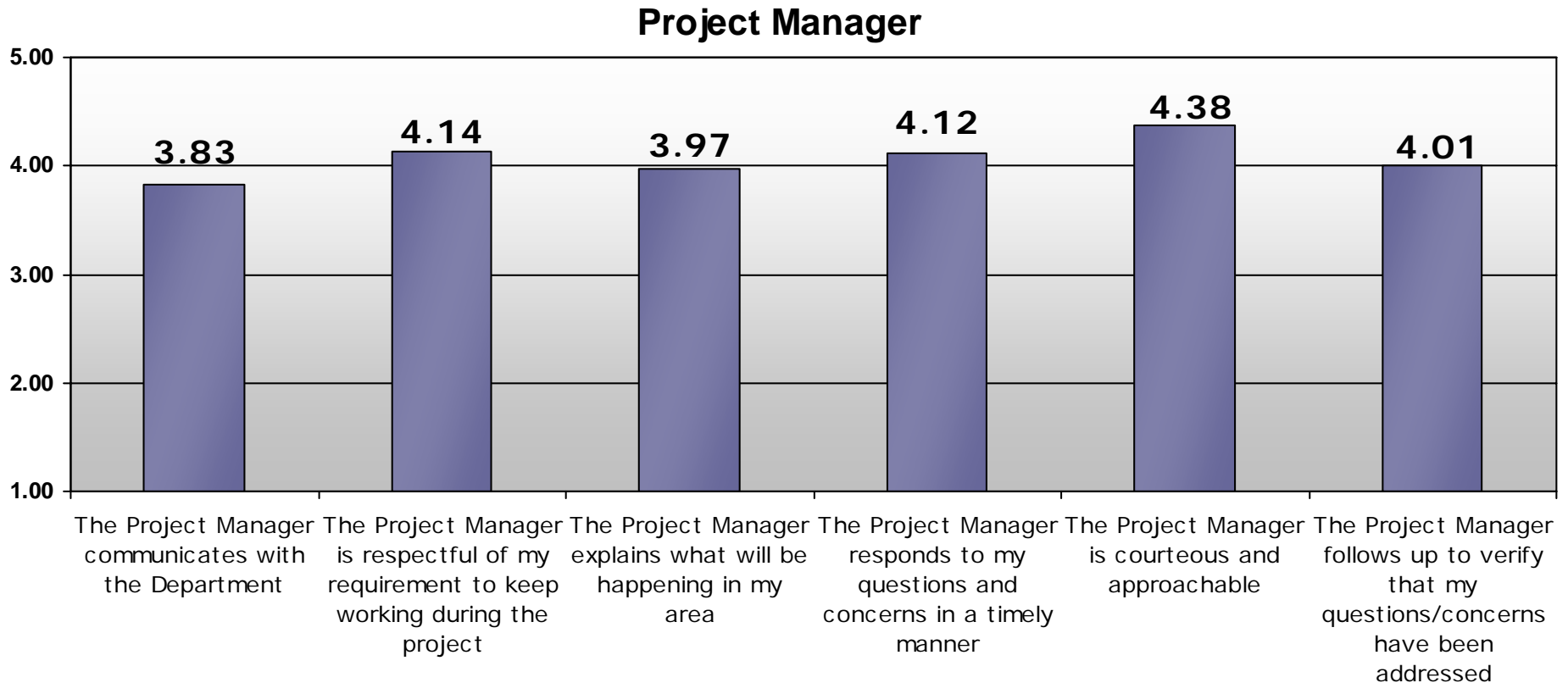
Overall Satisfaction



- Customers were pleased with the outcomes and performance of Project Management.
- However, there was some dissatisfaction expressed over the planning and scheduling process.

Customer Satisfaction Survey Results

Project Management continued...



- The Project Manager was viewed as respectful, courteous and responsive.
- Respondents felt that the Project Manager could improve on communication with the Department.

Customer Satisfaction Survey Results

Campus Planning

Campus Planning
I am aware of the future growth plans for the campus
I am knowledgeable of the campus planning process
I am aware of the present plans for the campus
It is important for me to know about the future physical layout of the campus
I am satisfied with the campus planning that has been completed

Very	Adequately	Fairly	Somewhat	Not at All	N/A	Did Not Answer	Total
31	157	123	134	77	6	29	557
24	128	107	139	121	7	31	557
32	124	125	162	77	6	31	557
135	165	102	93	26	5	31	557
58	203	101	45	13	105	32	557

- Campus Planning was viewed as very important, however very few respondents felt very aware of future plans or knowledgeable of the planning process.
- Nearly half of the respondents were “adequately” to “very” satisfied with completed campus planning to date.

Customer Satisfaction Survey Results

Sustainable Initiatives

Sustainable Initiatives	Yes	No	N/A	Did Not Answer	Total
I am aware of the sustainable initiatives on campus	382	106	35	34	557

Sustainable Initiatives							
I am knowledgeable of the College's sustainable initiatives							
I am supportive of the College's sustainable initiatives							
I am satisfied with the sustainable initiatives that have been completed							
Very	Adequately	Fairly	Somewhat	Not at All	N/A	Did Not Answer	Total
39	166	121	95	65	31	40	557
282	106	31	23	6	70	39	557
110	182	63	42	7	112	41	557

Sustainable initiatives						
Sustainable initiatives affect my day-to-day business						
How much time and effort should the College invest in sustainable initiatives?						
A lot	Somewhat	Very Little	None at all	N/A	Did Not Answer	Total
46	169	152	53	94	43	557
241	192	8	4	68	44	557

- Many respondents were very pleased with the addition of a wind turbine, and many desired even more turbines.
- Composting in the dining halls was perhaps the greatest desire.
- Paper recycling was also cited as an area for improvement.
- Respondents encouraged the building of new "Green" buildings and completing "Green" renovations to existing spaces.
- Many respondents were displeased with heating distribution systems in dorms, i.e. overheating and opening windows.

Sightlines would like to thank **Carleton College** for their ongoing support in this endeavor.

For additional information related to the annual ROPASM assessment and the findings included in this report, please contact us at:

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