Facilities Management Annual Customer Satisfaction Survey Results, Spring 2014
This Year’s Survey Reached a Wider Audience

Survey sent to all TC Campus Faculty and Staff

% of Completed Surveys
Out of 3,056 that viewed the survey

- 4% Started
- 96% Completed

FM Geographic District

- 21% East Bank
- 39% Health Sciences
- 40% St. Paul West

Count of Survey Respondents

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY06</td>
<td>230</td>
</tr>
<tr>
<td>FY07</td>
<td>265</td>
</tr>
<tr>
<td>FY08</td>
<td>267</td>
</tr>
<tr>
<td>FY09</td>
<td>240</td>
</tr>
<tr>
<td>FY10</td>
<td>175</td>
</tr>
<tr>
<td>FY11</td>
<td>203</td>
</tr>
<tr>
<td>FY12</td>
<td>246</td>
</tr>
<tr>
<td>FY13</td>
<td>1,158</td>
</tr>
</tbody>
</table>

Frequent service requestors

- 1,081 respondents

Infrequent service requestors or non-users

- 1,158 respondents

Number of Requests per Year:

- Never or 1 time/year: 52%
- 2-5 times/year: 24%
- 6-10 times/year: 8%
- 11-20 times/year: 6%
- Over 20 times/year: 10%
High Expectations of Facilities Services

Please Rate Your \textbf{Expectations} of Facilities Services:

- Low expectations: 10%
- Moderate expectations: 32%
- High expectations: 58%

Please Rate Your General \textbf{Satisfaction} with Facilities Services:

- FY10:
  - Exceeds Expectations: 54%
  - Meets Expectations: 18%
  - Below Expectations: 28%
- FY11:
  - Exceeds Expectations: 51%
  - Meets Expectations: 18%
  - Below Expectations: 29%
- FY12:
  - Exceeds Expectations: 52%
  - Meets Expectations: 18%
  - Below Expectations: 29%
- FY13:
  - Frequent Requestors (>2 service requests annually)
    - Exceeds Expectations: 47%
    - Meets Expectations: 22%
    - Below Expectations: 22%
  - All Respondents
    - Exceeds Expectations: 52%
    - Meets Expectations: 22%
    - Below Expectations: 26%