FY14 Customer Satisfaction Survey

Nova Southeastern University

Customer Satisfaction Survey
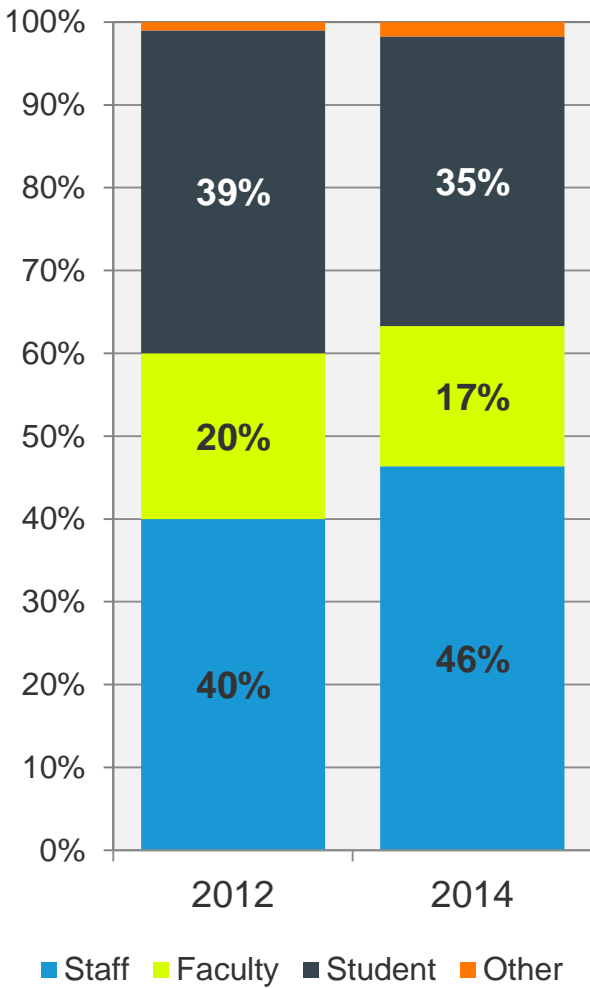
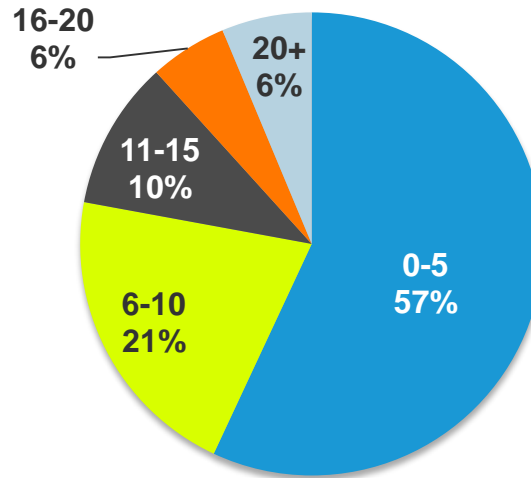*71% completion rate for those who viewed the survey*

The FY14 Customer Satisfaction survey was sent out to all students, faculty and staff at Nova Southeastern University. Through this survey facilities seeks to hear feedback from the campus community and it's customers, identify keys areas of success and opportunities for growth.
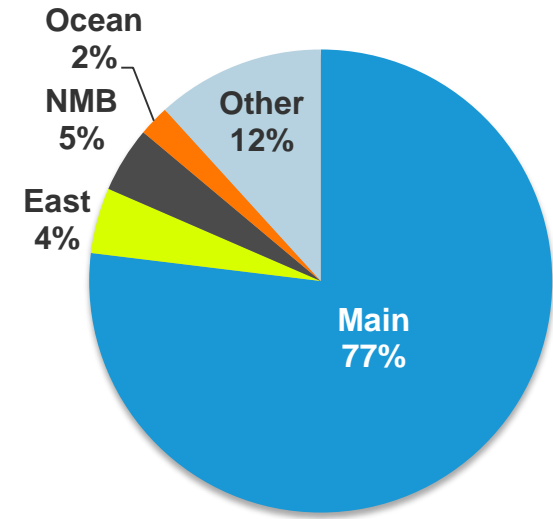
Total Completed Surveys: 539

sightlines

Survey Demographics

Type of User

	2012	2014
Student	39%	35%
Faculty	20%	17%
Staff	40%	46%

Legend: ■ Staff ■ Faculty ■ Student ■ Other

Number of Years on campus

- 0-5: 57%
- 6-10: 21%
- 11-15: 10%
- 16-20: 6%
- 20+: 6%

Campus Response

- Main: 77%
- Other: 12%
- NMB: 5%
- East: 4%
- Ocean: 2%
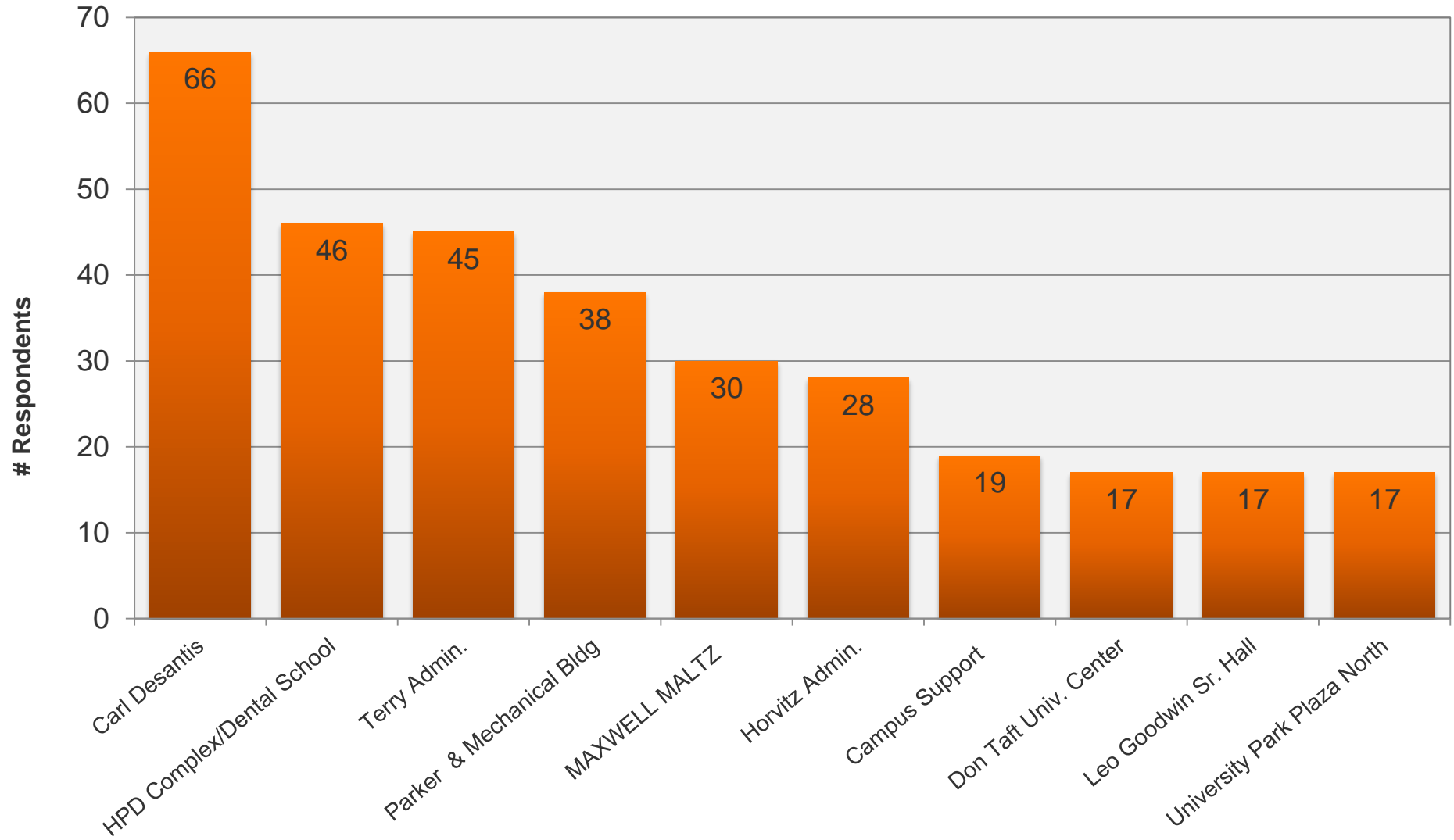
- ❖ NSU sees a strong distribution of respondents of type of users from campus community. However, majority of responses, 77% are driven by main campus.
- ❖ Most recent survey attracted more staff at 46%.
- ❖ Majority of respondents have spent 0-5 years at NSU.

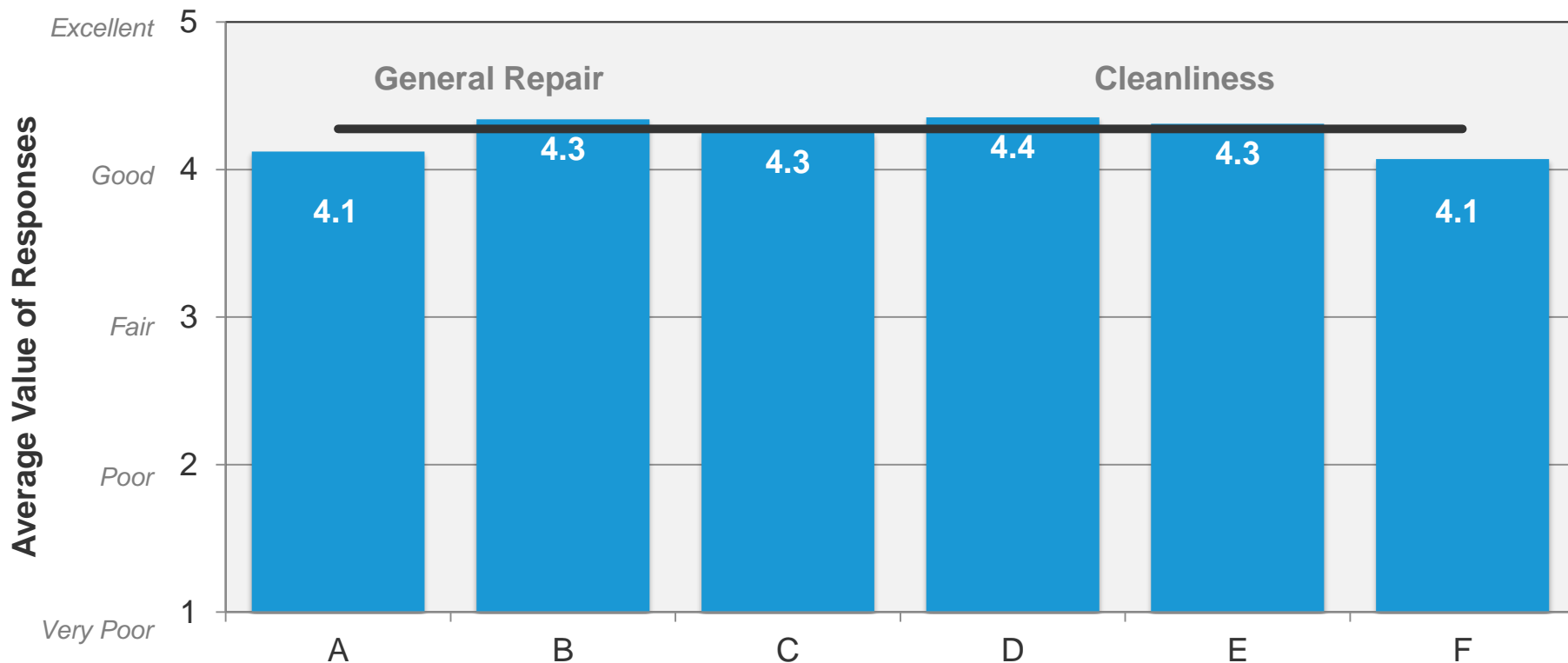# Top 10 Main Campus Buildings Where Respondents Spend the Most Time

Top 10 East, NMB and Ocean Campus Buildings Where Respondents Spend the Most Time
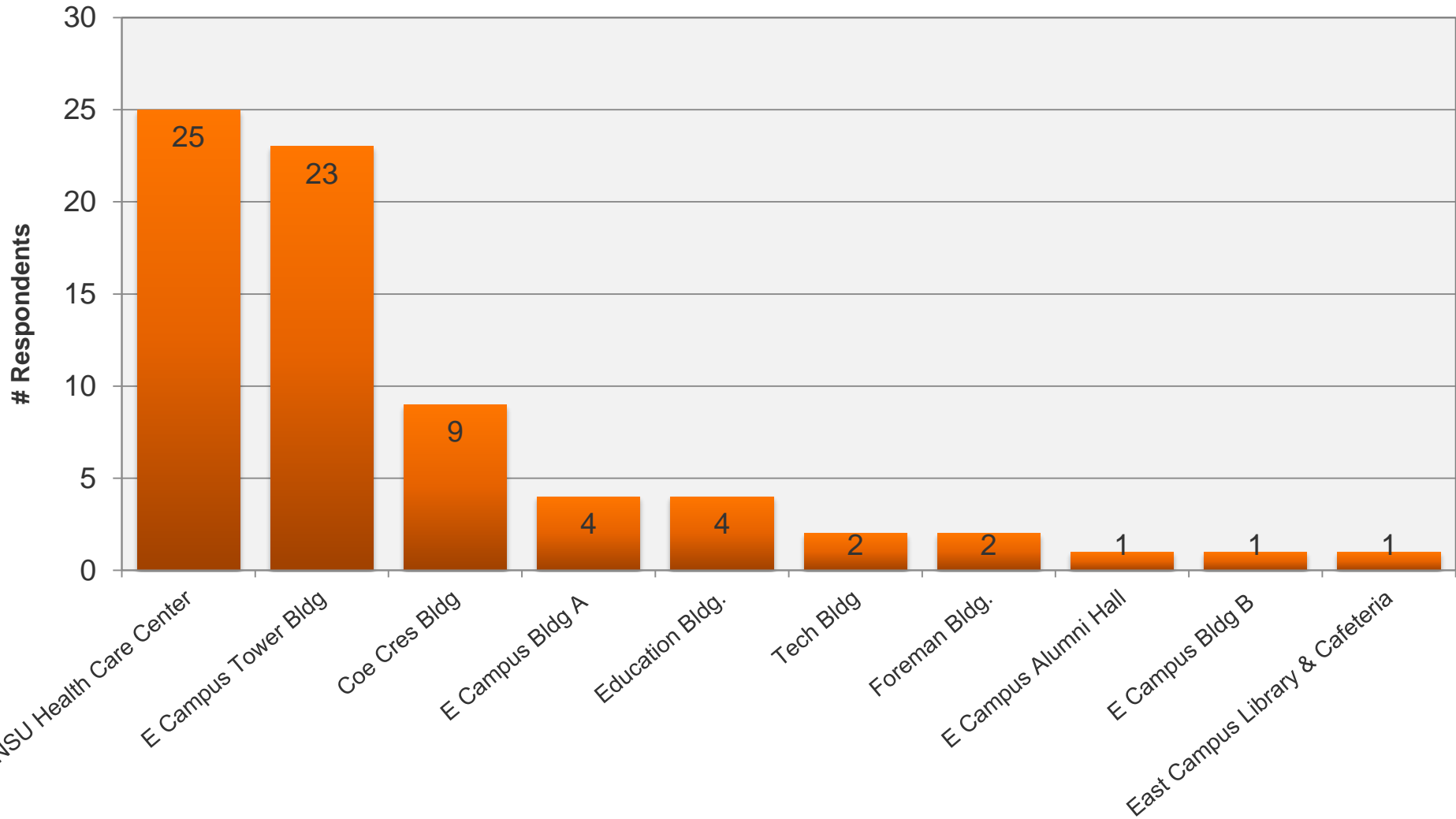
Campus Condition

Building Condition & Cleanliness

General Repair

Cleanliness

A = 4.1
B = 4.3
C = 4.3
D = 4.4
E = 4.3
F = 4.1

A = General appearance of the exterior of buildings
B = General repair of the building interior (i.e. wall, floors, ceiling)
C = General repair of the furnishings of interior space
D = Cleanliness of interior spaces
E = Cleanliness of restrooms
F = Availability of consumable resources in restrooms (paper products, soap, etc.)
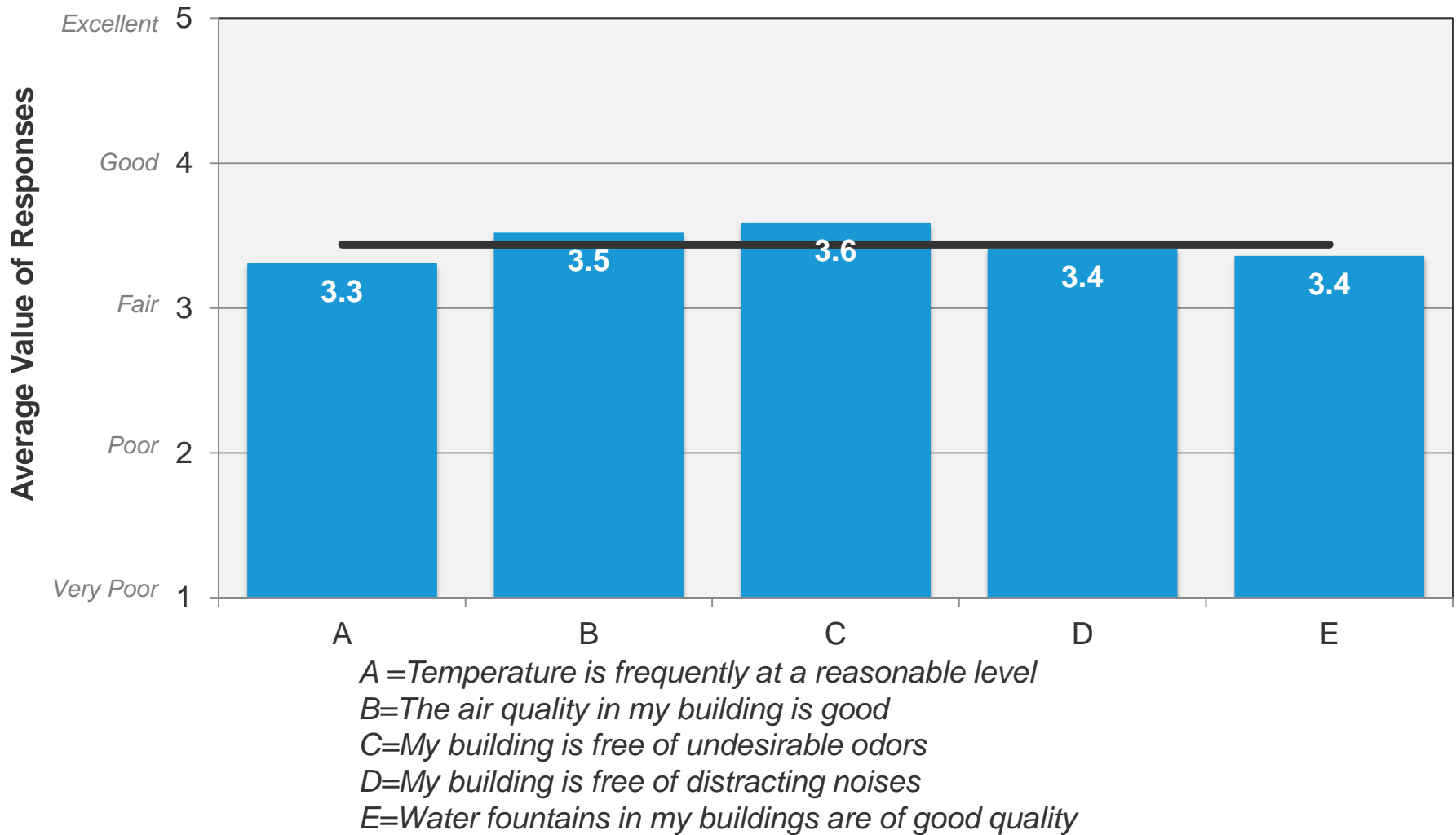
Note: these questions were not asked in the FY12 survey

Building-Specific Condition & Cleanliness Scores

Main Campus Buildings only

Row Labels	General Appearance of Exterior Shell	General Repair of Interior Shell	General Repair of Interior Furnishings	Cleanliness of Interiors	Cleanliness of Restrooms	Availability of Consumable Resources in Restrooms
Ath & Stu Affairs/Old Family Ctr	3.38	3.50	2.75	3.63	3.67	4.25
Campus Support	3.79	4.16	4.05	4.00	4.21	4.53
Carl Desantis	4.54	4.30	3.93	4.35	4.32	4.30
Don Taft University Center	4.50	3.67	3.33	3.25	3.42	3.83
Horvitz Administration	4.56	4.60	4.48	4.52	3.68	4.04
HPD Complex/Dental School	4.03	3.72	3.15	3.58	3.61	3.82
HPD Library/Laboratory Building	3.78	3.11	2.78	3.11	3.22	3.78
Leo Goodwin Sr. Hall (Law Center)	3.44	2.75	2.44	3.06	2.94	3.50
Library, Research, and Info Tech. Center	4.36	3.79	3.21	3.36	3.43	4.14
Mailman Hollywood Building & Mechnical	3.00	2.78	3.11	3.56	3.67	3.89
Maxwell Maltz	4.38	3.76	3.23	3.81	4.23	4.50
Parker Building & Mechanical Bldg	3.30	3.55	3.76	4.19	3.94	4.15
Rolling Hills Offices	3.75	4.00	4.00	4.08	4.25	4.17
Terry Administration	4.37	3.88	3.66	3.71	3.61	3.90
The Commons	4.57	4.00	3.14	3.57	4.29	4.00
University Park Plaza North	3.06	2.94	3.13	3.44	3.63	3.81

Building Comfort

A = Temperature is frequently at a reasonable level
B = The air quality in my building is good
C = My building is free of undesirable odors
D = My building is free of distracting noises
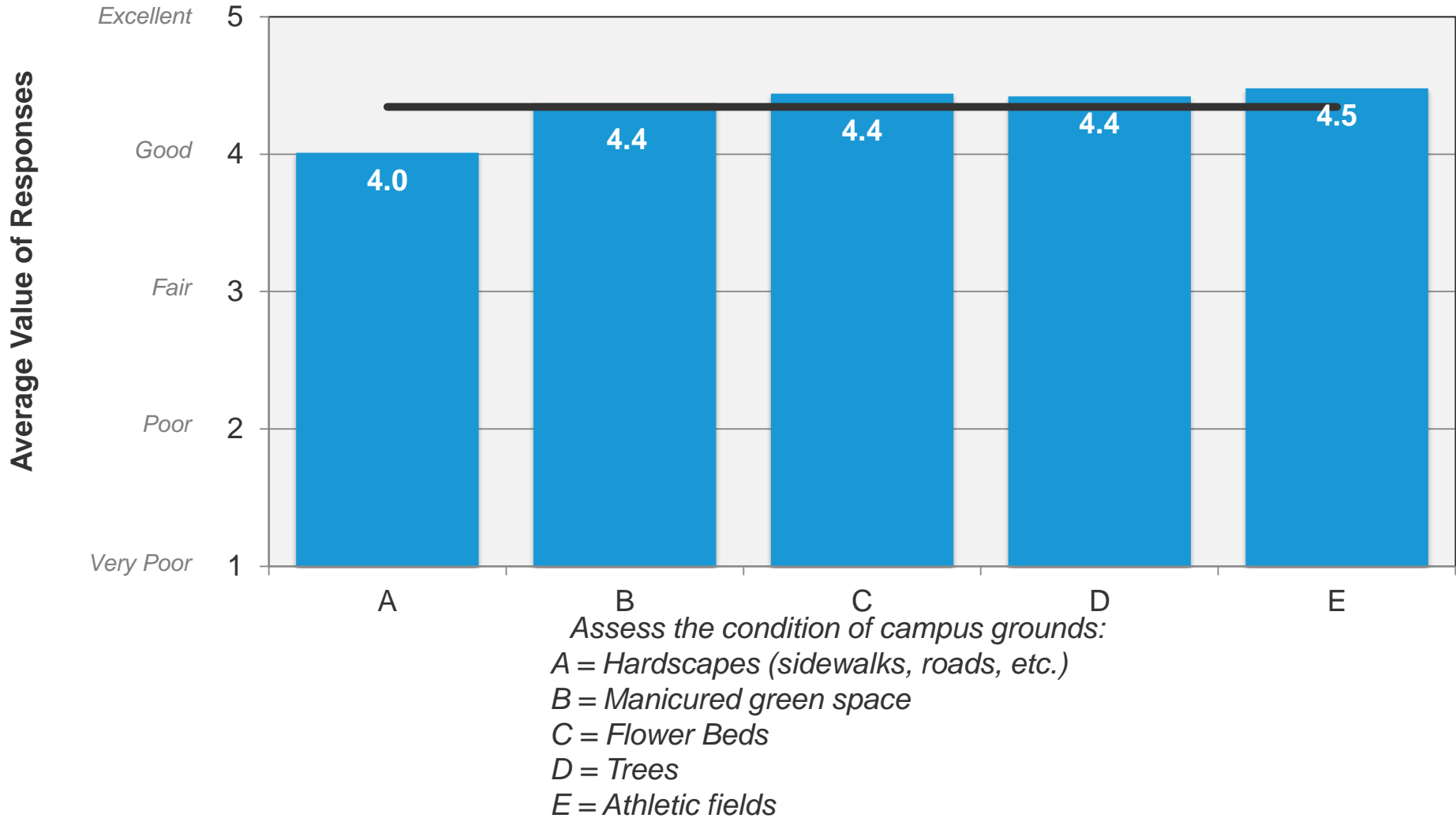E = Water fountains in my buildings are of good quality

Note: these questions were not asked in the FY12 survey

Building-Specific Comfort Scores
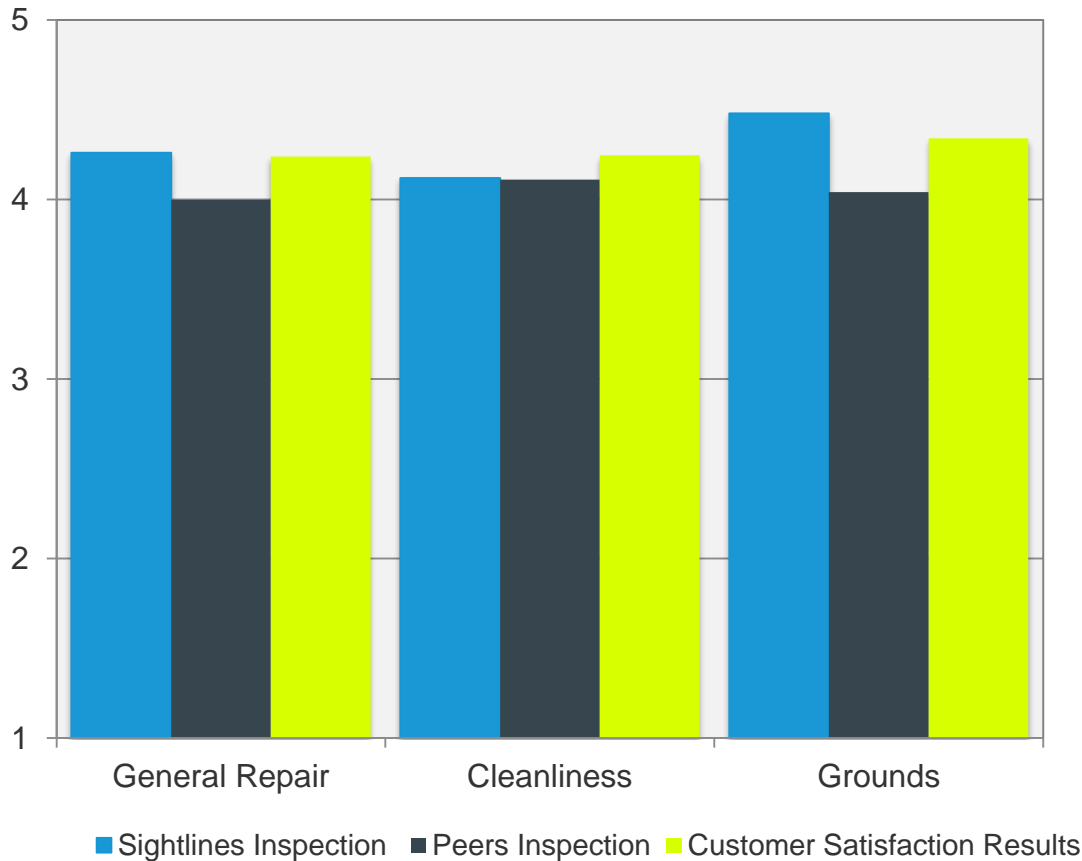
Main Campus Buildings only

Row Labels	Temperature is 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
Ath & Stu Affairs/Old Family Ctr	3.88	3.25	3.63	2.63	2.50
Campus Support	4.37	4.17	4.16	4.21	4.47
Carl Desantis	3.57	4.14	3.98	3.91	3.91
Don Taft University Center	3.33	4.00	3.50	2.67	3.25
Horvitz Administration	3.32	3.68	3.92	3.92	4.08
HPD Complex/Dental School	2.68	3.39	3.83	3.29	3.03
HPD Library/Laboratory Building	2.22	2.89	2.78	2.44	3.00
Leo Goodwin Sr. Hall (Law Center)	2.63	2.75	2.94	3.06	3.44
Library, Research, and Info Tech. Center	3.86	3.36	3.14	3.07	3.07
Mailman Hollywood Building & Mechnical	3.44	3.63	3.56	3.56	3.56
Maxwell Maltz	3.31	3.56	3.54	3.52	3.69
Parker Building & Mechanical Bldg	3.33	3.53	3.30	3.48	3.61
Rolling Hills Offices	2.50	3.33	3.42	3.33	5.00
Terry Administration	3.02	3.41	3.78	3.17	3.78
The Commons	3.43	3.57	3.43	2.86	3.00
University Park Plaza North	2.94	2.88	3.44	2.75	4.31

Campus Grounds

Average Value of Responses

Excellent — 5
Good — 4
Fair — 3
Poor — 2
Very Poor — 1

A — 4.0
B — 4.4
C — 4.4
D — 4.4
E — 4.5

Assess the condition of campus grounds:
A = Hardscapes (sidewalks, roads, etc.)
B = Manicured green space
C = Flower Beds
D = Trees
E = Athletic fields

Note: these questions were not asked in the FY12 survey

Comparing Scores
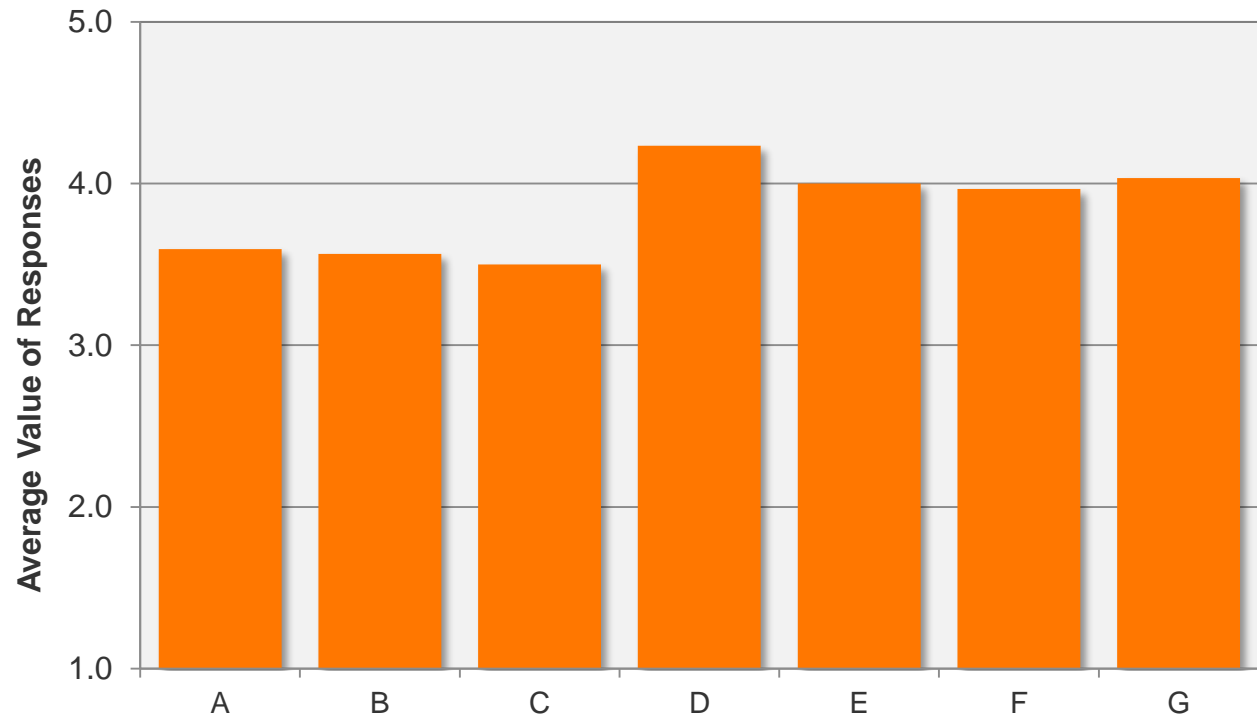
Campus Appearance

- ❖ When compared to Sightlines inspection scores, user perception of campus is lower, with the exception of cleanliness.

- ❖ Given the overall score and relatively score to peers, it is likely that user response is not driven by campus condition but rather by expectations for service levels.

Legend: ■ Sightlines Inspection ■ Peers Inspection ■ Customer Satisfaction Results

Facilities Management: Design and Construction

Facilities Management: Design & Construction

In my role, I interact with Facilities Management: Design & Construction

- ■ Yes
- ■ No

Average Value of Responses (bar chart with categories A–G, values ranging from approximately 3.5 to 4.2)
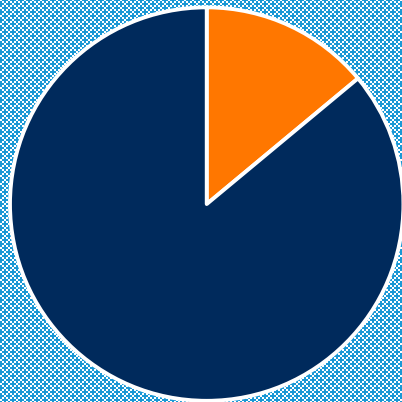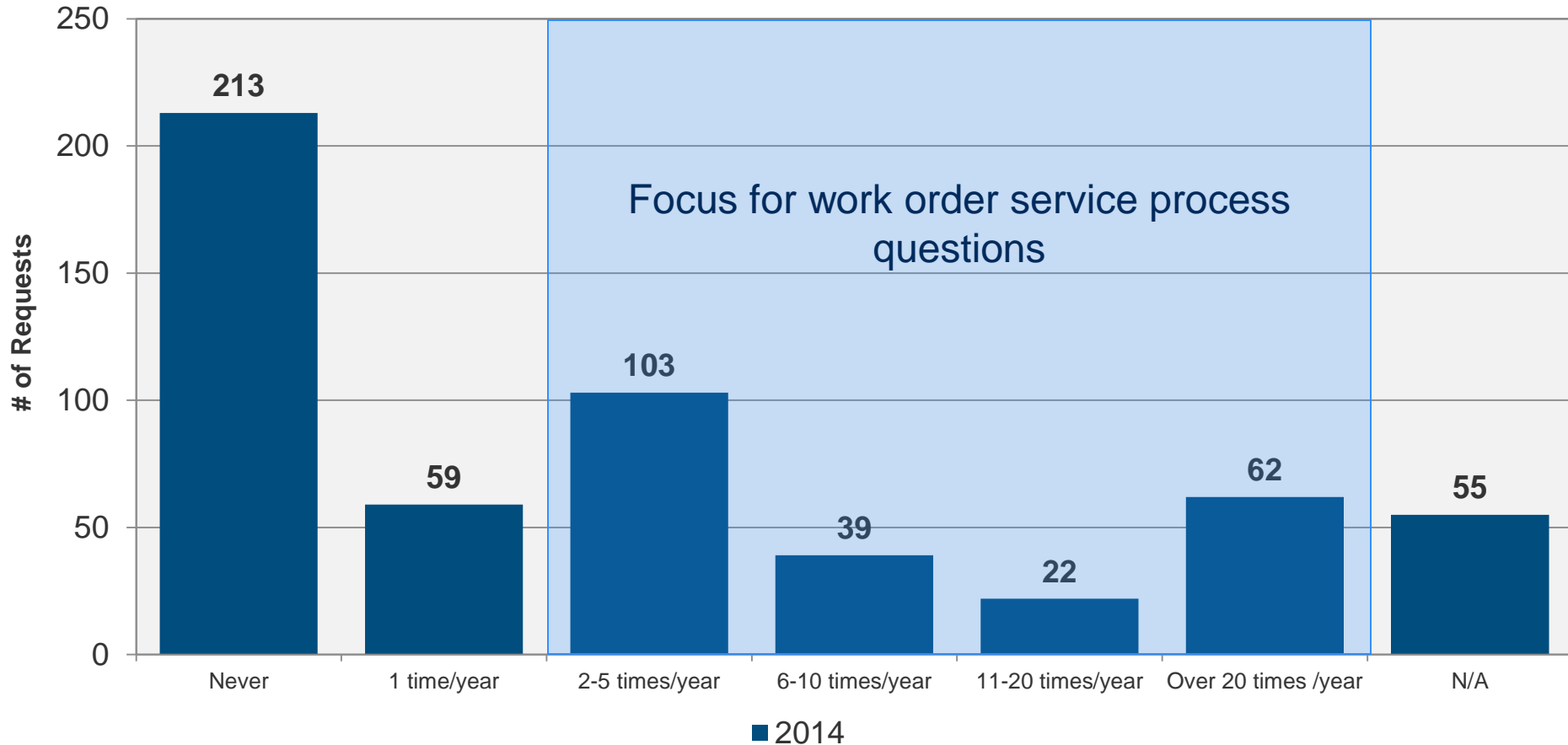
- A   Project Plan is communicated effectively
- B   Schedule is adhered to or I am made aware of changes
- C   I am asked for feedback or receive feedback
- D   Work is performed courteously/professionally
- E   Work is performed competently
- F   Once work has begun, staff is timely
- G   Work meets my expectations

Service Request Process & Physical Plant Performance

Frequency of Use of Respondents

Frequency of Work Order Requests By Users

Focus for work order service process questions

- Never: 213
- 1 time/year: 59
- 2-5 times/year: 103
- 6-10 times/year: 39
- 11-20 times/year: 22
- Over 20 times /year: 62
- N/A: 55

■ 2014

Respondents that chose "Never," "1 time/yr," or "N/A" did not respond to the work performance questions. The rest of the analysis comes from people who request at least twice a year.

sightlines

Requesting Service at Nova Southeastern University

Requesting Service: Frequency vs. Effectiveness
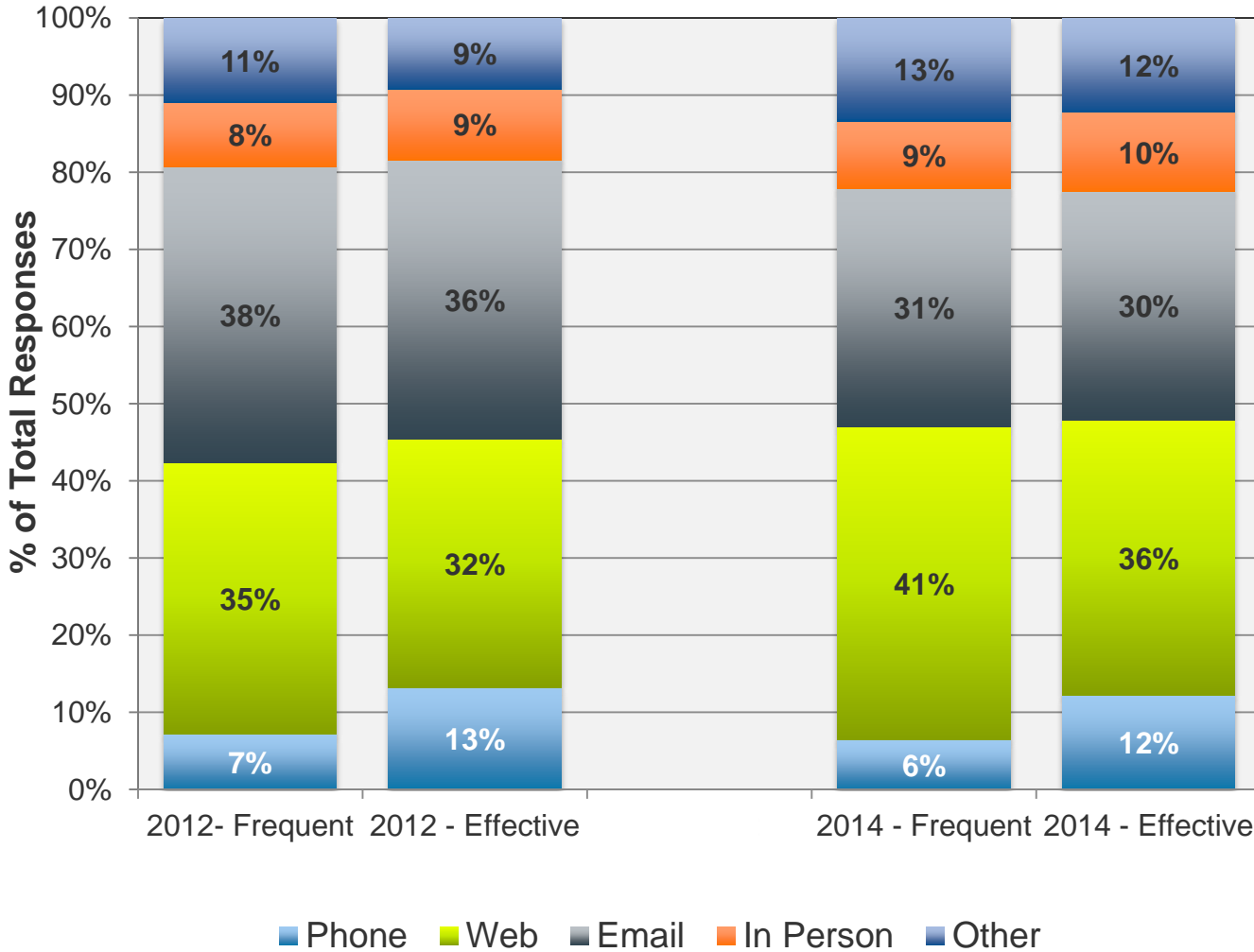
- ❖ The most frequent method of submitting surveys is via the web.

- ❖ Responses show a strong correlation between the web's frequency of use and its effectiveness of use.

- ❖ Since 2012, a 6% increase in the percentage of users utilizing the web interface to submit requests indicates stronger user adoption over time.
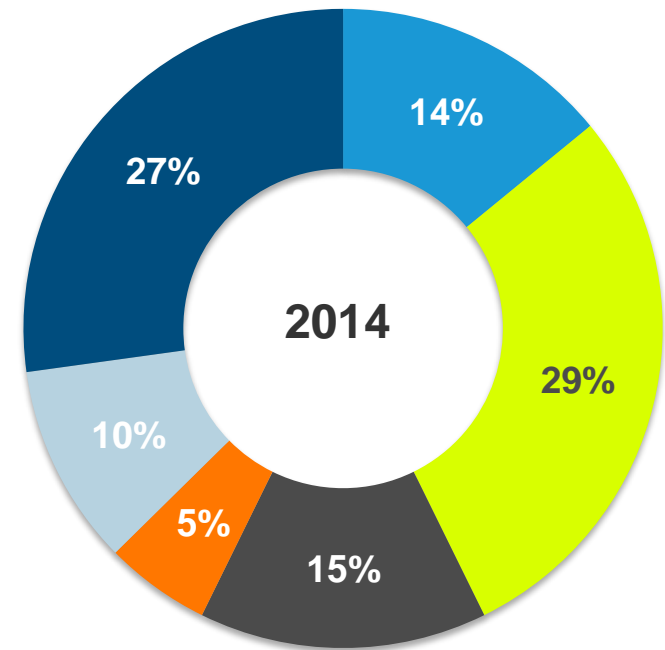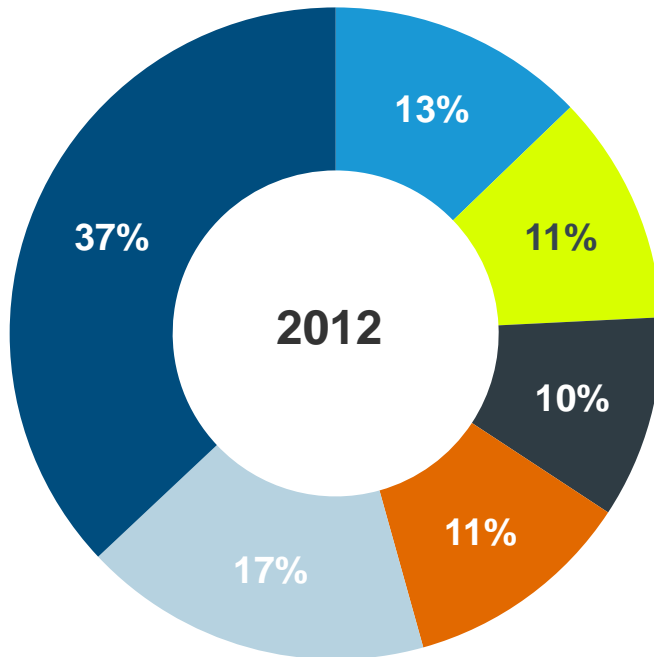
Examining the Service Request Process
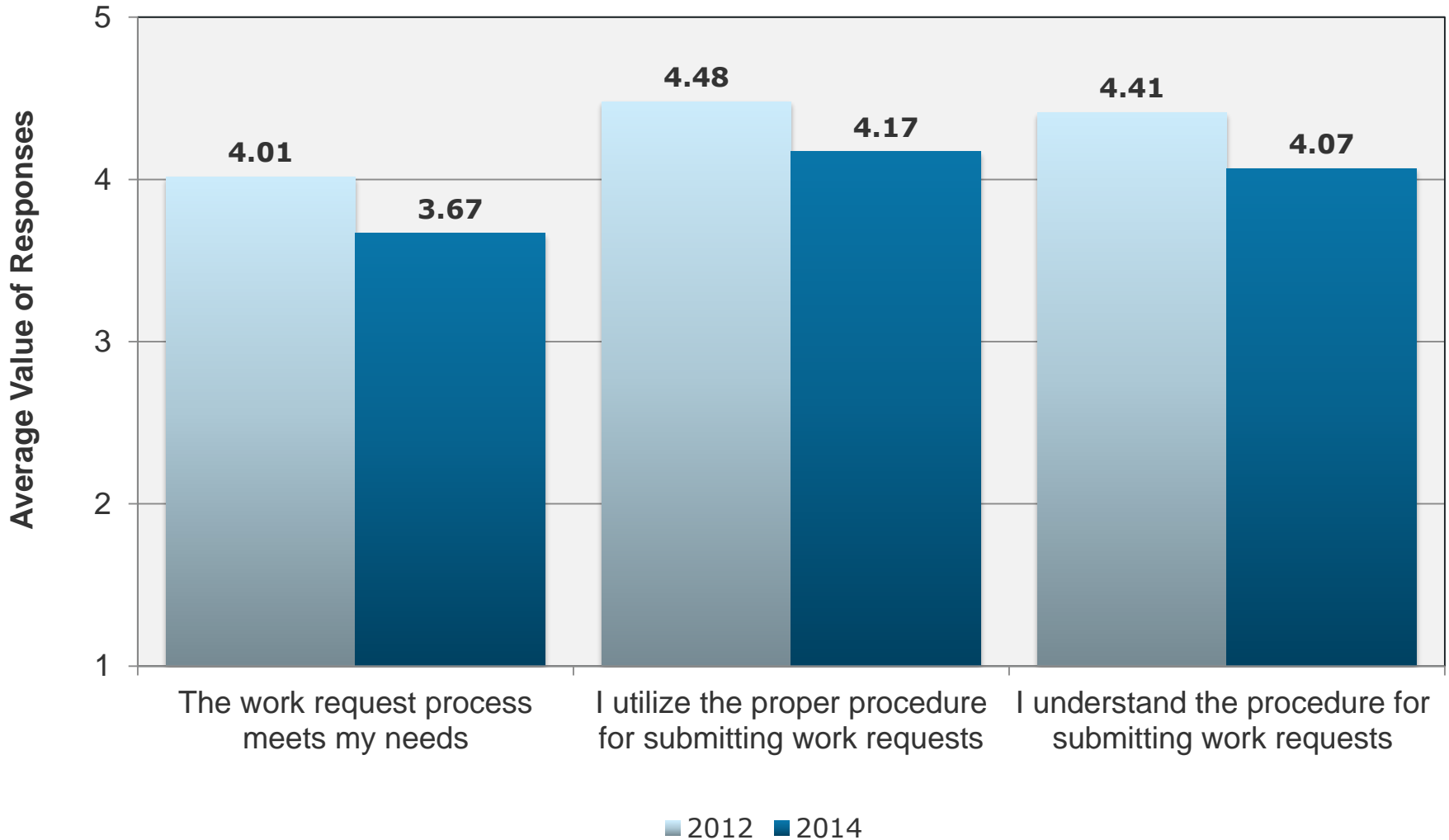
Work Order Request Process

*Since 2012, 18% increase in desire to be notified of status from campus users*

The Most Important Component of the Work Request Process is:

2012
- 13%
- 11%
- 10%
- 11%
- 17%
- 37%

2014
- 14%
- 29%
- 15%
- 5%
- 10%
- 27%

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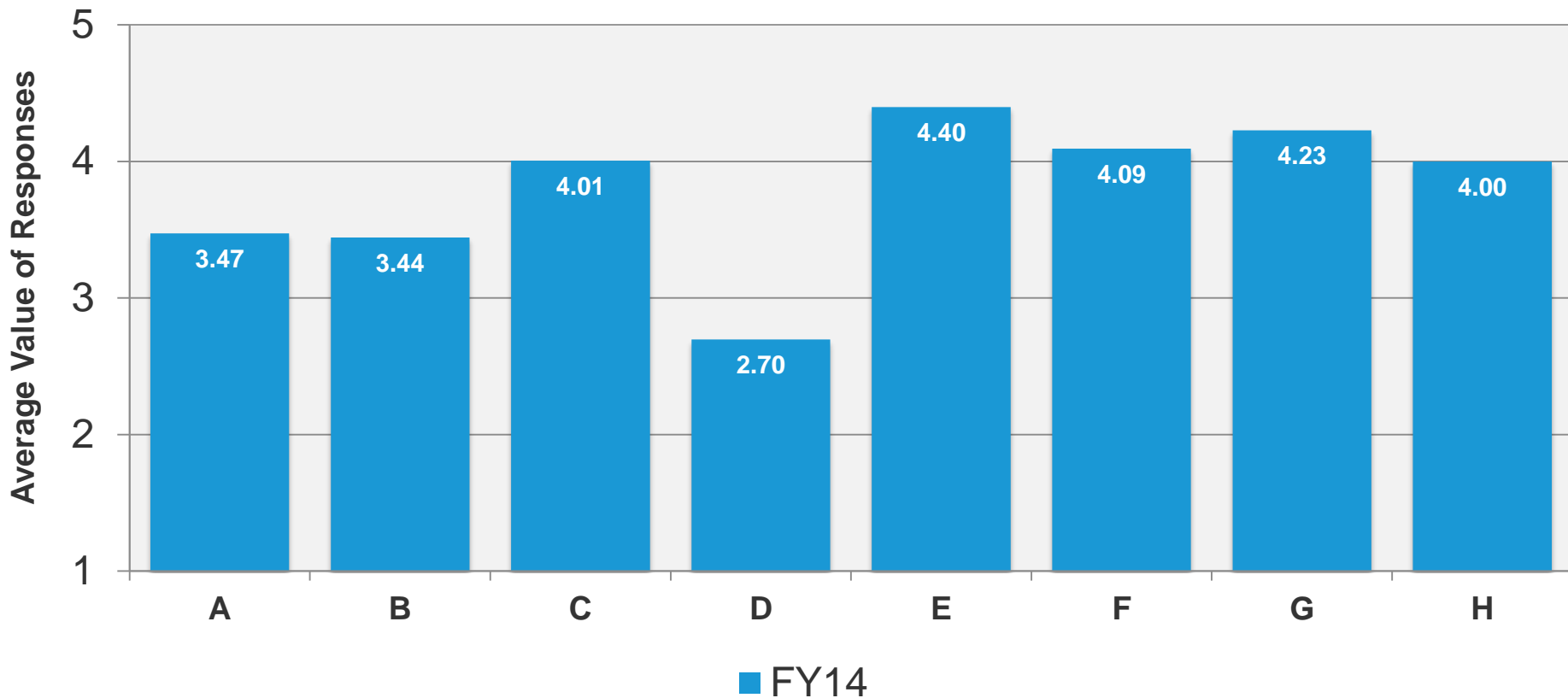■ Work requests are performed in a timely manner

Work Performance

Requested Maintenance Services
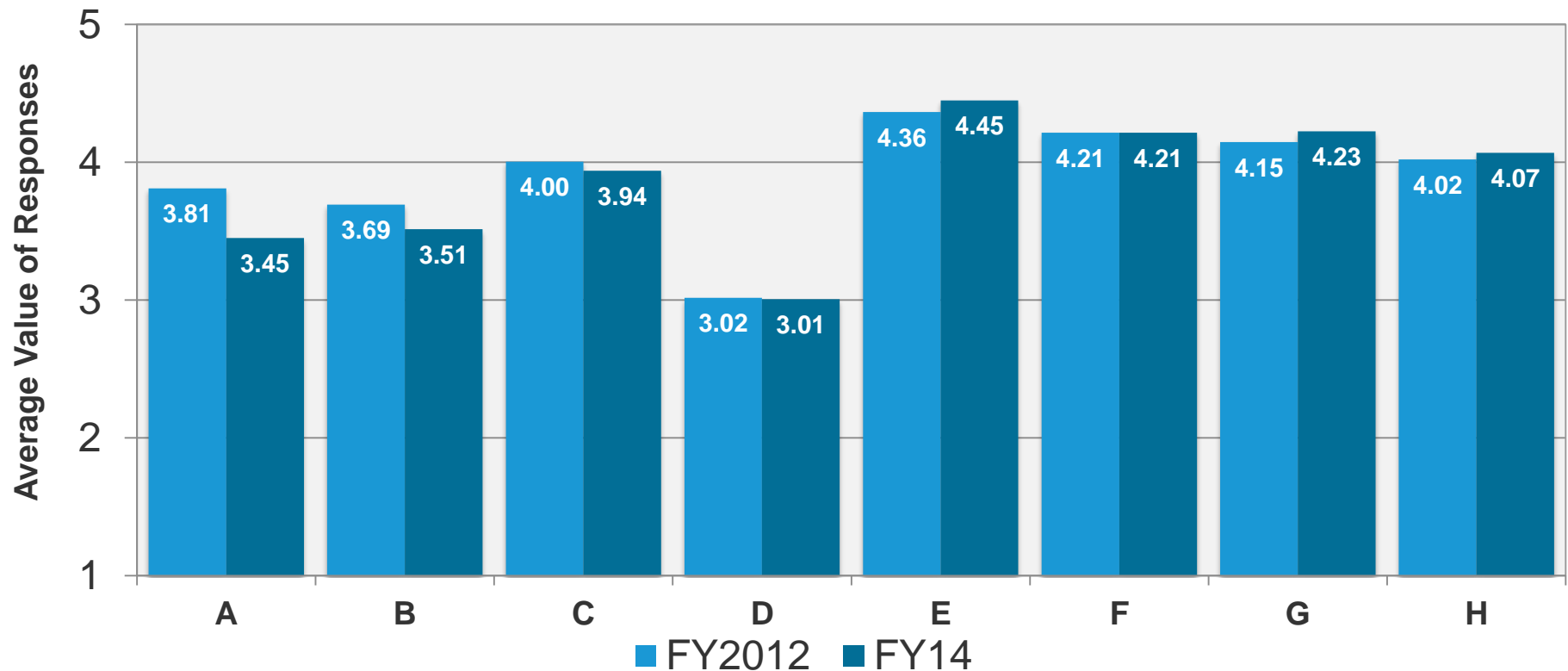
A. Work request schedule is communicated effectively.
B. Schedule is adhered to or I am made aware of changes.
C. The work schedule is generally acceptable
D. I am asked for or receive feedback.

E. Work is performed courteously/professionally.
F. Work is performed competently.
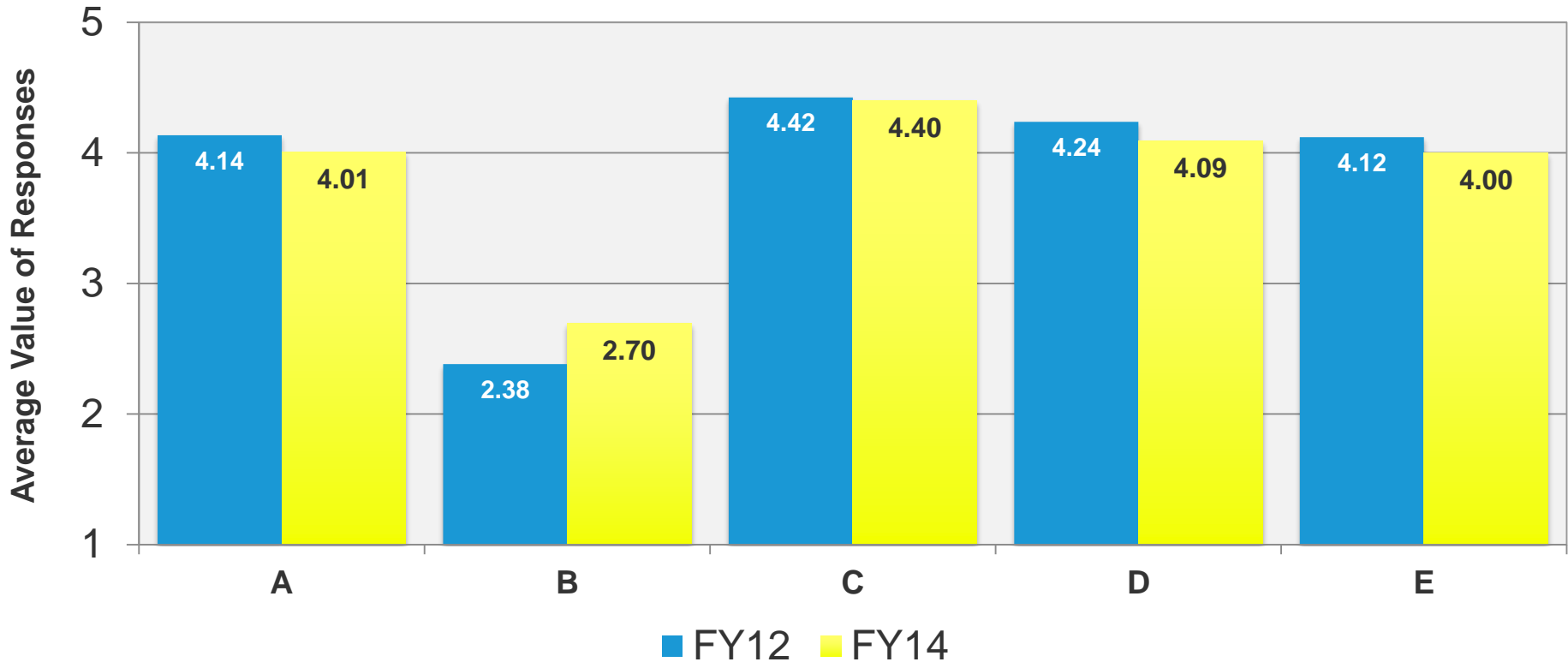G. Once work is begun, staff is timely.
H. Work meets my expectations

Requested Custodial Services

A. Work request schedule is communicated effectively.
B. Schedule is adhered to or I am made aware of changes.
C. The work schedule is generally acceptable
D. I am asked for or receive feedback.

E. Work is performed courteously/professionally.
F. Work is performed competently.
G. Once work is begun, staff is timely.
H. Work meets my expectations.

Requested Custodial Services

Requested Custodial Services: FY12 & FY14

Category	FY12	FY14
A	4.14	4.01
B	2.38	2.70
C	4.42	4.40
D	4.24	4.09
E	4.12	4.00

Y-axis: Average Value of Responses (1–5)

Legend: ■ FY12 ■ FY14

A. FY12: Schedule/Service levels are appropriate
   FY14: The work schedule is generally acceptable
B. I am asked for or receive feedback.

C. Work is performed courteously/professionally.
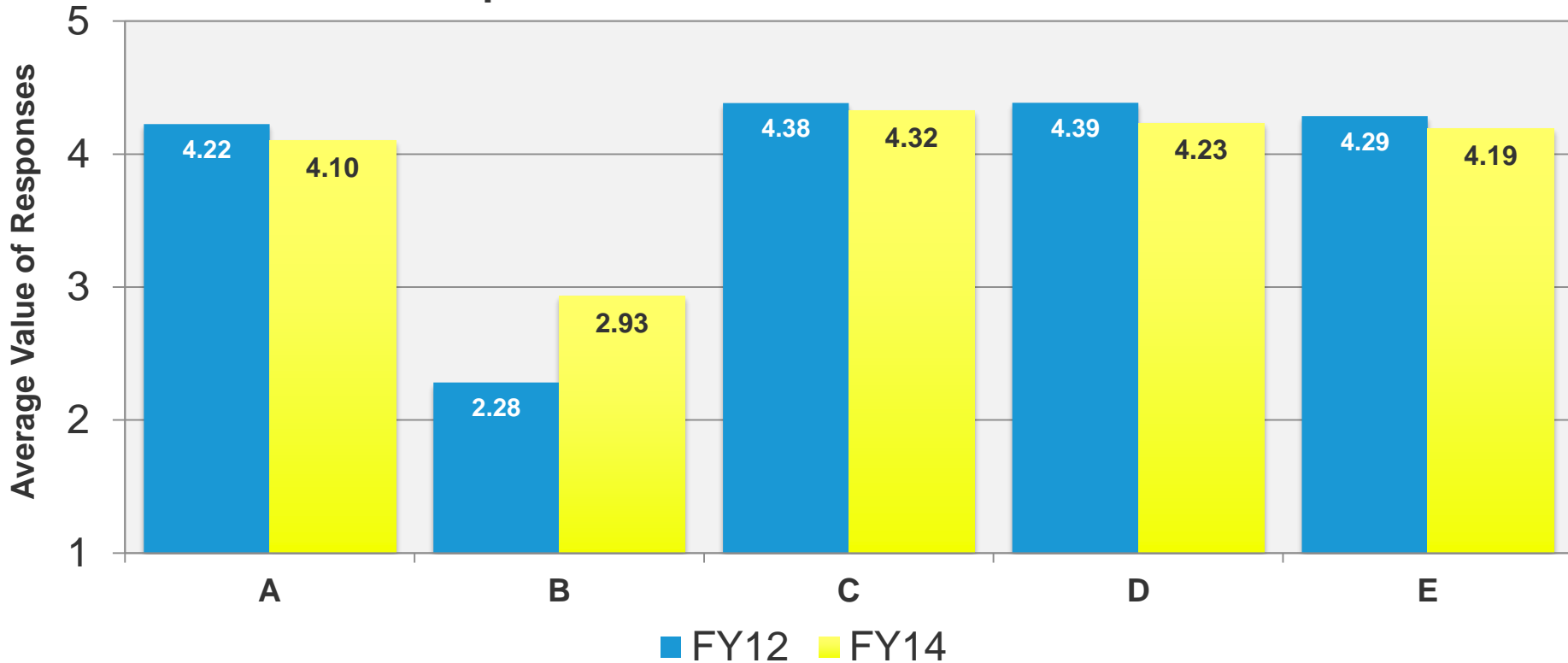D. Work is performed competently.
E. Work meets my expectations.

Requested Grounds Services
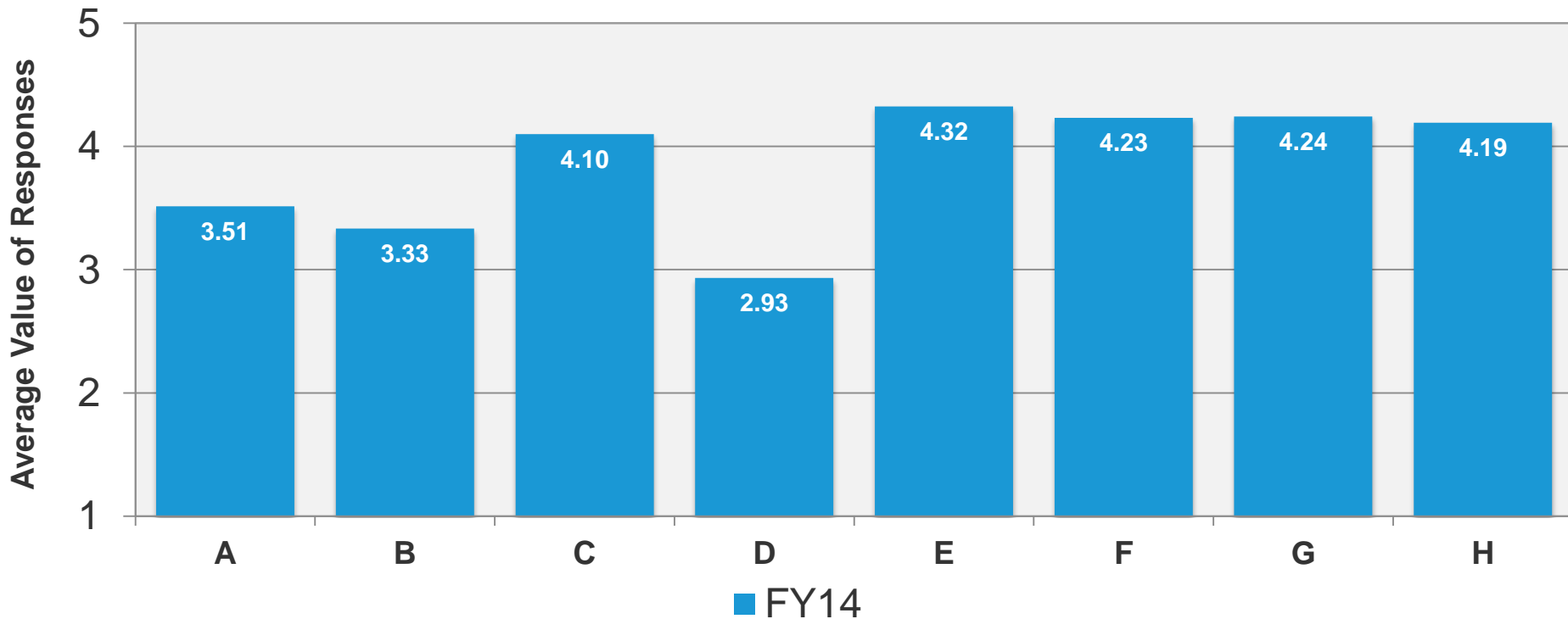
A. Work request schedule is communicated effectively.
B. Schedule is adhered to or I am made aware of changes.
C. The work schedule is generally acceptable
D. I am asked for or receive feedback.

E. Work is performed courteously/professionally.
F. Work is performed competently.
G. Once work is begun, staff is timely.
H. Work meets my expectations.

Requested Grounds Services

Requested Grounds Services: FY12 & FY14

A. The work schedule is generally acceptable
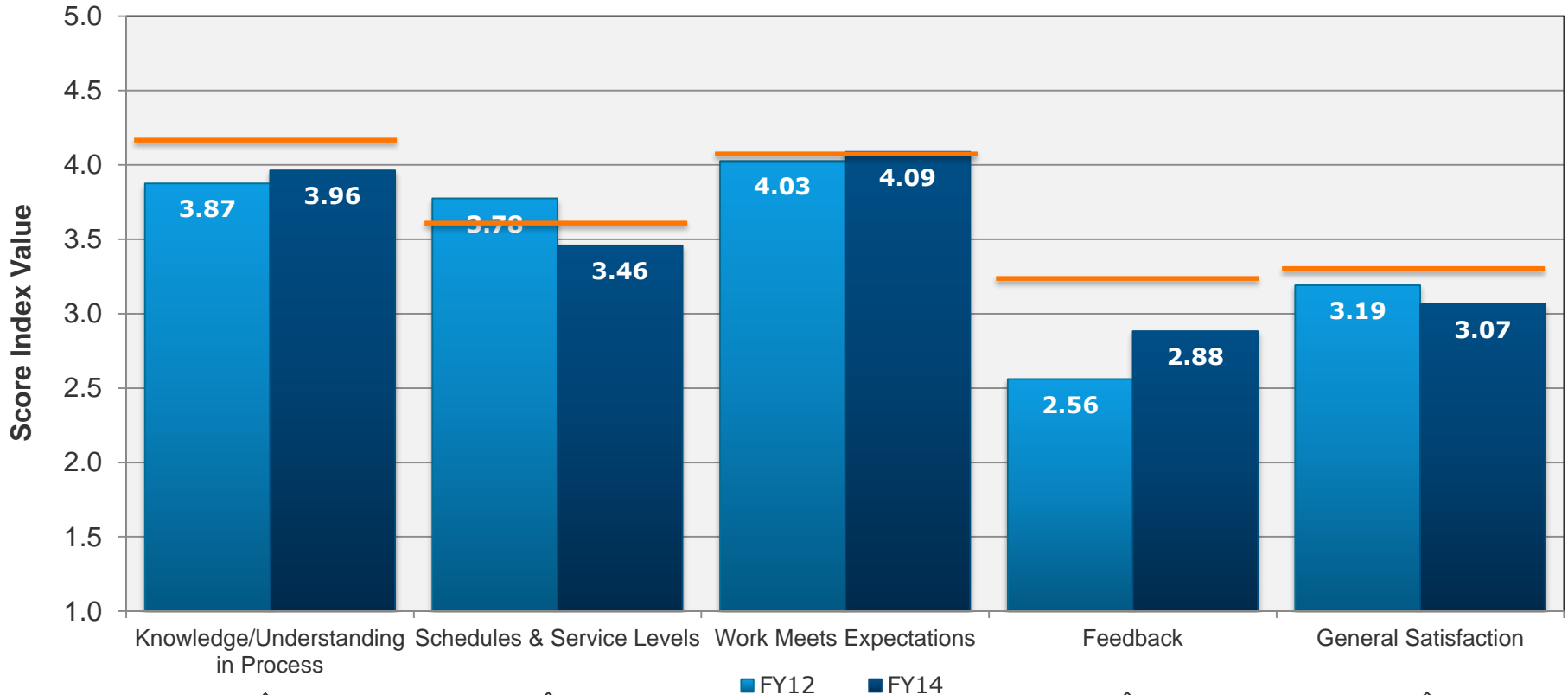B. I am asked for or receive feedback.
C. Work is performed courteously/professionally.
D. Work is performed competently.
E. Work meets my expectations.

Summary Results

ROPA Benchmarking Metrics

FY12 vs. FY14 ROPA Performance Metrics

Chart: Score Index Value (y-axis 1.0 to 5.0) with FY12 and FY14 bars and Peer Scores lines.

Metric	FY12	FY14
Knowledge/Understanding in Process	3.87	3.96
Schedules & Service Levels	3.78	3.46
Work Meets Expectations	4.03	4.09
Feedback	2.56	2.88
General Satisfaction	3.19	3.07

Callouts:
- 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

Scheduling and Communication

What and When vs. Who and How

Service Desk Should…

- Have Strong knowledge of the work management system
  - All work orders, regardless of how requested (phone, person, web, or done on the fly), are entered into the system.

- Assign the priority of all requests and communicate this priority to the shop
  - Emergency requests should be immediately assigned and scheduled
  - Establish time estimates for work order requests to communicate between customer and shops.

- Communicate the schedule and changes to the schedule to customer.

Communication

Shop Lead or Supervisors Should…

- Assign work order to tradesperson
  - Work is assigned based on the schedule from service desk (which was communicated to customer)

- Adjust schedule based on work, and communicate changes back to service desk.
  - e.g. Issue has been looked at, waiting on part ordered. Adjust schedule accordingly.

Improving the communication to the customer regarding scheduling and completed work will also have a positive effect on the feedback analysis of the Customer Satisfaction Survey.
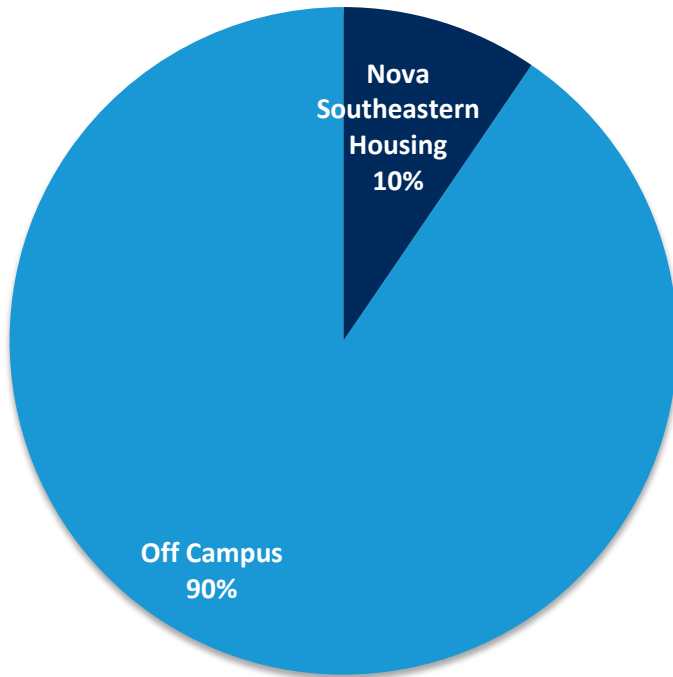
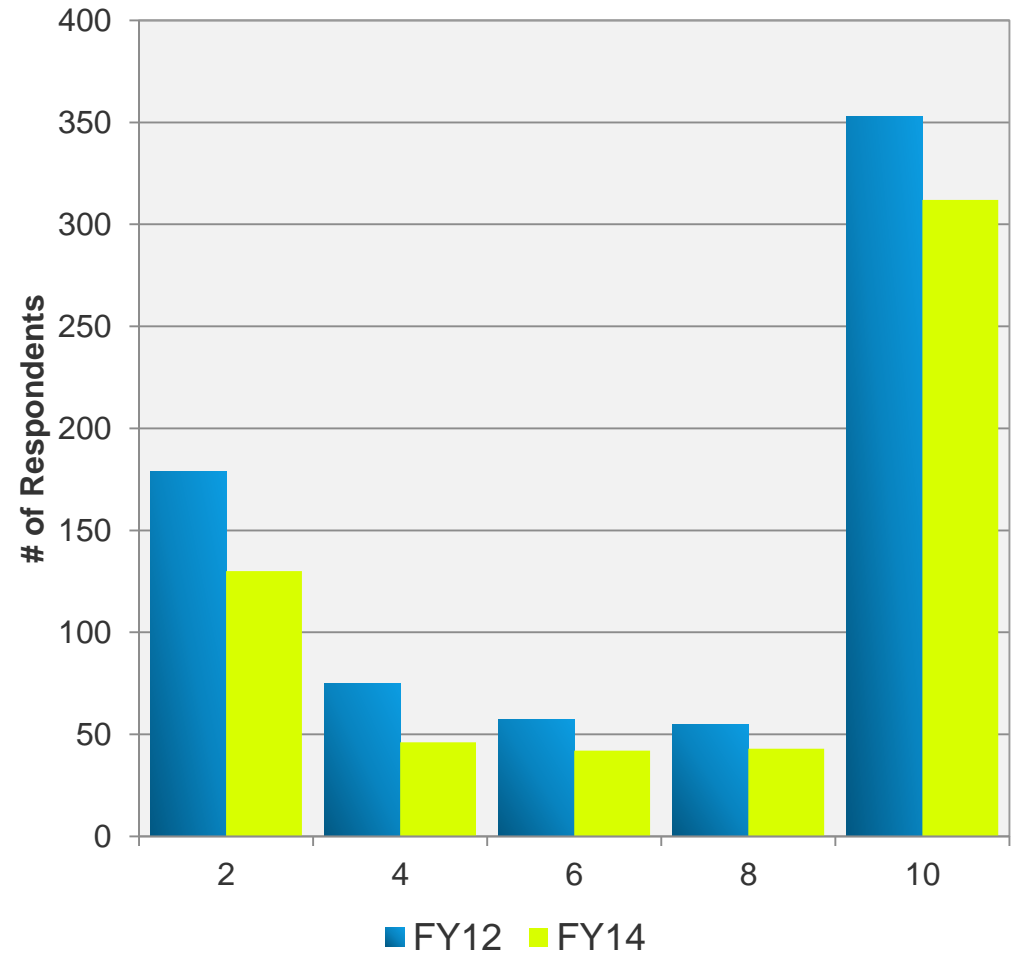# Sustainability Results
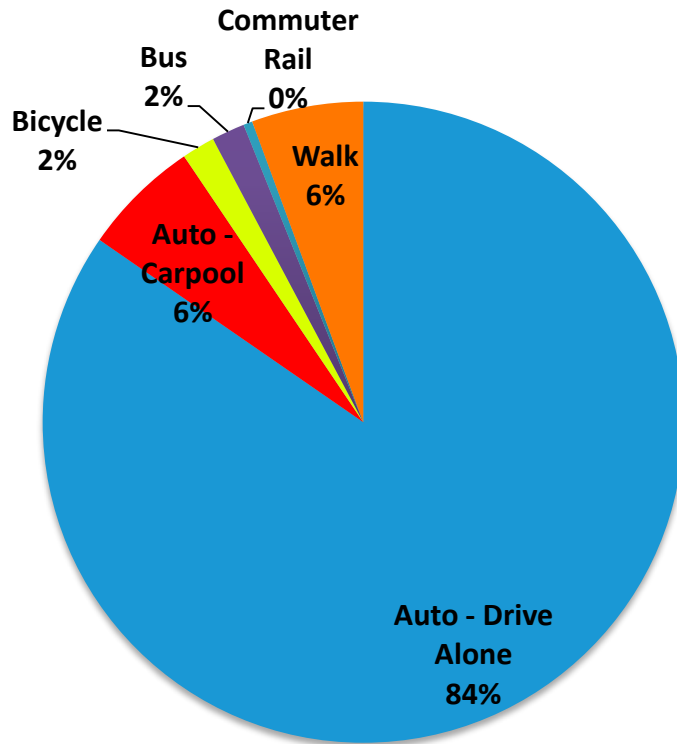## *Commuting Habits*
Recycling Program

Survey Respondent Demographics

Demographics

- Nova Southeastern Housing 10%
- Off Campus 90%

Number of One-Way Trips

Y-axis: # of Respondents (0 to 400)
X-axis: 2, 4, 6, 8, 10

Legend: FY12 (blue), FY14 (green)

Modes of Transportation

Transportation Mode

Bicycle 2%
Bus 2%
Commuter Rail 0%
Walk 6%
Auto - Carpool 6%
Auto - Drive Alone 84%

The transportation modes were very similar to FY12 survey results.
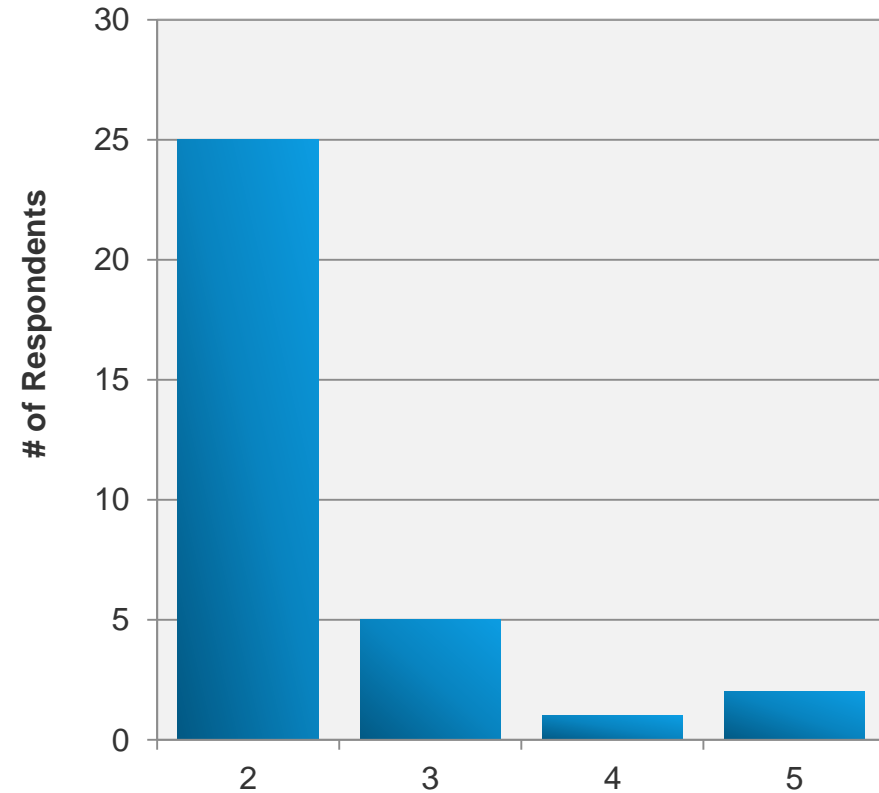
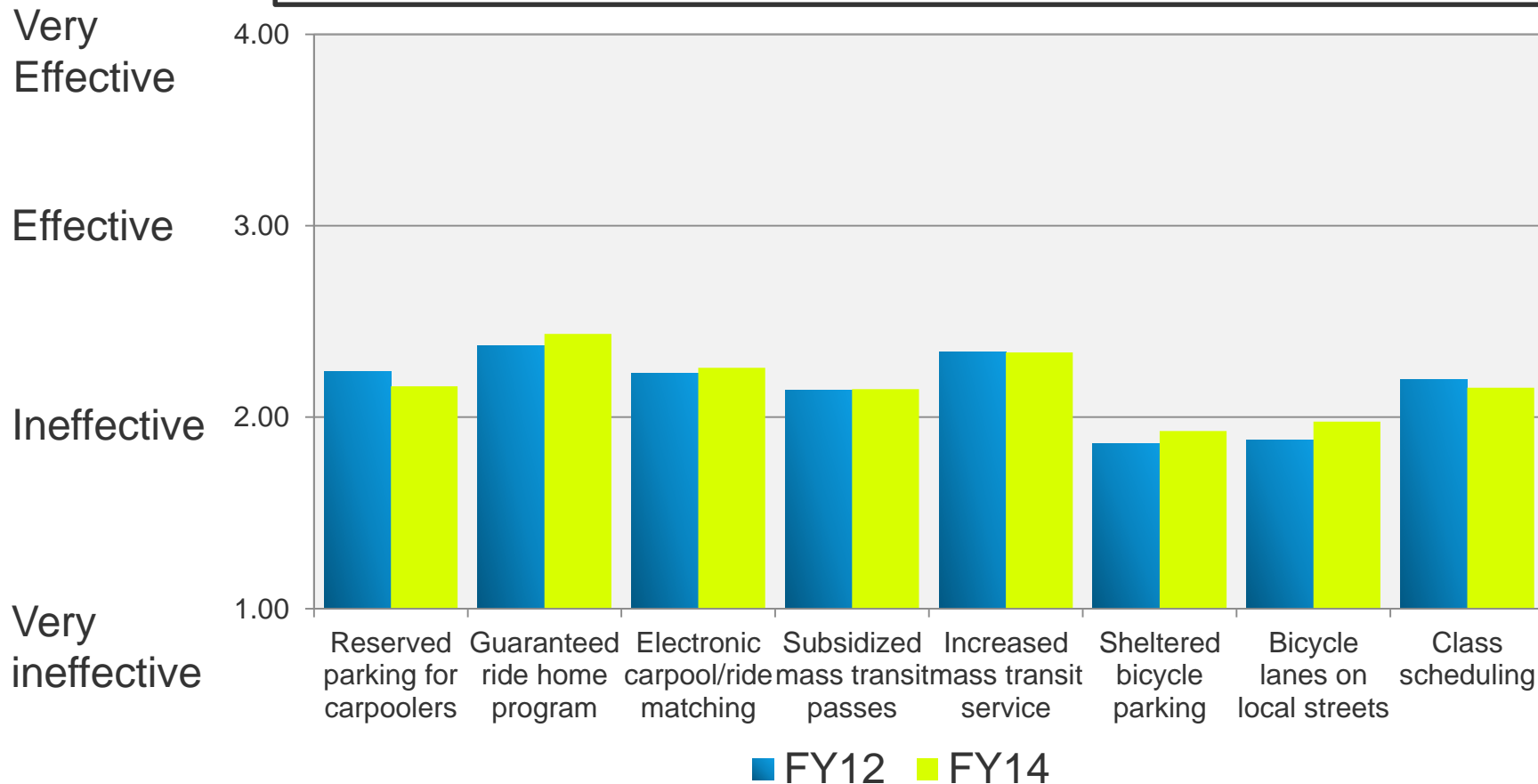## If you carpool to campus, please indicate how many people, on average and including yourself, share your carpool…

sightlines

Methods of Lowering Commuting Emissions

If you drive alone, which commuting programs would be most effective in switching your primary commuting mode to a more sustainable option?

FY12   FY14

Select Sustainability Comments

Need to teach people to turn off lights, turn off computers, turn off printers, etc. when they leave. Also, RAISE THE TEMPERTURE! Air Conditioning is TOOOOOO COLD in our office (Museum Plaza).

Better parking at HPD!!! The parking garage is poorly organized and take forever to get in and out of. Parking is basically full by 8:30am. There us no where to do short term (30 min) parking to run in and run out

I noticed that you did not mention encouraging the use of hybrid, alternative fuel and electric vehicles. If we are truly serious about sustainability scrap the luxury cars that the university buys for its administrators and buy hybrids and hybrid electric. Also solar powered recharging stations would be a good feature.

Increase shuttle service to surrounding apts and neighborhoods on Nova Drive and Abe Fishler/30th st. Biking is ok but Florida weather is unpredictable. Increase golf cart usage for getting around on campus for staff

I would really like to see a bike program be installed on campus. That could help both residents and commuters.

I believe that the University is sincere and committed to sustainability.

Our dining hall wastes a lot of styrofoam plates and plasticwear

Methods of Increasing Campus Sustainability

On a scale of 1 to 5 (1 being low and 5 being high), please select the response that best describes your opinion of our recycling efforts.
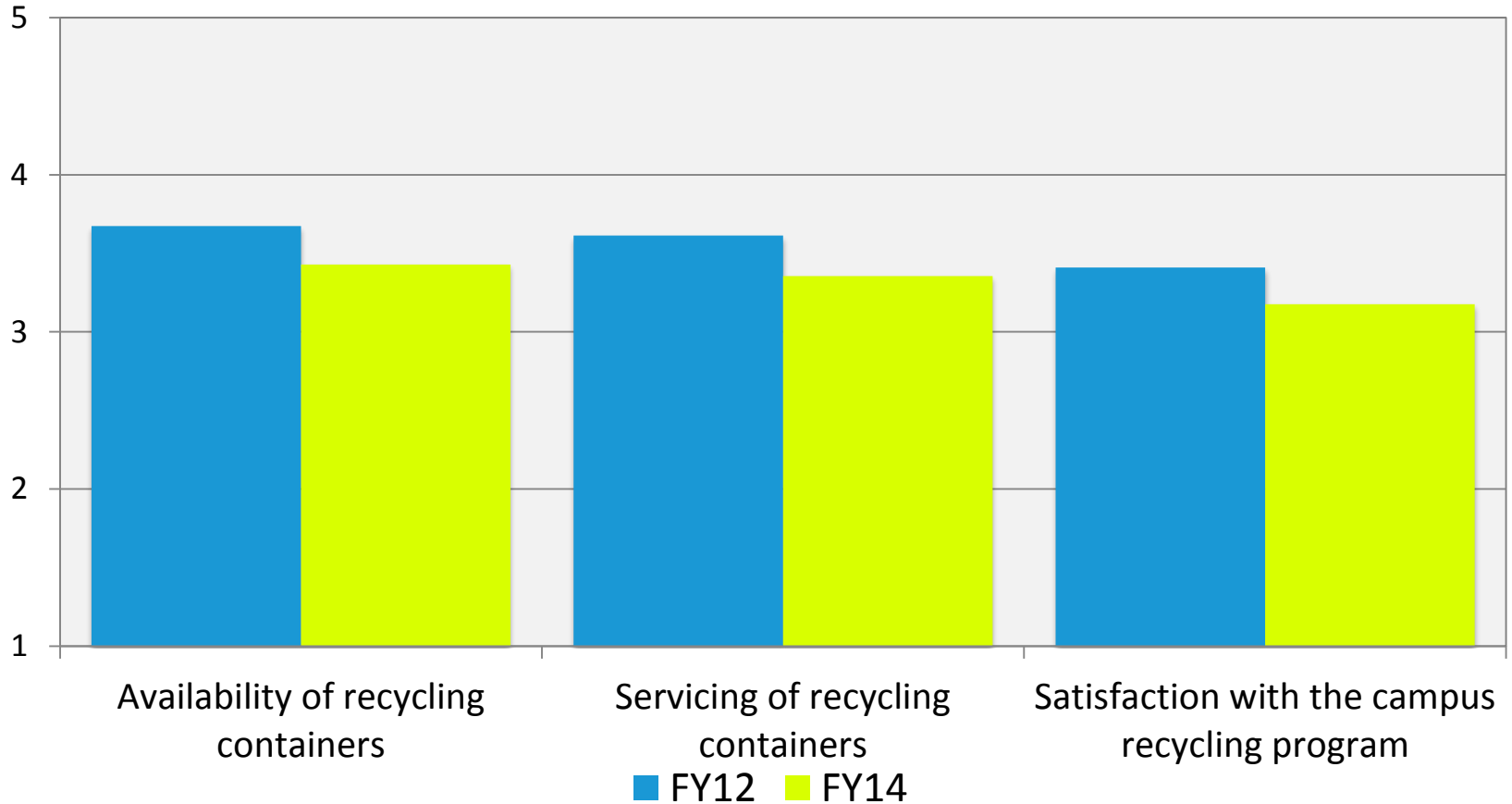
Select Recycling Comments

A number of comments related to people's uncertainty as to whether or not the recycling components actually get recycled or get combined with the rest of campus waste. Other comments were requests to increase the number of containers around campus.

NSU has a Single Stream Recycling Program but most do not take it seriously or help support the process. The culture at NSU needs to change.

Every trash can should be divided in half for recycling, not just some of them

I love the single stream program- very effective.

I feel that there is no recycling even though the blue bins are there. If you were to ask anyone they think that the recycle and trash all gets mixed and disposed of the same way.

More notification in Off-site locations like UPP - I have no clue if the can in our office is actually being recycled ...

Greater promotion and encouragement for recycling would help. Hosting recycling events for things like hazardous waste for the community would add public awareness of NSU and benefit the community.

Add more recycling containers and place more recycling signs/posters near the containers to promote people to recycle more frequently!