



# Vanguard University of Southern California

**Component #4954**

**FacilityFOCUS  
CUSTOMER SATISFACTION STUDY**

Fall 2008

Total Number of Respondents: 347

Margin of Error: +/- 5% at a 95% confidence level

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*Helping Campuses Thrive™*

# Survey Objectives

The overall objective of the Campus Facility FOCUS Survey is to gain an increased knowledge of your campus population that will allow you to better understand their priorities, attitudes and perceptions.

This greater understanding, will enable you to create and deliver a more satisfying campus experience.

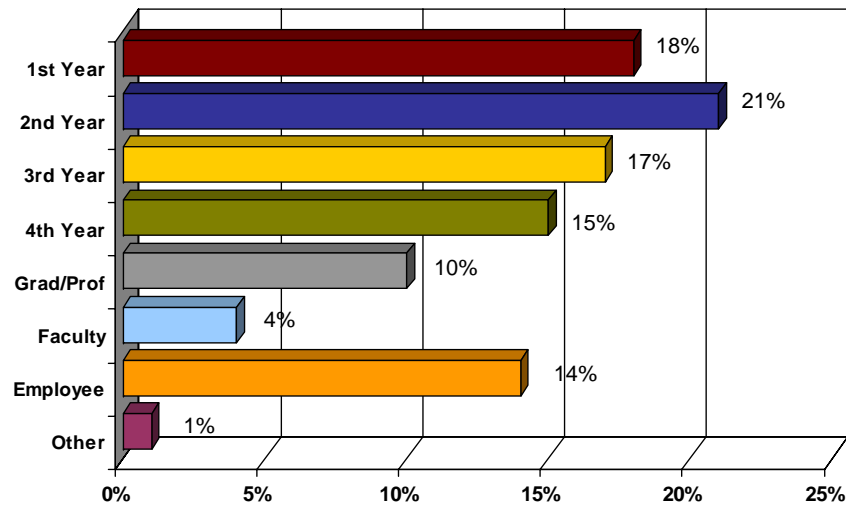
The report covers the following areas:

- Respondent Profile
- Campus Segments
- Service Request Experience
- Overall Facility Services Importance
- Facility Services Performance
- Strengths & Opportunities
- Appendix
- Customer Suggestions (Excel spreadsheet)



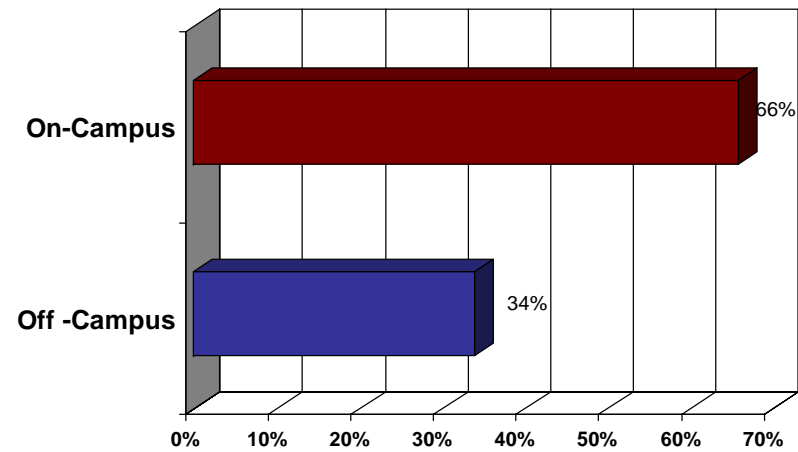
# Respondent Profile

What is your campus status?



[Students Only] Where do you live?

n= 281



## Gender

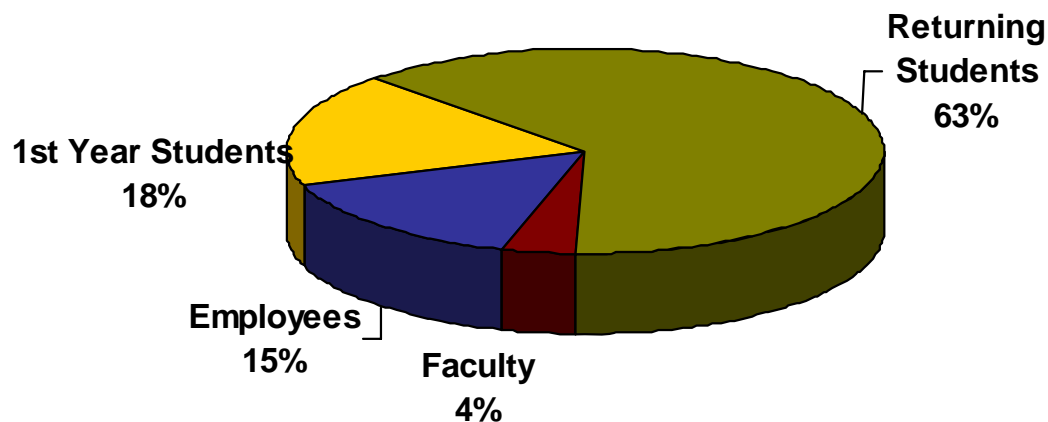
32%	Male
66%	Female
2%	Prefer Not to Answer

## If off-campus student, do you live in off-campus university owned/run housing?

3%	Yes
97%	No

# Campus Segments

The Higher Education analysis segments respondents on your campus according to their profile as a means to better understand the habits, attitudes & beliefs of distinct groups.



Number of Respondents Per Segment	
15	Faculty
51	Employees
63	1 <sup>st</sup> Year Students
218	Returning Students

# Service Request Experience: Overall

<b>Have you ever requested custodial or maintenance services?</b>	<b>63%</b>	<b>Yes</b>
	<b>37%</b>	<b>No</b>

The chart below shows user satisfaction of all respondents that have requested custodial or maintenance services. People who have not requested services are not included.

(If requested services) Indicate your level of agreement with the following statements about the custodial or maintenance services that you requested. <i>Ranked by Total % Saying Strongly Agree (6&amp;7)</i>	TOTAL MEAN	Total Number of Respondents: 219		
		Strongly Agree % (6-7)	Neither Agree or Disagree % (3-5)	Strongly Disagree % (1-2)
The individuals with whom I interact behave in a friendly and courteous manner.	6.18	81%	17%	2%
The process for requesting a service is easy.	5.86	71%	27%	2%
My service requests are addressed to my satisfaction.	5.88	71%	27%	2%
My service requests are addressed in a timely manner.	5.49	60%	35%	5%
If the service requested can not be completed in a timely manner, I am made aware of the reason it is not.	4.98	46%	45%	10%
The process for checking the status of my service request is easy.	4.82	39%	53%	8%
I have good knowledge about the services and schedules provided by the facilities department.	4.59	33%	54%	12%

# Service Request Experience: Segments

<b>Have you ever requested custodial or maintenance services?</b>	<b>63%</b>	<b>Yes</b>
	<b>37%</b>	<b>No</b>

This chart shows user satisfaction of respondents that have requested custodial or maintenance services by segment. People who have not requested services are not included.

(If requested services) Indicate your level of agreement with the following statements about the custodial or maintenance services that you requested. <i>Ranked by Total % Saying Strongly Agree on Previous Slide</i>	Faculty n=10			Employee n=49			1st Year Students n=15			Returning Students n=145		
	SA	N	SD	SA	N	SD	SA	N	SD	SA	N	SD
The individuals with whom I interact behave in a friendly and courteous manner.	100%	0%	0%	90%	10%	0%	80%	20%	0%	77%	20%	3%
The process for requesting a service is easy.	60%	40%	0%	86%	14%	0%	73%	27%	0%	66%	31%	3%
My service requests are addressed in a timely manner.	80%	20%	0%	73%	27%	0%	80%	13%	7%	52%	41%	7%
My service requests are addressed to my satisfaction.	80%	20%	0%	80%	20%	0%	80%	20%	0%	66%	30%	3%
If the service requested can not be completed in a timely manner, I am made aware of the reason it is not.	30%	70%	0%	65%	27%	8%	60%	33%	7%	39%	50%	11%
The process for checking the status of my service request is easy.	30%	60%	10%	51%	45%	4%	47%	53%	0%	34%	56%	10%
I have good knowledge about the services and schedules provided by the facilities department.	10%	60%	30%	37%	55%	8%	33%	60%	7%	34%	53%	13%

**KEY:** SA: Strongly Agree % (6-7)      N: Neither Agree Nor Disagree % (3-5)      SD: Strongly Disagree % (1-2)



# Facility Importance: Overall

This chart shows the overall importance for each of the facility services provided on your campus.

Overall Campus: Fall 2008 Number of Respondents: 347		Vanguard University of Southern California			
		OVERALL FALL 2008 SCHOOL MEAN	Overall		
			Excellent %(6-7)	Average %(3-5)	Poor %(1-2)
<b>CUSTODIAL</b>	Cleanliness of office areas	6.53	91%	9%	0%
	Cleanliness of residential areas	6.45	86%	14%	0%
	Cleanliness of academic areas	6.44	89%	11%	0%
	Cleanliness of dining areas	6.70	96%	4%	0%
	Cleanliness of public restrooms	6.77	95%	5%	0%
<b>GROUNDS</b>	Campus grounds – cleanliness	6.31	86%	14%	0%
	Availability of directional signage	5.50	57%	39%	4%
	Campus grounds – landscaping	6.29	86%	14%	0%
<b>ENERGY</b>	Comfortable temperatures in office areas	6.47	89%	11%	0%
	Comfortable temperatures in residential areas	6.33	84%	16%	0%
	Comfortable temperatures in academic areas	6.29	82%	17%	1%
	Comfortable temperatures in dining areas	6.06	75%	24%	1%
<b>MAINTENANCE</b>	Repair/Maintenance of office areas	6.61	95%	5%	0%
	Repair/Maintenance of residential areas	6.49	91%	9%	0%
	Repair/Maintenance of academic areas	6.33	86%	14%	0%
	Repair/Maintenance of dining areas	6.24	81%	19%	0%
	Repair/Maintenance of public restrooms	6.56	90%	9%	0%

# Facility Performance: Overall

This chart shows the overall satisfaction with the quality of the facility services provided on your campus.

Overall Campus: Fall 2008 Number of Respondents: 347		Vanguard University of Southern California				Comparison to FALL 2007 (School)		
		OVERALL FALL 2008 SCHOOL MEAN	Overall			OVERALL FALL 2007 SCHOOL MEAN	DIFFERENCE FROM FALL 2007 SCHOOL MEAN	
			Excellent %(6-7)	Average %(3-5)	Poor %(1-2)			Don't Know
<b>CUSTODIAL</b>	Cleanliness of office areas	6.19	84%	16%	0%	0%	5.53	+0.66
	Cleanliness of residential areas	5.51	59%	40%	1%	0%	5.33	+0.18
	Cleanliness of academic areas	6.07	76%	22%	0%	3%	6.14	-0.07
	Cleanliness of dining areas	5.81	60%	31%	0%	8%	5.54	+0.27
	Cleanliness of public restrooms	5.48	58%	38%	3%	1%	5.02	+0.46
<b>GROUND</b>	Campus grounds – cleanliness	5.99	74%	25%	0%	0%	6.05	-0.06
	Availability of directional signage	5.06	42%	45%	5%	8%	4.84	+0.22
	Campus grounds – landscaping	5.93	71%	28%	1%	0%	6.16	-0.23
<b>ENERGY</b>	Comfortable temperatures in office areas	4.88	42%	45%	13%	0%	4.50	+0.38
	Comfortable temperatures in residential areas	4.80	39%	50%	11%	0%	4.86	-0.06
	Comfortable temperatures in academic areas	4.73	37%	49%	11%	3%	4.86	-0.13
	Comfortable temperatures in dining areas	5.47	49%	41%	1%	10%	5.53	-0.06
<b>MAINTENANCE</b>	Repair/Maintenance of office areas	5.63	55%	45%	0%	0%	4.71	+0.92
	Repair/Maintenance of residential areas	5.41	59%	35%	5%	1%	5.21	+0.20
	Repair/Maintenance of academic areas	5.70	57%	31%	1%	11%	5.52	+0.18
	Repair/Maintenance of dining areas	5.81	57%	27%	1%	14%	5.48	+0.33
	Repair/Maintenance of public restrooms	5.56	58%	33%	3%	7%	5.25	+0.31

# Facility Performance: Segments

This chart will help you determine how you perform on key attributes among the different consumer segments on your campus.

Overall Campus: Fall 2008 Number of Respondents: 347		Vanguard University of Southern California											
		Faculty			Employees			1st year Students			Returning Students		
		Exc.	Avg.	Poor	Exc.	Avg.	Poor	Exc.	Avg.	Poor	Exc.	Avg.	Poor
<b>CUSTODIAL</b>	Cleanliness of office areas	93%	7%	0%	82%	18%	0%	0%	0%	0%	0%	0%	0%
	Cleanliness of residential areas	0%	0%	0%	0%	0%	0%	66%	32%	2%	56%	44%	1%
	Cleanliness of academic areas	73%	20%	0%	65%	20%	0%	86%	14%	0%	76%	24%	0%
	Cleanliness of dining areas	60%	40%	0%	63%	18%	0%	73%	25%	0%	56%	36%	0%
	Cleanliness of public restrooms	67%	27%	7%	65%	31%	2%	62%	35%	3%	55%	42%	3%
<b>GROUND</b>	Campus grounds – cleanliness	67%	33%	0%	63%	37%	0%	83%	17%	0%	75%	24%	0%
	Availability of directional signage	47%	33%	13%	24%	61%	12%	57%	30%	5%	42%	46%	3%
	Campus grounds – landscaping	73%	27%	0%	53%	47%	0%	81%	17%	0%	73%	26%	1%
<b>ENERGY</b>	Comfortable temperatures in office areas	27%	53%	20%	47%	43%	10%	0%	0%	0%	0%	0%	0%
	Comfortable temperatures in residential areas	0%	0%	0%	0%	0%	0%	41%	54%	5%	38%	49%	13%
	Comfortable temperatures in academic areas	20%	53%	20%	35%	33%	10%	49%	49%	2%	34%	53%	13%
	Comfortable temperatures in dining areas	33%	67%	0%	49%	33%	0%	60%	38%	0%	47%	41%	1%
<b>MAINTENANCE</b>	Repair/Maintenance of office areas	53%	47%	0%	55%	45%	0%	0%	0%	0%	0%	0%	0%
	Repair/Maintenance of residential areas	0%	0%	0%	0%	0%	0%	63%	34%	2%	58%	36%	6%
	Repair/Maintenance of academic areas	40%	40%	13%	33%	35%	0%	76%	17%	0%	58%	33%	1%
	Repair/Maintenance of dining areas	40%	40%	0%	41%	24%	2%	76%	19%	0%	57%	30%	1%
	Repair/Maintenance of public restrooms	40%	27%	13%	51%	37%	4%	71%	21%	2%	56%	35%	2%

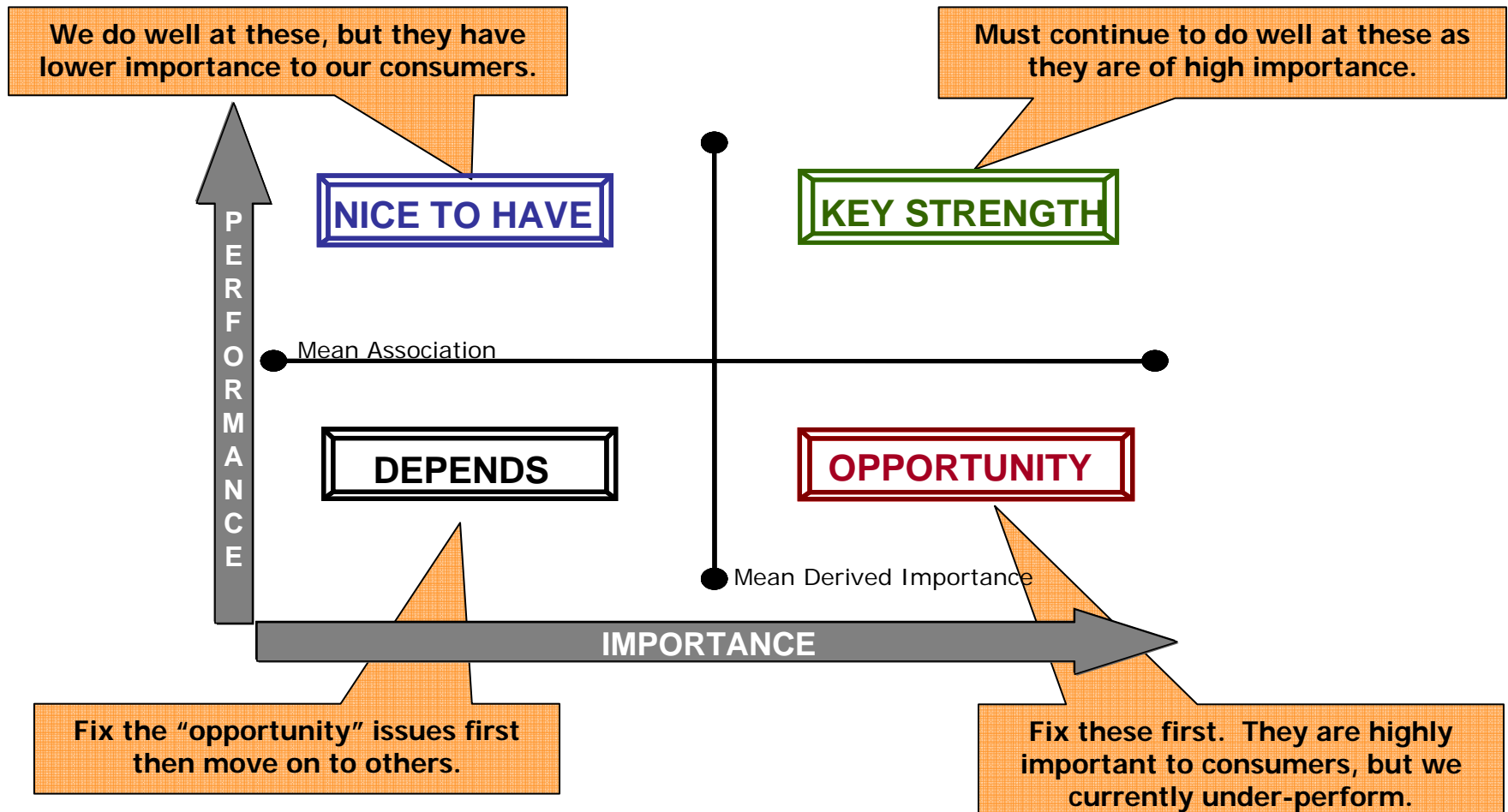
KEY:

Excellent %(6-7)

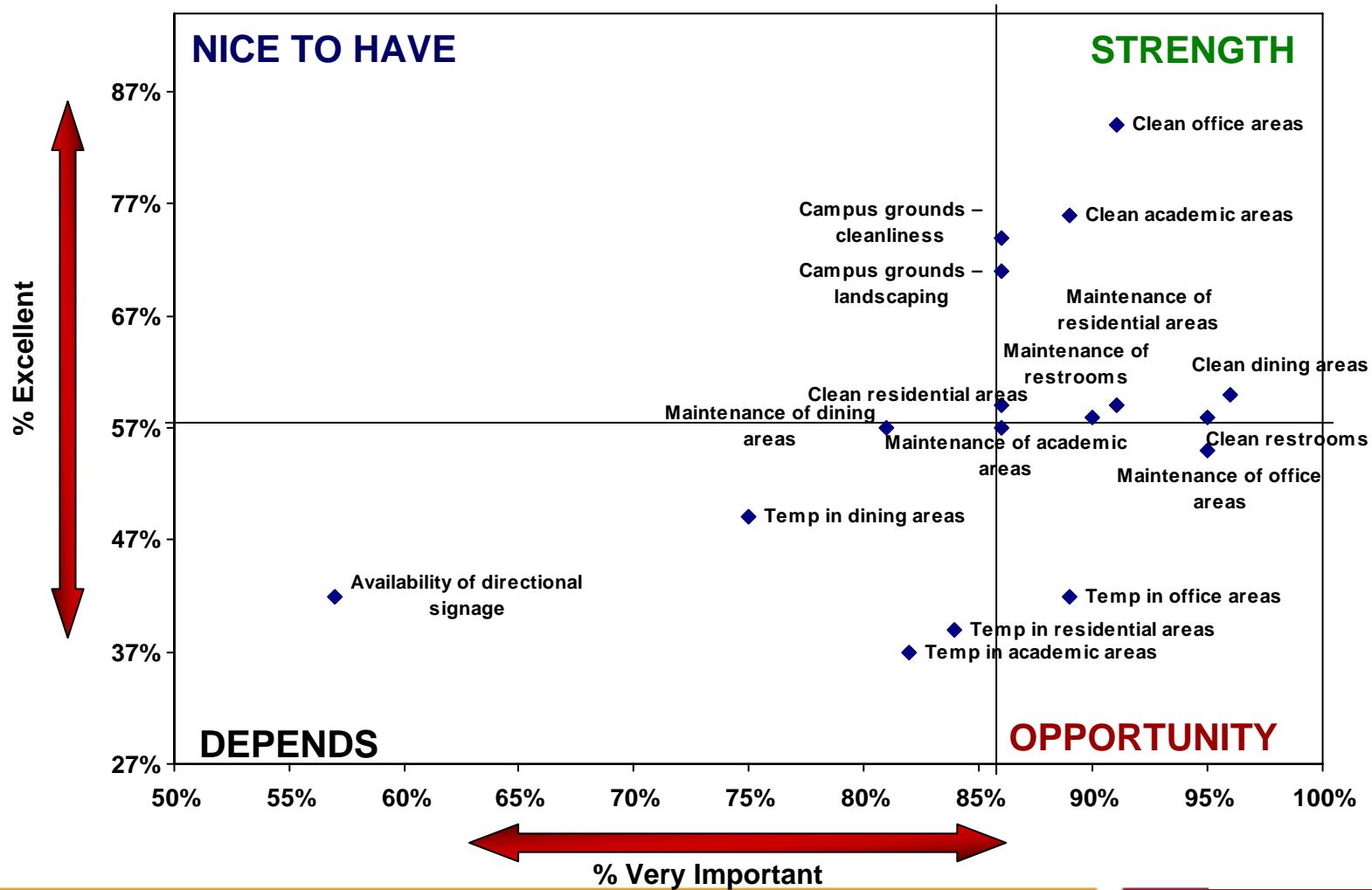
Average %(3-5)

Poor %(1-2)

# Strengths & Opportunities

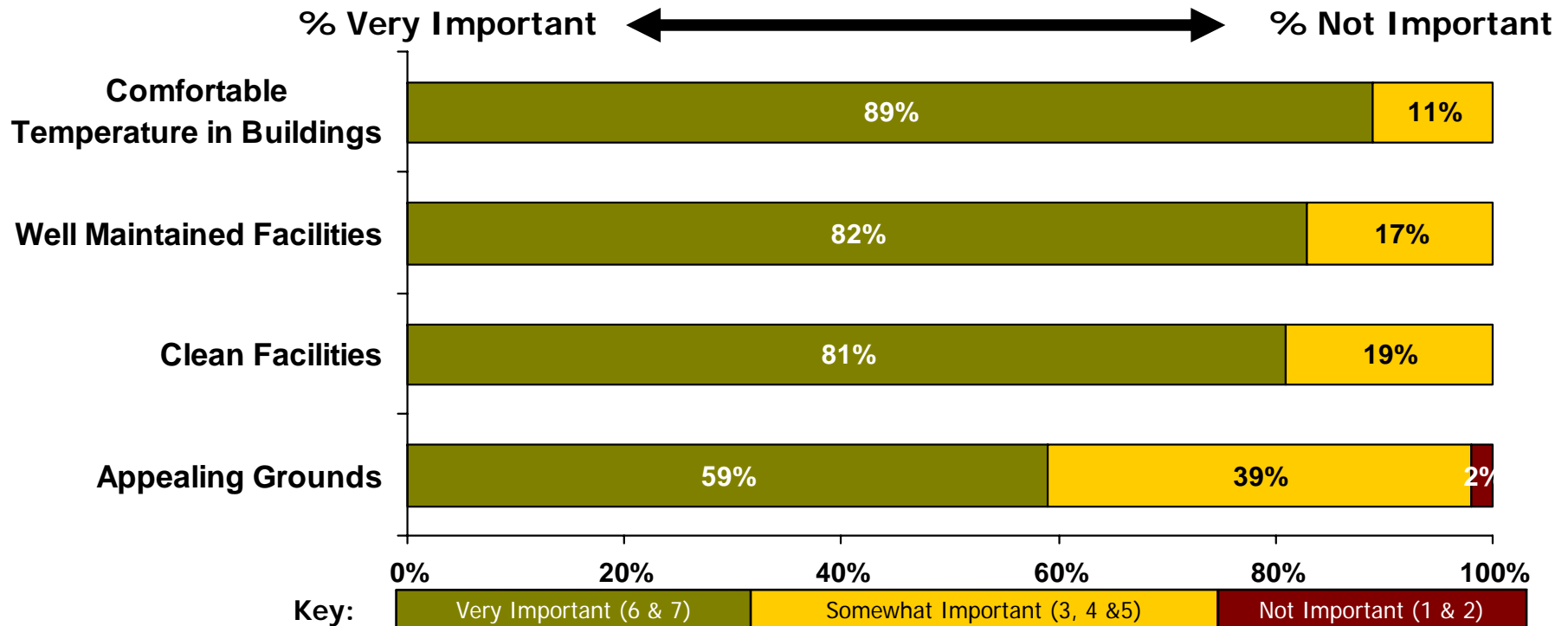


# Strengths & Opportunities



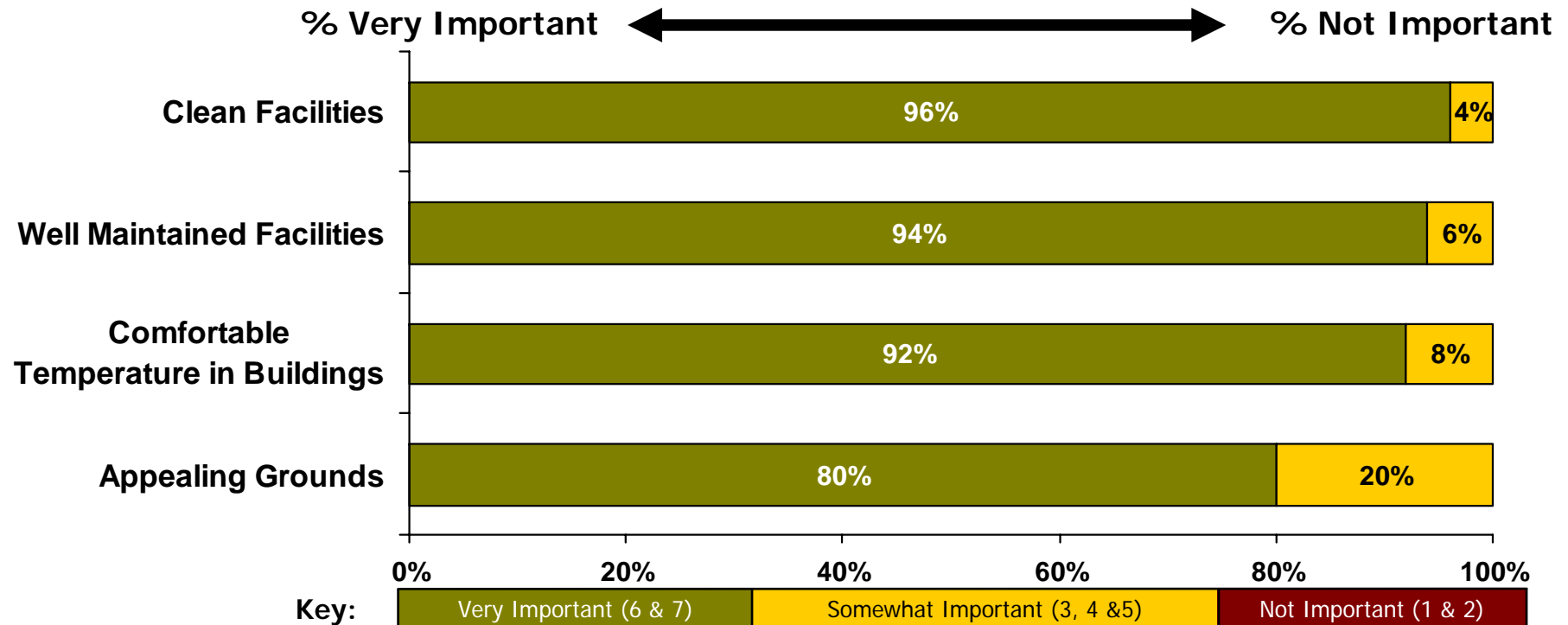
# Impact of Facilities: Learning Environment

This chart shows how different student segments responded to the question: How important are the following to ensuring an effective learning environment?



# Impact of Facilities: Living Environment

This chart shows how different student segments responded to the question: How important are the following to ensuring a comfortable living environment?





Thank you for your participation in the Facility  
Services Customer Satisfaction Survey.

Customer feedback is a powerful tool that can help  
uncover opportunities for improvement, identify  
proactive service enhancements, and strengthen  
relationships on campus.