



Concordia University, Irvine Facility Services

FacilityFOCUS CUSTOMER SATISFACTION STUDY

Fall 2008

Total Number of Respondents: 445

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.

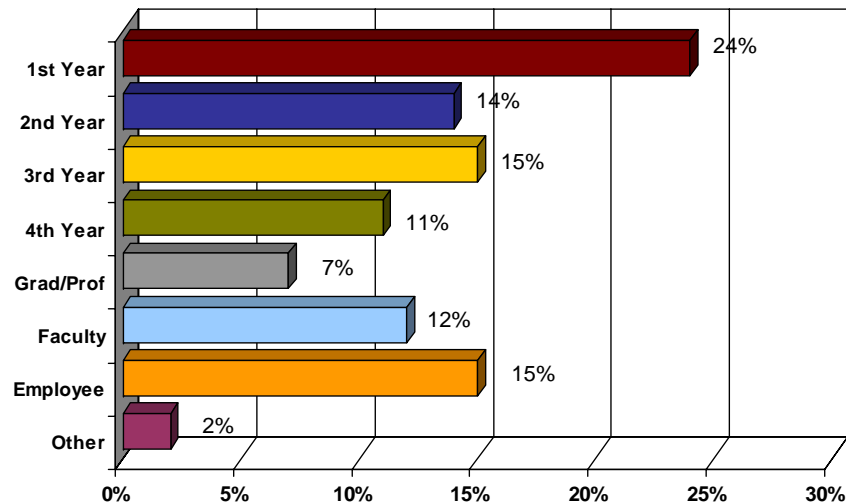
The report covers the following areas:

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



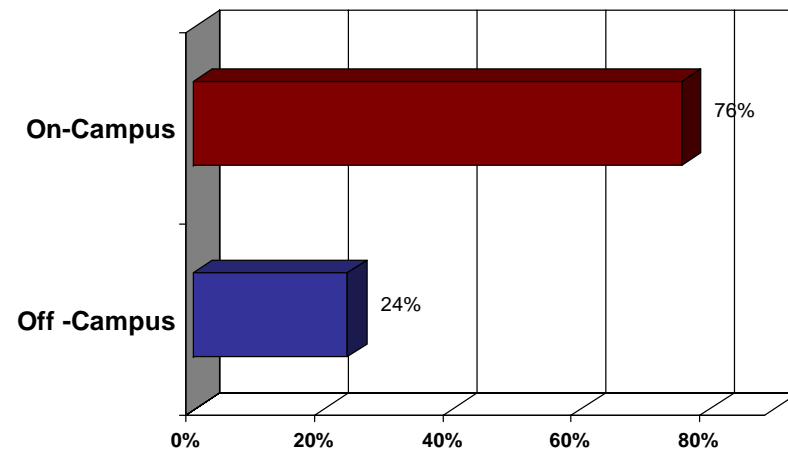
Respondent Profile

What is your campus status?



[Students Only] Where do you live?

n= 320



TIP: Respondent profile represents only those individuals who responded to the survey. It may or may not accurately represent the demographics of your campus. Compare profile data to overall campus statistics to identify any variances.

Gender

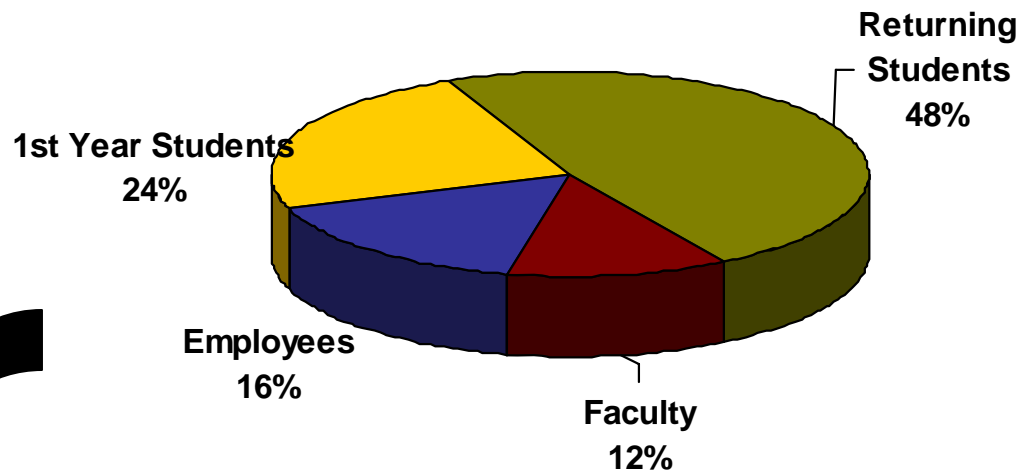
39%	Male
61%	Female
0%	Prefer Not to Answer

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

0%	Yes
100%	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	
52	Faculty
73	Employees
105	1 st Year Students
215	Returning Students

TIP #1: Historically, Higher Education surveys have shown distinct differences in responses between students, faculty, and employees. Throughout the rest of this report you will see segmented results; use these to get a true picture of performance perceptions and needs/priorities of each group.

TIP #2: Consider the number of respondents for each segment as you begin to make conclusions and action plans.

Service Request Experience: Overall

Have you ever requested custodial or maintenance services?	69%	Yes
	31%	No

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&7)</i>	TOTAL MEAN	Total Number of Respondents: 307		
		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.	6.36	87%	13%	0%
My service requests are addressed to my satisfaction.	5.34	57%	36%	8%
The process for requesting a service is easy.	5.35	53%	41%	6%
My service requests are addressed in a timely manner.	4.41	36%	46%	19%
If the service requested can not be completed in a timely manner, I am made aware of the reason it is not.	4.25	32%	46%	22%
I have good knowledge about the services and schedules provided by the facilities department.	4.25	29%	50%	21%
The process for checking the status of my service request is easy.	3.90	21%	55%	24%

TIP: Use this information to identify elements that are running smoothly and opportunities for improvement.

Service Request Experience: Segments

Have you ever requested custodial or maintenance services?	69%	Yes
	31%	No

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=42			Employee n=62			1st Year Students n=57			Returning Students n=146		
	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.	93%	7%	0%	92%	8%	0%	86%	14%	0%	84%	16%	0%
The process for requesting a service is easy.	55%	40%	5%	66%	31%	3%	53%	46%	2%	48%	44%	8%
My service requests are addressed in a timely manner.	55%	33%	12%	48%	39%	13%	37%	40%	23%	25%	54%	21%
My service requests are addressed to my satisfaction.	69%	21%	10%	60%	35%	5%	54%	30%	16%	53%	42%	5%
If the service requested can not be completed in a timely manner, I am made aware of the reason it is not.	29%	57%	14%	44%	50%	6%	35%	40%	25%	26%	44%	30%
The process for checking the status of my service request is easy.	24%	55%	21%	23%	61%	16%	23%	65%	12%	19%	48%	33%
I have good knowledge about the services and schedules provided by the facilities department.	29%	55%	17%	32%	53%	15%	37%	47%	16%	25%	48%	27%

KEY:	SA: Strongly Agree %(6-7)	N: Neither Agree Nor Disagree %(3-5)	SD: Strongly Disagree %(1-2)
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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: 445		Concordia University - CA			
		OVERALL FALL 2008 SCHOOL MEAN	Overall		
			Excellent %(6-7)	Average %(3-5)	Poor %(1-2)
CUSTODIAL	Cleanliness of office areas	6.50	91%	9%	0%
	Cleanliness of residential areas	6.57	91%	9%	0%
	Cleanliness of academic areas	6.56	93%	6%	1%
	Cleanliness of dining areas	6.76	96%	4%	0%
	Cleanliness of public restrooms	6.78	97%	3%	0%
GROUNDS	Campus grounds – cleanliness	6.49	92%	7%	0%
	Availability of directional signage	5.83	69%	27%	3%
	Campus grounds – landscaping	6.45	90%	10%	0%
ENERGY	Comfortable temperatures in office areas	6.33	85%	15%	0%
	Comfortable temperatures in residential areas	6.35	86%	12%	2%
	Comfortable temperatures in academic areas	6.39	88%	11%	1%
	Comfortable temperatures in dining areas	6.17	80%	18%	1%
MAINTENANCE	Repair/Maintenance of office areas	6.39	91%	9%	0%
	Repair/Maintenance of residential areas	6.56	91%	9%	0%
	Repair/Maintenance of academic areas	6.47	90%	9%	1%
	Repair/Maintenance of dining areas	6.40	87%	12%	1%
	Repair/Maintenance of public restrooms	6.63	93%	7%	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: 445		Concordia University - CA				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
CUSTODIAL	Cleanliness of office areas	5.68	64%	32%	3%	0%	5.46	+0.22
	Cleanliness of residential areas	5.38	54%	44%	2%	0%	0.00	+5.38
	Cleanliness of academic areas	6.03	74%	20%	1%	6%	5.20	+0.83
	Cleanliness of dining areas	5.77	66%	28%	2%	4%	4.75	+1.02
	Cleanliness of public restrooms	5.67	64%	31%	3%	2%	4.38	+1.29
GROUND	Campus grounds – cleanliness	5.80	70%	27%	2%	1%	5.05	+0.75
	Availability of directional signage	5.15	48%	41%	6%	4%	3.82	+1.33
	Campus grounds – landscaping	6.02	76%	22%	2%	1%	5.38	+0.64
ENERGY	Comfortable temperatures in office areas	5.20	52%	41%	7%	0%	4.54	+0.66
	Comfortable temperatures in residential areas	4.39	33%	48%	19%	0%	0.00	+4.39
	Comfortable temperatures in academic areas	5.08	44%	42%	7%	6%	4.08	+1.00
	Comfortable temperatures in dining areas	5.73	63%	30%	2%	5%	5.23	+0.50
MAINTENANCE	Repair/Maintenance of office areas	5.04	50%	35%	11%	3%	4.70	+0.34
	Repair/Maintenance of residential areas	5.15	49%	42%	7%	2%	0.00	+5.15
	Repair/Maintenance of academic areas	5.62	58%	29%	2%	11%	4.52	+1.10
	Repair/Maintenance of dining areas	5.67	59%	27%	2%	12%	4.88	+0.79
	Repair/Maintenance of public restrooms	5.63	59%	31%	3%	7%	4.41	+1.22

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: 445		Concordia University - CA											
		Faculty			Employees			1st year Students			Returning Students		
		Exc.	Avg.	Poor	Exc.	Avg.	Poor	Exc.	Avg.	Poor	Exc.	Avg.	Poor
CUSTODIAL	Cleanliness of office areas	71%	27%	2%	58%	37%	5%	0%	0%	0%	0%	0%	0%
	Cleanliness of residential areas	0%	0%	0%	0%	0%	0%	65%	35%	0%	48%	49%	3%
	Cleanliness of academic areas	75%	23%	2%	48%	19%	1%	84%	16%	0%	77%	21%	1%
	Cleanliness of dining areas	69%	19%	2%	53%	34%	4%	76%	23%	1%	64%	31%	1%
	Cleanliness of public restrooms	60%	31%	8%	48%	45%	5%	72%	26%	0%	67%	30%	2%
GROUND	Campus grounds – cleanliness	77%	21%	2%	53%	36%	10%	83%	17%	0%	68%	29%	1%
	Availability of directional signage	37%	40%	15%	33%	44%	19%	59%	35%	0%	51%	44%	3%
	Campus grounds – landscaping	75%	23%	2%	60%	33%	5%	88%	12%	0%	76%	22%	1%
ENERGY	Comfortable temperatures in office areas	54%	42%	4%	51%	40%	9%	0%	0%	0%	0%	0%	0%
	Comfortable temperatures in residential areas	0%	0%	0%	0%	0%	0%	36%	50%	14%	32%	46%	21%
	Comfortable temperatures in academic areas	31%	56%	13%	41%	23%	1%	49%	49%	3%	47%	42%	10%
	Comfortable temperatures in dining areas	62%	29%	2%	53%	30%	4%	66%	33%	1%	66%	28%	1%
MAINTENANCE	Repair/Maintenance of office areas	62%	27%	8%	42%	42%	14%	0%	0%	0%	0%	0%	0%
	Repair/Maintenance of residential areas	0%	0%	0%	0%	0%	0%	59%	33%	4%	43%	47%	9%
	Repair/Maintenance of academic areas	58%	31%	8%	37%	22%	5%	70%	21%	1%	59%	35%	1%
	Repair/Maintenance of dining areas	56%	23%	2%	42%	29%	5%	74%	18%	1%	59%	31%	1%
	Repair/Maintenance of public restrooms	54%	38%	4%	45%	34%	11%	71%	22%	0%	60%	33%	2%

KEY:

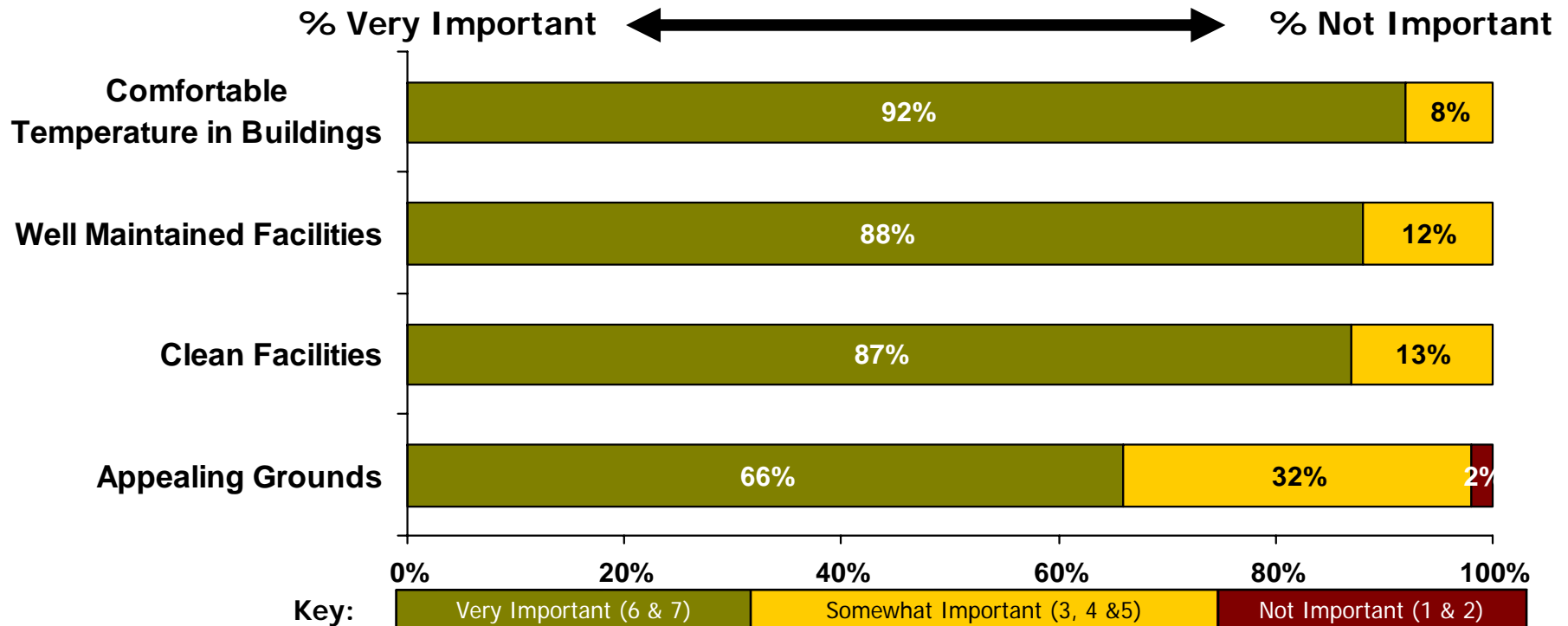
Excellent %(6-7)

Average %(3-5)

Poor %(1-2)

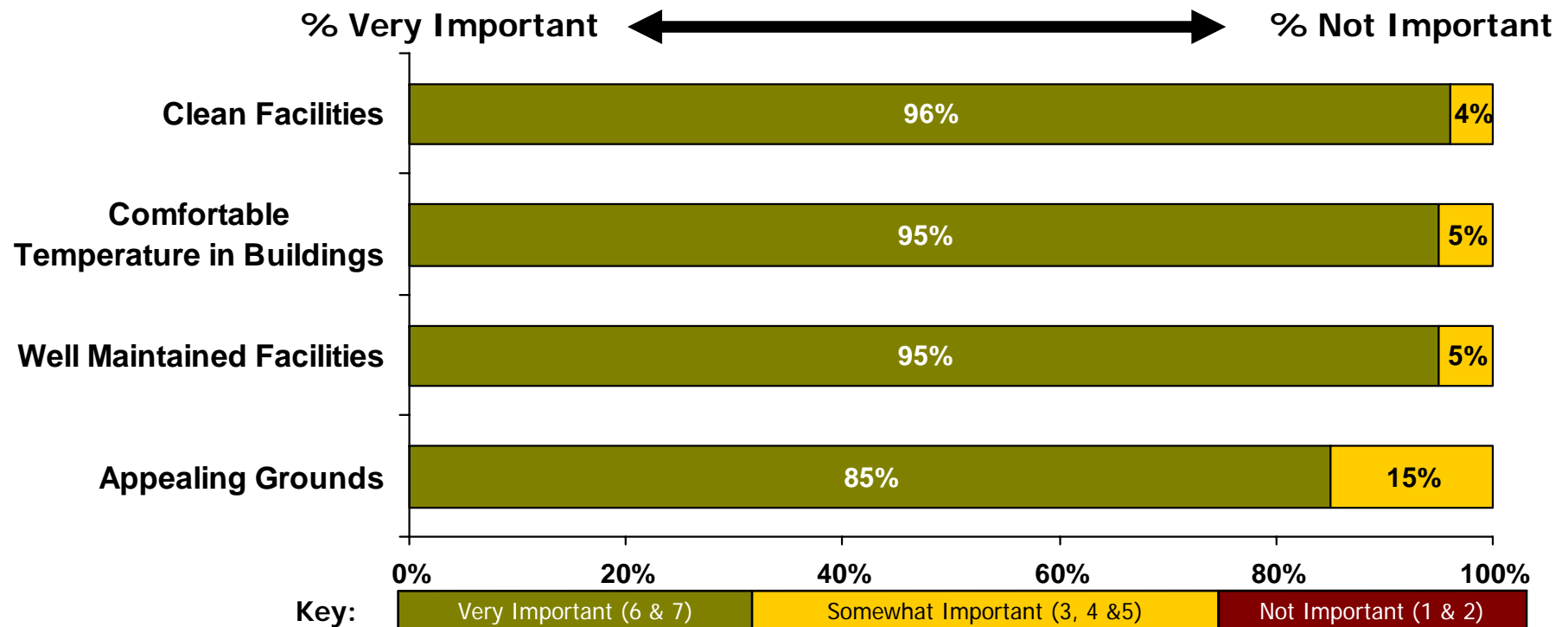
Impact of Facilities: Learning Environment

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.