

Administration and Finance - 2023

# **FACILITIES PLANNING AND MANAGEMENT ASSESSMENT PLAN**



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# Customer Satisfaction

## Facilities Planning and Management

April 5, 2023

### ■ Assessment Purpose

- Facilities Planning and Management is seeking to understand how we are serving our campus community.
- Question: **What is the customer experience on campus for those that obtain services from Facilities Planning and Management?**
- Outcome: Facilities Planning and Management will align our services with customer expectations to continuously improve the customer experience.

# Customer Satisfaction

## ■ Assessment Methodology

- This assessment involved collecting data from the following systems:
  - Computerized Maintenance Management System (TMA)
  - Qualtrics Customer Satisfaction Survey Results
- The link to our customer satisfaction survey is sent to all work order requestors in an email indicating that requested work has been completed. This assessment included survey results from CY2019 through CY2022.
- The customer satisfaction survey link is also available to anyone from our FPM website.

# Customer Satisfaction

## ■ Assessment Data

- The assessment included two perspectives:
  - Overall service satisfaction
  - Service by department
- The survey results highlighted the need for modifications to the survey instrument, specifically:
  - We need to allow for an N/A option – forced responses to all areas of the survey may be skewing results
  - The scale used provides too many options and results are not meaningful
  - In our effort to maintain anonymity we lose some of the work order detail that may assist us in responding to customers with specific concerns.



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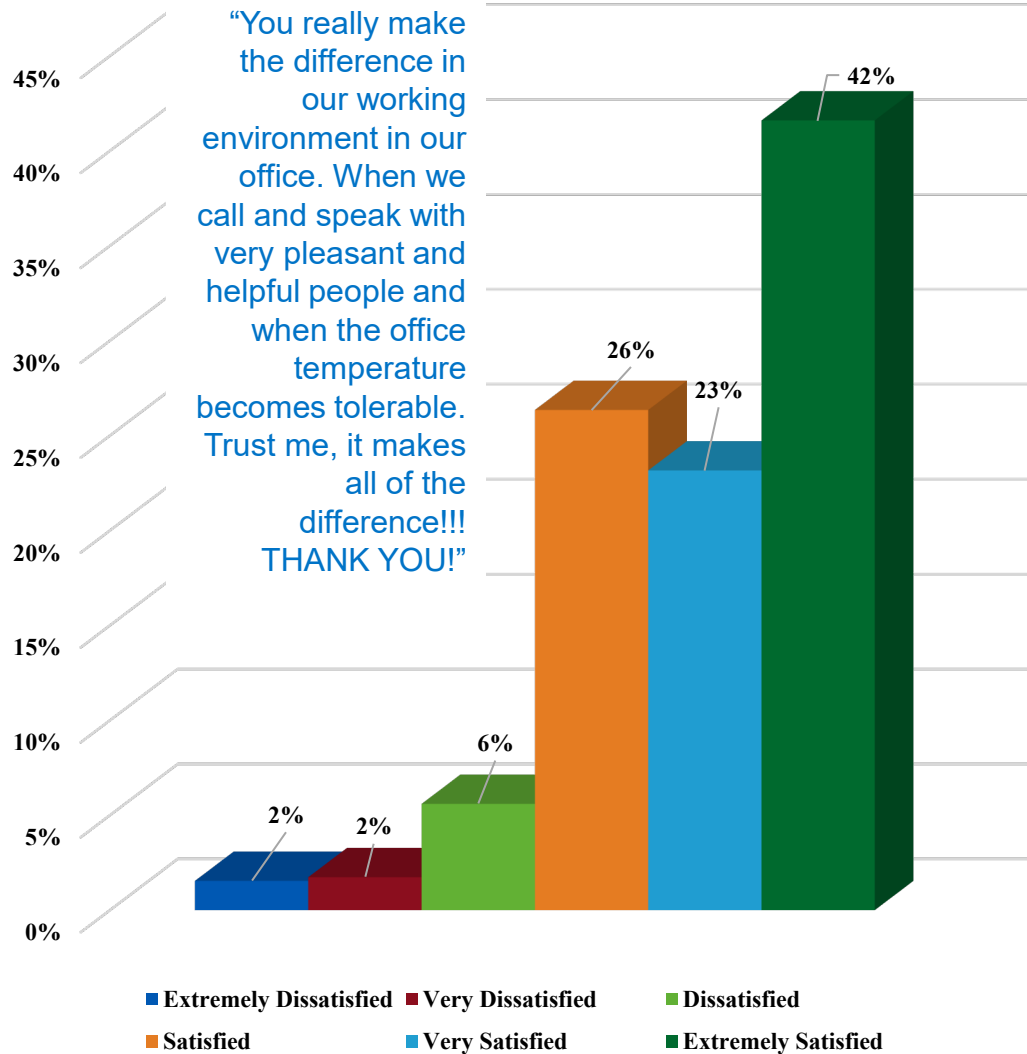
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## Overall Customer Satisfaction n=136

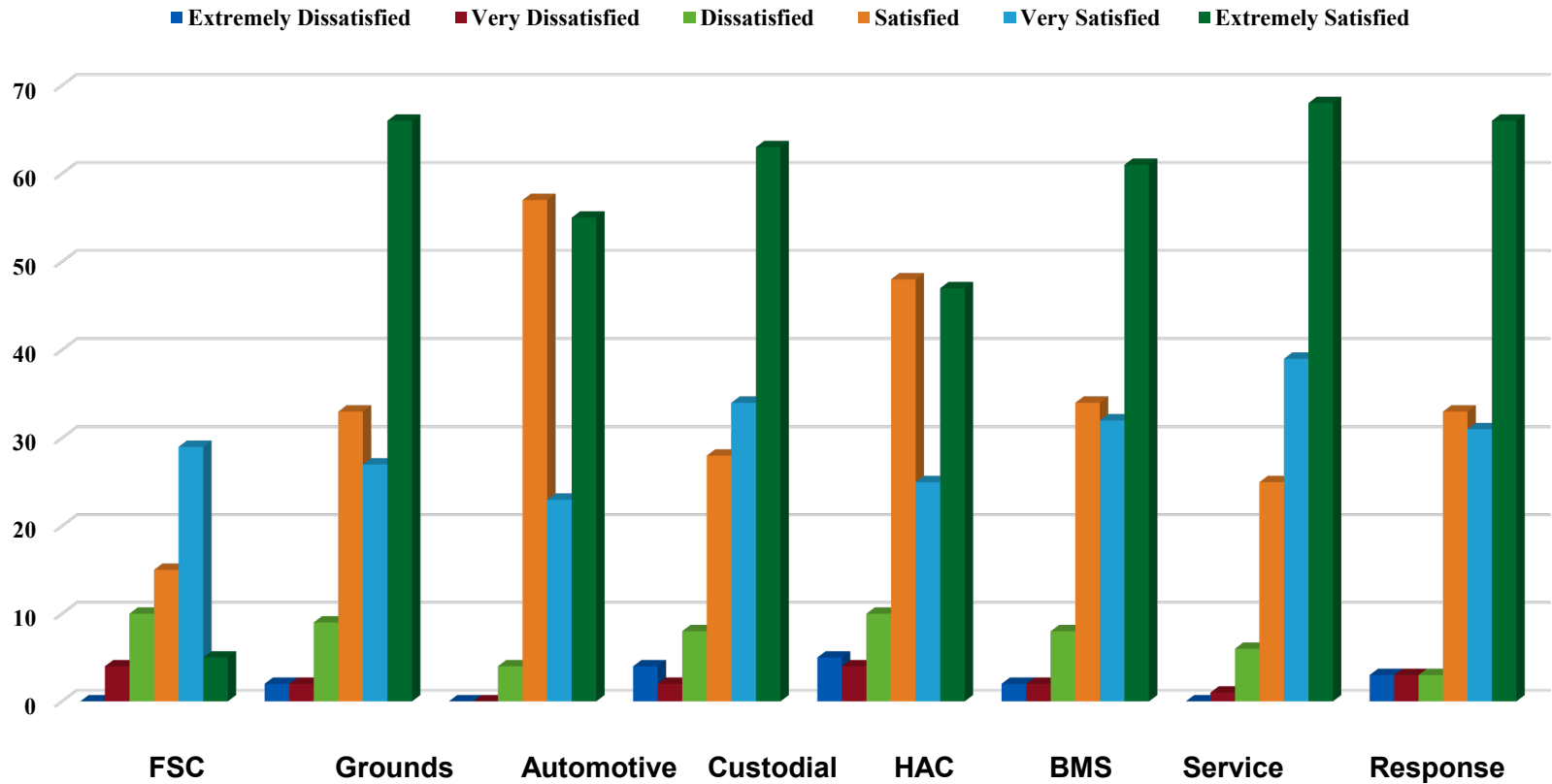
### Assessment Findings

- Survey responses have rebounded to pre-COVID levels
- Responsiveness continues to meet or exceed customer expectations consistently over the past 4 years
- The majority of results indicate a satisfactory and above experience; however, the survey response is a very small percentage of overall campus customers

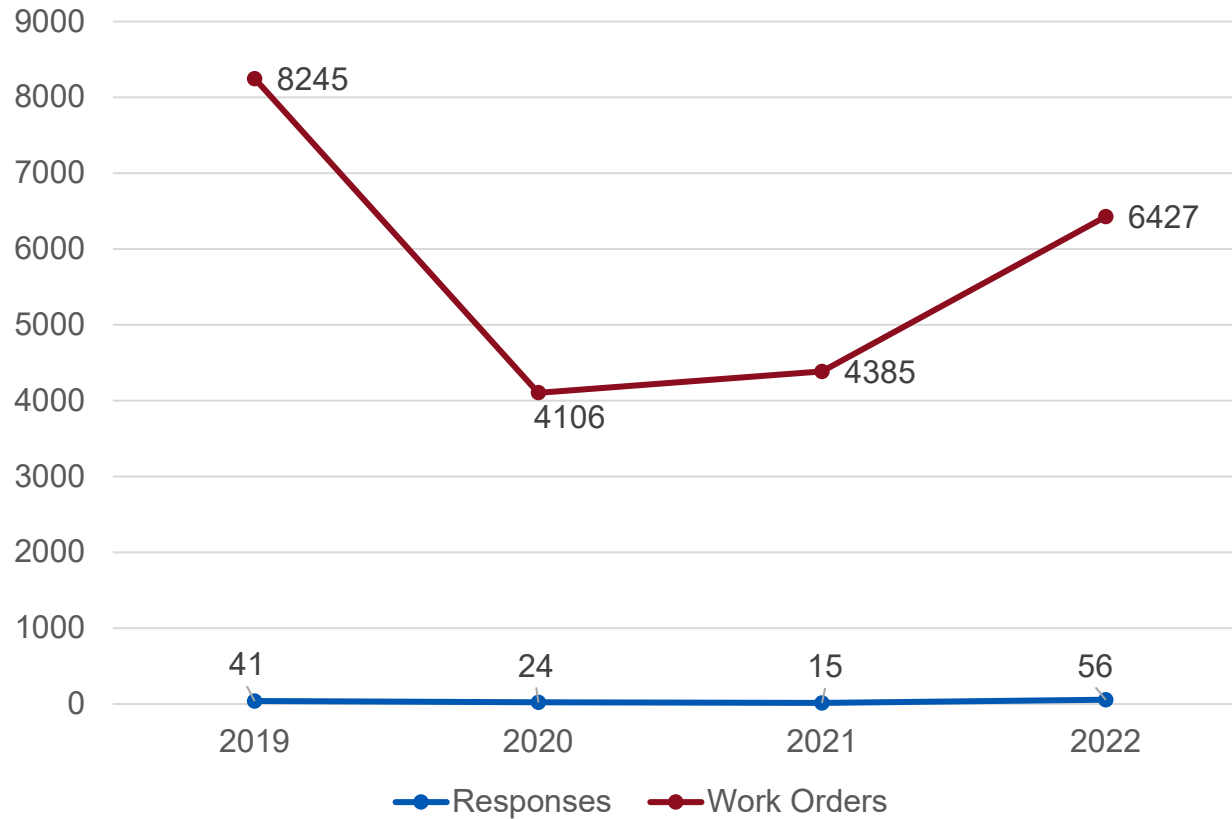


# Satisfaction by Department

## Overall Results



# Responses vs. Work Performed



# FPM Assessment Outcomes

## ■ Implications for Practice

- Updated survey is needed to link responses to work performed for better visibility and response to concerns or issues.
- A different tool may be needed for areas that are not driven by work orders (Grounds, Custodial, Planning & Design, etc.)
- In general, FPM service is aligned with campus expectations but there is more work to do!
- We need to find additional ways to engage customers for a more representative picture of the campus experience.