



FY25 Customer Satisfaction Survey

University of Alaska Southeast

July 2026

2025 Customer Satisfaction Survey

*FY25 saw 10 total surveys with 9 completed**

*Gordian recognizes the sample size for this feedback is smaller than previous years. However, it was determined by the UAS team that the feedback given was still valuable and should be displayed. For a more comprehensive view of feedback, please reference the 2024 survey, which can also be found on UAS' website.

Total surveys started: 10
Total surveys completed: 9

Multiple choice questions in the survey had the following responses and were graded on one of the scales below:

Value	Response Set #1	Response Set #2	Response Set #3
1	Strongly Disagree	Never	Terrible
2	Disagree	Sometimes	Poor
3	Neither Agree nor Disagree	About half of the time	Average
4	Agree	Most of the Time	Good
5	Strongly Agree	Always	Excellent
Excluded	N/A	N/A	N/A

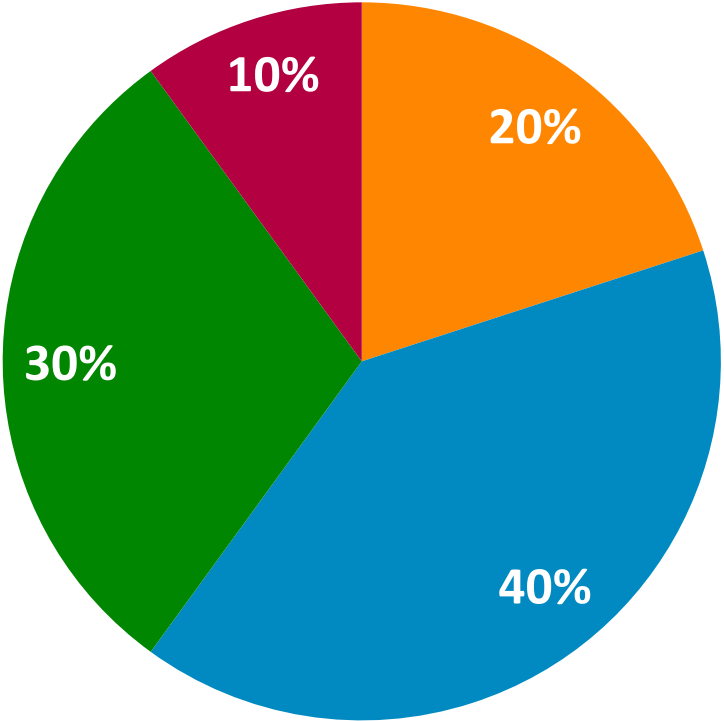
Demographics



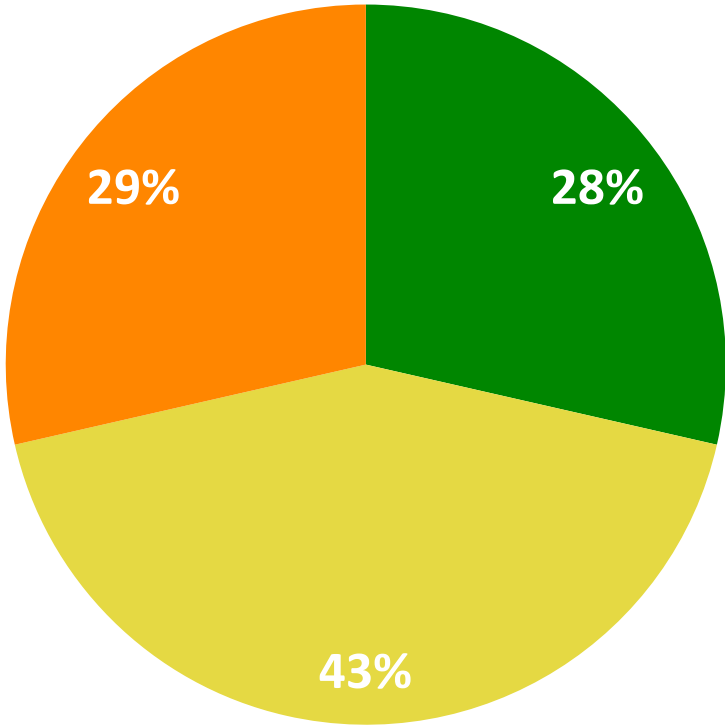
Demographics of Respondents

Staff, Faculty, & “Other” made up 80% of respondents in recent survey

Survey Demographics



Number of Years at UAS for faculty/staff



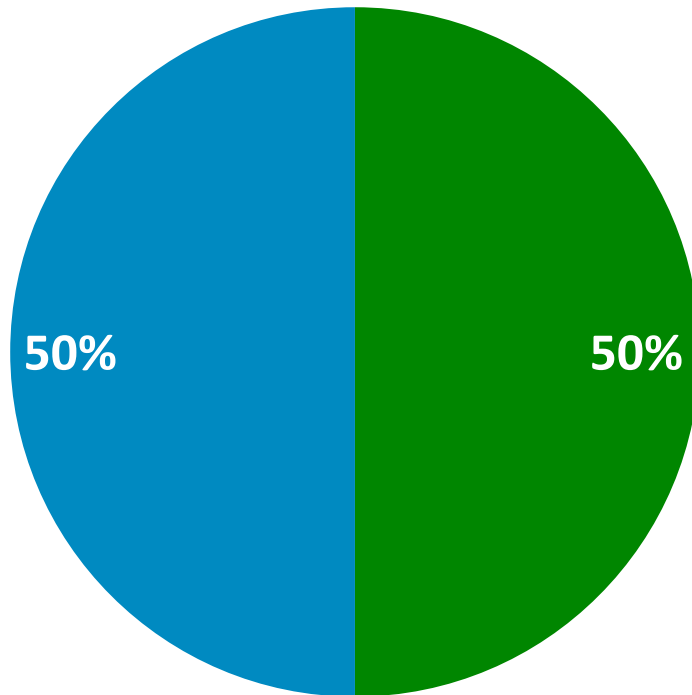
■ Student
 ■ Staff
 ■ Faculty
 ■ Other Faculty & Staff
 ■ 0 to 5
 ■ 6 to 10
 ■ 11 to 15
 ■ 16 to 20
 ■ 21+

Other Faculty and Staff: Those who chose either Acad. Dept. Head, Building Manager, Dean/VP or Other. They are combined with Faculty and Staff in subsequent charts

Demographics of Respondents – Students

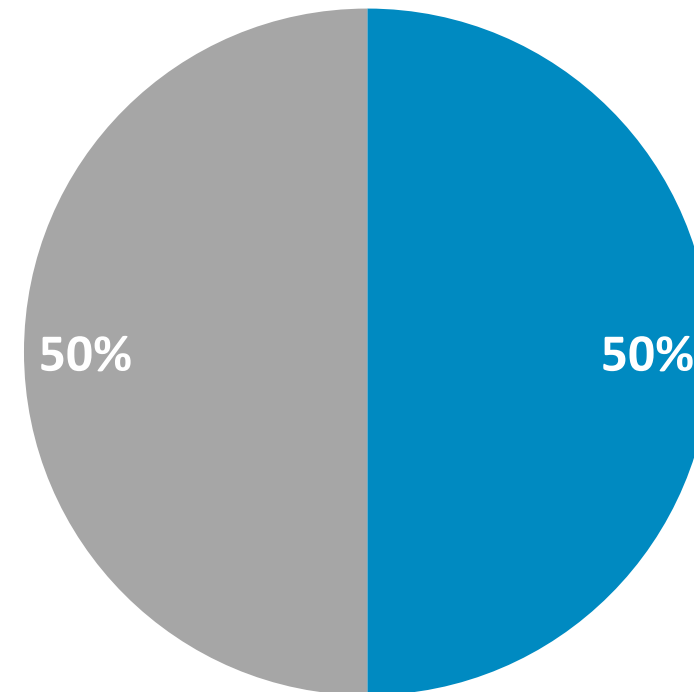
Students were 20% of respondents, with 50/50 split of on and off campus

Which Year are you ?
For students only



■ Freshman
■ Junior
■ Graduate Student
■ Sophomore
■ Senior

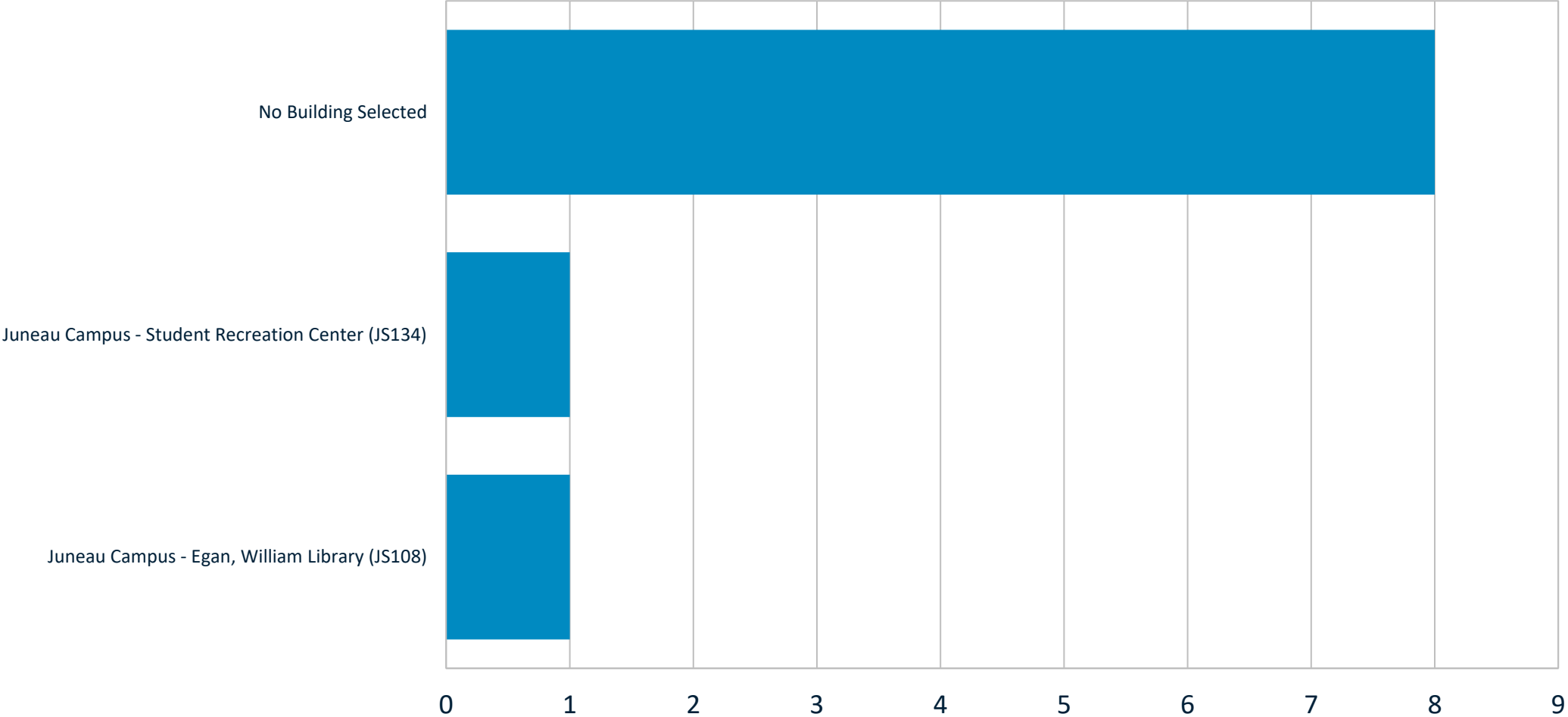
Do you live in on-campus housing?



■ Yes
■ No

Number of Respondents per Building in 2025

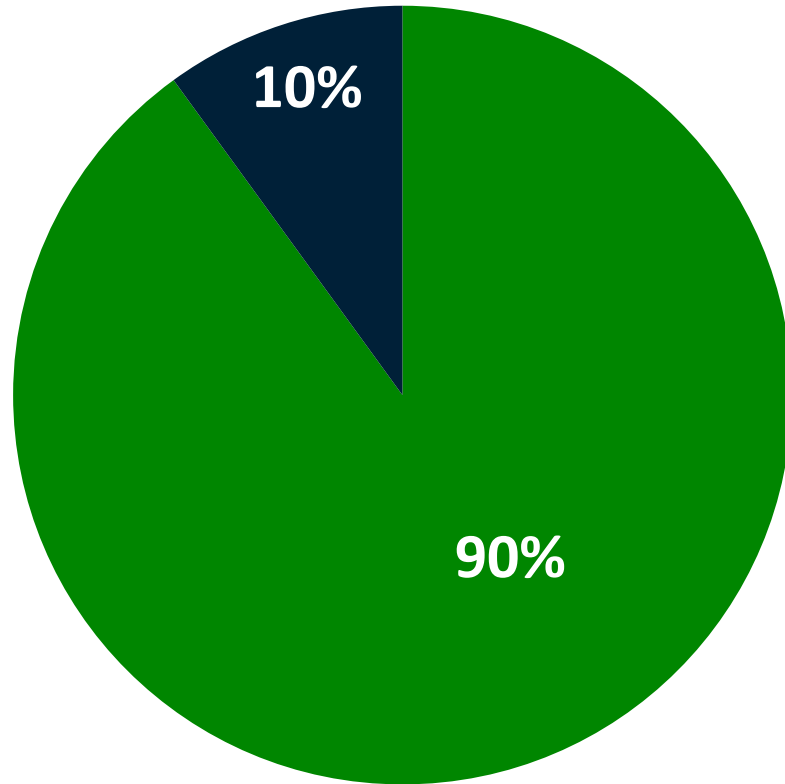
Where Survey Respondents Spend Majority of Their Time



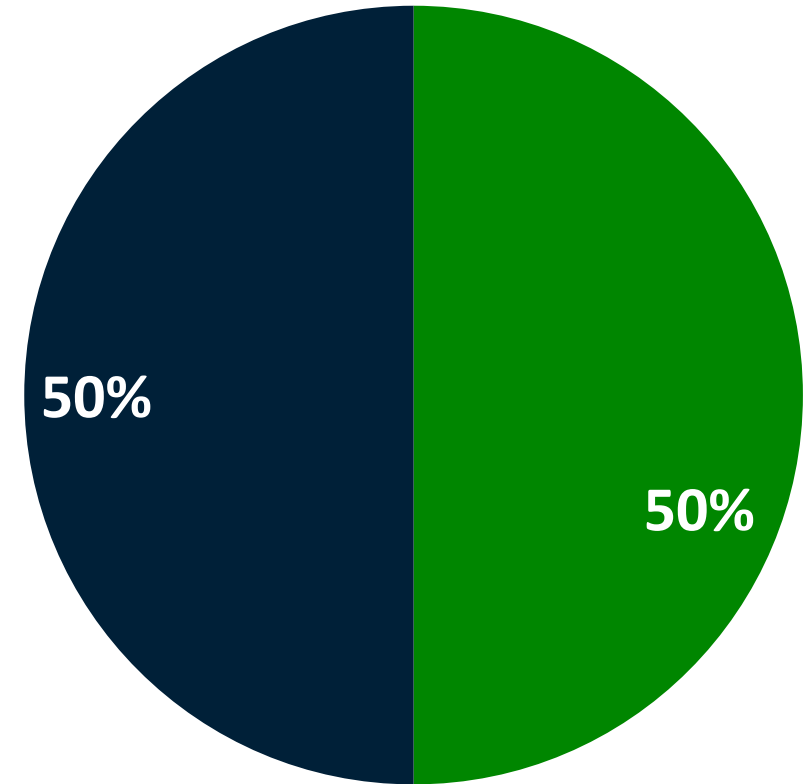
Campus Condition and Building Comfort

How Important is the Condition of Buildings & Grounds?

Condition of Buildings



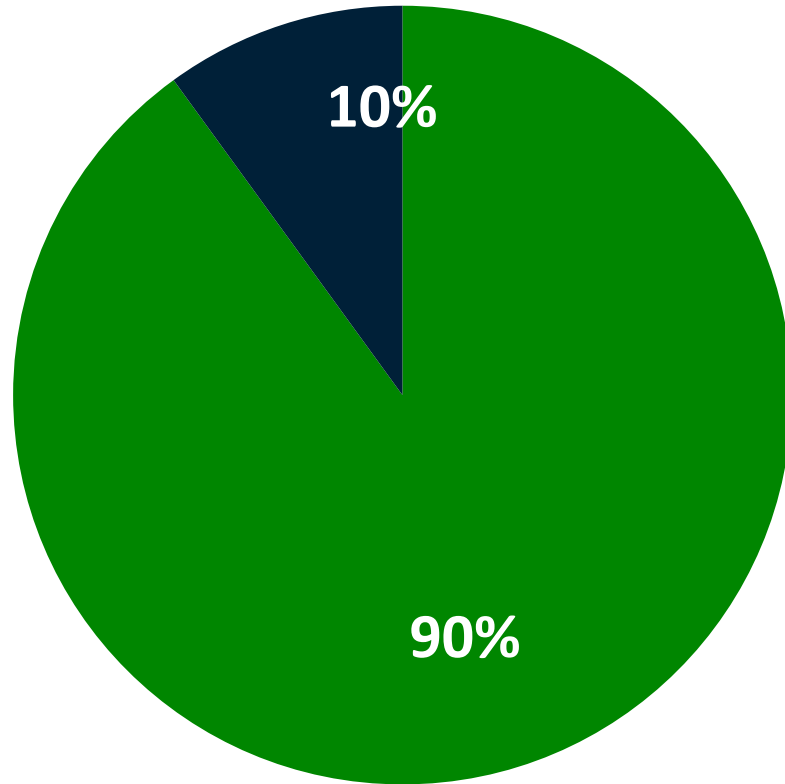
Condition of Grounds



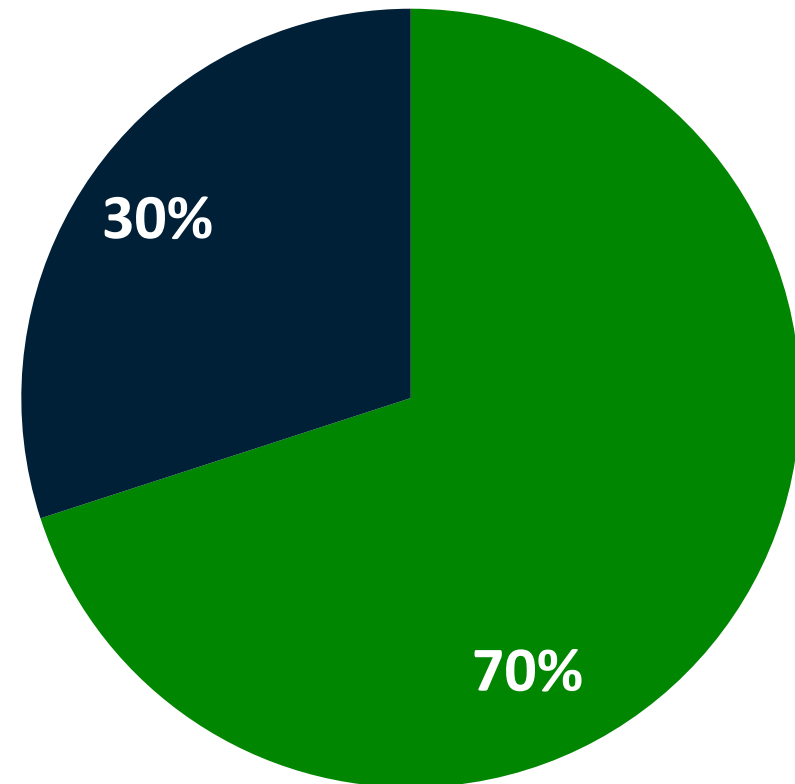
■ Extremely important ■ Very important ■ Moderately important ■ Slightly important ■ Not at all important

How Important is the Health and Safety & Emergency Preparedness?

Importance of Health and Safety



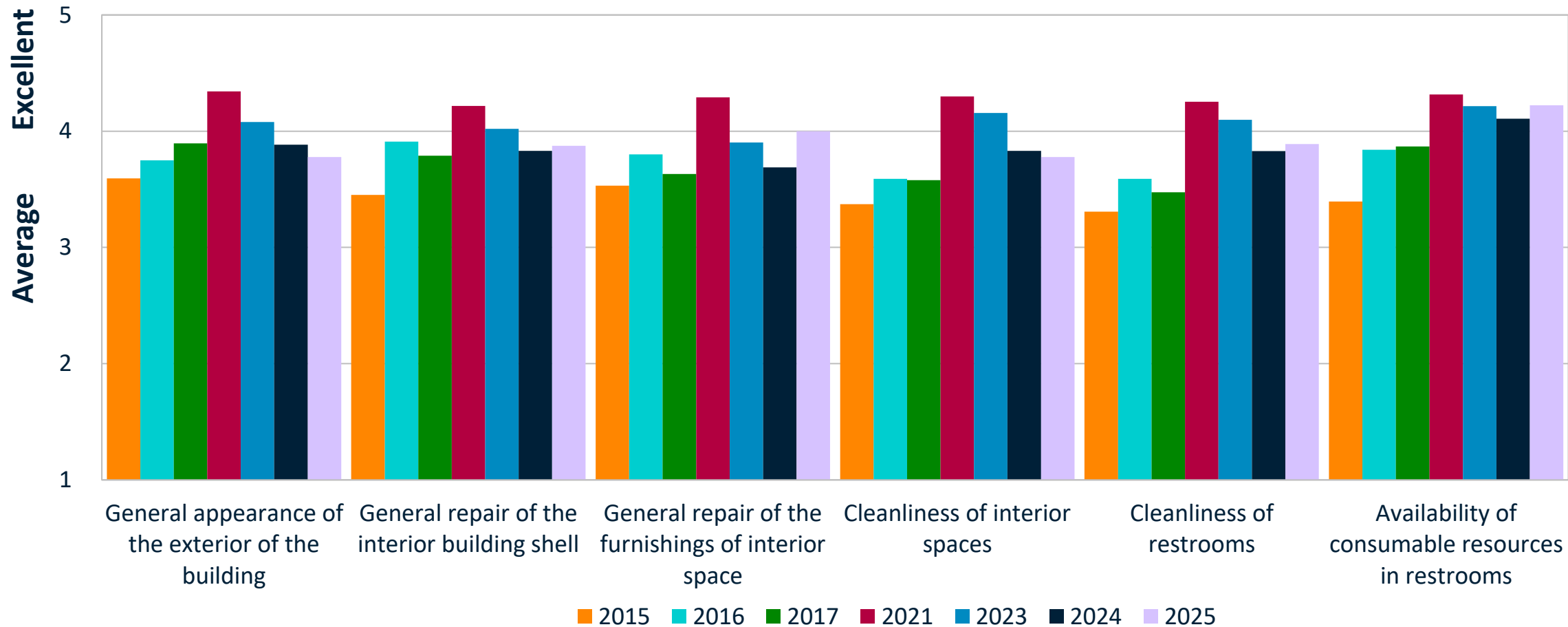
Importance of Emergency Preparedness



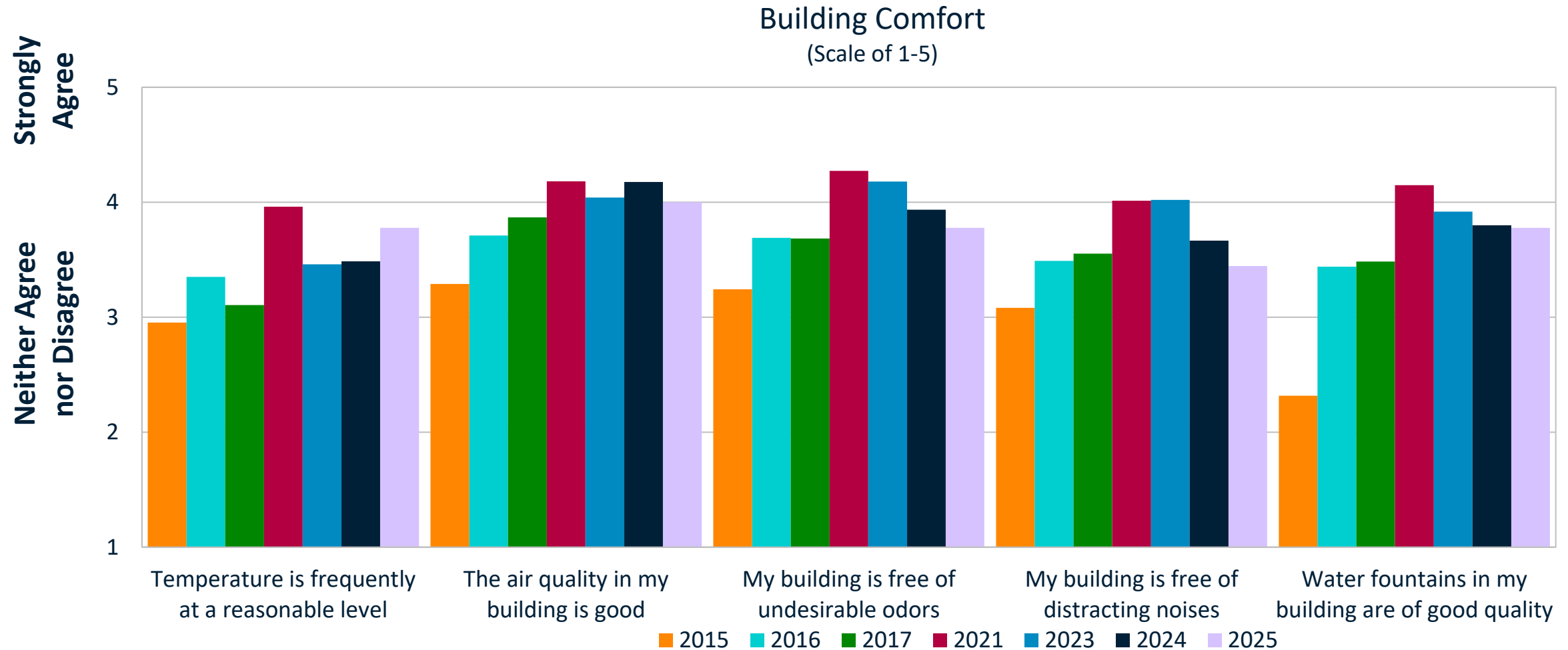
■ Extremely important ■ Very important ■ Moderately important ■ Slightly important ■ Not at all important

Building Condition

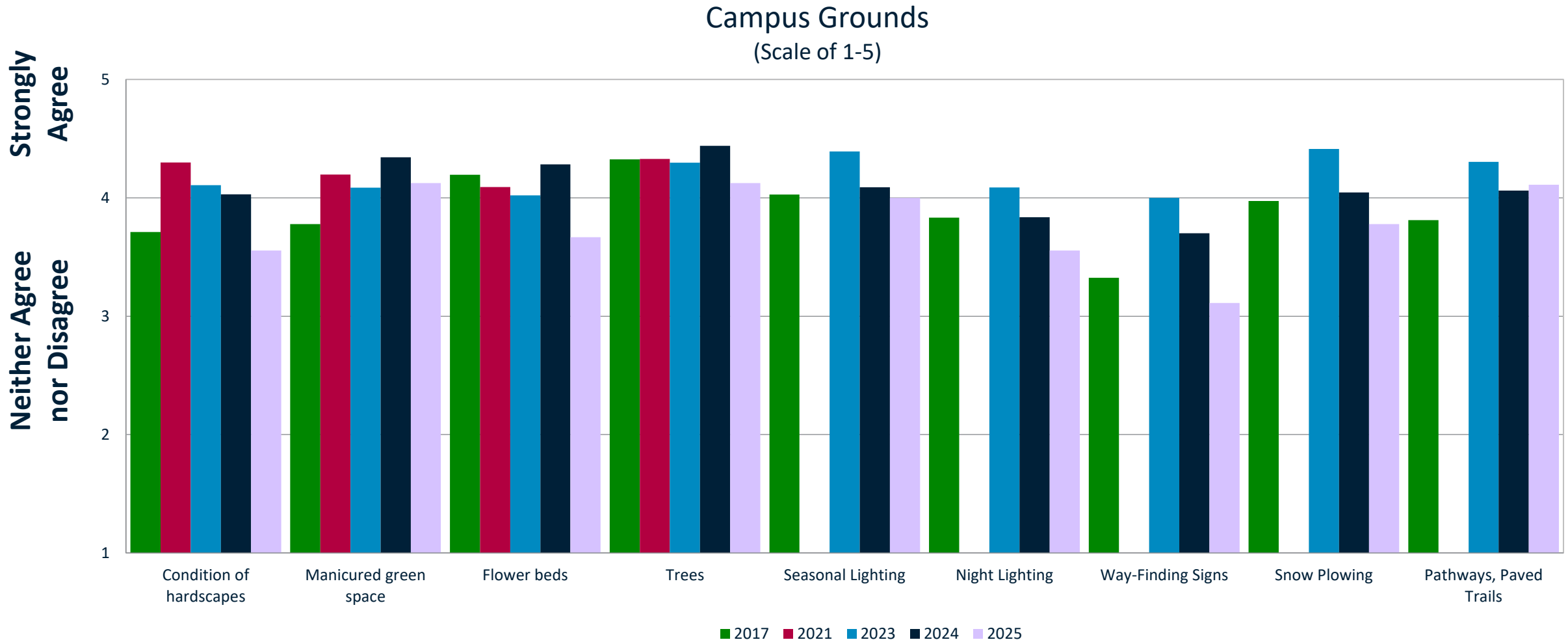
Building Condition
(Scale of 1-5)



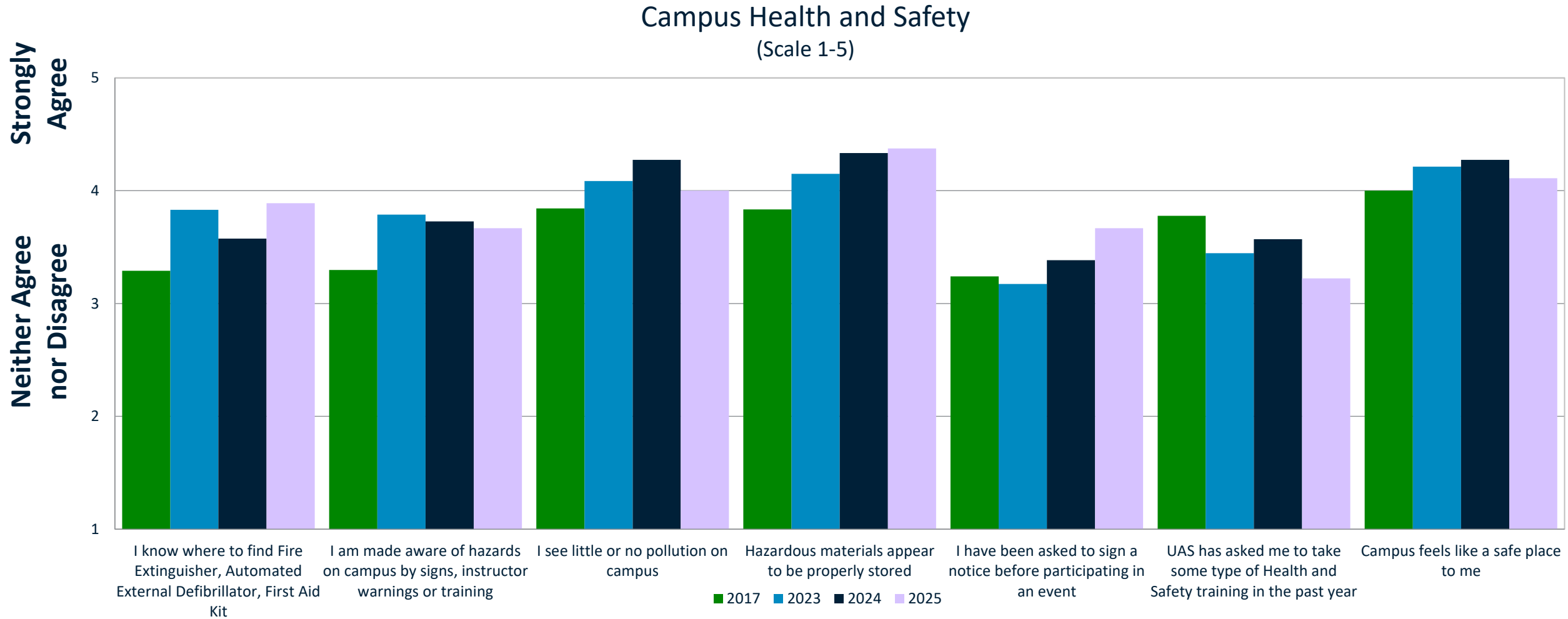
Building Comfort on Campus



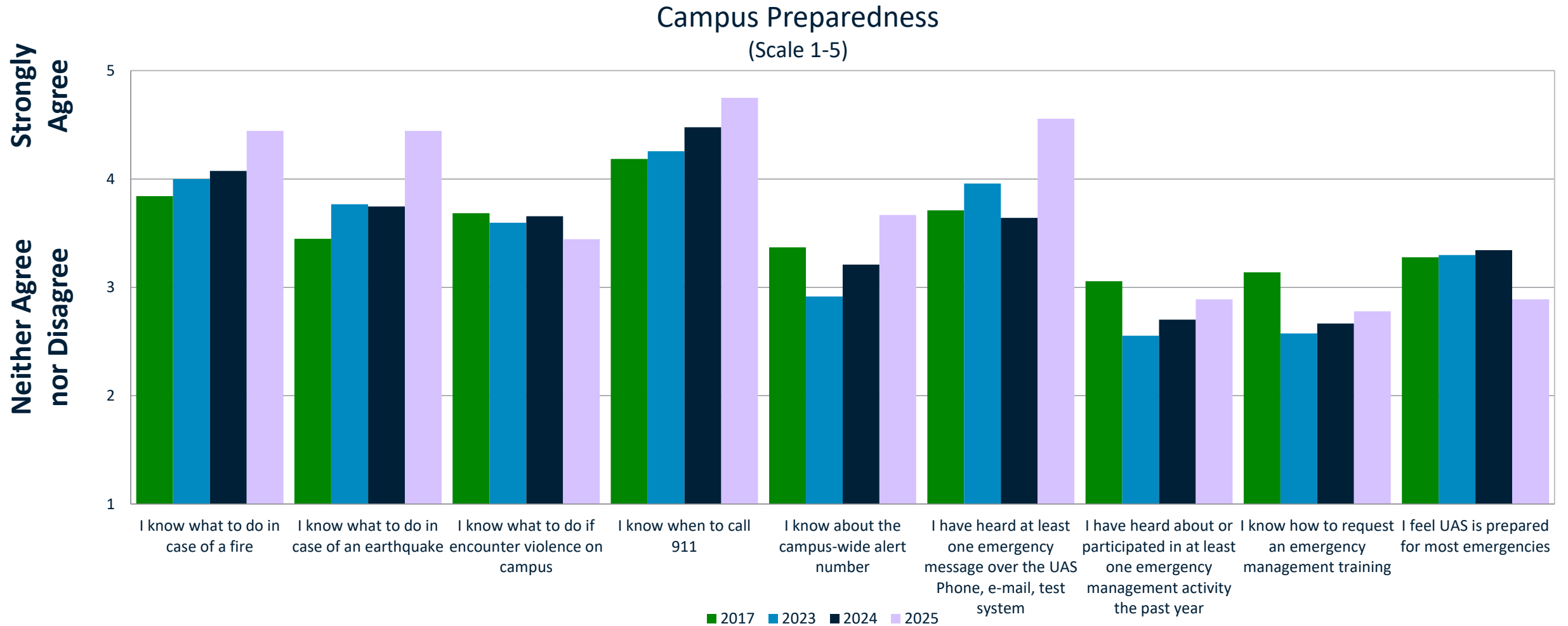
Campus Grounds Conditions



Campus Health and Safety Conditions



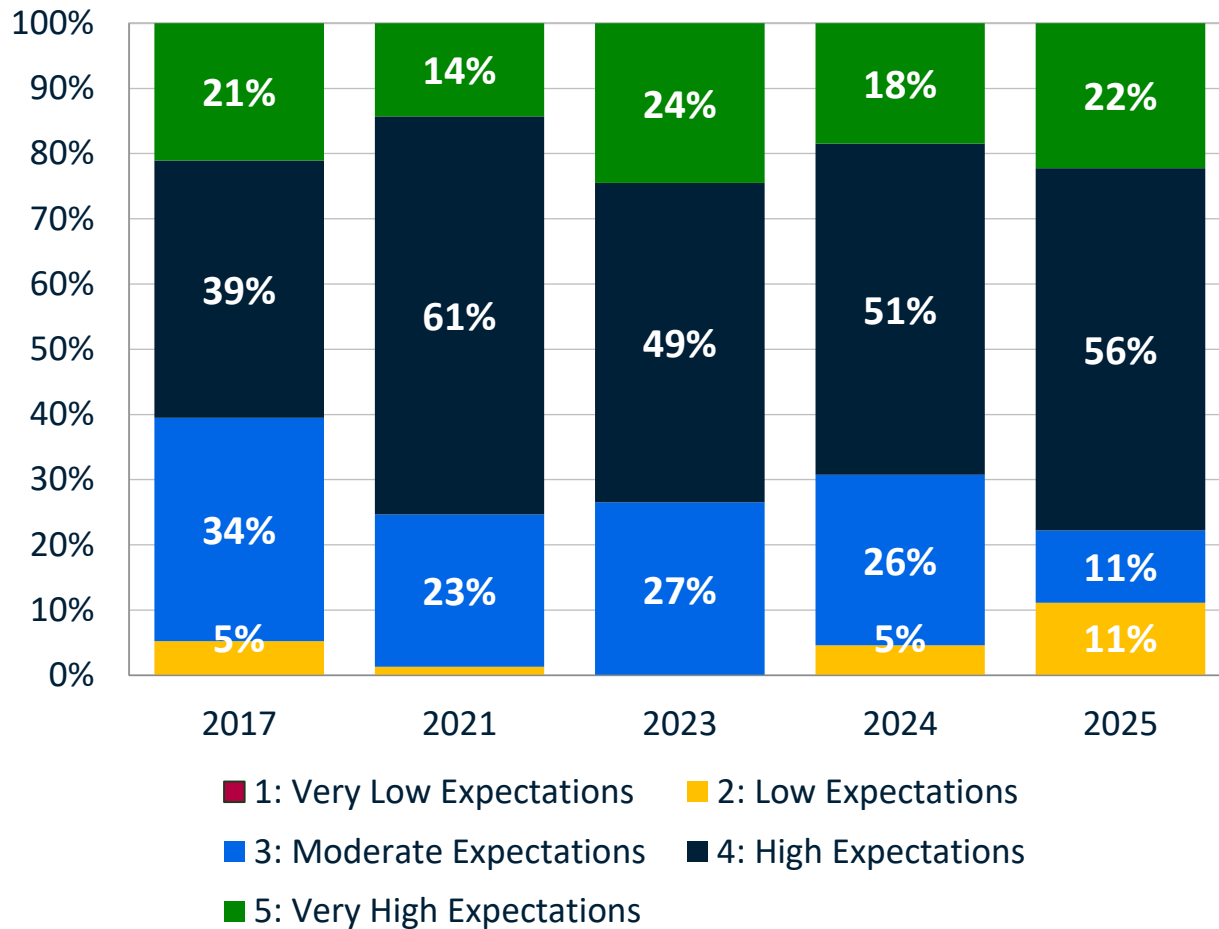
Campus Emergency Preparedness Conditions



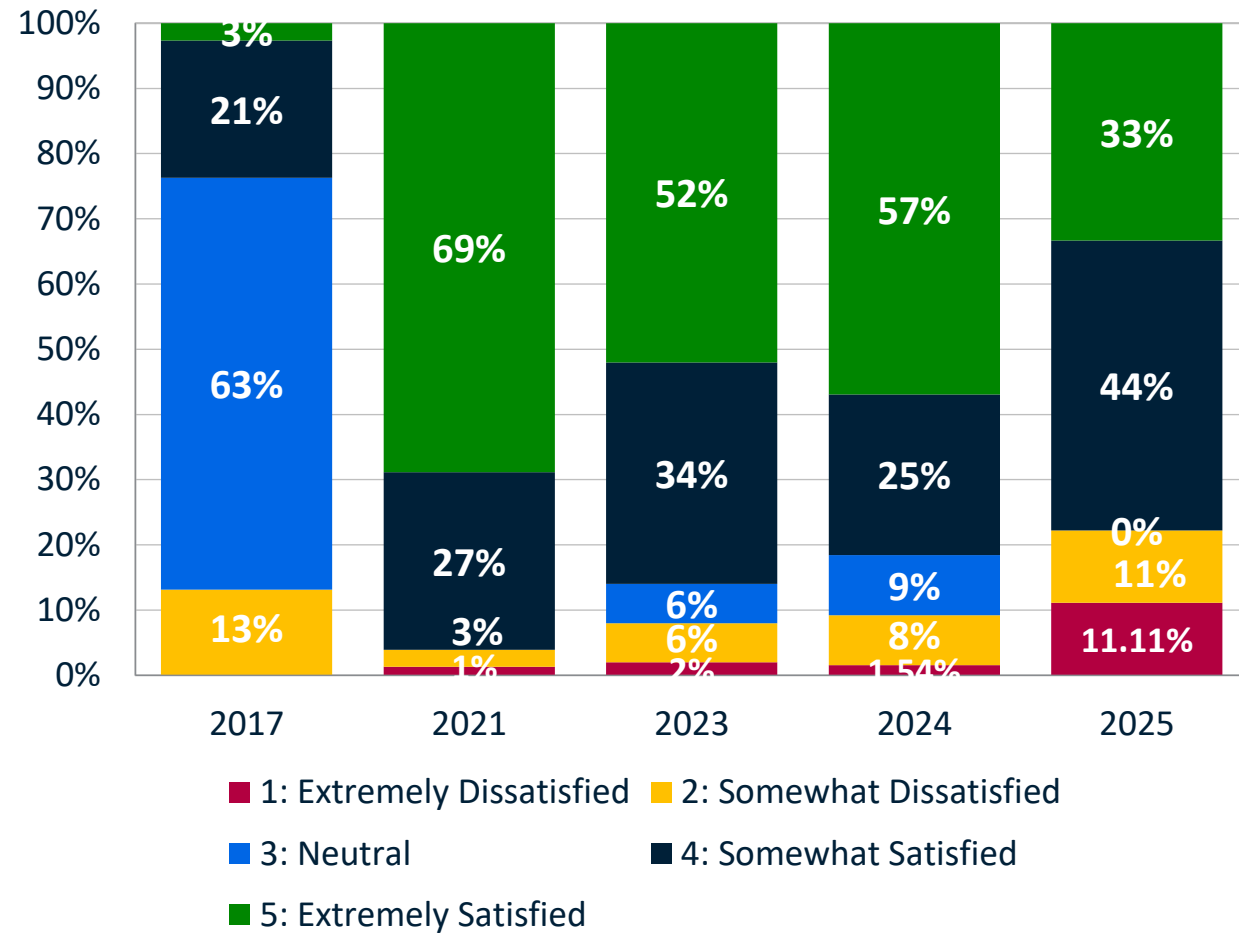
Service Process

Expectations vs Satisfaction

Expectations of Facilities Department



Satisfaction with Facilities Department*

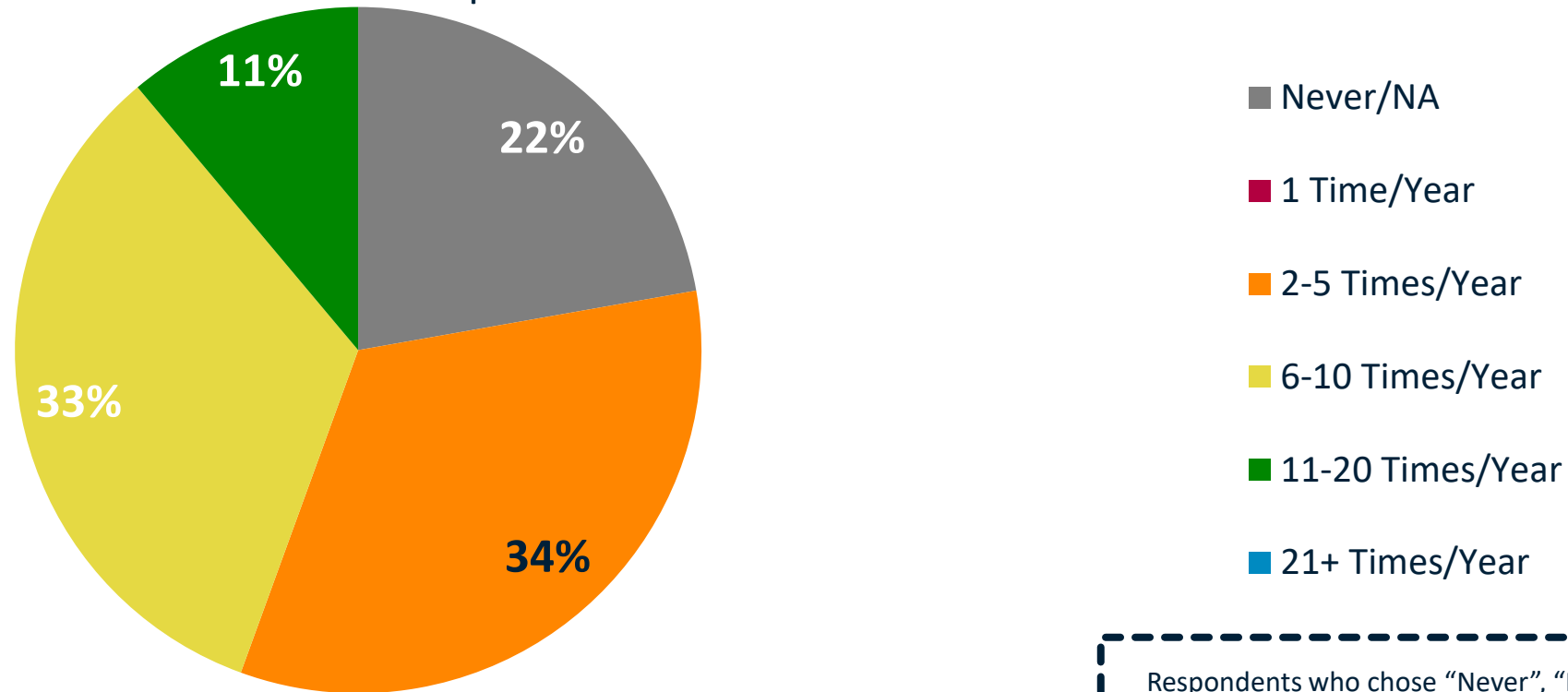


* Language between surveys changed in 2019 switching from expectation based to general satisfaction

Submitting Work Order Requests

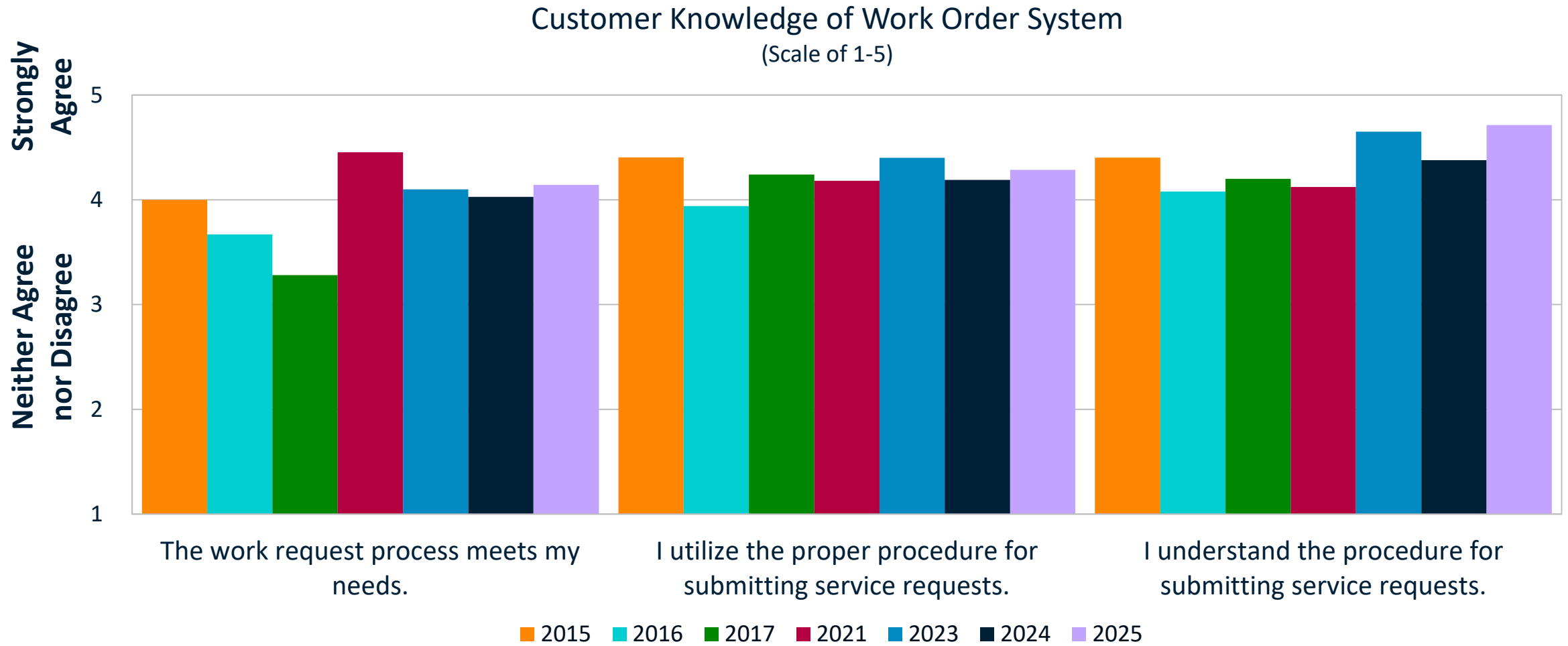
7 Respondents in 2025 survey submitted multiple work order requests

How often do you call or submit a formal work order request?



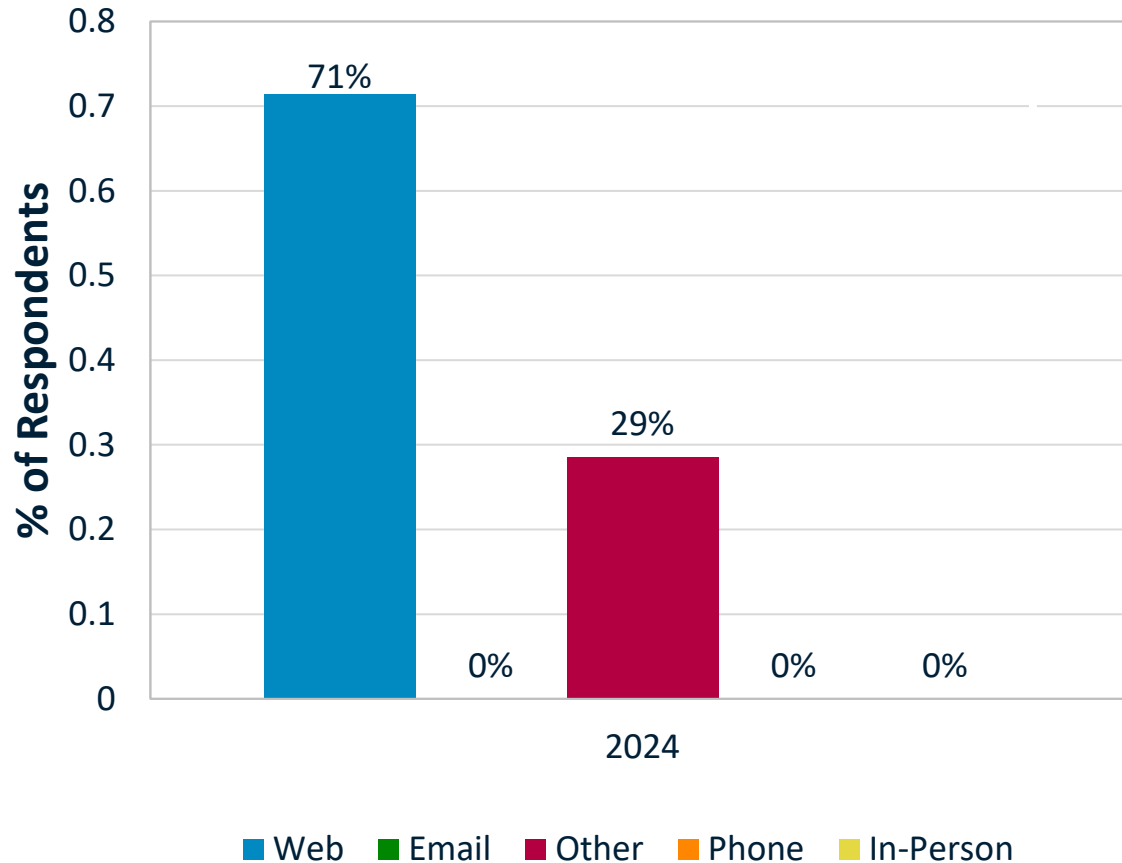
Respondents who chose "Never", "N/A", or "1 Time/Year" finished the survey at this point and were sent directly to the thank you page.

Service Request Process

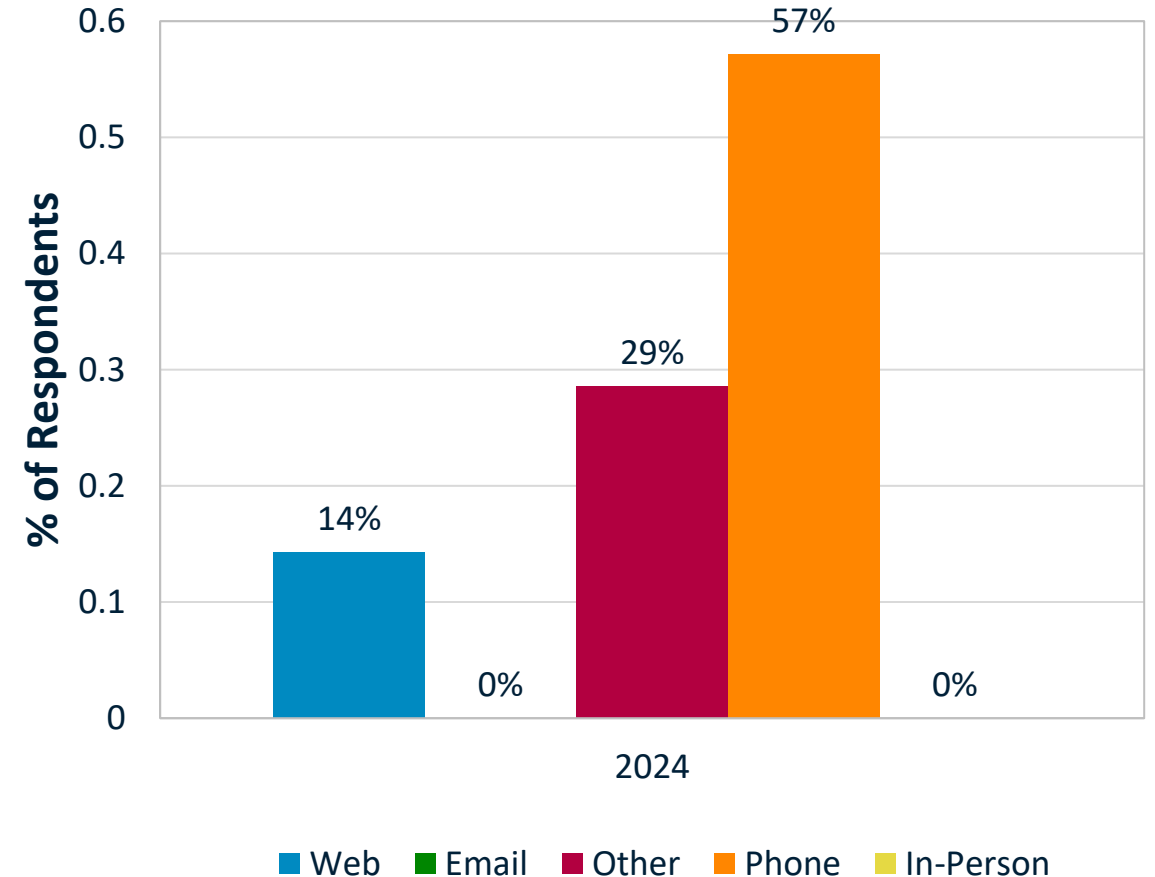


How WO Users Request Service and What They Find Effective

Most Frequent Means of Requesting Service

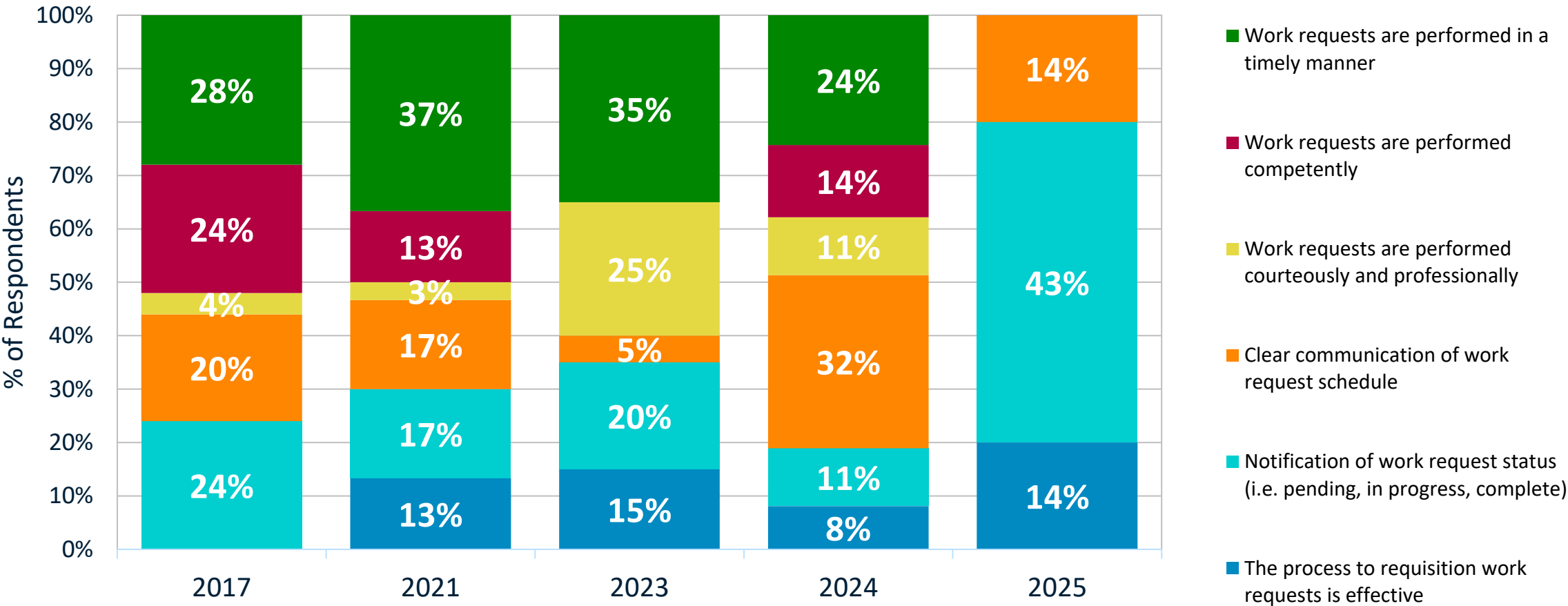


Most Effective Means of Requesting



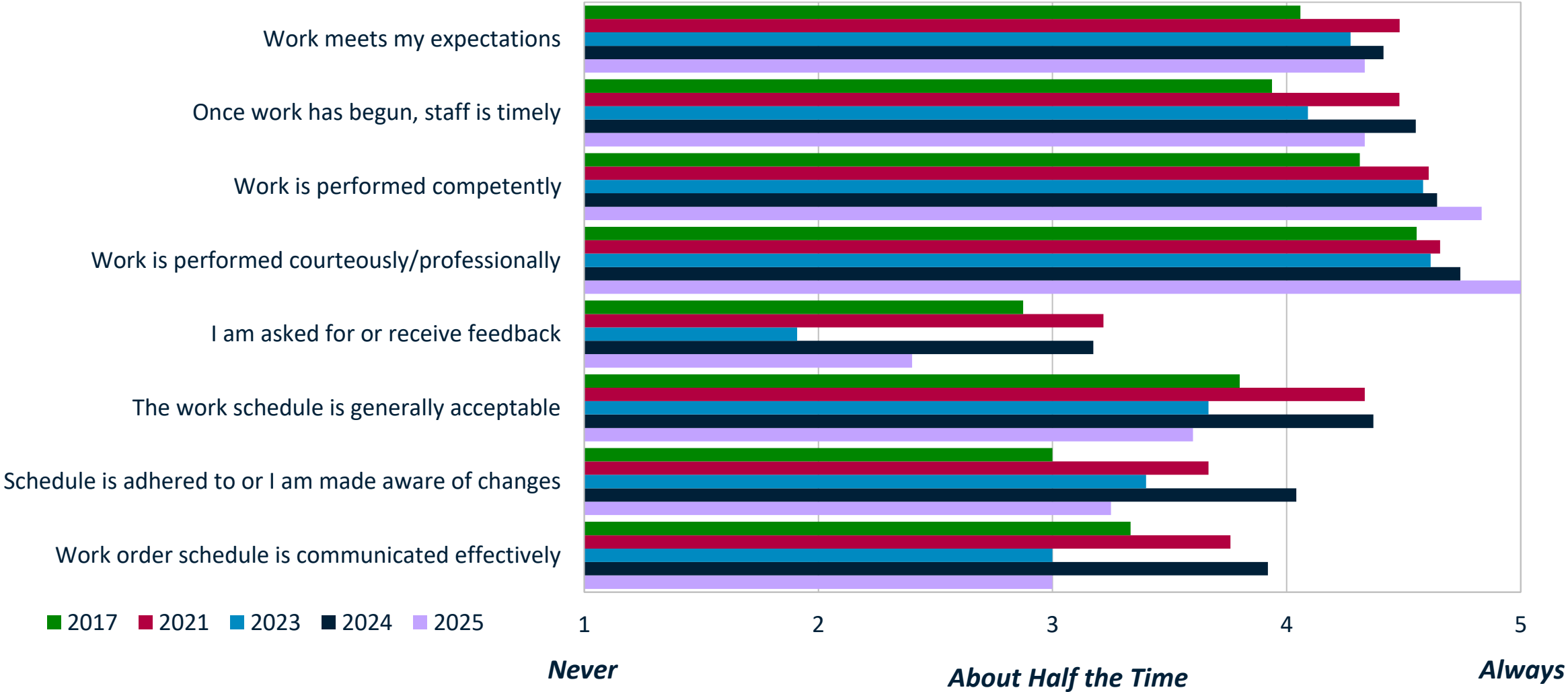
Important Component of Work Request Process

The Most Important Component of the Work Request Process is:

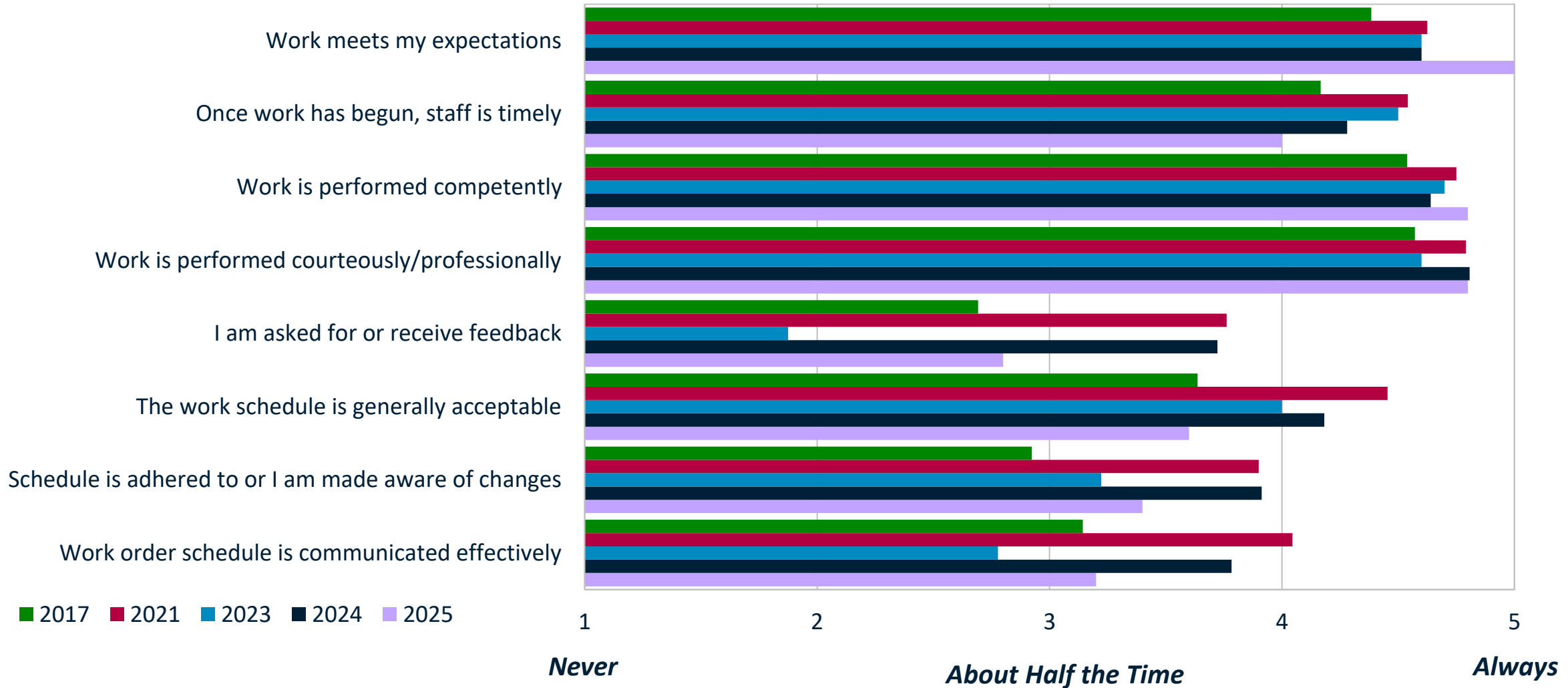


Departments

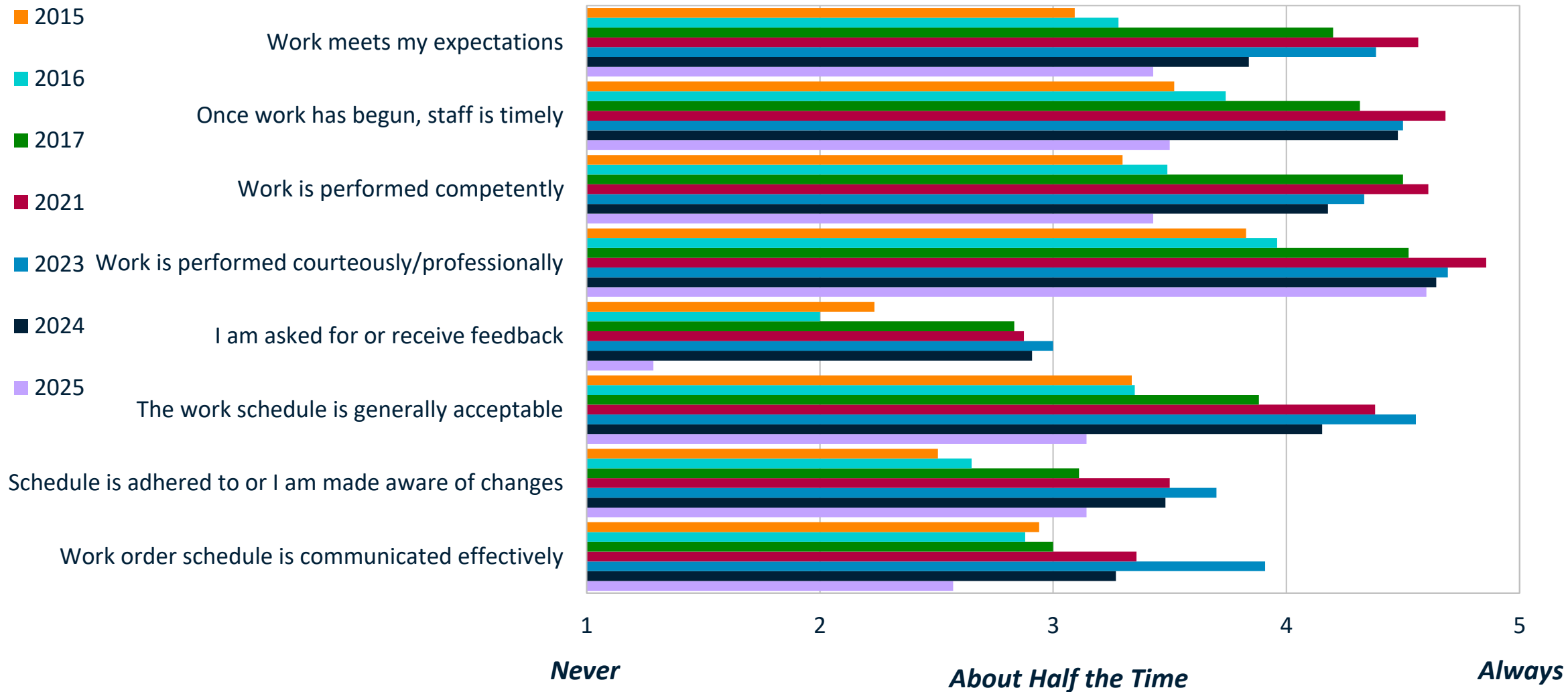
Heating, Ventilation, Plumbing Scores



Carpentry, Painting, Flooring, etc. Scores



Custodial Department Scores



Grounds Department Scores



Overall Customer Satisfaction

Responses Are Averaged into Benchmarks

Survey Questions	ROPA Survey Benchmark	Survey Section
I understand the procedure for submitting work requests.	Knowledge/Understanding in Process	Service Request Center
I utilize the proper procedure for submitting work requests.	Knowledge/Understanding in Process	Service Request Center
The work request process meets my needs.	Knowledge/Understanding in Process	Service Request Center
I am made aware of schedules and changes.	Schedules & Service Levels	Service Request Center
Schedule is adhered to or I am made aware of changes.	Schedules & Service Levels	Departmental Question for each
Work order schedule is communicated effectively.	Schedules & Service Levels	Departmental Question for each
Work meets my expectations.	Work Meets Expectations	Departmental Question for each
I am asked for feedback or receive feedback.	Feedback	Departmental Question for each
My general satisfaction with <i>the specific department</i>:	General Satisfaction	General Satisfaction

ROPA+ Benchmarking Metrics

