





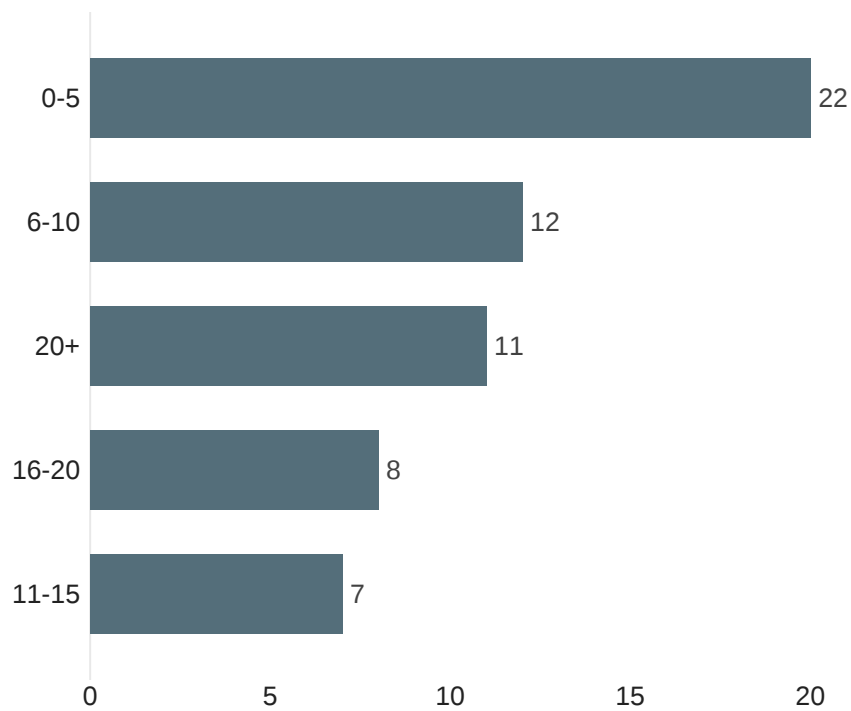
UAS Demographics

105 recorded responses.

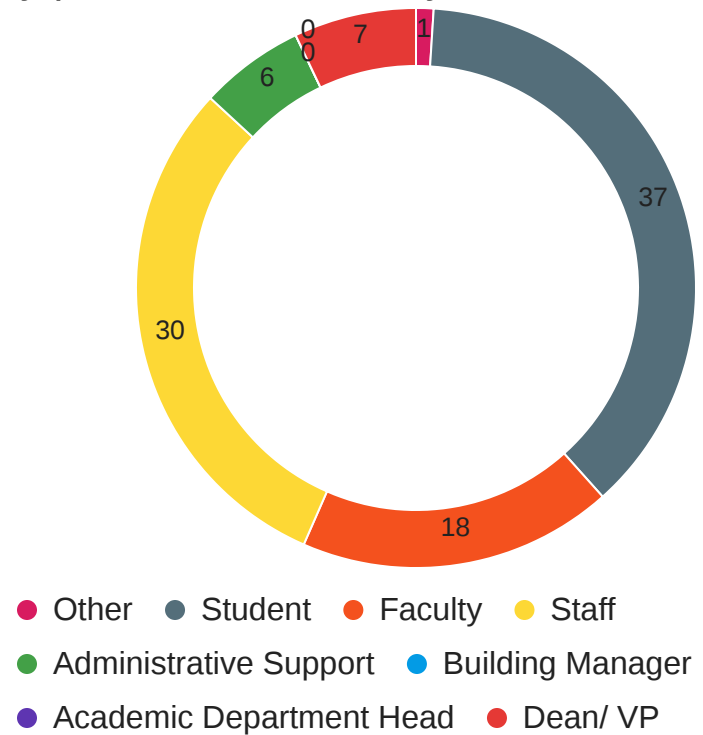
63% of responses from students and staff

38% of survey respondents have been at UAS over 5 years.

Number of years at University of Alaska SE:

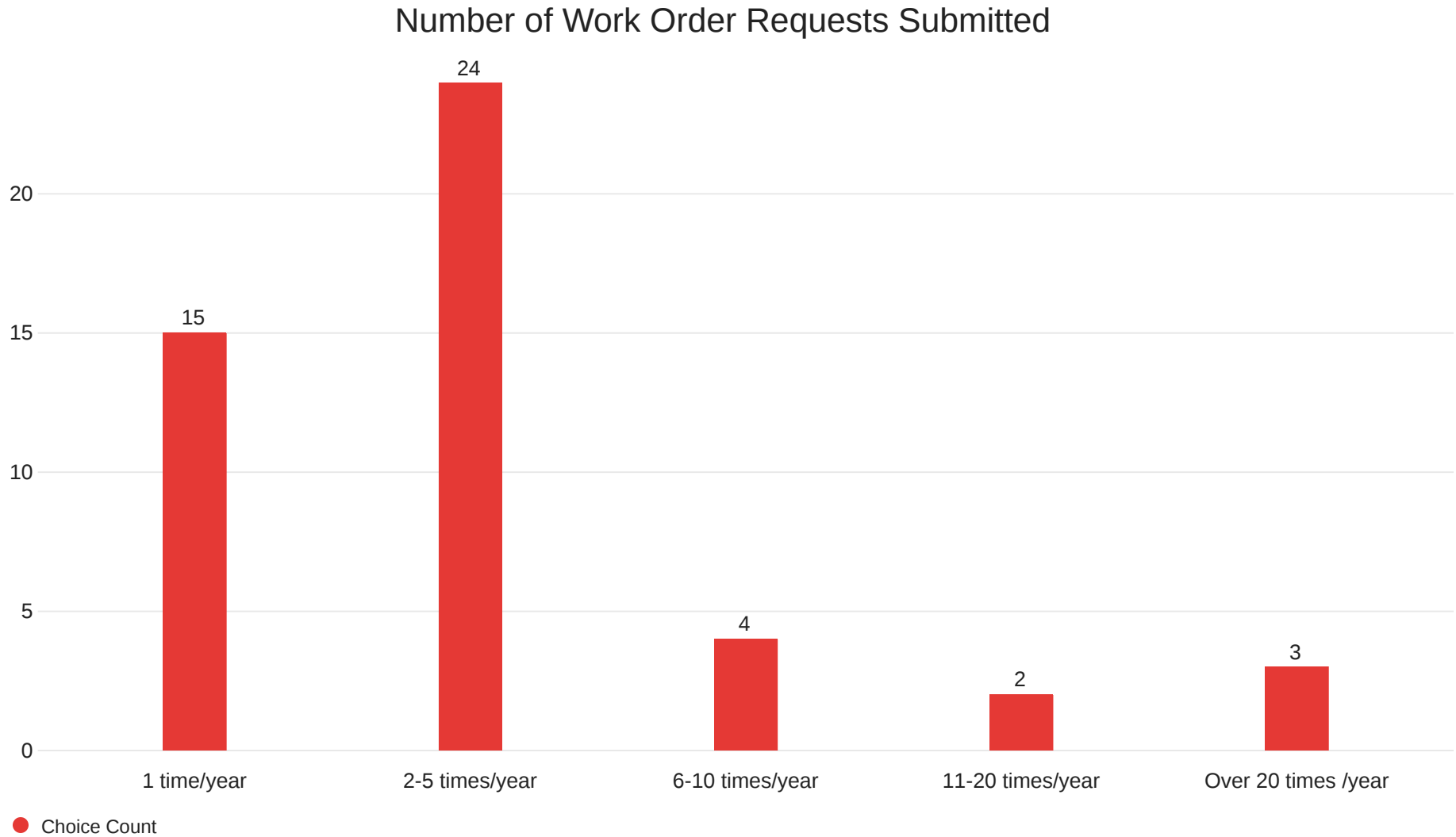


My position most closely matches:





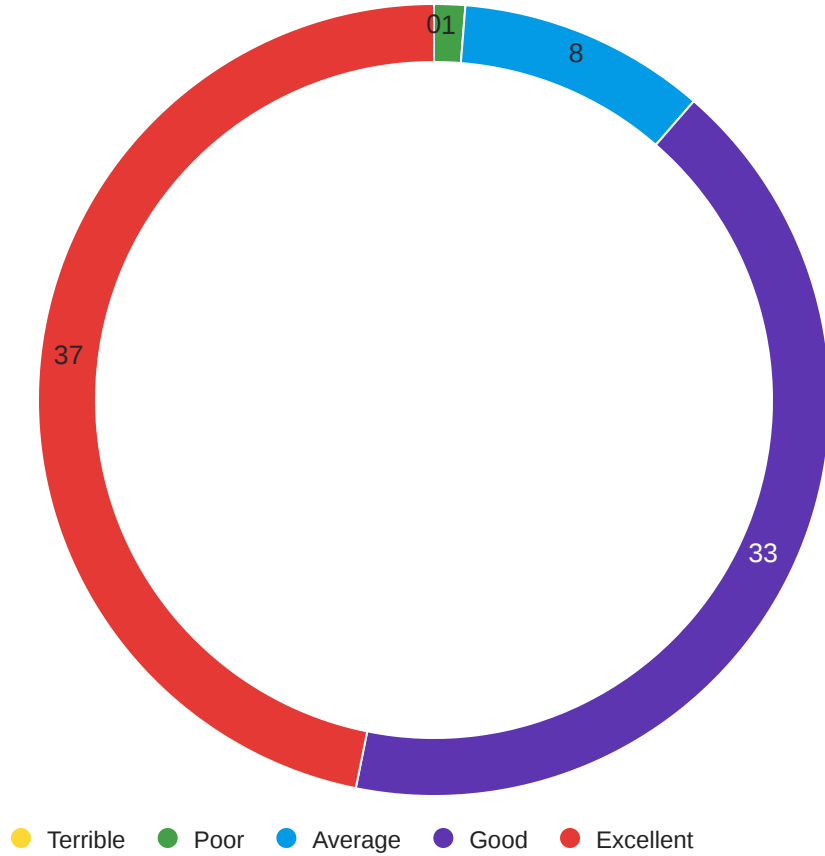
Majority of Respondents Use Work Order System Infrequently



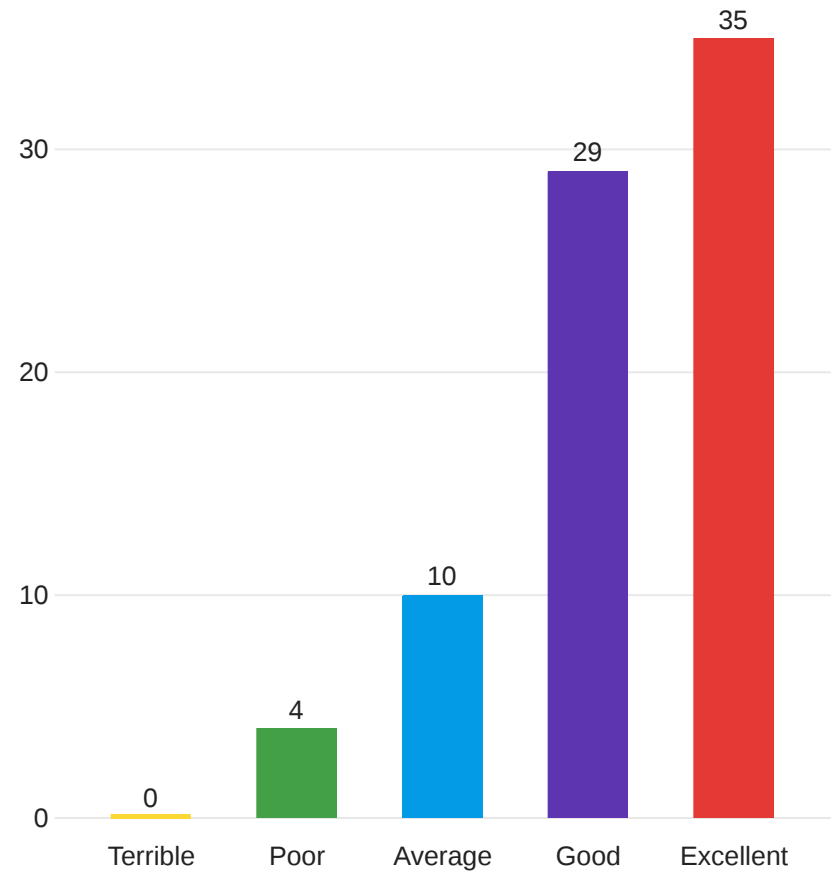


General Repair and Appearance Survey Scores

General appearance of the exterior of the building



General repair of the interior building shell (i.e. wall, floors, ceiling)





General Repair and Appearance Survey Scores

Comments on General Repair and Interior furnishings:

"Mourant is just getting old. I'm so grateful for facilities folks -- the average score is for the building itself not the crew. I love the new windows but the lighting and furniture are old -- I wish we could let in more natural light to the common areas"

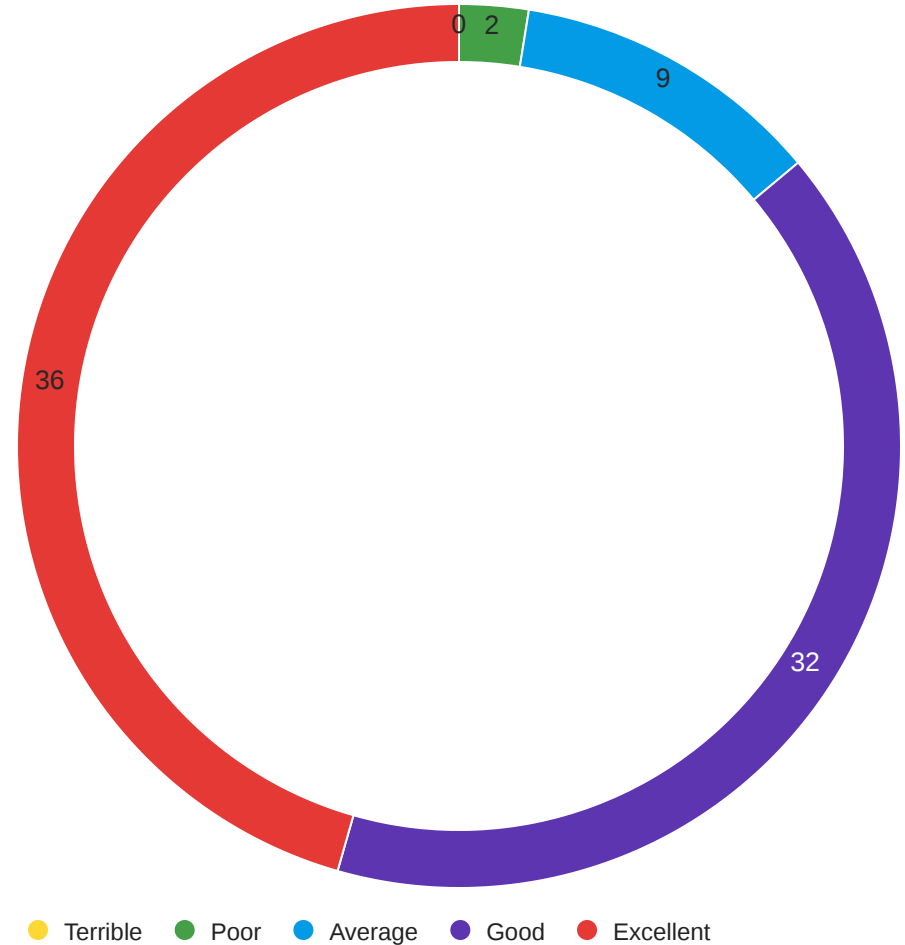
"I think that the outside of the annex was just painted so that's nice. There could probably be more green things and/or identified parking spaces. The paint is really faded, so people are just parking anywhere. Thanks! "

"There were issues with timely trash & papertowel replacement but that is much improved. I wish the landscaping had more TLC and weeding but I know the manpower just isn't available. All work orders I have seen this year were quickly and well done."

" The lights in the interior of Soboleff often don't work or are slow to turn on. The main hallways and the copy room are esp. bad. Even jumping around in the copy room doesn't often turn the light on. It often feels "abandoned" b/c of those dark spaces."

" It would be really great to have hot water in the downstairs restrooms by the Writing Center. I never feel like I can get my hands clean enough in there because it's ice cold."

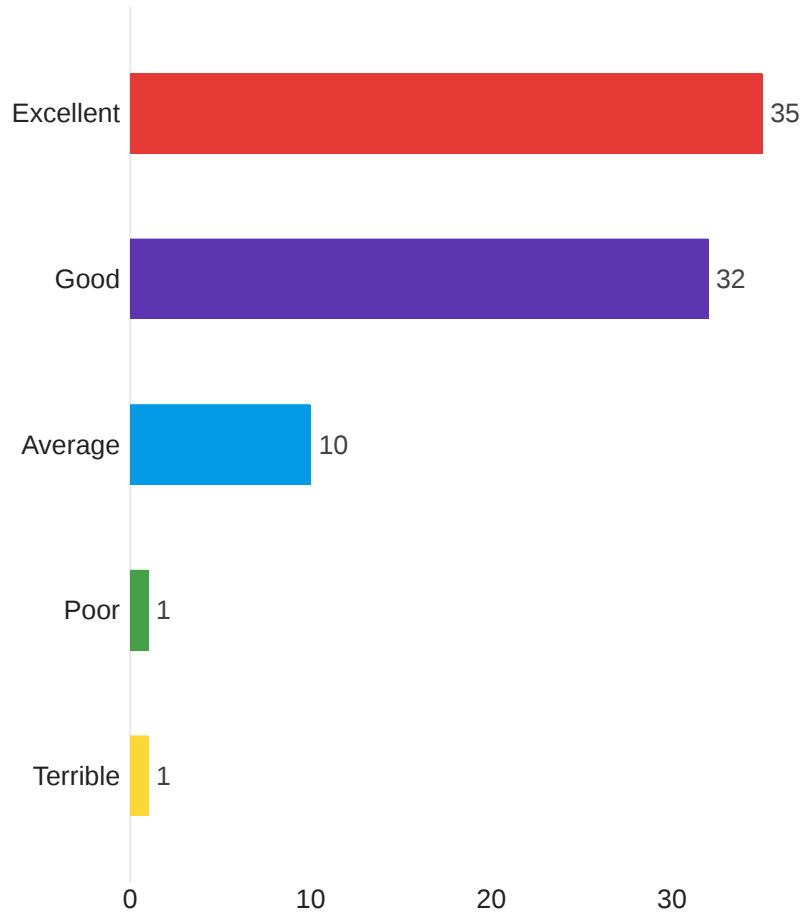
General repair of the furnishings of interior space



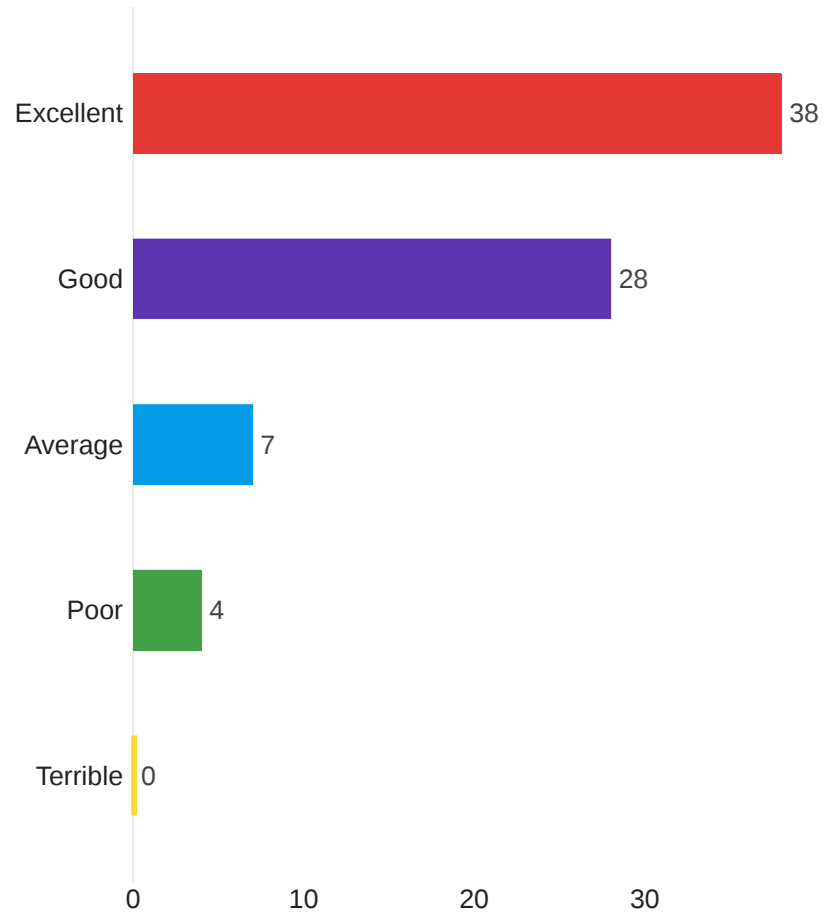


Cleanliness Scores

Cleanliness of restrooms

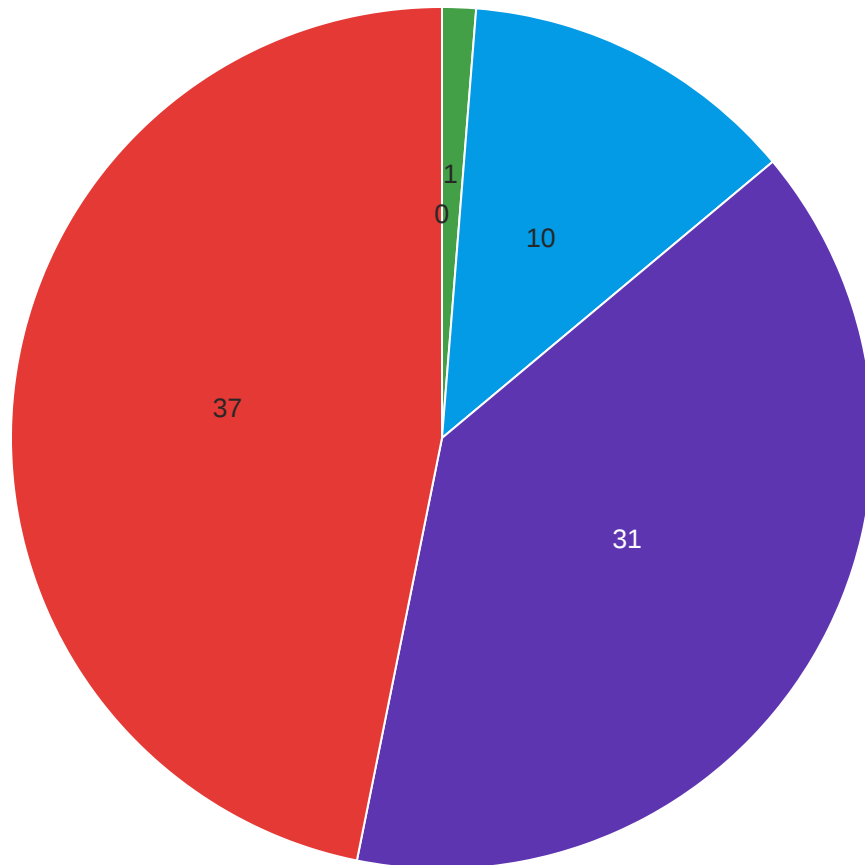


Cleanliness of interior spaces





Availability of consumable resources in restrooms (paper products, soap, etc.)



● Terrible ● Poor ● Average ● Good ● Excellent

Comments on Cleanliness:

" Really appreciated the upgrades to touchless soap and towel dispensers over the last year."

"Door glass has handprints and face-prints; several stains in the entry way between Whitehead & Soboleff."

"more attention to detail, general policing, removal of storage for personal items"

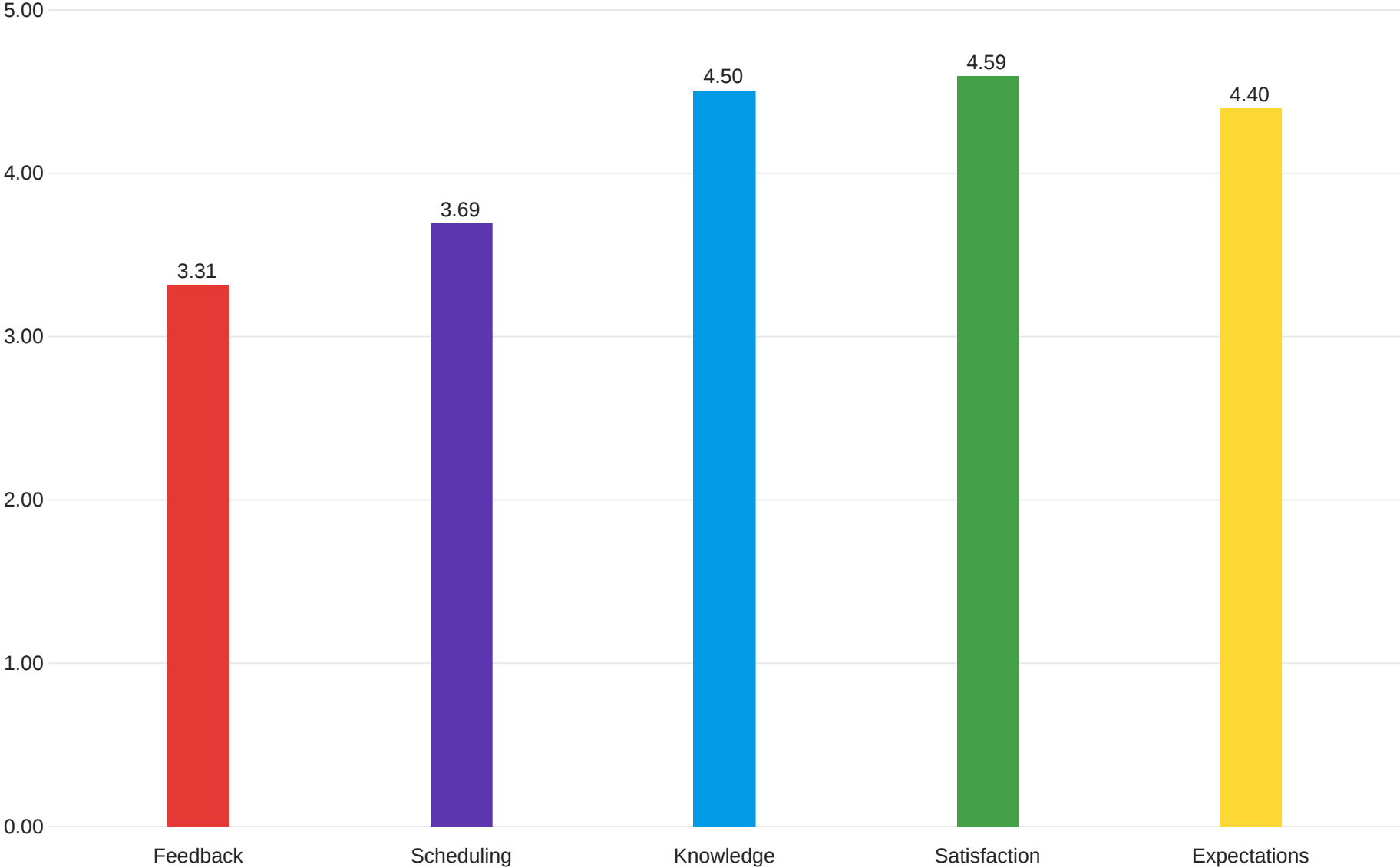
"The bathrooms on the third floor don't seem to get cleaned as often, particularly under the seat."

"The restrooms could use a really deep cleaning-especially the floors. The stairwell is lack luster and feels dated. Temperature is an issue- many folk use space heaters in their offices. Nooks and Crannies throughout the building need to be cleaned- spiderwebs removed (inside & outside)."

"The sofas and soft chairs in Egan library are very dusty and always make me sneeze, so I avoid them. The restrooms in Egan often run out of soap and the foaming soap dispensers don't actually foam".



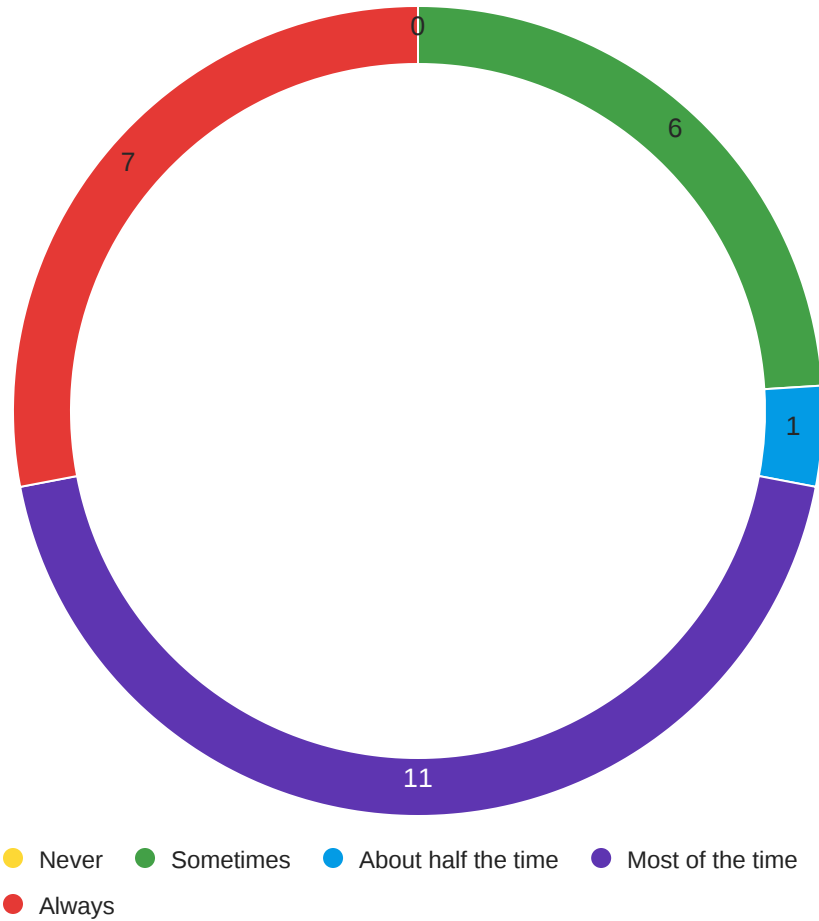
ROPA Service Scores



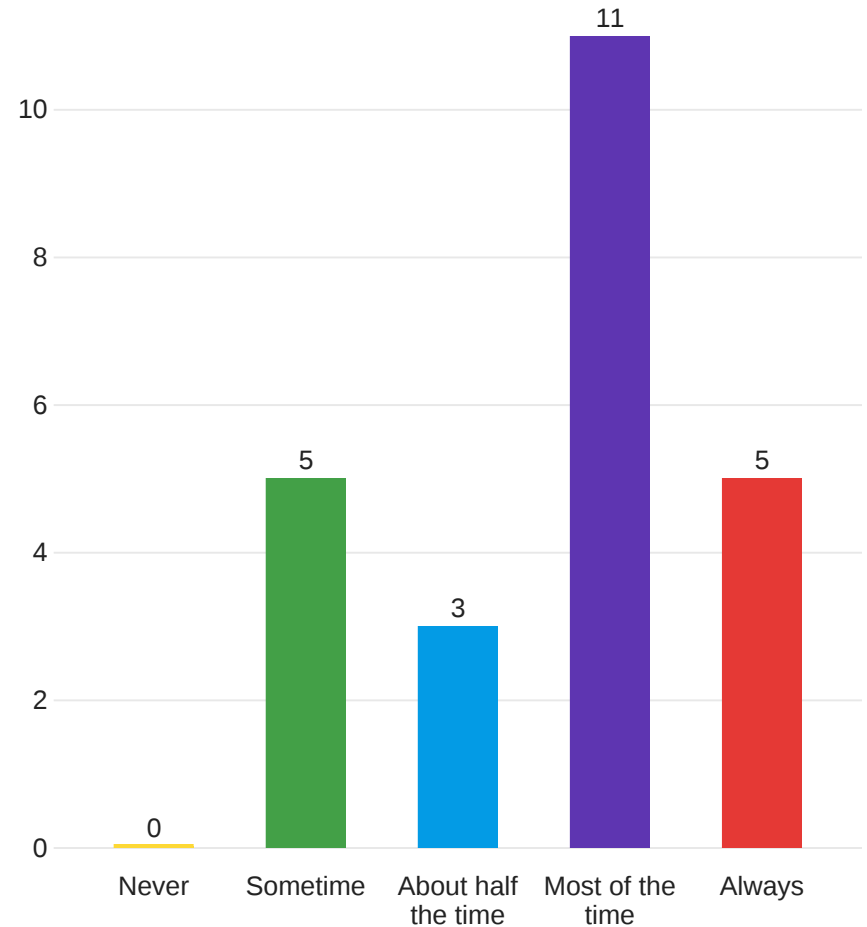


Scheduling and Feedback Breakdown

Work order schedule is communicated effectively



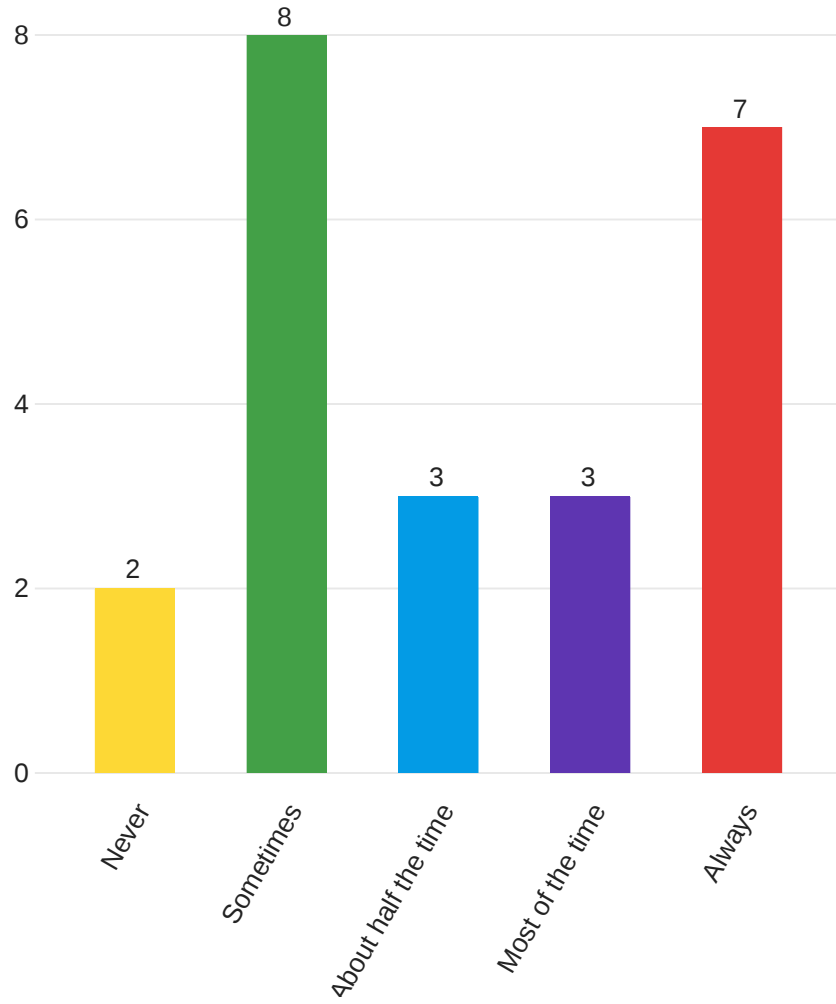
Schedule is adhered to or I am made aware of changes





Scheduling and Feedback Breakdown

I am asked for feedback or receive feedback



Comments on Scheduling and Feedback:

"Facilities workers are always incredibly responsive and thorough, pleasant and helpful!"

" it would be helpful there was a way to add images to the work request form so as to better convey the issue"

" Notification about the status of the work request: received, reviewed, pending, in progress, delayed, closed, etc. is often non-existent."

" The facilities crew do a great job of being responsive, as well as kind and courteous."

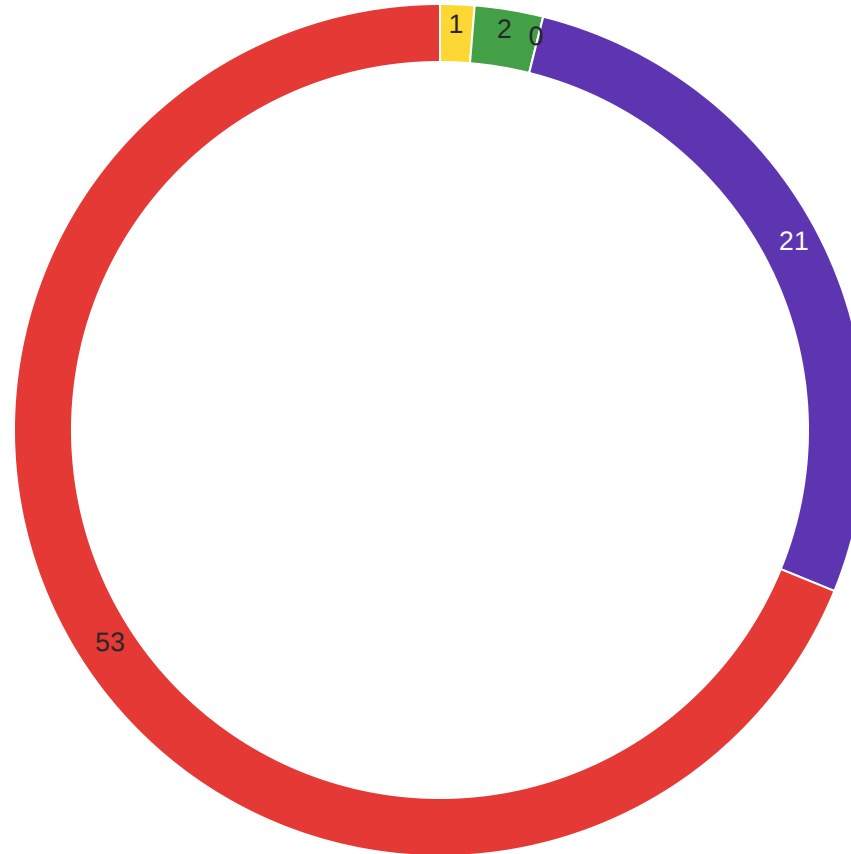
" The work order request always works for me, and I am always impressed by how responsive Facilities staff is."

" Status notifications could be improved, ie project in progress/complete"



Overall Satisfaction with Performance

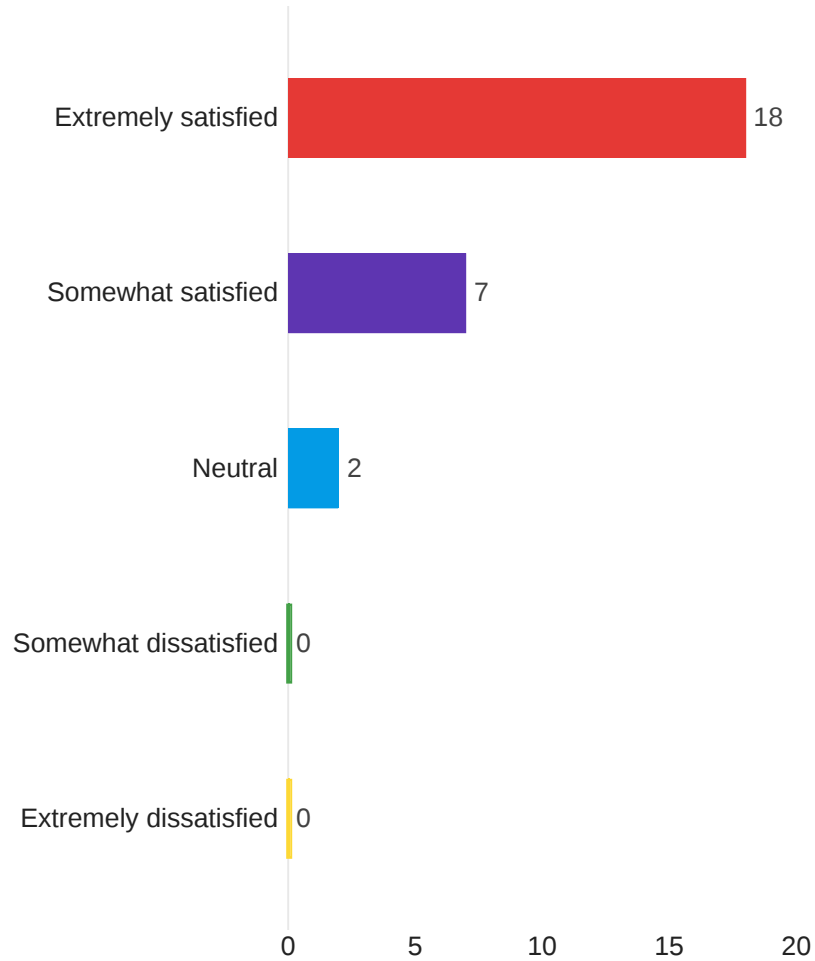
Facilities Service Performance:



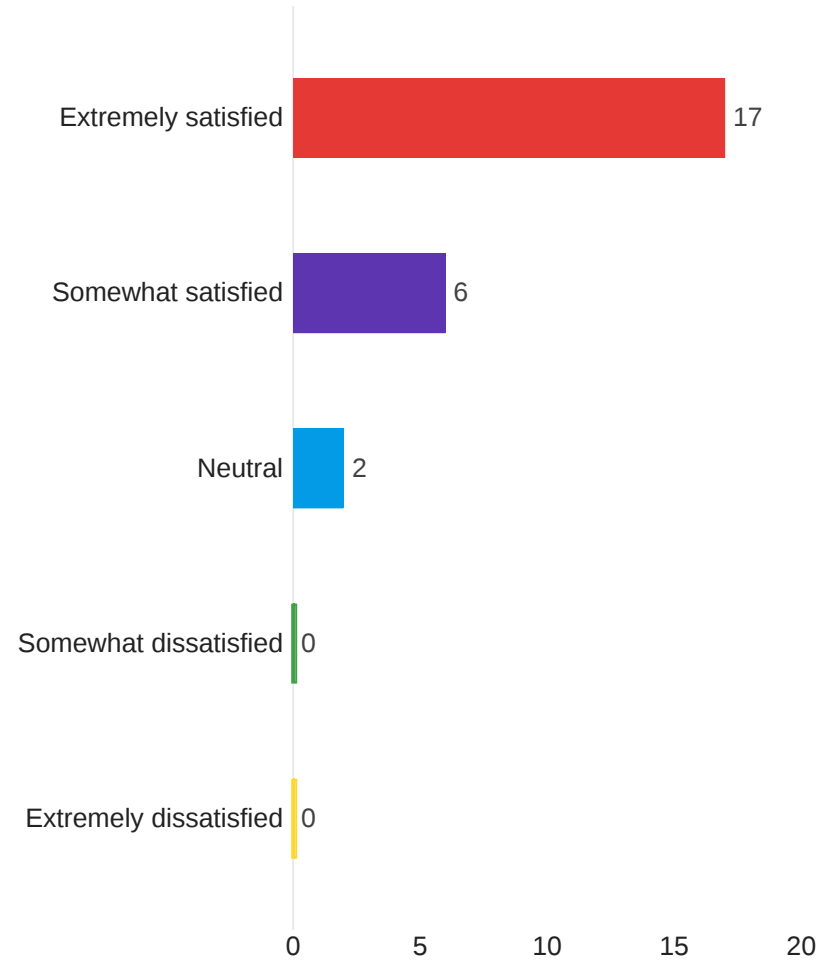
● Extremely dissatisfied ● Somewhat dissatisfied ● Neutral ● Somewhat satisfied ● Extremely satisfied



Mechanical Department performance:

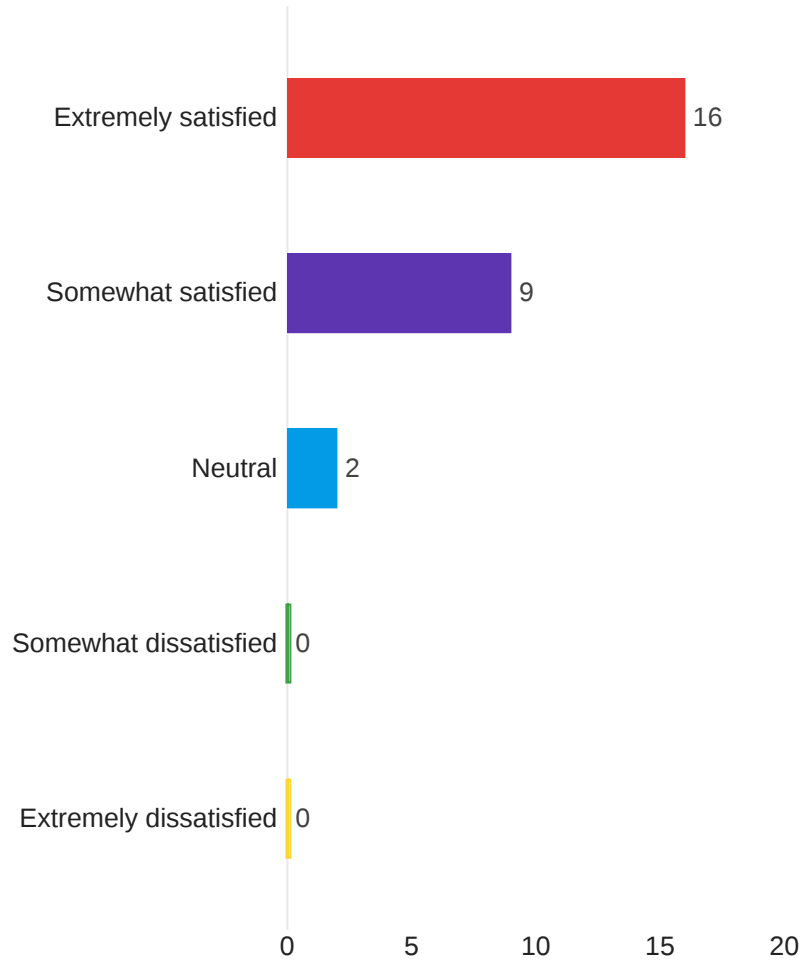


Structural Department Performance

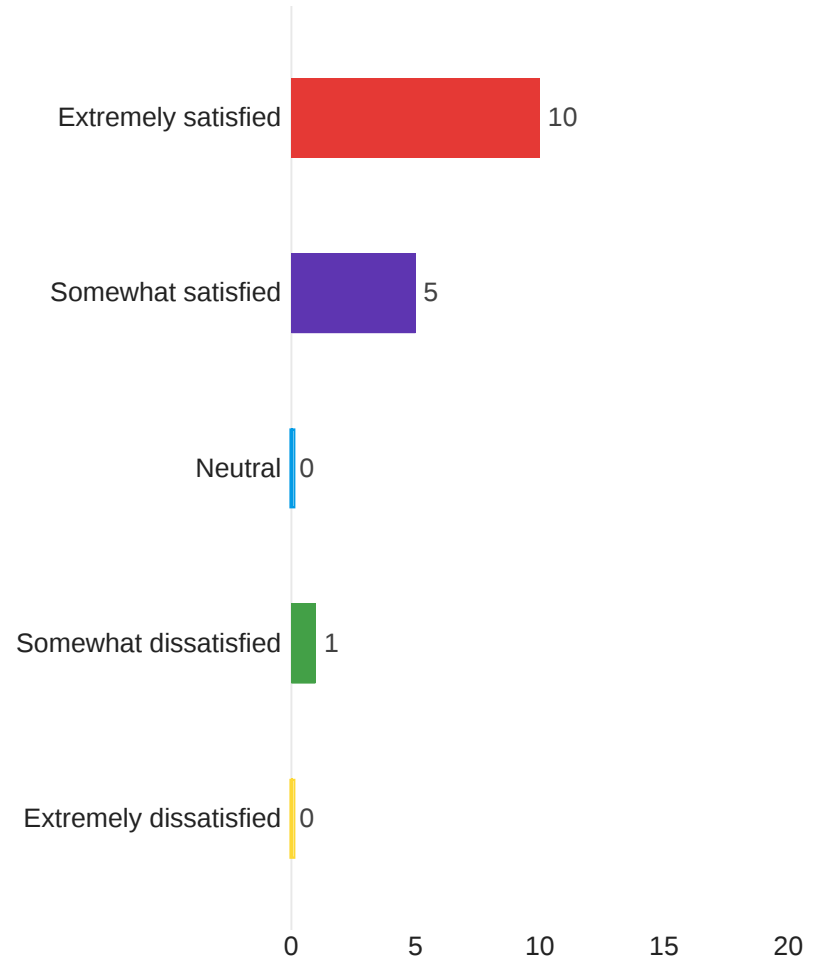




Custodial Department Performance



Grounds Department Performance





Overall Survey Findings:

- UAS users are highly satisfied with Facilities Services, and each specific department received majority marks of extreme satisfaction from users.
- Areas of improvement for UAS primarily revolve around scheduling and communication of work orders as users expressed that the process could be improved and status reports more frequently communicated.
- While UAS can improve scheduling, the overall user experience is a positive one. The majority of users scored UAS buildings conditions and cleanliness in excellent or good condition. Additionally, it appears users consider bathroom consumables to be stocked in an appropriate manner.
- UAS Facilities Services has high ROPA scores in Knowledge, Satisfaction, and Expectations. While scoring below 4 in scheduling and feedback. The findings of this survey resulted in overall customer satisfaction being at 82% in FY21, just 3% below their KPI target, and an improvement from prior years.