

Quality Improvement

ACTION FOR EXCELLENCE

Facilities Customer Satisfaction Survey Report

Campus: San Marcos

Please indicate whether you are:

Student	668
Faculty	55
Staff	108

Based on the number of academic units you have completed what is your present class level:

Freshman	6
Sophomore	78
Junior	108
Senior	366
Graduate	99

Are you primarily a:

Day Student	340
Evening Student	82
Both day and evening student	222
Weekend Student	11

Rate your satisfaction with the service during the last 12 months. If you cannot rate the item (or it's not applicable) select "Don't Know".

	Response Distribution						Response Average	CSU Mean
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Custodial services (floor care, cleanliness, trash emptied)	36	118	84	340	210	1	3.72	3.87
Heat, ventilation, air conditioning (room temperature)	43	198	131	324	92	2	3.28	3.22
Response to incidents requiring expedited response from facilities (e.g.. Roof or toilet leak, threats to property, security of facility)	15	57	139	232	92	253	3.61	3.63
Landscaping and ground	12	31	96	370	277	4	4.11	4.16
Exterior publish areas (walkways, roadways, bike paths)	6	28	74	419	252	7	4.13	4.12
Cleanliness / condition of hallways, stairs, lobbies, other indoor public areas	18	64	94	401	211	2	3.92	3.97
Restrooms (including cleanliness and supplies)	54	141	103	346	143	2	3.49	3.61
Signs (e.g.. Location, visibility, accuracy, usefulness)	18	82	149	399	123	16	3.68	3.67
Cleanliness / condition of Instructional areas (e.g. classrooms, labs, studios)	20	76	112	391	156	30	4.31	3.85
Accessibility to buildings (ramps, railings, lifts, elevator)	30	79	120	378	157	21	3.72	3.88
Indoor lighting	13	34	84	455	201	1	4.01	3.98
Outdoor lighting	18	73	107	408	154	25	3.80	3.64

Rate how important each of the following services are to you. If you cannot rate the item (or it's not applicable), select "Don't Know"

	Not at all important	Somewhat Important	Neutral	Important	Very Important	Don't Know	Response Average	CSU Mean
Custodial services (floor care, cleanliness, trash emptied)	3	11	14	277	463	1	4.54	4.43
Heat, ventilation, air conditioning (room temperature)	1	8	15	233	510	0	4.62	4.52
Response to incidents requiring expedited response from facilities (e.g.. Roof or toilet leak, threats to property, security of facility)	1	12	23	236	477	19	4.57	4.48
Landscaping and ground	4	36	81	410	236	3	4.09	3.98
Exterior publish areas (walkways, roadways, bike paths)	5	19	54	381	304	4	4.26	4.13
Cleanliness / condition of hallways, stairs, lobbies, other indoor public areas	2	11	17	316	422	1	4.49	4.39
Restrooms (including cleanliness and supplies)	1	4	8	153	600	3	4.76	4.7
Signs (e.g.. Location, visibility, accuracy, usefulness)	2	23	55	363	323	2	4.28	4.12
Cleanliness / condition of Instructional areas (e.g. classrooms, labs, studios)	2	11	19	264	462	10	4.55	4.46
Accessibility to buildings (ramps, railings, lifts, elevator)	2	14	40	292	413	7	4.45	4.15
Indoor lighting	1	7	30	298	434	0	4.50	4.39
Outdoor lighting	2	12	34	266	448	5	4.50	4.36