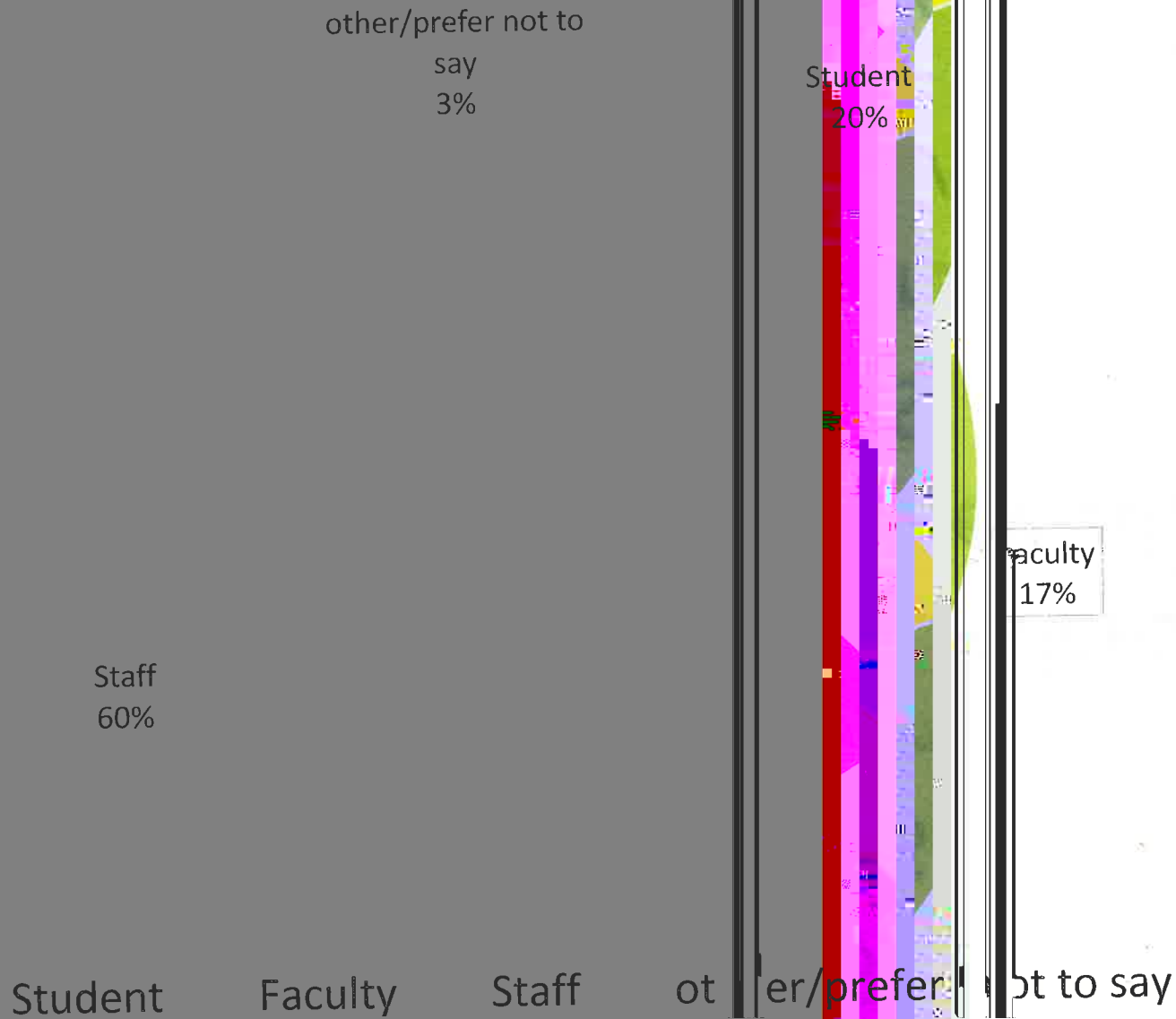


Fo
Cust

July 29th 2019, 8:27 am MDT

1 - Please select the category that best fits you:

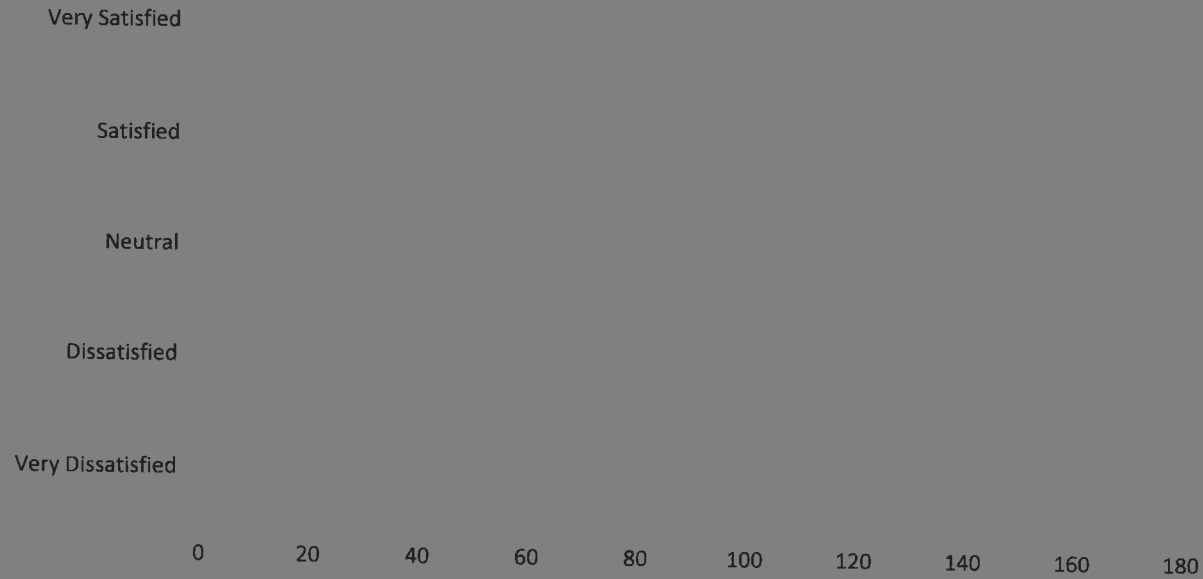


Q1 - Please select the category that best fits you:

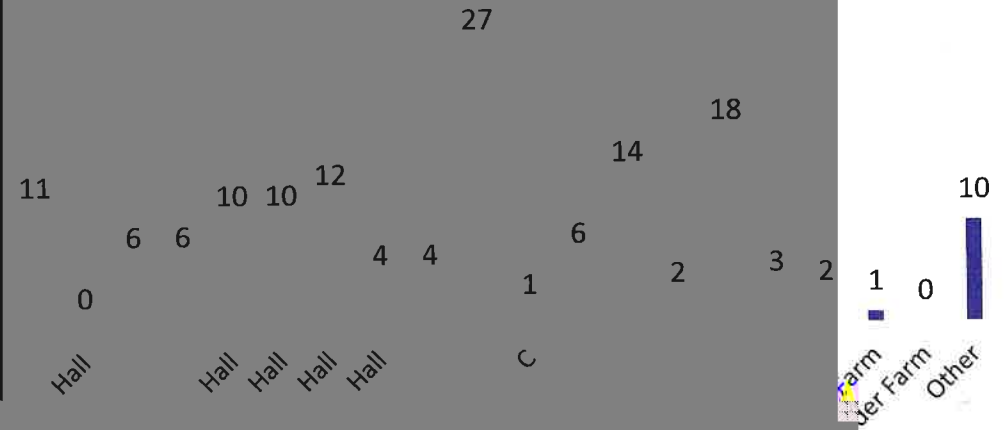
	Count
Student	67
Faculty	58
Staff	201
Other/ refer not to self	9
Other	335

Q2 - How would you rate your overall satisfaction level with services provided by Facilities and Business Services over the last twelve (12) months?

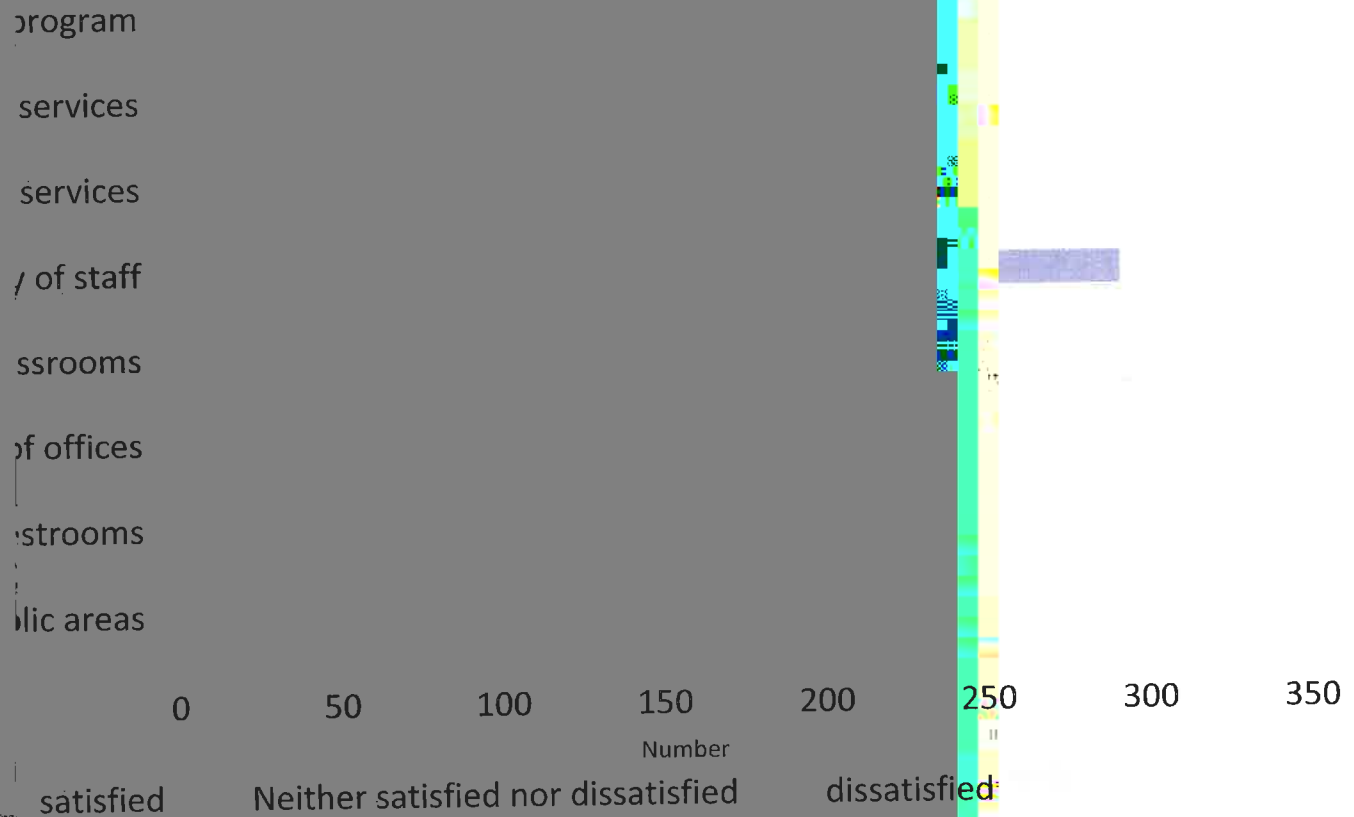
Overall Satisfaction Levels



your facilities services needs, it is
 uate responses to see which areas of
 on. With this in mind, please choose
 essee Tech from the following list:



Business Services provides basic cleaning, recycling, pest control services for buildings on the TTU campus. Please rate your level of satisfaction with the following custodial care areas.



Q5 - C

Pros:

Amazed th
do

Kathy and
beyond

Always wil
request

Ms. Francis
a raise

Exceptiona
considerate

Doesn't jus

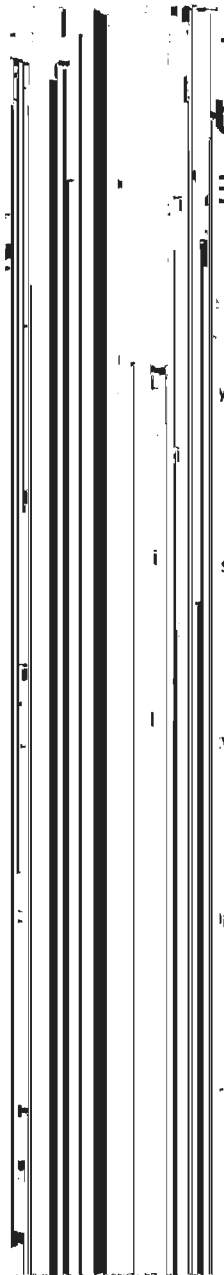
Best we've

Man in Joh

Thorough,
worker

The head p

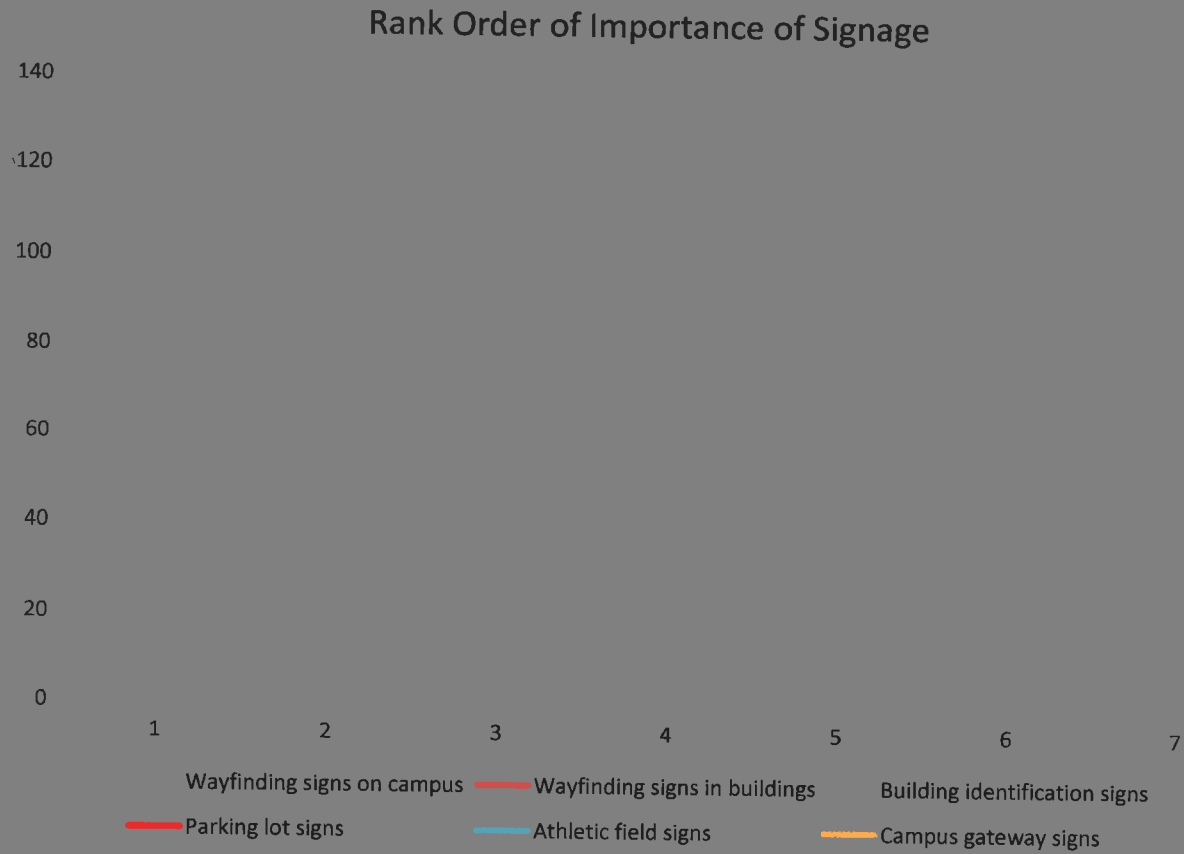
ties and Business Services strives to maintain a comfortable
tional environment for all members of the TTU community.
e rate your level of satisfaction with the following items.



0 50 100 150 200 250 300 350

Extremely satisfied satisfied Neither Satisfied nor Dissatisfied dissatisfied Extremely dissatisfied

Q7 - Please rank signage according to importance (with 1 being most important) by "clicking and dragging" each item to its preferred order.



Landscape/grounds maintenance, exterior trash
it maintenance. In addition, we maintain the
re responsible for the care of lawns, trees and
atisfaction over the last 12 months.

Management of trash receptacles	Quality of pest control	Professionalism of grounds services	Courtesy of grounds staff	Quality of grounds services
satisfied nor dissatisfied		dissatisfied		Extremely dissatisfied

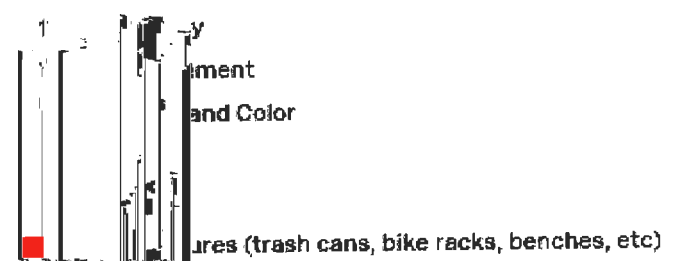
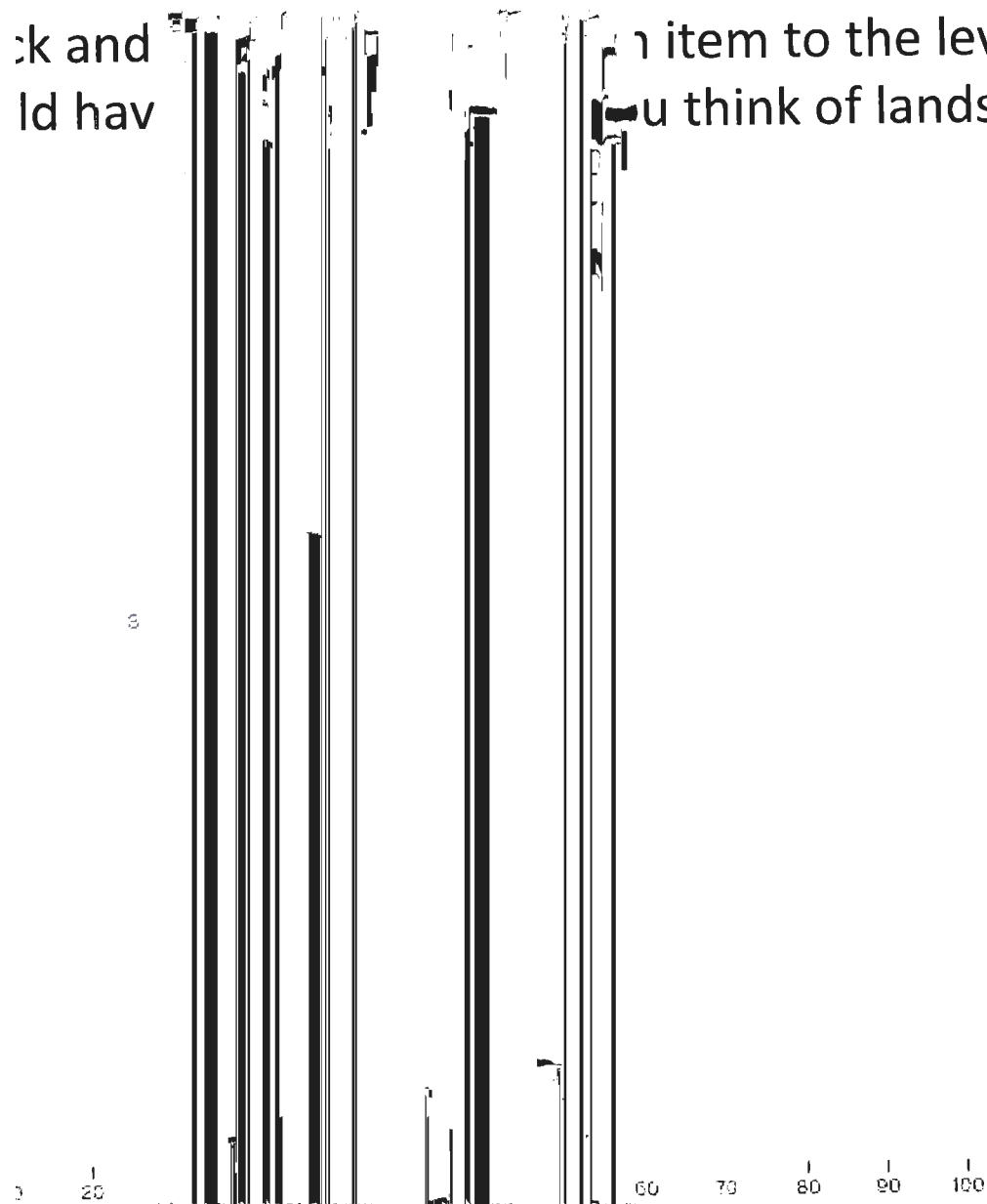
Q9 - How important is sustainability to you when you consider landscaping at TTU?

105

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

Rank and
Percentage

Rank each item to the level of importance you think it
you think of landscaping at TTU Campus?



Q11 - What level of satisfaction do you have with the bicycle storage/ parking facilities throughout campus?

Answer	Count
Satisfied	88
Neither satisfied nor dissatisfied	150
Dissatisfied	35
Total	28

Q12 - What level of satisfaction do you have with the bike/pedestrian trails or paths throughout campus?

Answer	%	Count
Satisfied	28.93%	81
Neither satisfied nor dissatisfied	52.86%	148
Dissatisfied	18.21%	51
Total	100.00%	280

Q

Pros:

That you
doing
Grounds
friendly

- I love ge
I attend
A the n
amazing
have se
Staff is fr
The proc
G ad to s
a the m
Keep up

Q14 - Please rate your level of satisfaction with the following areas as they relate to sustainability at Tennessee Tech.

Courtesy of Sustainability staff

Quality of TTU Sustainability

Energy Management

Environmental Education

Website presence

Educational Programs

0

50

100

150

200

250

300

Extremely satisfied

Moderately satisfied

Slightly satisfied

Neither satisfied nor dissatisfied

Slightly dissatisfied

Moderately dissatisfied

Extremely dissatisfied

Q15 - In the context of how TTU operates facilities, how important is sustainability to you?



Q16 - Before taking this survey, were you aware that TTU Facilities and Business Services has an Office of Sustainability?

122

151

Yes No

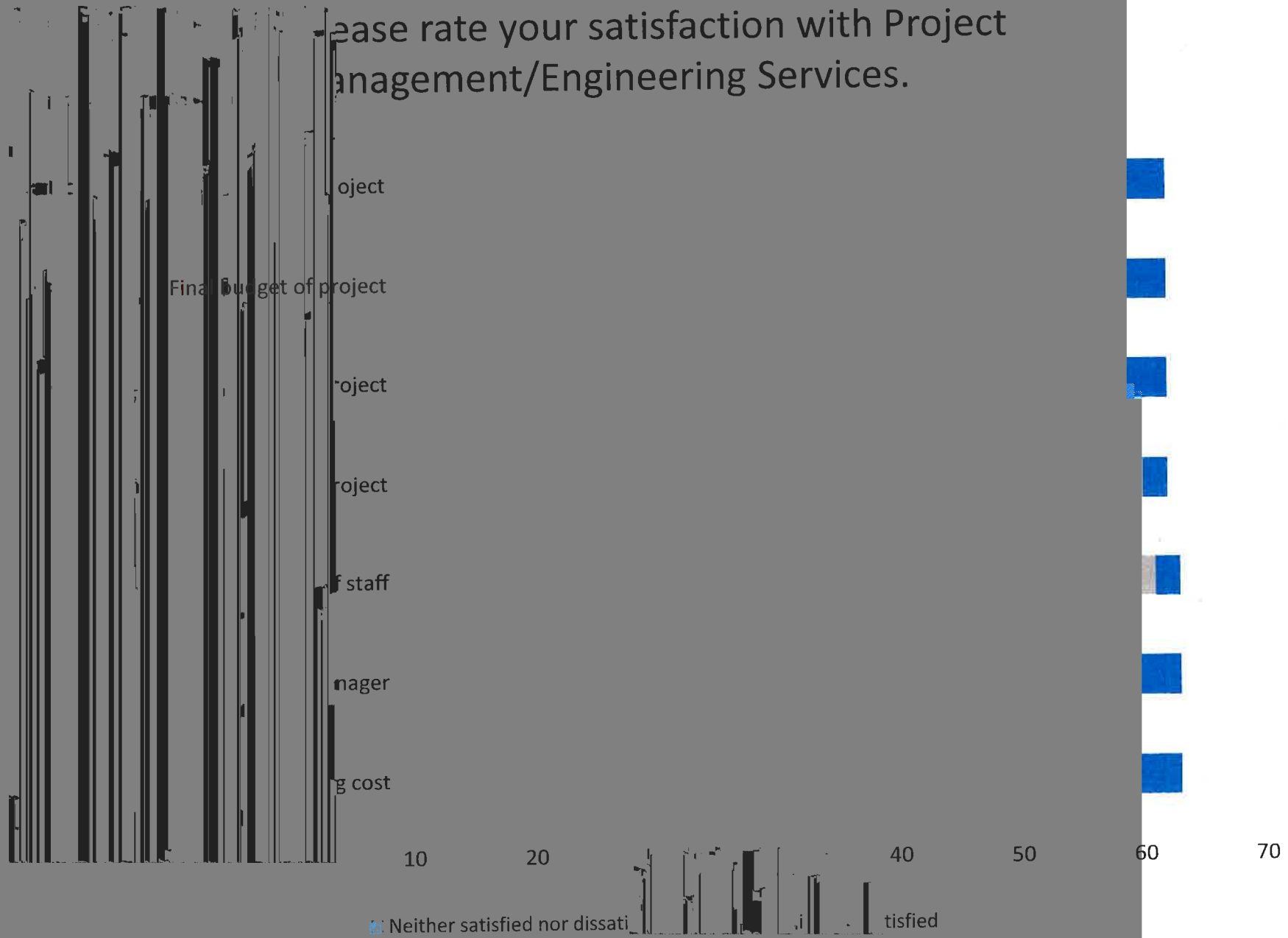
Q17 - Have you or your office utilized Project Management and Engineering services in the last twelve months? Please select your response below then continue with the evaluation.

24.44%

75.56%

Yes No

Please rate your satisfaction with Project Management/Engineering Services.



Q19 - How

important is sustainability to you in regards to const
at TTU?

Extremely impo

Very impor

Moderate
impor

Not a
impor

0

5

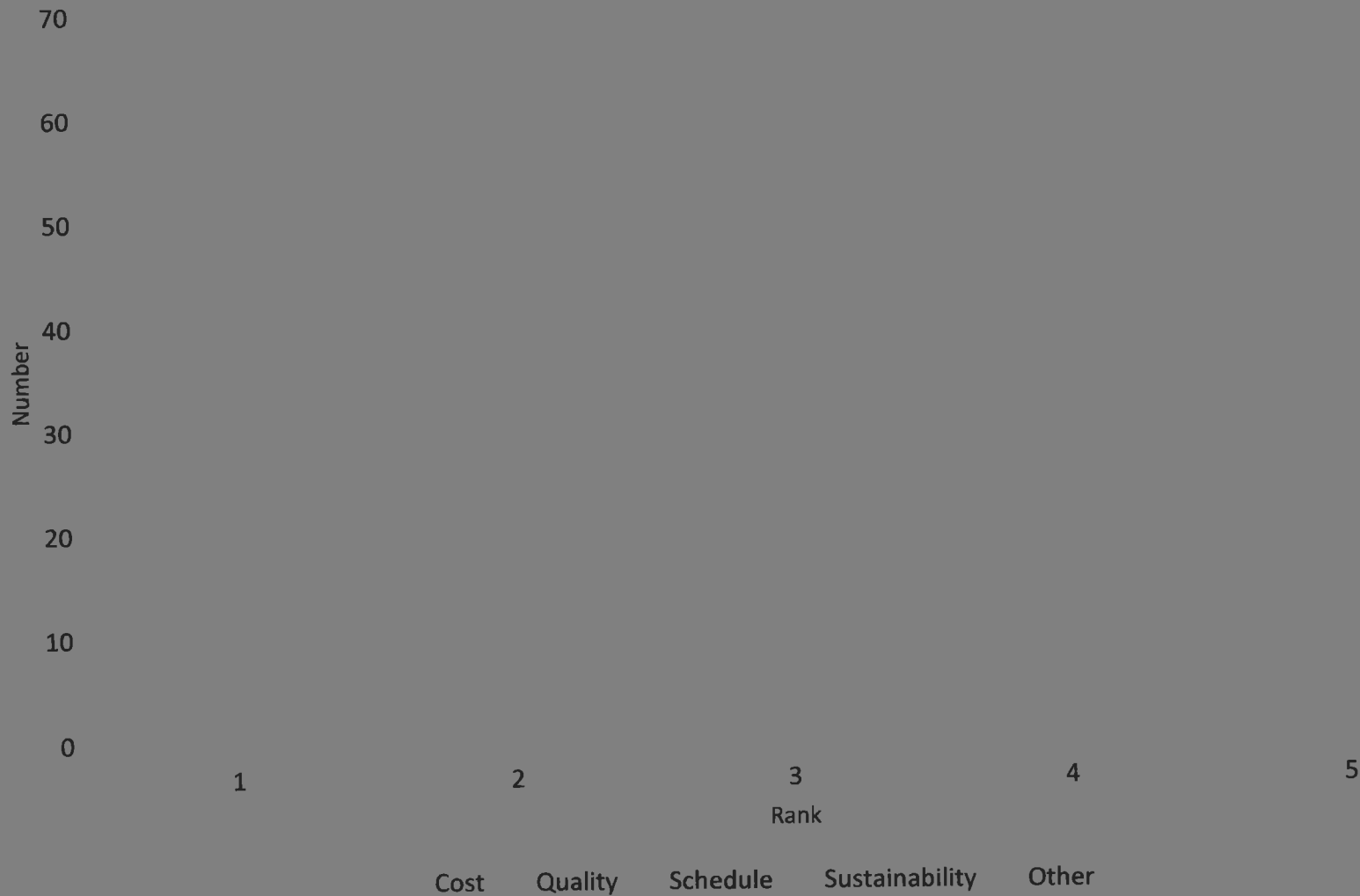
10

15

20

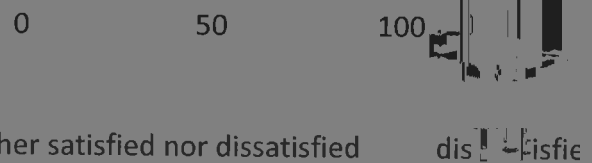
25

Q20 - In order of what you believe should have the most importance, rank the following values for construction projects at TTU.



Q21 - In the last twelve months, have you had contact with Customer Care and Business Services office staff regarding the area of your business? If so, please rate your satisfaction with that contact.

- Knowledge and skill of employees
- Professional attitude of employees
- Accuracy of information provided by employees
- Courtesy of staff toward customer
- Timeliness of responses to inquiries about billing
- Timeliness of response to inquiries about work status



Q2 - In your
the last 1

interaction with Facilities and Business Services staff over
months, what level of customer service would you grade
the overall experience?



Q2
statem

EH&S

EH&S

EH&S consultati

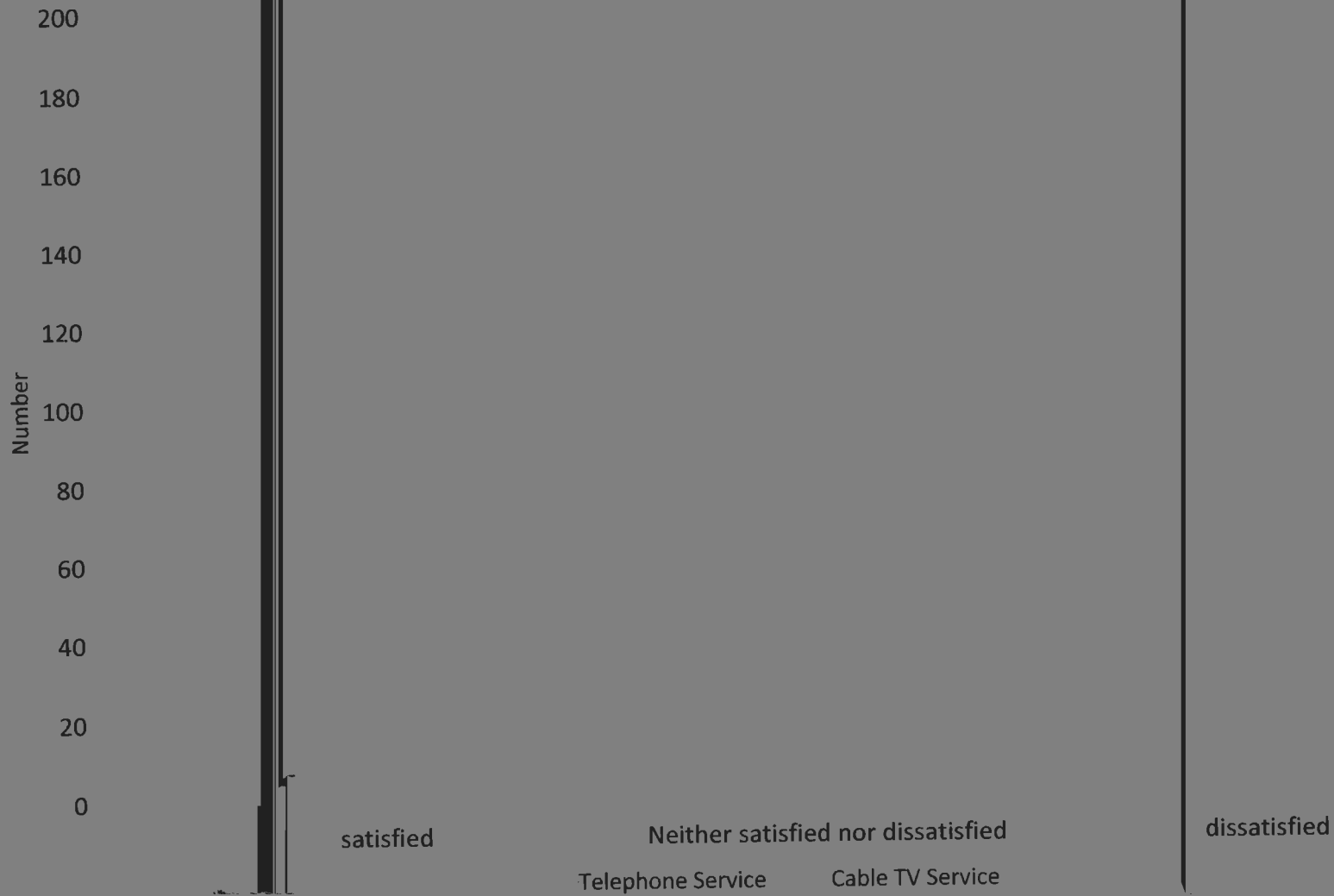
EH&S is ac

EH&S unders



4 - Facilities
 er related
 level of satis

and Business Services provides telephone, cable TV and
 services to the TTU campus community. Please rate your
 action with those services over the last twelve months.



Q2
work
for s

- F
- W
- O
- B
- T
- w
- W
- c
- I
- l
- W
- m