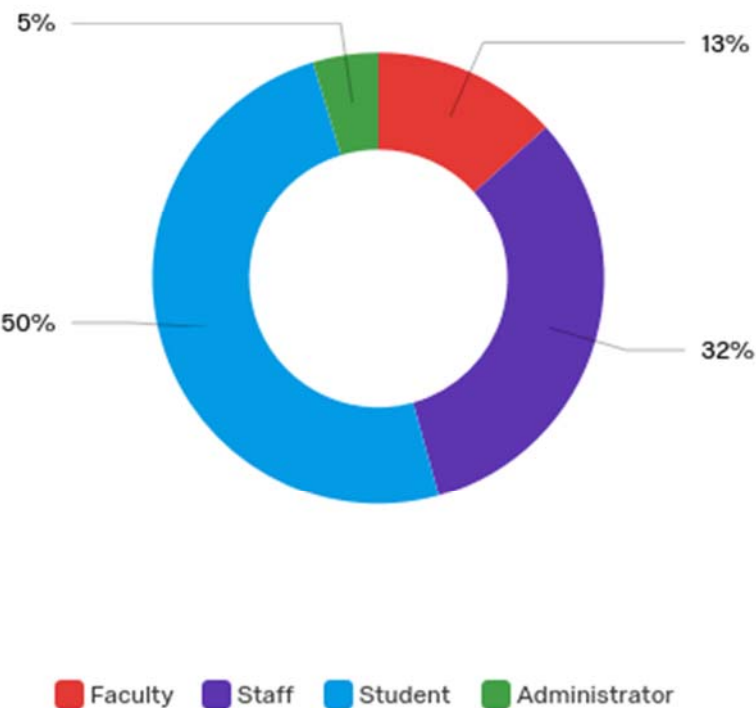


2017 Facilities Services Customer Satisfaction Survey

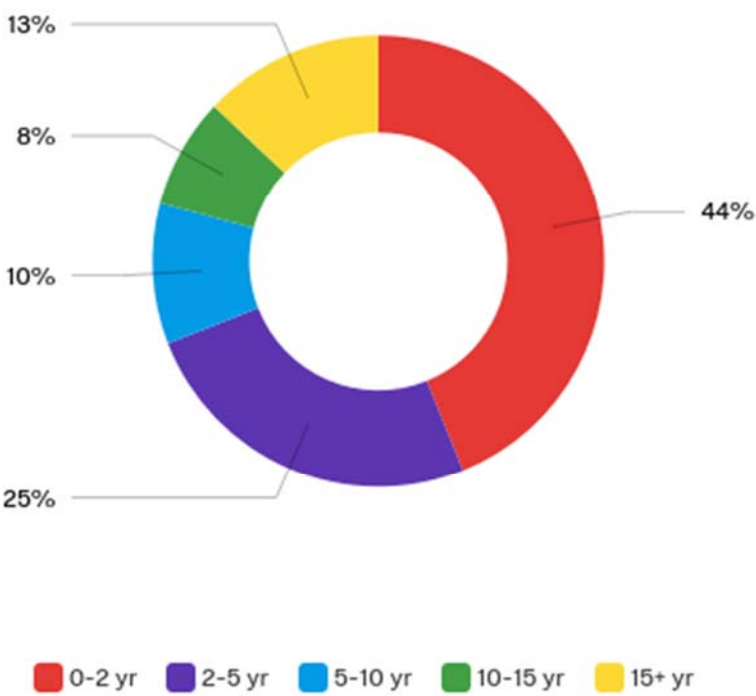
March 1st 2017, 9:00 am MST

Q1 - Please indicate which University group you belong to.



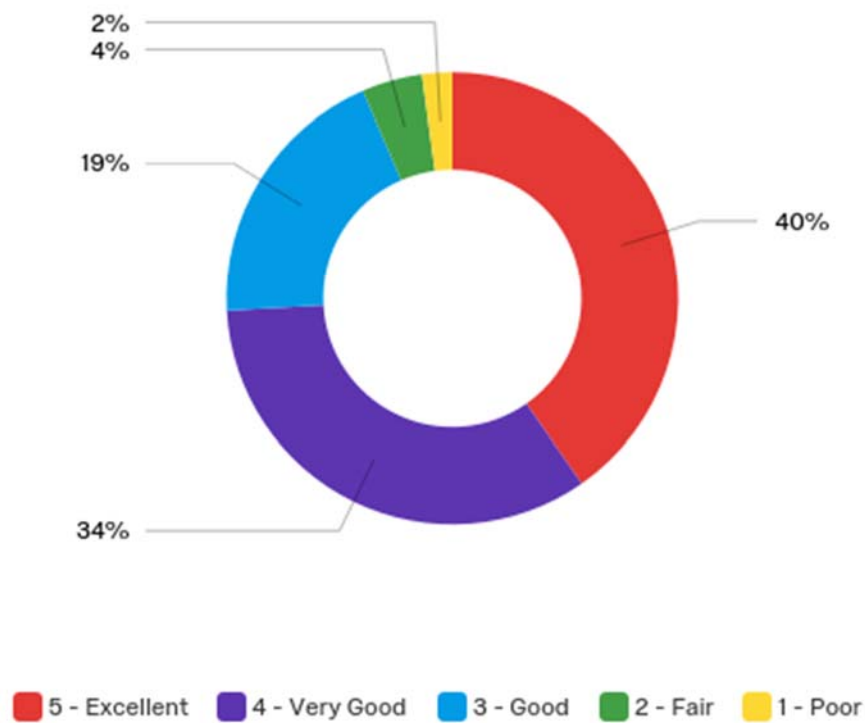
#	Answer	%	Count
1	Faculty	13%	37
2	Staff	32%	90
3	Student	50%	138
4	Administrator	5%	13
	Total	100%	278

Q2 - Please indicate how long you have been at MSU Billings.



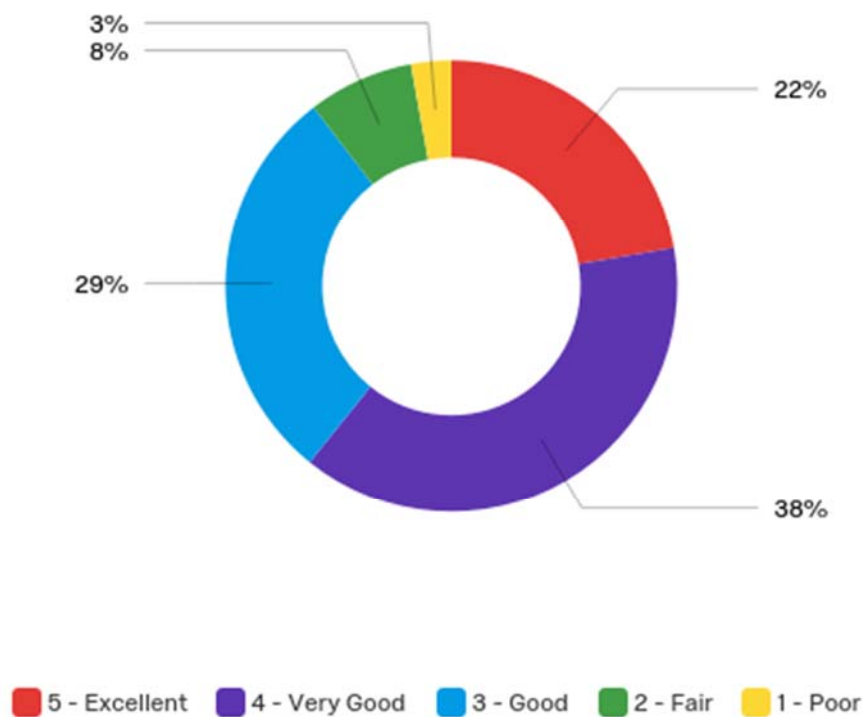
#	Answer	%	Count
1	0-2 yr	44%	122
2	2-5 yr	25%	70
3	5-10 yr	10%	28
4	10-15 yr	8%	22
5	15+ yr	13%	36
	Total	100%	278

Q3 - Based on your contact with Facilities Services personnel, how would you generally rate them in terms of customer service?



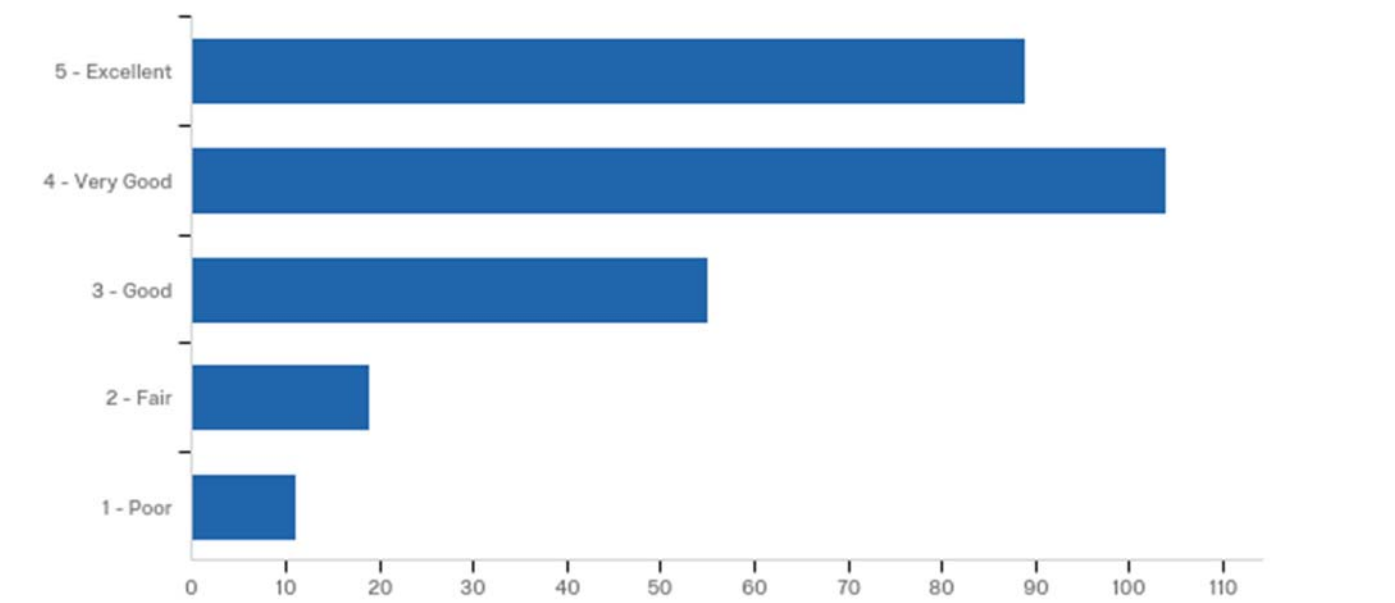
#	Answer	%	Count
1	5 - Excellent	40%	112
2	4 - Very Good	34%	94
3	3 - Good	19%	54
4	2 - Fair	4%	12
5	1 - Poor	2%	6
	Total	100%	278

Q4 - How would you rate the University in relation to the health,safety, and accessibility of our buildings?



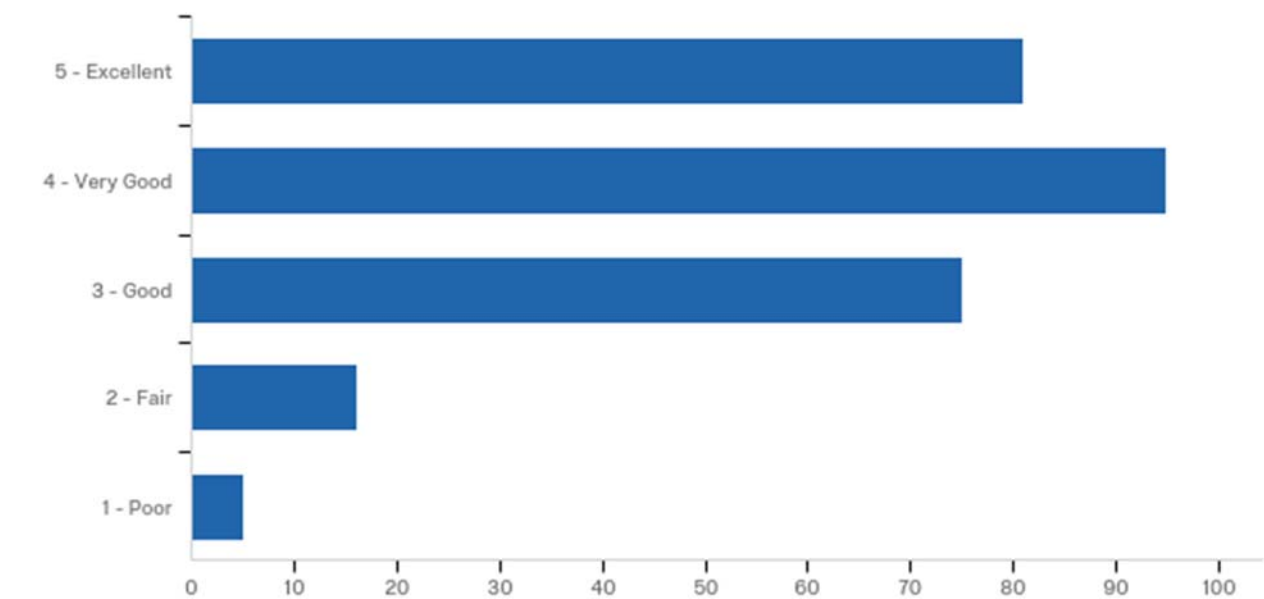
#	Answer	%	Count
1	5 - Excellent	22%	62
2	4 - Very Good	38%	107
3	3 - Good	29%	80
4	2 - Fair	8%	21
5	1 - Poor	3%	8
	Total	100%	278

Q5 - How would you rate the quality of the maintenance services provided by Facilities Services?



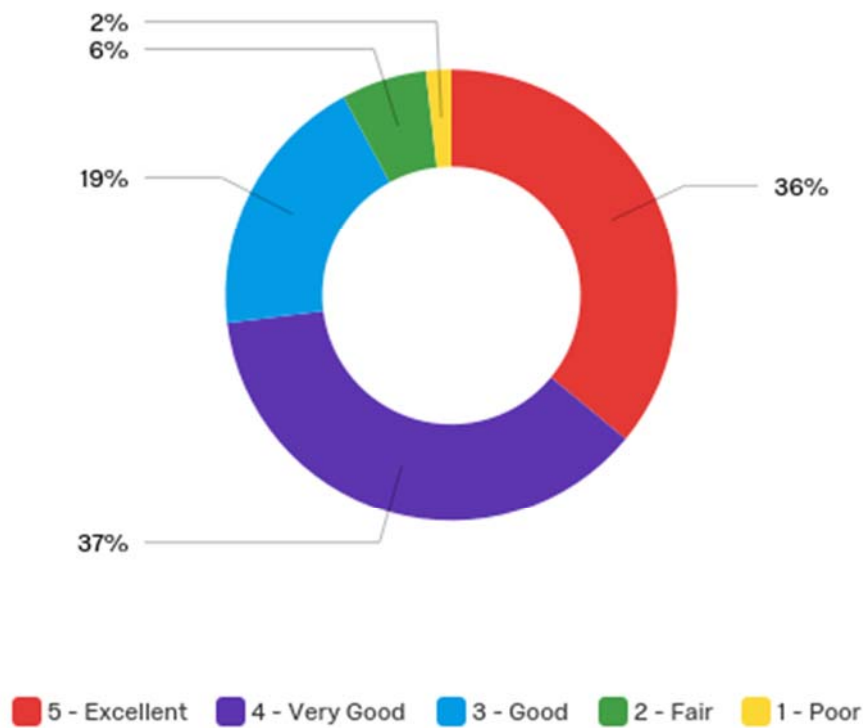
#	Answer	%	Count
1	5 - Excellent	32%	89
2	4 - Very Good	37%	104
3	3 - Good	20%	55
4	2 - Fair	7%	19
5	1 - Poor	4%	11
	Total	100%	278

Q6 - How would you rate the availability of classroom space to meet your needs across the campus?



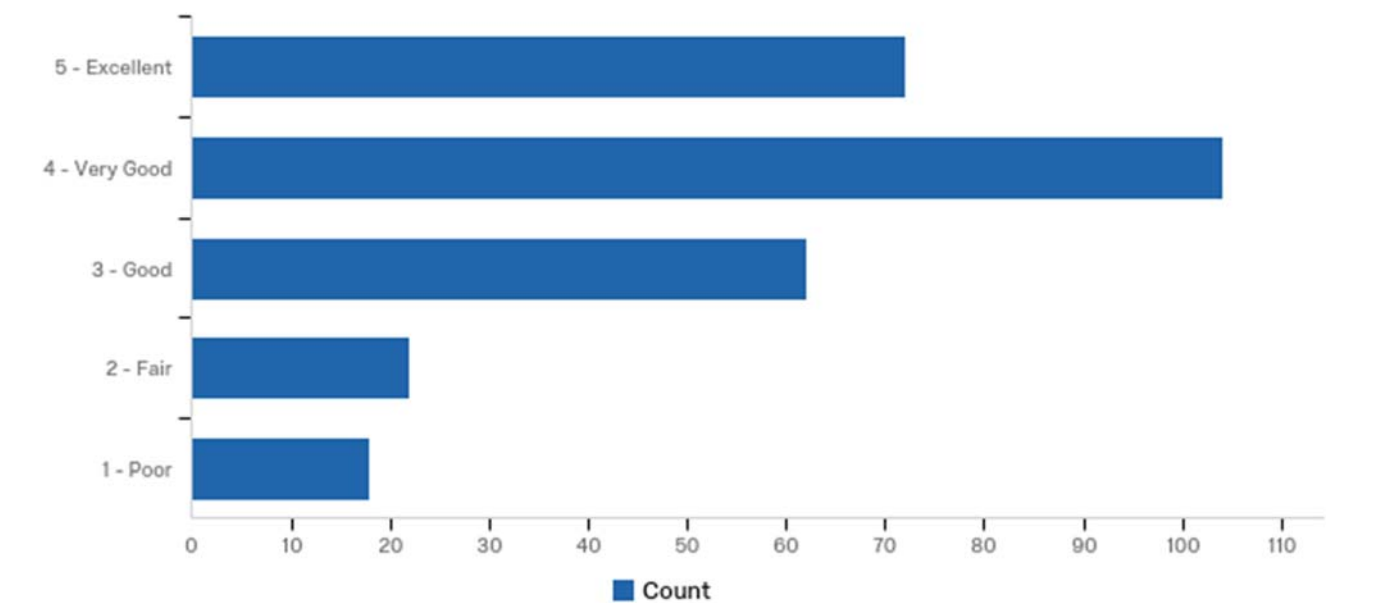
#	Answer	%	Count
1	5 - Excellent	30%	81
2	4 - Very Good	35%	95
3	3 - Good	28%	75
4	2 - Fair	6%	16
5	1 - Poor	2%	5
	Total	100%	272

Q7 - How would you rate the quality of custodial services?



#	Answer	%	Count
1	5 - Excellent	36%	100
2	4 - Very Good	37%	103
3	3 - Good	19%	53
4	2 - Fair	6%	17
5	1 - Poor	2%	5
	Total	100%	278

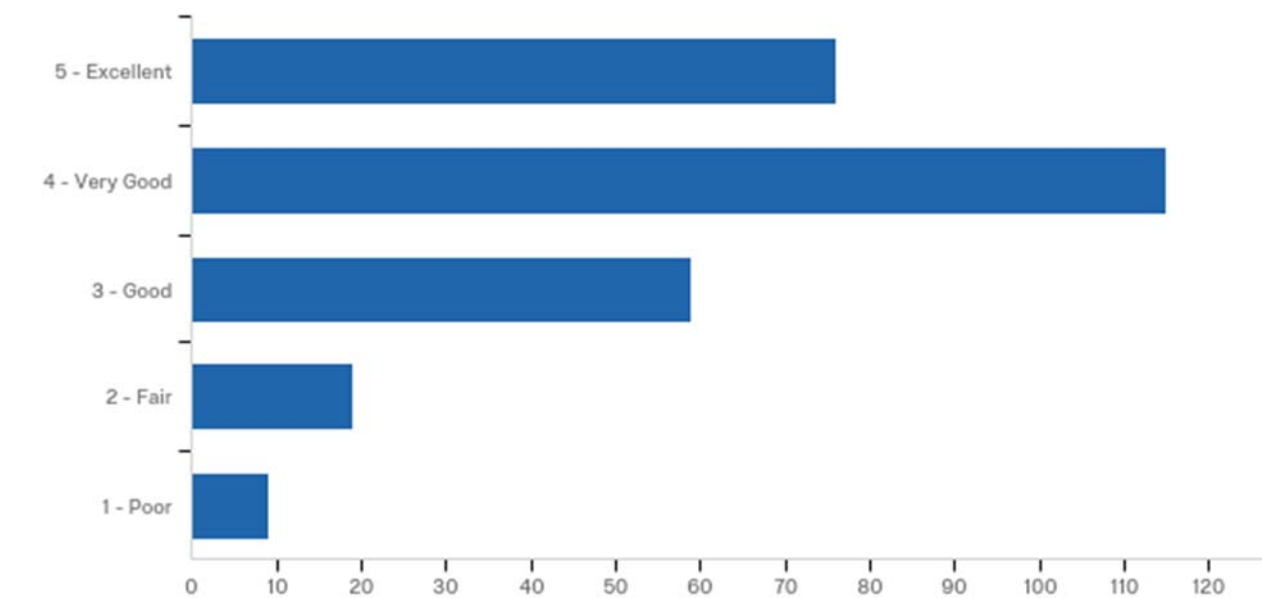
Q8 - How would you rate the timeliness of the repair and maintenance services provided by Facilities Services?



#	Answer	%	Count
1	5 - Excellent	26%	72
2	4 - Very Good	37%	104
3	3 - Good	22%	62
4	2 - Fair	8%	22
5	1 - Poor	6%	18
	Total	100%	278

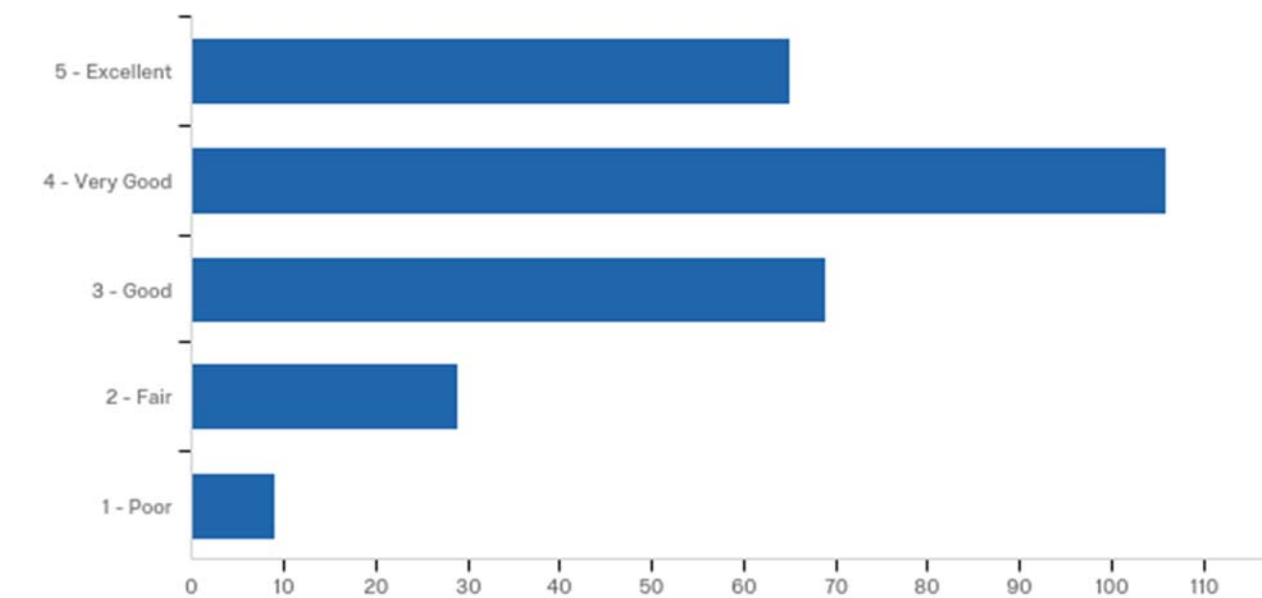


Q9 - How would you rate the overall appearance of the campus grounds?



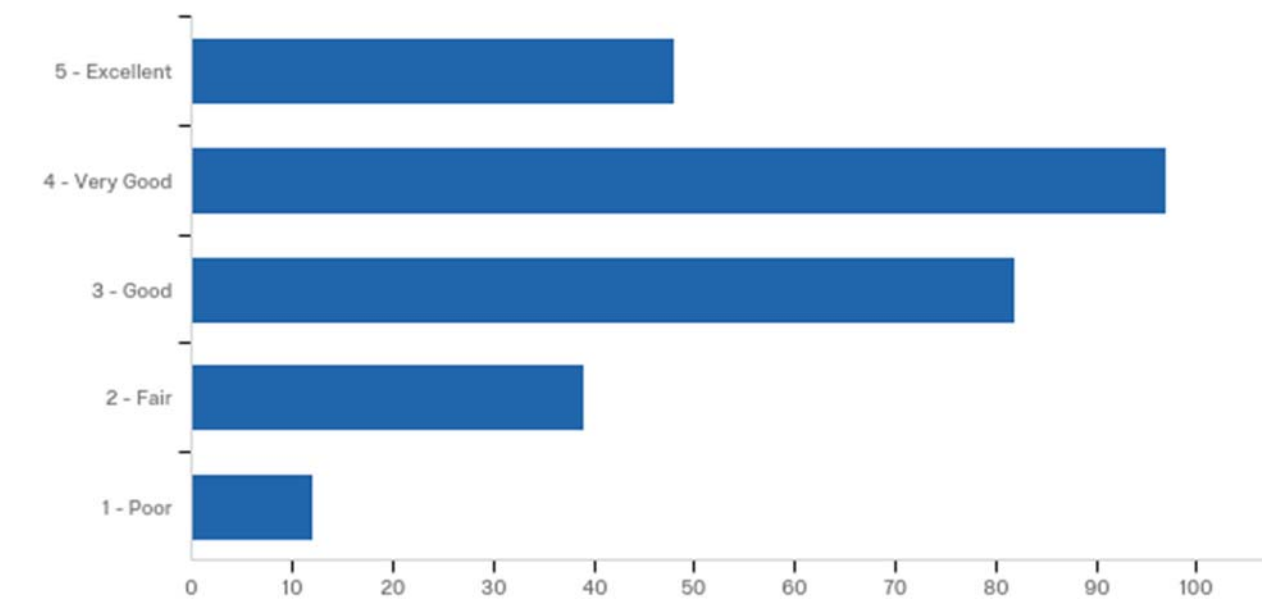
#	Answer	%	Count
1	5 - Excellent	27%	76
2	4 - Very Good	41%	115
3	3 - Good	21%	59
4	2 - Fair	7%	19
5	1 - Poor	3%	9
	Total	100%	278

Q10 - How would you rate the overall appearance of the campus buildings?



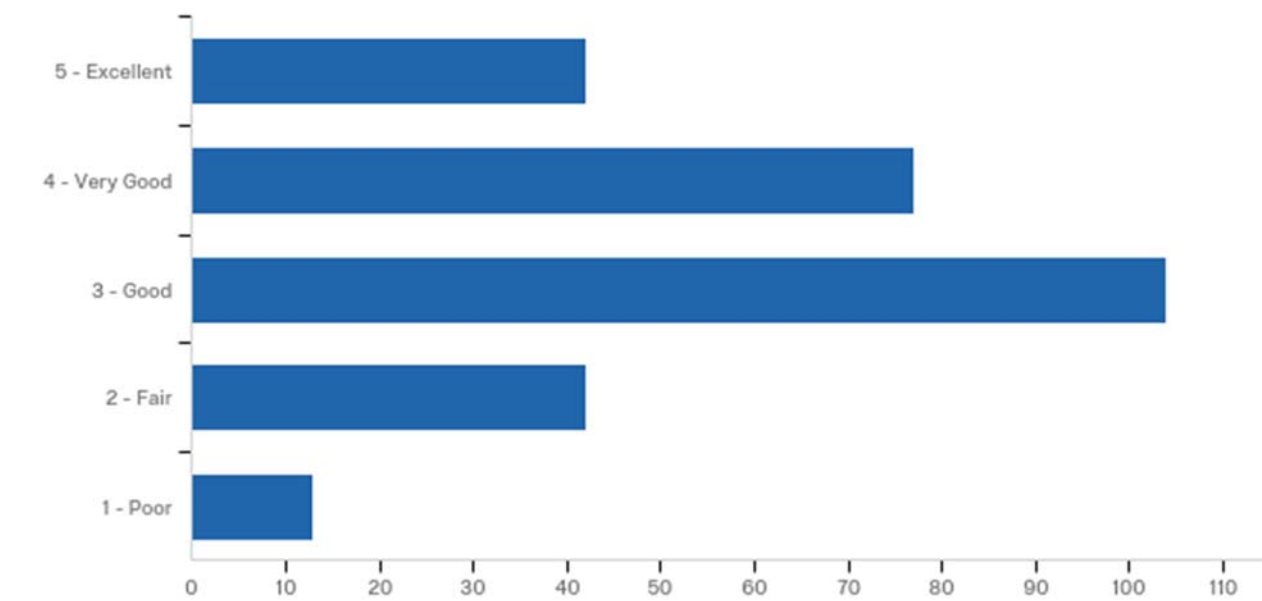
#	Answer	%	Count
1	5 - Excellent	23%	65
2	4 - Very Good	38%	106
3	3 - Good	25%	69
4	2 - Fair	10%	29
5	1 - Poor	3%	9
	Total	100%	278

Q11 - How would you rate the quality of your classroom/work space? (finishes / furnishings)



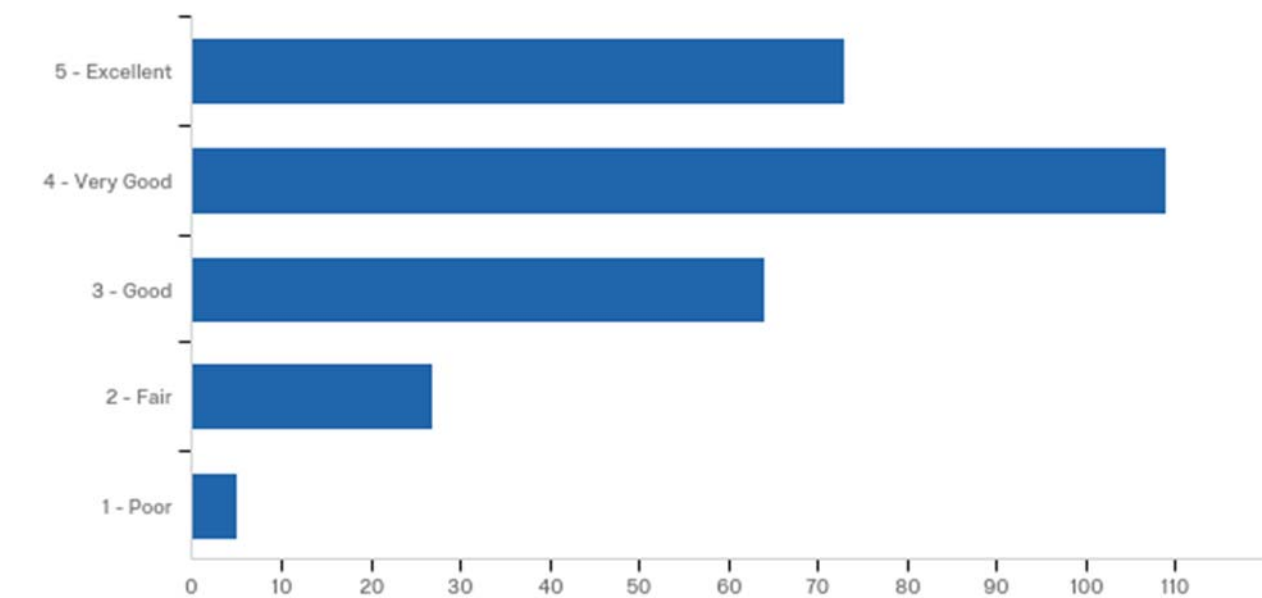
#	Answer	%	Count
1	5 - Excellent	17%	48
2	4 - Very Good	35%	97
3	3 - Good	29%	82
4	2 - Fair	14%	39
5	1 - Poor	4%	12
	Total	100%	278

Q12 - How would you rate the quality of your classroom/work space? (environmental / heating / cooling / lighting)



#	Answer	%	Count
1	5 - Excellent	15%	42
2	4 - Very Good	28%	77
3	3 - Good	37%	104
4	2 - Fair	15%	42
5	1 - Poor	5%	13
	Total	100%	278

Q13 - How would you rate the quality of your classroom/work space? (cleanliness)



#	Answer	%	Count
1	5 - Excellent	26%	73
2	4 - Very Good	39%	109
3	3 - Good	23%	64
4	2 - Fair	10%	27
5	1 - Poor	2%	5
	Total	100%	278

Q14 - What area of the campus grounds needs the most improvement? (click on map below to indicate area)

