

**2016-17 Customer Satisfaction Survey Assessment and Improvement Plan**

No.	Metric	Assessment	Response
1	Quality of Custodial Service	The overall score of 4.49 remains high and in the good-excellent scale range. However, customer comments indicate a need to review performance, especially in specific locations such as public restrooms.	Facilities Planning & Management leadership evaluated current operational procedures and implemented the following improvements: 1) Leadership joins custodial supervisors on weekly inspection tours of the campus to review conditions, set expectations, identify areas for improvements and set timelines for performance improvements. 2) Identify and correct custodial staffing level issues encountered by the outsourced vendors. 3) Identify maintenance-related issues that contribute to perceived unacceptable appearance and may be attributed to custodial performance.
2	Overall Campus Appearance	The overall score of 4.69 remains high and in the good-excellent scale range. However, customer comments indicate a need to review performance and priorities.	Facilities Planning & Management leadership evaluated current operational procedures and implemented the following improvements: 1) Update schedules and priorities for maintenance and replacement of interior and exterior building finishes (paint, carpeting, etc.) based on funding allocations. 2) Update schedule and priorities for replacement of grounds and landscaping items based on funding allocations.