

Perceptions of the Housing Process & Experience

EXECUTIVE SUMMARY – Facilities and Housekeeping

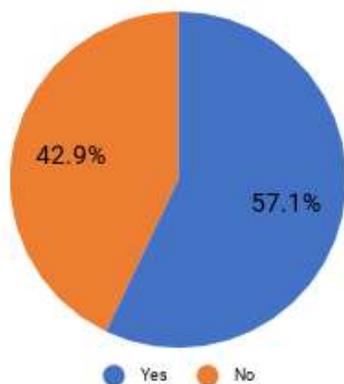
Overview

Housekeeping and facilities oversee a variety of processes that interact with residential students as they call our residence halls their on-campus homes. Our maintenance staff handles routine upkeep of the residence halls, in addition to managing the work order system used by staff and students. Our Housekeeping staff puts care into keeping public spaces such as lobbies, bathrooms, hallways, laundry rooms, etc., clean and sanitized. As residents are the people living in our residence halls and experiencing the work of our facilities and housekeeping staff most frequently, we were interested in their perceptions on the processes and work being done to make our residence halls, homes.

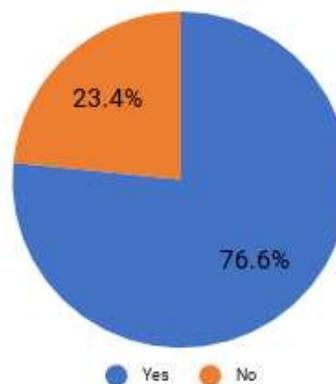
Submitting a FIXT Request

Of the residents who completed the survey, 57.1% indicated that they had submitted a FIXT request at some point during their time living on campus. Of the 42.9% who have not submitted a FIXT request, 76.6% of those students still knew how to submit a FIXT request if they needed to. This shows us that a majority of students living on campus utilize the resources available to inform us when something is wrong or in need of attention, and overall students are well-versed in how to access the FIXT request when they may need it in the future.

Have you submitted a work order through the FIXT system?

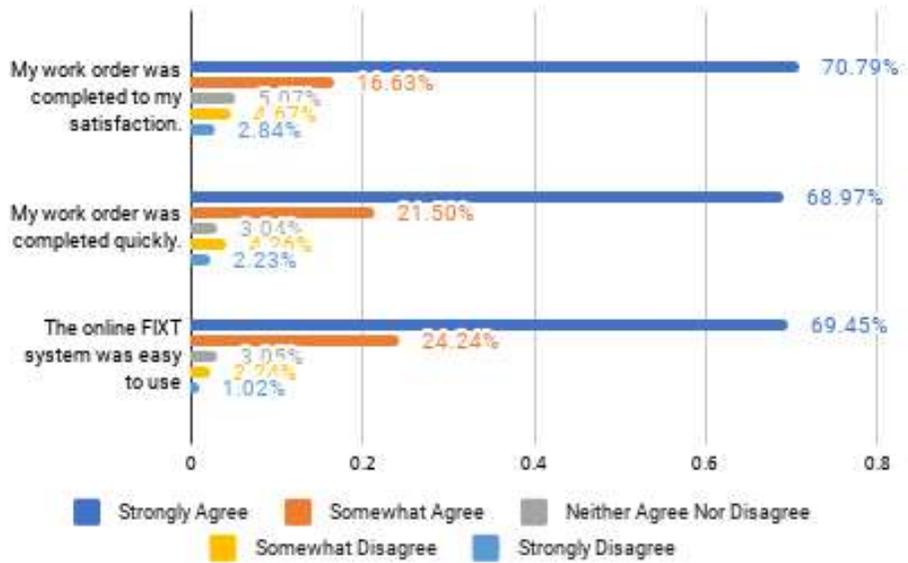


Even though you did not submit a work order, did you know how to submit one if needed?



Additionally, we wanted to know how satisfied residents felt with the FIXT system and our facilities staff responding to FIXT requests. Of those respondents who indicated they had submitted a FIXT request at some point, over 87% of respondents were satisfied with their work order being completed. Additionally, 90% of residents said their work order was completed quickly. Over 93% of respondents also said that the FIXT system was easy to use. This shows us that our Facilities staff is continuing to uphold their commitment to solid customer service, response to a request within 24-48 hours, and making the FIXT process accessible to the residential student population.

Level of satisfaction regarding the FIXT system



Perceived Cleanliness of Residence Halls

Residents were also asked to provide a letter grade for the cleanliness of their residence halls: Communal bathrooms and common spaces (such as the lobby or laundry room). Residents overwhelmingly rated the cleanliness of their residence hall between an “A” and a “B”, showing us that residents believe the common spaces in their residence halls are kept up very well and meet expectations for cleanliness.

Rated Cleanliness of Residence Halls

