

Estates Customer Services Annual Satisfaction Survey Report - October 2021

1.0 Background and Objectives

The Estates Customer Services annual satisfaction survey was launched in 2019 to assess how satisfied our customers are and to gain feedback about positive and negative perceptions of the Estates Department. The 2021 survey is measured against previous years and the analysis will outline if improvements have been made as well as any future suggestions to consider.

The survey link was sent directly to a number of University staff and was available from the Estates Department website home page. The survey was open for two weeks.

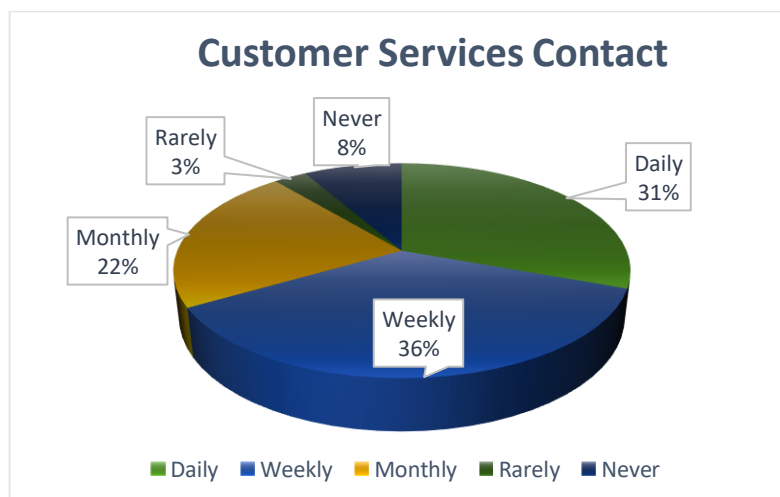
2.0 Survey Results

There was a 32% response rate to the survey, which is slightly above the typical response rate of 5% to 30% for this kind of survey. The survey was completed by 37 people compared to 27 in 2020. The following analysis compares this survey with previous surveys:

2.1 Q1: How often have you contacted Customer Services within the past year?

This question shows the regularity of contact with the Customer Services team.

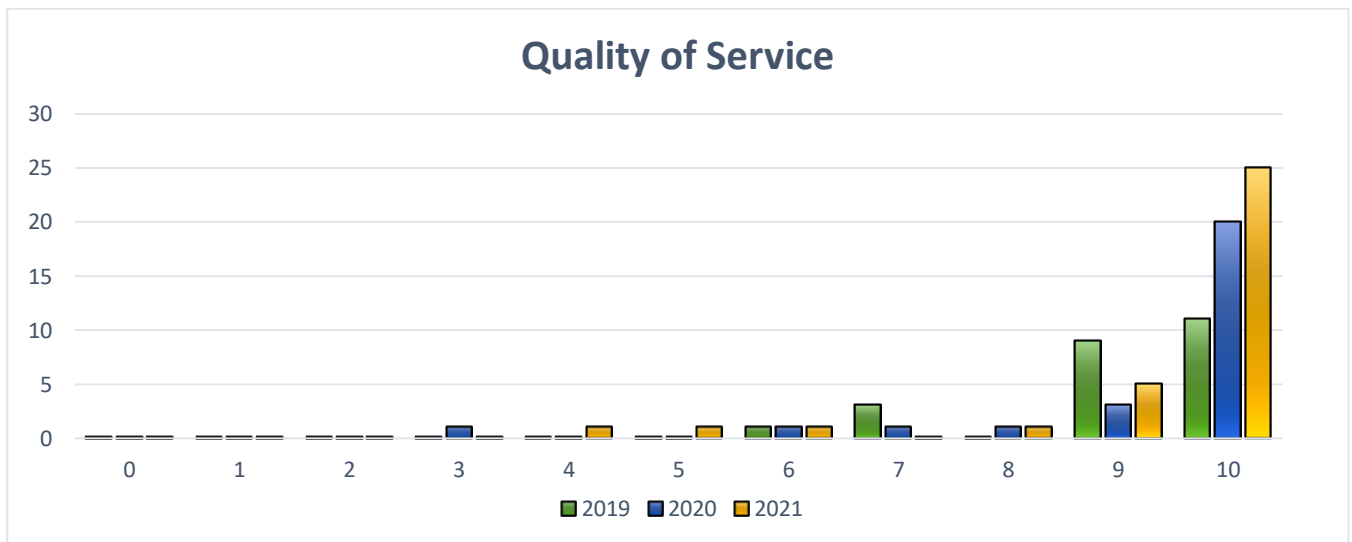
| Frequency | Amount | Percentage |
|-----------|--------|------------|
| Daily | 11 | 31.00% |
| Weekly | 13 | 36.00% |
| Monthly | 8 | 22.00% |
| Rarely | 1 | 3.00% |
| Never | 3 | 8.00% |



These figures show that 66% of people surveyed contact Customer Services on a daily or weekly basis.

2.2 Q2: How do you rate the following from the Estates Customer Services Team on a scale of 1-10, where 0 = extremely poor and 10 = excellent:

| Scale | 2019 | 2020 | 2021 |
|-------|------|------|------|
| 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 |
| 2 | 0 | 0 | 0 |
| 3 | 0 | 1 | 0 |
| 4 | 0 | 0 | 1 |
| 5 | 0 | 0 | 1 |
| 6 | 1 | 1 | 1 |
| 7 | 3 | 1 | 0 |
| 8 | 0 | 1 | 1 |
| 9 | 9 | 3 | 5 |
| 10 | 11 | 20 | 25 |

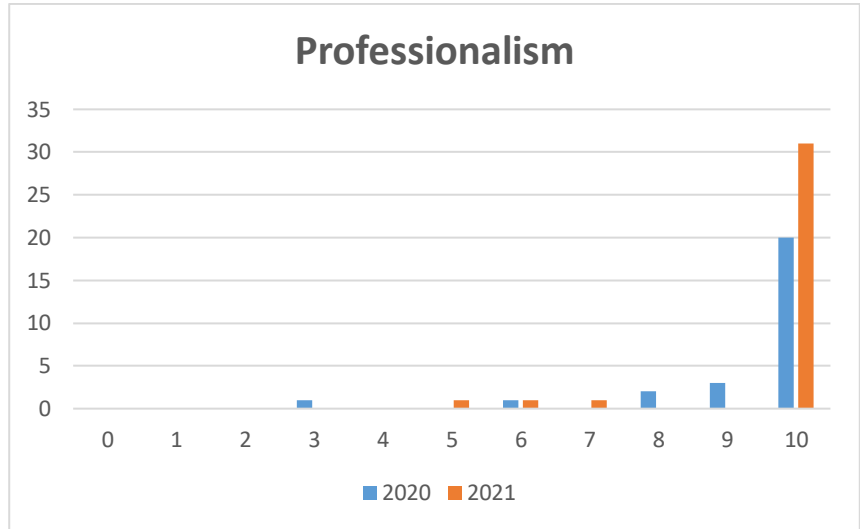


This comparison chart shows that 30 people rated quality of service as 9 or above (excellent), which is a rise of 7 people, and 25 of these people in 2021 rated the highest level of 10, compared to only 20 in 2020.

The NPS (Net Promoter Score), which measures the willingness of customers to recommend the service, is 79 for 2021. The general guidelines for NPS show that anything above 0 is 'good', anything above '20' is considered 'favourable', above 50 is 'excellent' and above 80 is 'world class'. The NPS for 2020 was 78, so this has increased slightly. The feedback comments at the end of the survey, and included in this report, support this increase.

Professionalism:

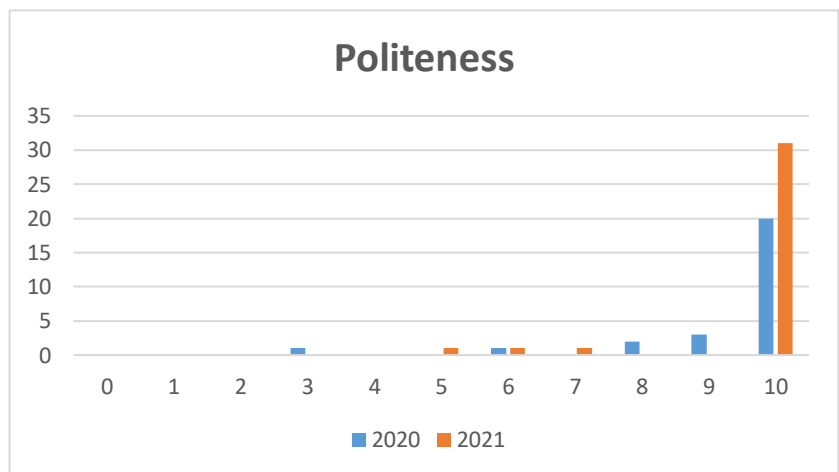
| Scale | Amount | Percentage |
|-------|--------|------------|
| 0 | 0 | |
| 1 | 0 | |
| 2 | 0 | |
| 3 | 0 | |
| 4 | 1 | 2.94% |
| 5 | 1 | 2.94% |
| 6 | 0 | |
| 7 | 1 | 2.94% |
| 8 | 0 | |
| 9 | 3 | 8.83% |
| 10 | 28 | 82.35% |



This comparison chart shows that 31 people rated professionalism as 9 or above (excellent), which is a rise of 8 people from 2020. This is the opinion of 84% of the people surveyed. The NPS for this question is 85, compared to 78 in 2020.

Politeness:

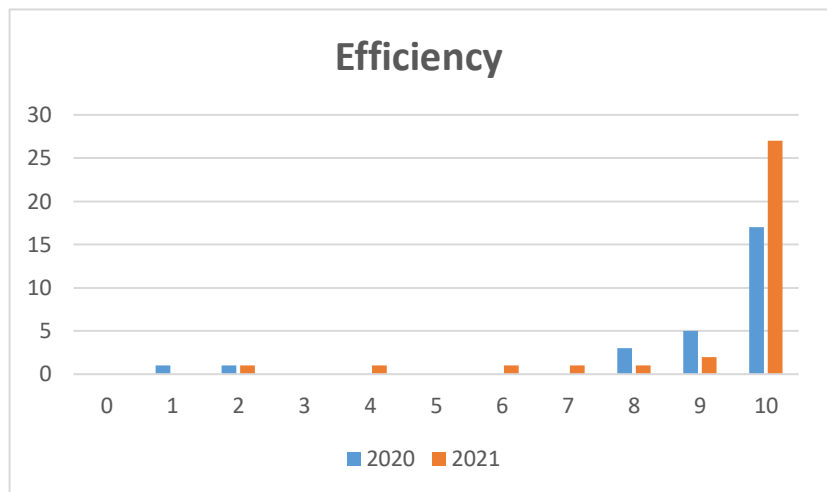
| Scale | Amount | Percentage |
|-------|--------|------------|
| 0 | 0 | |
| 1 | 0 | |
| 2 | 0 | |
| 3 | 0 | |
| 4 | 0 | |
| 5 | 1 | 2.94% |
| 6 | 1 | 2.94% |
| 7 | 1 | 2.94% |
| 8 | 0 | |
| 9 | 0 | |
| 10 | 31 | 91.17% |



This comparison chart shows that 31 people rated politeness as 9 or above (excellent), which is a rise of 8 people from 2020. This is the opinion of 91% of the people surveyed. The NPS for this question is 85 compared to 78 in 2020.

Efficiency:

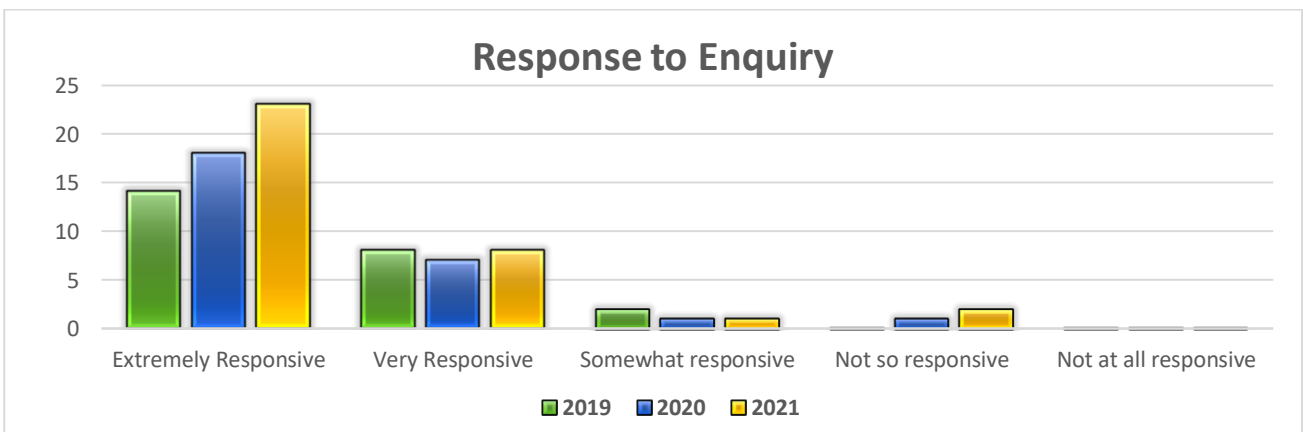
| Scale | Amount | Percentage |
|-------|--------|------------|
| 0 | 0 | |
| 1 | 0 | |
| 2 | 1 | 2.94% |
| 3 | 0 | |
| 4 | 1 | 2.94% |
| 5 | 0 | |
| 6 | 1 | 2.94% |
| 7 | 1 | 2.94% |
| 8 | 1 | 2.94% |
| 9 | 2 | 5.89% |
| 10 | 27 | 79.41% |



This comparison chart shows that 29 people rated efficiency as 9 or above (excellent), which is a rise of 7 people from 2020. This is the opinion of 85% of the people surveyed. The NPS for this question is 76, compared to 74 in 2020.

Response to your enquiry:

| Response Rate | 2019 | 2020 | 2021 |
|-----------------------|------|------|------|
| Extremely Responsive | 14 | 18 | 23 |
| Very Responsive | 8 | 7 | 8 |
| Somewhat responsive | 2 | 1 | 1 |
| Not so responsive | 0 | 1 | 2 |
| Not at all responsive | 0 | 0 | 0 |



This comparison chart shows that 31 people rated the response rate to their enquiry as very or extremely responsive, which is a rise of 6 people from 2020. This is the opinion of 91% of the people surveyed.

Summary

In the two weeks the survey was open, 37 responses were received. The graphs show that in all areas, the Customer Services Team are rated by majority as excellent. The final question of the survey asked how we could improve our service, there were 14 comments in relation to this. Approximately 35% of the feedback was regarding potential improvements. Comments included:

“Improved communication where projects are, expected dates of completion and revised dates if there are problems. (Things have a habit of going quiet.)”

“All works fine from my perspective except the re-charging. Ok if money needs to be spent externally but not if we are just shifting costs around the university.”

“Estates Customer Services provide an excellent service. The automated emails stating works completed could be improved by also providing updates to work status if not been completed within a time period (say after every 2 weeks of the first initial request). Just an idea but know it depends on systems etc.”

“Probably need more staff, which is likely not an option in the current climate.”

“Closing requests”

Out of the comments left, 43% praised the Customer Services team, including:

“No improvements needed as the service is perfect.”

“Unless you all whizzed around on roller skates, I don’t think you could.”

“No issues at all, very efficient and responsive.”

“That’s a hard question. Every time I need something, I get 100% back.”

“I don’t have any areas of improvement. The team are fantastic.”

“Just keep doing what you’re doing.”

Recommendations

From analysing the results of this survey, and taking into account the comments raised, the following recommendations are made:

- **Improve project update communications** – in addition to service update notifications being sent to announce the commencement of a project, further communication should be circulated to provide regular status updates. Information needs to be provided by the project officer responsible for the works to Customer Services at certain stages during ongoing works, particularly to raise awareness of any delays or increased disruptions to services.
- **Closing requests** – work requests on Archibus and Home@Halls need to be completed quicker. Currently jobs raised via Home@Halls which are escalated to Maintenance, have to wait until they are completed in Archibus before they can be completed on Home@Halls. This will be improved once Home@Halls feeds directly into Archibus.