

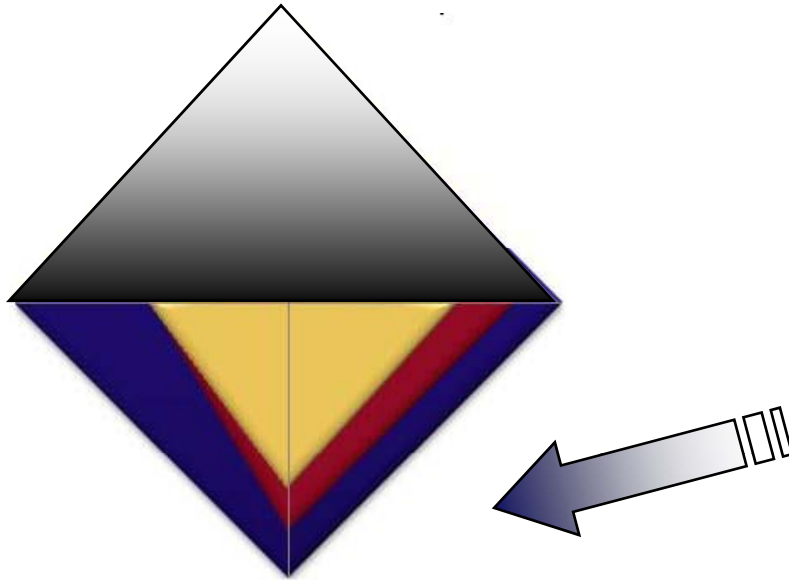


ROPASM PRESENTATION

Millersville University

March 2009





Optimal 100%
Target 83%
Actual 68%



Sightlines Service Evaluation:

- An evaluation of work order **process**.
- The **campus inspection** includes a cross-sectional tour of spaces on the University of Maine campus by Sightlines professionals.
- And finally, a **customer satisfaction** survey completed by a sample of the campus population.

	MU – FY08	Minimum	Maximum	Peer Average
Service Process	2.8	1.8	3.6	2.8
Campus Inspection	3.0	2.4	3.3	2.9
Customer Satisfaction Survey	2.4	1.8	3.2	2.5



Benchmarking Service Delivery, Work Performance, and
Communication with the Customer

CUSTOMER SATISFACTION SURVEY RESULTS

Customer satisfaction survey results

Scoring process

Unless otherwise noted, all of the multiple choice questions in the survey had the following responses and were graded on the scale below:

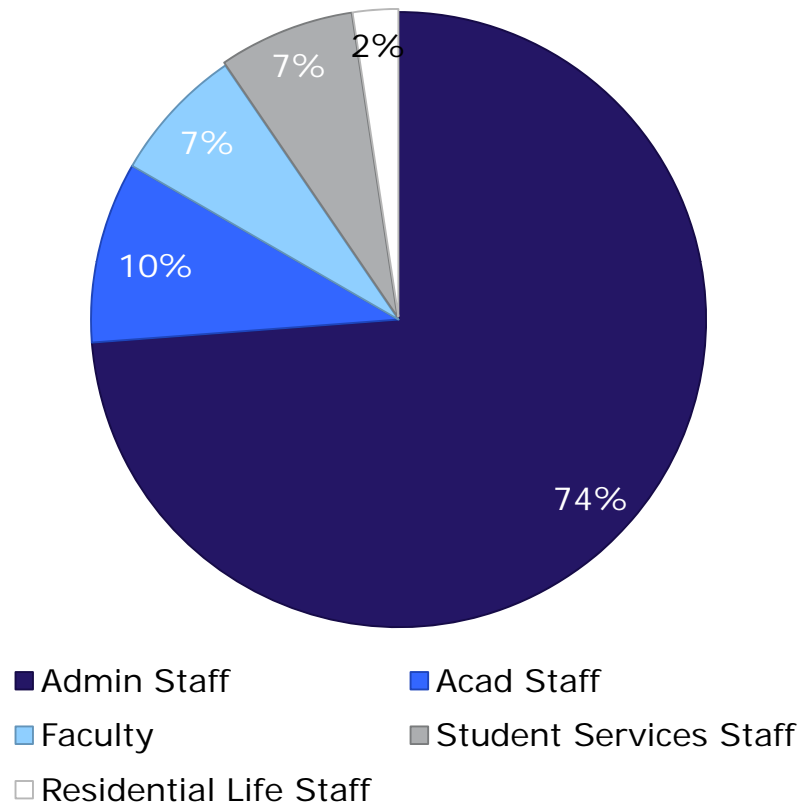
Always	=	4
Often	=	3
Sometimes	=	2
Rarely	=	1
Never	=	0
Not Applicable	=	N/A



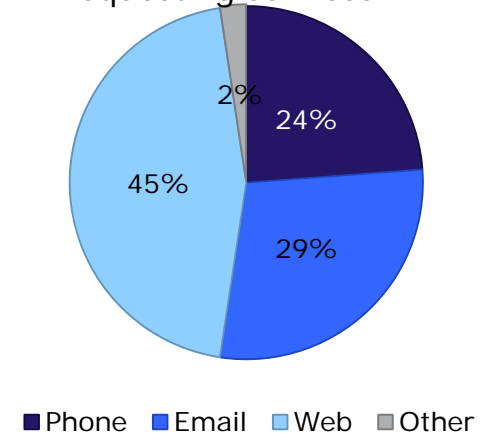
Demographics

Response demography: 43 respondents; frequency matches effectiveness

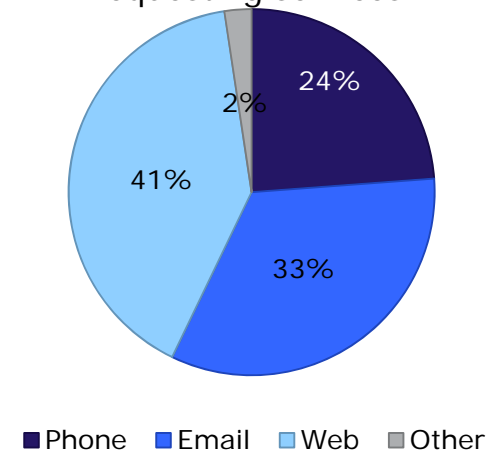
Millersville Demographics



Most Frequent means of requesting services

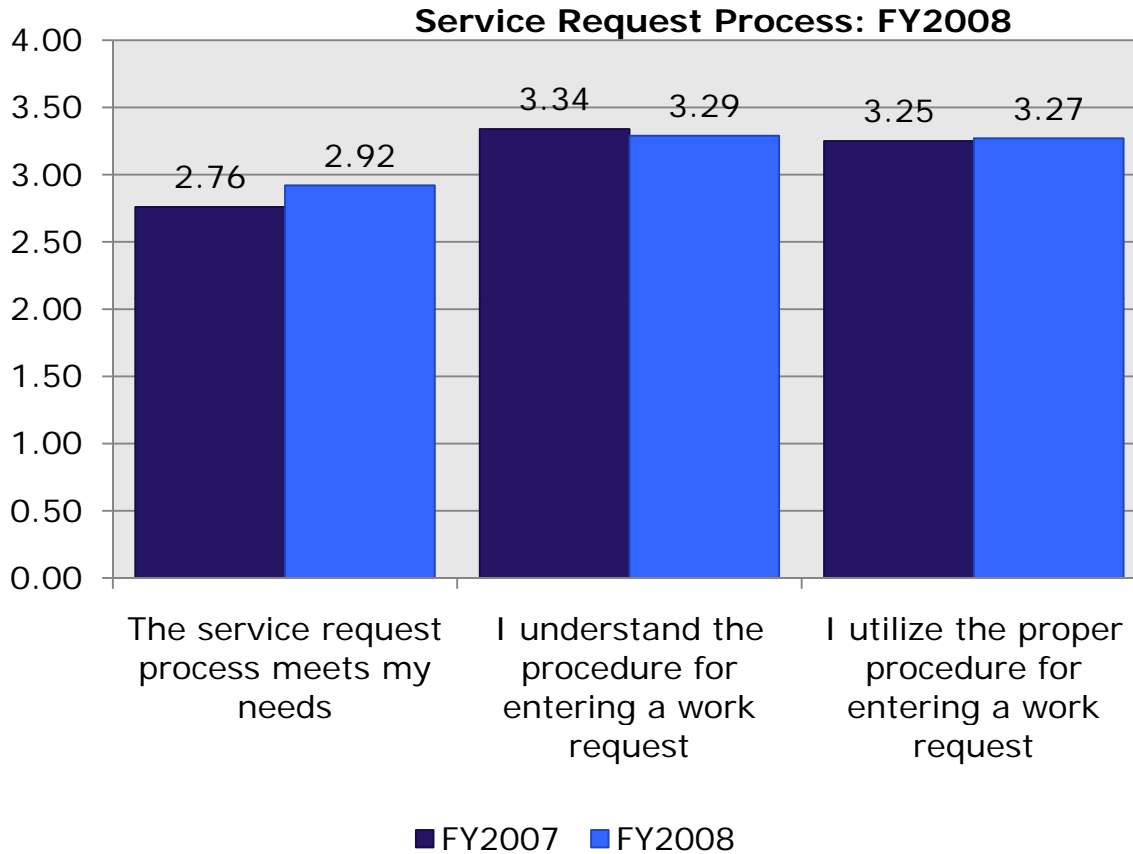


Most Effective means of requesting services

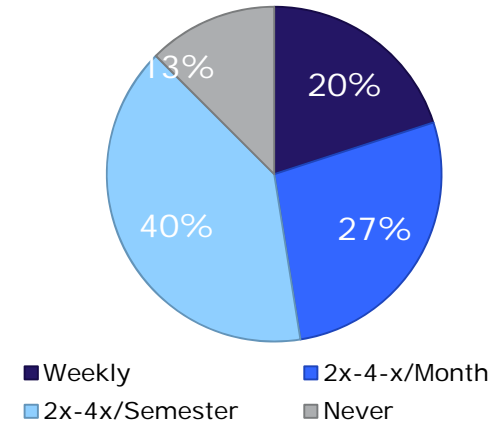


Service Request Process

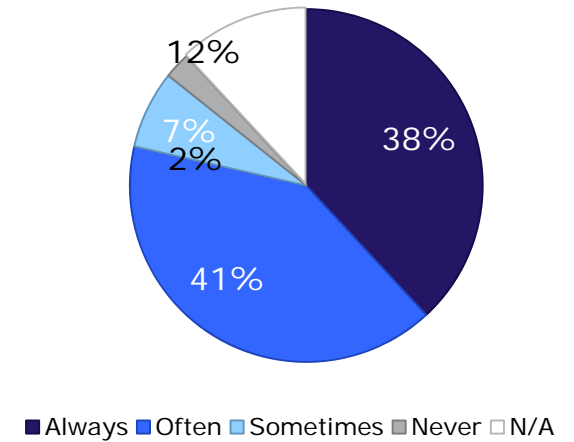
73% of users feel that that process meets needs



Frequency of Use

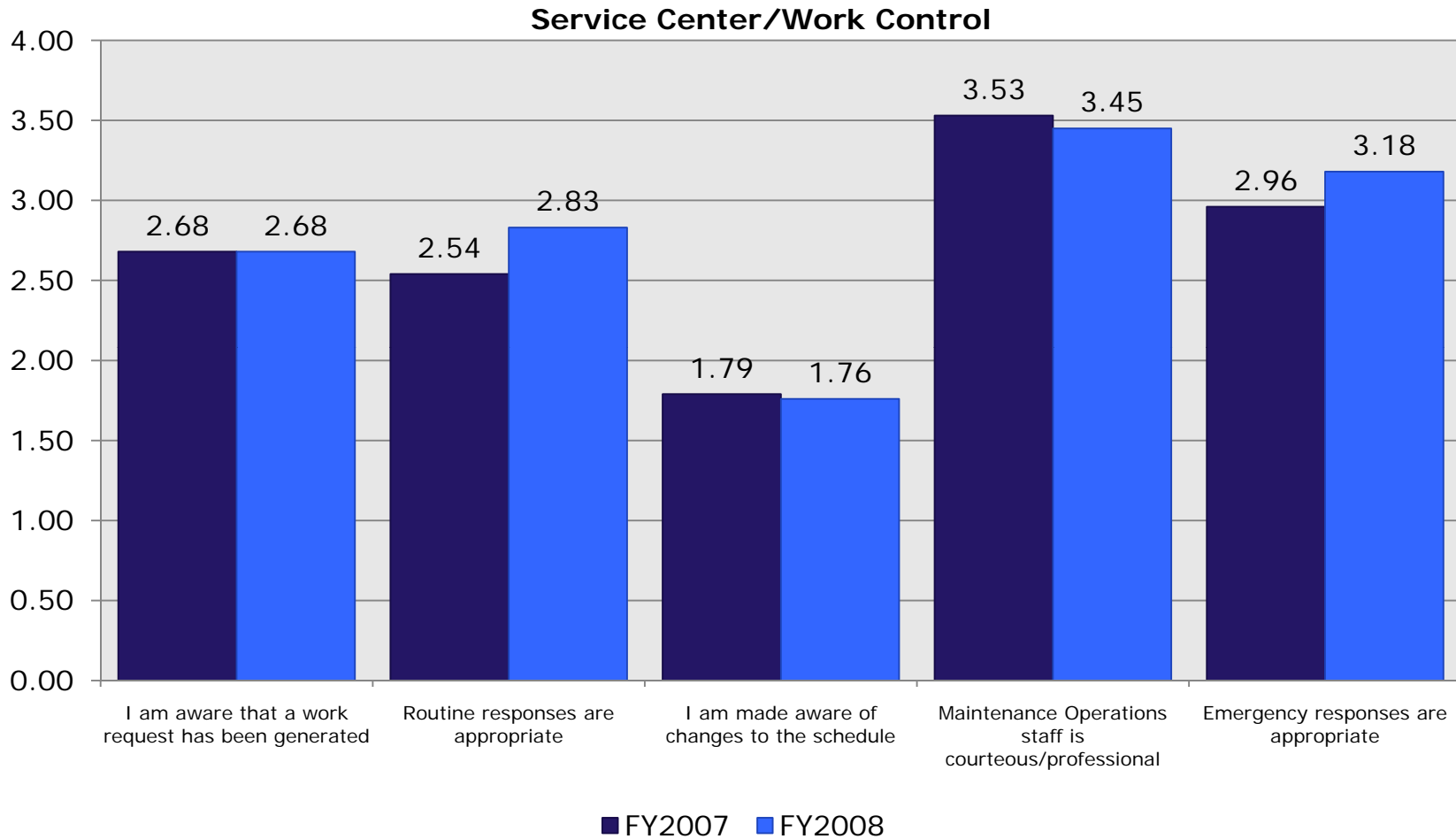


I utilize the proper procedure for submitting work requests



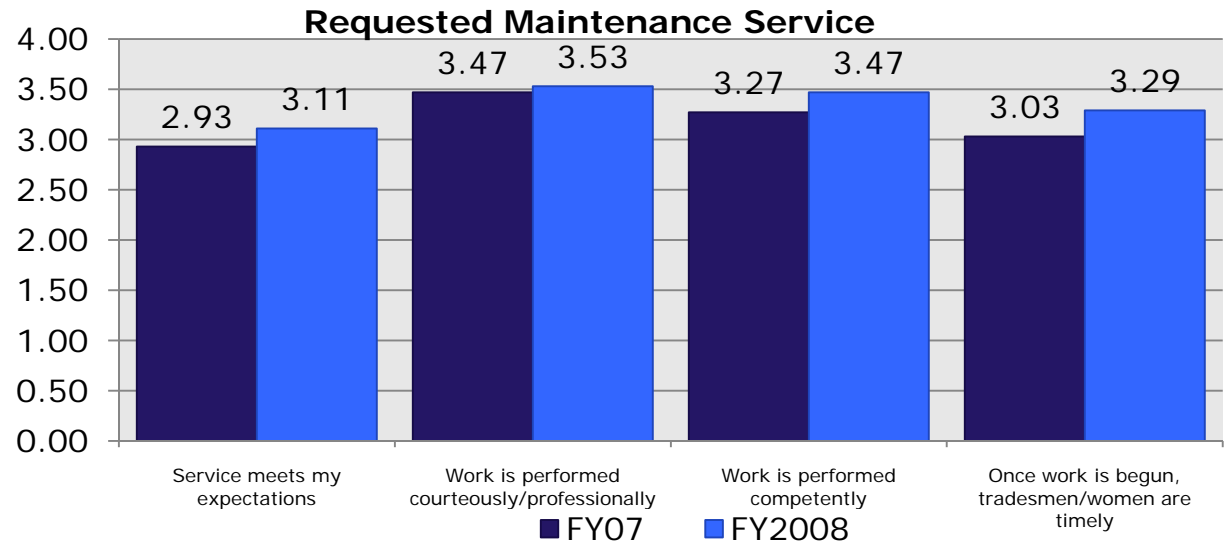
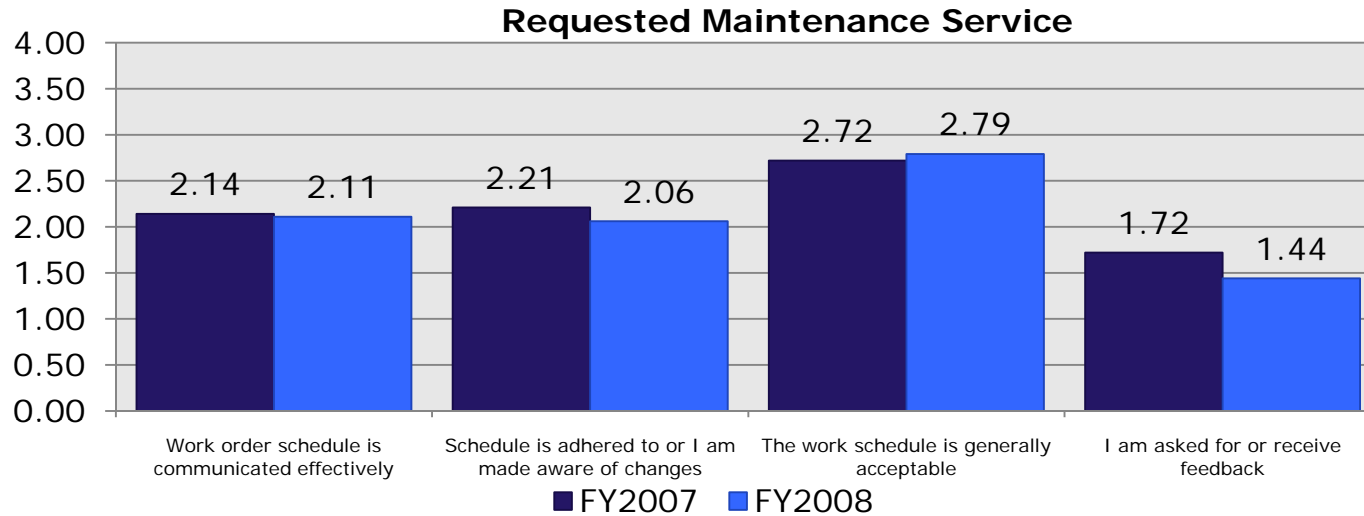
Service Center/Work Control

Customers have seen improvement in appropriateness of response



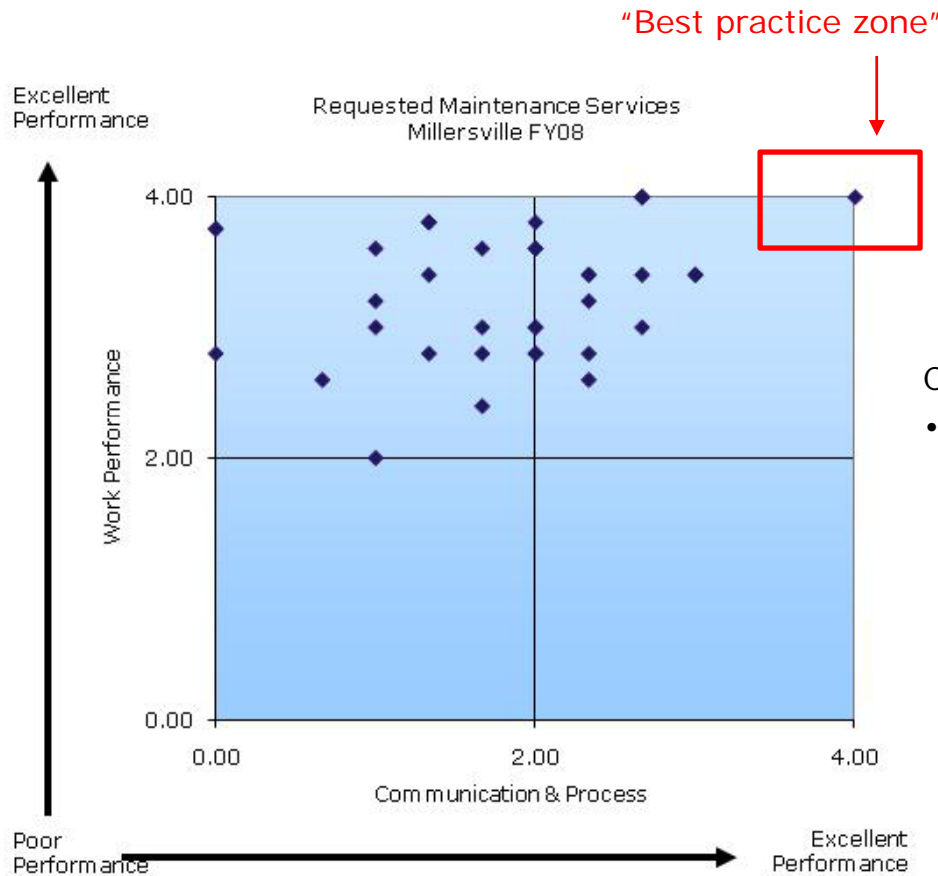
Requested Maintenance Service

Work is completed courteously, professionally, and competently



Requested Maintenance Service

Scatter plot shows communication & process could significantly improve



Satisfaction Rate

FY08	Communication & Process	Work Performance
Requested Maintenance	45%	81%
FY07	Communication & Process	Work Performance
Requested Maintenance	63%	79%

Comments:

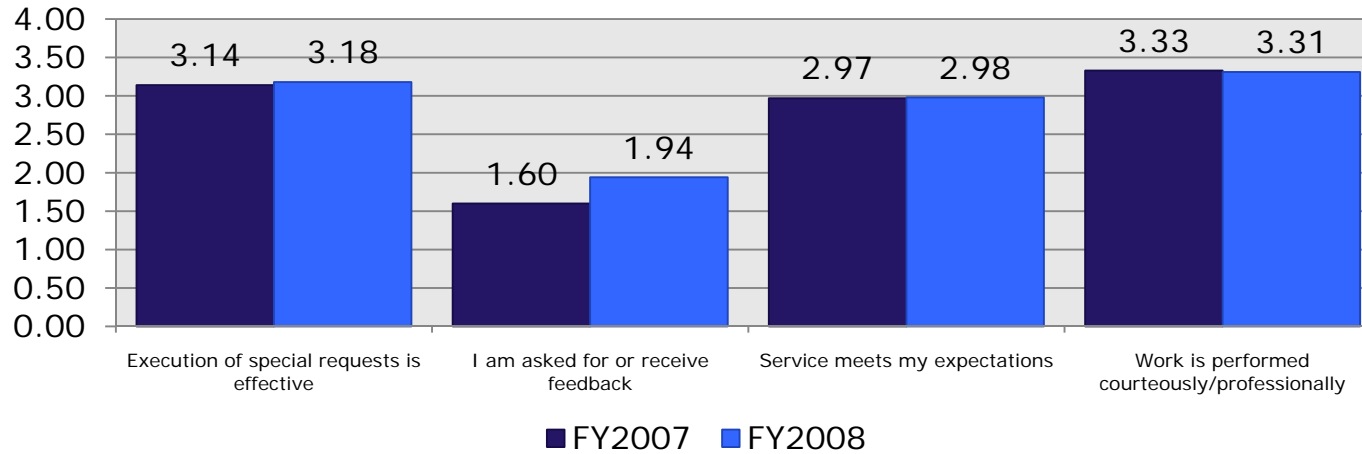
- “Once I enter a work request, I do not know if it gets approved, or deleted, or scheduled. It would be nice to get a monthly summary of open work requests with their status, anticipated completion date and comments. ”

- Work Performance includes timeliness, competent performance, courteousness, professionalism, meeting expectations.
- Communication & Process includes feedback, scheduling, changes in schedules, general communication.

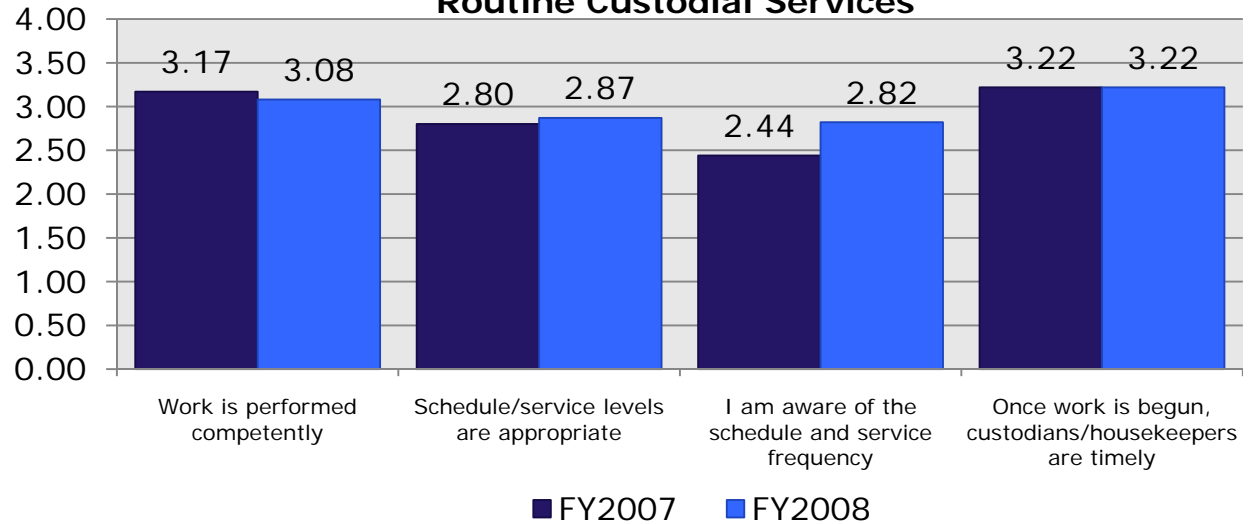
Routine Custodial Services

Customers feel feedback and awareness of schedule has improved

Routine Custodial Services

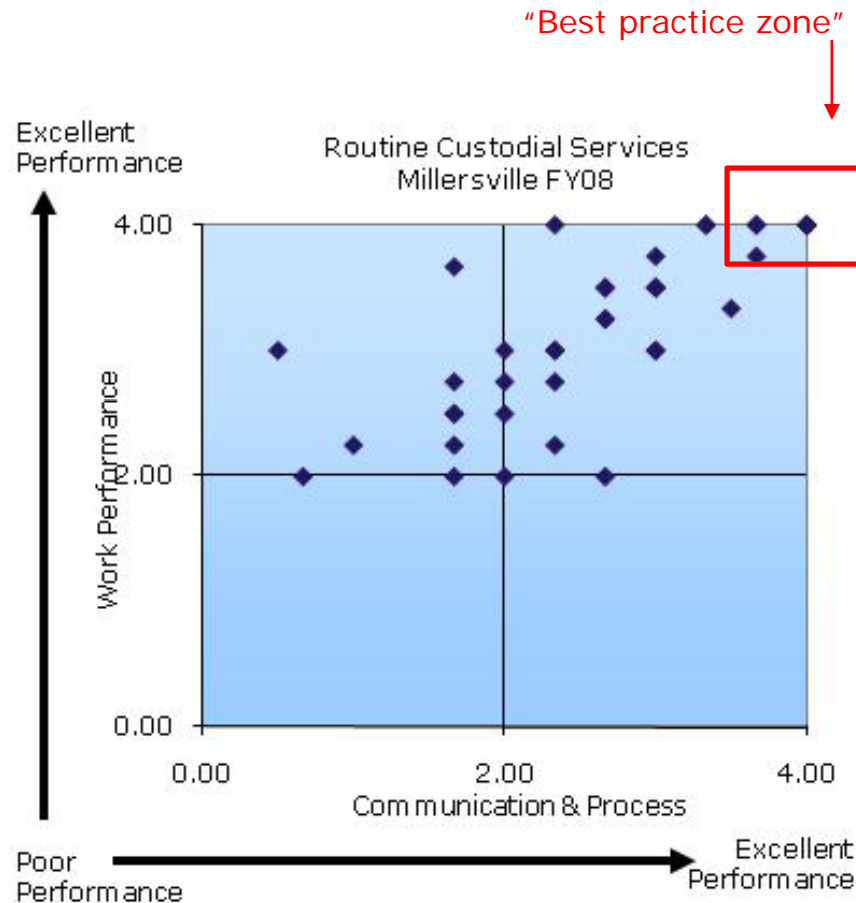


Routine Custodial Services



Routine Custodial Services

Room for improvement in both performance and communication



Satisfaction Rate

	Communication & Process	Work Performance
Routine Custodial	64%	79%

	Communication & Process	Work Performance
Routine Custodial	58%	74%

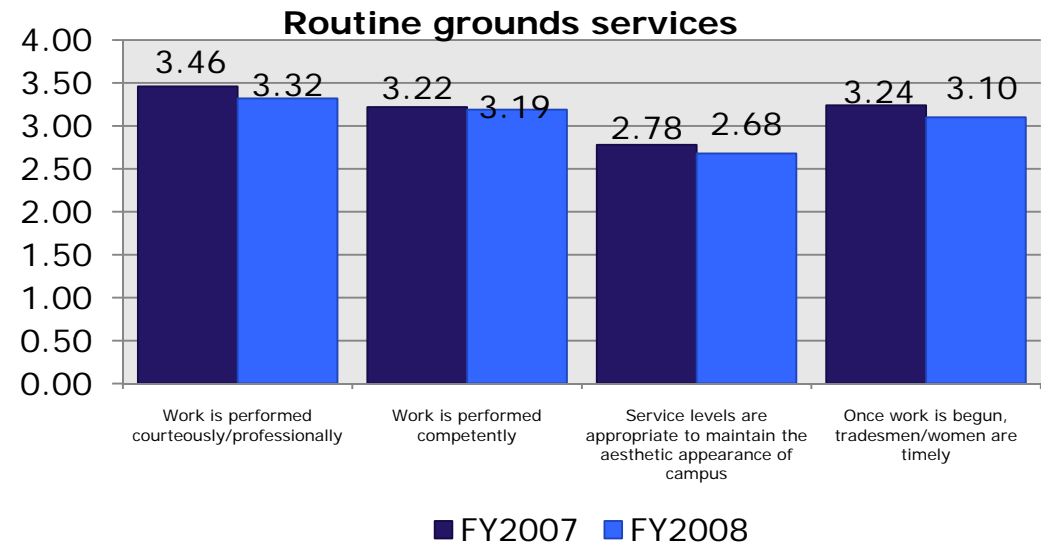
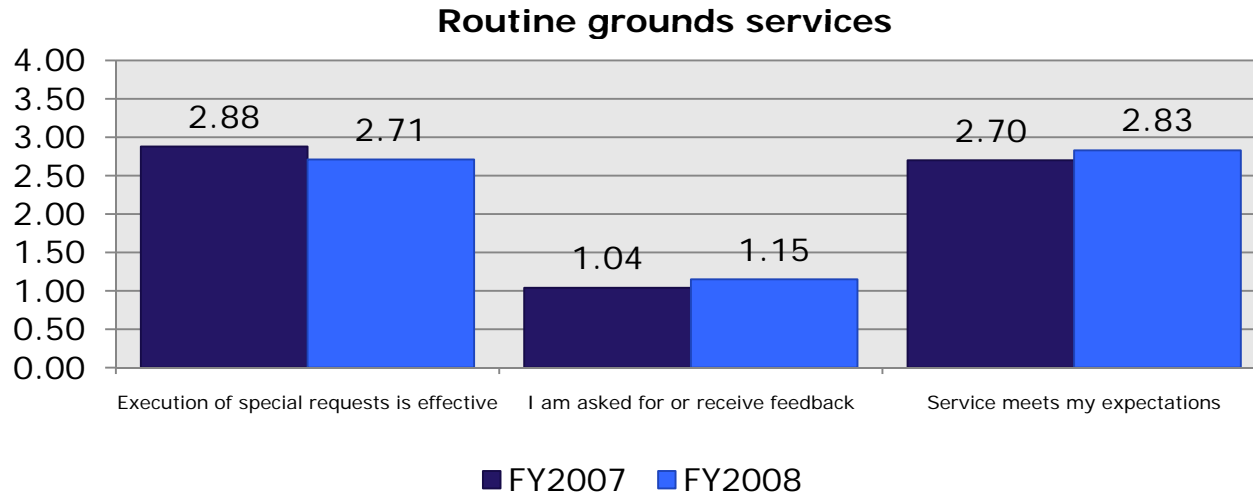
Comments:

- "Continuing concerns are restrooms - sides and seats of toilets tend to get ignored or are not cleaned frequently enough, locking of doors after entering a locked area, follow through/completing tasks (i.e. on top of a desk is not an appropriate location for a waste can after it has been emptied)"

- Work Performance includes timeliness, competent performance, courteousness, professionalism, meeting expectations.
- Communication & Process includes feedback, scheduling, changes in schedules, general communication.

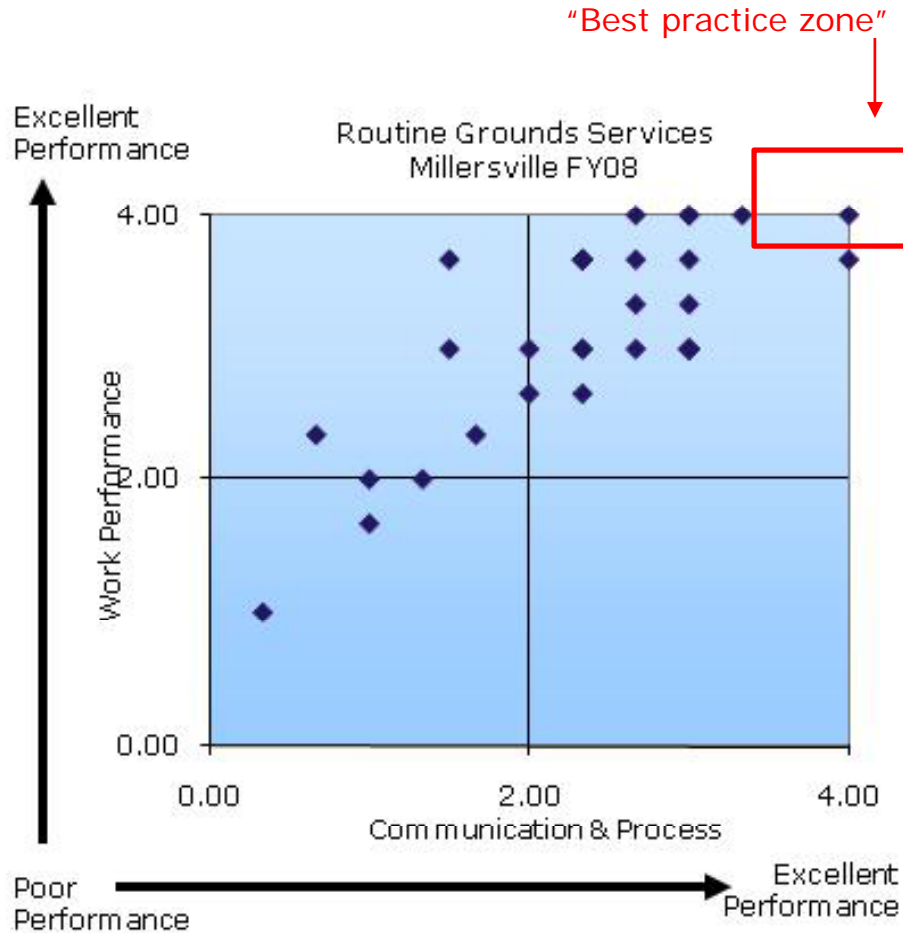
Routine grounds services

Overall scores have slightly decreased



Routine grounds services

Poor communication scores continue across grounds services



Satisfaction Rate

	Communication & Process	Work Performance
Grounds & Exterior	59%	78%

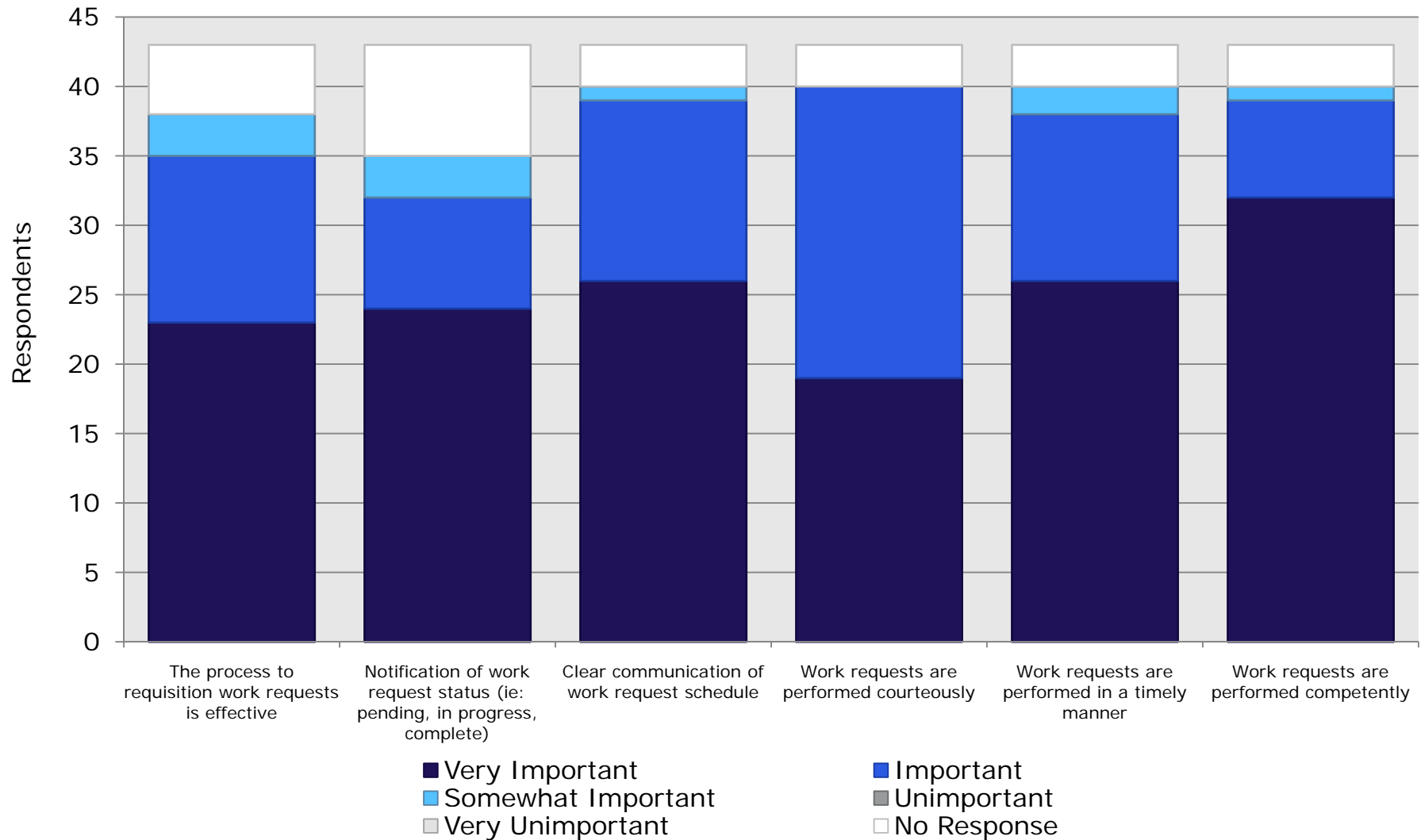
Comments:

- "Different areas of campus require different responses to your questions. "
- "Pond area is unsightly and unattractive. It is also unsanitary from the goose droppings. Sidewalks around the pond should be cleaned twice a week."

- Work Performance includes timeliness, competent performance, courteousness, professionalism, meeting expectations.
- Communication & Process includes feedback, scheduling, changes in schedules, general communication.

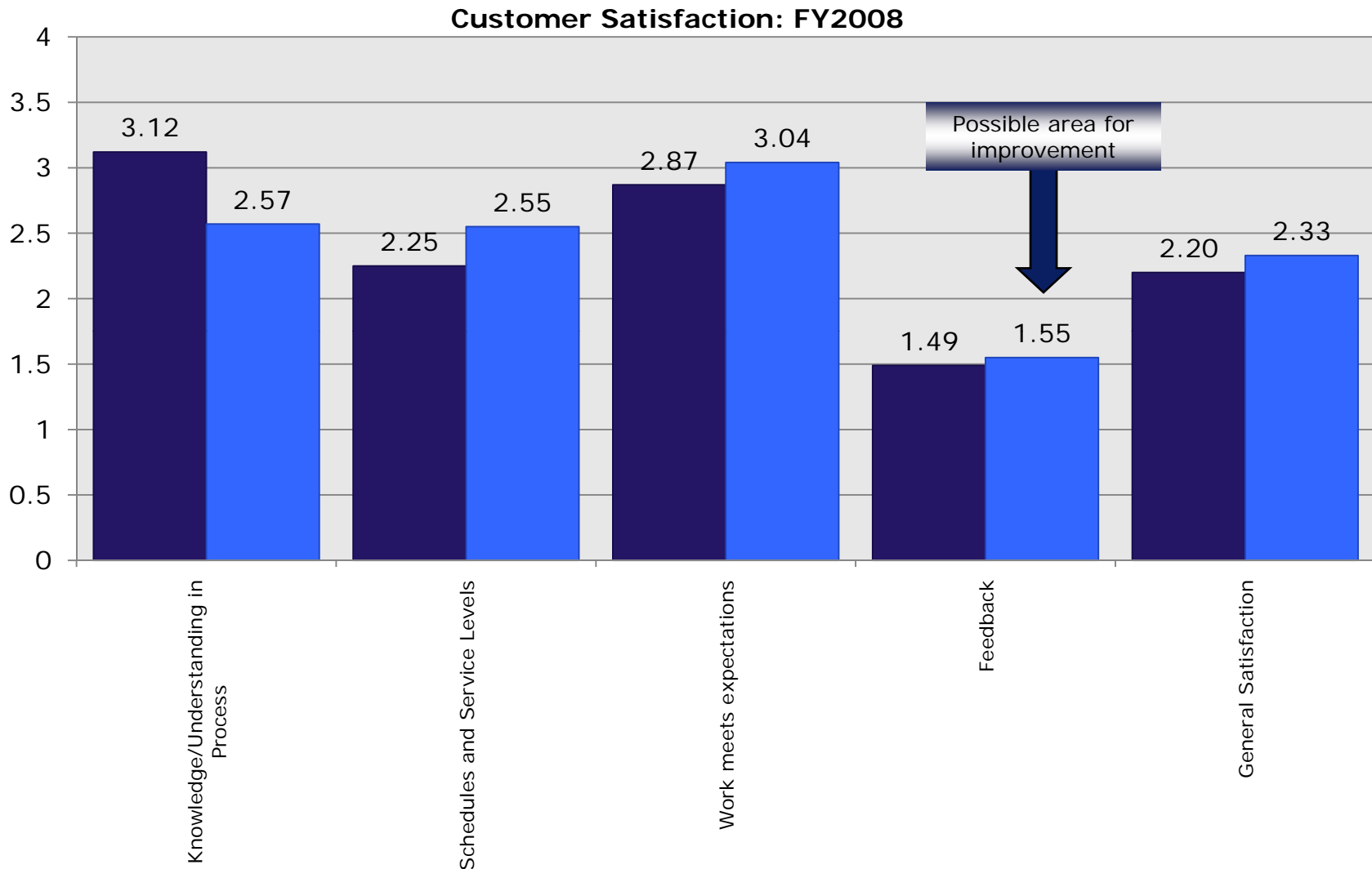
Customer satisfaction survey results

Work request process: relative importance



Customer satisfaction survey results

Summary of customer satisfaction results





Operations Success

SERVICE PROFILE

Comparison institutions

Institution	Location
Bloomsburg University of Pennsylvania	Bloomsburg, PA
California University of Pennsylvania	California, PA
Cheyney University of Pennsylvania	Cheyney, PA
Clarion University of Pennsylvania	Clarion, PA
East Stroudsburg University of Pennsylvania	East Stroudsburg, PA
Edinboro University of Pennsylvania	Edinboro, PA
Indiana University of Pennsylvania	Indiana, PA
Lock Haven University of Pennsylvania	Lock Haven, PA
Kutztown University of Pennsylvania	Kutztown, PA
Mansfield University of Pennsylvania	Mansfield, PA
Shippensburg University of Pennsylvania	Shippensburg, PA
Slippery Rock University of Pennsylvania	Slippery Rock, PA
West Chester University of Pennsylvania	West Chester, PA

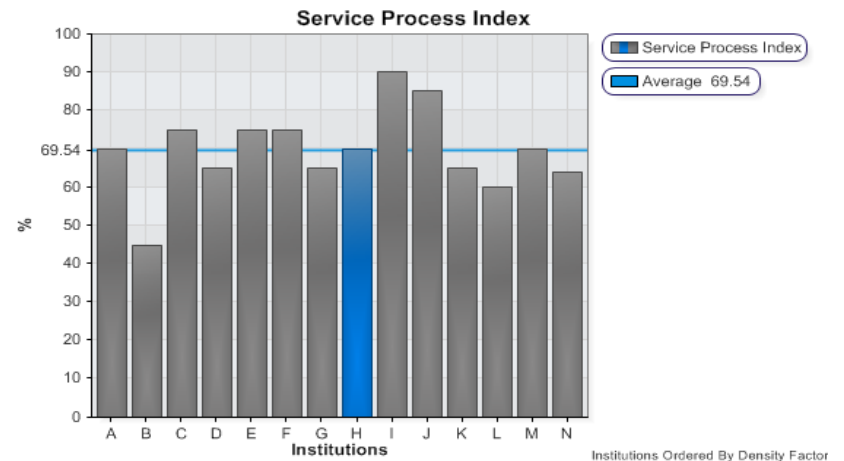
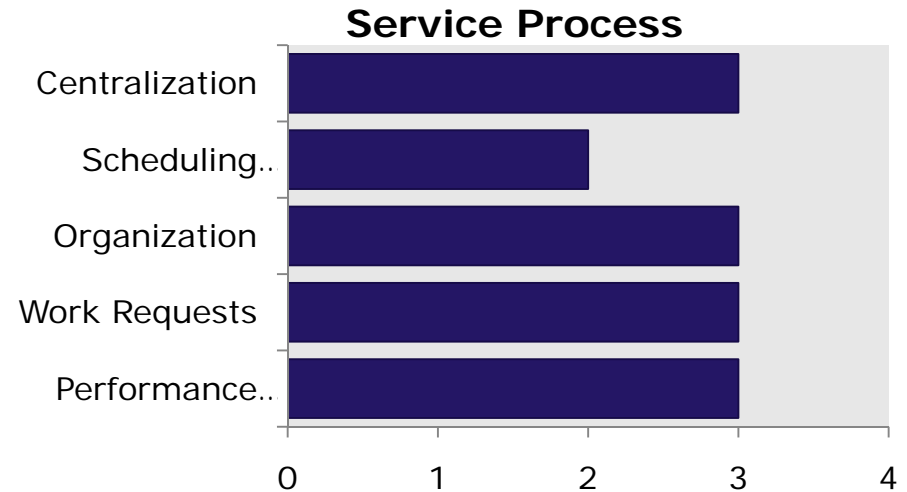


Comparative Considerations

Size, technical complexity, region, geographic location, and setting are all factors included in the selection of peer institutions

Service process

Institution
Bloomsburg University of Pennsylvania
California University of Pennsylvania
Cheyney University of Pennsylvania
Clarion University of Pennsylvania
East Stroudsburg University of Pennsylvania
Edinboro University of Pennsylvania
Indiana University of Pennsylvania
Lock Haven University of Pennsylvania
Kutztown University of Pennsylvania
Mansfield University of Pennsylvania
Shippensburg University of Pennsylvania
Slippery Rock University of Pennsylvania
West Chester University of Pennsylvania

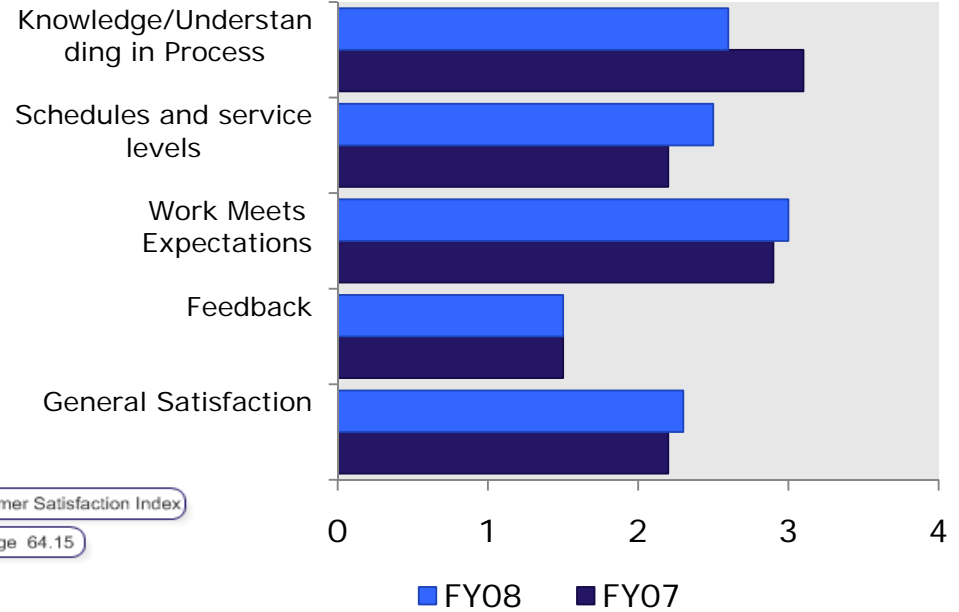


Sightlines Database Average: 75%

Customer Satisfaction



Customer Satisfaction



Sightlines Database Average: 67%

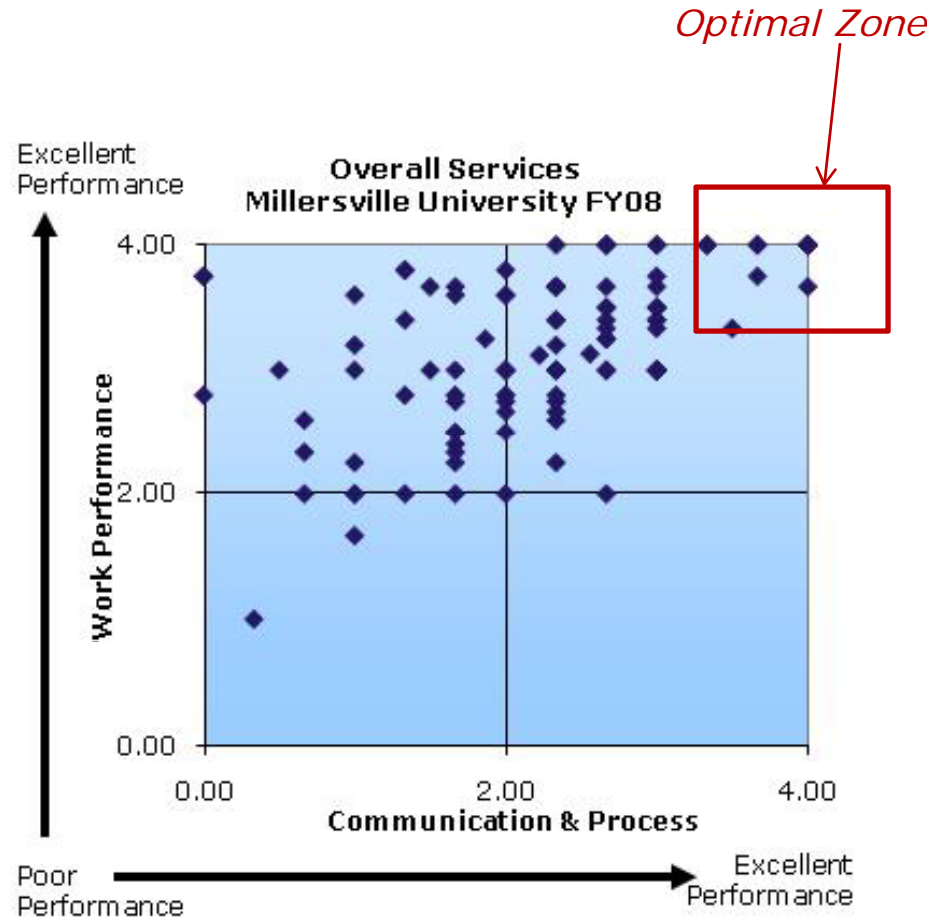
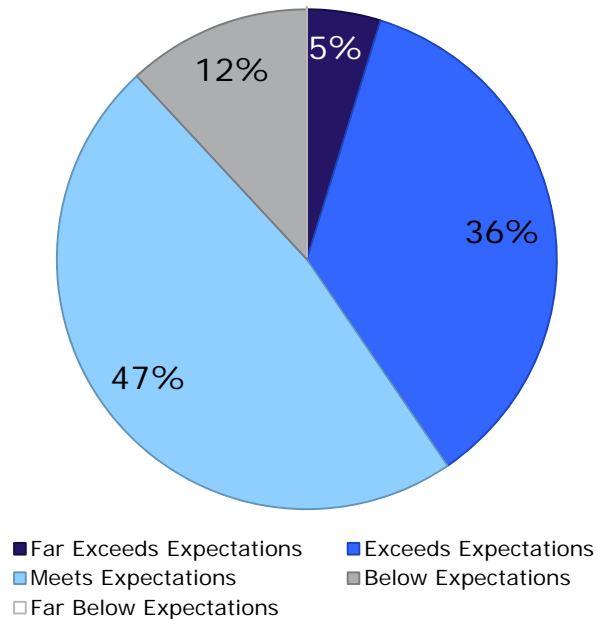
Customer satisfaction success

CONCLUSIONS

Customer Satisfaction

88% feel that Maintenance Operations meets or exceeds expectations

General Satisfaction of Maintenance Operations Services



Overall, the same percentage of people feel that Maintenance Operations meets or exceeds expectations in FY08 as FY07. However, NO respondents felt that Maintenance Operations were far below expectations.

Conclusions

Overall findings

- Overall, 93% of respondents said that Facilities Management meets or exceeds their general expectations. Of all respondents 81% said that services exceeds or far exceed their expectations.
- The customer survey results suggest that customers understand how to access and utilize the current work order system.
- The respondents felt that the project work and special events & set-up employees, across the various shops, are competent and professional.
- Two areas that customers have identified as least satisfactory, regardless of shop, are feedback and communication. Feedback scores have decreased the most since FY06, dropping from 2.87 to 2.40 customer satisfaction rate.
- There are several common steps that can be taken in order to improve communication and feedback to customers. Some typical examples include automatic responses when work orders are generated or closed or gestures as simple as leaving notes on the door notifying the customer of the work order status.





The following comments were taken directly from the survey and were minimally edited for presentation

ADDITIONAL CUSTOMER COMMENTS

Customer comments

Service process

- It is difficult to get started when more than one room is involved.
- There are times when another form needs to be used that is not considered a work order. This at times creates confusion.
- My use is seasonal and related to our conference program, but very heavy during those times. I also use it throughout the year for the residence halls. Primary responsibility rests with someone else during the rest of the year so my use varies from daily to several times a semester depending on the circumstances.

Customer comments

Service center/work control

- I use the phone for emergency needs.
- I wish we received notice of a work order being completed and what was done.
- After a work order is placed, I have no way of knowing if it was completed or considered. The only way I would know is if I inspect each one and/or if someone complains again, sometimes weeks later. I don't know the status if they ever came out or not if it's not fixed.
- I only receive confirmation if I go online to check or if I have phoned in an urgent request and am told that someone will be there. Otherwise, it is a guessing game. If I call about a work order submitted online, I am told "it will be handled in the order or urgency as determined by the area supervisor". Most times the staff is courteous and professional, several always are this way. Others are frequently deliberately rude, unprofessional and express very hostile negative opinions.

Customer comments

Requested maintenance service

- FYI: When we got the podiums, the top was put on backwards so the edge was on the top where the pencils should rest on. They had to come back and fix them. A professor also fixed some as well. The bathroom towel dispensers initially were put in an inconvenient place. They had to come back and move them.
- The quality of service is directly proportional to the individual who responds and the time of day. Some are very professional, timely, and complete the work with high quality. These are usually the day time regular hours people. There is one person on evenings who is also high quality. The rest of the evening and night shift are very poor!
- Once I enter a work request, I do not know if it gets approved, or deleted, or scheduled. It would be nice to get a monthly summary of open work requests with their status, anticipated completion date and comments.

Customer comments

Routine custodial services

- The current system relies on staff & faculty complaints and resulting work orders rather than "old-fashioned" pride to make certain needs of buildings are addressed through a housekeeping system that empowers them to alert facilities of needs (lights out, carpets cleaned, walls damaged, chairs out of place).
- Continuing concerns are restrooms - sides and seats of toilets tend to get ignored or are not cleaned frequently enough, locking of doors after entering a locked area, follow through/completing tasks (i.e. on top of a desk is not an appropriate location for a waste can after it has been emptied)
- Bathrooms in Caputo/Roddy hall could be cleaner.
- Custodians and Housekeepers are frequently not available after 2:00 p.m., and requests for service after that time are met with reluctance, resistance, or refusal, and often with minimal service. The quality is directly proportional to whom the request is made. If you speak directly with the supervisor, you get better results. If you don't, you usually get no service or minimal service if any.
- I hate to brag but Osburn Hall has the best crew in the State school of higher education.

Customer comments

Routine grounds services

- Different areas of campus require different responses to your questions.
- Pond area is unsightly and unattractive. It is also unsanitary from the goose droppings. Sidewalks around the pond should be cleaned twice a week.
- Litter on campus is a problem. The ground crew should not have to waste time picking it up. We need a campus wide effort led by the top administrators to pick up anything whenever they see it. That's how Longwood Gardens stays so clean -- everyone including the CEO picks up litter. They've found if there is none people have a tendency to litter less.
- The campus is well maintained unless you look in the student residence area. These areas get minimum service and very poor quality in comparison to the rest of the campus.
- This response is geared not toward management rather the field personnel.

Customer comments

General satisfaction

- Timeliness of getting bigger jobs done may be the biggest issue.
- The trades, especially the carpenters, and the day-time housekeeping staff I work with (Lenny, Louis, Kevin) always exceed expectations.
- It would be nice to receive a copy of the work order to show what work was done. This is done by service people in the industry but not by inside maintenance. Many times, we don't know that a project has been completed.
- I work in an area that houses students in residence. They are here evenings/nights, weekends/ and holidays. The maintenance operations seems to deliberately ignore this customer truth. The students are the reason that the university continues. We need an immediate shift in paradigm to recognize and address this fact.
- We've had a broken door for a very, very long time; typical.
- I have always been happy with the maintenance folks. All do a great job and are very pleasant and responsive to requests.