

# Columbia University Facilities and Operations

## Pilot Client Survey, 2016-2017 Academic Year

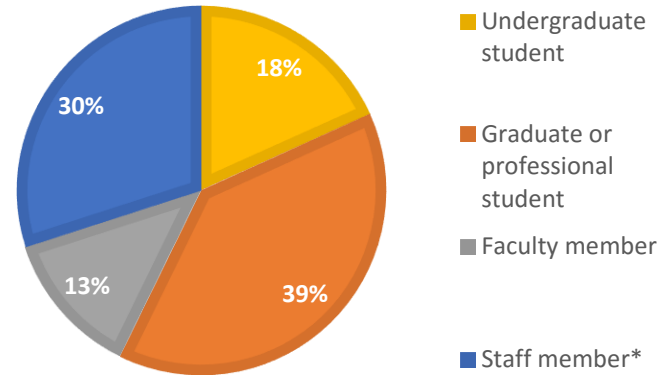
In December 2016, Columbia University Facilities and Operations launched a sixteen-question client survey to measure effectiveness of Facilities and Operations' services.

The survey was emailed to Columbia University undergraduate students, graduate and professional students, faculty, and staff and received 2,956 responses.

The survey revealed the Columbia University community regards Facilities and Operations as effective in many areas. Survey responses and comments direct us to areas where improvement is needed.

**Be on the lookout for improvements over the next year!**

### RESPONSE RATE, BY AFFILIATION



\*Excludes Columbia University Facilities and Operations staff

## HIGHLIGHTS

### Campus Grounds

**96%** agreed Columbia University effectively maintains grounds and outdoor spaces, providing a pleasant campus environment.



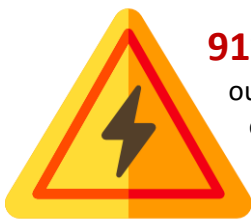
### Public Safety

**96%** of respondents agreed that they feel safe on Columbia's campus.



**90%** agreed campus security and safety policies are accessible and understandable.

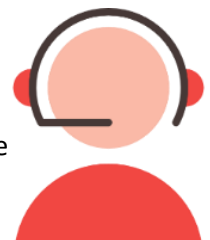
### Communicating Service Changes



**91%** of respondents said planned outages and service changes were effectively communicated to the Columbia Community.

### Facilities Call Center

**85%** agreed that the Facilities Call Center responds effectively to inquiries, issues, and on-line requests for maintenance assistance.



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## Construction Updates

**82%** regard the updates on campus construction and renovation projects as effective.



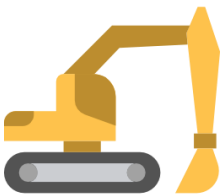
## Apartment Buildings

**81%** of Columbia apartment residents surveyed said that Columbia apartment buildings are well-run and meet their needs.



## OPPORTUNITIES FOR IMPROVEMENT

### Building Renovations

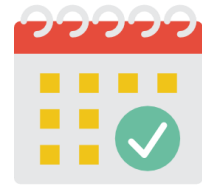


**79%** of survey participants said construction and building renovations support Columbia's academic and research missions.

Planning and Capital Project Management is partnering with key stakeholders across campus to assess and better incorporate University needs and priorities into our capital project planning process and governance.

### Event Reservations

**79%** said University Event Management is effective, referring to availability and the reservation process for on-campus meetings and events.



University Event Management is exploring options to make it easier for members of the University community to plan events more effectively and efficiently.

### Cleaning

**78%** of participants said University buildings are effectively cleaned and maintained.



Operations is working on a tailored improvement plan to enhance the level of cleanliness throughout the University to support a comfortable learning environment.

### Routine Maintenance

**71%** said routine maintenance service was performed effectively. Comments described specific areas where improvement is needed.



Operations is enhancing our preventive maintenance plan and analyzing specific areas where improvement is needed to keep Columbia's mechanical and structural systems working efficiently and reliably.