

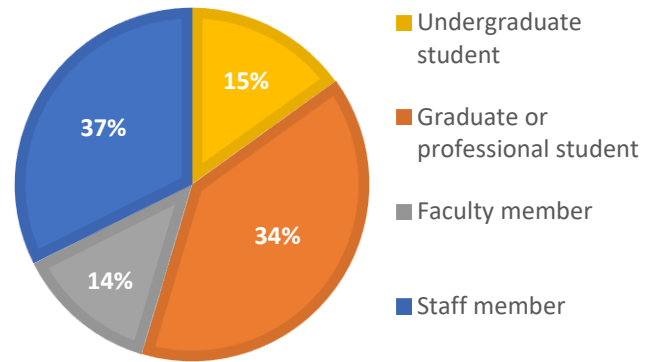
In October 2018, Columbia University Facilities and Operations launched the third annual client survey to measure effectiveness of Facilities and Operations' services.

The survey was emailed to Columbia University undergraduate students, graduate and professional students, faculty, and staff, and received 2,740 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**

**95%** agreed Columbia University effectively maintains grounds and outdoor spaces, providing a pleasant campus environment.



**Public Safety**

**95%** of respondents agreed that they feel safe on Columbia's campus.

**91%** agreed campus security and safety policies are accessible and understandable.



**Communicating Service Changes**

**89%** of respondents said planned outages and service changes were effectively communicated to the Columbia Community.



**Manhattanville Construction**

**90%** agreed that Manhattanville construction supports the academic and research missions of the University.



*Jerome L. Greene Science Center, Lenfest Center for the Arts, and the University Forum.*

OPPORTUNITIES FOR IMPROVEMENT

Apartment Buildings

**76%** of Columbia apartment residents surveyed said that Columbia apartment buildings are well-run and meet their needs.

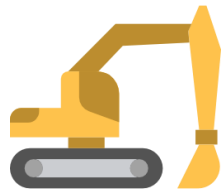


Cleaning

**76%** of participants said University buildings are effectively cleaned and maintained.



Building Renovations



**78%** of survey participants said construction and building renovations support Columbia's academic and research missions.

Routine Maintenance

Only **67%** of respondents said routine maintenance service was performed effectively.



Undergraduate Housing

Only **49%** of undergraduate residents rated on-campus housing favorably. Residents in on-campus housing request improvements and renovations to our historic campus; work is already underway in summer 2019.



Web Portal, 24/7 Service Center



Greater awareness is needed as **49%** of survey respondents are not aware of the Facilities and Operations web portal, <https://cufo.columbia.edu/>, and close to half of respondents had never used the 24/7 Service Center (212-854-2222).