



Client Quality Survey Results

March 2007



Quality Survey Results - Introduction

In March 2007, Facilities and Construction Management undertook a client satisfaction survey process in conjunction with a benchmarking study to examine the quality, cost effectiveness and timeliness of its facilities management services. With the assistance of the consulting firm Sightlines, FCM benchmarked its operations against nine other urban universities to measure operating effectiveness and identify opportunities for improvement.

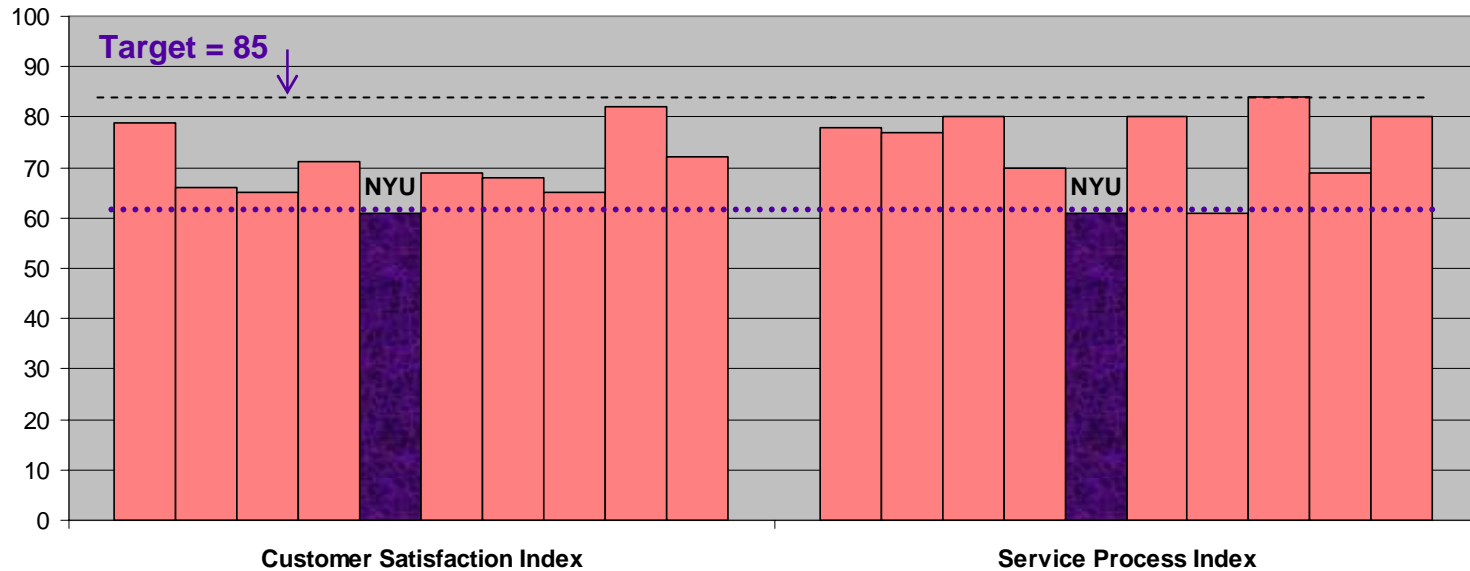
The following pages provide the results of the client satisfaction surveys for the three major categories of NYU's facilities: faculty housing, student residence halls and academic buildings. The surveys were issued electronically to the constituents in these three categories as follows:

- Faculty Housing: Surveys were sent to 100% of affiliates and non-affiliates living in faculty housing.
- Student Residence Halls: Surveys were sent to 25% of all students living in student residence halls.
- Academic Buildings: Surveys were sent to 12.5% of all members of the University community.

A response rate of approximately 30% was achieved in each of these survey categories which combined with the size of each pool to yield approximately 400 responses in each. This number of responses can, for our purposes, be considered a reasonably accurate representation of the overall satisfaction levels in each group.

As can be seen in the following pages, there is room for improvement in many of the survey categories. The Facilities & Construction Management organization is currently developing corrective action plans to address each of these; the efficacy of these plans will be measured in future surveys with the results posted on the FCM website at www.nyu.edu/fcm.

Sightlines Benchmarking Study Client Satisfaction Survey Composite Scores for All Buildings

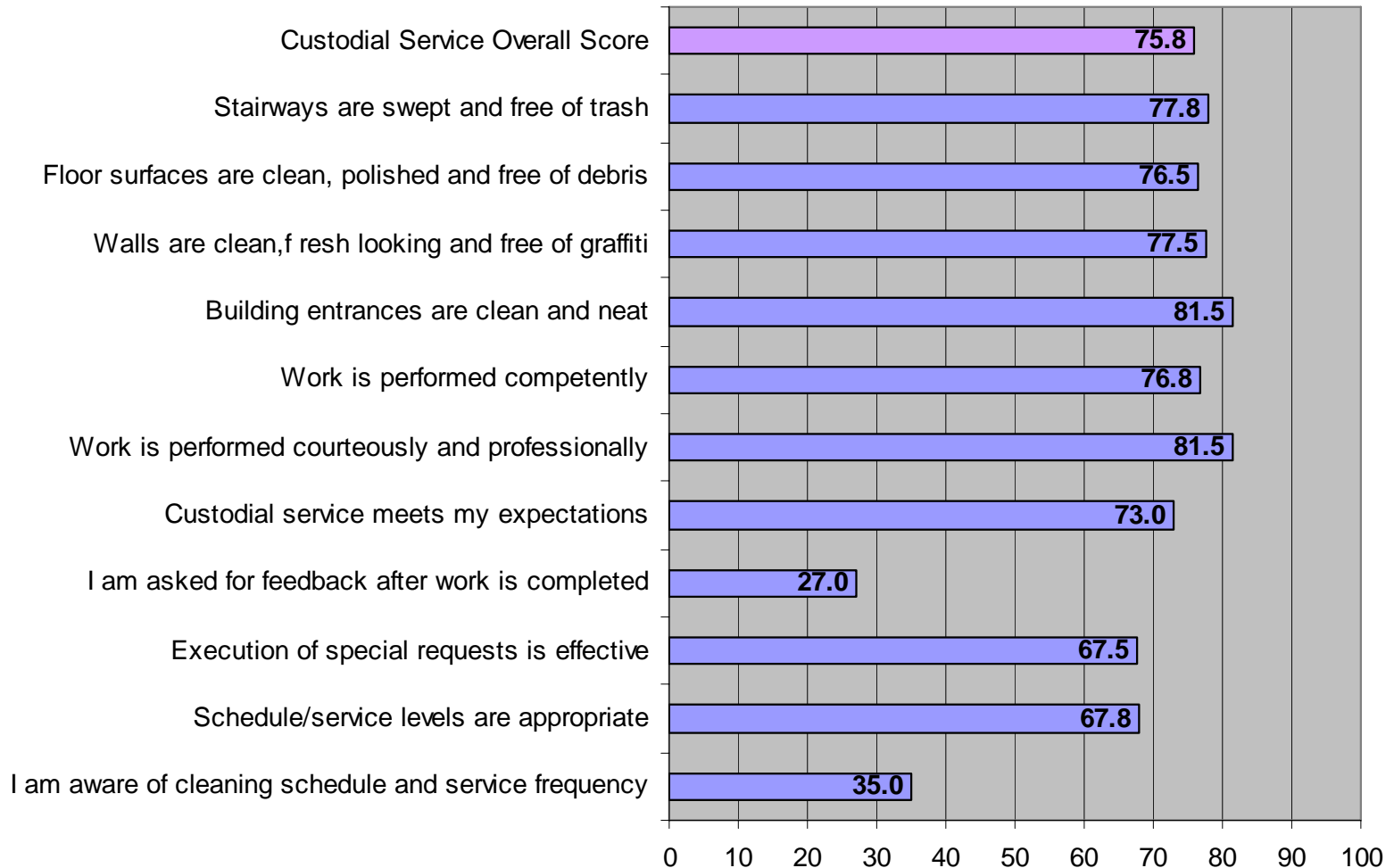


Benchmarked Institutions

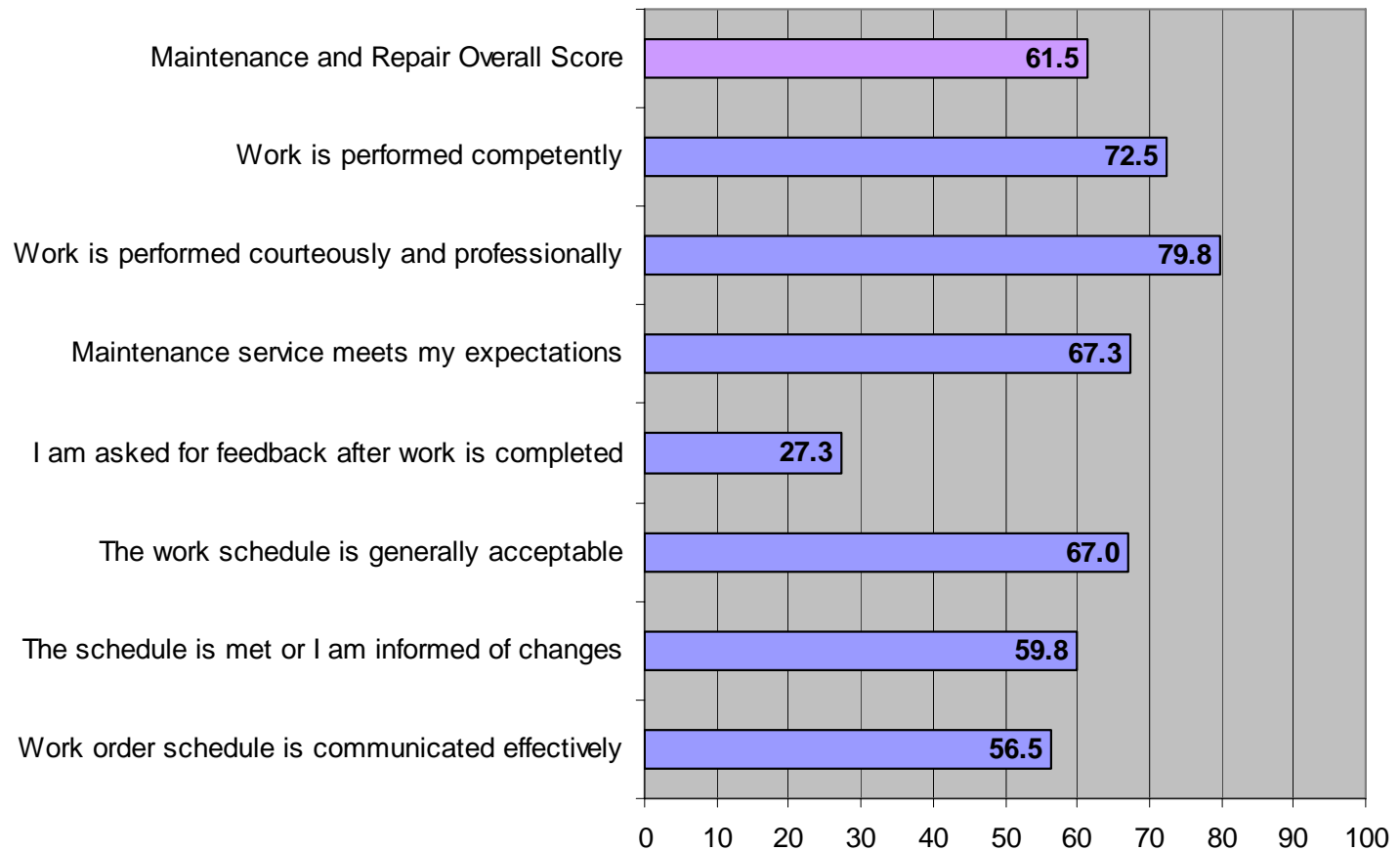
Carnegie Mellon University
Northeastern University
Rutgers University
Southern Methodist University
Tufts University

Johns Hopkins University
University of Illinois - Chicago
University of Illinois U/C
University of Minnesota

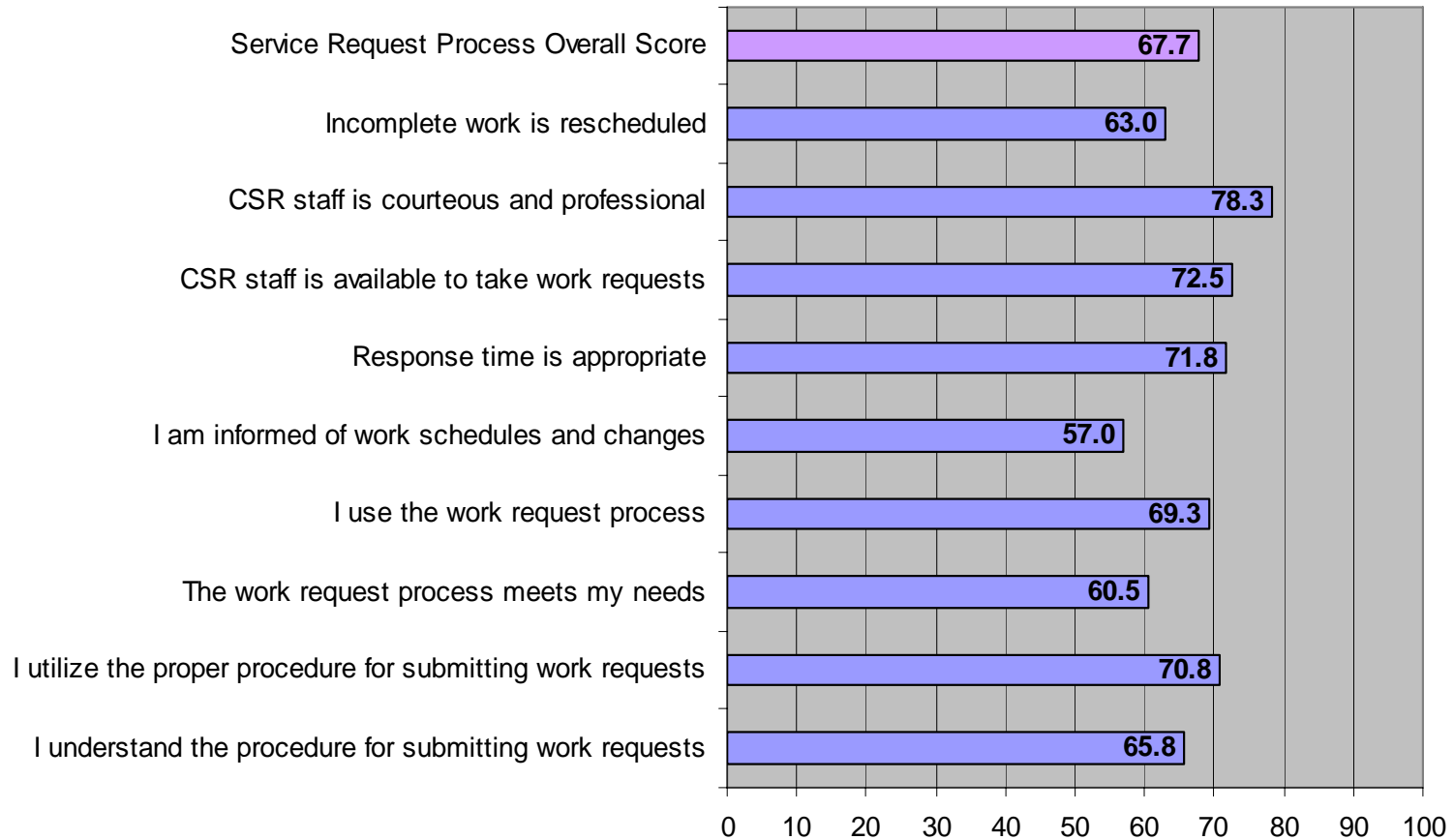
Custodial Service



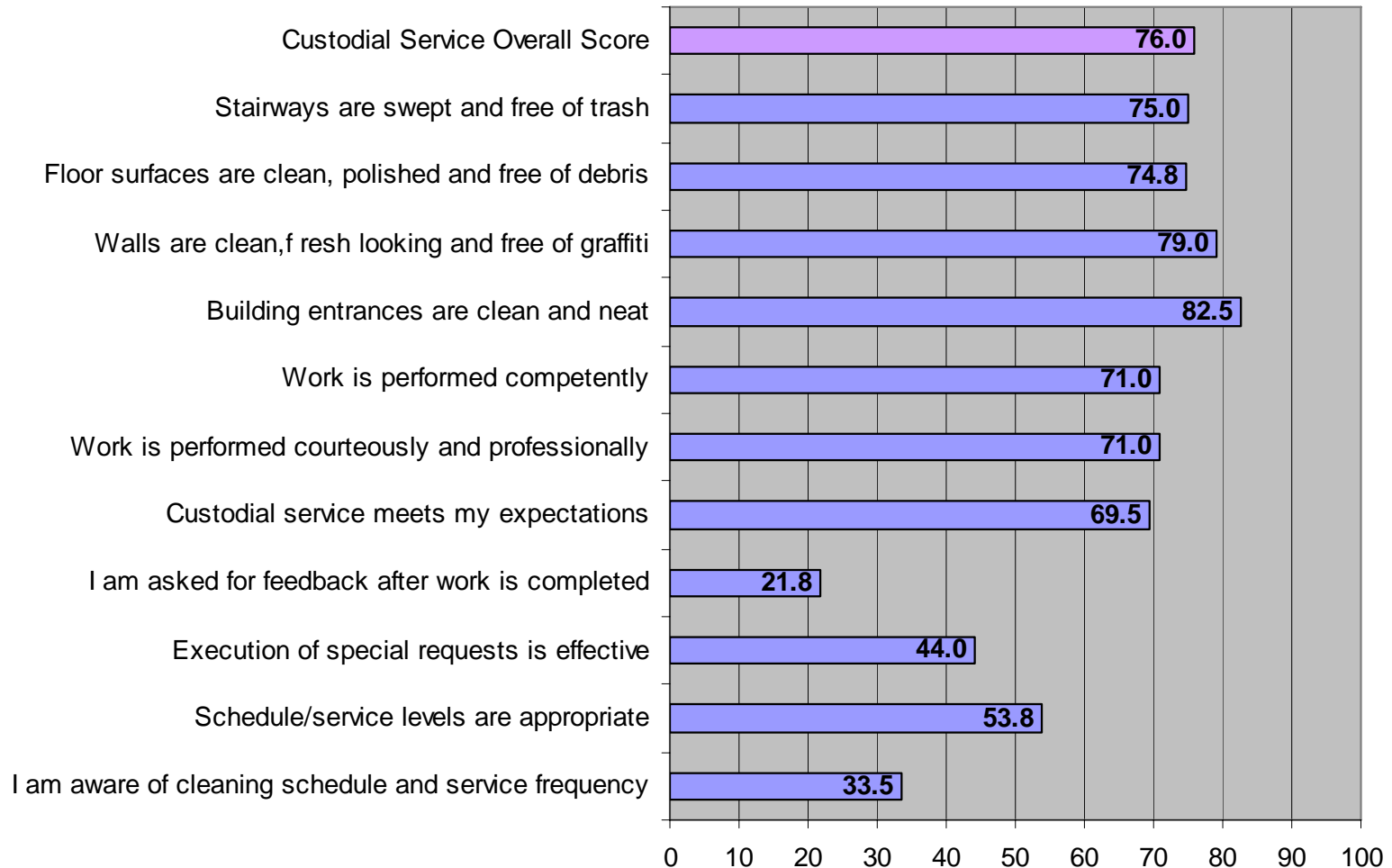
Maintenance and Repair



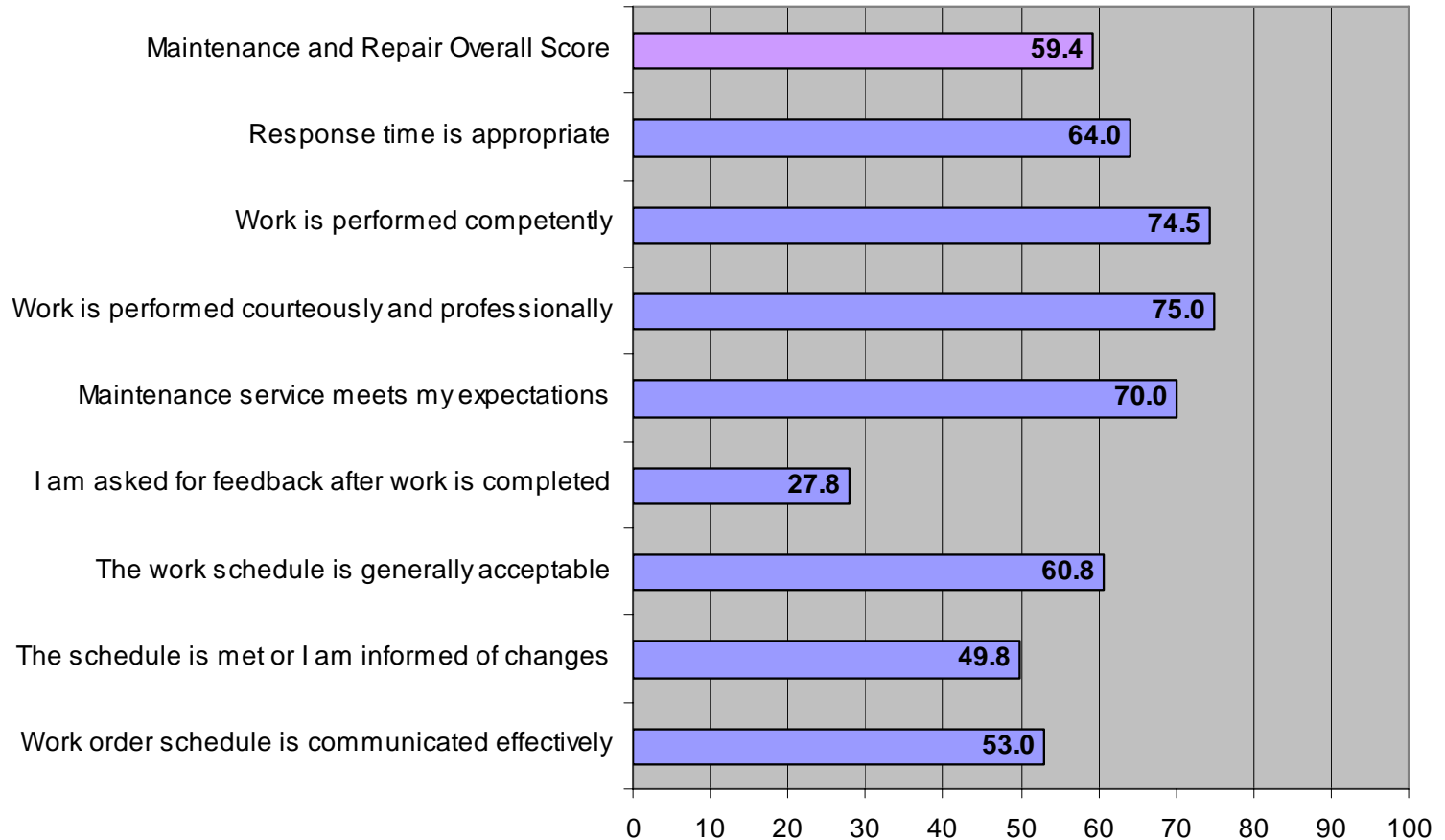
Service Request Process



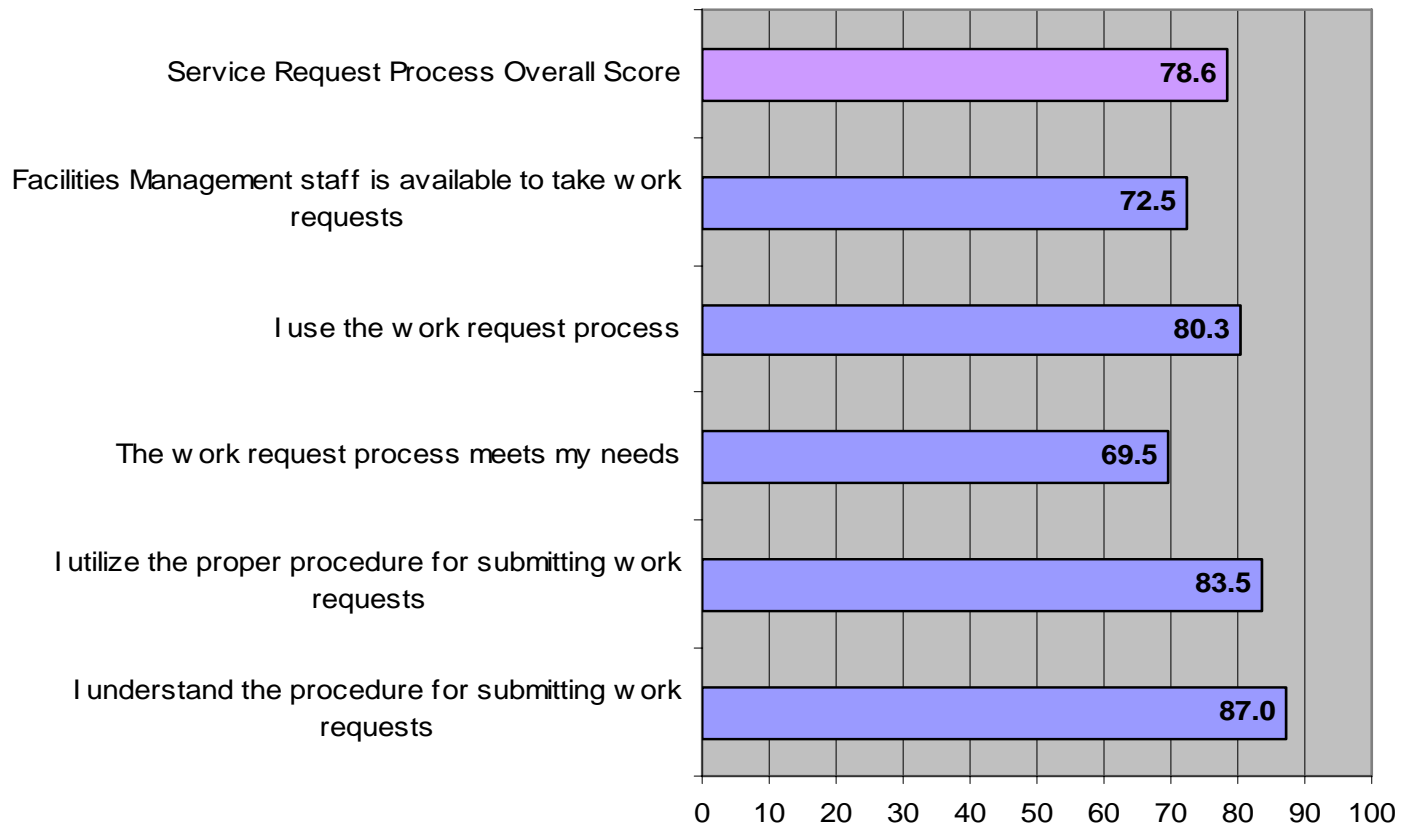
Custodial Service



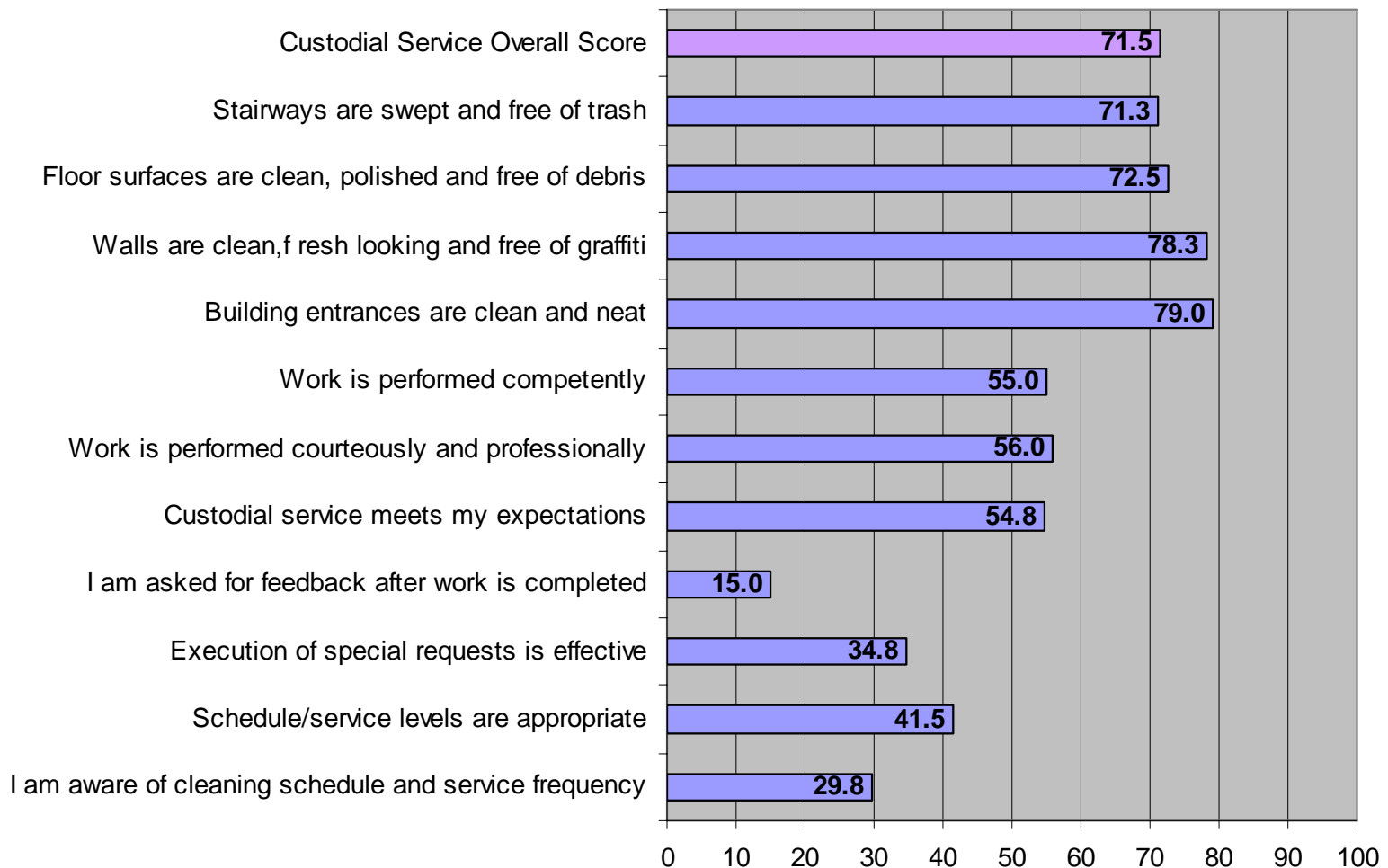
Maintenance and Repair



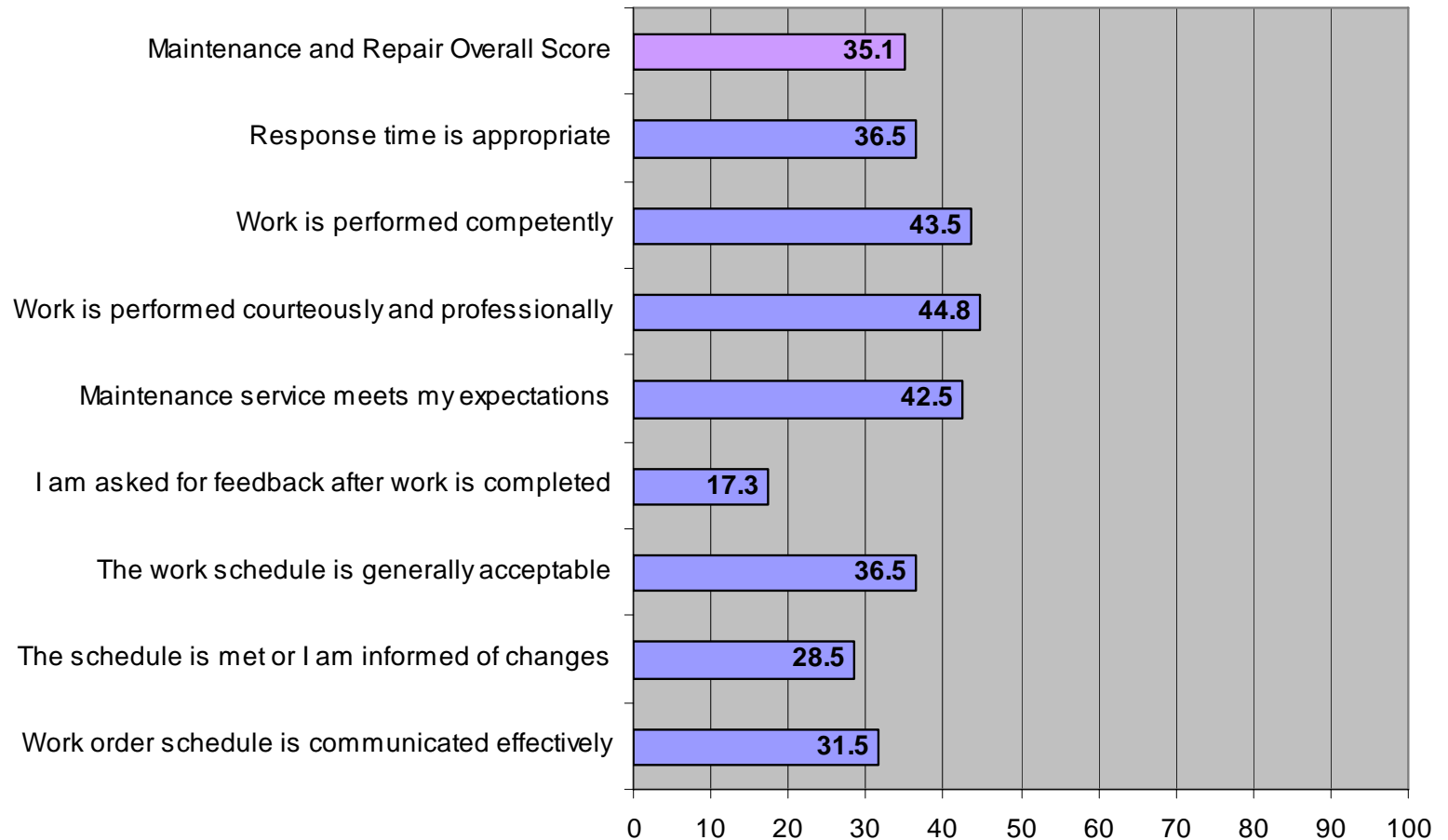
Service Request Process



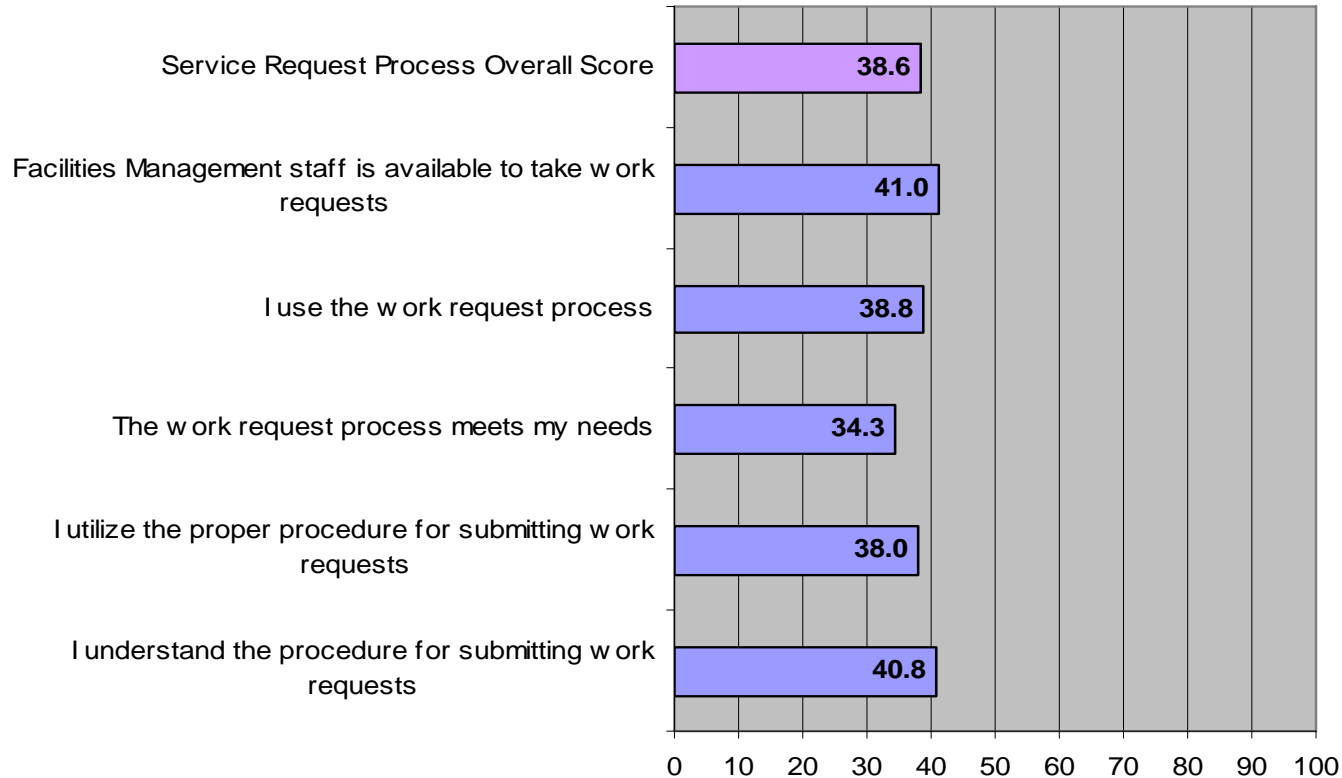
Custodial Service



Maintenance and Repair



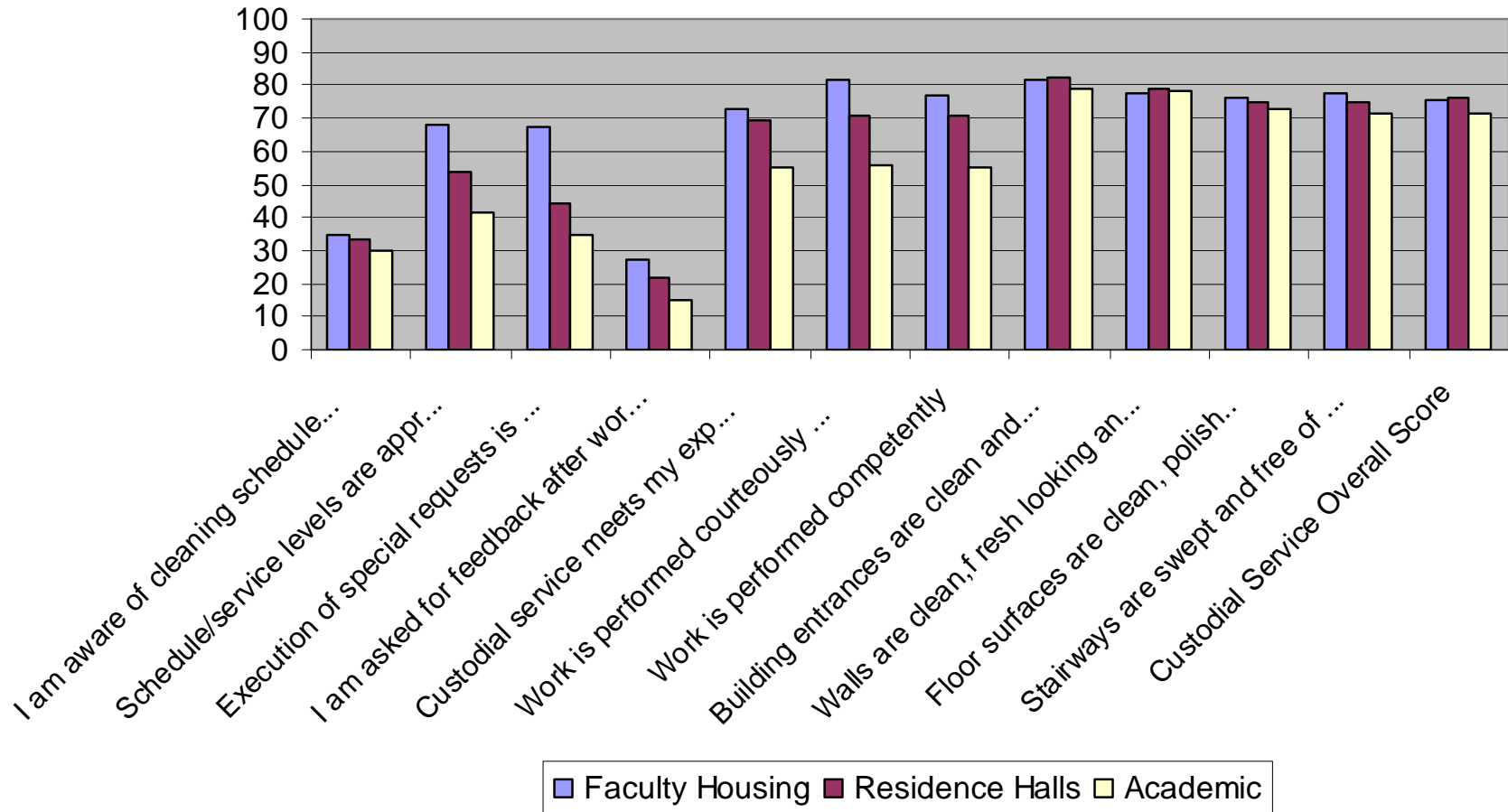
Service Request Process



Quality Survey Results – Summary

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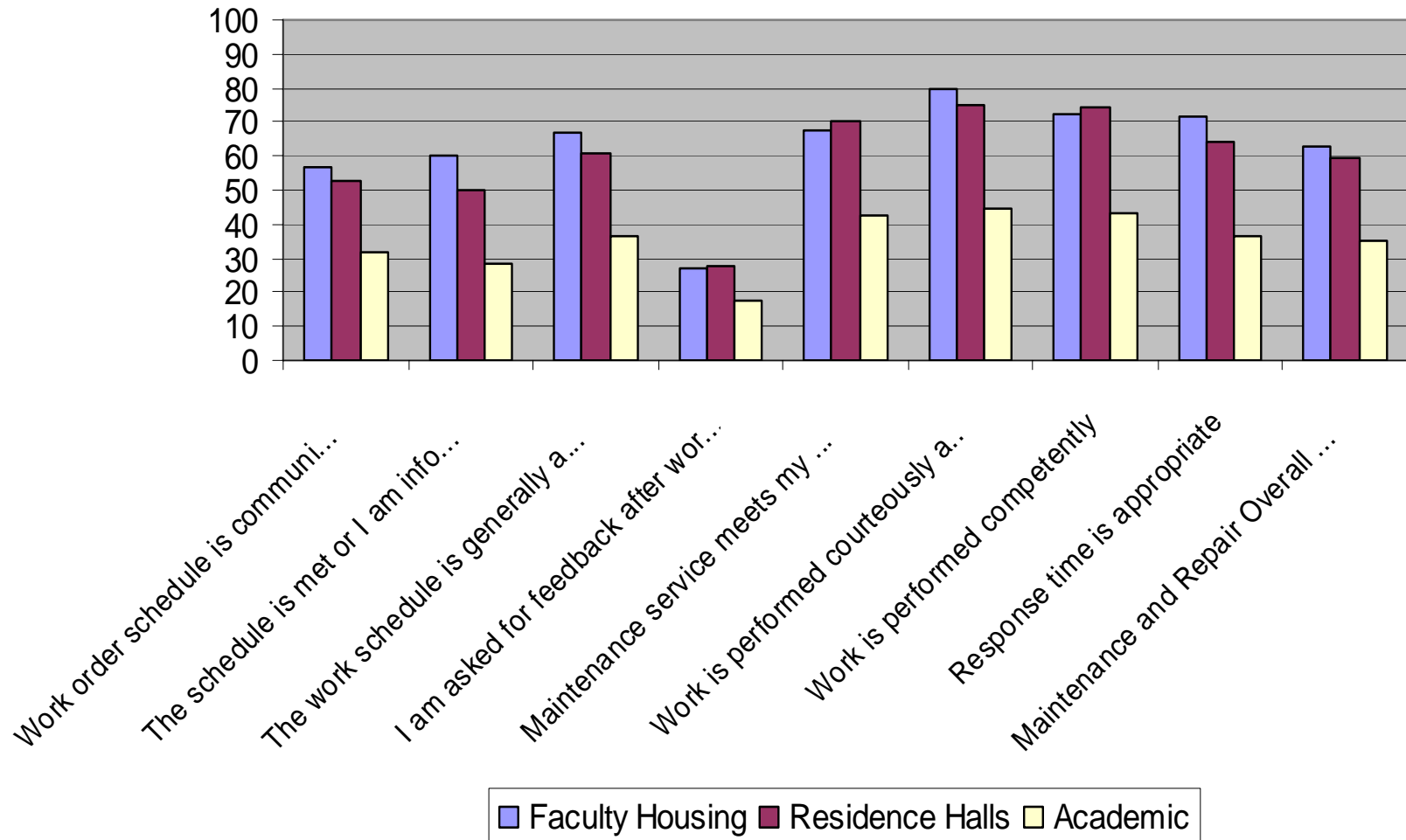
Custodial Services



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Service Request Process

