Seattle University
FY17 Customer Satisfaction Survey
May 2018
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Demographics and Scoring
The survey was open from 3/15/2018 to 4/19/2018.

- The survey was sent to 2,693 people.
  - 461 people viewed the survey (17% view rate).
  - 359 people started the survey (13% begin rate).
  - 297 people finished the survey (11% completion rate).

Unless otherwise noted, questions with the following responses were graded on the scale below:

<table>
<thead>
<tr>
<th>Response</th>
<th>Value</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>1</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>Rarely</td>
<td>2</td>
<td>Disagree</td>
</tr>
<tr>
<td>Sometimes</td>
<td>3</td>
<td>Undecided</td>
</tr>
<tr>
<td>Often</td>
<td>4</td>
<td>Agree</td>
</tr>
<tr>
<td>Always</td>
<td>5</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td>Excluded</td>
</tr>
</tbody>
</table>

Demographics:
- Dean/VP: 3%
- Academic Department Head: 3%
- Building Manager: 10%
- Administrative Support: 59%
- Staff: 22%
- Faculty: 1%
- Student: 1%
- Other: 52%

Tenure at Seattle U (Years):
- 0-5: 52%
- 6-10: 11%
- 11-15: 13%
- 16-20: 15%
- 20+: 9%
Building in Which Respondents Spend the Most Time
Campus Condition & Building Comfort
Importance of Campus Condition

87% of users feel the condition of buildings and grounds is important or very important.

How important is the condition of the buildings on campus?

- Very unimportant: 12%
- Unimportant: 1%
- Neutral: 33%
- Important: 54%

How important is the condition of the campus grounds?

- Very unimportant: 11%
- Unimportant: 2%
- Neutral: 42%
- Important: 45%
Assessment of Building Condition & Cleanliness

*Response based on building which the respondent predominantly resides/works
Assessment of Building Comfort

*Response based on building which the respondent predominantly resides/works*
Assessment of Campus Grounds

*Response based on entire campus

<table>
<thead>
<tr>
<th>Category</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardscapes</td>
<td>4.25</td>
<td>4.43</td>
<td>4.52</td>
<td>4.50</td>
</tr>
<tr>
<td>Lawns &amp; Green Spaces</td>
<td>4.25</td>
<td>4.45</td>
<td>4.54</td>
<td>4.58</td>
</tr>
<tr>
<td>Gardens &amp; Flower Beds</td>
<td>4.25</td>
<td>4.48</td>
<td>4.57</td>
<td>4.62</td>
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<tr>
<td>Trees</td>
<td>4.22</td>
<td>4.48</td>
<td>4.53</td>
<td>4.59</td>
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<td>Athletic Fields</td>
<td>4.52</td>
<td>4.58</td>
<td>4.53</td>
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</tbody>
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