



Trinity College Dublin  
Coláiste na Tríonóide, Baile Átha Cliath  
The University of Dublin

# Estates and Facilities Customer Satisfaction Survey Report 2024



**Prepared By**

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Estates and Facilities

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## INTRODUCTION

As part of the consultative phase of an Estates and Facilities Customer Action Plan which is being implemented in 2024, a customer satisfaction survey was created and circulated to the College community in April/May 2024, with the intention of obtaining views from a widely representative group of users that would provide statistically reliable information. A Customer Action Plan describes in detail how the commitments and standards of quality customer service will be delivered and evaluated, and the outcomes from the satisfaction survey together with other consultation methods will be key in its implementation.

## PURPOSE

Estates and Facilities last ran a satisfaction survey in 2017/18. Since then, much has changed. We have navigated a global pandemic which has in so many ways altered the way that the university operates. Within Estates and Facilities, we implemented an enterprise Computer Aided Facilities Management (CAFM) system in 2019 and with it changed many of our processes and procedures. This survey is particularly important in helping us to understand the current needs of our users, to listen to their feedback to assist us in improving our quality of service and our communications. It is intended that the Customer Satisfaction Survey will be issued annually to the College community. The 2024 survey will therefore allow us to establish a baseline of customer satisfaction and provide a benchmark of results against which we will compare outcomes year on year.

The primary purposes of the survey are to:

- Obtain quantitative information around how the College community rates E&F services.
- Achieve an understanding of what drives those satisfaction and dissatisfaction ratings via qualitative feedback.
- Provide the College community with an opportunity to inform our plans for continuous improvement.

## SURVEY STRUCTURE

The survey is designed to take less than ten minutes to complete, in order to try to encourage as many responses as possible. The focus of the 2024 survey primarily relates to service provision and communication. There is a possibility that additional sections relating to specific functional areas could be added to future surveys.

The 2024 survey consists of eighteen questions, of which:

- 6 No. seek a satisfaction rating associated with an element of our existing service.
- 8 No. seek information on the respondent and their own preferences.
- 4 No. provide the respondent with an opportunity for detailed and open-ended comment.

The survey is split into four sections, as follows:

**SECTION ONE:** About Our Customer (Questions 1 to 4).

**SECTION TWO:** About The Customer Experience (Questions 5 to 10).

**SECTION THREE:** About Our Communication (Questions 11 to 15).

**SECTION FOUR:** About Helping Us To Improve (Questions 16 to 18).

The assessment ratings used in the survey questions are based on internationally validated scales and provide respondents with an ability to choose a neutral option if they do not have sufficient experience or knowledge of the specific area(s) of reference.

The survey was reviewed by the Senior Lecturer's Office, the Dean of Graduate Studies' Office and the Data Protection Office prior to its issue.

The survey was made available in an online format using SurveyMonkey, as well as in hard copy for any individuals who had a preference for a paper format. One individual made a request for the latter. The remaining responses were received online.

## SURVEY OUTCOMES

The survey went live on 30/04/24 and was issued by email to all TCD staff and undergraduate and postgraduate students. 78% of the total responses received were provided on that day. The survey closed on 14/05/24. In addition to the initial email circulation, the survey was publicised on the Weekly Wrap-Up to all staff and on T-Net on 03/05/24, and a reminder was issued via the same channels on 10/05/2024. College policy does not allow for a reminder email to be issued for operational surveys.

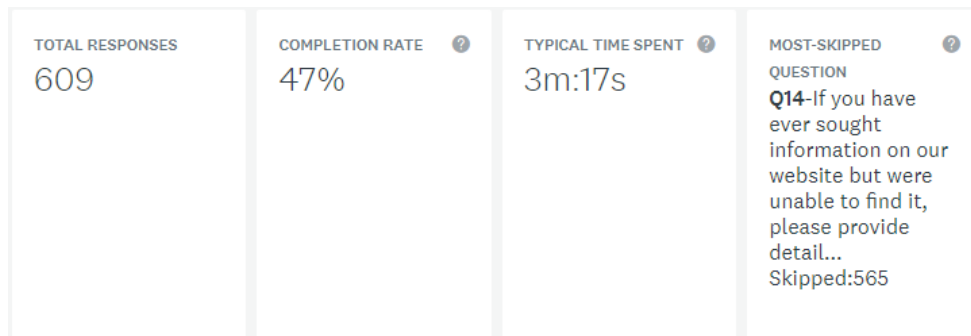
A total of **609** responses were received within the two-week period that the survey was live, equating to 2% of the survey audience.

- 44.5% of respondents are students. Less than 1% of the student audience responded.
- 53.2% of respondents are staff. 3.86% of the staff audience responded.
- 2.3% of respondents classify themselves under the "Other" category.

The average completion rate of the survey itself was 47%, noting that not all of the questions were mandatory.

The average time spent completing the survey was 3 minutes 17 seconds.

The most skipped question was Question 14 relating to information that the respondent required but was unable to find on our website. Only 44 respondents completed that question.

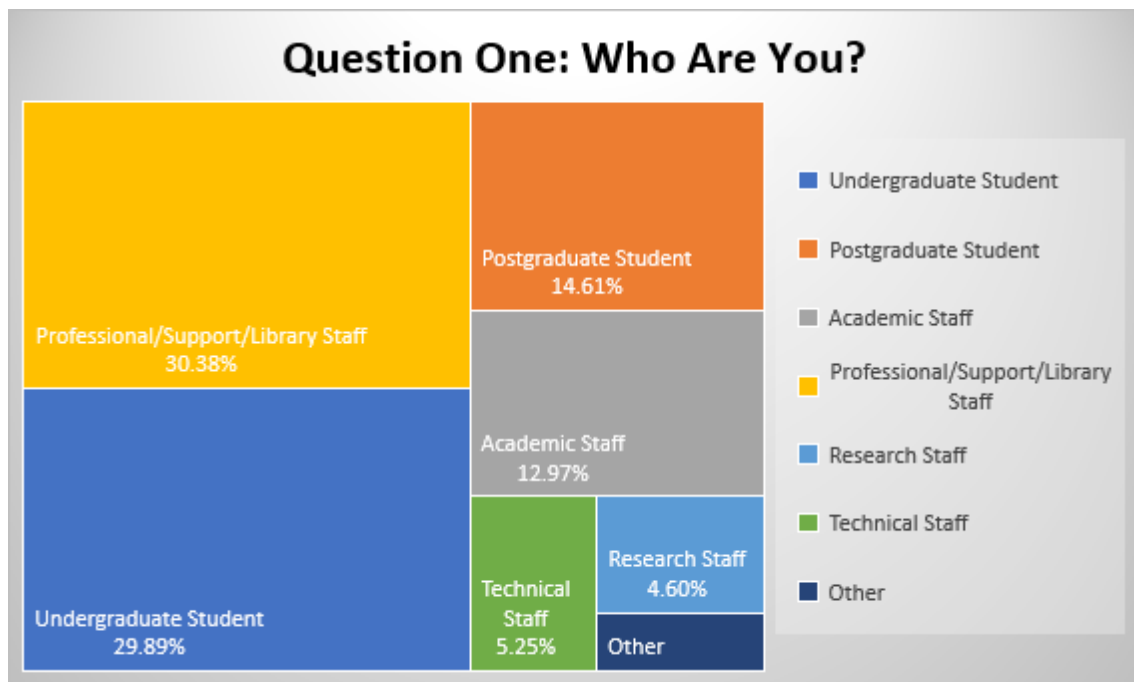


Data extracted from SurveyMonkey.

## QUESTION ONE

The survey firstly asked the respondents to identify themselves in the context of their status as a student or staff member. The purpose of this question is to allow us to review satisfaction ratings and other data associated with specific cohorts. The response rate to this mandatory question was 100%.

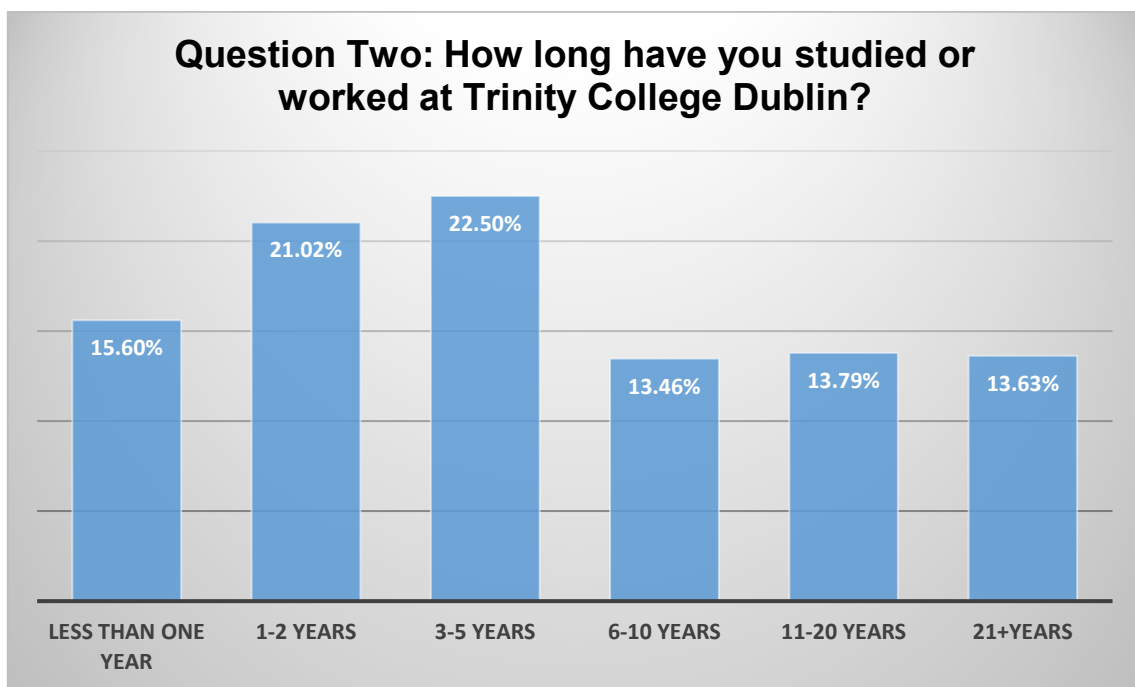
- The most responsive cohort was professional/support/library staff, at 30.38%
- The undergraduate student body responded to a similar level, at 29.89%
- Total staff responses contributed to 53.2% of the total.
- Total student responses accounted for 44.5% of the total.
- 2.3% of respondents classified themselves in the Other category.



## QUESTION TWO

Respondents were asked to identify the length of time that they have been studying or working at the University, with a view to looking at satisfaction levels based on those demographics. The response rate for this mandatory question was 100%.

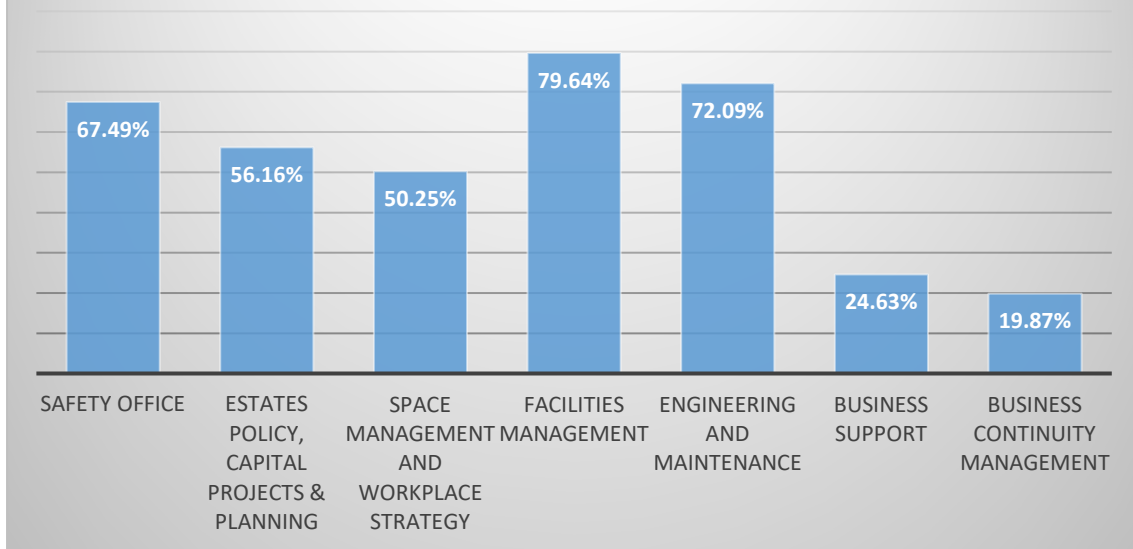
- 59% of respondents have been studying and/or working in the University for 5 years or less.
- 94% of student respondents have been studying in the University for 5 years or less.
- 69.45% of staff respondents have been working in the University for 6 years or more.



## QUESTION THREE

Participants were asked to demonstrate their awareness of the services that Estates and Facilities provides, based on the seven functional areas within the department. A description of the services provided by each area was included within the question format in SurveyMonkey. The response rate for this mandatory question was 100%

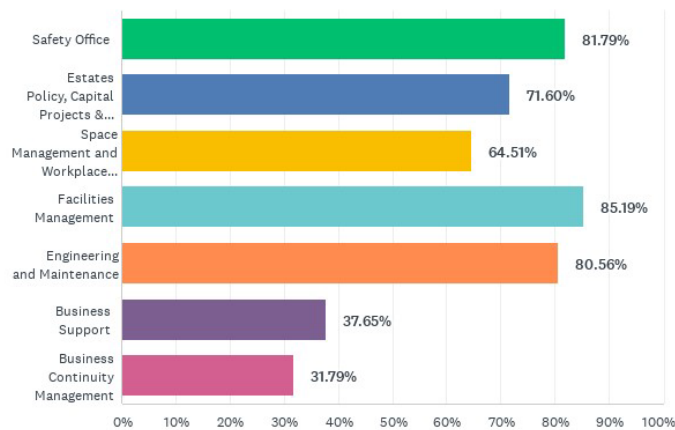
### Question Three: Awareness of Estates and Facilities Services



When the results were further examined, it was clear that the staff cohort has a greater awareness of the services provided by E&F when compared with the student body:

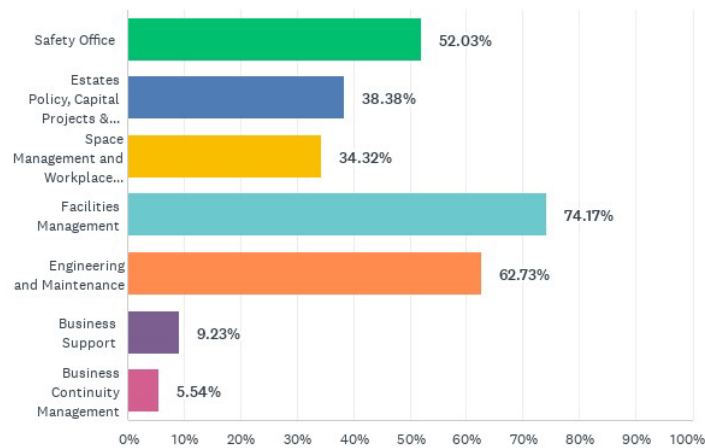
#### Staff Responses:

Q3 Are you aware that Estates and Facilities offers the following services (click all that you are aware of)?



### Student Responses:

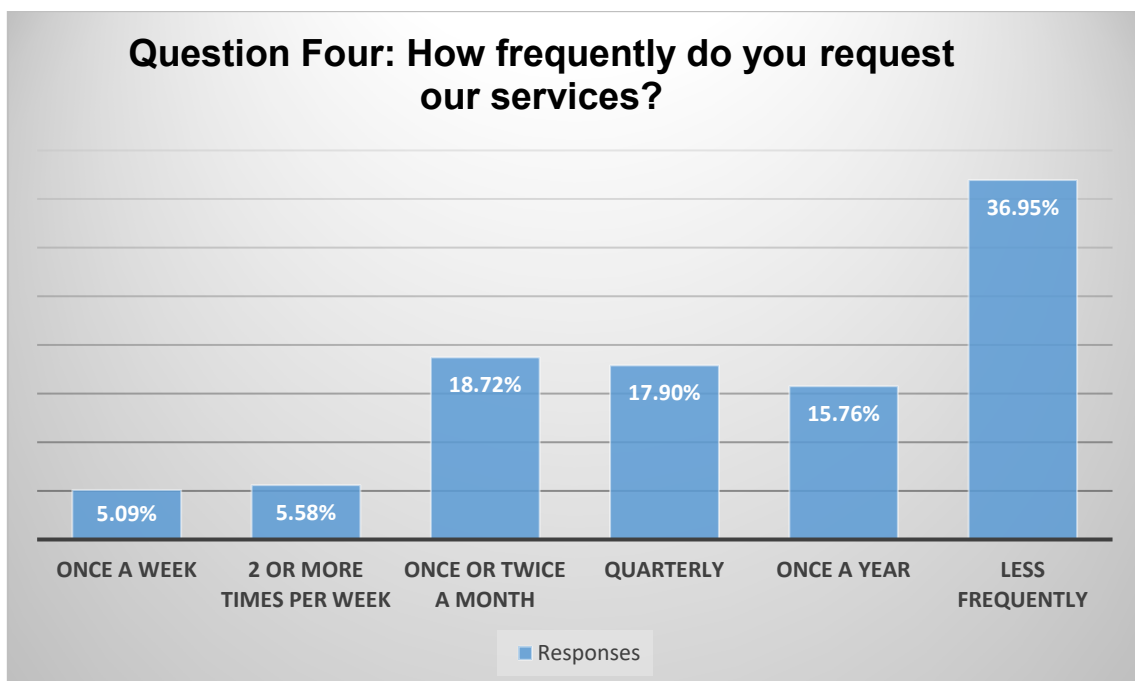
Q3 Are you aware that Estates and Facilities offers the following services (click all that you are aware of)?



### QUESTION FOUR

This question asked the participants to outline the frequency of their requests for services that are provided by Estates and Facilities. There was a 100% response rate to this mandatory question.

The initial results indicate that the majority of survey respondents are infrequent users of E&F services with 52.71% requesting services once a year, or less. However, student Responses account for this optic, as outlined below.



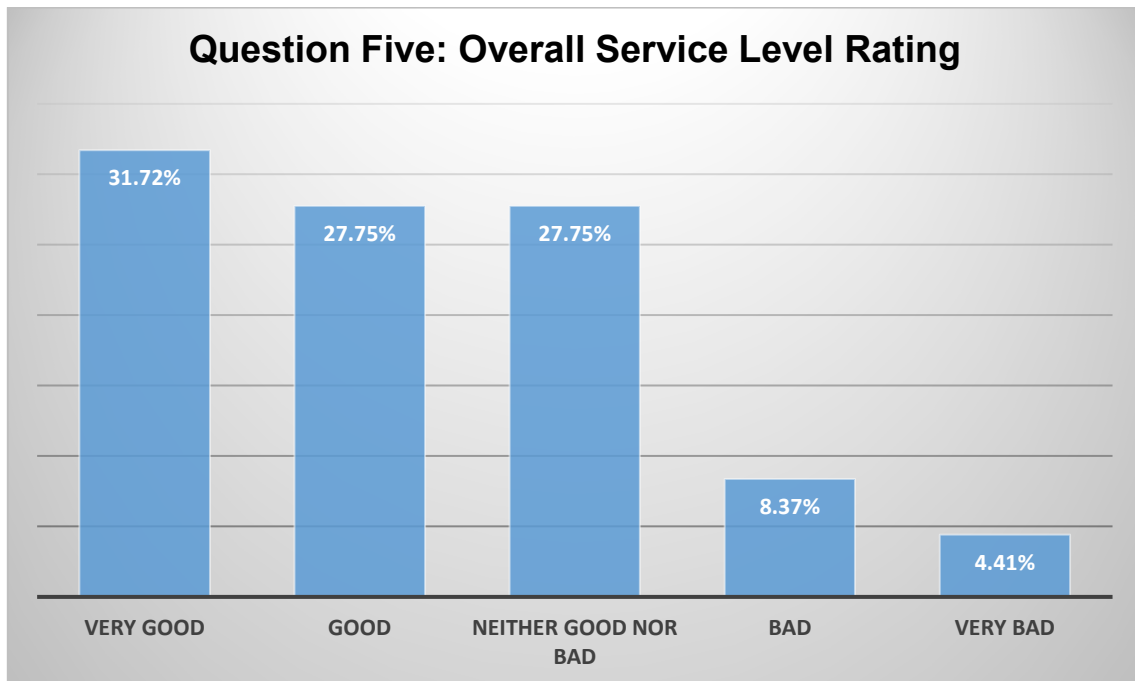


- 73.43% of students estimate that they use E&F services once a year or less.
- 64.82% of staff respondents use E&F services quarterly or more frequently, with the response option pertaining to once or twice a month being most popular at 25.62% for staff.

## QUESTION FIVE

In this question, participants were asked to rate their overall satisfaction with the service they have experienced from Estates and Facilities.

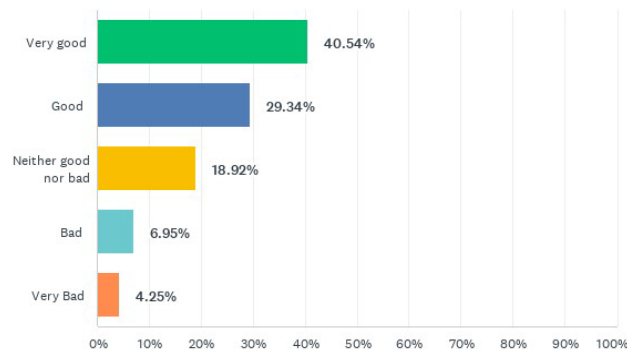
- 59.47% of respondents indicated a positive satisfaction level, across the Very Good and Good categories.
- 12.78% of respondents identified negative satisfaction levels, across Very Bad and Bad categories.



Further analysis of the staff experience as set out below demonstrates a higher satisfaction level at 70% across Very Good and Good options, with a dissatisfaction level of 11.2% across the Very Bad and Bad categories.

## Staff Response

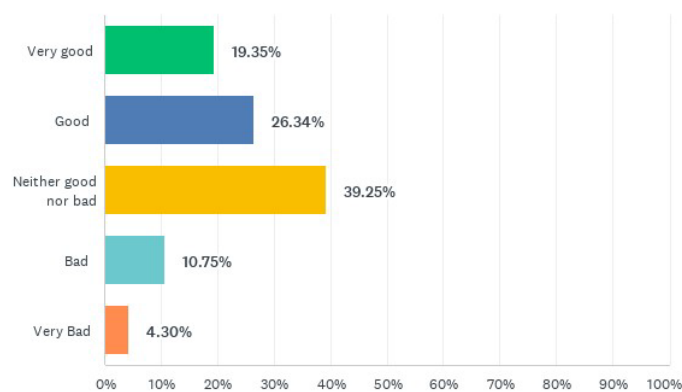
Q5 How would you rate the overall level of service that you have received from Estates and Facilities



The student experience reflects a lower satisfaction level of 45.69% across the Very Good and Good categories, and a higher dissatisfaction level of 15.05% across the Very Bad and Bad categories. The neutral option of Neither Good Nor Bad is also higher for the student cohort, at 39.25% as compared to 18.92% for the staff respondents.

## Student Response

Q5 How would you rate the overall level of service that you have received from Estates and Facilities



Examination of the responses to this question based on the frequency of the respondents' use of the service shows that:

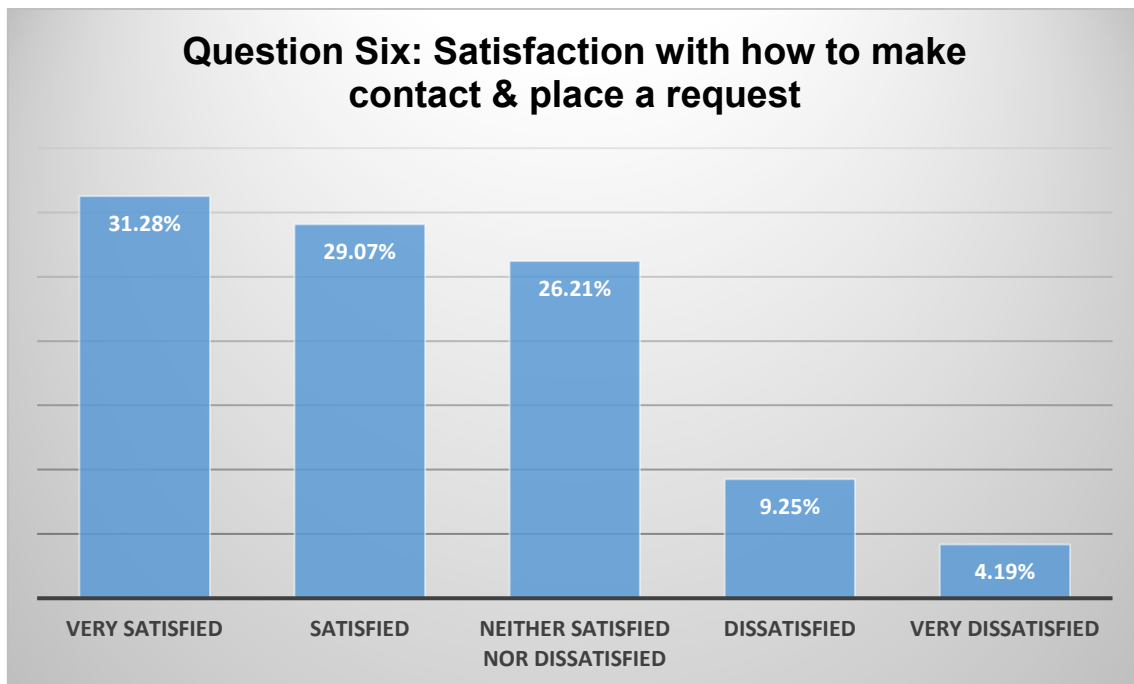
- Customers who use our services frequently (requests on a weekly basis or more) have a satisfaction rating of 83% across the Very Good and Good options.

- Those who use our services infrequently (requests on a quarterly basis or less) have a lower satisfaction rating of 54% across the Very Good and Good options.
- The cohort that uses our services most, being respondents who request our services once or twice per month, have a satisfaction rating of 63.7% across the Very Good and Good options.

## QUESTION SIX

This question centres around the satisfaction levels of the survey participants in their ability to make contact with Estates and Facilities and place a service request. The response rate to this question was 75%.

- The positive satisfaction rating across all participants is 60.35%
- The negative satisfaction rating across all participants is 13.44%
- A neutral satisfaction rating across all participants is recorded at 26.21%



- Staff recorded a positive satisfaction rating of 73% and a negative satisfaction rating of 12.74%, with a neutral response of 14.26%.
- Students recorded a positive satisfaction rating of 43% and a negative satisfaction rating of 13.98%, with a neutral response of 43%.
- Frequent users of E&F services recorded a positive satisfaction rating of 88.68%.
- Infrequent users of E&F Services recorded a positive satisfaction rating of 52.58%.

## QUESTION SEVEN

This question seeks the participant's satisfaction levels with the professionalism and willingness to help of the Estates and Facilities Team. The completion rating for this question was 73%.

- 64.21% of all respondents recorded a positive satisfaction rating of either Very Satisfied or Satisfied.
- 11.41% of all respondents recorded a negative satisfaction rating of either Very Dissatisfied or Dissatisfied.



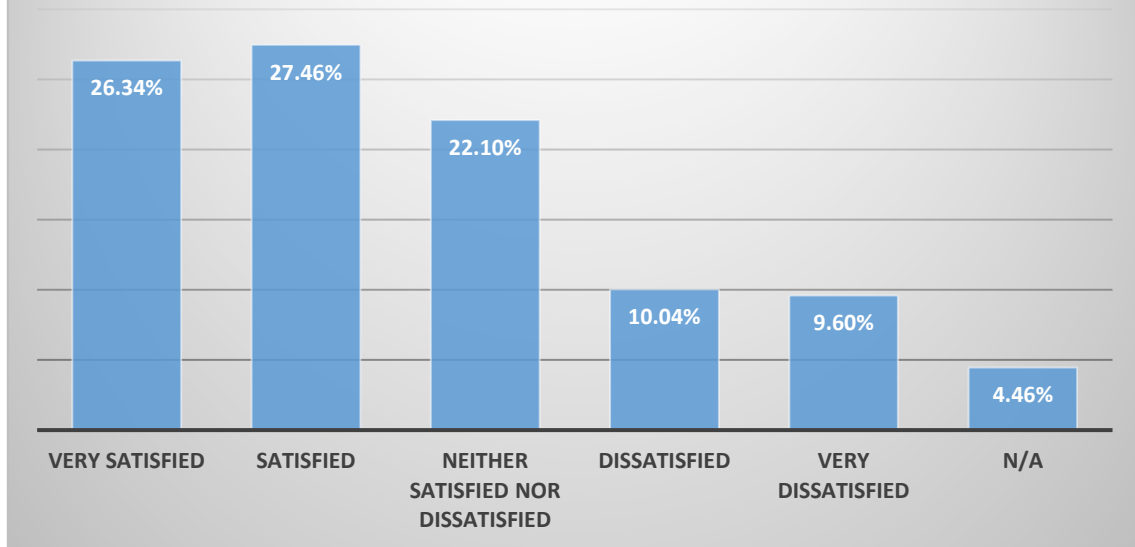
- Staff participants indicated a satisfaction rating of 69.88% and a dissatisfaction rating of 11.2%.
- Student participants noted a lower satisfaction rating of 47.51% and a slightly higher dissatisfaction rating of 13.81%.
- Very frequent (once a week or more) users of the service recorded a satisfaction rating of 90.56% and a dissatisfaction rating of 5.66%. The neutral rating was significantly lower at 3.77%.
- Infrequent users of the service recorded a satisfaction rating of 57.56%, with a dissatisfaction rating of 13.16% and neutral rating of 29.28%.

## QUESTION EIGHT

This question focussed on the satisfaction levels associated with our response times in resolving an issue. The response rate for this question was 74%.

- 53.8% of all respondents were satisfied with the response rate.
- 19.64% of all respondents were dissatisfied with the response times.
- 26.56% of all respondents had a neutral or n/a response to this question.

### Question Eight: Satisfaction with our response time.

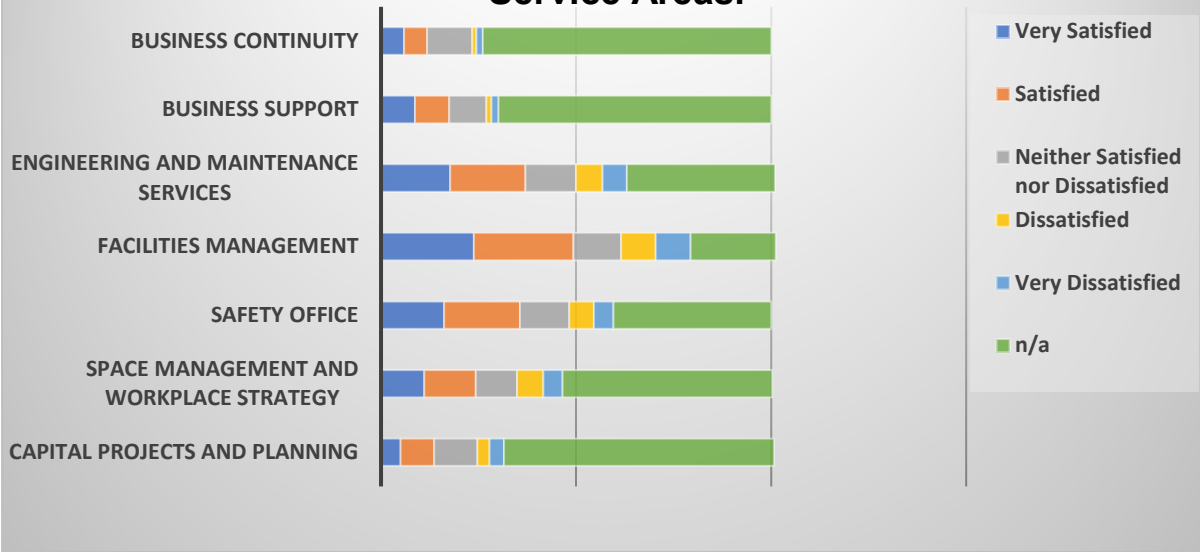


- Staff respondents had a higher satisfaction rate at 66.93% and a similar dissatisfaction rate of 19.46%.
- Student satisfaction was low at 35.72% with a similar level of dissatisfaction again, at 19.78%.
- Frequent users of the service had a satisfaction rate of 79.25% and a lower level of dissatisfaction, at 11.32%.
- Infrequent users of the service had lower satisfaction ratings of 47.7% and once again similar dissatisfaction ratings as other cohorts, at 19.41%.

### QUESTION NINE

This question sought a satisfaction rating specific to the seven operating areas of the Estates and Facilities Directorate, with a view to understanding user experiences at a more granular level. The response rate to this question was 72%.

## Question Nine: Satisfaction Ratings for Specific Service Areas.



|   | VERY SATISFIED | SATISFIED     | NEITHER SATISFIED NOR DISSATISFIED | DISSATISFIED | VERY DISSATISFIED | N/A           | TOTAL RESPONDENTS |
|---|----------------|---------------|------------------------------------|--------------|-------------------|---------------|-------------------|
| Capital Projects and Planning           | 4.99%<br>19    | 8.66%<br>33   | 11.02%<br>42                       | 3.15%<br>12  | 3.67%<br>14       | 69.29%<br>264 | 381               |
| Space Management and Workplace Strategy | 11.11%<br>43   | 13.18%<br>51  | 10.59%<br>41                       | 6.72%<br>26  | 4.91%<br>19       | 53.75%<br>208 | 387               |
| Safety Office                           | 16.16%<br>64   | 19.44%<br>77  | 12.63%<br>50                       | 6.31%<br>25  | 5.05%<br>20       | 40.40%<br>160 | 396               |
| Facilities Management                   | 23.80%<br>99   | 25.48%<br>106 | 12.26%<br>51                       | 8.89%<br>37  | 8.89%<br>37       | 21.88%<br>91  | 416               |
| Engineering and Maintenance Services    | 17.75%<br>71   | 19.25%<br>77  | 13.00%<br>52                       | 6.75%<br>27  | 6.25%<br>25       | 38.00%<br>152 | 400               |
| Business Support                        | 8.73%<br>33    | 8.73%<br>33   | 9.52%<br>36                        | 1.32%<br>5   | 1.85%<br>7        | 69.84%<br>264 | 378               |
| Business Continuity                     | 5.91%<br>22    | 5.91%<br>22   | 11.56%<br>43                       | 1.08%<br>4   | 1.61%<br>6        | 73.92%<br>275 | 372               |

- Many of the service areas received a neutral satisfaction rating (Neither Satisfied or Dissatisfied and N/A).
- Business Support’s neutral rating stands at 79.16%, with Business Continuity’s at 85.48%.
- Capital and Space received neutral ratings of 80.31% and 64.34% respectively.
- Safety Office received positive satisfaction ratings of 36.04%.
- Facilities Management and Engineering & Maintenance Services were at the lower end of the neutral ratings, and also received the highest number of responses.
- Facilities Management records a positive satisfaction rating of 49.28% from 68% of the survey respondents and a negative satisfaction rating of 17.78%.



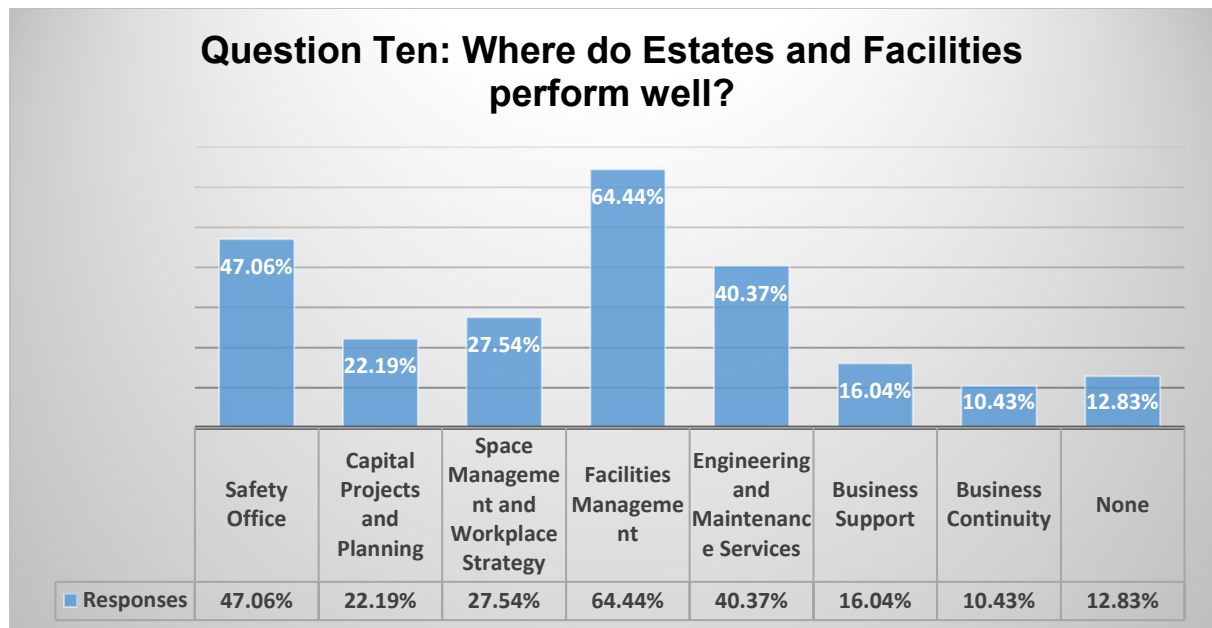
|  |
|--|
| <p>Eamon in the Trinity Centre for health sciences on the James's campus is brilliant. There are often small jobs that need taking care of. It could be a faulty locker, a blown light bulb, moving boxes and office furniture (including when pregnant). Eamon and the security staff at the Trinity Centre are always happy to help out which makes things really smooth and easy. Very friendly and easy to deal with.</p>  |
| <p>When I have requested help with maintenance issues the response time is usually fast, and the staff is professional. However, when I have requested information on facility management related to accessibility, it takes a long time to even get an acknowledgement. This includes the reporting of lifts that are prone to breaking down and other such concerns.</p>   |
| <p>It is an ordeal to contact estates and facilities as maintenance requests are not taken directly from postgraduate researchers even in situations that need resolved urgently. There are multiple maintenance issues in the office / lab that have been ongoing for months or even years that are never resolved or only interim measures put in place.</p>   |
| <p>Reduced / elimination of funding for Safety risk reduction works is a major concern for us now. The generic email system to raise a request is EXCELLENT, and the staff there are very helpful. The staff who are out-and-about (maintenance team) are extremely friendly and good natured and always a pleasure to deal with, nothing is a bother. Are the grounds team a part of E&amp;F? - because they are super as well. The space management team are often slower to respond, perhaps they need more resourcing? The Building Managers are great to work with, and an essential link for the local areas I work in (I work in multiple buildings), and they are a great source of information and help.</p>  |
| <p>The Facilities Management Team are great but might possibly be overstretched as sometimes there may be a bit of a wait before they are able to come to sort out any issue that has been reported.</p>   |
| <p>I find that the service team are incredible efficient and very helpful to deal with. It can take time from a request being logged to work being carried out, but I understand this depends on the request and the availability of other colleagues to carry out specific tasks.</p>   |
| <p>When requesting a repair in the office or classroom it can take a while, but I understand that the resources are limited.</p>   |
| <p>A closed loop system for incidents is needed immediately. I waste way too much time checking on the progress of jobs only to be told that it is complete. IT Services, FIS Support, Academic Registry, etc have a ticketing system in place that emails when a query is complete. E&amp;F really need a similar system in place, it's a VERY common complaint from the majority who interact with E&amp;F.</p>  |
| <p>The main reason I decided to allocate time to complete this survey was to have the opportunity to comment positively on the excellent work of the gardening team; I was so surprised to see no mention of the campus grounds in your first pages that I had to check back on the college website to make sure gardening is still part of estates and facilities. I see landscaping under facilities on the website, but here in your survey there is no mention of gardening or landscaping, only the very vague 'external environment' as the last of the list under Facilities on the previous page. It suggests you may be overlooking what for many people is currently your best asset, the huge improvement in recent years in the visual amenities of the campus</p> |



|   |
|---|
| through the splendid use of flowers, shrubs, and trees to enhance our workspaces.   |
| It is very difficult to get in contact with E&F, it's usually just a number assigned to an email that's never acted upon. In general, there are many huge issues in the building I work in and they're impossible to get resolved by E&F. Even senior management report great difficulty getting a response so it's very disheartening for more junior staff and you just don't bother anymore because you know things won't be fixed. On the occasions that things do get fixed they're never done so in a timely manner   |
| The architectural/planning side works well - but the capital project approval process actually deters good projects from advancing. Many of these project benefit TCD.  |
| Very unhappy with the policy and planning as we have had half our building removed, including most of our labs, but have been given little to replace them but broken promises. We are now in the 8th year of this affecting our research and daily lives.  |
| I run a lab with several rooms hosting specialized pieces of equipment, and I have always been satisfied with the response times and service when it comes to general maintenance issues with the rooms. Normally very quick to respond, and someone appears in the lab quickly. Carlos González is brilliant at promptly getting back to us when we need parking requests for external engineering requests. What is incredibly slow is Capital Projects and Planning, even for minor projects. If you need to refurb a room in the lab (e.g., gas lines, air handling) you must go through E&F, even though you know what external company you wish to employ (because you have been using them for years). But it takes months (if at all) to do even the most minor project, endangering compliance on large grants, some of which (e.g., SFI) pay E&F directly from their share of the overhead investment plan. |
| We have ongoing issues with heating and AC. Staff are friendly and professional, but it seems that nobody can resolve it.   |
| Failure to deal with infrastructural issues is a major problem. Heating systems not working for years, a series of quick fixes rather than a complete overhaul which is what is needed.   |
| If a student emails with a complaint, it should not be on the student to follow it up in order to get an answer. There should be someone who is dedicated to answering emails - ALL EMAILS.   |
| Tony O'Rourke in the Arts Building assists with any maintenance queries we have from the History Department, and we would like to thank himself and Rob for all their assistance.   |
| Serious lack of communication from E&F on requested projects  |
| Front of house staff very helpful and friendly - it's a nice office to walk into  |
| Service provided is excellent but often slow, very slow.  |
| slow and unwilling to help  |

## QUESTION TEN

This question asked survey participants to provide their opinions on the functional areas within Estates and Facilities that they feel operate well. The response rate for this question was 61%.

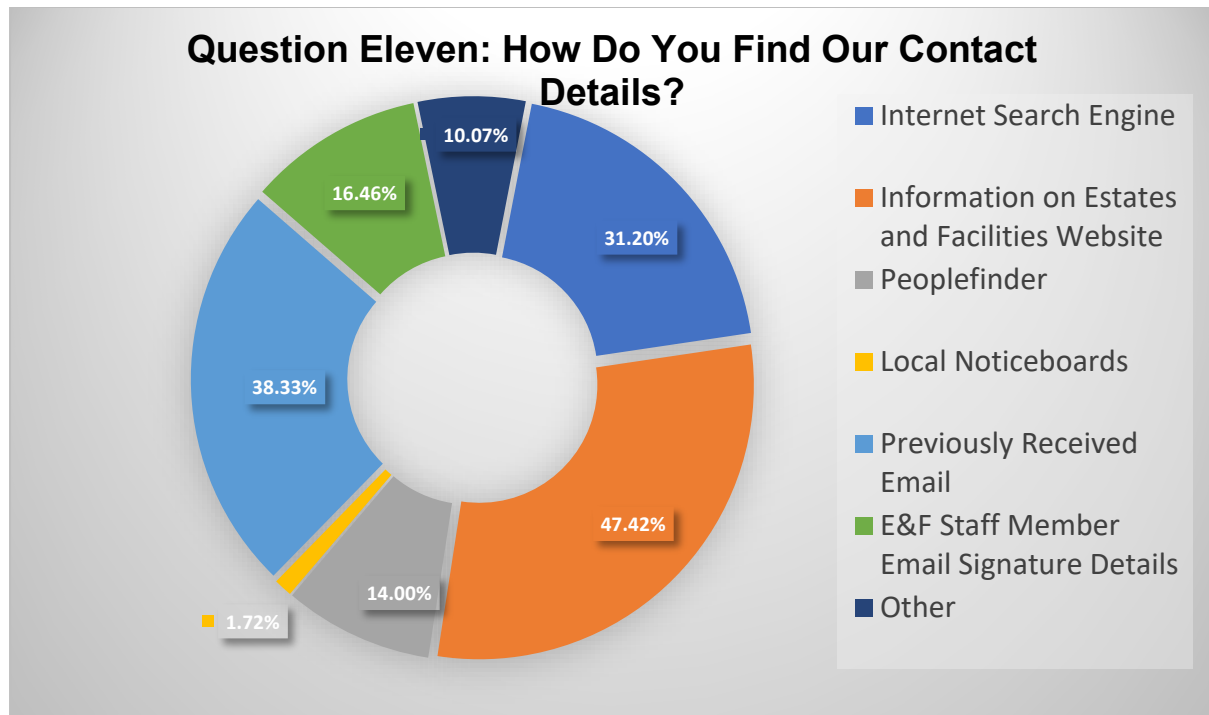


- The Facilities Management section was classified by respondents as the highest performing area within Estates and Facilities with 64.44% choosing it.
- The Safety Office was next, at 47.06%.
- At the opposite end of the scale, Business Support and Business Continuity came in at 16.04% and 10.43% respectively.
- 12.83% of respondents to this question felt that none of the functional areas operate well.

This next section of the survey focusses on how our customer communicates with Estates and Facilities and their preferences as to how we engage with them.

## QUESTION ELEVEN

Question Eleven seeks information from the survey participants as to how they normally find out how to contact E&F when they need to. The response rate for this question was 67%.

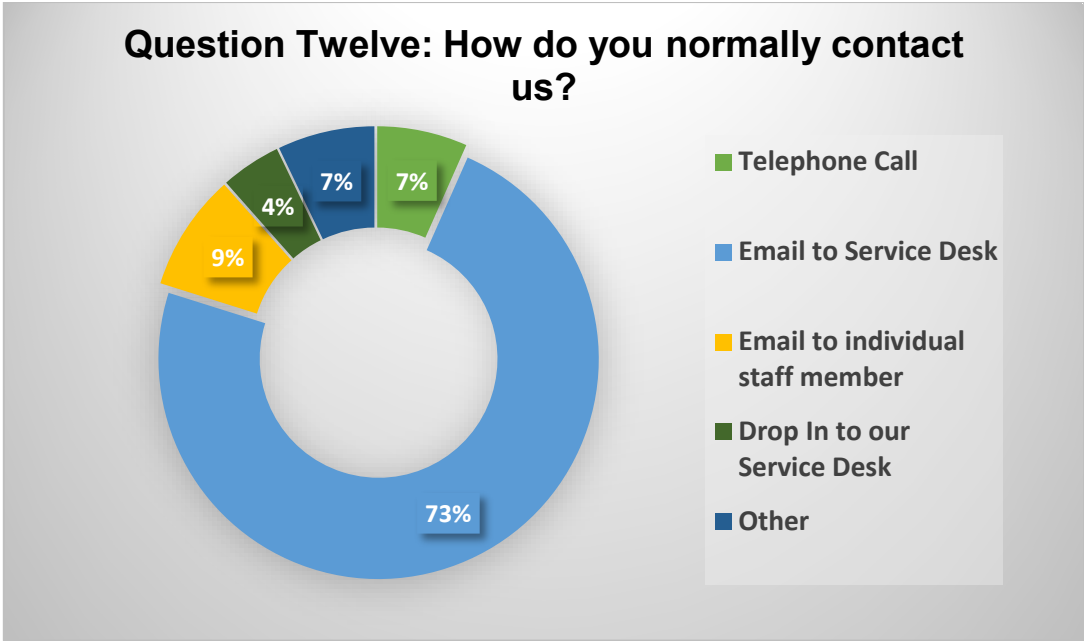


- At 47.42%, the majority of respondents find E&F contact details on the E&F website.
- 38.33% refer to a previously received email from E&F.
- 31.2% use an internet search engine.
- Only 1.72% use local noticeboards.
- 10.07% use other methods, which primarily involve asking another individual, either a member of staff in their own department, or an E&F staff member already known to them.

## QUESTION TWELVE

Question Twelve is an extension of Question Eleven. The focus is on how the individual chooses to make contact with E&F having found the relevant contact details. The response rate to this question was 67%.

### Question Twelve: How do you normally contact us?

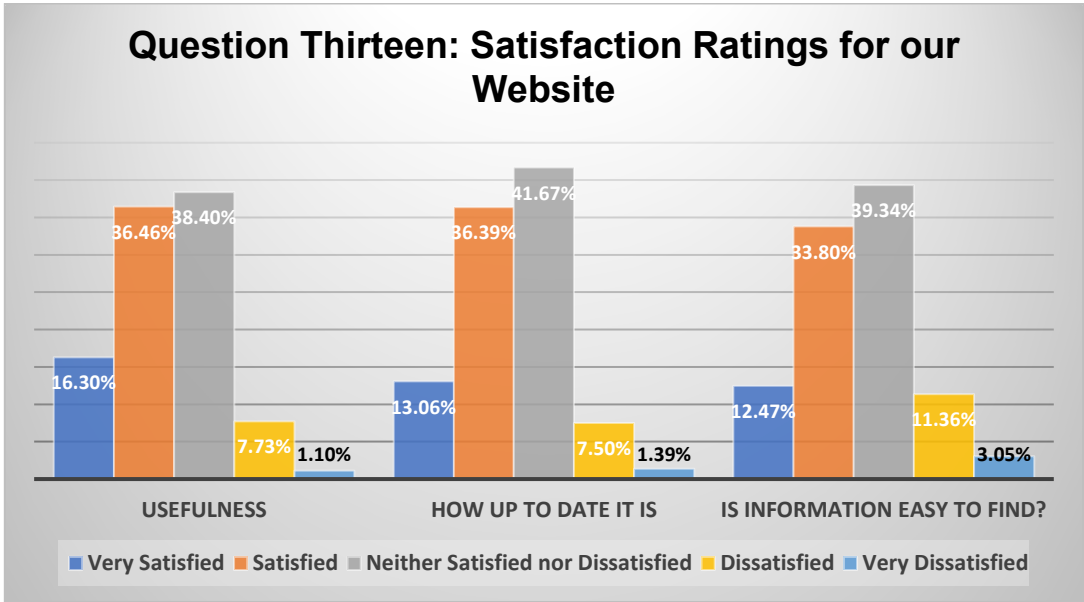


- At 73%, the significant majority of respondents to this question contact Estates and Facilities via an email to the service desk.
- The remaining options all have a low response rate, below 10%.
- The percentage associated with the other E&F preferred options, being Telephone Call and Drop-In, is 11%.
- 84% of respondents contact Estates and Facilities via the means stated on the departmental website.

### QUESTION THIRTEEN

This question looks at our departmental website and its effectiveness under three main headings. The response rate for this question was 59%.

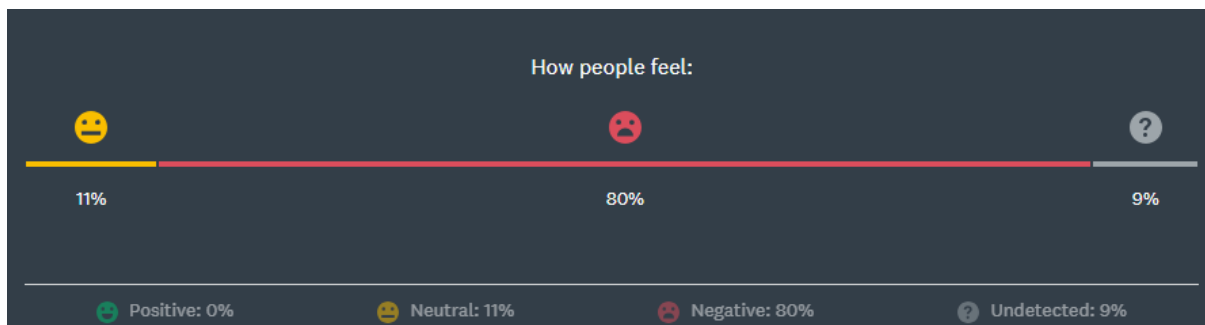
### Question Thirteen: Satisfaction Ratings for our Website



- The Satisfaction ratings across all three areas are largely similar, falling between 46% and 52%.
- The Dissatisfaction ratings are similar across Usefulness and Up to Date, at 8.8%.
- However, the dissatisfaction rating associated with how easy it is to find information on our website is higher, at 14.4%.
- Of note are the neutral ratings of between 38% and 41% across all three categories.

## QUESTION FOURTEEN

This question asked respondents to advise on specific pieces of information that they may have sought on our website previously but were unable to find. The response rate to this question is low at 7%, equating to 44 responses. A SurveyMonkey sentiment analysis of those responses indicates the following:



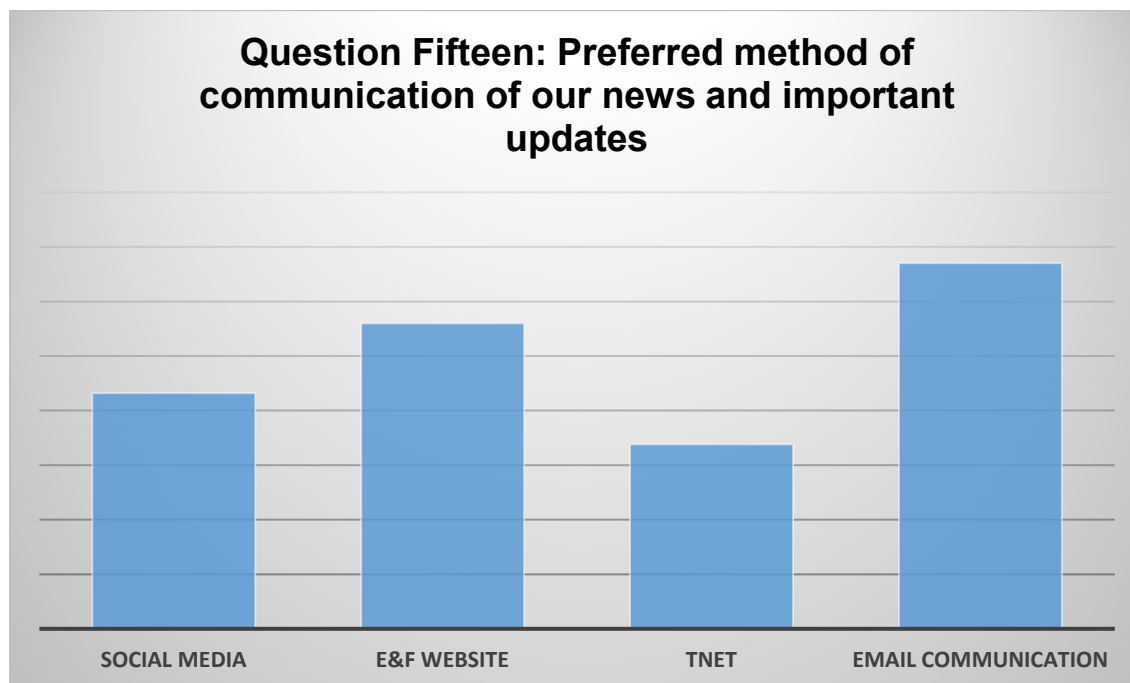
Further analysis shows the functional areas that the comments relate to.

9 No. responses have been excluded on the basis that they provided a n/a or similar comment.

| Functional Area                      | No. of Observations |
|--------------------------------------|---------------------|
| Business Support                     | 2                   |
| Capital Projects                     | 1                   |
| Engineering and Maintenance Services | 1                   |
| Facilities                           | 8                   |
| General                              | 11                  |
| n/a                                  | 9                   |
| Safety                               | 4                   |
| Space Management                     | 3                   |
| <b>Grand Total</b>                   | <b>39</b>           |

## QUESTION FIFTEEN

This question seeks feedback from the survey participants as to their preferred methods, in order of preference, of communication by Estates and Facilities of our important news and service announcements. The response rate to this question was 67%.



- Email is the preferred option across all survey participants.
- Staff preferences remain the same as the overall position above, albeit with slightly different proportions.
- Student preferences cite email as the preferred methodology, followed secondly by social media and then the website.
- T-Net is the least preferred option across all cohorts.
- How frequently respondents use our services does not impact on the user preference in relation to this question.

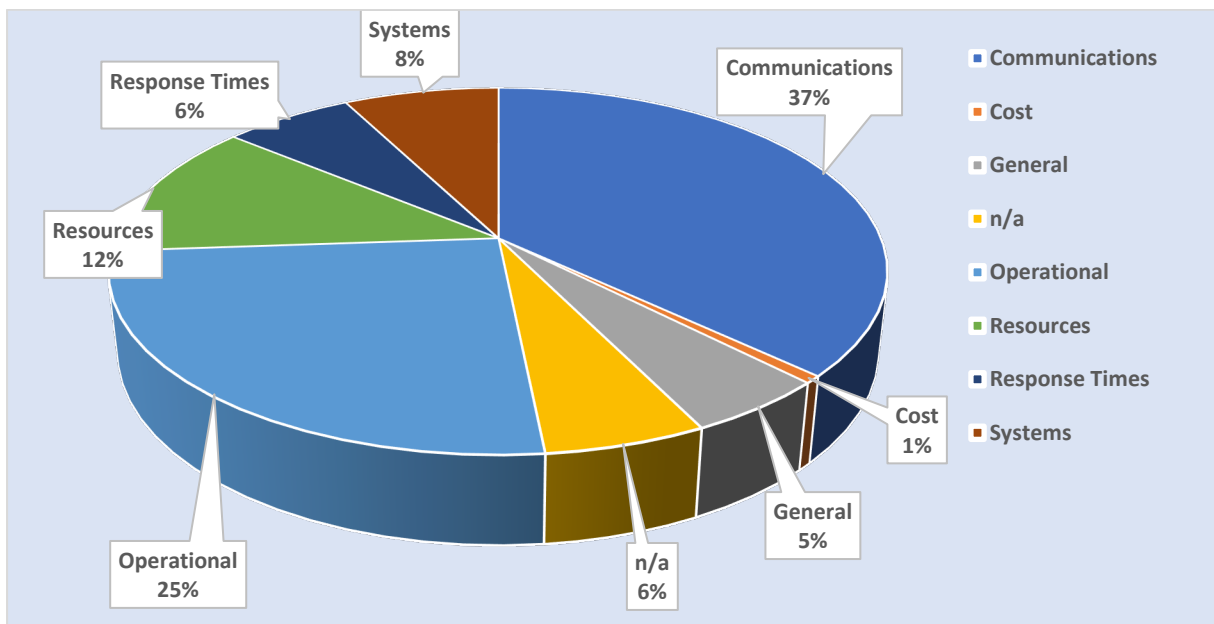
## QUESTION SIXTEEN

This open-ended question asked the survey participants to give us suggestions around what we can do to continue to improve the services currently provided by Estates and Facilities. The response rate for this question was 26%.

As would be expected, the suggestions received were varied. An analysis of each of the responses was carried out and based on their theme they were categorised under the following headings:

| Category       | Description   |
|----------------|---|
| Communication  | Where the suggestion primarily relates to our communication methods, frequency, types or details.                   |
| Cost           | Where the suggestion deals with the cost of services.   |
| General        | A broader comment that gives an indication of satisfaction as opposed to a specific suggestion.                     |
| N/A            | Where the respondent has commented with n/a or similar.   |
| Operational    | Where the suggestion primarily relates to operational matters specific to a particular location or service area.    |
| Resources      | Where the suggestion primarily relates to the need to consider staffing levels or how staffing levels are achieved. |
| Response Times | Where the suggestion is in relation to the time in which queries are responded to or work is completed.             |
| Systems        | Where the suggestion primarily relates to the need to improve on the systems that are in use by E&F.                |

The responses were then analysed in terms of the proportion of responses that relate to each of the above categories.



- 37% of suggestions relate to possible improvements in E&F communications.
- 25% of suggestions relate to operational matters.

A selection of the responses under each category can be viewed below:

| Question Sixteen Responses   | Type           |
|--|----------------|
| Use Microsoft forms for permission to access the campus etc. Make it really clear where this information is on the webpage | Communications |
| Transparent communication via social media   | Communications |
| Information and processes related to event spaces and booking charges should be published on the website.                  | Communications |

|   |                |
|---|----------------|
| Improve/update the website  | Communications |
| Short, targeted surveys throughout the year can help identify issues (and solutions) more effectively   | Communications |
| Maybe pop a link under the Support Hub on T-Net for staff-specific info   | Communications |
| Estates and facilities do a great job. I would only suggest that communication more widely shared around the work of E&F would be both interesting and helpful for staff.   | Communications |
| Make it clearer who to contact by sending an annual or bi-annual email with names, numbers and email addresses.   | Communications |
| consider students, ask the SU what is badly needed  | Communications |
| Flyers around campus explaining what services you provide.  | Communications |
| Notification of building works. I have emailed for this multiple times for students with sensory issues. I have continuous drill sounds and can't open my office window for noise and dust making me unable to work in my office. | Communications |
| Promote activities more   | Communications |
| Maybe publish SLA, regular projects working on in Wrap Up newsletter etc for increased visibility   | Communications |

| Question Sixteen Responses  | Type |
|---|------|
| I've heard of large amounts of money being charged to move items and staff finding alternative means of moving furniture or equipment due to the cost. This is not acceptable and actually increases risk. It should be only a small reasonable cost to move an item. | Cost |

| Question Sixteen Responses   | Type    |
|--|---------|
| I think the branded jackets for staff are great, they look super professional. So are the electric vehicles, I think having more of them would be a good demonstration of the College commitment to the workings of the campus. I always think that the hut at the Lincoln Place gate must be freezing!!! It could also look a bit better from the outside, as it is the first thing many visitors see upon arrival. I think the most important thing is that the staff are currently super-friendly and helpful, so they should be recognised for that and applauded for their ongoing efforts. | General |
| The Staff in E&F are a lot more open in the past few months and are better to deal with- Just keep doing what they are doing - great bunch to work with  | General |
| Take individual responsibility for mistakes.   | General |

| Question Sixteen Responses | Type |
|----------------------------|------|
|----------------------------|------|



|   |             |
|---|-------------|
| Direct and easy access to E&F needs to be provided for all staff members rather than bringing in mediators at different levels. Every time we need something done, we first need to go to the technical team, and then they contact E&F. I feel there is no coordination among the teams. | Operational |
| If this is within your purview, locking the museum building front door a bit later-- maybe an hour later?   | Operational |
| Allow postgraduate researchers to report issues directly as we are the only people in working full time in the research labs affected by these maintenance issues. Ensure issues are followed up if not initially resolved.   | Operational |
| Accept support tickets submitted by postgrads   | Operational |
| Fix issues with works spaces immediately. The write up room my lab uses has a severe leak in the ceiling, my office has had no temperature control for several years, etc These are both ongoing issues.  | Operational |
| Repairs and simple construction projects seem to take a long time and are very costly   | Operational |
| E&F need to address a TCD wide problem, where some groups are underusing valuable space while others have a space shortage.   | Operational |
| Talk to disabled people based on campus about how to improve facilities for disables users, such as the rough terrain around campus   | Operational |
| Provide an overall plan to replace defective heating and other infrastructure   | Operational |
| Given the large physical and multi-site nature of the organisation, ensure E&F staff have appropriate facilities from which to deliver services   | Operational |
| Curating an interior of our buildings where there is routinely water ingress, tiles missing, broken furniture, poor decor and fixtures and fittings is not a good look and projects an image of lack of attention to detail. Stakeholders form an impression based on such things.        | Operational |
| Allow postgraduate students to directly report issues so they can be sorted quickly. Our supervisors are not always available, they might be on holiday, so only allowing staff members to raise issues is frankly idiotic.   | Operational |
| A more transparent system for the issuing of car park permits, considering the waiting time is years, applicants should be able to have a view of the system and their place in it.   | Operational |

| <b>Question Sixteen Responses</b>  | <b>Type</b> |
|--|-------------|
| Hire more staff  | Resources   |
| Hire people with the correct expertise. Less admin -more hands-on workforce Having more people who can fix broken equipment  | Resources   |
| In my opinion, any of the staff I have come across in my time in Trinity are professional, helpful, informative and proactive. They are a pretty good bunch and I think that possibly they are understaffed. | Resources   |
| Talk to disabled people based on campus about how to improve facilities for disables users, such as the rough terrain around campus  | Resources   |
| Premises management seems very reliant on individual persons which is not ideal  | Resources   |

|   |           |
|---|-----------|
| Please employ more people who can help fix broken things in the arts building! The lads are always very friendly, but clearly under time pressure   | Resources |
| My own view is that an Estates and Facilities Partner for each faculty, connected in with the Schools, would be of most help - that way, issues could be addressed quickly and effectively instead of Schools looking around for where or who to contact. | Resources |
| I don't think outsourcing facilities like security, cleaning services are a good idea.  | Resources |

| <b>Question Sixteen Responses</b>  | <b>Type</b>    |
|--|----------------|
| Respond more quickly to requests for assistance  | Response Times |
| Safety office should start responding to emails to be actually helpful with safety training etc.         | Response Times |
| Quicker response time with accessibility issues, updating Safezone with more accessibility related items | Response Times |
| Respond in time for requests for changing temperatures of lecture halls                                  | Response Times |
| Faster response time after helpdesk has acknowledged query   | Response Times |
| Make easier to identify who to contact depending on the job needed and better response times             | Response Times |
| Respond in a timely manner and actually act upon the queries submitted                                   | Response Times |
| Speedier turnaround time on maintenance issues.  | Response Times |
| More rapid response and resolution.  | Response Times |
| Speedier responses to requests for project/non-emergency maintenance.                                    | Response Times |

| <b>Question Sixteen Responses</b>   | <b>Type</b> |
|---|-------------|
| Perhaps development of, and across college utilisation of the already implemented Planon IWMS system.   | Systems     |
| A proper ticket tracking system to see what problems have been reported in each area (by anyone) and their current status/timelines. Not outsource everything (even basic maintenance tasks) to contractors | Systems     |
| Linked up systems and respond to requests   | Systems     |
| Make processes more straightforward and easier to navigate. Be proactive if you need more information from someone booking  | Systems     |
| Develop an app/progress system for facilities management that records outstanding requests and links those to timeframes for delivery/implementation/action.  | Systems     |
| Transparent room booking service for booking meeting rooms  | Systems     |

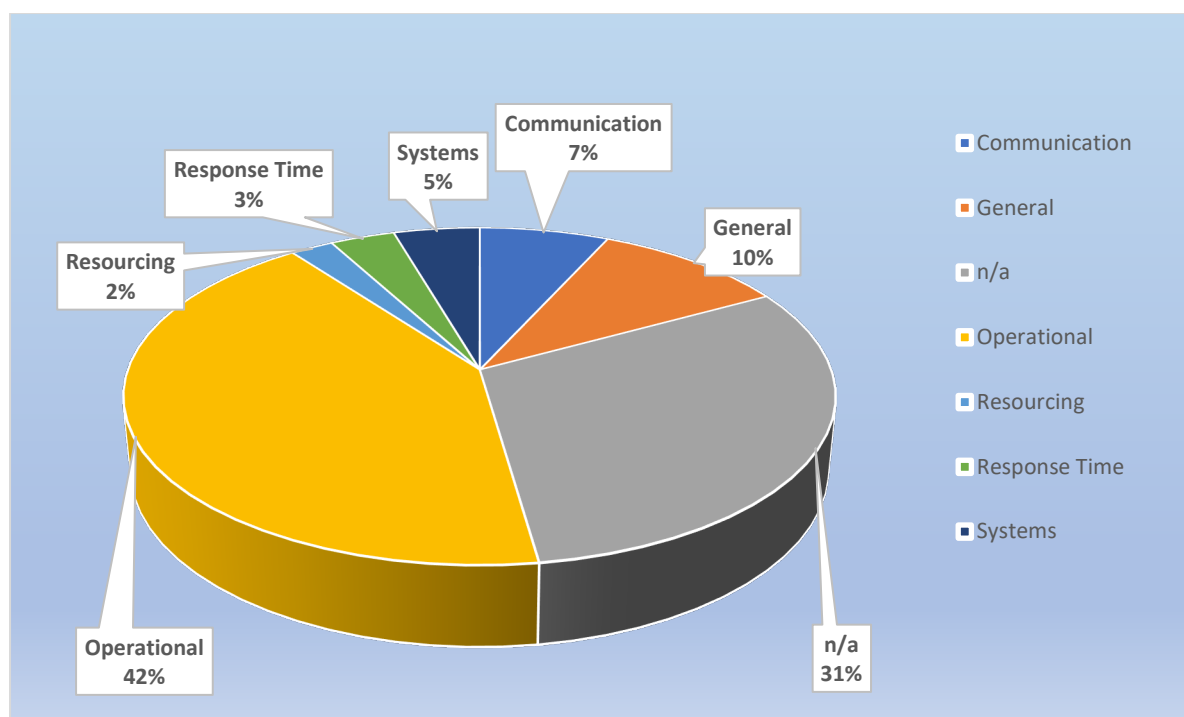
|  |         |
|--|---------|
| A record of open service requests with updates on work to date would be very helpful similar to what IT Services and Academic Registry have  | Systems |
| A closed loop system for incidents is needed immediately. I waste way too much time checking on the progress of jobs only to be told that it is complete. IT Services, FIS Support, Academic Registry, etc have a ticketing system in place that emails when a query is complete. E&F really need this in place too, it's a VERY common complaint from the majority who interact with E&F. | Systems |

## QUESTION SEVENTEEN

Question Seventeen asks respondents to identify any services not already provided by E&F that they believe should be available. The response rate to this question was 15%.

As this is another open-ended question the responses were categorised in the same way as those received for Question Sixteen and analysed in terms of the proportion of responses that relate to each of the above categories

An analysis of the resulting data shows the following:



- 42% of the suggestions received relate to operational matters.
- Apart from the N/A category, the remaining responses all sit at 10% or below.

A sample selection of the types of responses received to Question Seventeen is provided below.

| <b>Question Seventeen Responses</b>  | <b>Type</b>   |
|--|---------------|
| More insight into the works being u/taken to deliver on our carbon reduction targets   | Communication |
| Providing more accurate information on closures and maintenance work in the college premises.  | Communication |
| Online form (anonymously) to report problems around campus e.g., lighting/pavements. Publish what E&F have done. e.g., building repairs, painting, signage | Communication |
| open day should include the E&F staff and what they do so all new staff know how to contact you and what you do  | Communication |
| Weekly notifications of building works and times there will be disruption to post grad students.   | Communication |
| Bio about staff working there so we can identify people across campus.   | Communication |

| <b>Question Seventeen Responses</b>  | <b>Type</b> |
|--|-------------|
| I am happy with what is available  | General     |
| Sounds like a lot to be getting on with, as it is!                           | General     |
| You have quite enough on your plate.   | General     |
| Actually fixing the problems   | General     |
| Please do not diversify simply deliver better on the core services.          | General     |
| you should provide the services you already have but you don't really do     | General     |
| If you can't adequately do what you are supposed to do, how can you do more? | General     |
| You can't keep up with what you are doing now. So get something right first. | General     |
| You are spread too thin as it is   | General     |

| <b>Question Seventeen Responses</b>   | <b>Type</b> |
|---|-------------|
| Do a shredding drive - have a day or a week when staff and students are encouraged to round up old laptops, USB keys, phones etc that they no longer use and that need to be disposed of in a secure way (shredded). This would be positive from a data security point of view and from a sustainability point of view - mining for the metals in these items is very harmful to people and the environment so if Trinity can recycle a large number of these items, it is a positive step for the environment. | Operational |
| Equipment for events and activities to be borrowed/hired  | Operational |
| Automatic painting/recarpeting of buildings on a timed basis without prompting. Ongoing sustainability measures e.g., installation of drinking water  | Operational |

|  |             |
|--|-------------|
| Tidy up the area along Nassau street - it is a mess unfortunately. The waste area, abandoned plants, waste and unkept nature of the area contrasts with an elegant area planted with beautiful flowering trees in the past. And there are many areas here that need weeding. It is such a shame to see how it has deteriorated. The walkway & steps from College park to Fellows Square likewise is run down and dirty - it needs to be cleaned up & upgraded to the highest building standard.  | Operational |
| Maintenance/Servicing of chemical and biological hoods, and ventilation systems, ensuring HEPA or other filters are cleaned and up to date at all sites. Regular Servicing and checking of cold rooms, backup energy supply systems A properly functioning college safety office- less scaremongering and more help/advice,/ faster response and evaluation times/willingness to work with others/ less blame and more problem solving creating solutions and not barriers. Response to emails in a timely manner or at all would also be helpful. | Operational |
| Actioning on requests made by postgrads  | Operational |
| I think that the security could be stronger on things like bike theft. I don't feel like there is any support for staff and students and have heard some rotten stories, where a better security response could have made a difference. Security was great at a public disturbance one time, it was quite scary, so they're definitely helpful...but the issue of bike theft is likely to increase with all of the environmental pressure to remove cars? Just a thought...  | Operational |
| I do not know if it is anything to do with E&F, but I would love to see an ATM back in College - Also the letter box that was removed from Front Arch. I really miss both of those services since Covid. Any chance of getting them back in?   | Operational |

| Question Seventeen Responses   | Type       |
|--|------------|
| More in house as opposed to outsourced service provision, e.g., expenditure on professional services within capital projects is excessive and cost/quality/consistency performance could be improved through greater participation of in-house staff | Resourcing |
| I wonder about the cost efficiency of some of the outsourcing that goes on.  | Resourcing |

| Question Seventeen Responses  | Type          |
|---|---------------|
| Follow through in a timely fashion of goods agreed.   | Response Time |
| A better indication of time expected for response to queries - once the premises manager gets them. | Response Time |
| not necessarily more but quicker to deliver solutions   | Response Time |

| <b>Question Seventeen Responses</b>   | <b>Type</b> |
|---|-------------|
| In addition to IWMS utilisation, the development & implementation of web/mobile based customer portal allowing for direct access to E&F services.   | Systems     |
| Apps  | Systems     |
| A process whereby jobs not being done can be escalated so someone else.   | Systems     |
| If more of the local technology could be absorbed into the E&F or IT services' responsibilities (with adequate resourcing), I think it would be best as would streamline resolving equipment issues during periods of local staff shortages. Processes, equipment and software could be better shared and maintained across Schools. However, I understand this centralisation could be burdensome to integrate and would require substantial and adequate resourcing to be successful. | Systems     |

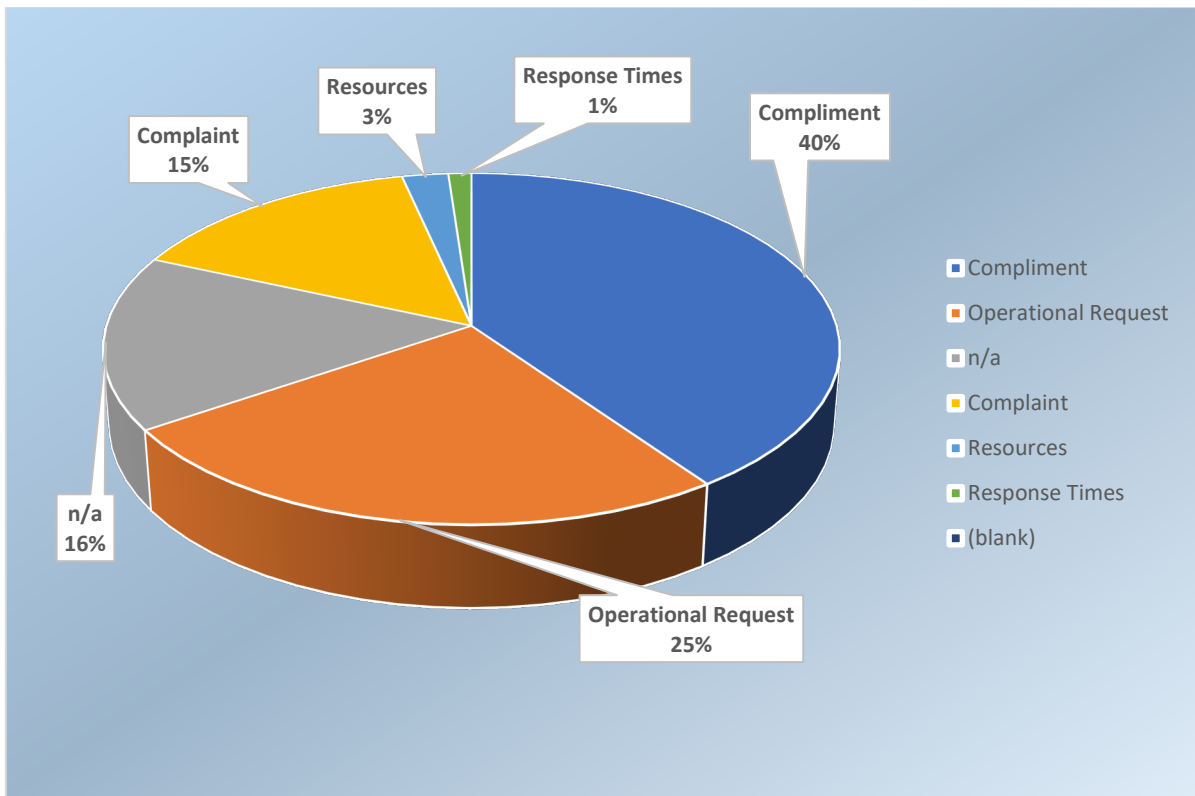
## QUESTION EIGHTEEN

Finally, survey participants were asked an open-ended question allowing them the opportunity to make any other observations about Estates and Facilities before completing the survey. The response rate for this question was 15%.

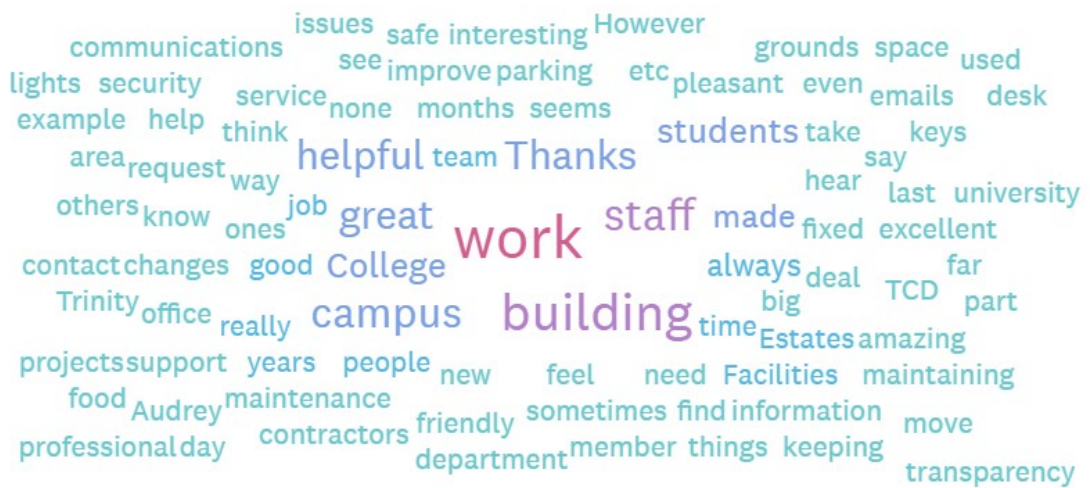
An analysis of each of the responses was carried out and based on their theme they were categorised under the following headings:

| <b>Category</b> | <b>Description</b>   |
|-----------------|--|
| Compliment      | The comment is positive and generally appreciative of E&F personnel and the services that are provided.              |
| Operational     | Where the suggestion primarily relates to operational matters specific to a particular location or service area.     |
| N/A             | Where the respondent has commented with n/a or similar.  |
| Complaint       | The comment provides negative testimony and somewhat scathing feedback in relation to E&F services and/or personnel. |
| Resources       | Where the suggestion primarily relates to the need to consider staffing levels or how staffing levels are achieved.  |
| Response Times  | Where the suggestion is in relation to the time in which queries are responded to or work is completed.              |

Further analysis provides the following breakdown:



- 40% of comments received provided positive feedback about Estates and Facilities.
- 25% requested support and assistance in relation to operational matters.
- 15% of comments received were uncomplimentary.



A sample selection of comments received in relation to Question Eighteen is set out below:

| <b>Question Eighteen Responses</b>  | <b>Type</b> |
|---|-------------|
| I find the majority of people I deal with in E&F responsive, helpful and friendly. Thanks for them for their support.   | Compliment  |
| Particular to thanks to Patrick and the Arts Building attendant team. We thought we'd never replace the 3 who retired last year, but the new team are really excellent.   | Compliment  |
| The communication from E & F is always good and very helpful and on time in advance of changes in College.  | Compliment  |
| Over the last few months, the response time for any repair request, request to move furniture etc has been so quick and so helpful - it really makes a difference for me, it boosts morale and makes my role a lot pleasanter, so I really appreciate it. A big thank you to the staff and I hope management will recognise and reward their hard work.   | Compliment  |
| Thank you grounds crew for keeping Trinity clean! We see you hard at work daily.  | Compliment  |
| All members of the team that I have met have always been friendly, professional, and highly skilled. They know what they are doing and do it to a high standard.  | Compliment  |
| E&F staff are always lovely to deal with. We appreciate all you do!   | Compliment  |
| I have found the staff I have dealt with in various departments incredibly professional and respectful. On every occasion the staff member involved made me feel my requests were their priority. Thank you for the great work you do and the way you do it.  | Compliment  |
| The call centre is always so pleasant and helpful, especially with emergencies on a Friday afternoon.   | Compliment  |
| I have had very little contact with E&F. However, I locked myself out of the building with my keys inside after hours and contacted E&F 24 hr. help line. Martin was super helpful and sent a security person to me who couldn't have been nicer or more helpful. I didn't get his name. Together they saved me a lot of stress, considerable time and I can't even estimate the cost as I would have had to stay overnight in town. They were amazing! I | Compliment  |

| <b>Question Eighteen Responses</b>   | <b>Type</b>         |
|--|---------------------|
| Consult with TCD legal on setting out penalty clauses for contractors  | Operational Request |
| It seems that some queries (the easy ones) like keys or getting cleaners to do something are resolved very quickly/efficiently but others like new blinds/replacement carpets/fresh paint/moth infestation treatments can take a long time without an update to the initial requester on timeframe for delivery. This is compounded by blended working where the office occupant might not be on site when the item is delivered. A more coherent way of logging/tracking calls would. be ideal. | Operational Request |



|  |                     |
|--|---------------------|
| Please remove the architecturally unsympathetic grey and unused plastic bicycle stands. Restore bins & signage that are historically in line with the college. It has been let go. I contrast this with other old colleges in the UK and US.   | Operational Request |
| College is so big - it would be great to have small tours available to non-accessible places at the moment. Perhaps the beehives on the roofs; the Trinity Board Room and outside space in the Business School; the Stables, the Provost's Garden, etc.  | Operational Request |
| To reduce the speed of e-scooters and motorcycles/ bikes on walkways where pedestrians are walking.  | Operational Request |
| I've heard rumours of lead pipes in some TCD buildings. If Estates and Services were able to release or, if they already exist, signpost results of water composition tests around college, that would be good.  | Operational Request |
| It would be great to know more information on the sustainability of buildings and the works ongoing to improve this. More information of the variety of works in general and examples of ongoing and completed works big and small in the college to highlight the great work that is done by E&F. | Operational Request |
| Transparency, transparency, transparency   | Operational Request |

| Question Eighteen Responses  | Type      |
|--|-----------|
| You really should listen to postgrads - you ignore if we report the lift is broken in the CRANN building, for example  | Complaint |
| Actually work  | Complaint |
| The price charged for move management services is too high. The maps webpages are very outdated.   | Complaint |
| Some people in estates and facilities are really really good and helpful while some are useless which results in a net zero  | Complaint |
| The installation of new lights in the O'Reilly building was badly planned as these lights are far too bright and low hanging for the rooms. This causes severe eye strain and migraines, and also blocks the view of screens. Despite complaints, no changes have been made.   | Complaint |
| Premises manager is nice person but impossible to contact, massive delays with all tasks we ask him for.   | Complaint |
| As above. We have in previous years had significant issues with laboratory infrastructure taking months to years to be fixed.  | Complaint |
| In our department we've had issues with the building for years and they have never been adequately fixed. This directly affects staff including postgraduate workers. We communicate with E&F through our executive assistant but in the past 3 years no issues (heating, leaks, poor lighting) have been fixed, sometimes proposed solutions have been rejected | Complaint |

| Question Eighteen Responses   | Type           |
|---|----------------|
| More Managers across College as there seems to be too few people stretched across multiple buildings and sites. More competitive tendering for goods.                     | Resources      |
| E&F needs more tradesmen  | Resources      |
| Would be great if the length of time it takes to get quotes for jobs to be done could be shortened. We are months waiting on a price and have funds to complete the work. | Response Times |

## CONCLUSION

The Estates and Facilities Customer Satisfaction Survey 2024 has provided interesting and helpful analysis and feedback from a range of users that will assist us in considering our next steps to improve our service levels and the customer experience.

In particular:

- Staff satisfaction levels are higher than those identified by the student community.
- Frequent users are generally more satisfied than infrequent users of our services.
- This points to a need for E&F to engage better with the student body and those who use our services less frequently.
- E&F should aim to improve satisfaction levels generally. A significant proportion of ratings fell under the neutral category, which requires attention.

Common themes seen in the feedback provided were around:

- The need to be more inclusive of the student body.
- The need to improve our communications to help our customers understand better what it is we do and how we do it.
- The need to improve our existing system of managing requests and make it a better end to end experience for the user.
- The need to improve response times.

The commentary made included some particularly complimentary feedback about Estates and Facilities, and the people who work there.

Equally, there was some very constructive feedback in relation to the less than satisfactory experience that some respondents have encountered.

Additionally, it was apparent that there is an understanding that budget and resource issues are factors in the department's ability to meet expectations.

The next E&F Customer Satisfaction Survey will be issued in early 2025.