

My Report

Last Modified: 04/23/2014

1. Please select your department:

#	Answer	Bar	Response	%
1	Capital Projects and Planning		1	1%
2	Central Services and Access Control		1	1%
3	Contract College Facilities		2	3%
4	Cornell University Police		4	6%
5	Energy and Sustainability		0	0%
6	Environmental Health and Safety		10	15%
7	Facilities Administration and Finance		8	12%
8	Facilities Engineering		5	7%
9	Facilities Management		10	15%
10	Facilities Operations		3	4%
11	Facilities Services VP's Office		1	1%
12	Human Resources		20	29%
13	Real Estate		2	3%
14	Other		1	1%
	Total		68	

Other
FIRE & CARD ACCESS CREW

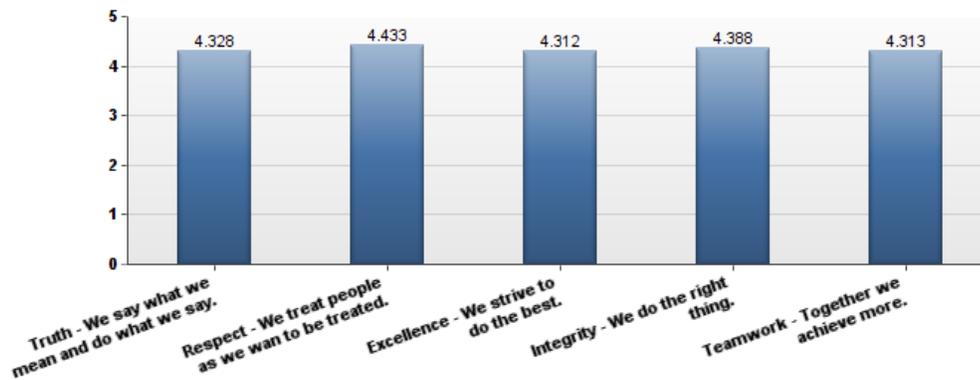
2. Level of Importance

#	Question	Not At All	Slightly	Somewhat	Very	Extremely	Total Responses	Mean
1	Treats you as a valued customer.	0	0	1	40	27	68	4.38
2	Communicates clearly, openly, and regularly on what is happening and why.	0	0	4	31	32	67	4.42
3	Personal interactions are positive and friendly.	0	0	2	33	33	68	4.46
4	Provides quality customer service.	0	1	0	30	37	68	4.51
5	Responds to requests in a timely fashion.	0	0	2	30	36	68	4.50
6	Listens to suggestions and concerns.	0	0	8	30	29	67	4.31
7	Acts upon suggestions.	0	0	18	31	17	66	3.98
8	Follows through on commitments.	0	0	3	25	39	67	4.54
9	Finds ways to contribute to organizational goals.	1	3	15	32	12	63	3.81
10	Problems within CNS control get resolved and do not reappear.	0	0	9	40	14	63	4.08
11	Ensures your needs are met.	0	0	2	28	34	64	4.50
12	Proposes creative alternatives to established thinking and practices.	0	1	16	32	15	64	3.95
13	Shows initiative to go beyond what is expected.	0	0	16	33	14	63	3.97
14	Shows mastery of job content/technical knowledge.	0	0	2	31	32	65	4.46
15	Inspires confidence in our ability to get the job done.	0	0	4	34	26	64	4.34
16	Effectively handles requests to CIT for services.	1	1	6	34	22	64	4.17

3. Level of Satisfaction

#	Question	Very Poor	Poor	Just OK	Good	Excellent	Total Responses	Mean
1	Treats you as a valued customer.	0	0	4	21	40	65	4.55
2	Communicates clearly, openly, and regularly on what is happening and why.	1	1	2	28	33	65	4.40
3	Personal interactions are positive and friendly.	0	0	3	20	42	65	4.60
4	Provides quality customer service.	1	0	4	20	40	65	4.51
5	Responds to requests in a timely fashion.	1	1	3	25	34	64	4.41
6	Listens to suggestions and concerns.	0	1	2	34	26	63	4.35
7	Acts upon suggestions.	0	1	6	36	20	63	4.19
8	Follows through on commitments.	1	2	2	25	34	64	4.39
9	Finds ways to contribute to organizational goals.	0	0	10	30	17	57	4.12
10	Problems within CNS control get resolved and do not reappear.	1	1	7	33	18	60	4.10
11	Ensures your needs are met.	1	1	3	22	37	64	4.45
12	Proposes creative alternatives to established thinking and practices.	0	1	11	32	17	61	4.07
13	Shows initiative to go beyond what is expected.	2	2	9	27	22	62	4.05
14	Shows mastery of job content/technical knowledge.	1	0	7	23	31	62	4.34
15	Inspires confidence in our ability to get the job done.	2	2	5	23	31	63	4.25
16	Effectively handles requests to CIT for services.	1	2	4	26	29	62	4.29

4. How well do we live up to our values:



#	Question	Not At All	Slightly	Somewhat	Very	Extremely	Total Responses	Mean
1	Truth - We say what we mean and do what we say.	0	0	7	31	29	67	4.33
2	Respect - We treat people as we want to be treated.	0	0	4	30	33	67	4.43
3	Excellence - We strive to do the best.	0	3	4	27	30	64	4.31
4	Integrity - We do the right thing.	0	0	4	33	30	67	4.39
5	Teamwork - Together we achieve more.	0	1	7	29	30	67	4.31

5. Please tell us things we are doing well and should not change.

Text Response	
Friendly staff, makes me feel like any question is not too low on the priority totem pole.	
Excellent reponse time and problem resolution	
I have little interaction with CNS/CIT, but when I do need help, someone responds quickly and efficiently!!	
Reaching out for feedback. Asking if it is a good time to reach into computer to address need.	
Response time to help requests is very good. CNS usually respond within the hour of submission of the request.	
Very on top of tickets that are submitted. The entire team helps in any way they can to ensure I have what I need and things are fixed.	
Resjponse time is good	
the personal touch you give us when we call for support and service...	
The CNS group is superb! I am thankful for all you do!	
Having a Secure Server on Campus	
The team is always responsive. They get back to me is a timely fashion and they fix the problem. Can't ask for much more.	
You are timely, care about our needs, and strive to meet them.	
I interact with almost everyone up there & have a high opinion of the group as a whole. I can not do my job without regular and specialized support. Great job, all of you.	
All service has gone well, no changes at present.	
Very responsive	
You are extremely helpful to our deaprtment.. keep up the good work. We know that you have been downsized adn things have been changes for all of you but you are doing a good job with attempting to keep up with the workload.	
I love the online ticket system -- response time is great and all staff are friendly and accessible	
I believe your have been exceptional in 2 areas: timeliness of response has been fantastic. On my several requests you called back immediately. On our recent move, you had a team of people taking care of our many issues, and Autumn made several unscheduled trips to our location to take care of emerging issues that were no t her fault. 2nd is the level of personal interactions. I have dealt with at least 4 different people this year and each of them was an absolute joy to work with.	
Positive and friendly	
Interpersonal communications with customers is excellent.	
Great customer service!	
Most of my interactions with your group are good. The computer help request seems to be working well. Being informed of the status, etc really helps.	
Statistic	Value
Total Responses	22

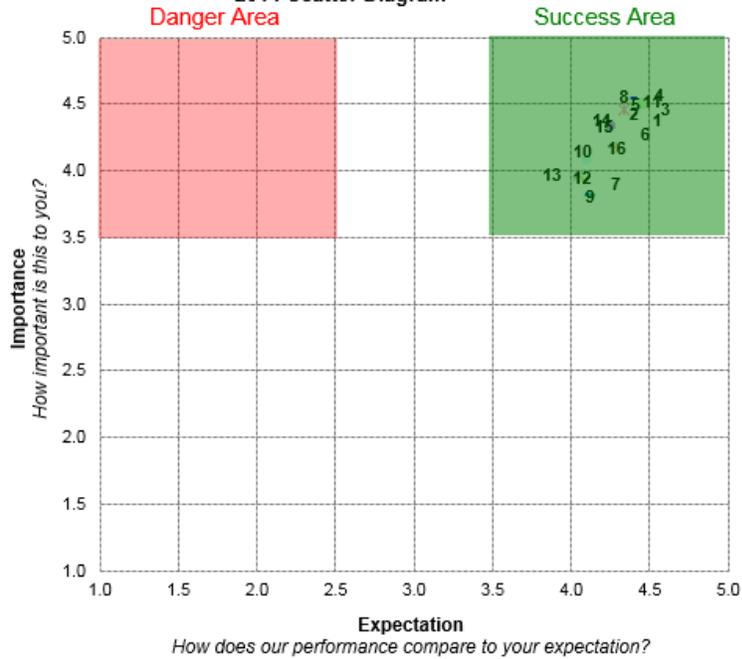
6. Please tell us anything that you feel we could be doing better.

Text Response	
I honestly can't think of anything....have always been satisfied in my dealings with all :-)	
Follow-up communication	
Open up to other technologies besides Dell (MacBooks, tablets, etc). Set up monitoring on page monitoring on your web servers.	
Can't think of anything; very satisfied with service provided by CNS staff.	
Do not talk in circles, do not ask our opinion, we don't know that is why we call you. Please talk in our language, don't assume we are as smart as you when talking about computers.	
I think there is a difference in skill levels between CNS staff -- there are times when I cringe when assigned to certain individuals. I know it's challenging, and I'm struggling to write this in a positive way, somehow the skill levels not meeting an overall base level need to be brought up.	
You are all great! Can't change anything there.	
Find whatever is ailing the Thin Clients and get it to stop giving us so many issues!	
Ticket system showing past requests was a nice feature, not a big deal, but it was nice to be able to see what has been submitted in the past.	
Some team members seem less technically savvy than others.	
We like to see you guys. please step away from your desks and come and interact with us if you can :)	
Nothing that I can think of.	
following up on commitments. asking for help from colleagues or other organisations when they answers are unknown	
Things like software installs (updates) seem to take an inordinate amount of time when not automated ie: Microstation	
Although we are not IT people by trade there are some things that we may know and when we suggest them do not discount them or ignore them and tell us they cannot be done.	
I'm not especially liking the new walk in hours at your office. Tradespeople with I-pads need them to conduct day-to-day businesss, and technical problems cannot be planned.	
Statistic	Value
Total Responses	16

7. Is there anything else you would like us to know?

Text Response	
I wish you were all still in HSB!! Great group of individuals who really care about what they're doing and are always very respectful regardless of issue or person they're dealing with...keep up the Great Work!! :-)	
FS has the best IT team on campus. Keep up the great work!	
Autumn and Kevin have been extremely helpful with all of my requests. I give them tons of kudos.	
I wonder if you should do a survey based on individuals --- perhaps this would tell you more overall. Overall I think your group is top notch, that said, there are times when service is not great with certain individuals. I think you need to identify where that is, and help them build their skills. Overall I'm guessing it's dragging your numbers down,	
I have never had a negative experience when dealing with any of the staff. Always positive and rewarding.	
I am so appreciative of Roger for all his support on SharePoint. He is a wealth of knowledge and I wouldn't know what to do without him. Ken is so awesome and does a great job! He's such a pleasure to work with. I don't get to work with Dan as much but when I do he is so professional and so helpful and always does a great job for me. Autumn is wonderful too and always has a solution. She's great! Thank you Debra for such an awesome group. Your leadership with this group does not go unnoticed!	
I have had very good interaction with the IT folks.	
Ken L. is wonderful and so responsive.	
The Thin Clients that the UAW staff use to do Kronos and Workday at their time clocks constantly ask for an update that we cannot do as we are not Admin. Get the updates updated more often!	
I have always had excellent results and service.	
Thanks for being there, I wouldn't trade your services for any other support group.	
We are not a big user of complicated systems. I think it would be easy to put us in the "low priority" category of clients. Yet I have never felt that and our service has been outstanding. Thank you!	
I've had a few issues with miscommunication, and what seems like people are just guessing about what needs to be done.	
I understand the need for everyone to learn everyone's job for depth of knowledge, but I don't think you are back up to the level of productivity that we had with dedicated people for programs.	
Honestly, some staff are much more responsive than others. Of all the people there, I've had great service only from Ken Lassey. He's fantastic. The others I've dealt with have either been just okay or awful.	
While the technical knowledge is abundant, the "people" skills for some of the organization are lacking. I have witnessed one individual in particular being impatient and somewhat condescending to fellow employees and myself	
Statistic	Value
Total Responses	16

**Facilities Services Computing Services
2014 Scatter Diagram**



		Distribution of Expectation Responses					Weighted Average Expectation
		Very Poor	Poor	Just OK	Good	Excellent	
Score:		1	2	3	4	5	
1	Treats you as a valued customer.	0	0	1	40	27	4.38
2	Communicates clearly, openly, and regularly on what is happening and why.	0	0	4	31	32	4.42
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4	Provides quality customer service.	0	1	0	30	37	4.51
5	Responds to requests in a timely fashion.	0	0	2	30	36	4.5
6	Listens to suggestions and concerns.	0	0	8	30	29	4.31
7	Acts upon suggestions.	0	0	18	31	17	3.98
8	Follows through on commitments.	0	0	3	25	39	4.54
9	Finds ways to contribute to organizational goals.	1	3	15	32	12	3.81
10	Problems within CNS control get resolved and do not reappear.	0	0	9	40	14	4.08
11	Ensures needs are met.	0	0	2	28	34	4.5
12	Proposes creative alternatives to established thinking and	0	1	16	32	15	3.95
13	Shows initiative to go beyond the expected.	0	0	16	33	14	3.97
14	Shows mastery of job content/technical knowledge.	0	0	2	31	32	4.46
15	Inspires confidence in our ability to get the job	0	0	4	34	26	4.34
16	Effectively handles requests to CIT for services.	1	1	6	34	22	4.17

**Facilities Services Computing Services
2014 Gap (Satisfaction - Importance)**

