

# My Report

Last Modified: 10/31/2014

## 1. Department: (required)

#	Answer	Response	%
1	Capital Projects and Planning	3	5%
2	Contract Colleges Facilities	11	18%
3	Energy and Sustainability	4	6%
4	Facilities Finance	7	11%
5	Facilities Engineering	4	6%
6	Transportation Services	2	3%
7	Real Estate	2	3%
8	Facilities Services Vice President's Office	0	0%
9	Facilities Project Administration	4	6%
10	Other	25	40%
	Total	62	100%

Statistic	Value
Min Value	1
Max Value	10
Mean	6.40
Variance	12.24
Standard Deviation	3.50
Total Responses	62

## 2. Other Department Responses:

Text Response
Facilities Management
FS CENTRAL ZONE
building care
building and care
Customer & Mail Services
Facilities Management
Facilities Management
FM - SAS Zone
Building Care Residential Services
bldg care
Endowed Facilities
HRSS
building care
Facilities management
SAS

Statistic	Value
Total Responses	15

### 3. Level of Importance

#	Question	Not at all	Slightly	Important	Very	Extremely	Total Responses	Mean
1	Treats you as a valued customer.	0	0	5	15	15	35	4.29
2	Conveys respect and professionalism in interactions.	0	0	6	15	13	34	4.21
3	Communicates clearly and professionally.	0	0	4	18	12	34	4.24
4	Communicates appropriately on what is happening and why.	0	1	4	11	18	34	4.35
5	Addresses your requests efficiently and responsively.	0	0	4	13	17	34	4.38
6	Listens to suggestions and concerns.	0	1	7	13	11	32	4.06
7	Acts upon suggestions.	0	2	7	11	12	32	4.03
8	Follows through on commitments.	0	0	4	12	17	33	4.39
9	Provides reliable and dependable services.	0	0	3	11	20	34	4.50
10	Reviews and acts appropriately to requests.	0	0	3	16	15	34	4.35
11	Shows initiative to go beyond what is expected.	0	1	9	18	5	33	3.82
12	Provides adequate program documentation.	0	1	16	8	4	29	3.52
13	Shows mastery of job content / technical knowledge.	0	1	3	12	16	32	4.34

14	Inspires your confidence in their ability to get the job done.	0	1	5	12	15	33	4.24
15	Demonstrates judgment and wisdom in decision making.	0	1	5	15	12	33	4.15
16	Provides programming services that help you and your team achieve your goals.	0	0	6	12	15	33	4.27
17	Responds appropriately to administrative system problems.	0	1	3	10	20	34	4.44
18	Proposes creative alternatives to established thinking and practices.	0	1	6	19	6	32	3.94
19	Resolves problems within their control.	0	0	4	12	18	34	4.41

Statistic	Treats you as a valued customer.	Conveys respect and professionalism in interactions.	Communicates clearly and professionally.	Communicates appropriately on what is happening and why.	Addresses your requests efficiently and responsively.	Listens to suggestions and concerns.	A su
Min Value	3	3	3	2	3	2	
Max Value	5	5	5	5	5	5	
Mean	4.29	4.21	4.24	4.35	4.38	4.06	
Variance	0.50	0.53	0.43	0.66	0.49	0.71	
Standard Deviation	0.71	0.73	0.65	0.81	0.70	0.84	
Total Responses	35	34	34	34	34	32	

## 4. Meeting Expectations

#	Question	Not at all	Slightly	Important	Very	Extremely	Total Responses	Mean
1	Treats you as a valued customer.	0	0	5	16	10	31	4.16
2	Conveys respect and professionalism in interactions.	0	0	6	12	13	31	4.23
3	Communicates clearly and professionally.	0	0	7	15	9	31	4.06
4	Communicates appropriately on what is happening and why.	0	0	6	17	8	31	4.06
5	Addresses your requests efficiently and responsively.	0	1	6	15	9	31	4.03
6	Listens to suggestions and concerns.	0	1	8	11	10	30	4.00
7	Acts upon suggestions.	0	2	11	10	7	30	3.73
8	Follows through on commitments.	0	1	7	14	8	30	3.97
9	Provides reliable and dependable services.	0	2	6	12	11	31	4.03
10	Reviews and acts appropriately to requests.	0	1	7	13	10	31	4.03
11	Shows initiative to go beyond what is expected.	0	0	13	12	5	30	3.73
12	Provides adequate program documentation.	0	3	15	6	1	25	3.20
13	Shows mastery of job content / technical knowledge.	0	3	6	10	11	30	3.97

14	Inspires your confidence in their ability to get the job done.	0	4	7	9	10	30	3.83
15	Demonstrates judgment and wisdom in decision making.	0	1	9	12	8	30	3.90
16	Provides programming services that help you and your team achieve your goals.	0	3	8	13	6	30	3.73
17	Responds appropriately to administrative system problems.	0	3	6	11	11	31	3.97
18	Proposes creative alternatives to established thinking and practices.	0	1	11	12	5	29	3.72
19	Resolves problems within their control.	0	1	7	13	10	31	4.03

Statistic	Treats you as a valued customer.	Conveys respect and professionalism in interactions.	Communicates clearly and professionally.	Communicates appropriately on what is happening and why.	Addresses your requests efficiently and responsively.	Listens to suggestions and concerns.	A su
Min Value	3	3	3	3	2	2	
Max Value	5	5	5	5	5	5	
Mean	4.16	4.23	4.06	4.06	4.03	4.00	
Variance	0.47	0.58	0.53	0.46	0.63	0.76	
Standard Deviation	0.69	0.76	0.73	0.68	0.80	0.87	
Total Responses	31	31	31	31	31	30	

## 5. Level of importance

#	Question	Not At All	Slightly	Important	Very	Extremely	Total Responses	Mean
1	Capital Projects	1	1	3	3	6	14	3.86
2	Maximo	1	1	6	6	10	24	3.96
3	EZMaxMobile	2	0	4	4	5	15	3.67
4	FPNMS	2	1	5	2	1	11	2.91
5	EBS (Utilities Billing System)	3	0	3	4	3	13	3.31
6	EPAR (Electronic Project Approval Request)	2	1	4	4	2	13	3.23
7	Web updates and applications	1	1	4	9	10	25	4.04
8	Overall Systems - Keeps the systems in working order	1	0	2	4	22	29	4.59

Statistic	Capital Projects	Maximo	EZMaxMobile	FPNMS	EBS (Utilities Billing System)	EPAR (Electronic Project Approval Request)	Web updates and applications	Overall Systems - Keeps the systems in working order
Min Value	1	1	1	1	1	1	1	1
Max Value	5	5	5	5	5	5	5	5
Mean	3.86	3.96	3.67	2.91	3.31	3.23	4.04	4.59
Variance	1.67	1.26	1.81	1.49	2.23	1.69	1.12	0.82
Standard Deviation	1.29	1.12	1.35	1.22	1.49	1.30	1.06	0.91
Total Responses	14	24	15	11	13	13	25	29

## 6. Meeting Expectations

#	Question	Not At All	Slightly	Important	Very	Extremely	Total Responses	Mean
1	Capital Projects	0	0	7	5	2	14	3.64
2	Maximo	0	3	10	6	4	23	3.48
3	EZMaxMobile	0	0	7	4	3	14	3.71
4	FPNMS	0	0	8	1	1	10	3.30
5	EBS (Utilities Billing System)	1	0	5	5	1	12	3.42
6	EPAR (Electronic Project Approval Request)	1	0	5	4	1	11	3.36
7	Web updates and applications	0	1	9	10	4	24	3.71
8	Overall Systems - Keeps the systems in working order	0	2	6	10	11	29	4.03

Statistic	Capital Projects	Maximo	EZMaxMobile	FPNMS	EBS (Utilities Billing System)	EPAR (Electronic Project Approval Request)	Web updates and applications	Overall Systems - Keeps the systems in working order
Min Value	3	2	3	3	1	1	2	2
Max Value	5	5	5	5	5	5	5	5
Mean	3.64	3.48	3.71	3.30	3.42	3.36	3.71	4.03
Variance	0.55	0.90	0.68	0.46	0.99	1.05	0.65	0.89
Standard Deviation	0.74	0.95	0.83	0.67	1.00	1.03	0.81	0.94
Total Responses	14	23	14	10	12	11	24	29

## 7. Level of Importance

#	Question	Not At All	Slightly	Important	Very	Extremely	Total Responses	Mean
1	Please rate the Programming Services Group's accessibility.	0	0	5	9	18	32	4.41

Statistic	Please rate the Programming Services Group's accessibility.
Min Value	3
Max Value	5
Mean	4.41
Variance	0.57
Standard Deviation	0.76
Total Responses	32

## 8. Meeting Expectations

#	Question	Not At All	Slightly	Important	Very	Extremely	Total Responses	Mean
1	Please rate the Programming Services Group's accessibility.	0	0	9	10	13	32	4.13

Statistic	Please rate the Programming Services Group's accessibility.
Min Value	3
Max Value	5
Mean	4.13
Variance	0.69
Standard Deviation	0.83
Total Responses	32

## 9. How well has Programming Services lived up to the organization's values?

#	Question	Far Below	Below	Meets	Exceeds	Far Exceeds	Total Responses	Mean
1	Truth - We say what we mean and do what we say.	0	1	16	11	3	31	3.52
2	Respect - We treat people as we want to be treated.	0	0	14	13	5	32	3.72
3	Excellence - We strive to be the best.	0	1	16	12	4	33	3.58
4	Teamwork - Together we achieve more.	0	0	19	10	3	32	3.50
5	Integrity - We do the right thing.	0	0	20	7	5	32	3.53

Statistic	Truth - We say what we mean and do what we say.	Respect - We treat people as we want to be treated.	Excellence - We strive to be the best.	Teamwork - Together we achieve more.	Integrity - We do the right thing.
Min Value	2	3	2	3	3
Max Value	5	5	5	5	5
Mean	3.52	3.72	3.58	3.50	3.53
Variance	0.52	0.53	0.56	0.45	0.58
Standard Deviation	0.72	0.73	0.75	0.67	0.76
Total Responses	31	32	33	32	32

## 10. How long does it typically take you to get a response from the Programming Services group?

#	Answer		Response	%
1	Within 1 day		24	75%
2	Within 1 week		6	19%
3	Within 1 month		2	6%
4	Varies quite significantly		0	0%
	Total		32	100%

Statistic	Value
Min Value	1
Max Value	3
Mean	1.31
Variance	0.35
Standard Deviation	0.59
Total Responses	32

## 11. What do you think Programming Services Group is doing well?

### Text Response

Working hard to keep systems working and respond to user problems

When Maximo slows down, they seem to fix the problem quickly

The only person I work with is Craig Frey, and he is excellent in every way. He always responds immediately, and is able to resolve any issues in a timely fashion. His technical knowledge is phenomenal, and you only have to explain to him once what you need and you'll have it.

When they have the time they do go above and beyond to get to a spot that isn't open at regular business hours.

Yes they ate  
communication

Responding to requests in a timely manner. Taking action to improve upon the ticketing process.

I think this group does everything I need with a smile and great integrity. Keep up the good work.

I think great progress has happened in the past year as it pertains to Maximo and EZMaxMobile. We have good people and they care about what they do. We keep improving the interface and functionality for both Maximo and EZMaxMobile.

I think the intentions are to make sure issues are addressed.

I think they do a really great job keeping users informed of application changes/updates/outages. I also think response time is great, although I mainly interact with Craig Frey. They are a very dedicated crew who always strive to do their best!!

I can't speak for all the staff that work on the programs, just Mike Baker. He is always available for conversation either on the phone or email. Excellent customer service I am not computer smart in anyway, i don't click on anything that I'm not told too, he has the patience of a saint.

Responding w/in 24hrs, but in most cases, responding fairly quickly.

Response to trouble tickets

THEY RESPOND QUICKLY AND ON SHORT NOTICE. I CAN STOP BY IF IT IS AN EMMERGENCY AND ASK FOR SOME HELP AND SOMEONE WILL ALWAYS STEP UP AND ASSIST IF THEY CAN. ALWAYS PROFESSIONAL AND NICE.

Statistic	Value
Total Responses	15

## 12. What are opportunities for improvement?

### Text Response

Timesheet program is clunky to use; especially when several job numbers are charged to throughout the week with daily comments. Trouble using it earlier in year; issues with multiple charges appearing automatically - hours burned trying to backtrack and determine what job numbers were double/triple billed.

Cornell would be better served by simpler, less-customized programs that meet basic needs. We seem to overthink too often and create systems which are highly problematic; billing and tracking budgets remains much more complicated than it should be.

None that I can think of, unless you can clone Craig!

They simply need more technicians. They don't have enough people to go around.

more on the job training for interested workers in the community

I see you making improvements within your control as is possible within the confines of CIT.

The more we get involved in the data warehouse the better we should get at developing queries that work. This is always difficult.

There are tools not providing accurate information; it feels like some progress is made to address situations but not to the point to make sure the issue is fully resolved.

Maybe training, if applicable, for their customers? It also might be a nice FYI to know what each individual's responsibilities are. Does the group each have their own area of expertise and customers?

Updates should state what it used to do and what it does now.

Cross training for additional contacts to offer help and letting the dept. know who a secondary contact is for the different programs.

train us on new applications and connecting all of our equipment to be used more efficiently

Statistic	Value
Total Responses	12

## 13. What additional services do you wish we provided?

### Text Response

None in particular; the team does a great job trying to manage all the systems we have.

None that I can think of.

on the job training

None at present.

Make sure the current services are working before resources are used on a new wish list.

app training and mobile device or tablet training

PERHAPS MORE SOFTWARE KNOWLEDGE

Statistic	Value
Total Responses	7

## 14. What recommendations do you have to help us be more responsive to your department's needs?

### Text Response

Recommend keeping things simple whenever we can -- every program can't do everything for everyone; basic software and hardware that is dependable and predicatble would be preferable!

Again, there is a need for more technicians.

more friendly people

I cannot of think of anything at this time.

I think you are very responsive.

Make sure a program is working fully prior to jumping into the next program. Complete a task/fix prior to moving efforts forward onto another item.

I have no complaints at all.

Same as above

I AM IMPRESSED WITH THE RESPONSIVENESS SO I CAN'T THINK OF ANYTHING. EVEN IF THEY CAN'T RESPOND WITHIN A SHORT PERIOD OF TIME THEY WILL CONTACT ME TO LET ME KNOW.

Statistic	Value
Total Responses	9