

Seattle University

FY17 Customer Satisfaction Survey

May 2018



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Demographics and Scoring



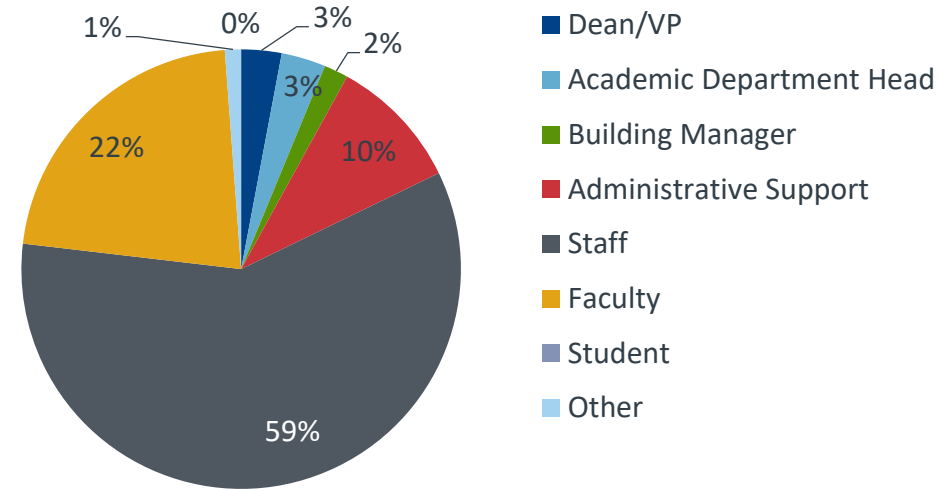
Survey Overview

- 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)

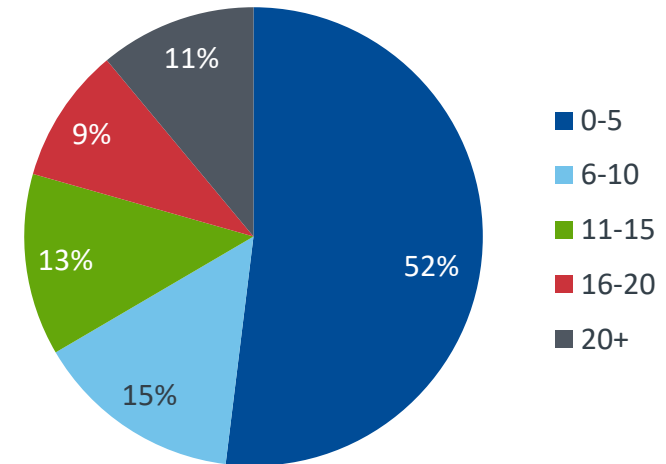
Unless otherwise noted, questions with the following responses were graded on the scale below:

Response	Value	Response
Never	1	Strongly Disagree
Rarely	2	Disagree
Sometimes	3	Undecided
Often	4	Agree
Always	5	Strongly Agree
N/A	Excluded	N/A

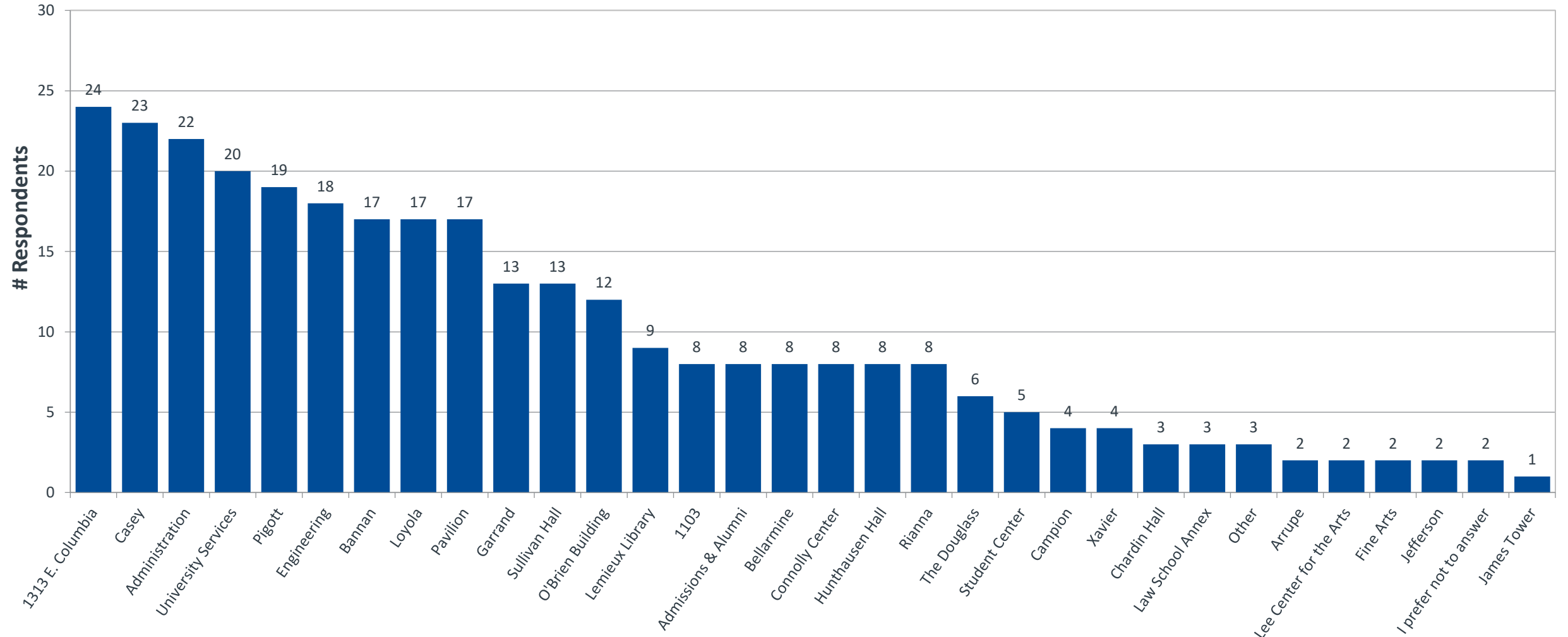
Demographics



Tenure at Seattle U (Years)



Building in Which Respondents Spend the Most Time



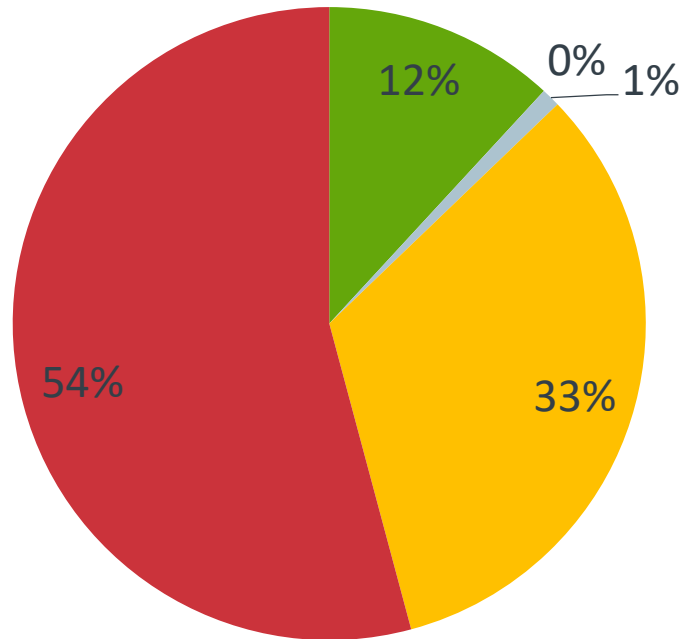
Campus Condition & Building Comfort



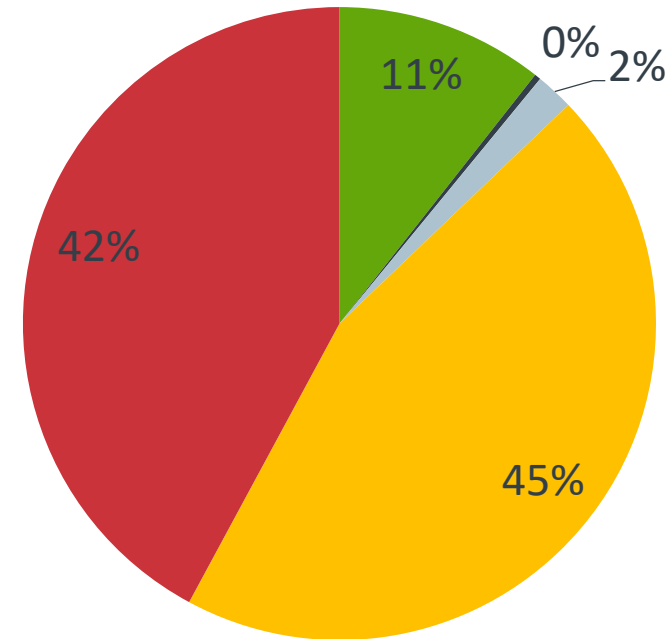
Importance of Campus Condition

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?

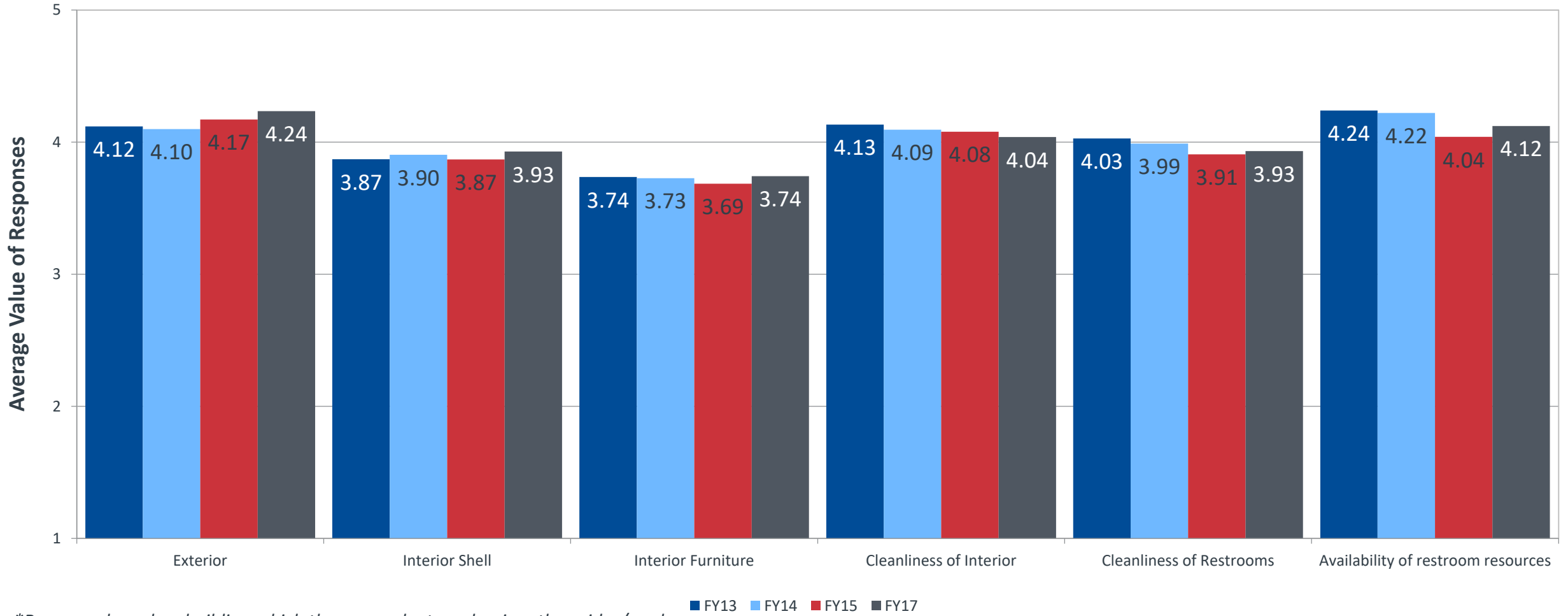


How important is the condition of the campus grounds?



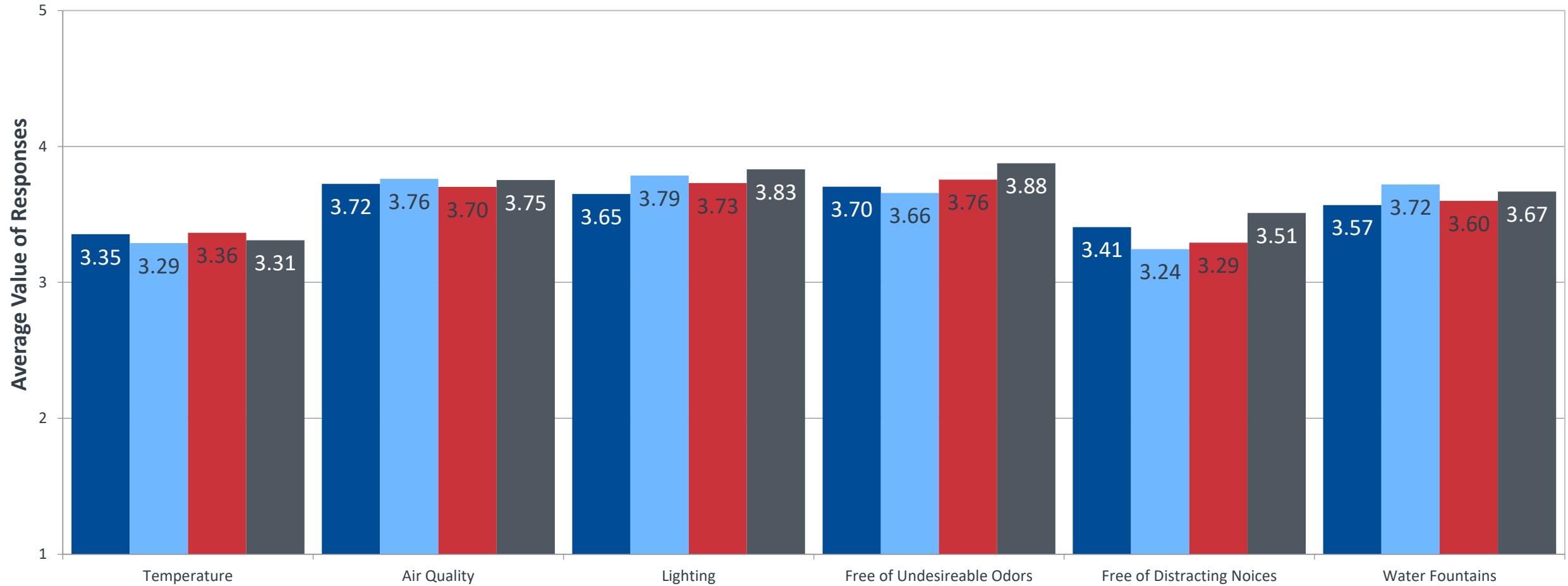
- Very unimportant
- Unimportant
- Neutral
- Important
- Very important

Assessment of Building Condition & Cleanliness



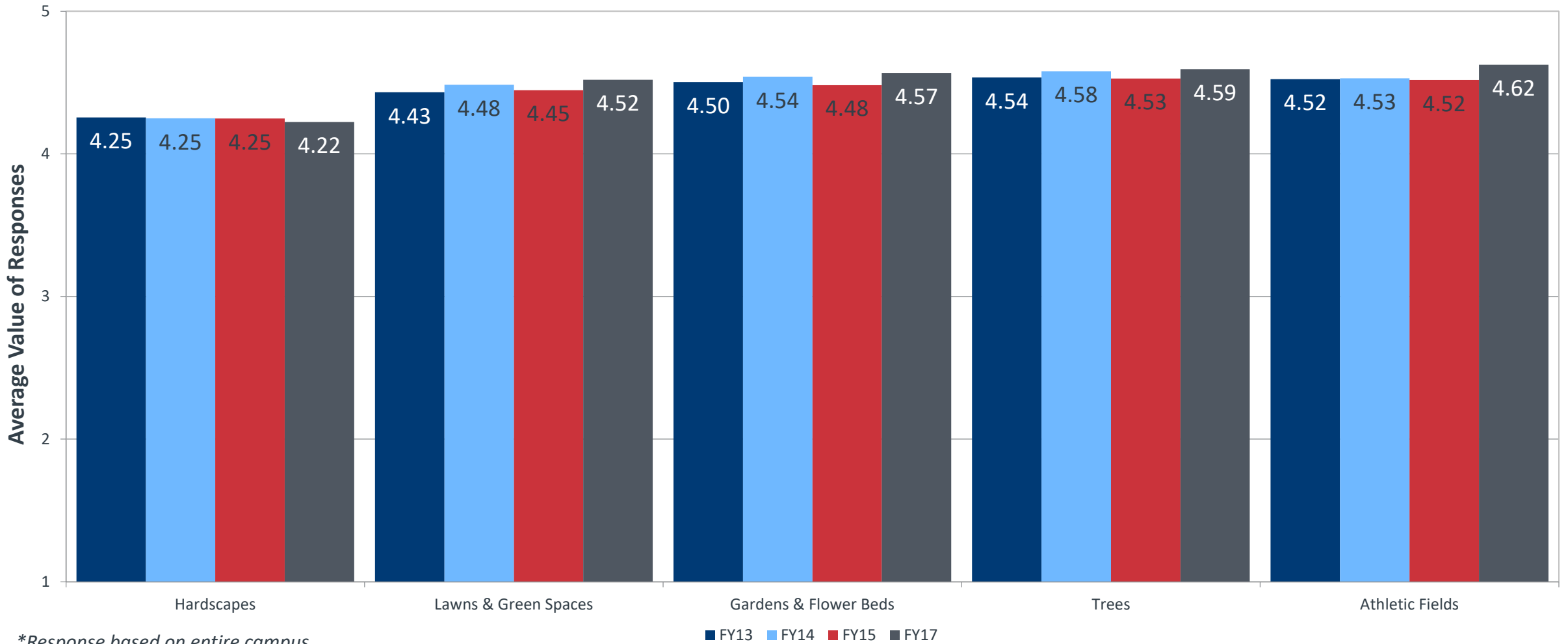
*Response based on building which the respondent predominantly resides/works

Assessment of Building Comfort



*Response based on building which the respondent predominantly resides/works

Assessment of Campus Grounds



*Response based on entire campus