



Assessing Satisfaction and Facility Stewardship In On Campus Housing



Overview

Institution	Number of Bed Spaces
Abraham Baldwin Agricultural College	1,324
Augusta University	724*
College of Coastal Georgia	570
Columbus State University	984*
Dalton State College	365
East Georgia State College	414
Georgia Southern University (Armstrong Campus)	1,239*
Georgia State University	3,474*
University of North Georgia	854*
TOTAL	9,948

*Excludes campus operated housing

Student Satisfaction

I. Annual Web Survey

A. Administered to all P3 Residents

- Unique web link via e-mail
- Ten questions

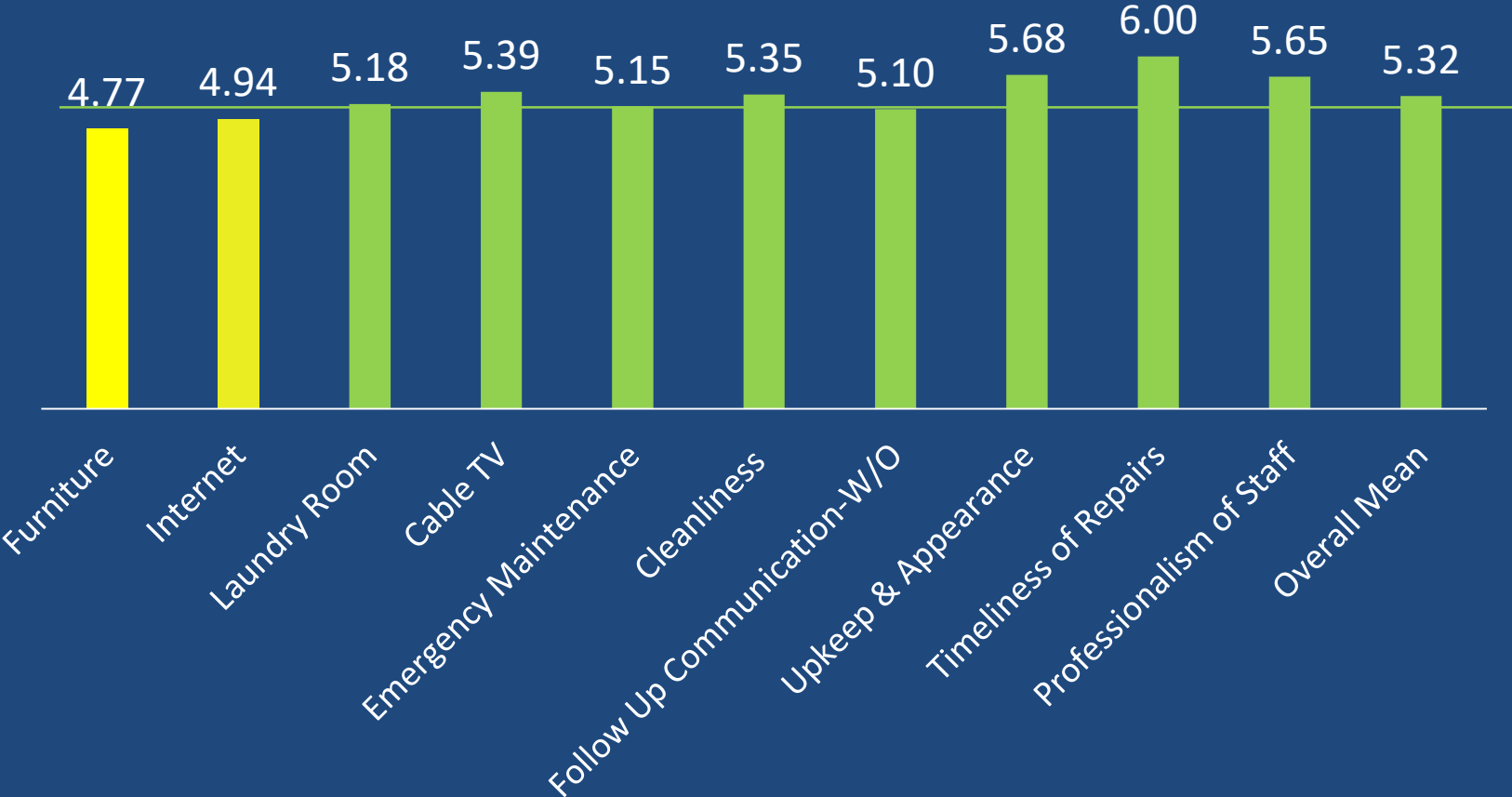
B. Assesses Key Areas

- Cleanliness & Appearance
- Maintenance Response Time
- Follow Up Communication
- Professionalism of Staff
- Internet & Cable
- Furniture
- Laundry



Student Satisfaction

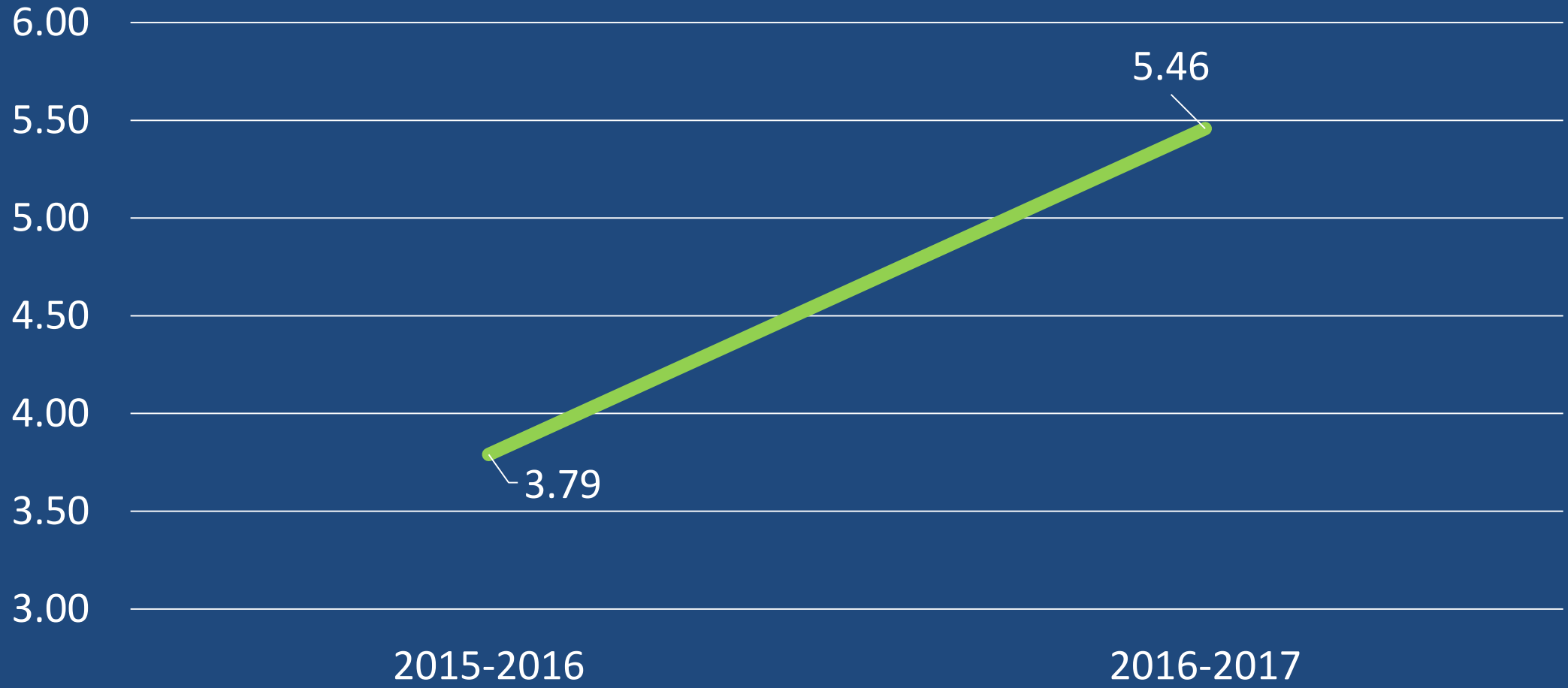
2017 Survey Results
All P3 Residents
N=5570



1-Very 2-Moderately 3-Slightly 4 5-Slightly 6-Moderately 7-Very

Georgia State University

Student Satisfaction-Laundry Services



Facility Stewardship

- I. Annual Third Party Assessment (APPA Standards)
 - A. Association of Higher Education Facilities Officers
 - Customer Satisfaction
 - Cleanliness
 - Aesthetics
 - Preventative vs. Reactive Maintenance
 - Life Safety Systems
 - Systems Reliability
 - Repair & Replacement Planning

- II. APPA Levels
 - Level I-Showpiece Facility
 - **Level II-Comprehensive Stewardship**
 - Level II-Managed Care
 - Level IV-Reactive Management
 - Level V-Crisis Response



Utilization of Results

- Improve student satisfaction
- Prioritize funding for facility improvements
- Identify equipment and training needs
- Identify best practices and efficiencies
- Hold third party vendors accountable
- Operator's annual performance fee



