



MARKETING CENTRE
FOR SMALL BUSINESS

**Buildings and
Estates Department**

**Research Report
2014**



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Executive Summary

The Buildings and Estates Department commissioned the Marketing Centre for Small Business, UL to conduct research with a sample of the campus community who had interacted with the department in the two year period preceding the research. This involved surveying a targeted sample of university staff. This research was also conducted one year previously using the same questionnaire and methodology. The questionnaire used for the research was designed by the Marketing Centre in conjunction with the Buildings and Estates Department. This was subsequently distributed to a valid sample of 1,011 university staff employed in various capacities and departments across the University. A total of 196 respondents completed the survey giving a response rate of 19.4%. The key results of the research included:

Section 1: Awareness and Usage of Facilities and Services

- It was found that in general there was a high level of awareness of the functions that come under the remit of the Buildings and Estates Department indicating that there was a low level of misconception regarding the role of the Buildings and Estates Department and the extent of their remit.
- The services most frequently used by staff included maintenance of buildings (99%), minor works (98.5%) and porter services (86.4%).

Section 2: Satisfaction Ratings for Facilities/Services managed by the Buildings and Estates Department.

- The highest ranking facilities/services provided by the Buildings and Estates department included porter services (94.9%) and grounds – layout and maintenance (92.4%), maintenance work (84%) and the insurance provision (81%). The facilities/services that received the lowest satisfaction ratings included space allocation management (38.9%), office move management (15.7%), waste recycling (14.8%) and heating & lighting (12.2%).

Section 3: Porter Services

- The level of satisfaction with porter services was examined and it was found that based on aggregate positive ratings, porter personnel received a score of 97.6% in relation to helpfulness, 94.5% in relation to efficiency and 95.8% in relation to approachability.

In order to ascertain the level of knowledge of respondents regarding the portering service as well as their satisfaction ratings, respondents were presented with a number of statements and asked to indicate their level of agreement or disagreement/satisfaction or dissatisfaction.

“I know who to contact if I have a service request”

- The majority of respondents (75.6%) cumulatively agreed with this statement. An aggregate of 12.1% disagreed/strongly disagreed with this statement.

“Porter Staff are efficient and effective”

- The majority of respondents (89%) cumulatively agreed with this statement. An aggregate of 1.2% disagreed/strongly disagreed with this statement.

"I am aware of the functions of the department regarding this service"

- The majority of respondents (67.1%) cumulatively agreed with this statement. An aggregate of 10.6% disagreed/strongly disagreed with this statement.

"I find staff from the department helpful"

- The majority of respondents (88.3%) cumulatively agreed with this statement. An aggregate of 3.3% disagreed/strongly disagreed with this statement.

"I find the response to queries satisfactory"

- The majority of respondents (81.3%) cumulatively agreed with this statement. An aggregate of 4.4% disagreed/strongly disagreed with this statement.

"Staff do their best to accommodate my request"

- The majority of respondents (86.7%) cumulatively agreed with this statement. An aggregate of 2.2% disagreed/strongly disagreed with this statement.

"Requests are processed in a timely fashion"

- The majority of respondents (80.6%) cumulatively agreed with this statement. An aggregate of 5.6% disagreed/strongly disagreed with this statement.

"Work is carried out efficiently and effectively"

- The majority of respondents (82.8%) cumulatively agreed with this statement. A total of 2.8% disagreed with this statement.

"I know how to request a porter"

- The majority of respondents (80.1%) cumulatively agreed with this statement. An aggregate of 6.7% disagreed/strongly disagreed with this statement.

Section 4: Safety and Security

- With regard to security on campus, the majority of respondents (77.4%) felt 'very safe' on campus during the daytime with only a very small percentage feeling 'a bit unsafe' or 'very unsafe' (1.1% respectively). The cumulative number of respondents indicating that they felt safe (94.9%) was higher than those that felt unsafe (2.2%). In relation to daytime security, a total of 80% of respondents felt that there was an adequate security presence during the daytime. The majority of respondents (36.7%) indicated that they felt that there was not adequate security on campus in the evening/night-time.
- The level of satisfaction with security personnel was examined and it was found that based on aggregate positive ratings, security personnel received a score of 75.9% in

relation to helpfulness, 74.8% in relation to efficiency and 78.5% in relation to approachability.

- Respondents were presented with a number of statements and asked to give their opinion regarding their responsibility versus that of security personnel.

“Health and safety is a shared responsibility”

- The majority of respondents (92.1%) agreed/strongly agreed with this statement. A total of 1.1% disagreed with this statement.

“If I book a conference facility I am responsible for the welfare of the participants”

- The majority of respondents (33.9%) agreed/strongly agreed with this statement. An aggregate of 27.1% disagreed/strongly disagreed with this statement.

“Security personnel have a responsibility for the activities of participants using the campus facilities”

- The majority of respondents (35%) agreed/strongly agreed with this statement. An aggregate of 27.6% disagreed/strongly disagreed with this statement.

“I only book the facility, security personnel are there to ensure the participants behave in a safe manner”

- The majority of respondents (34.7%) disagreed/strongly disagreed with this statement. An aggregate of 23.3% agreed/strongly agreed with this statement.

Section 5: Campus Environment

Once again in order to determine the opinions of faculty and staff in relation to a number of factors relating to an issue, respondents were presented with a number of statements in this case regarding the general campus environment.

“Do you think the campus provides a nice working environment (physical environment)”

- The majority of respondents (76.6%) indicated yes – they believed that the campus was indeed a ‘very good place to work’. A total of 1.7% of respondents negatively rated the physical environment stating that it was a ‘fairly bad place to work’.

“The general layout of the University is pleasing”

- The majority of respondents (94.3%) cumulatively agreed with this statement. An aggregate of 2.9% disagreed/strongly disagreed with this statement.

“The signposting system is adequate”

- The majority of respondents (48.5%) cumulatively agreed with this statement. An aggregate of 32% disagreed/strongly disagreed with this statement.

“New buildings are architecturally sympathetic to the original campus environment”

- The majority of respondents (66.5%) cumulatively agreed with this statement. An aggregate of 11.9% disagreed/strongly disagreed with this statement.

- The satisfaction ratings of a number of functions provided by the Buildings and Estates Department were examined and it was found that the top ranking functions (based on aggregate positive scores) included the cleanliness of public spaces (86.9%), campus street lighting (74%) and cleanliness of toilet facilities (72.1%). Conversely, the lowest ranking functions included parking provision (60.6%) and the temperature of teaching spaces (30.6%).

- Respondents were asked to rate the quality of various areas they encountered during the course of their work. A total of 90.7% rated the quality of public spaces positively. Office spaces received positive ratings from 63.9% of respondents and teaching spaces received a positive rating from a total of 65.5% of respondents.

Section 6: Maintenance and Minor Works

In order to ascertain the level of knowledge of respondents regarding maintenance and minor works services as well as their satisfaction ratings, respondents were presented with a number of statements and asked to indicate their level of agreement or disagreement/satisfaction or dissatisfaction.

Maintenance

“I know who to contact if I have a maintenance request”

- The majority of respondents (82.2%) cumulatively agreed with this statement. An aggregate of 8.6% disagreed/strongly disagreed with this statement.

“Maintenance Staff are efficient and effective”

- The majority of respondents (78.6%) cumulatively agreed with this statement. An aggregate of 9.2% disagreed/strongly disagreed with this statement.

“I am aware of the functions of the department concerning maintenance”

- The majority of respondents (67.4%) cumulatively agreed with this statement. An aggregate of 12.8% disagreed/strongly disagreed with this statement.

“I find staff from the department helpful”

- The majority of respondents (73.4%) cumulatively agreed with this statement. An aggregate of 6.9% disagreed/strongly disagreed with this statement.

“I find the response to queries satisfactory”

- The majority of respondents (71.1%) cumulatively agreed with this statement. An aggregate of 10.4% disagreed/strongly disagreed with this statement.

Minor Works

“Staff do their best to accommodate my request”

- The majority of respondents (70.1%) cumulatively agreed with this statement. An aggregate of 4.6% disagreed/strongly disagreed with this statement.

“Requests are processed in a timely fashion”

- The majority of respondents (61.5%) cumulatively agreed with this statement. An aggregate of 12.1% disagreed/strongly disagreed with this statement.

“Work is carried out efficiently and effectively”

- The majority of respondents (62.4%) cumulatively agreed with this statement. A total of 11% disagreed with this statement.

“I know how to request minor works”

- The majority of respondents (69.5%) cumulatively agreed with this statement. An aggregate of 6.9% disagreed/strongly disagreed with this statement.

Section 7: Environment and Energy

Once again respondents were presented with a number of statements to ascertain the general attitudes and opinions of faculty and staff. In this instance, staff were presented with a number of statements regarding environmental issues and energy conservation.

“I am conscientious and concerned in relation to environmental issues.”

- The majority of respondents (89.1%) cumulatively agreed with the statement. Only 1.1% of respondents disagreed with the statement, with 0.6% strongly disagreeing with it.

“In my day to day work, I would be willing to contribute to the effort to improve environmental issues through a number of simple actions.”

- The majority of respondents (96%) cumulatively agreed with this statement. Only 0.6% disagreed and no-one strongly disagreed with the statement.

“I feel that access to further information would be beneficial and would be an additional incentive to contributing positively to improve environmental issues.”

- The majority of respondents (85.6%) cumulatively agreed with this statement. An aggregate of 6.3% disagreed/strongly disagreed with this statement.

Section 8: Buildings and Estates Website

- A total of 74.1% of respondents had accessed the Buildings and Estates website.
- The Buildings and Estates website was assessed under 3 categories.
 - ‘Quality of Content’ received aggregate positive ratings of 69.4%
 - ‘Ease of Navigation’ received aggregate positive ratings of 59.7%
 - ‘Range of Information Offered’ received aggregate positive ratings of 65.9%

Section 9: Respondent Profile and Concluding Comments

- The gender breakdown of respondents to this survey equated to 72.4% female respondents and 27.6% male respondents.
- Respondents to this survey were employed in various departments and in various capacities in the university. The majority of respondents (45.3%) were employed in an administrative capacity. This was followed by 22.4% employed in a teaching role, 12.4% in research, and a further 12.4% in a managerial role.
- Altogether, the buildings most utilised by respondents included: the Main Building, the Foundation Building and the KBS respectively.
- The overall satisfaction regarding dealings respondents had with office and administrative staff was quite high. Respondents were asked to indicate their level of agreement with the statement.
- "Overall in my dealings with office and administration staff from the Buildings and Estates Department, I have found the staff to be helpful and courteous"
 - A total of 41.3% of respondents indicated that they 'strongly agreed' with this statement with 39% agreeing. Only a very small percentage disagreed with this statement (3.5% disagreed and 1.7% strongly disagreed).
- The overall impression of the Buildings and Estates Department was also assessed whereby respondents were asked, "Overall, what is your impression of the Buildings and Estates Department." A total of 40.7% rated the department as 'very good', 38.4% rated it as 'good', 12.2% were neutral, 7% rated it as poor and 1.7% as very poor.

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Background & Objectives

The Buildings and Estates Department at the University of Limerick are responsible for the development and maintenance of the physical environment and infrastructure across the University campus. The key processes and responsibilities which come under the remit of the Buildings and Estates Department include - maintenance of buildings and grounds; capital developments; alterations/minor works; energy management; space allocation and a number of general services including security, cleaning, insurance and porter services. The ethos of the department is:

"To sustain and seek to continuously improve the quality of all services which we provide to the campus community."

In-keeping with the department's commitment to quality, the Buildings and Estates Department in conjunction with the Quality Support Unit at the University of Limerick commissioned this primary research to be conducted with a sample of the campus community who use their services and/or facilities.

Following a meeting with Brian Considine of the Buildings and Estates Department, the following research objectives were defined:

The main objectives of this research included to:

1. Establish the level of awareness among a sample of users of services and/or facilities under the remit of the Buildings and Estates Department, UL.
2. Examine satisfaction ratings among users in relation to services/facilities and general interaction with the Buildings and Estates Department.
3. Examine issues surrounding security, health and safety on campus.
4. Identify areas in relation to energy management where opportunities may exist to increase efficiencies in this area and to assess the willingness of users to become active participants in this role.
5. To afford users an opportunity to provide valuable feedback to the Buildings and Estates Department that will help them to continue to meet their quality and performance objectives.

Research Methodology

The Buildings and Estates Department expressed a desire in this instance for targeted research in that they wanted to hear the views of members of the campus community who have in fact had dealings with the department. This was deemed appropriate as opposed to targeting a wide sample of the campus community who may or may not have had any interaction and hence would be unable to comment in relation to their experience with the department.

To this end it was agreed that a sample of approximately 1,250 users of the services and/or facilities of the department would be surveyed as part of this research. The Buildings and Estates Department compiled a database of users which The Marketing Centre was given access to strictly for the purpose of this research. The questionnaire which was designed by the Marketing Centre in conjunction with the Buildings and Estates Department in 2012 was utilised once again. This online questionnaire was successfully distributed by the Marketing Centre for Small Business to 1200 users as set out in the Buildings and Estates Department's database. The reduction in size of the original sample was attributed to a number of reasons including leave of absence, invalid email addresses, or retirement/ change of work.

Three reminder emails were sent to the target population. The Marketing Centre for Small Business validated all survey results. The results of the data analysis are presented in this research report.

Survey Results

Section 1: Awareness and Usage of Facilities/Services

Respondents were asked which functions they considered to be managed by the Buildings and Estates Department.

Table 1: Functions considered to be managed by Buildings & Estates Dept.

Answer Options	Yes	No	Don't Know	n-value
Maintenance of Buildings	99.0%	0.5%	0.5%	192
Minor Works (upgrades, changes, additions, alterations to buildings)	98.5%	1.5%	0.0%	196
Porter Service	86.4%	9.4%	4.2%	191
Car Parking	85.8%	10.0%	4.2%	190
Space Allocation	77.0%	14.7%	8.4%	191
Waste Management	87.4%	7.4%	5.3%	190
Cleaning	84.2%	8.9%	6.8%	190
Security	79.6%	15.7%	4.7%	191
Networks (phone, computer data...)	14.2%	80.1%	5.7%	176
Post Services	33.9%	58.3%	7.8%	180
Insurance	62.0%	22.5%	15.5%	187
Maintenance of Grounds	95.4%	3.1%	1.5%	194
Waste Recycling	86.4%	7.9%	5.8%	191
Print Room	8.5%	82.4%	9.1%	176
Reception	20.5%	71.0%	8.5%	176
Scheduling of Classrooms	8.0%	86.9%	5.1%	175
Sports Field Maintenance	66.1%	22.2%	11.6%	189
Major Building Works	81.8%	13.5%	4.7%	192

Table 1 shows that vast majority of respondents consider Maintenance of Buildings, Minor Works, and Maintenance of Grounds to be managed by Buildings and Estates (99%, 98.5% and 95.4% respectively). This was followed by Waste Management (87.4%), the Porter Service and Waste Recycling (86.4% respectively). At the other end of the spectrum, only 8% of respondents believed the scheduling of classrooms was managed by the Buildings and Estates Department, with an additional 5.1% remaining unsure. The main areas respondents were unsure of related to Insurance (15.5%) and Sports Field Maintenance (11.6%). While Buildings and Estates manage the “provision, upkeep and maintenance of the outdoor sports facilities”, at least 22.2% of staff did not believe this to be a function of Buildings and Estates.

Respondents were then asked which of the services provided by Buildings and Estates they used within the last 3 years.

Table 2: B & E Services used in the last 3 years

Answer Options	Yes	No	n-value
Porter Service	90.1%	9.9%	191
Parking Permit (long term or visitor car parking)	87.4%	12.6%	191
Maintenance Work (repair fixtures / items)	81.9%	18.1%	188
Security	60.1%	39.9%	183
Minor Works (upgrades, changes, additions, alterations to buildings)	59.5%	40.5%	185
Office move management (if you moved office in the past 3 years)	34.6%	65.4%	182
Insurance	26.0%	74.0%	173

Table 2 shows that the porter service was the service most frequently used in the last 3 years by 90.1% of respondents. Obtaining a parking permit was used by 87.4% of respondents with 81.9% of respondents using Maintenance Works at some point over the last 3 years. Conversely only 26% of staff used the insurance facility over the last 3 years.

Section 2: Satisfaction Ratings for Facilities/Services managed by B&E

Respondents were asked to give a satisfaction rating for all the facilities/services managed by Buildings and Estates Department.

Table 3: Facilities/Service Satisfaction Ratings

Answer Options	Very Good	Good	Average	Poor	Very Poor	n-value
Porter Service	76.3%	18.6%	5.1%	0.0%	0.0%	177
Minor Works	42.0%	38.9%	10.8%	6.4%	1.9%	157
Insurance Provision	48.3%	32.8%	6.9%	6.9%	5.2%	58
Issuing of Parking Permits	52.7%	27.2%	17.2%	1.8%	1.2%	169
Maintenance Work	35.5%	48.5%	13.0%	1.8%	1.2%	169
Security Provision	34.2%	38.5%	19.9%	4.3%	3.1%	161
Heating & Lighting	24.4%	37.8%	25.6%	8.7%	3.5%	172
Office Move Management	34.9%	32.5%	16.9%	7.2%	8.4%	83
Space Allocation Management	14.4%	27.8%	18.9%	22.2%	16.7%	90
General Cleaning Services	25.3%	42.4%	27.1%	4.7%	0.6%	170
Grounds - (layout and maintenance)	56.7%	35.7%	6.4%	0.6%	0.6%	171
Waste Recycling	29.7%	37.5%	18.0%	12.5%	2.3%	128

Table 3 shows that the services that received the highest satisfaction ratings (based on aggregate scores from those who ranked either 'very good' or 'good' included the porter service (94.9%) grounds - layout and maintenance (92.4%), maintenance work (84%) and issuing of insurance provision (81%). Alternatively, the services that received the lowest satisfaction ratings (again based on an aggregate scores for those who ranked 'very poor' or 'poor' included space allocation management (38.9%) office move management (15.7%) and waste recycling (14.8%).

Note: In some cases, a high number of respondents were unable to comment (selecting either don't know/not applicable) on certain services. As a result of this, the above table displays figures excluding those who said they 'didn't know' or that it was 'not applicable' to only include percentages of those who had an opinion in order to give a more balanced representation of findings in these areas.

Section 3: Porter Services

Respondents were asked to rate their dealings with the porter service personnel on campus.

Table 4: Satisfaction with Porter Personnel (within last 3 years)

Answer Options	Very Good	Good	Neutral	Poor	Very Poor	n-value
Helpful	83.3%	14.3%	2.4%	0.0%	0.0%	168
Efficient	80.0%	14.5%	3.6%	1.2%	0.6%	165
Approachable	81.5%	14.3%	3.6%	0.6%	0.0%	168

Table 4 shows respondent's attitudes towards porter personnel in UL. Almost all (97.6%) of those surveyed considered porter staff to be either 'very good' or 'good' in terms of helpfulness. Following this, a total of 2.4% were neutral on the matter, while no-one feeling they were 'poor' or 'very poor' in terms of helpfulness.

With regard to efficiency, the majority of respondents (80%) who rated the efficiency of porter personnel indicated that it was 'very good', with 14.5% believing it to be 'good'. A total of 3.6% were neutral with only 1.8% of respondents rating security's efficiency as being 'poor' or 'very poor'.

In terms of approachability, 81.5% of people rated this factor as being 'very good' with 14.3% of respondents rating it as being 'good'. A total of 3.6% were neutral on the issue with 0.6% of people rating the approachability of security staff as being 'poor'.

Staff were asked how strongly they agreed or disagreed with a series of statements with regard to the porter service.

Initially respondents were asked whether they knew who to contact in the event of having a service request for the porters.

Figure 1: Knowledge of who to contact regarding a Service Request (n=181)

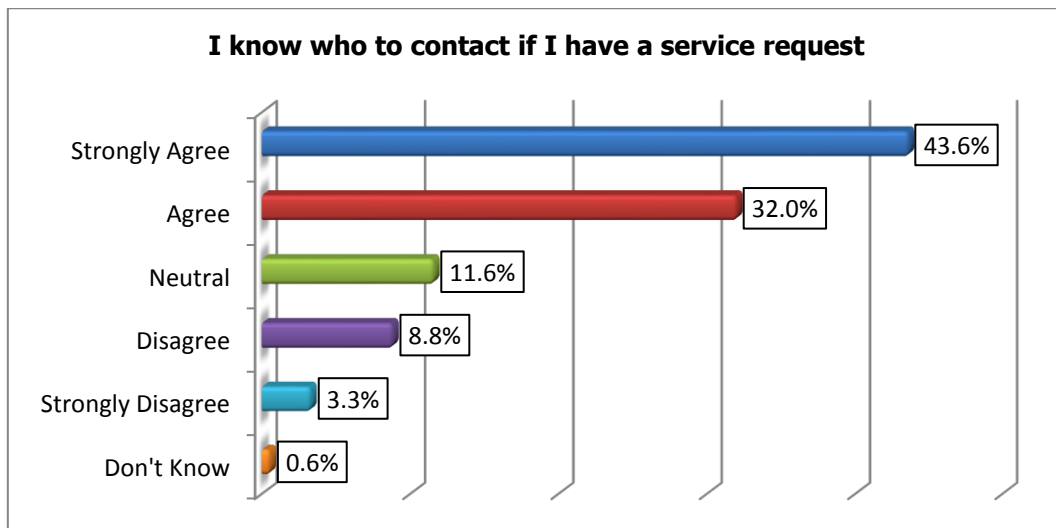


Figure 1 shows that the vast majority of respondents stated that they did know who to contact with 43.6% strongly agreeing and 32% agreeing with this statement. Only a very small percentage of respondents either disagreed (8.8%) or strongly disagreed (3.3%).

Respondents were asked to indicate whether they felt that the porter staff employed by the University were efficient and effective.

Figure 2: Efficiency of Portering Staff (n=181)

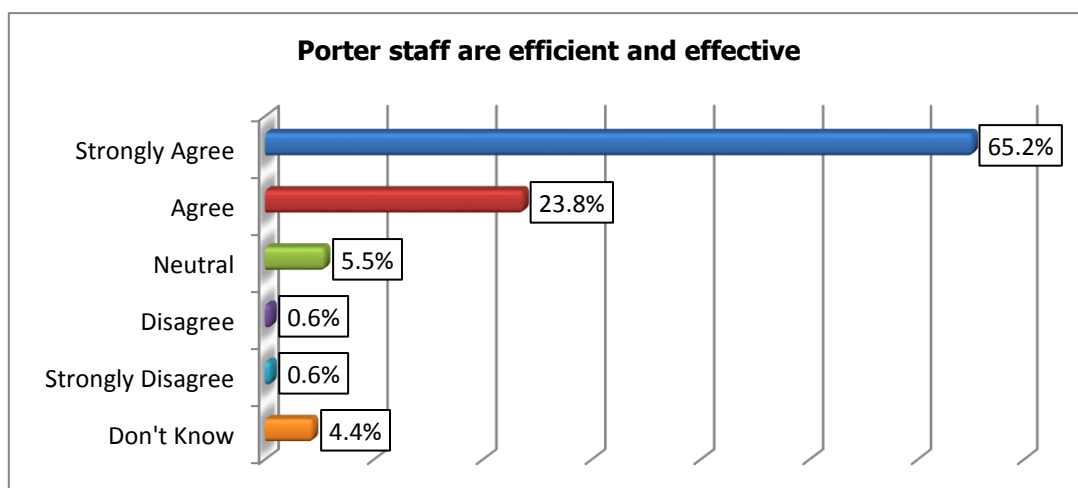


Figure 2 shows that a total of 89% (aggregate scores) of respondents agreed with this statement with 65.2% of respondents strongly agreeing and 23.8% agreeing with this statement. Those who disagreed accounted for 0.6% respectively in terms of those who 'disagreed' or 'strongly disagreed'.

Respondents were asked to indicate whether they were aware of the functions of the Buildings and Estates Department regarding portering services.

Figure 3: Awareness of Functions of Department concerning the Porter service (n=179)

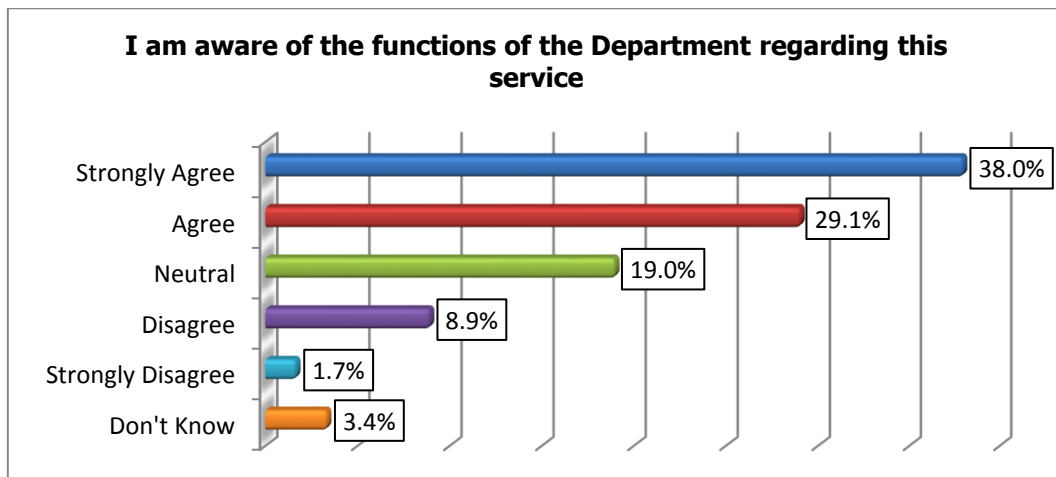


Figure 3 shows that again quite a high number of respondents agreed with this statement with 38% strongly agreeing and 29.1% agreeing with this statement. A total of 8.9% of respondents disagreed with the statement with 1.7% strongly disagreeing, indicating that they have either a very low level of knowledge or no knowledge regarding the functions of the department in terms of portering.

Respondents were then asked to indicate their level of agreement with two statements concerning their experience with portering staff.

Firstly respondents were asked whether they found the portering staff helpful.

Figure 4: Helpfulness of Portering Staff (n=179)

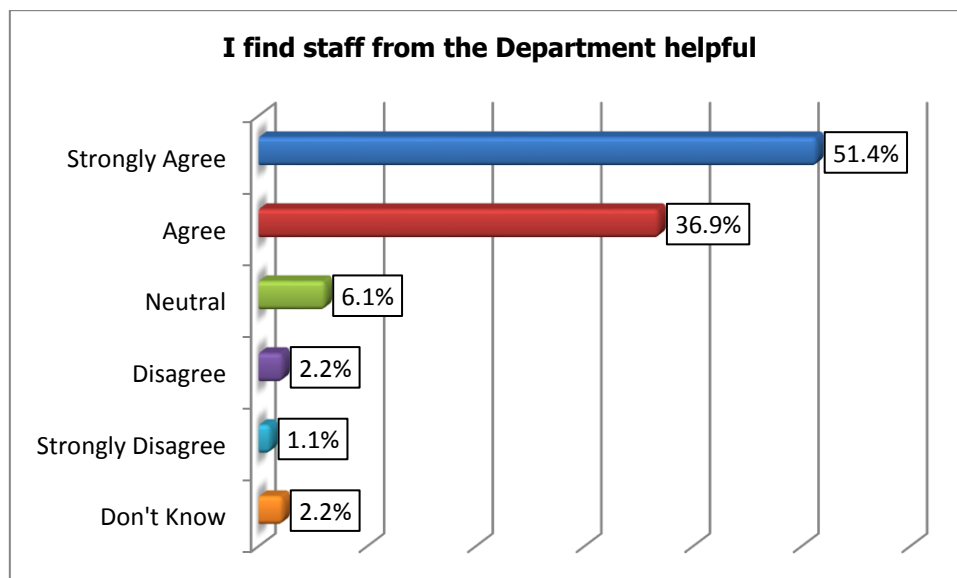


Figure 4 shows that the helpfulness of staff was ranked very highly in that 51.4% of respondents strongly agreed with this statement and 36.9% of respondents agreed with the statement. Only 2.2% of respondents disagreed with the statement and 1.1% strongly disagreed.

Respondents were then asked to indicate whether they found the response to the queries satisfactory.

Figure 5: Satisfaction with Responses to Queries (n=181)

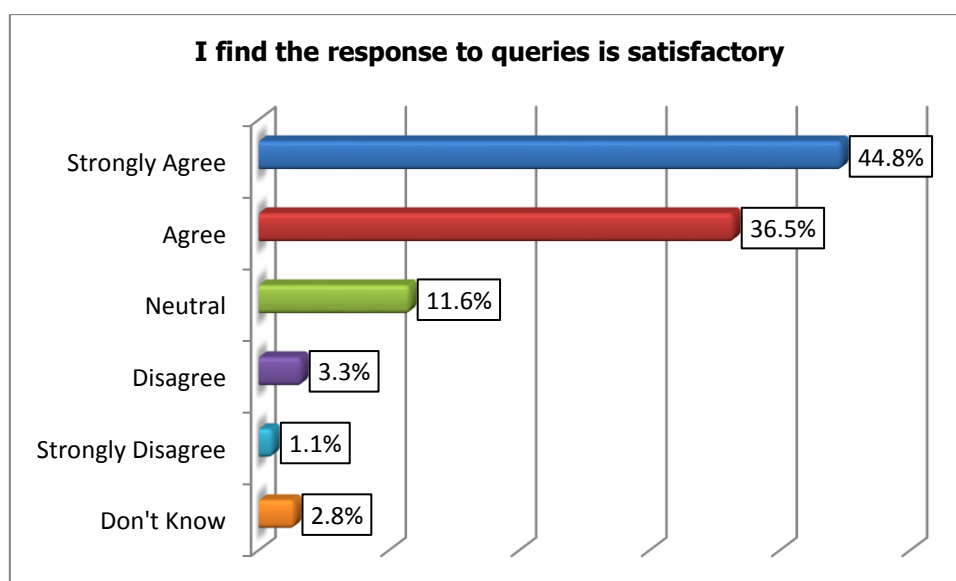


Figure 5 shows that this factor also ranked highly in that 44.8% of respondents strongly agreed and 36.5% agreed with this statement indicating high levels of satisfaction with the service provided by staff. A total of 3.3% of staff disagreed with this statement with only 1.1% of respondents strongly disagreeing with the statement.

If respondents had any cause for dissatisfaction in the area of the portering service, respondents were given the opportunity (in the form of an open question) to state the problems they encountered. A list of all the responses is presented below:

Porter Service Issues

- *You have to mail Buildings Maintenance for all matters urgent, not urgent, big or small, there should be a number you can call directly*
- *None (x1)*
- *Na (x2)*
- *Very slow to do tasks requested*
- *The Porters are very efficient and friendly. However I find the fact that you send an email for a request, you get an automated response to say that your call has been logged. You are given no idea of where your call is and when it will be actioned. I find this level of service very impersonal and would not class it as customer service.*
- *In general, I am satisfied with the portering service*
- *Slow*
- *Office staff are very good but some of the other staff are not so good to get back to you with answers to your queries*
- *Cannot fault our Porters, they are so helpful and brilliant at their job.*
- *Porter in LISB Building is extremely good with staff and students*
- *They are constrained by having to get the customer to email a request before they can do it!*
- *Am satisfied with the porter who is in this building, I don't know anything about the porter service beyond that.*

- *Our porter goes above and beyond his role, he is always helpful and I couldn't praise him enough.*
- *The system of having to email for porter service is not at all customer friendly.*
- *Some personnel are fantastic for others (minority) it's just a job and there's no 'going the extra mile' so to speak.*
- *At busy periods for the Porter service there can be delays in getting calls actioned.*
- *In HS building porter may be underutilised at present.*
- *The porter service is really good. They are approachable, efficient and actively helpful. During past office moves, I found them to be the most efficient aspect of the process -- they were there when they said they would be and they completed what they had to do efficiently. They are also one of UL's best human faces.*
- *Role is sometimes unclear. Sharing of porters between buildings is not ideal*
- *I haven't had reason to use the porter service so not in a position to comment*
- *Availability of removals service is sporadic and lead times to requests being fulfilled are too long.*
- *Depends on where in UL you are and who the porter is!*

Respondents were asked to indicate whether they agreed with a number of areas relating to the area of the portering service.

Initially respondents were asked to indicate whether they felt that staff do their best to accommodate their requests.

Figure 6: Satisfaction with Porter service staff (n=181)

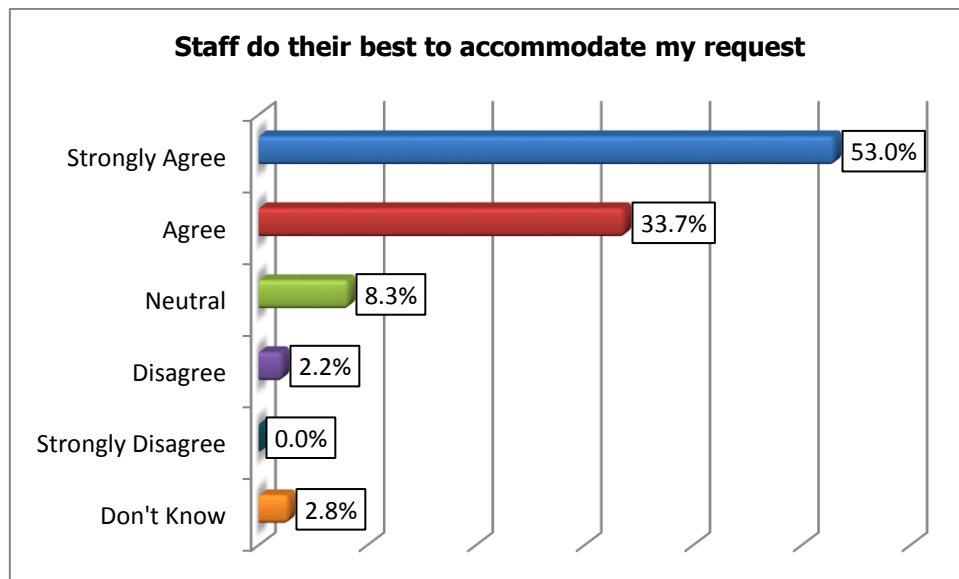


Figure 6 shows that high numbers agreed with this statement with 53% strongly agreeing and 33.7% agreeing with it. Only a very small number of respondents disagreed (2.2%) with no one strongly disagreeing with the statement.

Respondents were asked to indicate whether their requests were processed in a timely fashion.

Figure 7: Speed of Request Process (n=180)

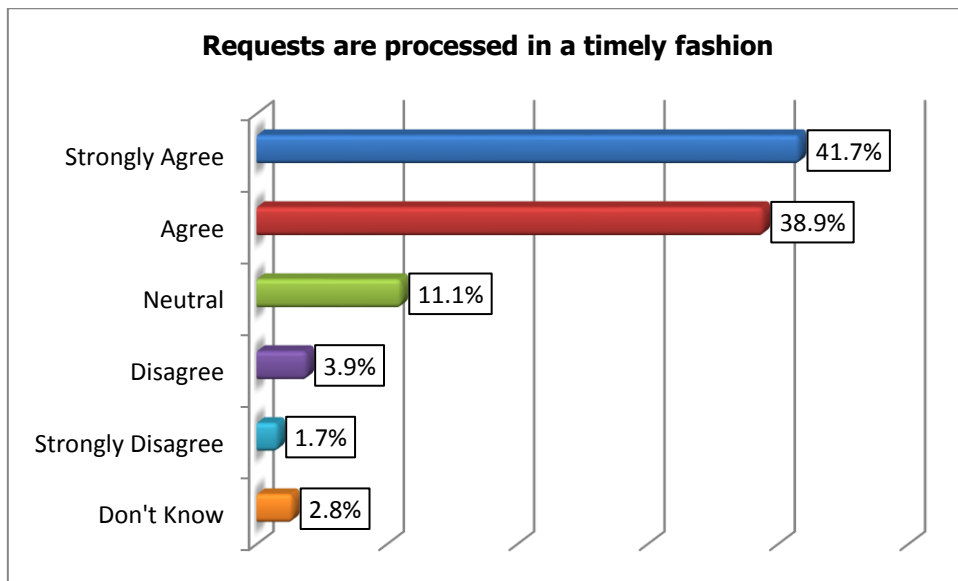


Figure 7 shows that 41.7% of respondents strongly agreed and 38.9% agreed with the statement. Conversely 3.9% of respondents disagreed and 1.7% strongly disagreed.

Respondents were asked whether they agreed that work was carried out effectively and efficiently.

Figure 8: Efficiency and Effectiveness of work carried out (n=180)

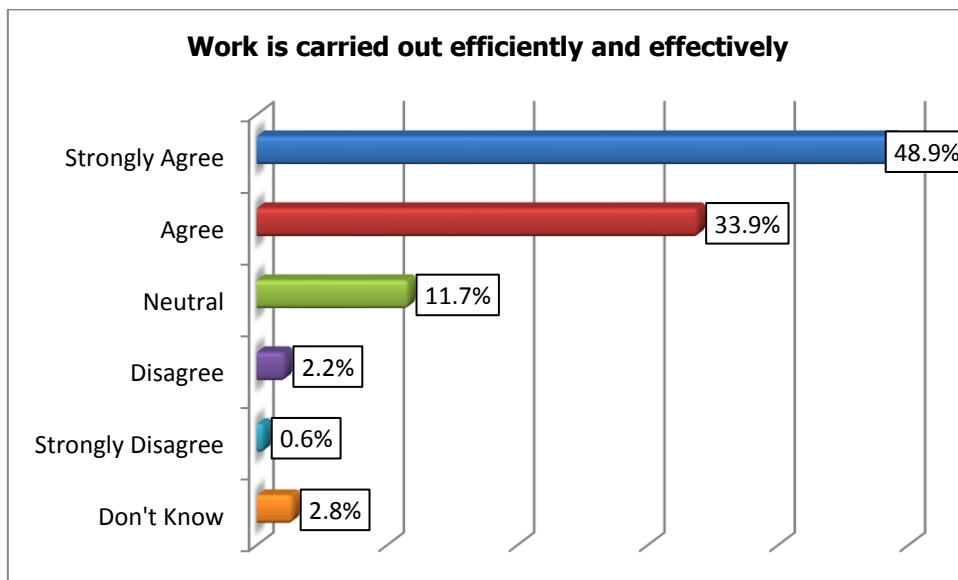


Figure 8 shows that a total of 48.9% strongly agreed with this statement and a further 33.9% stated that they too agreed. A total of 2.2% of respondents disagreed however with 0.6% strongly disagreeing with this statement.

Finally respondents were asked to indicate whether they knew how to request a porter if required.

Figure 9: Knowledge of Porter Request Process (n=181)

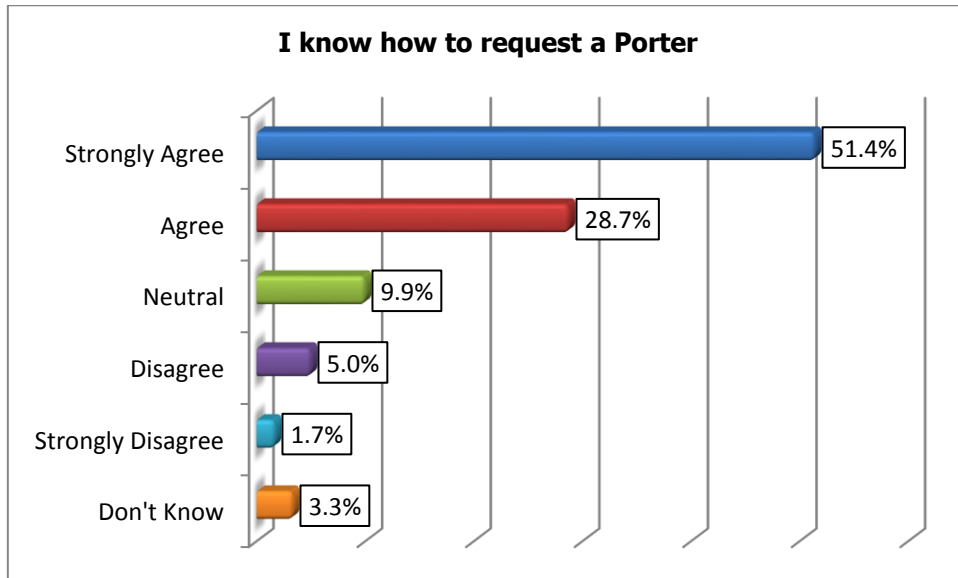


Figure 9 shows that the vast majority of respondents were familiar with the process of requesting a porter in that 51.4% of respondents strongly agreed and 28.7% of respondents agreed with this statement. A total of 5% disagreed with this statement with 1.7% strongly disagreeing.

Section 4: Safety & Security

Respondents were asked to indicate how safe they felt on campus during the day.

Figure 10: Daytime Safety on Campus (n=177)

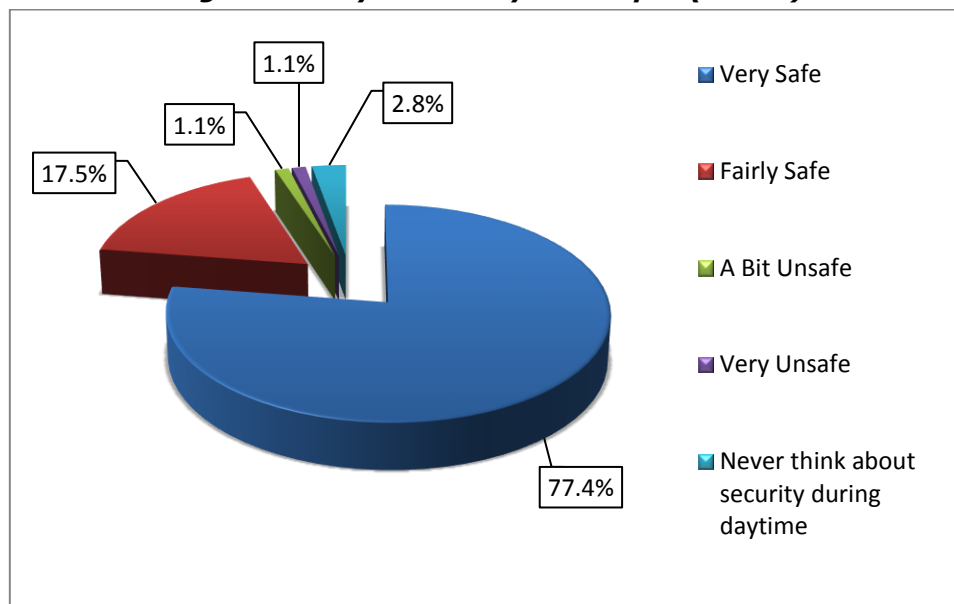


Figure 10 shows that an overwhelming majority of staff felt either 'very safe' or 'fairly safe' (77.4% and 17.5% respectively) on campus during the day, while 2.8% 'never think about security during the

daytime'. Only 1.1% of respondents indicated that they feel 'a bit unsafe', or 'very unsafe' on campus during the day (respectively).

Respondents were then asked the same question about safety after dark.

Figure 11: Night-time Safety on Campus (n=178)

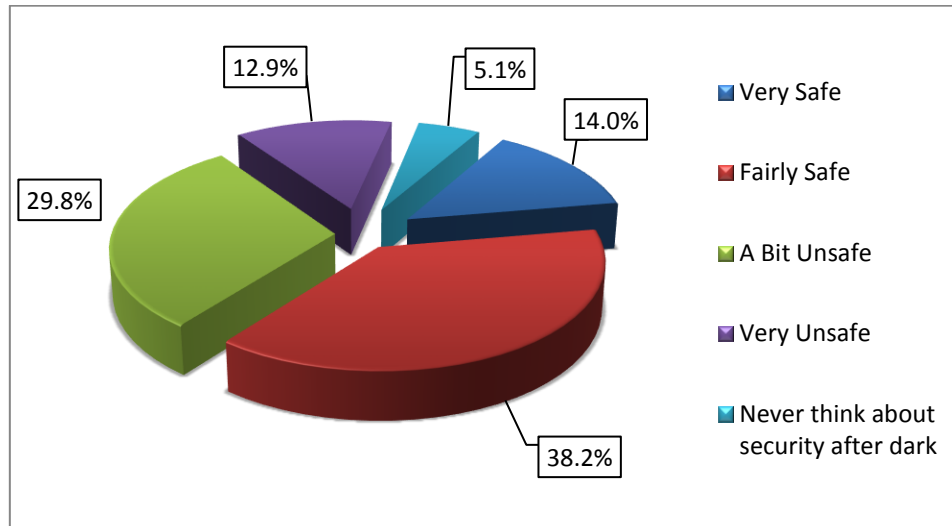
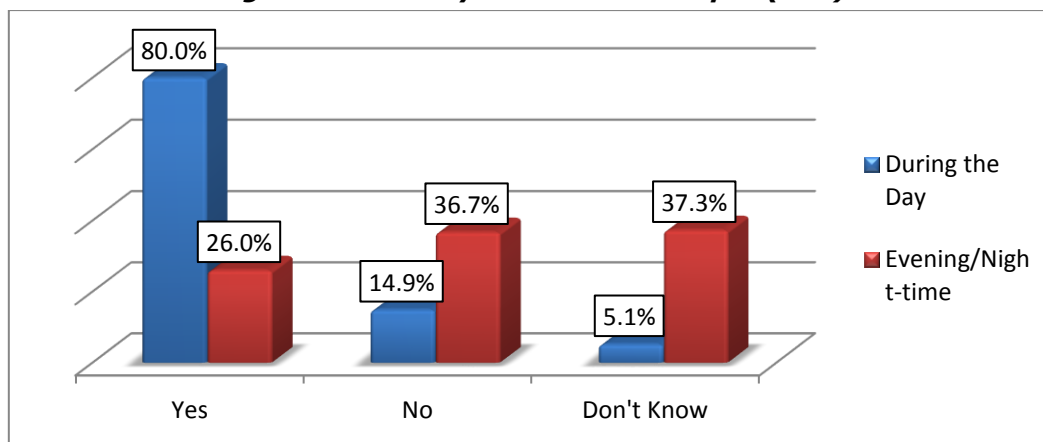


Figure 11 shows that while a total of 52.2% of respondents felt safe on campus (aggregate of those indicating they felt either 'very safe' (14%) or 'fairly safe' (38.2%)). A total of 42.7% felt unsafe whereby 12.9% indicated that they felt 'very unsafe' and 29.8% of respondents indicated that they felt 'a bit unsafe'.

As a follow up to the previous two questions, respondents were asked if they felt that there was an adequate security presence on Campus.

Figure 12: Security Presence on Campus (n=*)



*During the day (n=175)
 **Evening/ Night-time (n=177)

Figure 12 shows that a total of 80% of respondents felt that there was adequate security during the day with only 14.9% of people believing that there was not adequate security on campus. Additionally, 5.1% of respondents indicated that they did not know if there was adequate security on campus during the day.

Conversely, over one third of respondents (36.7%) believe there is not adequate security on campus in the evening/night-time. This was followed by 26% who indicated that they believed there was adequate security, with a further 37.3% of respondents stating they were unsure. A certain amount of respondents may have indicated that they were unsure in this regard due to the fact that it may be seldom that they are actually on campus after dark.

Respondents were asked to rate their dealings with security personnel on campus.

Table 5: Satisfaction with Security Personnel (within last 3 years)

Answer Options	Very Good	Good	Neutral	Poor	Very Poor	n-value
Helpful	40.6%	35.3%	16.5%	4.5%	3.0%	133
Efficient	33.6%	41.2%	16.0%	6.1%	3.1%	131
Approachable	37.8%	40.7%	14.1%	3.7%	3.7%	135

Table 5 shows respondent's attitudes towards security personnel in UL. The majority (75.9%) of those surveyed considered security staff to be either 'very good' or 'good' in terms of helpfulness. Following this, a total of 16.5% were neutral on the matter, while 4.5% felt security were 'poor' and 3% feeling they were 'very poor' in terms of helpfulness.

With regard to efficiency, the a third of respondents (33.6%) who rated the efficiency of security personnel indicated that it was 'very good', with 41.2% believing it to be 'good'. A total of 16% were neutral with 9.2% of respondents rating security's efficiency as being 'poor' or 'very poor'.

In terms of approachability, 37.8% of people rated this factor as being 'very good' with 40.7% of respondents rating it as being 'good'. A total of 14.1% were neutral on the issue with 7.4% of people rated the approachability of security staff as being either 'poor' or 'very poor'.

Staff were asked how strongly they agreed or disagreed with a series of statements with regard to security.

Firstly, respondents were asked to indicate their level of agreement with a statement set out regarding health and safety.

Figure 13: Responsibility for Health and Safety (n=178)

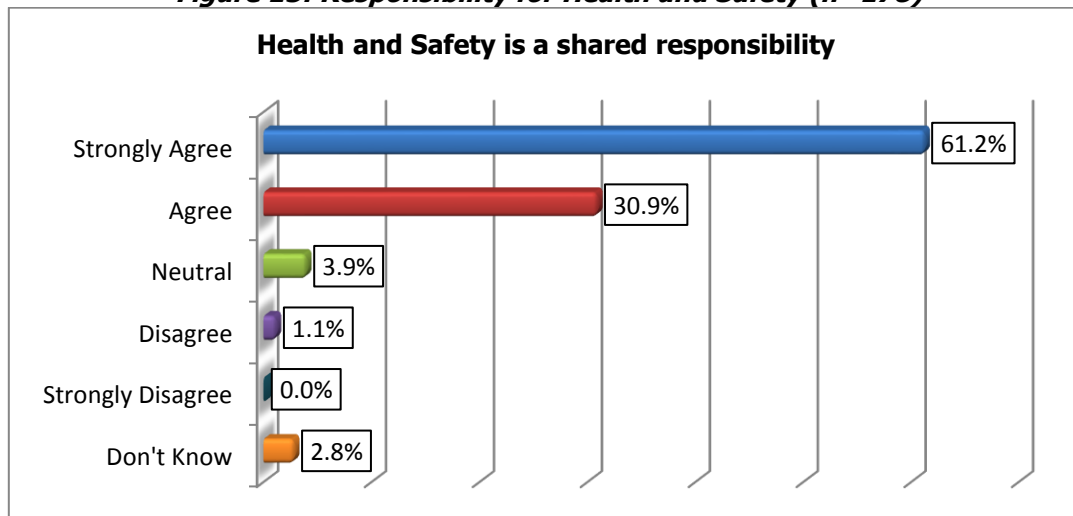


Figure 13 shows that the majority of respondents (61.2%) strongly agreed that they perceived health and safety as a shared responsibility. Only a very small percentage of respondents (1.1%) disagreed with this statement.

Respondents were asked to indicate their level of agreement with a statement set out regarding their responsibility/liability for conference delegates should they book the delegates on a conference in the University.

Figure 14: Responsibility for Welfare of Conference Participants (n=177)

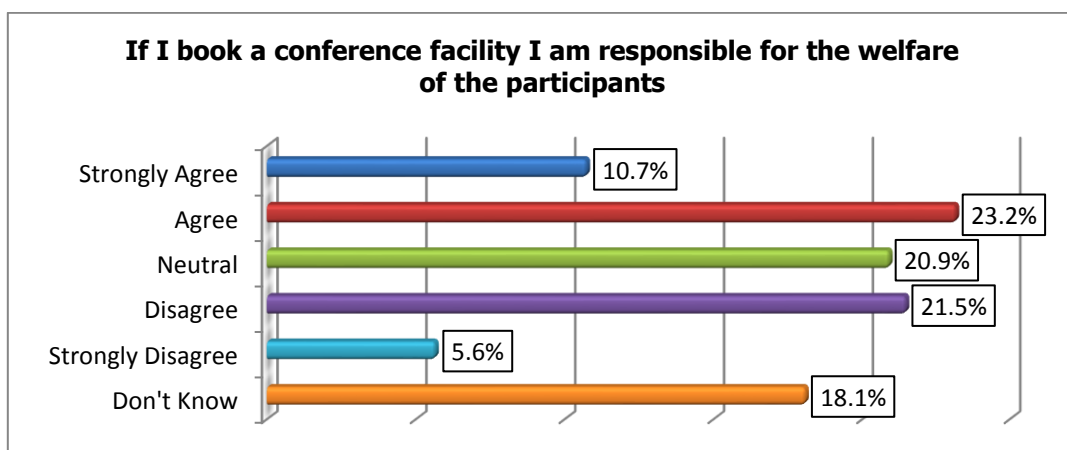


Figure 14 shows that the majority of respondents agreed with this statement (33.9%) more so than disagreed with this statement (27.1%). A total of 10.7% strongly agreed and 5.6% strongly disagreed with the statement overall.

Respondents were asked to indicate their level of agreement with a statement set out regarding the responsibility of security personnel for the activities of participants using the campus facilities.

Figure 15: Responsibility for Activities of Conference Participants (n=177)

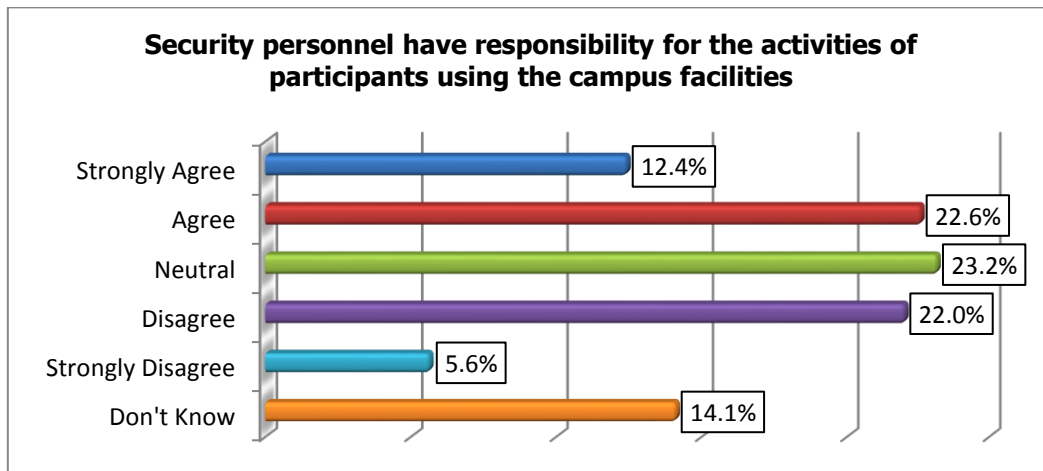


Figure 15 shows that those who agreed or strongly agreed with this statement represented 35% (cumulatively) of respondents. However those who disagreed accounted for 27.6% altogether (22% 'disagree', 5.6% 'strongly disagree'). Those who are neutral in regard to this statement account for 23.2% and an 14.1 indicated they 'don't know'.

Respondents were asked to indicate their level of agreement with a statement set out regarding the role of security personnel regarding the behaviour of conference participants.

Figure 16: Role of Security Personnel in managing unsafe behaviour (n=176)

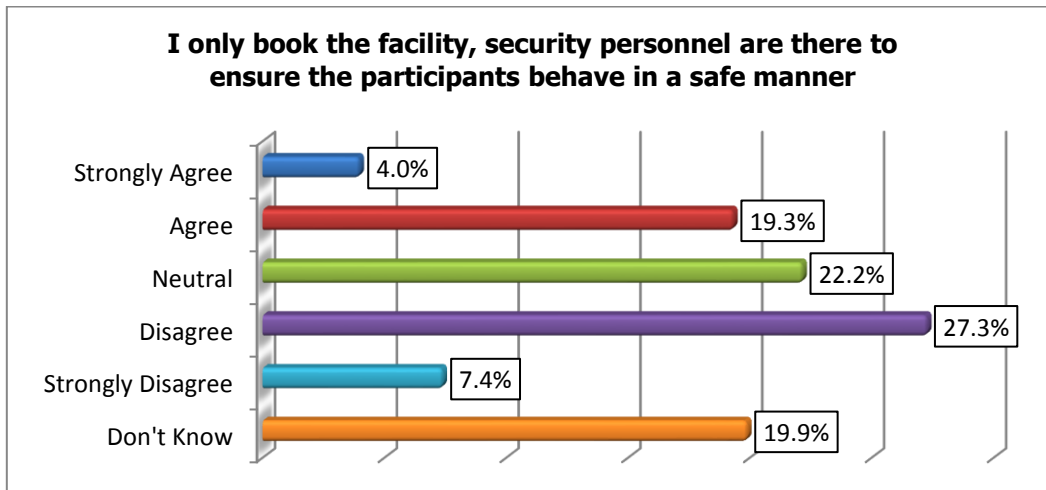


Figure 16 shows that the majority of respondents disagreed with regard to this statement (27.3%). This was followed closely by those whom were neutral 22.2% and those who agreed with the statement (19.3%). A total of 7.4% strongly disagreed overall with a further 19.9% indicating they didn't know; only 4% strongly agreed.

Section 5: Campus Environment

Respondents were asked their opinion regarding their perception of the physical environment on campus.

Figure 17: Opinions regarding the physical environment on campus (n=175)

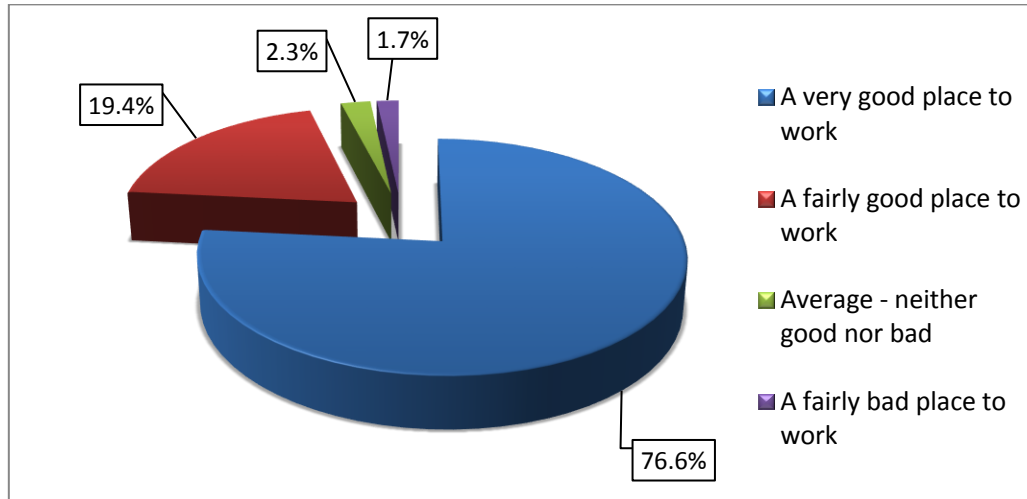


Figure 17 shows that 76.6% of staff considered the UL campus to be 'a very good place to work,' with a further 19.4% describing UL campus as 'a fairly good place to work'. This was followed by 2.3% of respondents who considered the environment to be 'average', with 1.7% of respondents considering the campus to be 'a fairly bad place to work'.

Respondents were asked how strongly they agreed or disagreed with a series of statements regarding the University of Limerick campus.

Initially respondents were asked how they perceived the general layout of the University of Limerick.

Figure 18: General Layout of University (n=176)

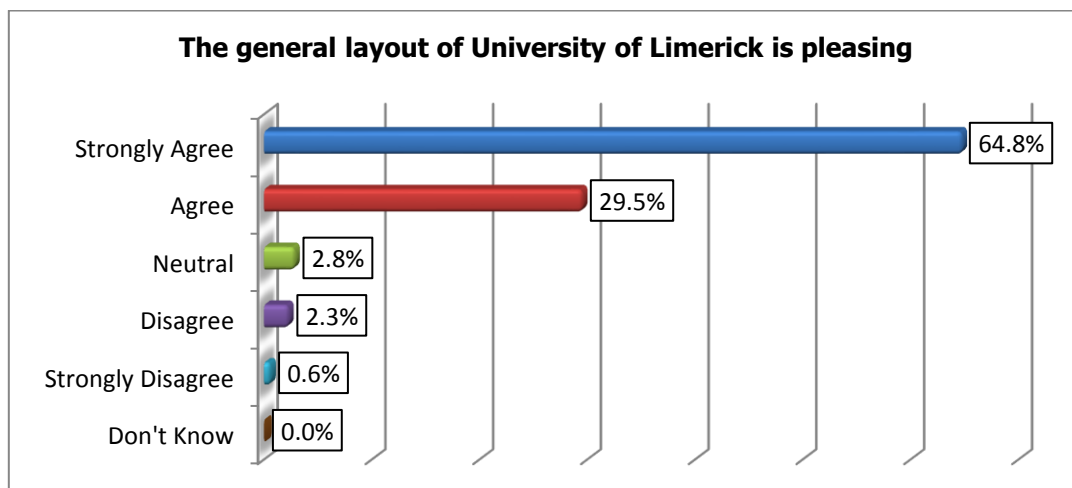


Figure 18 shows that the vast majority of those polled either strongly agreed (64.8%) or agreed (29.5%) that the general layout of UL is pleasing. A total of 2.8% of respondents were neutral on the matter, while 2.3% disagreed and 0.6% of respondents strongly disagreed with the statement that the general layout of UL was pleasing.

Respondents were asked to indicate whether they felt that the signposting system is the University was adequate.

Figure 19: Adequacy of Signposting System in the University (n=175)

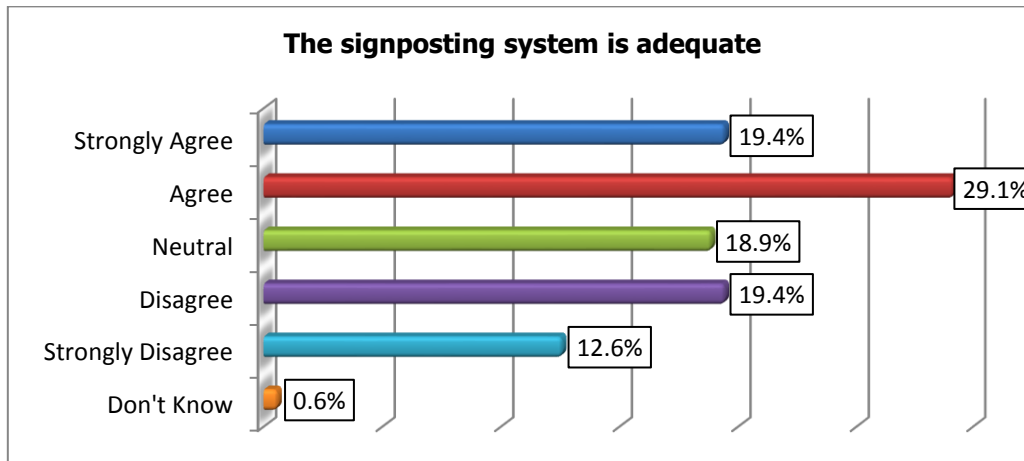
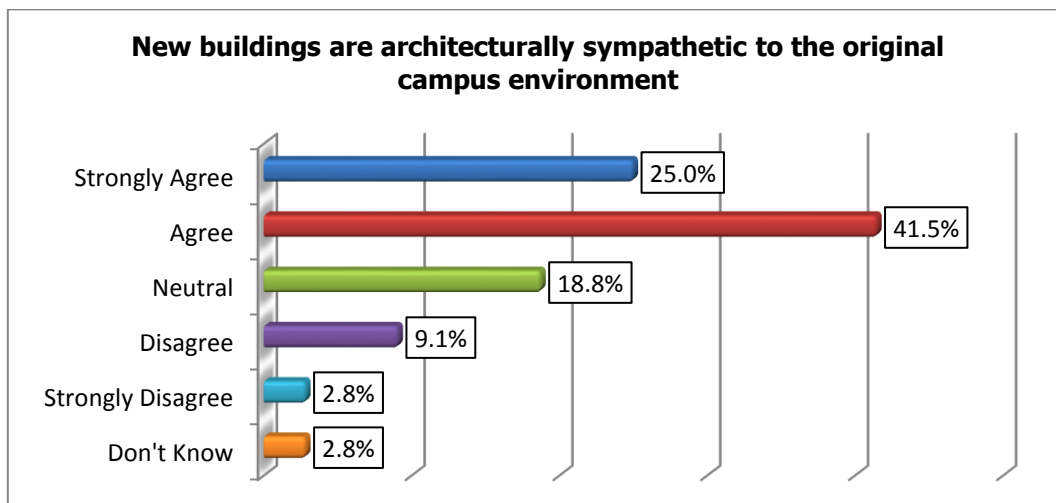


Figure 19 shows that in terms of the signposting throughout the campus, 19.4% of respondents strongly agreed that the signposting was adequate and a further 29.1% of respondents also 'agreed'. This was followed by 18.9% of respondents who were neutral on the issue whilst 19.4% disagreed with the statement and 12.6% of staff strongly disagreed.

Respondents were asked to indicate whether they felt that new buildings were architecturally sympathetic to the original campus environment.

Figure 20: Architectural Sympathy of New Buildings on Campus (n=176)



The majority of respondents believed that new buildings were in fact architecturally sympathetic to the original campus environment with 25% strongly agreeing and 41.5% agreeing with this statement. A total of 18.8% of respondents were neutral on the matter. Conversely, 9.1% of respondents disagreed and 2.8% strongly disagreed that the new buildings on campus fit with the original architectural vision.

Respondents were then asked to rate a number of facilities provided by the Buildings and Estates Department.

Table 6: Satisfaction Ratings with a number of Functions provided by B&E

Answer Options	Very Good	Good	Neutral	Poor	Very Poor	n-value
Campus Street Lighting	18.5%	55.5%	9.2%	13.9%	2.9%	173
Traffic - Speed of Cars	5.9%	47.9%	19.5%	17.8%	8.9%	169
Parking Provision	2.4%	19.4%	17.6%	30.0%	30.6%	170
Parking Permit Management System	19.4%	41.2%	20.0%	8.8%	10.6%	170
Cleanliness of Toilet Facilities	19.8%	52.3%	12.2%	11.6%	4.1%	172
Cleanliness of Public Spaces	29.7%	57.1%	9.7%	1.7%	1.7%	175
Temperature of Teaching Spaces	9.9%	31.4%	28.1%	23.1%	7.4%	121

Table 6 displays the following results:

➤ Campus street lighting

A total of 74% of respondents rated this function positively (18.5% rating it as 'very good' and 55.5% rating it as 'good'). A total of 13.9% rated the campus street lighting as poor with 2.9% rating it as very poor.

➤ Traffic – Speed of Cars

A total of 53.8% of respondents rated this function positively (5.9% rating it as 'very good' and 47.9% rated it as 'good'). A total of 17.8% rated this factor as poor with 8.9% rating traffic and particularly the speed of cars as being 'very poor'.

➤ Parking Provision

A total of 21.8% of respondents rated parking provision positively (2.4% rated it as 'very good' and 19.4% rated it as 'good'). A total of 30% rated parking provision as 'poor' with 30.6% rating this factor as 'very poor'.

➤ Parking Permit Management System

A total of 60.6% of respondents rated this factor positively (19.4% rating it as 'very good' and 41.2% 'good'). A total of 8.8% rated this factor as 'poor' and 10.6% rated the parking permit management system as 'very poor'.

➤ Cleanliness of Toilet Facilities

A total of 72.1% of respondents rated this factor positively (19.8% rating it as 'very good' and 52.3% rating this factor as 'good'). A total of 11.6% rated this factor as 'poor' with a further 4.1% rating it as 'very poor'.

➤ Cleanliness of Public Spaces

A total of 86.9% of respondents rated this factor positively with 29.7% rating it as 'very good' and 57.1% rating it as 'good'. A total of 1.7% rated this factor as being 'poor' with 1.7% rating this factor as 'very poor'.

➤ Temperature of Teaching Spaces

A total of 41.3% of respondents rated this factor positively (9.9% rating it as 'very good' and 31.4% rating it as 'good'). A total of 23.1% rated this factor as being 'poor' with 7.4% rating this factor as 'very poor'. In this instance more than others, a high number of respondents selected 'don't know/ not applicable' as findings show that a large number of respondents are employed in an administrative capacity as opposed to teaching and hence would be unable to rate this factor.

Respondents were then asked to rate the general quality of a number of areas managed by the Buildings and Estates Department.

Table 7: Quality of Teaching, Office and Public Spaces

Answer Options	Very Good	Good	Neutral	Poor	Very Poor	n-value
Teaching Spaces	16.0%	49.6%	17.6%	12.6%	4.2%	119
Office Spaces	13.6%	50.3%	23.7%	10.1%	2.4%	169
Public Spaces	41.3%	49.4%	7.0%	1.7%	0.6%	172

Table 7 displays the following results:

➤ Teaching Spaces

A total of 65.5% of respondents rated these areas positively (16% rating them as 'very good' and 49.6% rating it as 'good'). A total of 12.6% of respondents rated teaching spaces as 'poor' with 4.2% rating it as 'very poor'.

➤ Office Spaces

A total of 63.9% of respondents rated these areas positively (13.6% rating it as 'very good' and 50.3% rated it as 'good'). A total of 10.1% rated this factor as 'poor' with 2.4% rating the quality of office spaces as being 'very poor'.

➤ Public Spaces

A total of 90.7% of respondents rated the quality of public spaces positively (41.3% rated it as 'very good' with 49.4% rating it as 'good'). A total of 1.7% rated these areas as 'poor', and 0.6% rating this factor as 'very poor'.

Section 6: Maintenance & Minor Works

Respondents were asked to indicate their level of agreement with a number of statements regarding contact with the Buildings and Estates department.

MAINTENANCE

Initially respondents were asked whether they knew who to contact in the event of having a maintenance request.

Figure 21: Knowledge of who to contact regarding a Maintenance Request (n=174)

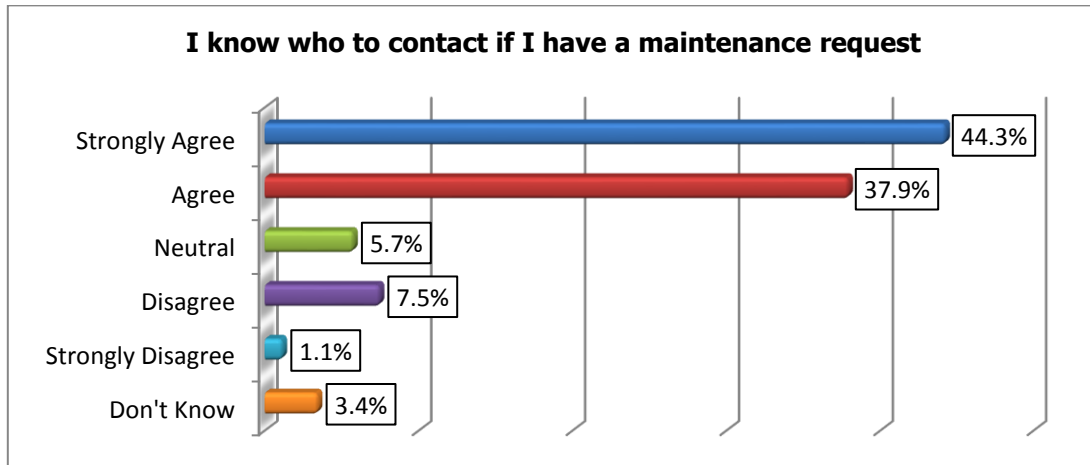


Figure 21 shows that the vast majority of respondents stated that they did know who to contact with 44.3% strongly agreeing and 37.9% agreeing with this statement. Only a very small percentage of respondents either disagreed (7.5%) or strongly disagreed (1.1%).

Respondents were asked to indicate whether they felt that maintenance staff employed by the University were efficient and effective.

Figure 22: Efficiency of Maintenance Staff (n= 173)

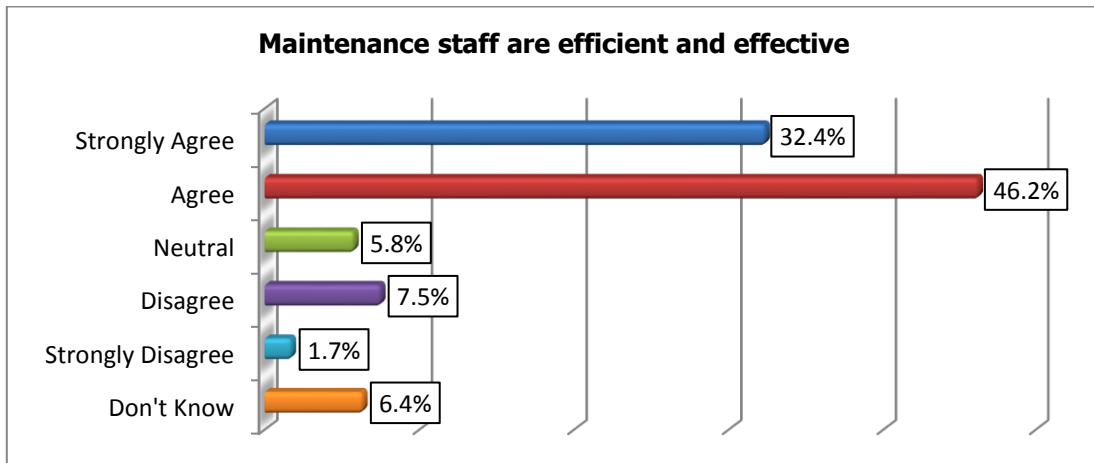


Figure 22 shows that a total of 78.6% (aggregate scores) of respondents agreed with this statement with 32.4% of respondents strongly agreeing and 46.2% agreeing with this statement. Those who disagreed accounted for 7.5% (disagree) and 1.7% (strongly disagree).

Respondents were asked to indicate whether they were aware of the functions of the Buildings and Estates Department regarding maintenance services.

Figure 23: Awareness of Functions of Department concerning Maintenance (n=172)

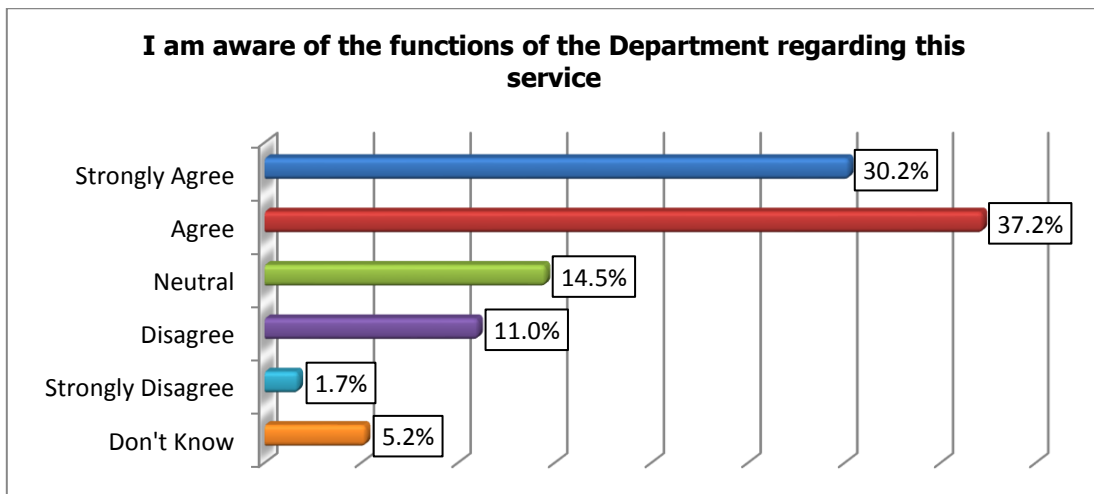


Figure 23 shows that again quite a high number of respondents agreed with this statement with 30.2% strongly agreeing and 37.2% agreeing with this statement. A total of 11% of respondents disagreed with the statement with 1.7% strongly disagreeing, indicating that they may either have a very low level of knowledge or no knowledge regarding the functions of the department in terms of maintenance.

Respondents were asked to indicate their level of agreement with two statements concerning their experience with staff at the Buildings and Estates Department. Firstly respondents were asked whether they found the staff from the department helpful.

Figure 24: Helpfulness of Maintenance Staff (n=173)

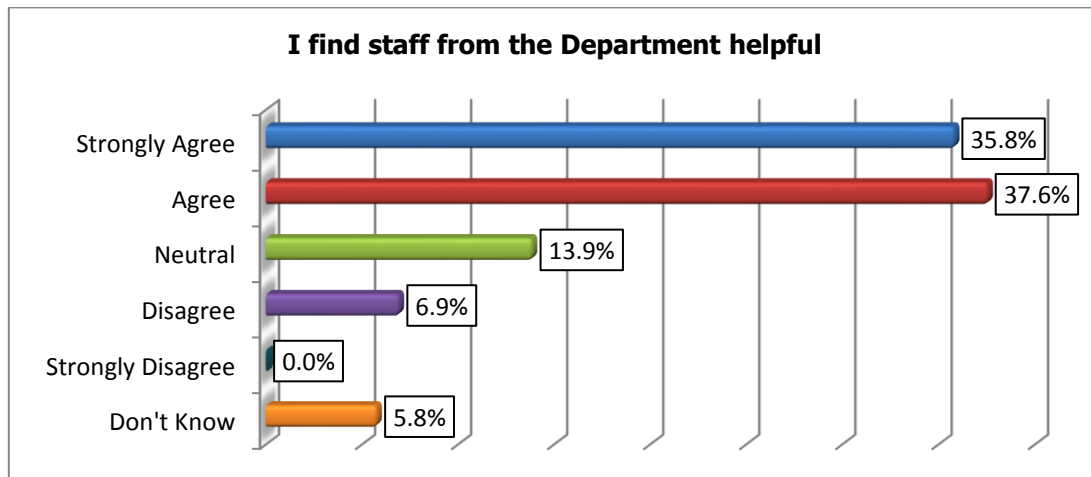


Figure 24 shows that the helpfulness of staff was ranked very highly in that 35.8% of respondents strongly agreed with this statement and 37.6% of respondents agreed with the statement. A total of 6.9% of respondents disagreed with the statement and no-one strongly disagreed.

Respondents were then asked to indicate whether they found the response to the queries satisfactory.

Figure 25: Satisfaction with Responses to Queries (n=173)

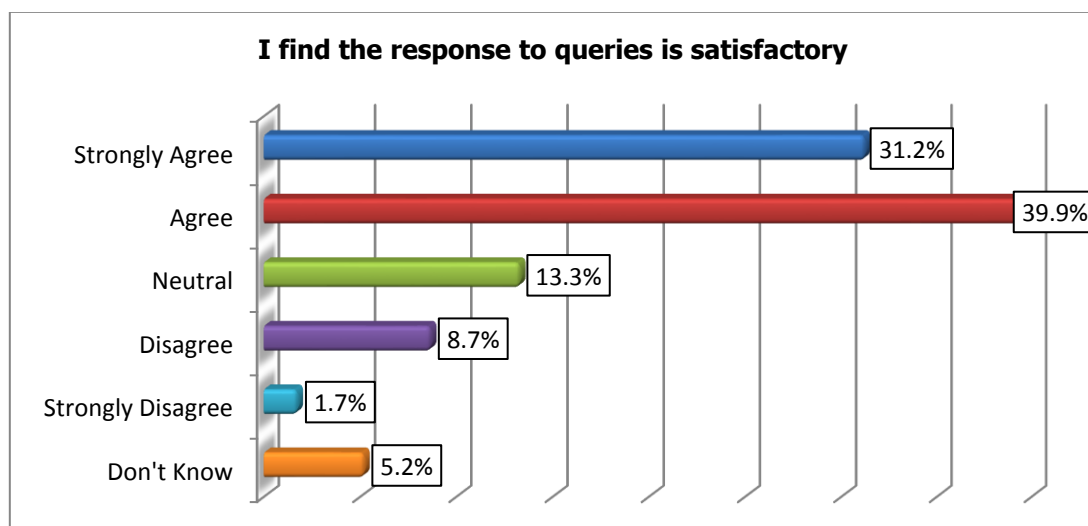


Figure 25 shows that this factor also ranked highly in that 39.9% of respondents agreed and 31.2% strongly agreed with this statement indicating high levels of satisfaction with the service provided by staff. A total of 8.7% of staff disagreed with this statement with only 1.7% of respondents strongly disagreeing with the statement.

If respondents had any cause for dissatisfaction in the area of maintenance, respondents were given the opportunity (in the form of an open question) to state the problems they encountered. A list of all the responses is presented below:

Maintenance Issues

- *I am dissatisfied that maintenance is still on-going on the pathway to the right of the East Gate. This causes great congestion in the morning for both Student & Staff walking and cycling on the pathway. It is a great inconvenience and this project has taken far too long to complete. The pathway crossing to the Arena is unclear and unsafe for pedestrians, drivers and cyclists.*
- *I would like to add that it would be nice if maintenance staff completed their jobs by cleaning up after themselves. Vacuum up the dust from drilling holes, sawing or whatever else they are doing. Clean up. It takes 5 mins*
- *I have found that it can sometimes take very long to get simple maintenance requests (e.g. broken lights in offices) dealt with.*
- *I feel that feedback related to maintenance queries has improved, but there is still some room for improvement. A better tracking system is still needed.*
- *Again you get no customer service when you log a call, you don't know when for example a light bulb will be changed, this is very inefficient. The staff themselves when they arrive are very efficient and friendly.*
- *Non effective repairs*
- *I find buildings are playing for their own team and take a policing role of space management rather than a strategic view. When space is required they look for ideal space rather than monitor space utilisation linked to performance of areas to university objectives.*
- *A number of queries I've made to the maintenance email address were unanswered and can require multiple emails.*
- *Generally I am satisfied with maintenance but lately there are some requests that are taking much longer to have carried out than they should.*
- *When logging a request you never know if the request has been completed as you don't get an email when the job is complete. Often you get the automated response and then no response after that until you chase a week or more later.*
- *In terms of whom to contact my first impression would be the buildings and estates email address. This is not a statement of dissatisfaction just indicating that it is where I would direct any query I have that I think falls under B&E.*
- *I have sent emails regarding various queries to Maintenance, and for the most part I have been very happy with the service. However there are some requests that I make and I have not received any type of response and I am unsure if my email is being looked at, at all. I can understand that Maintenance are busy but to overlook a query is not an efficient system. I would like to see a system whereby you receive an automatic email reply to say your email has been received, with a link on the email to check your queries progress, just in case you have not been replied to but your query is actually being pursued.*
- *Wouldn't know who/how to contact someone regarding a MAINTENANCE issue.*
- *"Log a call and it gets answered, but nothing seems to get done.*
- *Passing the buck between ITD, not providing basic office facilities, I would say very little is done to a professional standard -I have resorted many times to doing the job myself - removing redundant office equipment, provision of lighting and heat etc. etc.....a very poor place to work."*
- *The staff who do the work are great, but when I communicate with Buildings Maintenance, I never have any idea where my request has gone as there is no response. ITD can provide an automated response to calls logged, why not B & E? You could then be working in an office with a flashing fluorescent tube for some time before it is replaced, and you never know when it is going to be. The impression this gives of Buildings (fairly or unfairly) is of disorganization and arrogance.*
- *It has been impossible to get anyone to respond to request for fixing heating and lighting*

- problems in office.*
- *I have complained about the dust falling on my desk and nothing has changed. it continues to fall*
 - *"Getting items such as lights fixed can take a very long time - Months.*
 - *When the technicians arrive on site they are very pleasant to deal with and they do a good job. The problem is getting them to turn up.*
 - *Also some individuals who take the initial call / request can be very abrupt and possibly rude. There is no need.*
 - *The majority of staff are very pleasant to deal with and I know they do their best."*
 - *Buildings now insist maintenance queries are logged centrally, but these are not acted on as quickly (or at all!) as used to happen when my building's superintendent dealt with requests directly.*
 - *It would be helpful if details of any remedial works/ what was done when you get an email regarding your call being closed.*

MINOR WORKS

Respondents were asked to indicate whether they agreed with a number of areas relating to the area of minor works.

Initially respondents were asked to indicate whether they felt that staff do their best to accommodate the request.

Figure 26: Satisfaction with Minor Works Staff (n= 174)

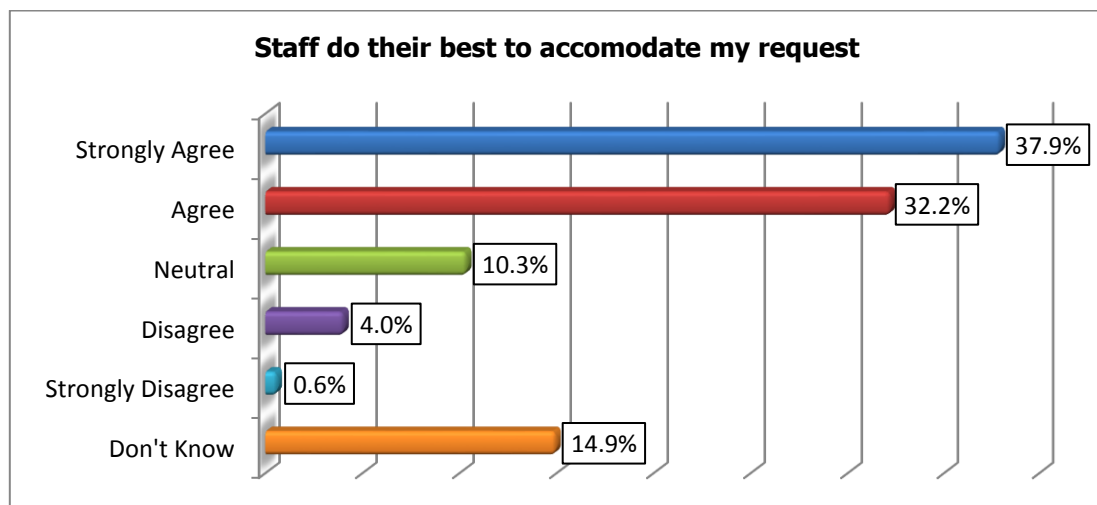


Figure 26 shows that high numbers agreed with this statement with 37.9% strongly agreeing with it and 32.2% agreeing with it. Only a very small number of respondents disagreed (4%) with 0.6% strongly disagreeing with the statement.

Respondents were asked to indicate whether their responses were processed in a timely fashion.

Figure 27: Speed of Request Process (n=174)

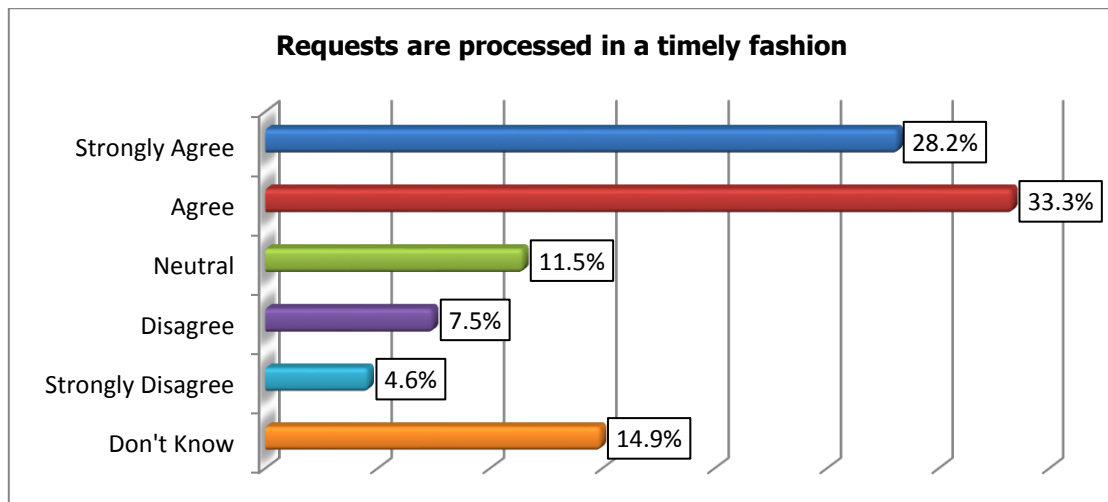


Figure 27 shows that 28.2% of respondents strongly agreed and 33.3% agreed with the statement. Conversely 7.5% of respondents disagreed and 4.6% strongly disagreed.

Respondents were asked whether they agreed that work was carried out effectively and efficiently.

Figure 28: Efficiency and Effectiveness of Work carried out (n=173)

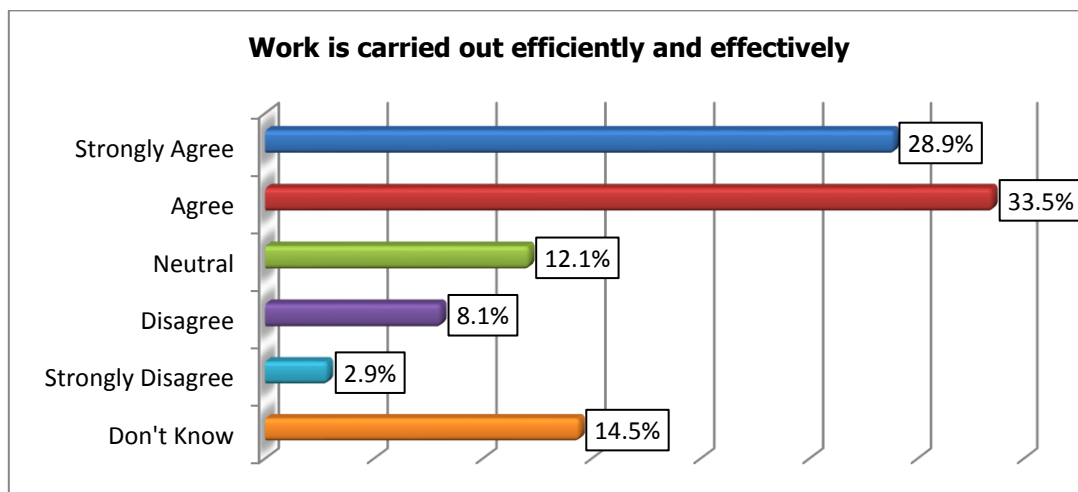


Figure 28 shows that a total of 28.9% strongly agreed with this statement and a further 33.5% stated that they too agreed. Quite a high number of respondents in this case remained neutral (12.1%). A total of 8.1% of respondents disagreed however an additional 2.9% strongly disagreed with this statement.

Finally respondents were asked to indicate whether they knew how to request minor works.

Figure 29: Knowledge of Minor Works Request Process (n=174)

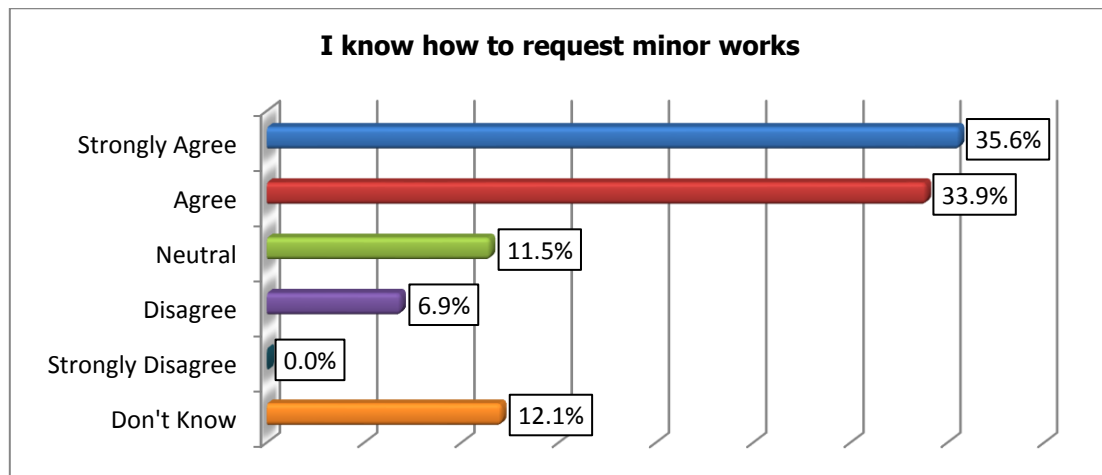


Figure 29 shows that the vast majority of respondents were familiar with the process of requesting B & E staff to address minor works in that 35.6% of respondents strongly agreed and 33.9% of respondents agreed with this statement. A total of 6.9% disagreed with this statement with no-one strongly disagreeing.

Minor Works Issues

If respondents had any cause for dissatisfaction in the area of minor works, they were given the opportunity (in the form of an open question) to state the problems they encountered. A list of all the responses is presented below:

- *I feel that the Maintenance workers could communicate more effectively about times they are arriving to staff so maintenance work can be completed. This would combat workers arriving at unsuitable times.*
- *I would like to add that it would be nice if maintenance staff completed their jobs by cleaning up after themselves. Vacuum up the dust from drilling holes, sawing or whatever else they are doing. Clean up. It takes 5 mins*
- *I feel the minor works process is too cumbersome, lengthy and quite costly.*
- *Unable to provide suggestions or recommendations when carrying out minor works. Will just do what is requested, instead of recommending additional work that could benefit the Department.*
- *Cost too high and speed is slow*
- *Minor works cost can be considerably higher than I would expect in a commercially well run organisation. We pay through the nose for any changes.*
- *Too expensive.*
- *Last year I made a request to buildings in relation to the temperature of my office during the heat wave. I was pregnant at the time. The response was to contact my department administrator as buildings was not responsible for the temperature of my office. I had to buy my own office fan and at that still suffered from heat exhaustion - was out sick for 2 weeks. Buildings did nothing to help with making my work space actually fit for working in at the time.*
- *Very difficult to get a request completed - staff do not respond to emails. Often give up as process is difficult to get completed*
- *Very slow response to minor works requests*
- *Better tracking of cases to see the current status without having to contact buildings would be useful*
- *I have had one experience of this: being moved into an office just before semester began (and it is*

difficult to quantify how difficult this timing makes life for the person being moved) and finding bookshelves that curved in the middle waiting for me there. I was told there was no problem with them and basically to get on with it. The carpenters agreed with me that they were a health and safety issue and replaced them. So one aspect of minor works is great, the other not so great.

- It takes too much red tape to get simple jobs seen to so we generally don't bother and find a work around ourselves to minor works.
- Logging an email doesn't immediately put your ticket into the queue, you need to wait for confirmation that the email was received. There should be an online system were you can see progress etc.
- Minor works can take a long time to complete
- I have, on occasion, had issues in getting a response in relation to electrical minor works requests. I have had no issues with any other minor works requests.
- Sometimes there is a bit of a wait before things get done.

Section 7: Environment & Energy

Respondents were asked to indicate whether they would be willing to make small changes to how they interacted with their environment as well as changes that could potentially reduce the amount of energy consumed by the University by getting individuals to change their behaviour.

Firstly respondents were asked how they perceived their level of environmental and energy consciousness and concern.

Figure 30: Level of Environmental/Energy Consciousness (n=174)

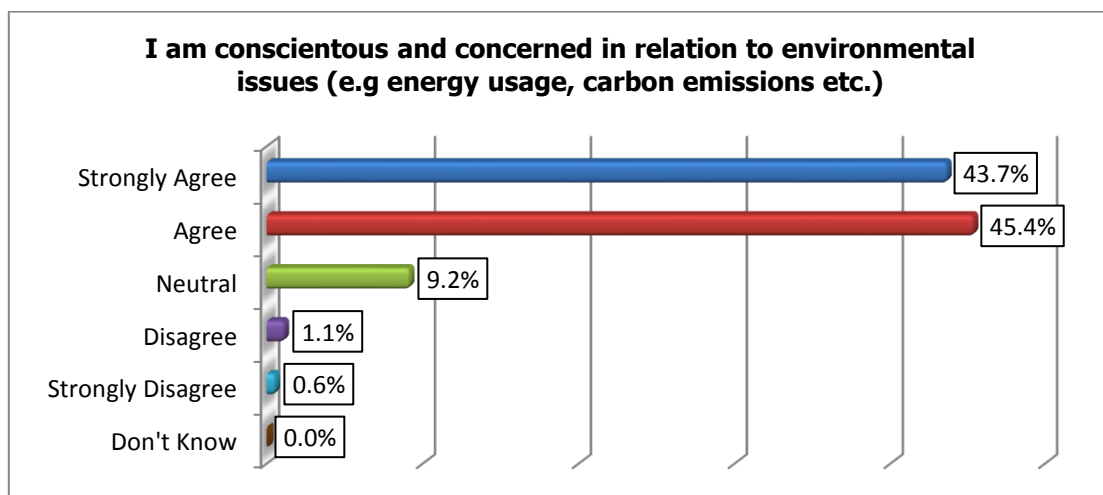


Figure 30 shows that a total of 43.7% of respondents strongly agreed with this statement with a further 45.4% agreeing. A total of 9.2% were neutral in relation to this issue and only 1.1% of respondents disagreed with the statement. An additional 0.6% strongly disagreed with this statement.

Figure 31: Willingness to Contribute to Environmental Effort (n=173)

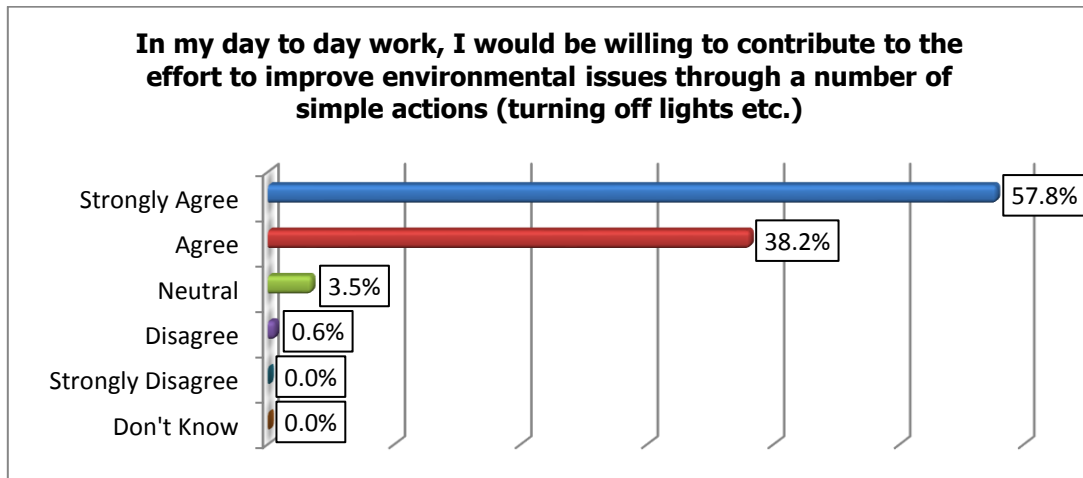


Figure 31 shows that when asked whether respondents would be willing to change their behaviour to improve environmental issues, the vast majority of respondents strongly agreed (57.8%) and 38.2% agreed giving an aggregate positive rating of 96%. Only 0.6% disagreed, with no-one in strong disagreement with this statement.

Respondents were then asked whether they felt that access to relevant information would be helpful in contributing positively to the environmental effort in the University.

Figure 32: Additional Information regarding Environment/Energy (n=174)

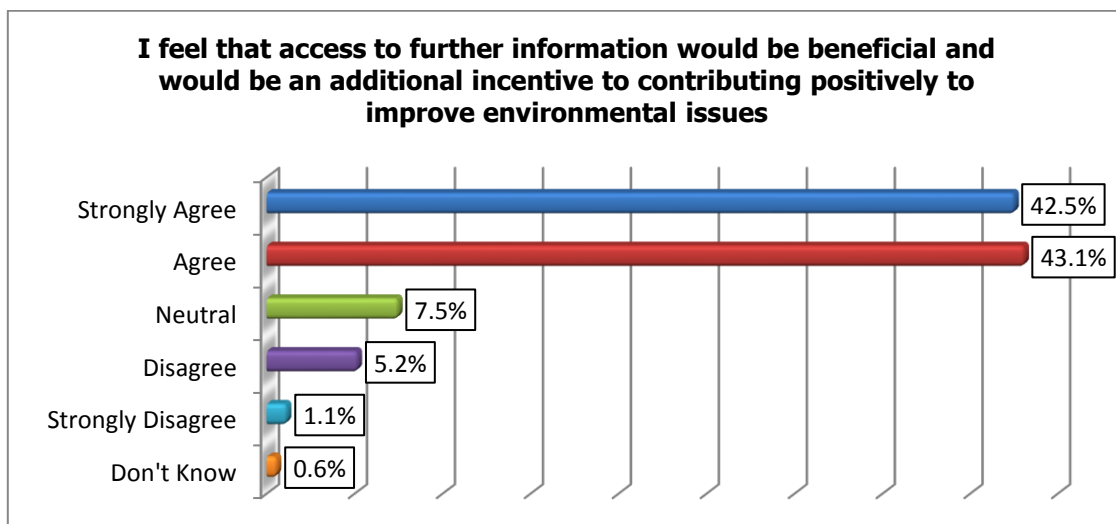


Figure 32 shows that overall, respondents were very receptive to the possibility of receiving additional information regarding the environment and energy with 42.5% of respondents strongly agreeing with this statement and 43.1% agreeing. A number of respondents 7.5% were neutral in relation to this

statement with only very small numbers disagreeing (5.2%) disagreeing and 1.1% strongly disagreeing.

Section 8: Buildings and Estates Website

A number of questions were put to respondents in order to assess the frequency with which respondents access the Buildings and Estates website and how satisfied users are with it.

Figure 33: Accessed Buildings and Estates Website (n=170)

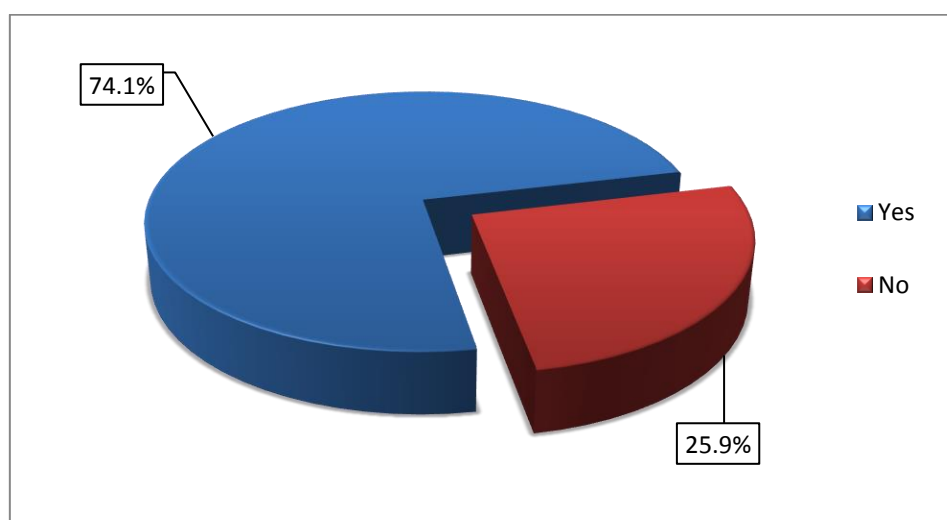


Figure 33 shows that the majority of respondents (74.1%) indicated that they had accessed the Buildings and Estates website.

Respondents were then asked to indicate their level of satisfaction with the website. (This question was filtered so that only those who had answered yes to the previous question were asked to rate the website hence there is no 'not applicable' column in this instance).

Table 8: Satisfaction with various aspects of B&E website

Answer Options	Very Good	Good	Neutral	Poor	Very Poor	n-value
Quality of Content	14.2%	55.2%	26.9%	3.0%	0.7%	134
Ease of Navigation (how easy it is to use)	11.9%	47.8%	32.8%	6.7%	0.7%	134
Range of Information Offered	14.8%	51.1%	27.4%	5.9%	0.7%	135

Table 8 shows that overall the majority of respondents ranked the website in quite positive terms. With regard to the quality of content - an aggregate positive rating of 69.4% rated the website as either 'very good' (14.2%) or 'good' (55.2%). The ease of navigation received positive ratings also in that it received an aggregate positive rating of 59.7% with 11.9% rating it as 'very good' and 47.8% as 'good'. In terms of the range of information offered, this factor received positive aggregate ratings totalling 65.9% with 14.8% rating this element as 'very good' and 51.1% rating it as 'good'. Overall

only a very small number of respondents (less than 10% respectively) ranked the three elements examined as either poor or very poor.

Section 9: Respondent Profile and Concluding Comments

This section sets out the research findings regarding the respondent profile as well as setting out the concluding comments extracted from the responses to the open questions.

Respondents were asked to indicate their gender.

Figure 34: Gender of Respondents (n=170)

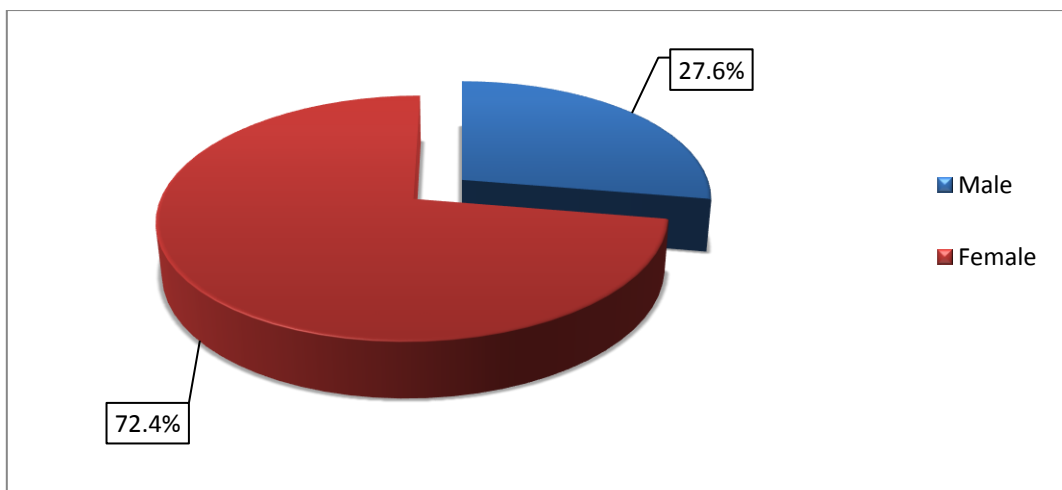


Figure 34 shows that the gender breakdown of respondents relates to a majority of 72.4 female respondents and 27.6% male respondents.

Respondents were asked to indicate in what capacity they were employed by the University.

Figure 35: Area of Work (n=170)

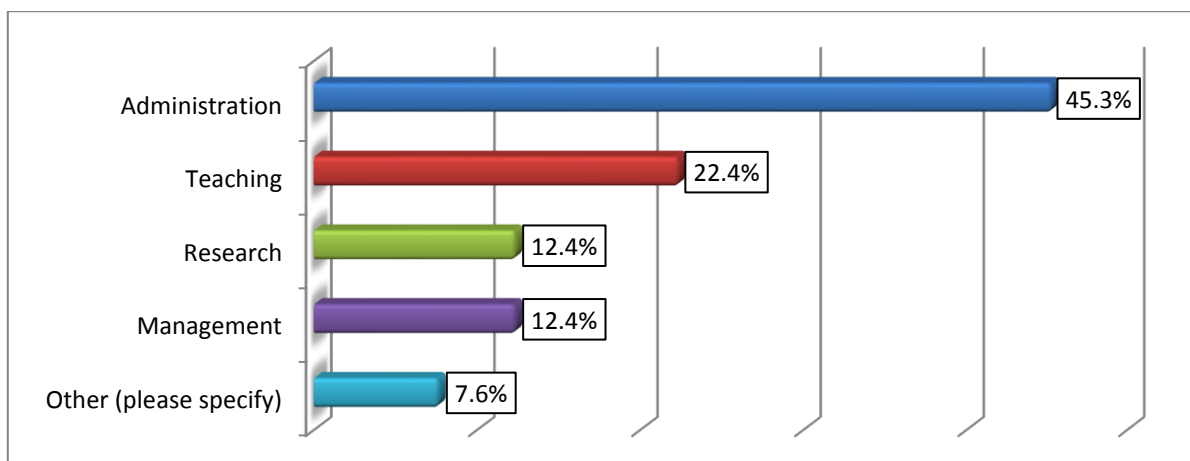


Figure 35 shows that the vast majority of respondents were employed in an administrative capacity (45.3%). This was followed by those employed in a teaching role (22.4%), research (12.4%) and management (12.4%). A number of respondents selected 'other' (7.6%), and a summary of these other areas of work are presented below.

Other areas of work:

- ITD (x3)
- Library (x3)
- Research
- Student Support
- Teaching and research
- Technical (x4)

As can be seen, the majority of 'other' respondents identified their area of work as 'technical'. This was followed by those working in ITD and the library.

Respondents were asked to indicate which two buildings they used most often.

Table 9: Primary building most often used (n=155)

Building 1:	%	n-value
Main Building	41.9%	65
Foundation Building	7.7%	12
Kemmy Business School	5.2%	8
Languages	5.2%	8
Library	5.2%	8
Health Science	4.5%	7
Schrodinger	4.5%	7
Engineering Research Building	3.2%	5
Schuman	3.2%	5
Student Centre/ Courtyard	3.2%	5
Main Building	2.6%	4
MSSI	2.6%	4
PESS	2.6%	4
Plassey	2.6%	4
Lonsdale	1.3%	2
Millstream Building	1.3%	2
Irish World Academy	0.6%	1
Medical School	0.6%	1
Nexus Innovation Centre	0.6%	1
Phase 1A	0.6%	1
Other	0.6%	1
Total	100%	155

As can be seen in table 9, the primary building selected by respondents was the 'main building' accounting for 41.9%. This was followed by the 'Foundation building' (7.7%) and the 'Kemmy Business School, 'Languages', and the 'Library' with 5.2% of responses respectively.

Table 10: Secondary building most often used (n=134)

Building 2:	%	n-value
Main Building	26.9%	36
Schuman	10.4%	14
Foundation Building	9.7%	13
Kemmy Business School	9.7%	13
Lonsdale	6.0%	8
Plassey	5.2%	7
Arena	4.5%	6
Millstream Building	4.5%	6
Engineering Research Building	3.7%	5
Health Science	2.2%	3
Irish World Academy	2.2%	3
Languages	2.2%	3
Schrodinger	2.2%	3
Library	1.5%	2
MSSI	1.5%	2
PESS	1.5%	2
CSIS	0.7%	1
Dromroe Village Hall	0.7%	1
IBC Block 2	0.7%	1
Medical School	0.7%	1
Phase 1B	0.7%	1
Student Centre/ Courtyard	0.7%	1
White House	0.7%	1
UCH	0.7%	1
Total	100%	134

As outlined in table 10, the second building used most often by respondents was also the 'main building', accounting for 26.9% of responses. This was followed by the 'Schuman' (10.4%) and the 'Foundation building' with 9.7%.

In order to get a sense of the overall level of satisfaction among respondents in relation to their dealings with Buildings and Estates' office and administrative staff, respondents were asked to indicate their level overall satisfaction with the dealing they had with the department.

Figure 36: Overall Satisfaction Rating with B & E Office and Admin. Staff (n=172)

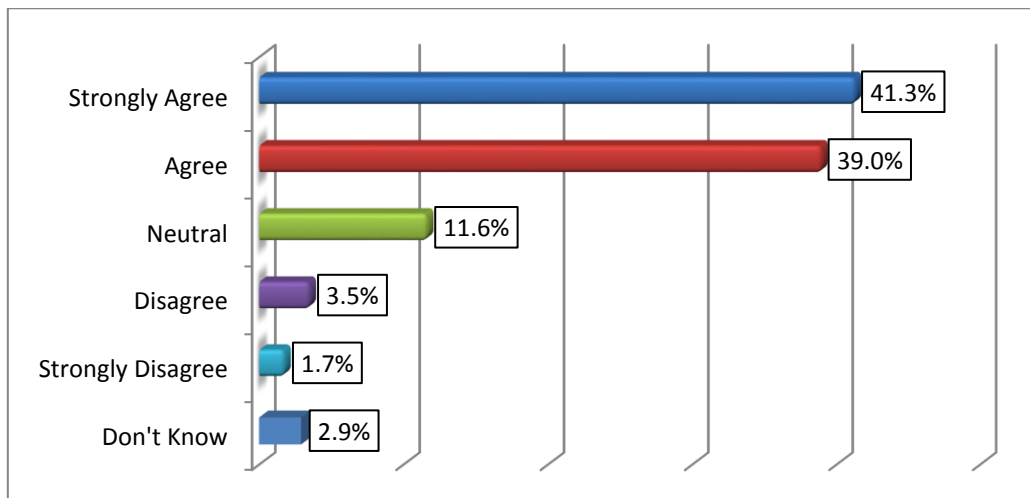


Figure 36 shows that overall satisfaction levels in relation to dealings with office and administrative staff are high with 41.3% of respondents strongly agreeing with this statement and 39% agreeing with the statement. Only a very small number of respondents disagreed (3.5%) or strongly disagreed (1.7%) with the statement.

Respondents were then asked to indicate what their overall impression of the Buildings and Estates Department was.

Figure 37: Overall Impression of Buildings and Estates Department (n=172)

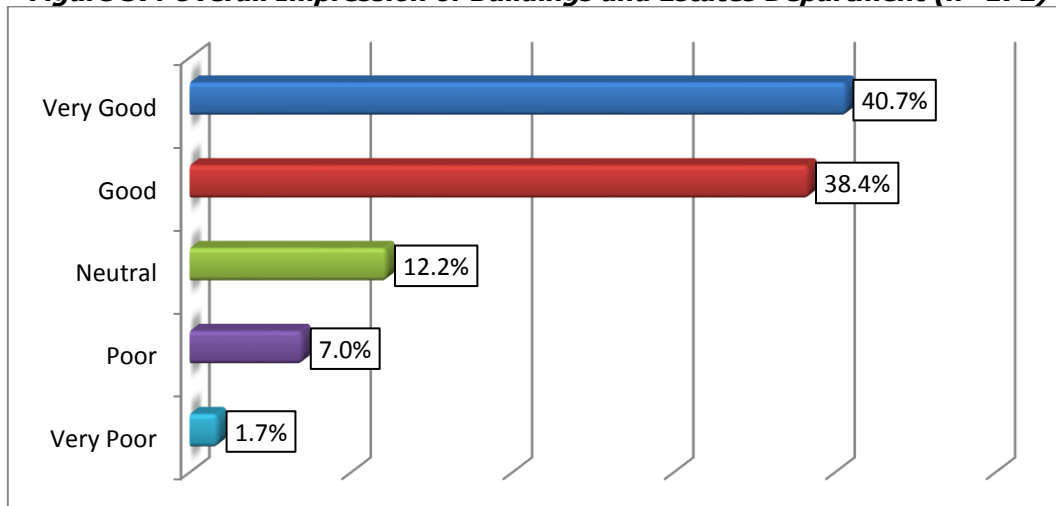


Figure 37 shows that the overall impression of the Buildings and Estates Department is high with aggregate positive ratings amounting to 79.1% with the majority of respondents indicating that they would rate the department as 'very good' (40.7%) and 38.4% rating it as 'good'. Overall, a small percentage of respondents rated it as 'poor' (7%) or 'very poor' (1.7%).

Respondents were then asked to comment on what they perceived as the main strengths of the Buildings and Estates Department. The findings are listed below:

Main Strengths of Buildings and Estates Department

- ✚ *Many of the people working there are very good, helpful and efficient.*
- ✚ *They have always helped me even at short notice.*
- ✚ *Excellent contract maintenance team*
- ✚ *Projects are completed very well - good attention to detail; A strong team at all levels*
- ✚ *Clear communications. Friendly. Approachable*
- ✚ *Friendly Porters. Responsive maintenance personnel.*
- ✚ *Logging call system, Porter Service*
- ✚ *Considering the wide range of functions undertaken by the Department I generally find that they are efficient and approachable.*
- ✚ *Porters*
- ✚ *The staff*
- ✚ *Ability to juggle once off requests with the day to day duties of supporting and maintaining the facilities, given the reduction in resources they are holding the campus together with paper clips and sticky tape.*
- ✚ *They do their job*
- ✚ *Efficient staff who know what their functions are.*
- ✚ *The staff. We have a beautiful campus. I think it is the most beautiful college campus in the country. The Portering staff I have come into contact with are incredibly kind. They really help in creating a helpful, pleasant atmosphere.*
- ✚ *When following up on requests assistance is helpful*
- ✚ *The porters in the KBS - great guys!!!*
- ✚ *Efficient*
- ✚ *They know their function*
- ✚ *Efficient, mostly hardworking people who care about the campus*
- ✚ *Very helpful and Friendly*
- ✚ *Timely support & follow up. Good request / reporting structure. Helpful & easy to engage with.*
- ✚ *Staff are very knowledgeable and willing to share that knowledge*
- ✚ *Approachable Staff, Efficient Systems*
- ✚ *Excellent porter service. My involvement with other areas of the Department is limited. The campus generally looks very well and we all take pride in this thanks to your hard work.*
- ✚ *Accessibility; Long term employees who KNOW the place and the people.*
- ✚ *Ian O' Donoghue is ++ professional, efficient and accommodating.*
- ✚ *Porters, security staff and the craftspeople who carry out work on maintenance and repairs.*
- ✚ *"Good Team in Place; wide range of skills"*
- ✚ *On the rare occasions when I had to make contact they were able to come back to me pretty quickly in a positive manner. I think my contact was only ever to alert them to a minor issue, bathrooms etc.*
- ✚ *Porters are uniformly helpful and accommodating. Campus maintained very well on balance. Experiences with buildings on office maintenance very positive.*
- ✚ *Friendly, Efficient, Reliable and Obliging staff. Requests are processed in a speedy manner by skilled people. UL is lucky to have such staff!*
- ✚ *Dedicated staff*
- ✚ *Friendly, efficient and very helpful*

- ✚ *The maintenance staff themselves especially mechanical are very easy and pleasant to deal with. Extremely helpful, things are processed fast and they keep you in touch with the progress. If there is a problem they will tell you why e.g. Waiting on parts etc...*
- ✚ *The Porter Staff are very helpful and are a good front of line service.*
- ✚ *Friendly, courteous staff along with a beautifully maintained campus*
- ✚ *Their speedy response to requests*
- ✚ *The individuals I know take a personal pride in their work and are very obliging.*
- ✚ *The personnel*
- ✚ *The staff are very good and the only issue that I have is that I believe the issue with the lack of parking spaces for staff is not being dealt with. I believe students that live right beside UL should not be allowed to drive to college also if staff and students had to pay for parking then we would alleviate this problem. I also believe each building should have a proper changing area with shower for staff to be able to cycle to work and have a proper area to change.*
- ✚ *Staff are always courteous and provide a very professional service.*
- ✚ *The majority of the staff are approachable, helpful and efficient.*
- ✚ *"They always give a straight answer immediately or direct you to who can, not like other Department they will call you back and never do!*
- ✚ *Friendliness of the porter staff"*
- ✚ *Admin Staff, Porters - efficient, competent, helpful*
- ✚ *Staff - helpful and informative*
- ✚ *Great grounds upkeep, friendly porters and security*
- ✚ *The helpful and friendly porters and maintenance staff.*
- ✚ *The admin, porter and maintenance staff*
- ✚ *Service staff are helpful*
- ✚ *polite and helpful staff*
- ✚ *The staff are excellent and always go above and beyond to ensure that everything is done in a timely fashion. The porters are always helpful and the managers are excellent.*
- ✚ *Support staff....electricians, plumbers, are good*
- ✚ *I think that the guy that sweeps the campus and does the bins in the morning is a top, top, bloke!!!! Always happy and cheerful and a man happy in his job! Good on him!!*
- ✚ *Very Friendly and Helpful Staff, the grounds are also well kept*
- ✚ *Portering staff and service*
- ✚ *Excellent porter in Schrodinger Building, very helpful*
- ✚ *The porters are all fabulous, as are the other staff on the ground and the grounds look absolutely great - the most beautiful campus I know, and very well kept.*
- ✚ *Expert and friendly people*
- ✚ *Approachable and well intentioned*
- ✚ *Good customer service*
- ✚ *Manage campus facilities and grounds well.*
- ✚ *Grounds/Landscape Maintenance is generally excellent.*
- ✚ *Buildings do an excellent job in maintaining the campus and in the planning for new building.*
- ✚ *They are good at maintaining the wonderful ground of UL.*
- ✚ *Maintenance of building and estate areas is excellent.*
- ✚ *"Staff very helpful, Buildings situated in a real nice place and grounds kept so well"*
- ✚ *Landscaping and green space*
- ✚ *The campus is immaculate. It is obvious that huge effort goes in to maintaining such a large campus. By and large, all staff members are very friendly and approachable. There has also been a notable effort to improve bike safety (cycle paths, storage and registration of bikes).*
- ✚ *Grounds maintenance*

- ✚ *The email request system is very good and I usually get a reply almost straight away*
- ✚ *Speed of response, professional service and a willingness to help*
- ✚ *They are a point of contact for queries relating to operations of the university.*
- ✚ *Quality of service*
- ✚ *Well managed*
- ✚ *Pride in the community of UL*
- ✚ *Generally high standards*
- ✚ *Efficiency*
- ✚ *The following are what I feel are the main strengths are of Building and Estates: Firstly the postal service I feel is very efficient. The collection of the post every day is on time and the porters are always very friendly and approachable. I feel that all the porters are all very helpful and can go out of their way to help in certain situations. Secondly the traffic management in the evening is very good in some areas. It is managed very well and combats the delay in getting out of UL. Management around the traffic at the East Gate car park is needed in the evening to alleviate cars getting out of the car park. Thirdly the cleaning service is very good. The toilets are continuously clean and hygienic and are checked regularly. All building look very good and clean. The computer labs can be below standard sometimes such as the Venus labs in the Main building.*
- ✚ *The beautifully maintained campus. Excellent portering staff.*
- ✚ *Keep the University clean and tidy, helping staff to carry out their functions efficiently and dealing promptly with emergencies.*
- ✚ *"Managing new building projects on campus. Maintenance and minor works are handled well within the limits of the systems put in place by the Buildings and Estates Department."*

Respondents were then asked to comment on what they perceived as the areas under the remit of the department where they felt there was the greatest room for improvement. The findings are listed below:

Areas with Room for Improvement

- ✚ *"Staff Parking! Permits should not be given to staff pensioners. A nice idea 20 years ago when there were very few of them. Not practical now when there are loads of them in here doing their Pilates classes in the arena or working as ""consultants"". If they are drawing a state pension and getting paid by UL as well for their ""consultancy", they can afford to go into the pay car park. I don't think permits should be given to postgrad students either."*
- ✚ *Parking (x4)*
- ✚ *PARKING ISSUES!!!!*
- ✚ *Staff parking and street lighting.*
- ✚ *"Staff Parking is a huge area in need of improvement. When a car park is lost eg: Lonsdale, those spaces have not been replaced by alternative staff parking. The pay car park across from the Stables: Staff should not have to pay for parking in this car park or any other staff car parks. Why can swipe cards not be issued for staff and let the public/students pay for parking on campus. The €3 parking fee was only supposed to be in place until that car park paid for itself, a promise you did not keep. It must have paid for itself many many times over by now. Bad form Buildings.."*
- ✚ *More showers in buildings. Parking is a huge issue where someone is going to get badly hurt as cars are speeding trying to get into spaces.*
- ✚ *Parking is a major issue, increase spaces - build a multi-story.*
- ✚ *Parking issues. Only staff should be entitled to parking permits. Underground car parks should be mandatory for all new buildings. People in each building should have reserved parking in the*

car park for their building only. You shouldn't have to park your car a mile away from your building. Retirees and postgrads should not be entitled to parking permits.

- + Staff Parking and Parking permit issues*
- + Better heating in offices*
- + The entire Health Science Building from inadequate teaching facilities to airless, stuffy atmosphere.*
- + Some offices in older buildings are very poor in term of air / air conditioning, light, water, heating (fundamental basics for providing a working/learning environment). I am working in an office where it is a converted laboratory space, we get no daylight, no fresh air, our conditioning system (that turns off around 5pm, but half the people in the room are in until after 6) does not help keep the place cool in the summer (recorded to be approx 30 degrees from May to Sept) and it is freezing in here during the Winter Months. I think it is really important that more of an effort is made to monitor all spaces in all buildings on Campus to ensure that such poor work and learning spaces do not exist in Ireland's best University.*
- + Temperature control in the rooms - S205 horrendous: no air!*
- + "Heating and lighting and general care of the main building. It is freezing cold in the winter and the 'energy saving' lighting with motion sensors or whatever you use mean that half the time the lights switch off when you need them on and even render stairwells extremely dangerous. The way of issuing parking permits is extremely inefficient and wasteful of everyone's time and energy. There is not enough parking period."*
- + More environmentally friendly practices, e.g. in relation to recycling, energy, heating. To the best of my knowledge there are no solar panels to be seen anywhere on campus, which is really rather sad for a university that prides itself for its work in science and technology - would it not be really great (also in terms of publicity) to have zero energy buildings? Also, I wonder if it is really necessary to spray the grounds (and for instance our lovely living bridge) with what look like pretty toxic substances (but I'm not sure if they are as toxic as they look).*
- + The biggest issue for me is heating and ventilation. working in the foundation building I often find the building too hot to work in and there is a lack of ventilation in the area. In the teaching spaces I often find it is too hot or too cold. There seems to be no happy medium in this area.*
- + Office temperatures during a heat wave. Doing absolutely nothing isn't very helpful.*
- + "Temperature in the offices too hot or too cold. Health sciences when attention was brought to buildings a response given when realised window seals sub-standard until then ignored"*
- + Getting to the route of problems .. HEATING especially*
- + Lighting, the lighting at the side door from the main building opposite the Lonsdale car-park is not always bright. Sometimes there are funny smells in the corridors, also traffic and parking could be improved although traffic has somewhat improved but parking is becoming a bigger issue.*
- + I think lighting in the car parks could be better and car park spaces we just don't have enough.*
- + I think there is room for improvement regarding outdoor lighting. This is especially coming into winter months. The areas outside the MSSSI (front and rear access) are very dark and feel unsafe if I am leaving work late.*
- + Security Staff are not very nice in UL. In the few interactions I had with them, I found them arrogant and unhelpful and rude. Visitors have also indicated the same reaction. The security personnel contribute to a negative view of the University. The University really need to get security personnel with a more rounded view of University campus life.*
- + Porter staff to reply to requests in a more timely fashion.*
- + A little apathy among some of the staff*
- + The administration staff.*
- + Time it takes to process requests - more staff needed*

- ✦ *Security personnel could be a little more approachable and perhaps some younger members could be employed as students might relate to them more*
- ✦ *Support for staff to manage resources; light, recycling etc.*
- ✦ *Poor communication; poor returning calls on occasion; How many of the staff use voice mails?*
- ✦ *Office staff unfriendly and not customer focused. Car parking for B&E staff not a problem due to B&E only parking places all over campus. Other people have similar needs to B&E staff but they do not get similar exemptions (e.g.: back of PESS building parking for B&E)*
- ✦ *Response time from middle management very poor. At the front line it is very good (porters, admin staff in the main office). Hard to get engagement with some middle management when needed - and when you do you are blinded with the science of the issue.*
- ✦ *"This is a department where there are some very pleasant colleagues (particularly the portering staff) but it's also a department with a number of very sullen, negative individuals who can colour the overall impression of the department. Better street lighting and a more high profile security presence at night. More staff parking"*
- ✦ *"I have been a postgrad for a number of years. In doing that I HAVE to work for the University as well, on campus and off and I contribute to the University. Not being allowed a staff parking sticker is therefore an application of a 2-tier system. You're staff when it suits UL, you're not when it doesn't. We can't keep building buildings and not addressing car parking and traffic in a major way and it is not sufficient to state something like, "well we should be a green campus anyway" which some people do, retrospectively to the fact that we're adding people to the campus and not providing adequate parking. Traffic and parking needs a realistic and long term view on it. The city and county council should recognise along with UL about the large number of people moving around here. I know this seems like a "big thing" to talk about in this survey but from a user's point of view on campus for a number of years I have never felt that both parties really have planned ahead and involved the campus community in that planning. If the county councils are going to let this place expand they should be pressured into providing better infrastructure for the future."*
- ✦ *Perhaps the department might need further staff to cope with the increasing demands of a rapidly expanding campus management*
- ✦ *Timely attention to requests, timely follow up, timely timetabling and notification of when a requested task will be completed.*
- ✦ *speed of action taken could be improved... emails can tend to take a long time to receive a reply from*
- ✦ *Management of calls i.e. Porter arrives with parcel from goods inwards, 5 minutes later another porter arrives with a parcel.....*
- ✦ *Feedback when jobs are completed*
- ✦ *E-mail queries- while there is an efficient assignment to the 'appropriate team' and e-mail; there is no follow-up communication.*
- ✦ *"Signage - I think the signage is dreadful getting around campus, there is a map outside the foundation building that stops at building 33 there are 40 buildings on the current map! This is so out of date it is terrible.*
- ✦ *Lighting to the Western Car Park - this is very poor and needs to be improved now the Winter months are coming.*
- ✦ *Coins for car parking - we should be able to purchase a coin for the pay car parks so people can buy these in advance and use them instead of the €3, I am often looking for a €1 or €2 coin late in the evening when shops are closed"*
- ✦ *Be open to new ideas*
- ✦ *The website is poorly designed and lacks how-to videos, clear communication and ease of access. The buildings and estates are disconnected from the campus community in that nobody knows what to contact them for. They release emails which are last minute and not informative*

i.e. they use terminology which the campus are not familiar with (east gate? Tower 4, Tower 7, west gate? North entrance, Car park 2, 10 etc). No branding on the website and no employee profiles or pics (who am I dealing with and what do they know?) No cohesion with other departments or contractors in regards to major capital works. No recognition of staff contributions or awards. Universities are a lot like local government and B&E should be embedded within community with a focus on customer service not operating outside it. If a customer asks what works are taking place in a certain area to a buildings staff member that staff member should be able to tell them, the project, its aims and its estimated time of completion. The customer may have to make alternative plans and needs the info. How many times have the bollards appeared on campus and nobody knows on the ground level what they're doing.

- + The reasons behind some decisions etc. are unclear to the campus community.*
- + Poor communication at all levels; poor levels of transparency in how decisions about space allocation are arrived at; less than optimal signage on campus as evidenced by the need to supply visitors with my own maps. There is a constant absurd feeling of more space being built, but of fewer teaching spaces and less office space being available as time goes by. The fact that hourly-paid teaching staff can be left without desk space or IT facilities, or even space to meet students is a monumental disgrace to an institution in receipt of millions in public money and calling itself a national university.*
- + Responding to concerns about security ...problems with lighting reported but no response.*
- + Promote achievements so people appreciate the amount of work that is done*
- + Value for money on alterations etc is difficult to see*
- + More information on what is required and who is responsible for various maintenance requests e.g. if an outside contractor is required what form and who should it be directed to. For internal requests who it should be directed to. I think a quick synopsis of frequently requested tasks would be helpful when we do not use the facility on a regular basis. Response is always helpful though.*
- + Signs for directions to building throughout the University - either driving or walking.*
- + When a job needs both electrical and carpentry, they need to work tighter together. I found more trades more efficient and more reasonably priced than others. I had a recent incident that when reporting a particular job I was sent down a minor works route, whereas, it resulted in a maintenance issue as first reported by me. This cost time with pricing and discussions with line managers regarding quotations.*
- + Consideration in planning for Staff/Student access during construction work*
- + Sometimes relatively minor works get very delayed due to bureaucracy and B&E decide the level of works forgetting the end users requirements*
- + Minor works, responding to emails and requests*
- + The response time for emails & formal requests of the maintenance works section needs to improve.*
- + Completing a job...tidy up after yourself.*
- + Maybe not in their remit but some of the classrooms in the Schrodinger are appalling.....some of the PESS teaching rooms (P1004, P1005 and P1006) are same.....some of the teaching spaces are terrible for such an outstanding campus.*
- + Recycling facilities e.g. no bins for this in the Student Square where there is heavy volume of traffic.*
- + The general condition of teaching areas is poor.*
- + Blue recycle bins for paper but no recycle bins for plastic.*
- + Building design. Whoever did the specs for the Health Science Building did it very badly. Was there any user involvement? e.g. simple things like sound proofing? I am not green, but even I can see how they could easily have incorporated natural light for lighting rather than pitch*

black corridors and internal spaces that need artificial light the whole time. Why are the women's toilet cubicles so tiny? Someone will be stuck in there one day. e.g. in the Schumann, there is bags of room but the cubicles are so small you have to stand one side of the bowl to get the door open, and then step over it. Very difficult for old/disabled/obese

- + Office space at times could be more faculty controlled.*
- + I think the car park entrance to the KBS could be maintained a little better, as in the maintenance of the green area to the immediate left of the entrance and also varnishing the seats perhaps. Also, to keep on top of the cobwebs and general cleanliness of the area as you head towards the glass doors on the car park side of the KBS.*
- + I feel there is room for improvement in the planting that is carried out around new buildings. I would like to see plants chosen that would encourage wildlife. A popular plant used around many of the buildings is laurel which supports very little wildlife. Berry bearing plants to encourage birds and plants to encourage butterflies would be a great improvement. I would also like to see areas of grass seeded with wild flowers, again to encourage wildlife, it would also reduce the cost of maintenance as there would be less grass to cut.*
- + The facilities and cleanliness in the Schrodinger building classrooms.*
- + "Cleaning of public toilets, provision of proper waste recycling bins in public buildings, better query tracking system, more efficient lighting repairs internally in buildings. Some poorly lit areas on campus to. Signposting is not clear/visible in many areas on campus. Parking permit system - could it be done online? Often unhelpful in past with genuine requests for extra storage space"*
- + The main issue is parking in that a) there is not enough of it, but also b) there seems to be a 'head in the sand' approach. Parking spaces are constantly being eroded (literally) with no consultation with staff, spaces are being reserved for specific groups e.g. research units, again with no additional spaces being provided. It's getting to the stage where it's difficult to get a space on the north campus. Access to the University is also problematic although the provision of the 'private road' in the mornings has made a huge difference.*
- + "Parking is always an issue. Heating - freezing on Monday; too hot on Friday. Recycling bins across the campus."*
- + "Lighting on campus by night- current lights to dark / dull especially in car parks & along campus roads. Signage is very poor & inefficient! Dull & very outdated! Writing far too small to see!"*
- + "Wheelchair and universal access for impaired people is poor in places. Daylight, ventilation and temp control in foundation building. A simplified log system for maintenance tasks."*
- + Always room for improvement in various aspects of our dealings with students, staff and public - perhaps constant review would imply improvement going forward*
- + "Many teaching spaces do not have adequate facilities for teaching. Some footpaths around grounds not up to previous standards (e.g. at ERB, pathway from Schrodinger car park down to old sports building)"*
- + "1. Transparent and equal treatment of requests made by faculty; 2. Efficient and helpful attitude toward faculty requests; 3. Courtesy and availability of staff"*
- + "Waste recycling & energy conservation, car parking facilities, security"*
- + "The staff that constitute the university must be given priority. Teaching and research staff seem to be treated like a nuisance. All of the best space appears to be preferentially allocated to the long term administrative hires, the likes of finance, research office, buildings etc. Research and teaching staff require good quality space so that they can think carefully for extended periods. If we don't embrace that reality, we will remain a mediocre academic institution. We are all at UL to produce the best graduates possible - research and teaching must be given absolute #1 priority at every call."*
- + "I have found several of the Buildings and Estates Department (though not front line*

maintenance staff) rude to deal with - one is left with the impression that the presence of staff and students in "their" buildings are an inconvenience. Parking management needs to be reviewed - simply removing parking spaces to be replaced with bike racks is of no use to staff or students who live outside "cycling range", or to students who choose UL because it is commutable from home rather than having to live on campus."

- ✚ "I find the approach to traffic calming measures frustrating. Staff are put standing on the roundabouts, etc. at rush hour signalling on traffic that would be proceeding in the same way if there were there or not. Perhaps up skilling is required here? Or an alternate approach. Space allocation is also a difficulty. I am a Lecturer above the bar and therein entitled to my own office. This has been noted as not possible for the moment (despite regulations). Therein I share an office and for private meetings with staff and students I have to go to Eden. This is not appropriate. Consideration needs to be given to department numbers and the buildings they are in."*
- ✚ "The Goods receiving and distribution service in my opinion needs the most improvement. As it is a health and safety policy that staff members are not permitted to move heavy objects around UL Building and estates must do it. It is vital for this policy to succeed that this service be efficient. There have been many circumstances that I have required items from the post room but have waited days and ended up driving over myself for it. A second van could alleviate the workload on the van now. Also if I have a package delivered through An Post it goes directly to Goods inwards and on top of that I am waiting for it to be delivered by building and estates. As for courier delivery I don't understand why this goes to Goods inwards and not to my office directly by the courier. There seems to be little or no security around UL at the weekends and the amount of security people working this could be improved on. Sign Posting around UL needs drastically improved. Most visitors to UL travelling to the North campus require more directions. More directions to the Pavilion could be in place after Drumroe Village."*
- ✚ Additional budget for office cleaning*
- ✚ Traffic management as access to the university is poor at peak times and parking.*
- ✚ "Toilet Cleaning could be much improved and cleaning of the offices i.e. hoovers (not enough suction to take up the dirt or not been done) Everyone who accesses the Library now even if NOT a staff member gets an Id card from HR is then entitled to a parking permit. I think the policy for the issuing of Parking Permits should be reviewed as the parking is getting out of control and everyone and anyone as long as they have an Id card can get one."*
- ✚ Security*
- ✚ Minor works, general safety (not of security staff but buildings)*
- ✚ Resources*
- ✚ Provision of space in a timely and fair manner*
- ✚ To move from a policing methodology to one based on monitoring and information management*

Respondents were given the opportunity to provide the Buildings and Estates department with any additional comments and feedback that they felt might be helpful. The findings are listed below:

Further Comments and Feedback

- ✚ The Pay Car Park should be free for Staff. Occasionally, leaving to collect items locally means losing parking space and not being able to secure space. Staff should have free parking near place of work (Buildings 1 & 2) at all times.*
- ✚ The abuse of parking facilities by the Buildings & Estates Department sets an unacceptable example - other staff must endure insufficient parking, poor traffic management, incessant clamping and fines, and ever-increasing use of pay parking - yet Buildings staff create their*

own reserved parking spaces! This makes a mockery of any suggestion that the parking rules are but a cynical revenue raising exercise.

- + Why is the visitor car park continually half full of security personnel vehicles? Surely they are as able bodied as everyone else and should be expected to park in main car parks.*
- + I work in the Languages Building and we don't have access to any staff car park. There used to be some, but it was taken away. Students living in student villages park their car on Sunday evening, don't move them until Friday and we have to park on the other side of campus! Could car park for students living in the student villages be created and staff car park re-created for the Languages/ERB/Millstream complex?*
- + "provide more car parking spaces, stop using the east gate car spaces on Friday for buses, improve lighting & camera security to Schrodinger building particularly back entrance into car park more pedestrian crossings & larger path areas & more outside seating areas"*
- + You need to look again at the provision of car parks on campus. Approximately 130 staff spaces were lost when Lonsdale car park was closed for the construction of Bernal. While some of these spaces were replaced in the Milford staff car park, the bulk of the replacement spaces were provided in the new staff car park beside the Tierney Building, i.e. the other end of the campus. When Bernal is completed, there will presumably be another couple of hundred people working in it. Where are they and all the staff who already work on that side of the campus expected to park? In a car park a 20 minute walk away from their office? Could you consider converting most/all of the old pay car park into a staff car park and relocate the pay car park to say the Foundation?"*
- + We have a card ID system with a chip surely this could be used in the car parks for entry???*
- + Car parking for B&E staff not a problem due to B&E only parking places all over campus. Other people have similar needs to B&E staff but they do not get similar exemptions (e.g.: back of PESS building parking for B&E)*
- + Feel staff should be allowed use paid parking without charge*
- + A number of simple wheelchair ramp curbs in the visitors car park beside the security hut would be essential. Current access for chair users is via the barrier entrance only despite disabled car park spaces.*
- + The security personnel employed by Noonan can be very difficult to deal with. Particularly when dealing with parking. Any of the other people I have encountered are helpful and courteous.*
- + Work still needs to be done to make buildings accessible for wheelchairs/disabled access, ie Plassey House. Plassey House also badly needs a fire escape from the top floor. If there were a fire in the kitchen (basement), people in upper floors have no way to access the building in time.*
- + The amount of internal lighting left on overnight is such a waste. I mentioned this issue when I filled out a similar survey two years ago but no improvement yet.*
- + "Lighting. Parts of the campus are poorly lit. Down around the boathouse needs more street lighting, it is unsafe walking there. Some buildings such as the main building is poorly lit. There is a need for railed walkways between the CSIS, library and side of the foundation building. Students with walking disabilities need something to lean on to."*
- + I feel that more attention to recycling and safety after dark would be helpful.*
- + I would favour a system to operate such as ITD logging of a request, logging of where it's at and some system of prioritisation. Timely log out when a request is being dealt with, Interaction is always excellent it's a timing issue in most cases that needs addressing!*
- + Could there be a tracking system introduced to enable us check progress of requests?*
- + I appreciate that the email service has been implemented for a reason. However I feel that you should get some information as to when a call will be dealt with.*

- ✚ *Communication with campus community in event of power outages could be improved, e.g. it sometimes appears that IT outages are network related when in fact there has been a power outage. ITD sometimes appears to be the root of the problem in these kind of cases.*
- ✚ *With regard to mailing buildings maintenance, the current position is if I mail with a request I will receive an automatic reply, stating that my request is being processed. I will receive no other communication from Buildings. The task will either be carried out or not. If the request is to say, deliver something to or collect something from a building, a date and time for collection/ delivery should be arranged. This does not happen at present. Currently I have a request mailed to buildings and have not heard anything back, this request cannot be carried out unless they contact me as they don't have sufficient information to carry out the request. Does this mean the request will be ignored?*
- ✚ *Beautiful physical campus which is maintained very very well - long may it last!*
- ✚ *Keep up the good work!*
- ✚ *I am only a few weeks working in UL so I'm not in a position to answer all questions. However my early engagement with Buildings & Estates Department has been excellent. A very responsive department.*
- ✚ *I feel that the staff are extremely helpful and that they are probably the ones that take on a lot of issues that they should not have to deal with because of the log a call system if it could be filtered a bit better. I also still feel that we as staff need to be informed about what is happening in relation to developments. Overall the service by the building staff is excellent.*
- ✚ *Great work and initiatives done all around. Keep up the good work!*
- ✚ *Overall, I am very satisfied with this service particularly when dealing with individual contractors associated with B&E, mechanical, carpentry, porters and electrical. When one area is depending on the other to complete their tasks so they can continue with theirs, maybe this is an area that can be tightened. I can understand if there is a little frustration because of this.*
- ✚ *In general I find the Buildings staff helpful, approachable and resolve most tasks in a timely manner.*
- ✚ *Main building offices can get quite cold (last few years only)*
- ✚ *There is no air conditioning in the foundation building postgraduate study area, I feel this is a health and safety and necessitates me to have work from home. I feel aggrieved about this as I pay fees and should have a place that is adequate to work from*
- ✚ *At times, building/repair work interferes with teaching (e.g. drilling just outside classrooms), which may be however inevitable.*
- ✚ *Have major issues with the costs of some Minor Works. Kirby's and Lenmac have a monopoly and work does not always appear to have a value for money*
- ✚ *Pedestrian crossing required at East Gate (Back Gate) Car Park*
- ✚ *The public spaces, especially on the North campus are lovely but need more seating scattered around in the form of stone benches or similar.*
- ✚ *Teaching Rooms: The layout of equipment is poor; e.g. screens interfering with white boards; inappropriate computer and AV equipment - which are not maintained. Jean Monnet needs a major revamp.*
- ✚ *The structure needs a re-org, the position titles are adopted from the colonial university system. (buildings superintendent?????). The organisation structure is fuzzy which clearly doesn't denote the lines of authority. The buildings superintendent is on the same level as the Exec Admin or space allocation manager yet their roles are completely different. Who can make decisions and who is accountable? Other universities have adopted roles such as project office, project planner, Project manager etc. This lack of clarity on the authority is confusing for the customer as they are unsure on how to escalate an issue or query....Does the service supervisor handle the porters or cleaning etc...No knowledge management system*

or electronic document management system. No best practice for continuous learning. No RMS system for job logging / status/ estimated completion / on-going information for customer. How does one know when their request will be handled. No public performance management system...the customer has no idea how many jobs are completed etc. The customer has no idea who external contractors are and when they need access to their offices. The customer is not informed when services of lifts, emergency lighting tests and essential plumbing works are being carried out in buildings. This creates issues for access and teaching restrictions when all lights are dimmed or when lifts and toilets are out of order. No suggestions box or opportunity to submit ideas, comments for discussion. The language, tone and customer charters are not customer friendly and do not encourage engagement from the customer. The mission statement, goals and objectives lack measurable KPI's. I'm stopping here because I am not paid enough to highlight all the issues which are very obvious when compared with standard practices.

- ✚ *Regarding the cleanliness of the toilet facilities and the functionality of the classrooms, while some of them are excellent others need improvement badly.*

Conclusions

This research examined a wide number of areas under the remit of the Buildings and Estates Department including:

- The awareness and usage of facilities and services
- Satisfaction Ratings for facilities and Services
- Porter Services
- Safety and Security
- Campus Environment
- Maintenance and Minor Works
- Environment and Energy
- Buildings and Estates Website
- Respondent Profile

Overall the findings showed quite a high satisfaction rating among respondents to this survey with many areas receiving particularly high rankings based on positive aggregate scores (very satisfied/satisfied combined with very good/good). The areas where respondents expressed the greatest level of satisfaction related to porter services, the layout and maintenance of grounds, maintenance work and the issuing of parking permits. In general, there was a significant amount of satisfaction with the majority of B&E staff and the teamwork displayed in the department in general. Some of the responses in this regard included:

- ❖ *Many of the people working there are very good, helpful and efficient.*
- ❖ *Friendly Porters. Responsive maintenance personnel.*
- ❖ *Efficient, mostly hardworking people who care about the campus*
- ❖ *Staff are always courteous and provide a very professional service.*
- ❖ *The porters are all fabulous, as are the other staff on the ground, and the grounds look*

absolutely great - the most beautiful campus I know, and very well kept.

With regard to security, 94.9% of respondents felt safe on campus during the day, with a further 52.2% feeling safe on campus at night-time. A total of 42.7% felt unsafe at night-time. When satisfaction levels with security personnel were examined, all three variables examined (helpfulness, efficiency, and approachability) received moderate to high scores and showed some improvement on last year's figures of ~20% overall.

A number of areas of concern emerged during the course of the research which became apparent during the analysis of the various categories evaluated, as well as being highlighted during the course of the analysis of the open responses. These areas related primarily to communication and timeliness, along with issues such as signage, 'heating and lighting' and wheelchair access. These responses included:

- ❖ *"Signage - I think the signage is dreadful getting around campus, there is a map outside the foundation building that stops at building 33 there are 40 buildings on the current map! This is so out of date it is terrible. Lighting to the Western Car Park - this is very poor and needs to be improved now the Winter months are coming. Coins for car parking - we should be able to purchase a coin for the pay car parks so people can buy these in advance and use them instead of the €3, I am often looking for a €1 or €2 coin late in the evening when shops are closed"*
- ❖ *Timely attention to requests, timely follow up, timely timetabling and notification of when a requested task will be completed.*
- ❖ *"Staff Parking is a huge area in need of improvement. When a car park is lost eg: Lonsdale, those spaces have not been replaced by alternative staff parking. The pay car park across from the Stables: Staff should not have to pay for parking in this car park or any other staff car parks. Why can swipe cards not be issued for staff and let the public/students pay for parking on campus. The €3 parking fee was only supposed to be in place until that car park paid for itself"*
- ❖ *Security personnel could be a little more approachable and perhaps some younger members could be employed as students might relate to them more*
- ❖ *"Wheelchair and universal access for impaired people is poor in places. Daylight, ventilation and temp control in foundation building. A simplified log system for maintenance tasks."*
- ❖ *"Heating and lighting and general care of the main building. It is freezing cold in the winter and the 'energy saving' lighting with motion sensors or whatever you use mean that half the time the lights switch off when you need them on and even render stairwells extremely dangerous. The way of issuing parking permits is extremely inefficient and wasteful of everyone's time and energy. There is not enough parking period."*

While many respondents commended the Buildings and Estates department on their work, the issues surrounding communication and timeliness were expressed as the core areas of concern by respondents, and were frequently cited throughout the responses to the open questions. The primary elements centred on the lack of response and acknowledgement to issues by the department, progress and expected timelines regarding the reported issue, and the overall result in terms of completion or otherwise. Such responses included:

- ❖ *Sometimes relatively minor works get very delayed due to bureaucracy and B&E decide the level of works forgetting the end users requirements*
- ❖ *Time it takes to process requests - more staff needed*
- ❖ *The website is poorly designed and lacks how-to videos, clear communication and ease of*

access. The buildings and estates are disconnected from the campus community in that nobody knows what to contact them for. They release emails which are last minute and not informative i.e. they use terminology which the campus are not familiar with (east gate? Tower 4, Tower 7, west gate? North entrance, Car park 2, 10 etc). No branding on the website and no employee profiles or pics (who am I dealing with and what do they know?) No cohesion with other departments or contractors in regards to major capital works. No recognition of staff contributions or awards. Universities are a lot like local government and B&E should be embedded within community with a focus on customer service not operating outside it. If a customer asks what works are taking place in a certain area to a buildings staff member that staff member should be able to tell them, the project, its aims and its estimated time of completion. The customer may have to make alternative plans and needs the info. How many times have the bollards appeared on campus and nobody knows on the ground level what they're doing.

- ❖ *E-mail queries- while there is an efficient assignment to the 'appropriate team' and e-mail; there is no follow-up communication.*
- ❖ *The response time for emails & formal requests of the maintenance works section needs to improve.*
- ❖ *Poor communication; poor returning calls on occasion; How many of the staff use voice mails?*

Respondents again suggested that a system similar to ITD should be put in place. It was felt that this type of system would be particularly helpful in relation to maintenance and minor works, particularly with regard to improving logging and receiving updates on requests; however it should be noted that when examined in a closed capacity, 71.1% of respondents indicated a high rate of satisfaction regarding response to queries with a further 61.5% positively rating the timely processing of requests. In addition, these figures are up on last year where 46.4% indicated they were satisfied with the response to queries and 37.8% positively rating the timely processing of requests.

An additional element which was noted by respondents as being 'poor' related to 'heating and lighting'. This factor received a cumulative 'poor' rating of 12.2% however this is down from 17.2% in the previous survey, with a further 25.6% of respondents rating it as 'average'. The commentary provided by respondents in relation to this issue applied to both indoor and outdoor lighting, as well as heating and temperature disparity at various times of the year. Further difficulties outlined with heating pertained to the regulation of heating, with additional comments outlining that some areas were considered to be too hot with others being too cold. Overall temperature control and regulation were the key elements. When temperature of teaching spaces was examined in a closed capacity, 41.3% rated this factor positively, an improvement on 32% in the previous survey; however 30.6% rated it negatively (an increase from 18.3% previously).

In terms of lighting, the primary focus was on outdoor lighting and its effect on student and staff safety. A number of areas were noted in particular as requiring lighting improvements including pathways around the main entrances and those leading to car parks, as well as areas such as the MSSI. However, when campus street lighting was examined in a closed capacity, 74% of respondents rated this function positively overall up from last year's figure of 67.4%%. Issues surrounding indoor

lighting were primarily associated with timely repairs and regular maintenance checks and complaints about stairwells not being lit properly.

A new area included for review this year was the porter service. Overall, the porter service was rated very highly by respondents, receiving ~95% in aggregate satisfaction ratings across the areas of helpfulness, efficiency and approachability. Areas noted for improvement in the porter service related to providing a greater understanding of the functions provided by this section as well as improving awareness around whom to contact if there is a service request.

Overall, research findings show that based on the sample involved, the satisfaction ratings for the functions/services provided by the Buildings and Estates Department are quite high. In a general sense, respondents were asked to indicate their level of satisfaction with the dealings they had with office and administrative staff and whether they found the staff to be helpful and courteous. This year 41.3% 'strongly agreed' and 39% 'agreed'. Last year the figures stood at 44% 'agreed' and 38.7% 'strongly agreed'. Respondents were asked to also comment regarding their overall impression of the Buildings and Estates Department. Results in this instance were also high with the greatest proportion of respondents (40.7%) rating the department as 'very good' and 38.4% rating it as 'good'. Previous satisfaction ratings stood at (44.4% 'good' with 36.5% rating it as 'very good'. Results from the open responses commended staff in the department for their "helpfulness", "politeness", "expertise", "friendliness", "informative" and "reliable" and "obliging".

Certain caveats need to be noted including the fact that findings are based on people who interacted with the department over the past 3 years. Certain negative comments about systems and procedures may have been made by people who interacted with the department up to 3 years ago and hence may not know or have experienced changes or improvements made to date.

APPENDIX

Appendix One – Copy of Questionnaire