2016 CUSTOMER FEEDBACK SURVEY RESULTS

In November 2016, EH&S conducted its second annual customer survey.

89 PARTICIPANTS

- Work in Cambridge: 55%
- Work in Longwood: 39%
- Work in Labs: 60%
- Work with Buildings & Facilities: 20%
- Work for University Administration: 9%

- EH&S IS ACCESSIBLE WHEN CONTACTED: 91%
- EH&S IS RESPONSIVE WHEN NEEDED: 71%
- EH&S ALWAYS HAS RELEVANT EXPERTISE: 63%

EH&S CONTACT

- More than 1x/Month: 41%
- About Once a Month: 39%
- Less Than Once a Month: 20%

98% of participants agreed that EH&S helped address their needs/issues.

97% of participants consider EH&S to be a partner of their school or department.

96% of participants rated EH&S services very good to excellent.

IN 2017, EH&S WILL CONTINUE TO:

- Increase Services
- Improve Communication
- Understand Customer Priorities
- Develop the Harvard Training Portal

LOOKING FORWARD