

**OFFICE OF THE SECRETARY
OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES**

**CUSTOMER SATISFACTION SURVEY
CONFERENCE AND SPECIAL
EVENTS**

Targeted Survey Issued During Second Quarter Fiscal Year 2014

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6/9/2014

CONFERENCE AND SPECIAL EVENTS CUSTOMER SURVEY REPORT

Target Survey Conducted During The [2nd Quarter] FY2014

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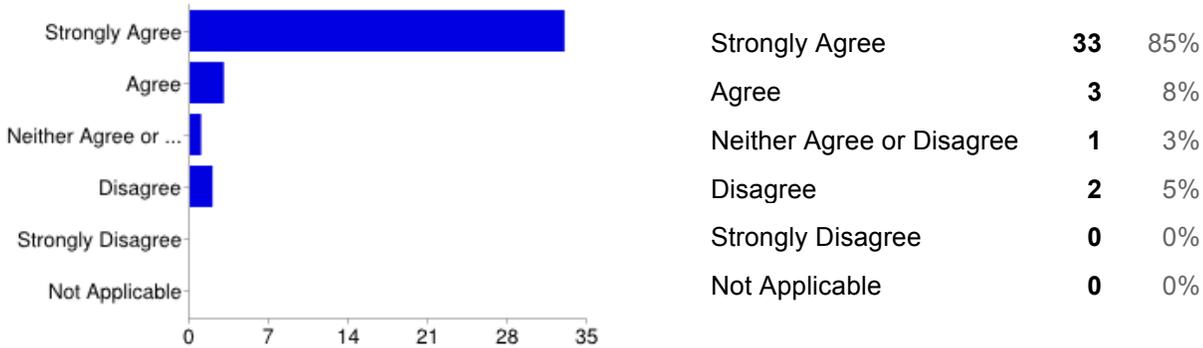
I. SURVEY TIMELINE AND TARGETED POLLING GROUP

The Office of the Secretary (OS), Office of Facilities and Administrative Services, Administrative Services Division, Conference and Special Events (CSE) Branch, conducted a seven (7) question survey seeking feedback on our management of Conference and Special Events services. During the second quarter of Fiscal Year 2014 (FY-14), 55 surveys were distributed to OS, Bureau, and external customers.

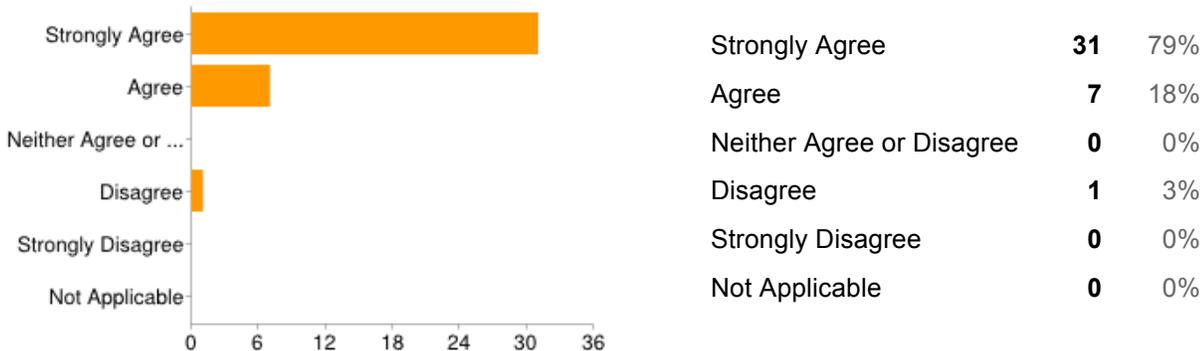
Out of the 55 surveys issued during this period, 39 were completed and returned resulting in a 70% return rate. This represents a reasonable sampling of our clients and provides valid survey results to use as a customer satisfaction baseline.

II. SURVEY RESULTS - The seven statements and related customer feedback results were:

1. **The service(s) I received from the Conference and Special Events staff met my expectations.**



2. **It was easy for me to schedule a conference room or special event:**

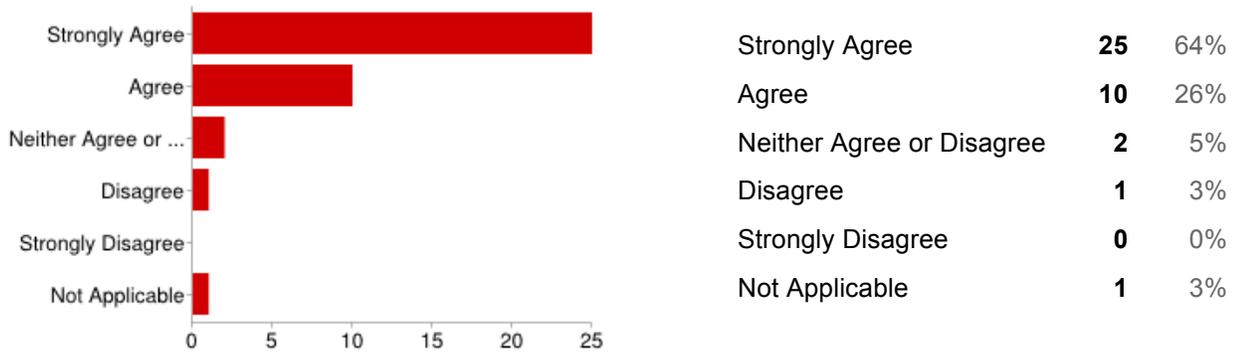


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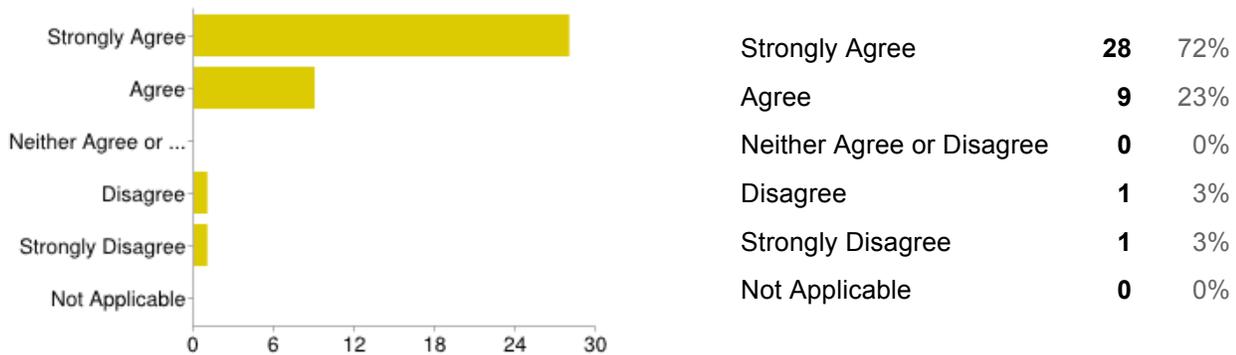
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Survey Results (Continued)

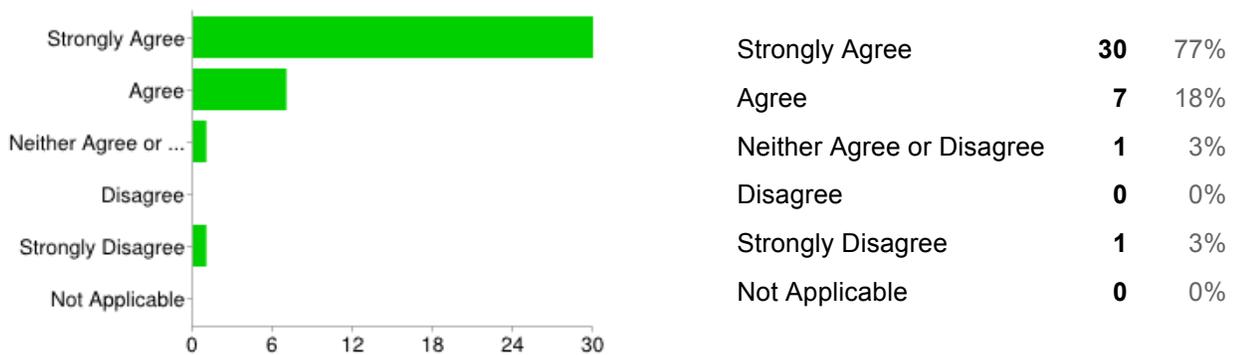
3. I received a timely response (4 business hours or less) to inquiries sent to the Conference and Special Events staff.



4. The Conference and Special Events staff provided the level of communication and instructions I expected.



5. The Conference and Special Events staff provided a level of professionalism I expected.

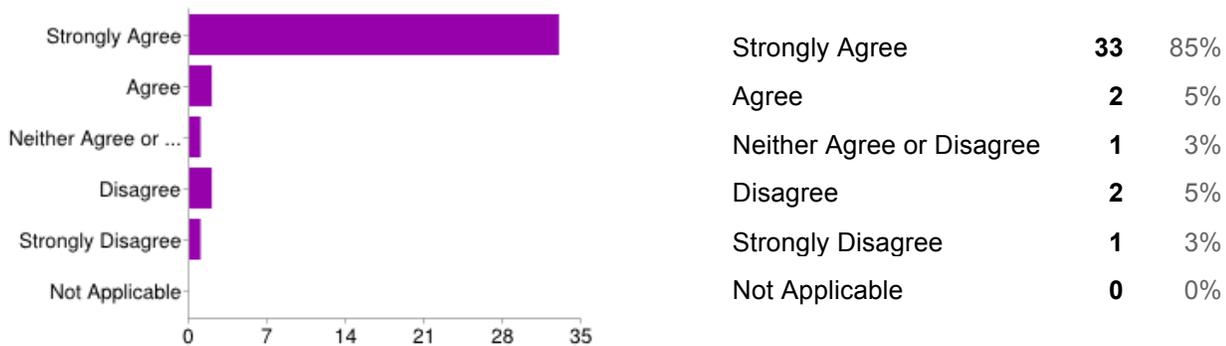


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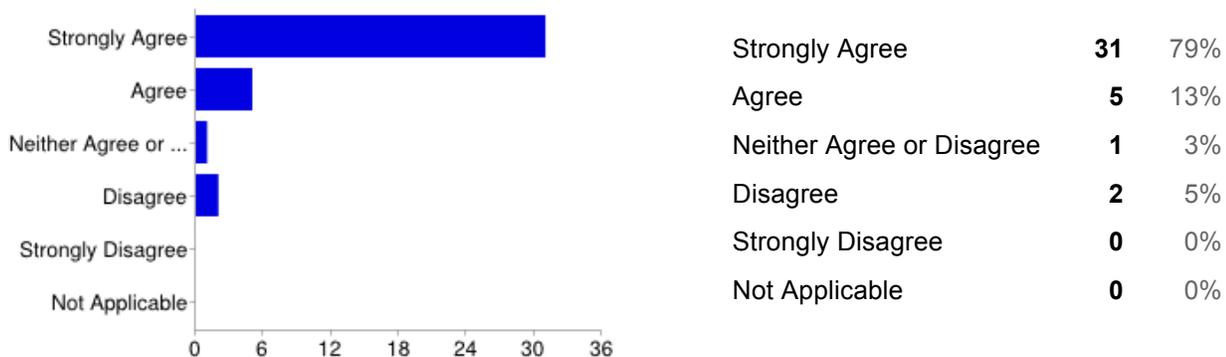
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Survey Results (Continued)

6. Technical (audiovisual and/or Livestream) support for my event met my expectations.



7. Overall, I am satisfied with the Conference and Special Events service(s) I received.



III. “WHAT YOU SAID” – SURVEY COMMENTS

1. What did we do really well?

- Went above and beyond what was needed in the area of communication. Provided closest metro stop and lunch spots. Also worked well with us on the setup of the room accommodating our many changes. Tech personnel provided excellent customer service as well.
- All staff was very nice and polite.
- AV/Phone staff was very responsive when contacted.
- Everything!
- Customer responses were always timely and the staff went out of their way to be sure I had everything I needed.
- The rooms setup were not only perfect, they were completed well in advance of our event.

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- From Mariane, Leslie, Rick, Jimmy to the movers, Mr. Ivey and Ms. Powell, the customer serviced delivered was excellent. Thanks!
- As our requirements changed, the team was very flexible and was able to meet our needs.
- I was very pleased with the level of support received.
- Preparing, setup and support! Well Done in all support and assisting in our needs!
- Mariane Gately was just AWESOME!! She was patient and took the time to explain all the necessary details needed to ensure that I was completely aware of what was entailed for the booking and using the auditorium for optimal satisfaction. Mike was great choice and absolutely perfect for the event. He worked with OSMRE staff. If given a grade it would be A+...he was an outstanding technician to work the av equipment.
- Being able to problem solve and be flexible to changes.
- Did a checkup to make sure that the meeting was running smoothly.
- Customer Service with a great attitude!
- Attentive, professional and accommodating staff. All requests were handled in a timely manner.
- Follow-up to see if all of our needs were met.
- The majority of my requests are responded to in a timely manner.
- The entire staff has been extremely helpful in assisting us with multiple meetings. We often have meetings with external executives and senior-level scientists and private sector representatives. We have often received compliments from them on the services provided by the DOI staff.
- We've always been impressed by the responsive to inquiries. Anticipated needs and suggested options.
- Very Professional.
- The entire Conference and Special Events team did an excellent job orienting and prepping our office for the 2013 Partners In Conservation Awards Event. This was my first year planning the awards event. I appreciated your willingness to meet with us well in advance, as well as closer to our event. I also appreciated the excellent communications regarding the files and other materials you needed from our office as well as excellent guidance on livestreaming and captioning to ensure the event was covered and attended. During the day of the event Ron, Mike and the Livestream team worked closely with the Youth Office to quickly respond to issues that arose and ensure a smooth presentation.
- I particularly appreciated the professional manner in which I was treated by the OFAS staff. Particularly from Ron Tull and Leslie Harmon.
- We have been consistently delighted with the technical and logistical support during our monthly Livestream seminars. The staff advanced us from WEBEX to Livestream with excellent results.
- Excellent support from the entire team- we appreciate your work to make our meetings success.
- Gave us ideas when we needed them for setup and planning, offered options, and then delivered just as anticipated. There's enough stress in pulling a large reception together...your team helps to reduce the anxiety!
- Professionalism and attentiveness to client needs, as well as provides logistical and AV support.

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- I would like to commend Leslie Harmon on the way she handles phone calls. When I call to schedule a conference room she is always ready and available to help me. Leslie is always pleasant and courteous and handles the situation very well.
- Dealing with last minute requests under pressure situations.
- The Livestream and staff onsite at the Town Hall meeting were excellent and provided treat customer services.
- The staff works with you and will conduct a walk through to ensure everything goes smoothly.
- The staff is polite and very professional and provides excellent tips and advice to help improve your event.
- The staff you sent over (David) was awesome.
- Being flexible to our changing needs; personable staff to work with; reliable; never any issues with double booking; setup always as required and on time requested.
- Thank you thank you for providing this much needed service!

- **What can we do to improve?**

- Giving view access to Google calendar for rooms.
- Nothing.
- We had difficulty reaching the conference room coordinator and receiving a timely response to our request to secure a room, and then also during our daytime meeting when additional services were needed in a timely fashion. Also, there is no option to “press zero” to reach a backup coordinator when the main coordinator is not available. There should be a way to reach someone immediately at all times during the day in order to provide better service to customers.
- Suggest that a list of Service POCs be provided to customers for needs during daytime meetings timeframes, so they can contact folks directly if this is permissible.
- Suggest Room Scheduler specifically ask those required conference rooms 7000A/B if internet service is desired, noting that the room currently does not have Wi-Fi.
- Nothing, everything was AWESOME!
- The only thing I’d like to mention which is no reflection on any person but the quality of the projector was not very good. It was very hard to see the screen unless the lights were out in the room.
- Keep doing what you are doing – I’m a very satisfied customer.
- Can’t think of anything.
- When making a reservation, I get the impression that only facility/room can be looked at in the system at a time, which makes it harder for the staff to easily see what else might be available that would still meet the requested needs.
- This team is extremely busy but is always very professional in their work. The work they deliver for our team has been very professional.
- We have had serious difficulty and mismanagement at the post-event stage. Our edited videos did not meet 508 standards, and there has been a backlog in delivering the finished video products to us for loading to our website.
- When on requested space isn’t available, it would be very helpful if you could suggest another space that is available and could hold the same number of people.
- Keep up the great work!
- Have several meeting rooms set aside for multiple day programs.
- No real instructions were provided for the audio conference bridge.

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- Help book more rooms around the building.
- Creating a checklist for certain kinds of events and services to orient first time folds in advance of meeting with you, including coordination with other offices Livestream, and social media e.g. FAQ sheet with contact number as well as a schedule of services and applicable costs.
- For morning meetings the conference room's 7000a/b are often locked and we have to call someone to unlock.
- Often times the room will be reserved but the AV support we requested isn't on time claim that the reservation wasn't made, despite us confirming the reservation the day before.
- For a customer support role, a higher level of professionalism is expected from (name and other position specific detail removed). The other techs I've dealt with have all been great. In most of my interactions with (name and other information removed) been unfriendly and had an attitude.

IV. SURVEY METHODOLOGY

Using the Google Survey Tool, the CSE Chief sent surveys to designated points of contact in the bureaus/offices and external organizations, that hosted events (MIB/SIB Conferences; Livestream; and general meetings) during the months of March - May, 2014. Our concentration was to target those individuals who were responsible for planning and coordinating the meetings and events for their organizations. Surveys were issued so individuals could respond anonymously, although they had the option to list their name.

V. ANALYSIS OF SURVEY RESULTS

The survey results were very favorable across all seven-survey statements with an "Overall Satisfaction" rating of 92% of those who responded with either Agree (5) or Strongly Agree (31). Our analysis and after actions are further supported by the two questions asking for written feedback. These questions and percentage of responses were:

- *What did we do really well?* (Where approximately 87% of respondents commented)
- *What can we do to improve?* (Where approximately 53% of respondents commented)

While the "Overall Satisfaction" results were overwhelmingly favorable from 92% of clients who took the survey, with a majority of responses being either Strongly Agree or Agree, we recognize that 8% of respondents "Overall Satisfaction" rated our services from Neither Agree or Disagree; with no responses in the Strongly Disagree category.

VI. NEXT STEPS

In response to the survey results and your feedback, the OFAS CSE staff will concentrate its efforts in building upon the following listed items to improve our services:

- **Improving Scheduling of Services, Resources and Communication** – Staff will:
 1. Purchase a resource reservation system. This system will allow customers to reserve rooms, auditoriums and public space; schedule audiovisual services and equipment; viewing and reserving resources in real time.

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2. Include cell phone numbers on personal voice messages. This will enable the customer to contact the person immediately.
 3. Backfill a Team Leader vacant position for the Audiovisual Unit. This person will be the POC for all audiovisual requirements.
- **Improving Management of the Conference and Special Events Program** – Staff will:
 1. Develop a Livestream checklist & FAQ w/contact numbers and associated costs and will post on the OFAS website.
 2. Purchase/Install new projectors for the Main & South Interior Auditoriums.
 3. Attend customer service or other appropriate training.

We thank those who took the time to complete the survey. Should you have any questions or need additional information specific to this survey, please contact, Mariane Gately, Chief, Conference and Special Events Branch, at (202) 208-7204, or e-mail at Mariane_M_Gately@ios.doi.gov.