



Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

Estates and Facilities Customer Satisfaction Survey Report 2025



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Estates and Facilities

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INTRODUCTION

In keeping with Estates and Facilities commitment to continued engagement with the university, a customer satisfaction survey was created and circulated to the university community in May/June 2025. As with the 2024 survey, the intention of the survey is to obtain views from a broad range of users to inform statistically reliable information that we can measure and use to:

- Compare against the outcomes of the 2024 survey to pinpoint areas of strength and weakness, understand changing respondent preferences, and evaluate the effectiveness of actions that we have undertaken in the past year.
- Evaluate the 2025 responses in their own right, to inform continued strategies and approaches to making improvements with a view to improving the services that we provide and the way in which we provide them

PURPOSE

The primary purposes of the survey are to:

- Obtain ongoing quantitative and comparable information around how the university community rates E&F services.
- Achieve an understanding of what drives those satisfaction and dissatisfaction ratings via qualitative feedback.
- Provide the university community with an opportunity to inform our plans for continuous improvement.
- Generate data to inform strategic initiatives within Estates and Facilities.

SURVEY STRUCTURE

In order to encourage as many responses as possible, the survey is again designed to take no more than ten minutes to complete. The primary focus of the survey remains around service provision and communication, with an extra question added to understand a respondent's awareness of some of the communication initiatives that have been undertaken in the year since the last survey.

The 2025 survey consists of nineteen questions, of which:

- 7 No. seek a satisfaction rating associated with an element of our existing service.
- 8 No seek information on the respondent and their personal preferences and experiences.
- 4 No. give the respondent an opportunity to provide detailed comment and opinions about Estates and Facilities services.

The survey is structured under four disparate sections, as follows:

SECTION ONE: About You, Our Customer

SECTION TWO: About Your Experience

SECTION THREE: Communicating with You

SECTION FOUR: Helping Us to Improve

The assessment ratings used in the survey questions are based on internationally validated scales and provide respondents with an ability to choose a neutral option if they do not have sufficient experience or knowledge of the specific area(s) of reference.

The survey was reviewed and approved by the Senior Lecturer's Office, the Dean of Graduate Studies' Office, the Secretary's Office and the Data Protection Office prior to its issue.

It was made available in an online format using SurveyMonkey, as well as in hard copy for any individuals who preferred a paper format. There were no requests received for a hard copy version.

SURVEY OUTCOMES

The survey went live on 27/05/2025 and was issued by email to all TCD staff, undergraduate and postgraduate students by the Secretary's Office. 90% of the total responses were provided in the first week. The survey closed on 10/06/2025. A reminder was issued via the Weekly Wrap and T-Net on 06/06/2025.

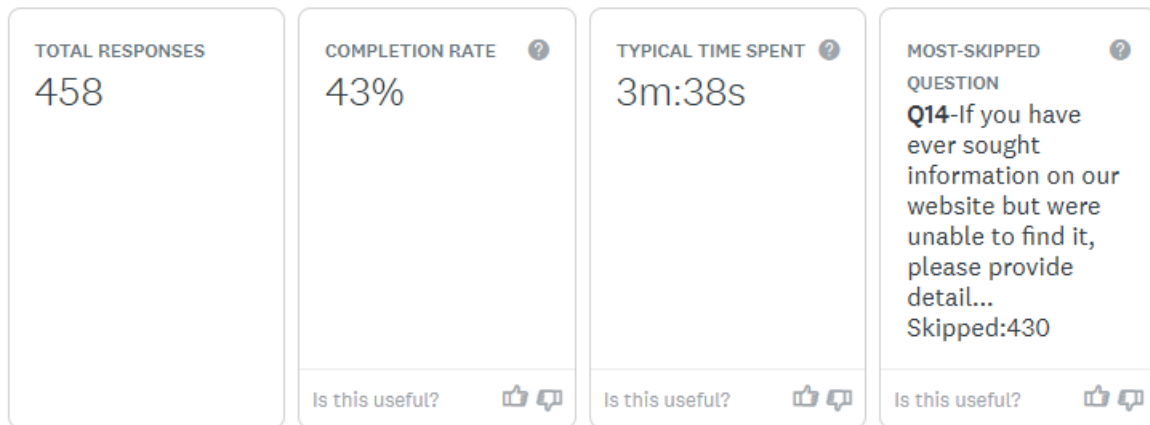
A total of **458** responses were received within the two-week period that the survey was live. This was a reduction of 25% when compared to the total responses to the 2024 survey, which is disappointing, and may be due to the release of the survey during the summer period, and one month later than the 2024 version.

Professional/Library/Support Staff made up the majority of the respondents, at 36.68%. Combined staff responses form 58.52% of the total.

Undergraduate students were the next highest proportion of respondents, at 27.95%. When combined with postgraduate responses, student responses form 39.52% of the total respondents.

Nine individuals recorded themselves under the "Other" Category.

The average completion rate of the survey was 43%, with typical time of 3 minutes and 38 seconds spent. Of the nineteen questions posed, nine were mandatory. Once again, the most skipped question was Question 14 relating to information that the respondent may have been seeking but was unable to locate on our website.



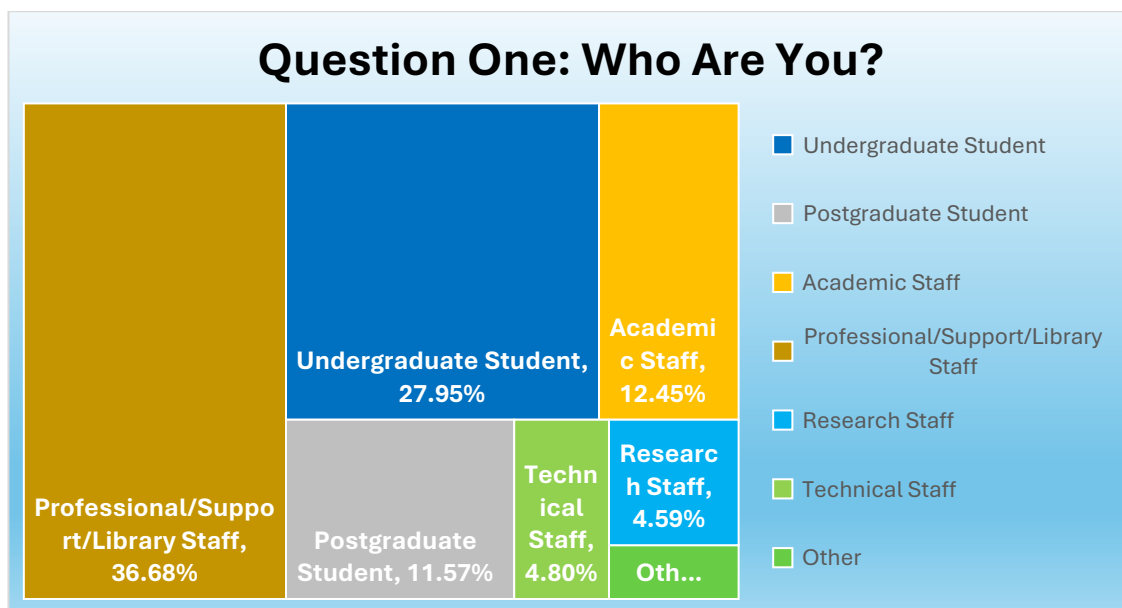
SurveyMonkey analysis

Section One seeks to obtain data about the respondent, including their awareness and use of E&F services. This data then allows additional interrogation to be carried out on the responses provided in subsequent sections.

QUESTION ONE

This initial question in Section One asks the respondents to identify themselves in the context of their status as a student or staff member. The purpose of this question is to allow review of satisfaction ratings and other data associated with specific cohorts. The response rate to this mandatory question is 100%.

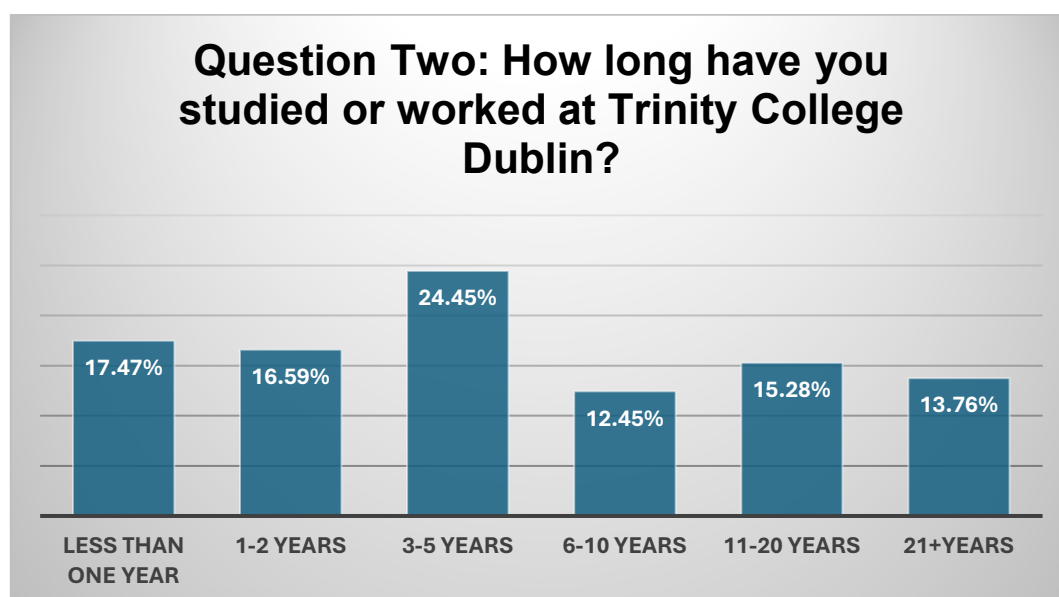
- The most responsive group of individuals is the professional/support/library staff at 36.68%. This is similar to 2024.
- The undergraduate student cohort is the second most responsive group at 27.95%. Again, similar to 2024.
- Combined staff responses account for 58.52% of the total.
- The combination of all student responses is 39.52% of the total, less than in 2024. This may be because of the timing of the survey release.
- 1.97% of respondents classify themselves in the Other category. The majority are staff members, based on the comment provided with their answer.



QUESTION TWO

Respondents were asked to identify the length of time that they have been studying or working at the university, with a view to looking at satisfaction levels based on those demographics. The response rate for this mandatory question is 100%.

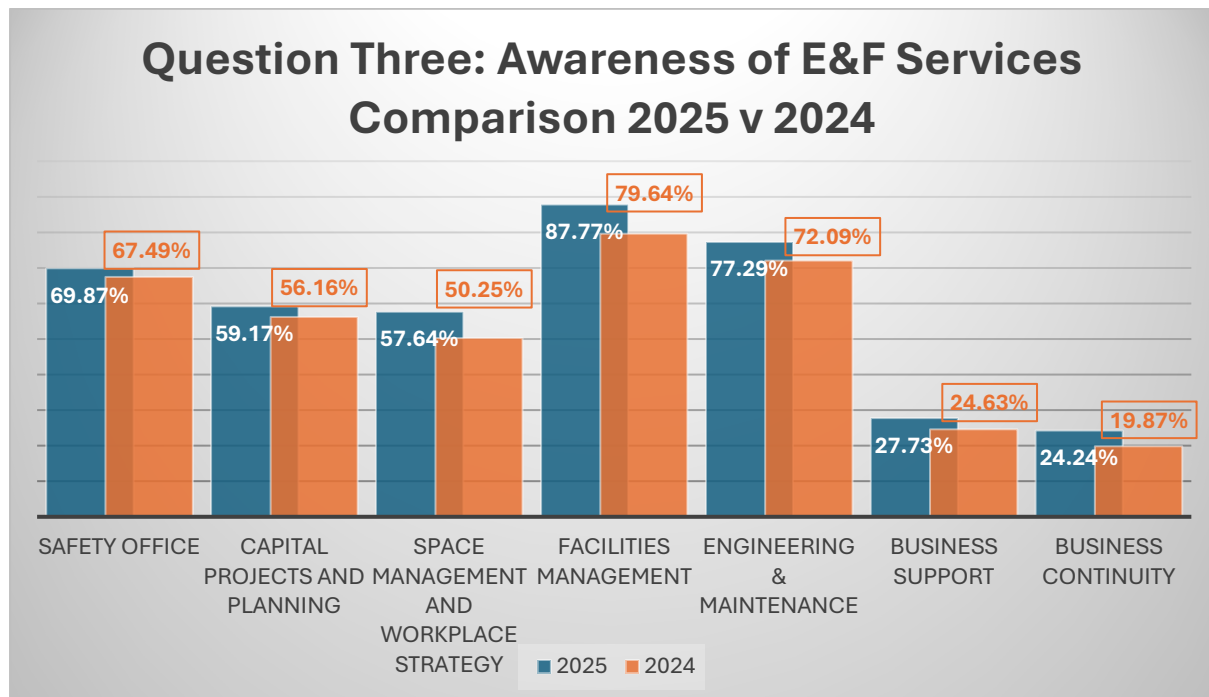
- 59% of respondents have been studying and/or working in the university for five years or less. The 2024 survey generated the same percentage.
- 97% of student respondents have been studying in the university for five years or less. This impacts significantly on the overall proportion of respondents identifying that timeframe.
- In comparison, 32% of staff respondents have been working in the university for five years or less, with the majority of 68% working for six years or more. The majority of responding staff fall within the 11-20 year bracket, at 25%, followed closely by 23% of staff within the 21 year+ bracket.



QUESTION THREE

The survey then asked respondents to demonstrate their awareness of the services that Estates and Facilities provides to the university community, using the seven functional areas within the department. Each of those seven areas was accompanied by a description of the services that they provide. This being a mandatory question, the response rate is 100%.

When compared to the 2024 survey outcome, awareness has increased among respondents of all of the functional areas within Estates and Facilities. The lowest increase is with the Safety Office at 2.38%, up to Facilities Management increasing by 8.13%.

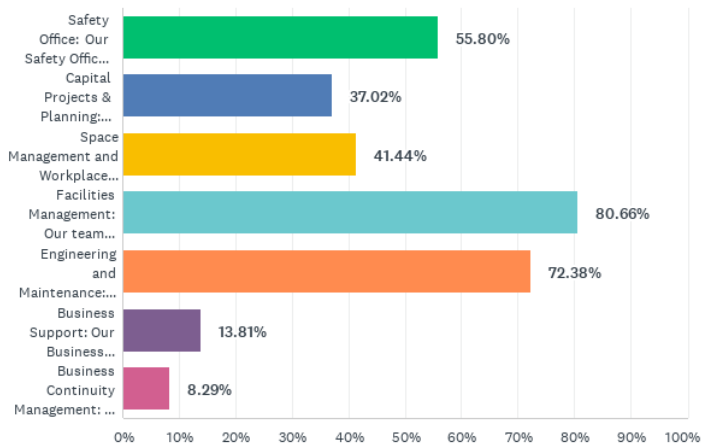


As in 2024, staff awareness of our services is greater than that of the student body.

However, the area where the most significant increases can be seen is in the responses of the students, which may speak to the success of our programme of student interactions in the past eighteen months via open days and student expos.

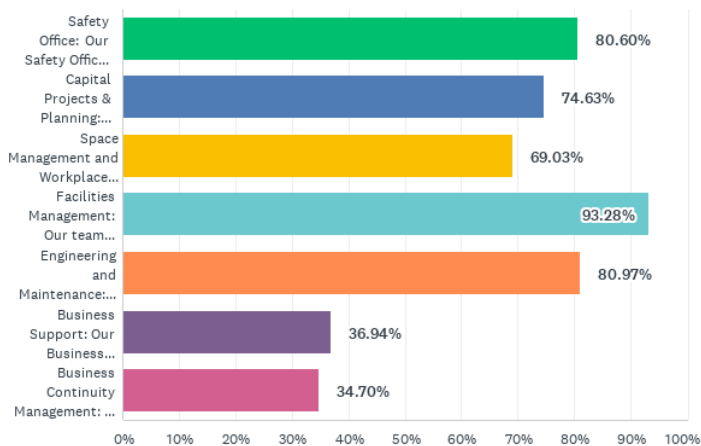
Student Responses

Q3 Are you aware that Estates and Facilities offers the following services (click all that you are aware of)?



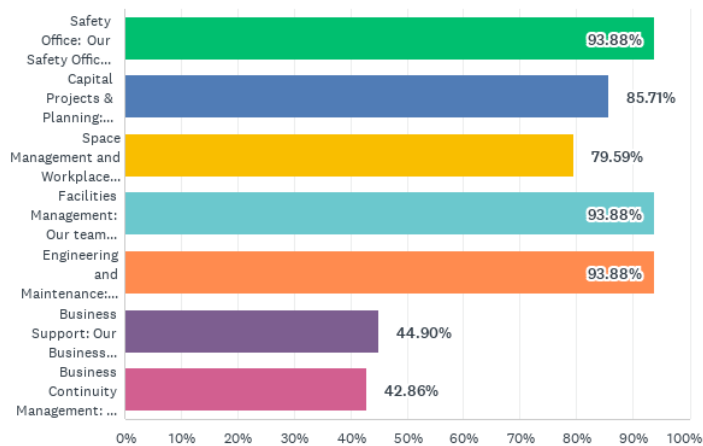
Staff Responses:

Q3 Are you aware that Estates and Facilities offers the following services (click all that you are aware of)?



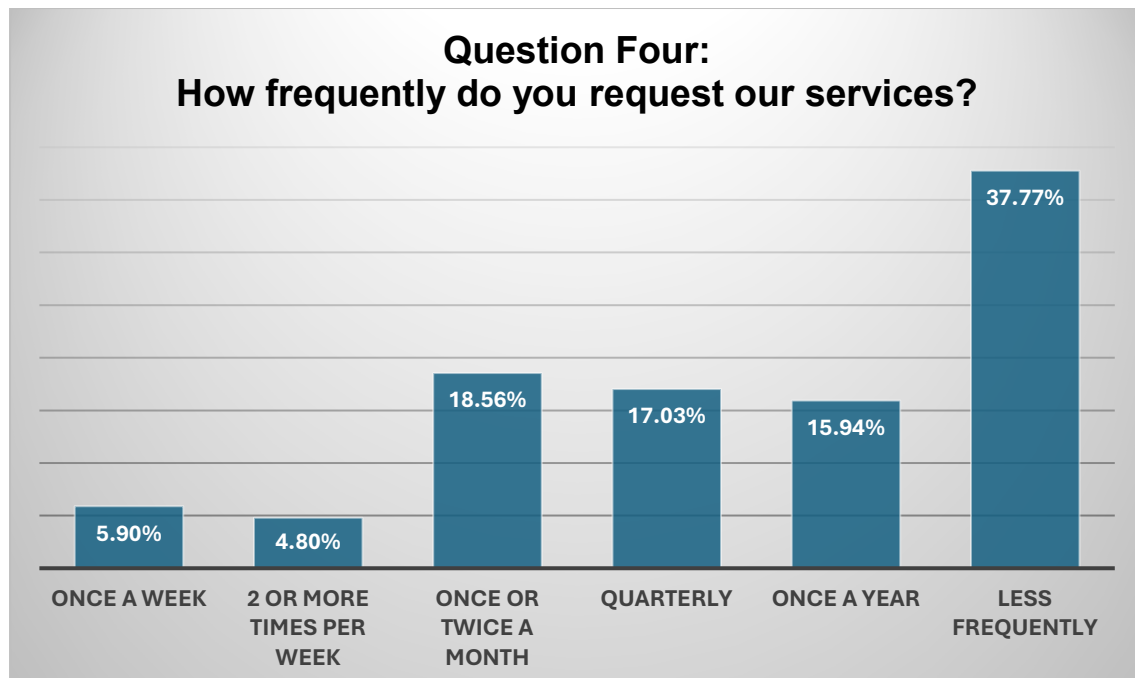
Furthermore, staff and student respondents that use our services at least once a week demonstrate a high level of awareness of all of the services that are provided by the department:

Q3 Are you aware that Estates and Facilities offers the following services (click all that you are aware of)?



QUESTION FOUR

This question sought to understand the frequency of requests made by the respondents for services provided by Estates and Facilities. As a mandatory question, again the response rate is 100%.



At face value, the combined responses across all respondents indicate that most survey participants seek assistance from Estates and Facilities less than once a year.

Further analysis of the data indicates that:

- 79.56% of student respondents use E&F services once a year or less. In 2024 this number stood at 73.43%.
- 21.09% of undergraduate student respondents request services quarterly or more frequently.
- 18.87% of postgraduate student respondents request services quarterly or more frequently.
- 63.43% of staff respondents indicate that they use E&F services quarterly or more frequently. This is very similar to the 2024 data which stood at 64.82%. As in 2024, the option for once or twice a month is the most popular with just 0.25% between the two years.

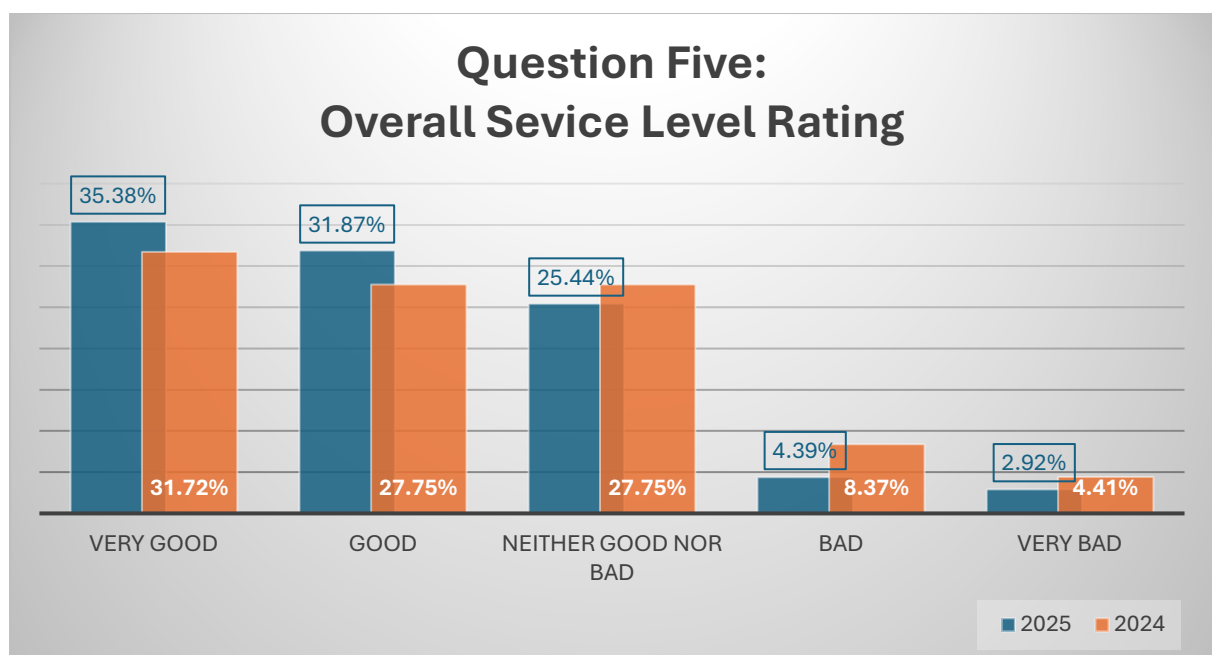
The aim is to see an increased frequency of interaction from the student body in the 2026 survey, in particular the postgraduate cohort, particularly in response to the Postgraduate Pilot Programme that is currently being rolled out.

The survey then moves into **Section Two**, which asks the respondents to provide feedback on how they feel the department and its functional areas is meeting their needs by way of satisfaction ratings and open comment.

QUESTION FIVE

This question asked survey participants to rate their overall satisfaction with the service provision that they have experienced from Estates and Facilities.

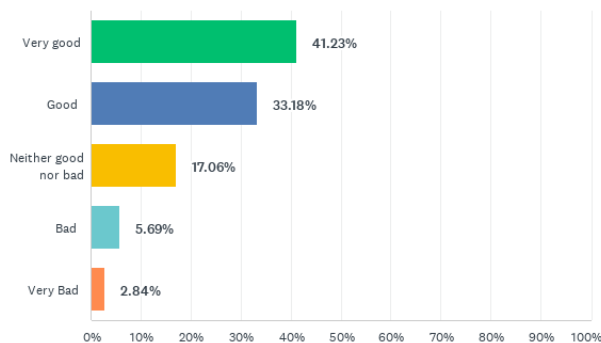
- There has been an increase of 7.78% in positive satisfaction ratings across the Good and Very Good categories when compared with the 2024 data.
- There has been a decrease of 5.47% in negative satisfaction ratings across the Bad and Very Bad categories when compared with the 2024 data.
- The neutral satisfaction rating has decreased from 27.75% in 2024 to 25.44% in 2025.



Staff Responses

Further analysis of the staff experience demonstrates a positive satisfaction rating of 74.41%, with a dissatisfaction level of 8.53%. When compared with 2024, both ratings indicate improvement.

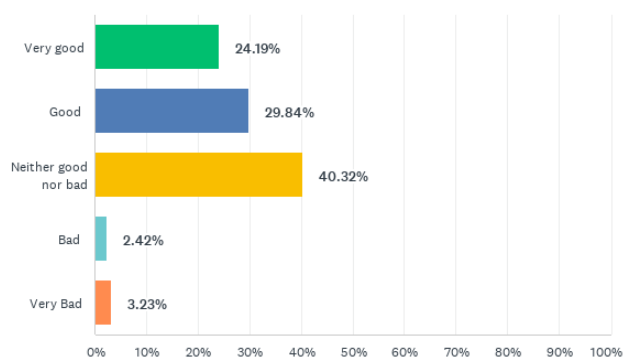
Q5 How would you rate the overall level of service that you have received from Estates and Facilities?



Student Responses

Student Responses also demonstrate improvement when compared with 2024. In 2025, the positive satisfaction levels have increased from 45.69% to 54.03%. Dissatisfaction Levels have reduced from 15.05% to 5.65%. Neutral ratings are high at 40.32% and it could be argued that this can be expected given the low levels of interaction from the student body.

Q5 How would you rate the overall level of service that you have received from Estates and Facilities?



Further examination of satisfaction levels based on frequency of service use provides the following analysis:

- Customers who use E&F services very frequently (on a weekly basis or more) have a positive satisfaction rating of 68%. This is a reduction of 15% when compared with 2024 and will need to be addressed. However, it should be noted that there is a

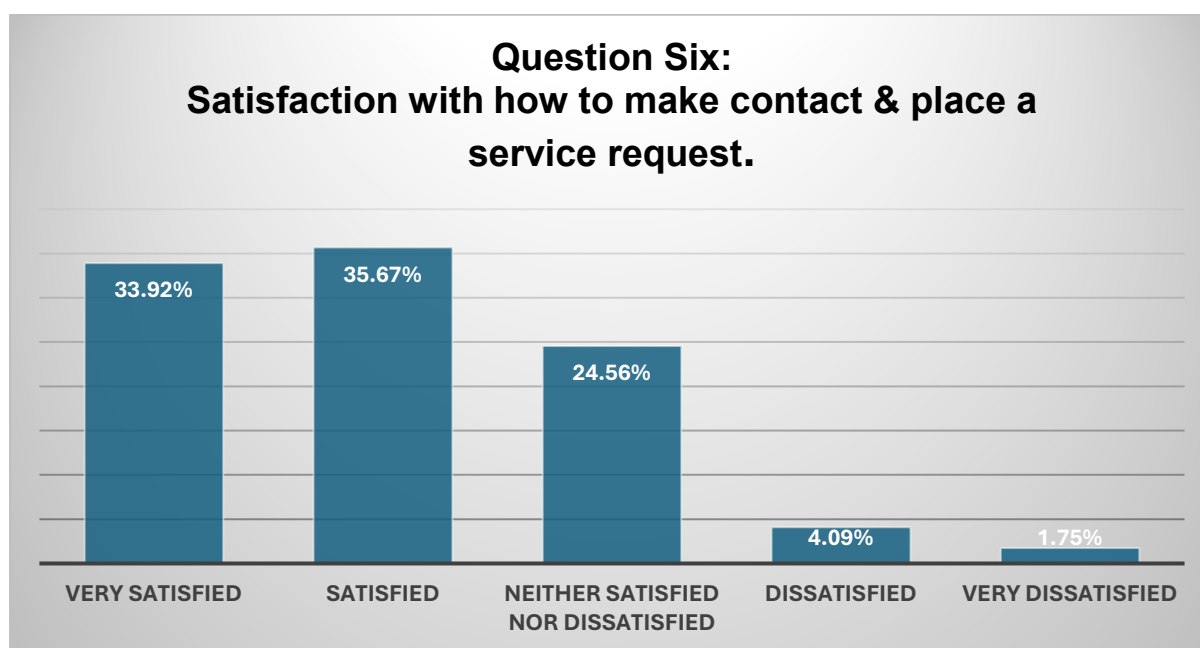
negative satisfaction rating of 3% within this cohort, with the remainder taking a neutral position.

- Those who use our services infrequently (on a quarterly basis or less) have a positive satisfaction rating of 66%, which is an increase of 12% from 2024.
- Users who use our services once or twice a month have a positive satisfaction rating of 70%, an increase of 6% when compared with 2024.

QUESTION SIX

This question centres specifically around the ability of survey participants to communicate and record their issue or request with Estates and Facilities. 75% of respondents answered in both 2024 and 2025. There has been positive movement in this area when compared with 2024 data.

- Positive satisfaction levels stand at 70%, compared with 60% in 2024.
- Negative satisfaction levels stand at 6%, compared with 13% in 2024.
- Neutral satisfaction levels stand at 25%, compared with 26% in 2024.



- Staff respondents recorded a positive satisfaction rating of 81%, an increase of 8% since 2024. A negative satisfaction rating of 4% was indicated, reducing by 9% since 2024. Neutral rating remained largely static at 15%.
- Students recorded a positive satisfaction rating of 49%, an increase of 6% since 2024. Negative ratings formed 8% of responses, a reduction of 6% since 2024. Neutral ratings also remained static at 43%.
- The positive satisfaction ratings of frequent service users lowered from 89% in 2024 to 69% in 2025.

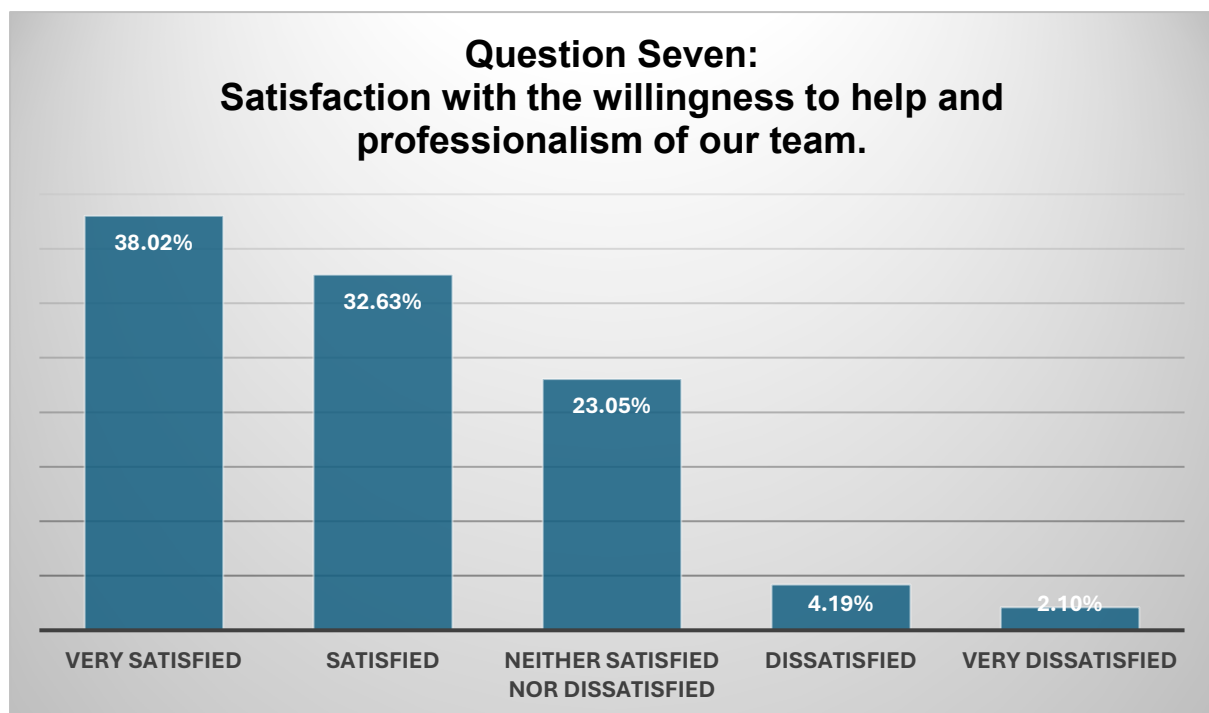
- The positive satisfaction ratings of infrequent service users increased from 53% in 2024 to 66% in 2025.

QUESTION SEVEN

Question Seven seeks satisfaction levels from respondents in relation to the professionalism and willingness to help of the Estates and Facilities team. The completion rate for this question is 73%, the same as in 2024.

71% of all respondents recorded a positive satisfaction rating of either Very Satisfied or Satisfied, an increase of 7% when compared with 2024.

6% of respondents recorded a negative satisfaction rating of either Dissatisfied or Very Dissatisfied, a reduction of 5% when compared with 2024.



Staff participants recorded a satisfaction rating of 74%, compared with 70% in 2024. A dissatisfaction rating of 9% was also recorded, versus 11% in 2024.

Student participants registered a satisfaction rating of 54%, an increase of 6% compared with 2024. Dissatisfaction levels are at 6%, compared with 14% in 2024.

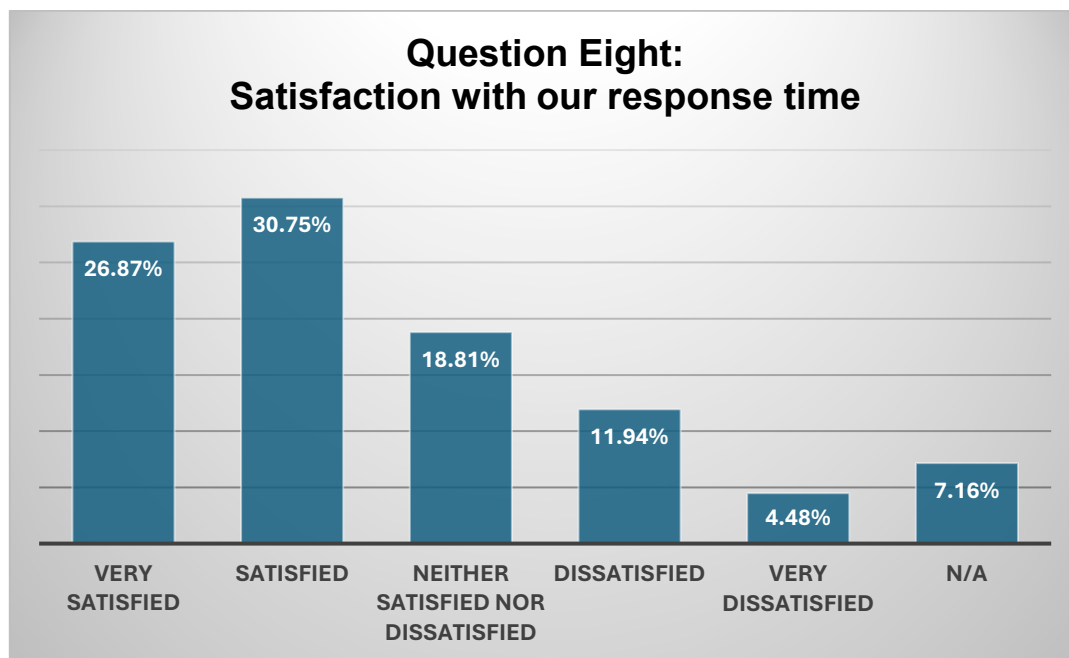
Very frequent (one a week or more) users of our services recorded a satisfaction rating of 68%, which compares poorly with a 91% rating one year ago. Dissatisfaction levels have also decreased, by 3% from 6% in 2024 to 3% in 2025. The neutral rating increased significantly from 4% to 30% from 2024 to 2025.

Infrequent users of our services indicated satisfaction levels of 66% when compared with 58% in 2024. Dissatisfaction levels have reduced from 13% in 2024 to 6% in 2025, and neutral ratings stayed largely similar, at 27% compared with 29% in 2024.

QUESTION EIGHT

This question sought feedback on our respondents' satisfaction levels with our response times in resolving a reported issue or fault. The response rate for this question is 73%, again the same as in 2024.

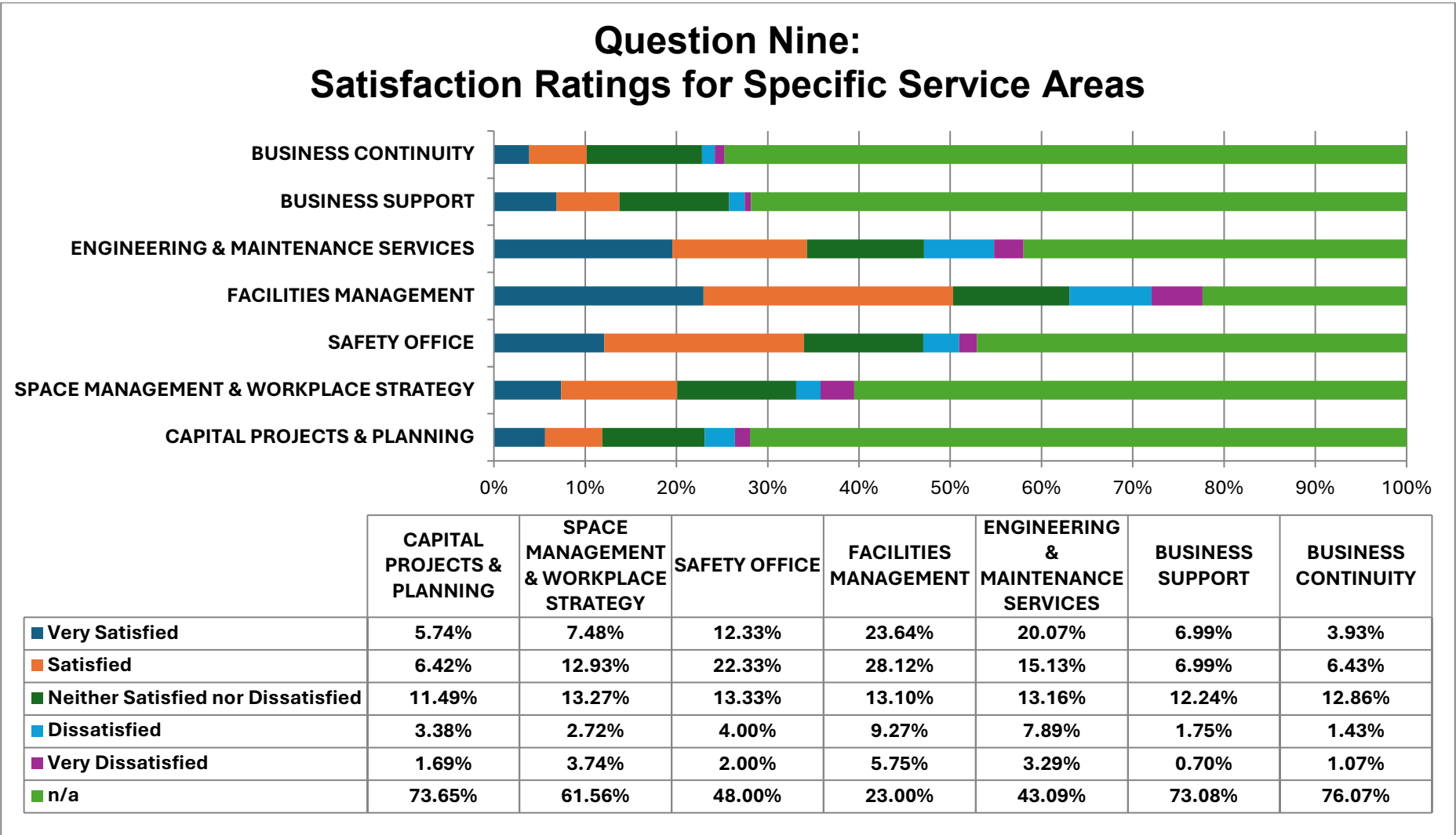
- Most respondents, at 58%, recorded a positive satisfaction rating, higher than 2024 by 4%.
- 12% of respondents recorded a negative satisfaction rating, lower than 2024 by 8%.
- 26% of respondents recorded a neutral or N/A response.



- Staff respondents have a response time satisfaction rating of 62%, lower than 2024 by 5%.
- Staff dissatisfaction ratings sit at 21%, similar to 2024 which was 20%.
- Student satisfaction levels have increased by 9% to 47% in 2025.
- Student dissatisfaction has decreased by 11% to 9% in 2025.
- Frequent users of E&F services identify a satisfaction rating of 59% which is decreased quite substantially from 79% in 2024.
- By extension, dissatisfaction ratings associated with frequent users of our services have increased to 25% in 2025, from 11% in 2024.
- The satisfaction levels of infrequent users of the service have increased by 9% to 57% and the dissatisfaction levels of that cohort have decreased by 7% to 12% in 2025.

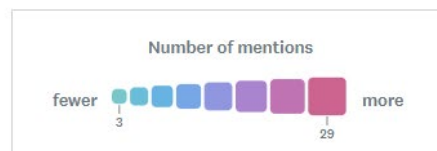
QUESTION NINE

This question asked participants to provide a satisfaction rating for each of the seven operating areas within the department, to allow us to understand user experiences at a more detailed level and focus our plans appropriately for the future.



- The area with the highest level of non-neutral response is Facilities Management which has the best positive satisfaction rating of 52%, an increase of 3% from 2024. It also has the highest dissatisfaction rating, at 15%.
- Engineering and Maintenance Services and Safety Office also have higher non-neutral responses than others within the department. They both score positive satisfaction ratings of 35%, slightly less than in 2024, and negative ratings of 11% and 6% respectively.
- Facilities Management, Business Support and Business Continuity have all increased their positive satisfaction ratings in 2025.
- The negative satisfaction ratings for all areas have decreased in 2025. However, the neutral positions have increased across the majority of the areas also.
- Business Support and Business Continuity have the highest neutral ratings at 85% and 88% respectively.

As in 2024, the respondents were also provided with an opportunity to comment on their experiences which inform the basis for their ratings. 59 participants chose to share their thoughts. The Word cloud below demonstrates the most frequently used words and phrases.



A sentiment analysis of the comments provided gives further insight into the information included within those comments:

Analysis of Comments received in response to Question Nine				
Area	Positive	Negative	Mixed	Neutral
Business Support		5		
Capital		1		
Engineering and Maintenance	1	5		1
Facilities	1	3		
General	9	10	10	3
Housekeeping		1		
Premises	1		2	
Safety		4		
Security		1		
Space Management	1			
Grand Total	13	30	12	4

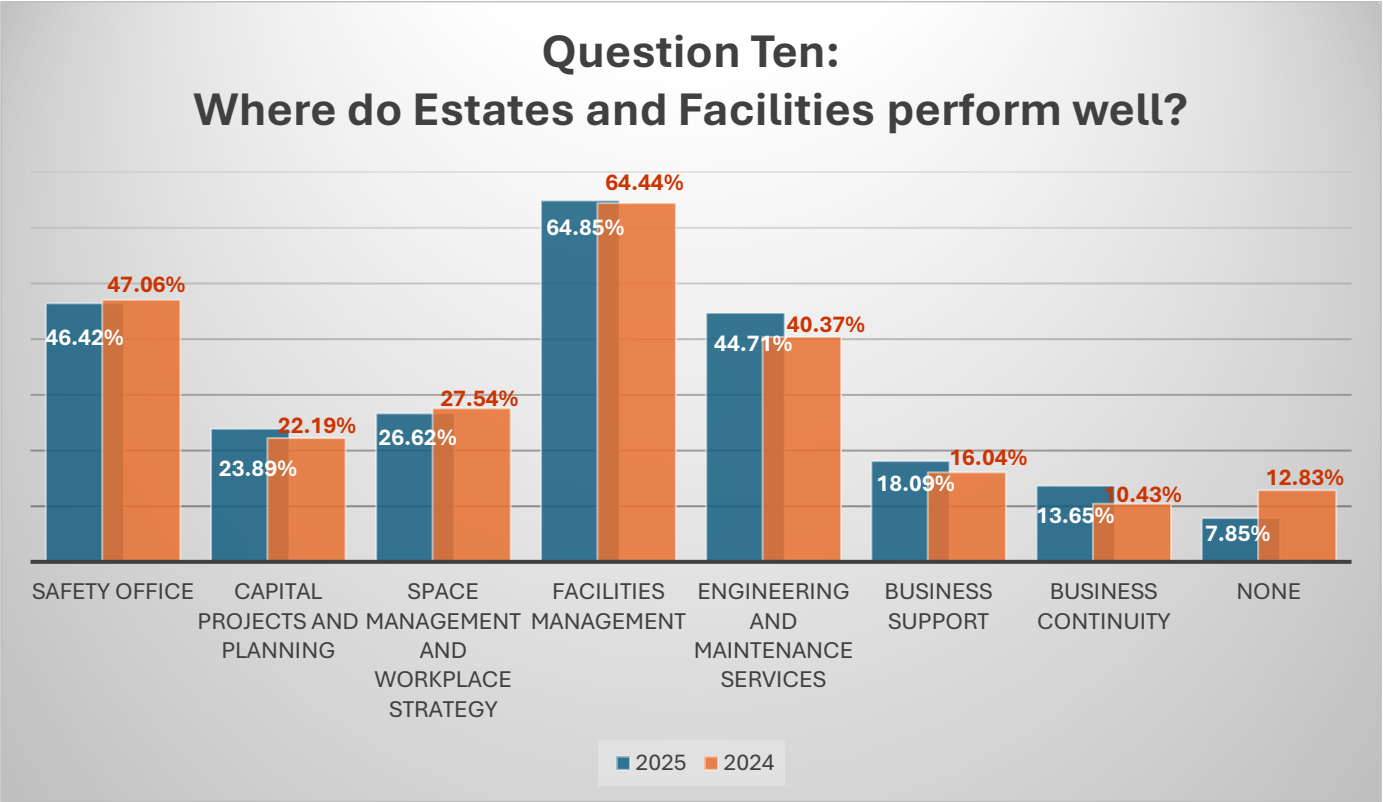
Below is a sample selection from all comments (verbatim) received in response to Question Nine:

Description
There is an exceptionally long delay anytime you need to get anything done such as a room refurbishment, or any bigger project. Excessive delays, and extremely bad processes. I didn't know business continuity was E&F.
The service provide by AECs is fantastic but it would be good to get a notification when work is complete. I get the impression that there is a shortage of staff at the facilities/buildings management level as responses to requests can be very slow and multiple follow up emails are required.
If I need something fixed and submit a ticket to E&F, it is fixed extremely quickly, usually by Tony our Area Craftsperson. If I have a larger project, this is not satisfactory. It seems to take an inordinate amount of time to get any sort or larger project than day to day maintenance done.
Our School's capital project has fallen down the queue due to the E3 building works next door - this is a source of frustration, Other interactions with E&F are much better (maintenance help with buildings issues, for example).
very hard to reach by phone, very hard to get a hold of for urgent tasks
The estates and management team have solved a number of maintenance issues with an old heating system and leaks in the roof of the old building we work in. They have always responded quickly and solved problems to keep the building running as well as it can. A super team.
Frequently, the service we most request is to repair damage to the building, such as leaks, lights and give us with heating. But we have stopped contacting E&F because it is never completely solved and there is also no communication of what they are doing or that it is no longer possible to do.
Not allowing PhD researchers to report simple issues in their labs/workspaces is petty, a health hazard and above all a waste of everyone's time - including academic and/or school technical staff who have to be contacted to forward on an email relating to a space they do not work in
Safety Office - I have never received a reply to any query I have ever sent them. Engineering & Maintenance - Generally very good. Main complaint is not receiving any kind of notification that someone is coming to do whatever the job is or when the job has been complete.

Issues that can be solved immediately are dealt with very quickly and very well. Issues that are more complex or require contractors - it can be very difficult to get a status update or timeline on when it's going to be resolved.
Always find any and all Estate and Facilities staff to be kind and friendly when performing their duties, from library security to refurbishment staff on campus they're always nice.
Was very impressed with speedy replies whenever I presented a query
sometimes the teams and offices can be hard to get a hold of and even if you do the can be unsure of who to direct you too. this is personal and maybe a rare case.
Response to issues arising in our building has become very slow in the last quarter.
Generally, lead time for jobs is far too long. Can rarely get a definitive timeline for jobs. Also, very little follow up once a job is completed, usually find that out from someone other than E & F.
it takes an extremely long time to get any building work/repairs completed. The temperature in our building is either freezing or extremely hot.
E&F need a closed loop ticketing system so progress on an issue can be seen by whoever reported it. Staff have zero feedback on progress or if an issue has been resolved.
The handling of the space utilisation in line with health and safety concerns was exceptional during the Covid-19 pandemic.
It seems simple tasks need to be contracted out, wasting time and money. The work is never inspected afterwards and often isn't sufficient or has errors that then require more time to fix. Space management seems non-existent, particularly at Trinity East where it is basically a wild west.
Recycling facilities is somewhat vague across sites
Takes months to do anything, always half effort. Problems persist for months.
Very approachable, engaging, and highly competent staff.
The maintenance people you encounter are amazing and do want to help but appear to be caught between a rock and a hard place, at times. They seem very stretched across the campus with a lot of red tape to fix things properly but seem to be directed to patch problems for the short term.
The response time to find out if a job is complete is very poor. Your ticketing system needs to be updated to inform customers where a job is at and at completion.
The Fire Safety office never addresses issues flagged in monthly audits. It took many, many months to fix a plumbing issue. On the other hand, a flooded sink/bathroom was fixed very quickly indeed.
I have historically found that the levels of service received can vary greatly even from the same colleagues depending on the nature of the job requested. Sometimes colleagues can be extremely helpful, professional, etc. Sometimes, it feels like you have massively inconvenienced them and so they'll only do the bare minimum to sort out your issue.
Emailed safety office regarding AED pads due to expire and received no response. Then received reminder email regarding AED pads.
The overwhelming majority of the E&F staff members I have dealt with are attentive, professional and conscientious. A pleasure to work with! Thank you.
The maintenance team that look after us are excellent. Professional, talented craftsmen and very pleasant colleagues. Our initial dealings with the Helpdesk staff is always pleasant and helpful. Our response from our Facilities Manager is dreadful though. Our wait times for action to be taken is incredibly slow, sometimes non-existent.

QUESTION TEN

Question Ten asked respondents to opine on the functional areas within Estates and Facilities that they believe operate well. The response rate for this non-mandatory question is 64%, 3% higher than in 2024.



There have been some minor shifts in feedback when compared with the 2024 data. However, the opinions recorded remain largely the same.

The main changes can be seen in Engineering and Maintenance Services which has gained over 4%, Business Continuity which has increased by over 3%, and the “None” category which has reduced by almost 5%.

Facilities Management remains the highest performing area in the opinions of our survey participants, at 64.85%. The Safety Office comes in next with Engineering and Maintenance Services not far behind.

Section Three of the survey now moves to communication, in particular how the respondent currently communicates with Estates and Facilities, and their preferences as to how they are engaged with by us.

QUESTION ELEVEN

Question Eleven seeks to understand how the participants normally find out how to contact Estates and Facilities when they need to. The response rate for this non-mandatory question is 69%.

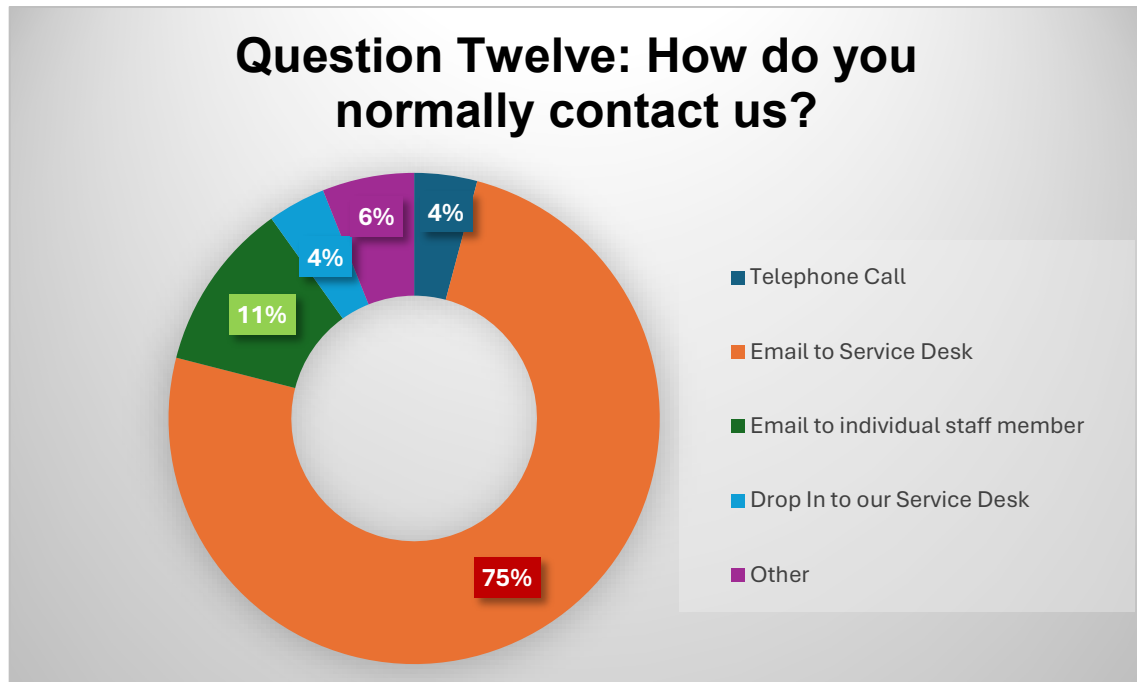


- At 32%, and as in 2024, the majority of respondents source E&F contact details via our website.
- 23% use a previously received email from Estates and Facilities.
- 19% use an internet search engine.
- Only 1% use local noticeboards.
- The remaining 25% use a combination of Peoplefinder (8%), an E&F Staff Member email signature (11%) or another method (6%).

What this demonstrates is that our website is the main port of call for those seeking to understand how to contact us. We need to continue to promote the website as a valuable source of information for the university community and increase the current percentage. It may also be helpful to include a new option in next year's survey to reflect the fact that some individuals already know our contact information and don't need to search for it.

QUESTION TWELVE

With an understanding derived from the answers provided to Question Eleven, Question Twelve then seeks information on how the individual then chooses to make contact with Estates and Facilities. The response rate to this non-mandatory question is 69%.

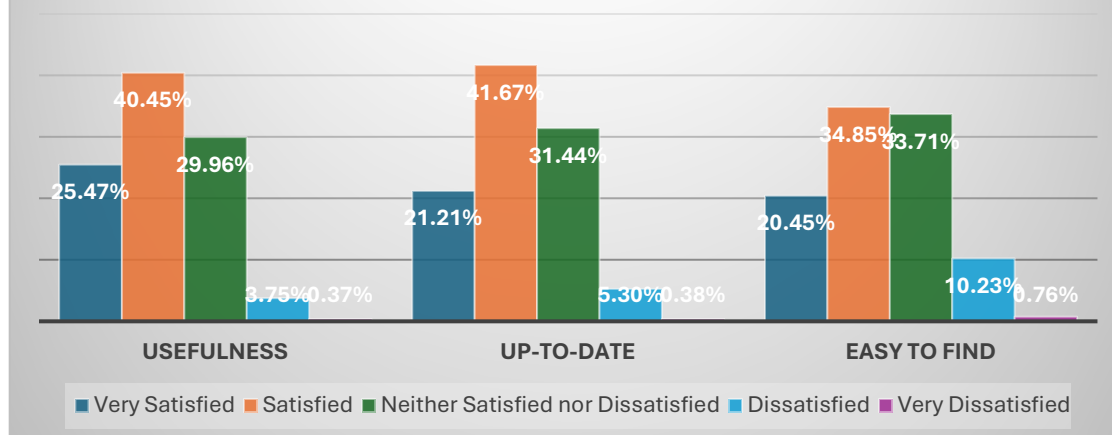


- Three quarters of the respondents to this question indicated that they make contact with us via an email to our Service Desk.
- The combined percentage of the other E&F preferred options, being Telephone Call or Drop-In, is 8%.
- The percentage that emails an individual staff member has increased from 9% to 11% this year. We need to work to reduce this figure.
- 83% of respondents contact the department via the means stated on our departmental website. This is a reduction of 1% when compared with 2024 figures.

QUESTION THIRTEEN

This question seeks feedback on our departmental website and its effectiveness under three main headings. This question has a 58% completion rate.

Question Thirteen: Satisfaction Ratings for E&F Website



A comparison with the 2024 ratings is particularly important here, due to the project carried out on the E&F website refresh and update in 2024.

Positive Satisfaction Ratings across the three main headings:

Heading	2024	2025
Usefulness	52.76%	65.92%
Up to Date	49.45%	62.88%
Easy to Find	46.27%	55.3%



Negative Satisfaction Ratings across the three main headings:

Heading	2024	2025
Usefulness	8.83%	4.12%
Up to Date	8.89%	5.68%
Easy to Find	14.41%	10.99%



Neutral Satisfaction Ratings across the three main headings:

Heading	2024	2025
Usefulness	38.40%	29.96%
Up to Date	41.67%	31.44%
Easy to Find	39.34%	33.71%



Positive satisfaction ratings have increased by 20%-27% across all three headings, in particular in terms of its usefulness and the availability of up-to-date information. This is a positive result that reflects the improvements within the website that were carried out since the 2024 survey.

By extension, negative satisfaction ratings have decreased well across the board. The results would indicate that there is still some work to do on making the location of information easier for website users.

Neutral satisfaction ratings have also decreased, suggesting that more users may be accessing the website and therefore have an opinion on its efficacy.

QUESTION FOURTEEN

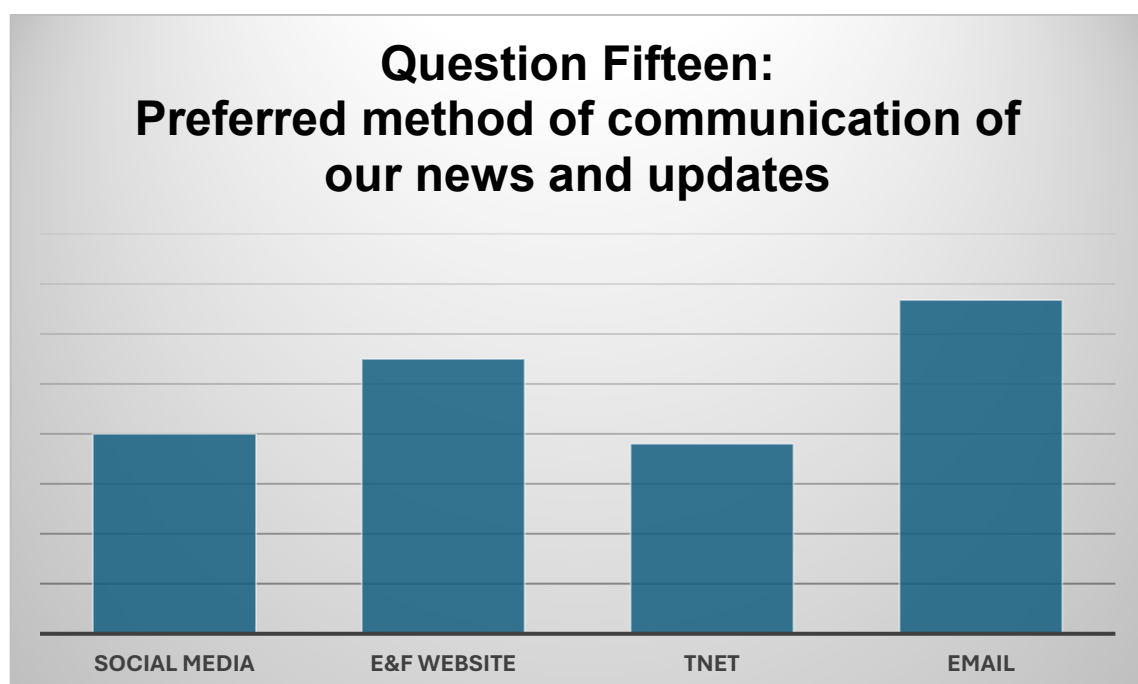
This question sought information from survey participants in relation to information that they may have sought from the Estates and Facilities website but were unable to find. There is a low response rate to this question, at 6%, equating to 28 respondents. A number of the responses were N/A or similar, further reducing the question response dataset.

The table below outlines the topics that were identified in response to this question. It is worth noting that not all of the items identified are directly under the remit of Estates and Facilities.

Improvement to Maps function and provision of more detailed space information.
More detailed information about our staff, including contact numbers and role information.
Parking details including wait times for permits.
Building open/close information.
Information in relation to Project Completion Dates.
Safety Officer Contacts.
Eolas as Gaeilge.
Recycling Information.
Out of Hours Maintenance Emergency Information.
Service Announcements on main home page.
Bicycle Parking.

QUESTION FIFTEEN

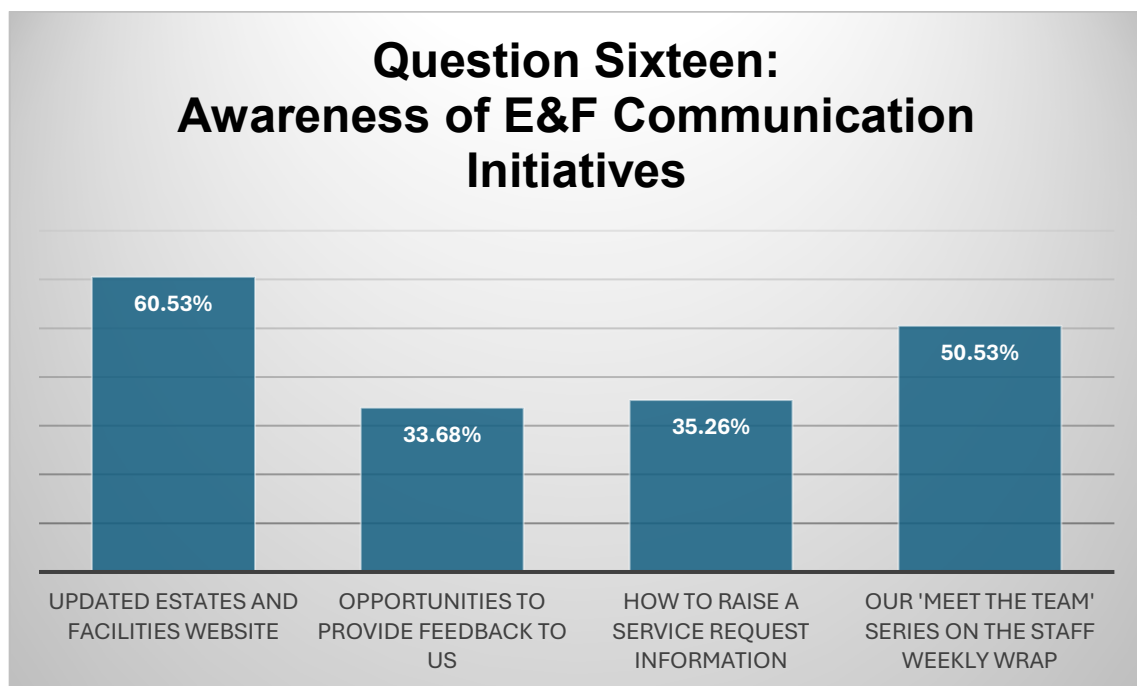
This question then asks respondents for their preferred methods of communication by Estates and Facilities of our important news and service announcements. The response rate for this question is 69%.



- As in 2024, email is the preferred option across all survey participants.
- Students indicate a preference for updates via social media, which sits in second place to email within that cohort. However, there is an extremely small margin in student responses between social media and the E&F website.
- Staff preferences are the same as the overall position, with slightly differing proportions.
- T-Net remains the least preferred option across all respondents.
- The frequency of use of our services did not impact on the answers provided to this question.

QUESTION SIXTEEN

A new addition to the survey question bank, this question has been added with a view to measuring the awareness of certain communications initiatives undertaken by the Estates and Facilities Business Support Team in the year since the last survey was carried out. 41% of respondents provided an answer.



- Three-fifths of respondents are aware of the updated Estates and Facilities website.
- Half of respondents have an awareness of the Meet the Team series. As this is primarily highlighted on platforms used mainly by university staff, this is a reasonable result from a survey where 40% of the respondents are students. However, it also raises the point that we need to focus on the engagement tools that we use with the student body.
- Less than a third of respondents are aware of their feedback opportunities or information on how to make a service request. This is something that we will need to focus on and improve.

A comparison of student and staff responses suggests that staff are generally more aware of recent initiatives than students are. One area that bucks that trend is the heightened awareness of students as to how to provide feedback to us.

Initiative	Staff	Student
Updated Website	66	52
Provision of Feedback	23	56
How to Raise a Service Request	40	28
Meet the Team Series	66	20

Section Four moves into the collection of qualitative data and allows the survey participants to give us open feedback and comment in relation to the provision of services by Estates and Facilities.

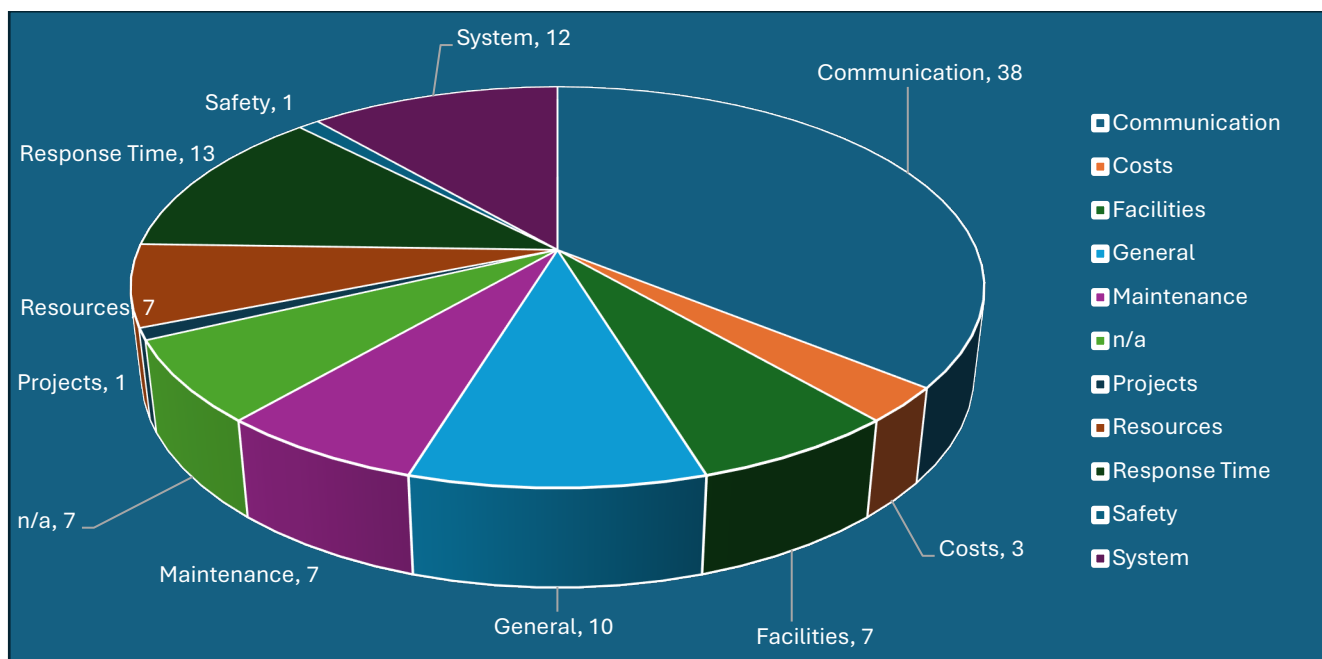
QUESTION SEVENTEEN

This question simply asks respondents to make suggestions as to what E&F can do to continue to improve in the provision of its services to the university community. There is a 24% response rate, equating to 106 populated responses.

As expected, the suggestions received were varied. A review of each of the responses was carried out and based on their main theme they were categorised under the following headings:

Category	Description
Communication	Where the suggestion primarily relates to our communication methods, frequency, types or details.
Cost	Where the suggestion deals with the cost of services.
General	A broader comment that gives an indication of satisfaction as opposed to a specific suggestion.
N/A	Where the respondent has commented with n/a, or similar.
Maintenance	Where the suggestion primarily relates to maintenance matters specific to a particular location or service area.
Facilities	Where the suggestion primarily relates to an opinion or comment on the availability of particular facilities.
Resources	Where the suggestion primarily relates to the need to consider staffing levels or how staffing levels are achieved.
Response Times	Where the suggestion is in relation to the time in which queries are responded to, or work is completed.
Systems	Where the suggestion primarily relates to the need to improve on the systems that are in use by E&F.
Safety	Where the suggestion primarily relates to the Safety Office function.
Projects	Where the suggestion primarily relates to the Projects function.

The responses provided were then analysed in terms of the number of responses that were received in relation to the listed categories.



- Many suggestions relate to continued improvements in E&F communications. This is similar to the feedback provided in 2024.
- Other specific areas of note relate to system improvements, specifically an improved ticketing system for logged requests, and improvements in response times.
- Comments relating to the need for increased or improved resources have decreased between 2024 and 2025.

A selection of the responses (verbatim) provided under each category are available to review below:

Question Sixteen Response	Theme
I wasn't aware of what you do are most services you provide. Only this survey gave me some more information. This helped but it would be great to if you could introduce Estates and Facilities at the beginning of the academic year including Information about what you do, when and how to contact you etc.	Communication
Add more updates to the T-Net site	Communication
Provide information and guidance to new graduate teaching assistants before they begin teaching.	Communication
More information on the website and easier to find..	Communication
Make your office more visible with some signs directions	Communication
make it more known you can request help from estates and facilities	Communication

Audrey on the helpdesk is excellent. However, when you contact any of the (men) in senior management directly (on foot of a memo etc) I find the responses in my lived experience to be elusive. One or two in particular as I perceive it, hide behind committees. ie it's the committee that makes those decisions etc. so they wear you down with emails back and forth, More leadership and more effective communication about solutions, especially when some are suggested. And more helpful answers than - we don't have a budget or providing some context around why something may not be possible would be more helpful. Professional reputation for 'customer service' is as important as shiny new websites.	Communication
This was my first year in Trinity and to be honest I haven't heard of yous that much, I only know yous from the emails about the Printer Building area being closed off sometimes. Maybe you should make yourselves more known because I hadn't got a clue about how much yous did until this survey.	Communication
More social media engagement	Communication
You need to increase your visibility even further.	Communication
updated website constantly with easy access to resources providing links with direct contacts.	Communication
Make more announcements through social media so that more students can see them	Communication
Simplify the communication and reporting mechanisms for engaging with facilities and areas within the college. Raising and logging jobs is helpful, however, this has not translated in improved communication and completion of repairs.	Communication
With regards to Project Management office moves, just ensure to always keep staff well informed of updates to avoid any delays.	Communication
Advertising via posters on departmental noticeboards about what services we can request.	Communication
The meet the team series is very positive and a nice way to engage with staff. I suggest not using social media channels for updates, it is not relevant as this is an internal service for college.	Communication
Eolas a chur ar fáil i nGaeilge ar an suíomh gréasáin agus gnásanna a chur i bhfeidhm chun a chinntiú go bhfuil an reachtaíocht teanga á gcomhlíonadh ó thaobh comharthaíochta de ós rud é go bhfuil an Coláiste ag sárú an dlí faoi láthair ina thaobh seo.	Communication
Improved information campaign surrounding services offered	Communication
Anonymous Form on your website to report problems and suggest improvements around college.	Communication
Just make it easier to identify especially for people who are neuro divergent or have other disabilities	Communication
Do a drop in open day like the one that happened in the exam hall for staff recently,	Communication

Question Sixteen Response	Theme
Prioritise the academic mission of the University and its staff instead of the revenue-generating mission in terms of scheduling and completing requests.	Costs

I really wonder about the procurement process and the need to outsource a lot of relatively minor work which appears to lead to spiralling costs.	Costs
Alot of services are quite expensive, such as getting storage built. The quality of the materials also isnt great, however the workmanship is excellent	Costs

Question Sixteen Response	Theme
The gate opening times are very unclear especially when to exit via main gate/Nassau street. It's also confusing to identify which gate is which and when or if to use the smaller gates along Nassau street.	Facilities
Re-open the Pearse Street entrance for staff car parking.	Facilities
Improve the cycling facilities. The bike parking area in Botany is completely filled with abandoned bikes that have been there for years. It means staff can't find space to park. The area is unlit, often has broken glass on the floor and sometimes the lock doesn't work. Staff cycling facilities need huge improvement to encourage and enable active travel for commuters.	Facilities
The allocation of car parking space should be fairer. . Most staff are permanently blocked from using the car park as passes aren't available. Why can't there be some rotation? Could a number of spaces not be available for reservation on a daily basis? Some people have passes who never ever use them. Retired staff also have passes for the car park.	Facilities
Improve the staff bike parking facility at Botany Bay so it can actually be used - also clear out all the confiscated bikes so the space is available to staff	Facilities
All classrooms need to be checked on a regular basis. Some of the classrooms are not fit for purpose, the equipment (even the basic one, like white boards) is not up to standard, the layout of the classrooms is absolutely outdated, The same applies to the office space - there is not enough office space available, with academics having to share offices. How can we conduct research hold office hours with students if we don't have adequate space?	Facilities
I asked for old chairs to be removed. I was told that the department where I worked would be charged for this privilege. After this, I heard nothing back from Estates and Facilities. I found this rather strange and unhelpful.	Facilities

Question Sixteen Response	Theme
Happy with the quality of services provided	General
A great service already. Very helpful staff	General
Always keep it simple	General
Scrap the whole department and rebuild from the ground up with competent people who can actually do work, rather than a few "old boys" who get sub-contracters of sub-contracters to do basic jobs very poorly half a decade late.	General
Just do the very basics of your job would be a start	General
Better pay for the staff	General
Keep it up!	General
all good	General
I don't have any - anytime I've contacted the Office, the response has been quick and a resolution supplied. Thanks very much	General
I think you are doing a great job	General

Question Sixteen Response	Theme
I would suggest to address damage more quickly. Even if something is only aesthetic (damage to a wall, broken screen, etc.), it is still important for students, staff, and visitors.	Maintenance
Regular inspection of bathrooms to check all are in working order. Conceivably, this is quite difficult to organise and is more dependent on user/customer reporting.	Maintenance
General cleaning/housekeeping is basic but there seems to be no general maintenance plan to deep clean areas or repair things, and there is no checking so staff have to report faults. For example corridor carpets in the Arts building are heavily stained in parts and I have never seen any attempt to clean them, even when it is quieter over the summer. These are on areas carpeted under the refresh of parts of the building a few years ago and already look very grubby. The condition of the ladies toilets throughout the Arts building is very poor and long over due a refresh/re-fit and have never been given a deep clean or update in many years. These issues should be at least annually maintained by College and regular checks made to ensure the building is a pleasant, healthy and safe place for all staff and students.	Maintenance
Support services in an out-of-hours emergency relating to maintenance (such as no electricity)	Maintenance
Maybe increase resources on maintenance of buildings team to provide timely response	Maintenance
Do a full scale review of each building to make sure everything is actually up to date and not a health hazard for students. Unfortunately the building I was always in is BARELY acceptable	Maintenance
Doing a weekly audit of plugs in the library to see if they're all functional, adding plugs to Boland lower level desks. Thanks for all of your work!	Maintenance

Question Sixteen Response	Theme
More resourcing into the team(s) that manage refurbishment works and larger projects. DRASTIC need for a review of the processes as we have spend endless months going in circles and getting nothing done. TRANSPARENCY on how things work is essential, it always seems to be a bit 'made up' to be honest.	Projects

Question Sixteen Response	Theme
Support to previously approved but delayed building projects to ensure they are delivered.	Resources
More Staff in Reading Room 1937	Resources
Hire more staff	Resources
Either more Premises Managers or more Attendants for specific buildings to prevent local areas taking E&F tasks for completion due to frustrations with lack of timelines for delivery of key building maintenance/refurbishment work.	Resources

Please either have more staffs or do the works timely. It takes several months to do just a small work through Estates and facilities. Highly dissatisfied with your service.	Resources
Increase the number of staff, specifically the AEC'S and Plumbers	Resources
Increase number of staff at Trinity Hall	Resources

Question Sixteen Response	Theme
It may be of benefit (dependent on area) to have a mechanism to raise time sensitive works for events/activity which is happening imminently. This would fall outside an 'emergency' as it isn't related to injury/risk to life etc.	Response Time
The Service Desk are very helpful but there is often a delay in getting the service you need or the work done. It is this stage of the process which could be improved.	Response Time
Should be quicker to get a project done, particularly when the funding is available. Also, the prices quoted by E&F are sometimes off the wall.	Response Time
Much quicker response time for maintenance and repairs, and better communication on ETA.	Response Time
Quicker response time	Response Time
Responsiveness & increased visibility.	Response Time
you need to be quicker to respond to queries related to maintenance.	Response Time
Increase the speed of responding to requests	Response Time
Less red tape. Improve communication after requests have been put through the helpdesk. Once requests have been forwarded to Tech Services the job appears to end up on the long finger. Takes too long to get responses or a job started.	Response Time
Quicker turnaround on requests	Response Time
Responsiveness can be very slow when the Service Desk link you in with the correct person by email.	Response Time
Better response to enquiries, the same issue has been impacting my work space for over 12 months and it has not been resolved in full	Response Time
Improved and more proactive response from the Facilities Manager.	Response Time

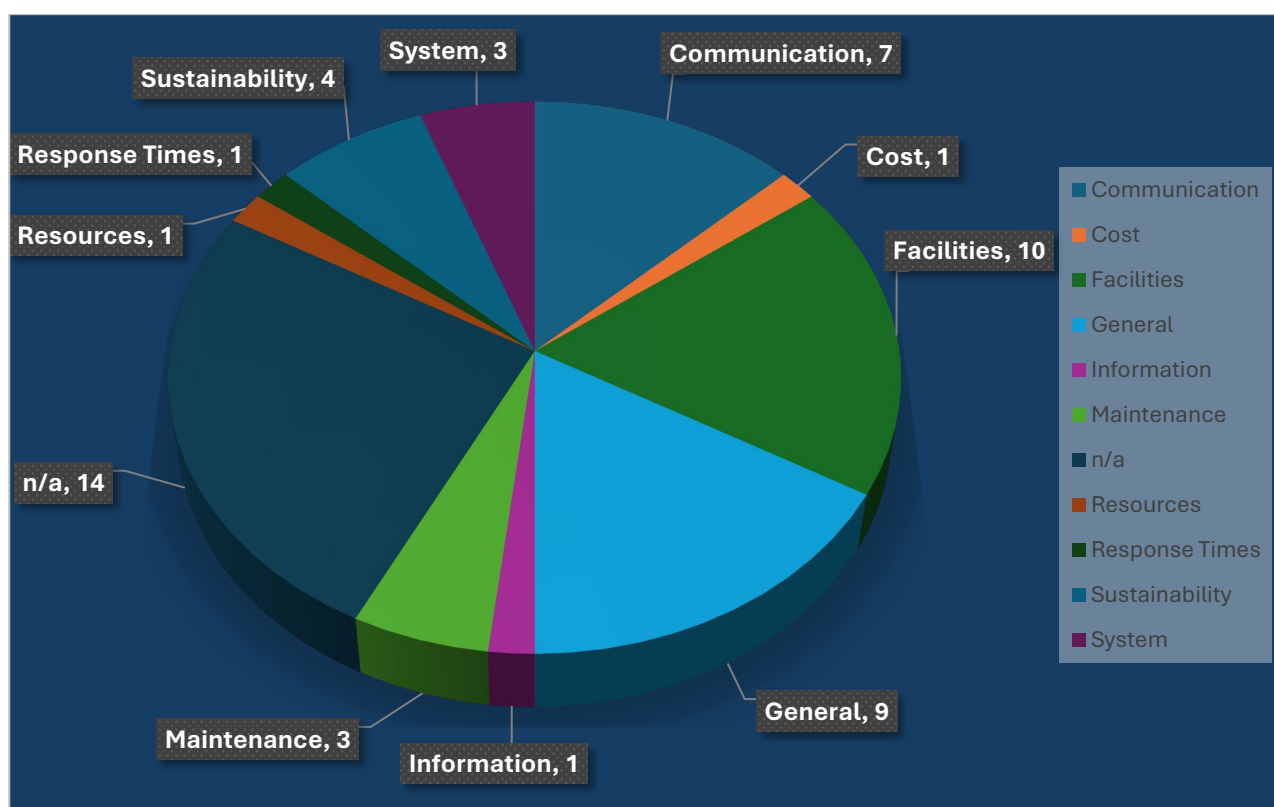
Question Sixteen Response	Theme
A notification when requests are completed would be useful.	System
Confirmation on the closure of a E&F request. Sometimes, requests are completed with no knowledge e.g. locks changed and no keys provided	System
Provide job updates such as advance notice when someone will come to do work or at the very least notice when a ticket has been closed.	System
IT Services ticket system allows requester to see the status of your ticket - consider whether this would be valuable for E&F. Review requests that are still open after 1 month, 3 months, 6 months and update the requester.	System

I would suggest switching to a better ticketing management software for requests, which would hopefully improve the workload and experience of E&F staff as well as those using it. The ticketing system that FIS use could be one option where there is already precedence for an existing contract within the University (it might be possible to get a good deal and good ongoing support from the software provider). The current system fails to keep the requester updated on progress in the ticket which can be a problem when managing repair/maintenance requests across multiple sites where the requester cannot be physically on site 24/7 to know when someone has arrived to look at the problem. Both the requester knowing who the ticket is assigned to and the person who gets the assignment knowing who the requester is and how to contact them would solve a lot of problems with access and communication which would make everyone's life easier.	System
Job status tracking for your customers, online. Include associated timelines with each job so customer can see an end line.	System
Notification upon completion	System
Enable a closed loop ticketing system similar to IT Services	System
Have a proper report/issue tracker so I can see that status of any requests. Emailing the service email and never to receive any information ever again is frustrating. For example if someone has been in to inspect the reported issue whilst I am not there, I cannot know the results of that inspection. It would also be useful to see a list of reported issues. Often we work in shared spaces and it is not clear if an issue has already been reported by someone from a different group/department etc.	System
A booking form for frequently-requested services such as vehicle access/parking requests.	System
When a ticket is logged with the service desk, a follow-up email detailing when a maintenance engineer will come to look at the problem.	System
Provide updates on the resolution of requests to the engineers	System

QUESTION EIGHTEEN

This question seeks suggestions from the survey participants as to the type of services not currently provided by E&F that respondents feel should be. The response rate is low, at 13%. Of the 54 responses received, 14 contained a n/a or similar response, reducing the number of suggestions further.

A similar analysis was carried out on the responses that were received using the same categories, resulting in the following assessment:



Below is a sample of some of the comments and suggestions submitted in response to this question:

Question Eighteen Responses	Theme
Info about what Estates and Facilities is that doesn't require students to take the initiative to find this info (include it in course handbooks or send us an info email at the beginning of the year)	Communication
weekly updates via email	Communication
Publish transparent details around repairs and maintenance issues, how long they are outstanding/addressed.	Communication
Local unit access to building maintenance progress in their local area (e.g. sharing with Head of Area/School Manager/equivalents data relating to project delivery in their areas). Advance flagging of projects in adjacent buildings would also be useful - e.g. notifying neighbours of work to buildings they share a wall within a timely fashion.	Communication
During the planning stage of new campus buildings, E&F (staff who have insight into how people use/need spaces) should have more say. For example, research students and staff are packed into large reading rooms and there is a lack of places for them to have lunch in TBSI.	Communication
Closing out of a ticket, email stating that the engineer came, what he/she did and if the matter is now closed or more action is required.	Communication
a section for students to input issues	Communication

Question Eighteen Responses	Theme
value for money services	Cost

Question Eighteen Responses	Theme
I had a little problem to move a TV from one building to another and E&F couldn't help. I would love you to expand your services to include moving equipment that is well packed and secured.	Facilities
Vending machine for milk	Facilities
Put benches again around the campus for tourist to rest	Facilities
Greater vigilance on campus to maintain the safety and security of all staff and students as well as the children who are based in the College creche. There is a very particular problem with cyclists going into or through the College campus which have resulted in a number of collisions and near misses with pedestrians which could have been serious. The problem is exacerbated by the use of high-speed, electric bicycles through the campus.	Facilities
More student spaces please 🙏	Facilities
There should be more bicycle racks provided on campus. Another point for consideration was that some bicycle racks had been removed from behind the 1937 Reading Room for the Trinity Ball of 2022/23 but were not returned afterwards.	Facilities
Secure, locked and well lit staff cycling facilities with lockers and a drying room for winter cyclists and access to shower facilities. Many staff members are bringing bikes up the lifts into their offices because the parking facilities are not secure, available, well lit and out of the rain. This is a basic requirement for cyclist commuters.	Facilities
Dog minding facilities	Facilities
Decreased charges for moving services. Event management seminars covering process for arranging basic logistics and safety protocols.	Facilities

Question Eighteen Responses	Theme
Happy with the services already available	General
I think you already provide a wide range of services	General
Services that make the working of academic staff in sub-standard physical spaces easier so that the mission of the University can be safeguarded.	General
More dedicated services for Trinity East campus which often feels ignored.	General
You already cover everything, so there's no need to expand your portfolio - just improve it.	General
I think it has enough on its plate	General
Again, I would like to see you do the very basics of your job before I believe you can handle anything else	General
First try to do better in what you should.	General
all good	General

Question Eighteen Responses	Theme
Monitoring Reading Room 1937	Maintenance
Painting of areas as needed.	Maintenance
Vent cleaning requests	Maintenance

Question Eighteen Responses	Theme
sustainability-related services	Sustainability
weee collection	Sustainability
More focus on energy use and more active interventions in the infrastructure and to guide behaviours on this.	Sustainability
More involvement in secure disposal of hard drives.	Sustainability

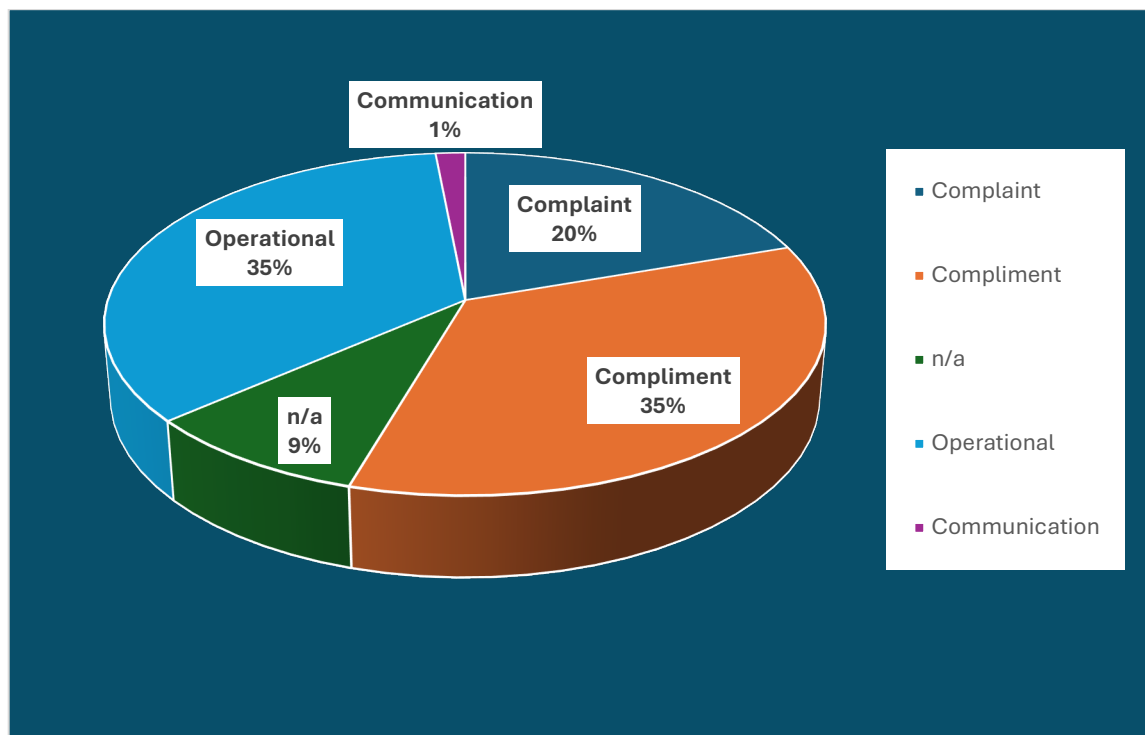
Question Eighteen Responses	Theme
It would be great to see live were a job/works are on the list of priority to give realistic timelines for stakeholders who are affected by maintenance issues.	System
Visibility of service requests and outstanding/in action requests. Traffic light system. Closing out of actions. Metrics.	System
Updated ticketing system to alert the customer when a job is complete. This will reduce emails bouncing around trying to find out where a job is at.	System

QUESTION NINETEEN

The final question in the 2025 survey invites participants to submit a general comment or make any other observations in response to the survey. This open question has a 15% response rate, the same as in 2024.

The themes were reviewed and analysed based on the type of comment that was submitted, resulting in the following headings:

Category	Description
Compliment	The comment is positive and generally appreciative of E&F personnel and the services that are provided.
Operational	Where the suggestion primarily relates to operational matters specific to a particular location or service area.
N/A	Where the respondent has commented with n/a or similar.
Complaint	The comment provides negative testimony or somewhat scathing feedback in relation to Estates and Facilities.



- 35% of comments received provided positive feedback about Estates and Facilities.
- 35% made recommendations or requests for assistance in relation to operational matters.
- 20% of comments received could be perceived as a complaint or are uncomplimentary.






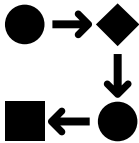


Below is a sample of comments received in response to this question.

Question Nineteen Response
Every time we ask for something small to be done, the person allocated to our area is excellent and is always SO obliging. Are the security team part of E&F? They are also very helpful and friendly. The Space Planning Unit is critical to the long-term strategy of the university and so should be more adequately resourced.
The delay in getting relatively minor works completed has become a major issue.
The service provided by AEC's is fantastic and I am very happy with them but the rest of the building management and facilities management services are disappointing and require multiple follow up emails for almost every job.
Identification of Building Managers, Building attendants. Not clear who is the contact person in locations throughout campus.

<p>While I support expanding access/services provided, the recent initiative of having students/building occupants submit job requests does not appeal to me. Within our building, people cannot be relied on to see an issue AND report it and then be available to deal with the issue. When they do, they often won't know the location/room number and it is of no use to me (CTO) if I do not know about it, since E&F personnel will routinely come to me directly when an issue is reported, at which time I have no idea what was reported.</p>
<p>The E&F team is always friendly, approachable, professional and supportive. Keep up the good work!</p>
<p>Just make sure that you email the staff and students weekly updates like for example the roadworks, if the awards ball is getting ready the staff/students must produce a form of ID (their trinity cards) to a member of your team then the front gate will be open.</p>
<p>Your security team is excellent - so helpful, courteous, always willing to go above and beyond for anyone they come across. I would especially like to mention Andy, Patrick, Raresh, Ken, Dave (all of them!), Colm (apologies I don't know their surnames). They are a joy to be around</p>
<p>Regular information and updates regarding sustainability works including progress of ongoing projects, planned new projects, and completed projects e.g. the lights on the first floor of X building have been upgraded as of Y date and works will be commencing on the second floor and Z date</p>
<p>I mostly need support booking parking as i teach in Saturdays & some evenings. Carlos & the team are always prompt and helpful and the gate security are a delight to deal with - courteous and professional. I think the grounds look amazing and the big events are managed with efficiency. Thank you all. Caroline Clarke (School of Ed)</p>
<p>Very satisfied with response times for minor requests on repairs etc. Very satisfied with cleaning of offices. Thank you.</p>
<p>I just wanted to say thanks for the recent improved focuss on Trinity East. After years of uncertainty and neglect due to changing/uncertain demolition plans, the area had fallen into extreme disrepair and it has really been noticed and appreciated how much E&F have done recently to address this and improve service in this area</p>
<p>For the little contact I have had with E&F I have been very happy. The staff that I have met, are professional and courteous.</p>
<p>Generally, lead time for jobs is far too long. Can rarely get a definitive timeline for jobs. Also, very little follow up once a job is completed, usually find that out from someone other than E & F.</p>
<p>Some great work happening across the University by Estates Staff which is appreciated, however, a lack of transparency and progressing issues which have gone on without resolution is holding back the overall level of quality which can be delivered.</p>
<p>It can feel like a big deal to get small repairs or maintenance done, starting with knowing what can be requested, at what (if any) cost, etc would be useful.</p>
<p>Premises management is fantastic in some parts of the estate</p>

Premises management is poor in other parts of the estate. Peer learning and better IT solutions to facilitate top level sharing of data with key stakeholders could improve this.
Great work on the gardening and upkeep of the grounds. Makes the campus feel relaxed and cared for.
Good if "open" actions (e.g. exceeding months) could be followed up on and "closed" rather than needing to restart the process following up on existing open items.
theres a lot of consturction around campus and is becoming inconvenient. also the state of the front gate really looks poor.
We tried to get a room in the Museum building rewired for use as a new computer lab but the request was denied due to reasons that the building was listed. However, recently new wiring was put in place to service a coffee truck to be place outside the museum building. Why is it that wiring to improve the student experience was rejected but wiring to develop a commerical unit was approved?
I am extremely satisfied with the level of professionalism, organisation and efficiency of the staff at Estates and Facilities, I am actually impressed. They are always attentive, reassuring and willing to help at all times. There has been a noticeable improvement in the last year or two and it is very impressive. Many thanks.
shout out to staff who look after Hse 27, John. Also to Peter in Electrics, Patrick Curtin. Paddy Cullen. Audrey for handling numerous requests so quickly.
Audrey from the Service Centre does a fantastic job!
Thank you to all in the E&F service desk for being so patient and efficient.
it's great having a local team on the ground where you know the staff, and that you can rely on them,
I feel that there is a lot of communication happening for all over an email, and it is not relevant for each one of us. I am only on campus once per two weeks.
Just to say that the staff that help look after our buildings are fabulous, from housekeeping, carpenters, general maintenance to logistics they are wonderful. Please let them know how much we appreciate them.
The college has a lot of issues with the state of current facilities, particularly for research and academic staff. The admin staff tend to be prioritised which I almost found amusing. It is not the Estates & Facilities fault that the college's facilities to crumble; this lies with the Board and senior management, who continue to live in some type of parallel universe from the 1800s.

CONCLUSION

	<p>Communication remains a particularly high priority for the college community. There is recognition of the work that has been done in this area, and awareness that there are still many improvements that can be made. The data and feedback in relation to our communications will be reviewed by the E&F Communications group with a view to informing next steps in our department's communications strategy.</p>
 	<p>In general, awareness and satisfaction levels have increased in the past year and dissatisfaction levels have decreased, which is a very positive optic and one that speaks to the efforts that have been made within Estates and Facilities to improve our customer experience and the service levels that are provided across the university. However, we do note the decrease in satisfaction levels and increase in a neutral stance among the cohort of respondents that use our services most frequently.</p> <p>With a view to addressing this issue, we will shortly be implementing and promoting a year-round short survey, which will provide users with an opportunity to provide us with more detailed and regular feedback should they wish to.</p>
 	<p>Student satisfaction and awareness levels have increased when compared with the 2024 survey. This may be due to the success of our increased engagements with the student community via Orientation Week, Open Day and other student expos. The pilot study to allow postgraduate students to generate work requests may also be impactful in this sphere, although it is noted that not all university staff welcome this as seen from comment provided in addition to feedback from a recently run Focus Group.</p> <p>It is also noted that student participation in the survey was lower this year than in 2024, possibly due to the timing of its release. This will be taken account of in the plans for the 2026 survey.</p>
	<p>Improvements to our system of recording requests are a priority. The feedback in relation to the ability of customers to understand the status and progress on a request that they make is unequivocal. Progress has been made in this area, and it is a priority within E&F Business Support that additional functionality will be rolled out within our Planon IWMS by the end of 2025 which will provide requesters with additional status information and the ability to feedback on their individual requests.</p>
	<p>Response Times is also a recurring theme which requires attention. Survey and system data shows that there has been some progress in this area in the past year. However, steps will be taken to improve our performance in this area by utilising additional system functionality to generate supporting KPI data.</p>
	<p>Frequent service users are recording higher dissatisfaction around E&F team professionalism and assistance than in 2024. This is a troubling optic and one that will require direct attention from E&F senior managers to reverse and improve in the coming months.</p>

