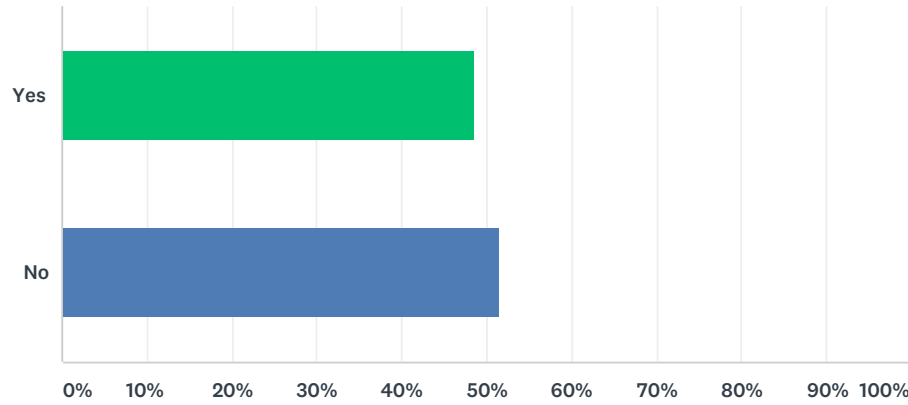


## Q1 Have you used the Physical Plant online work order system within the last year?

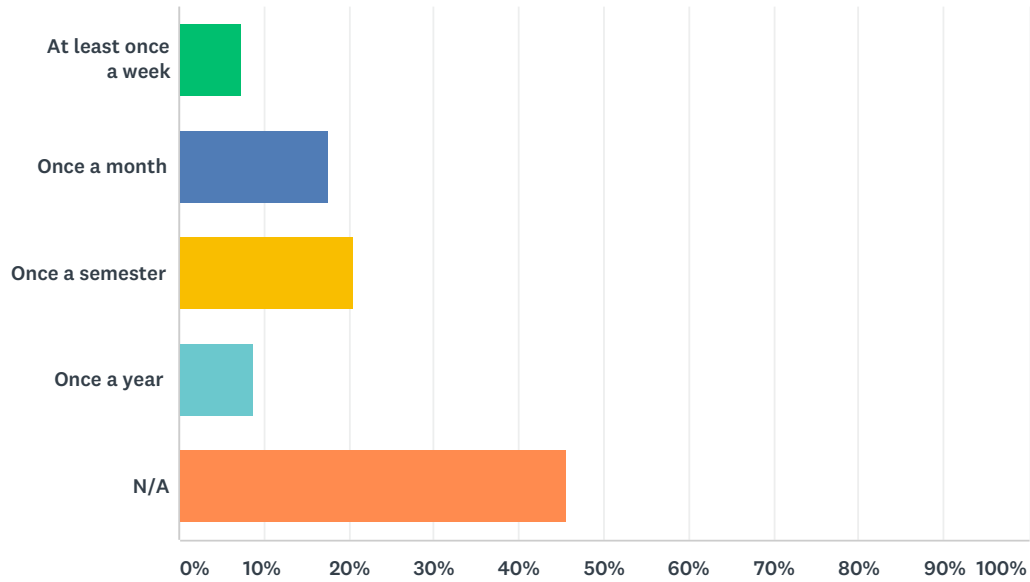
Answered: 68 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	48.53%	33
No	51.47%	35
TOTAL		68

## Q2 How often do you use the Physical Plant work order system?

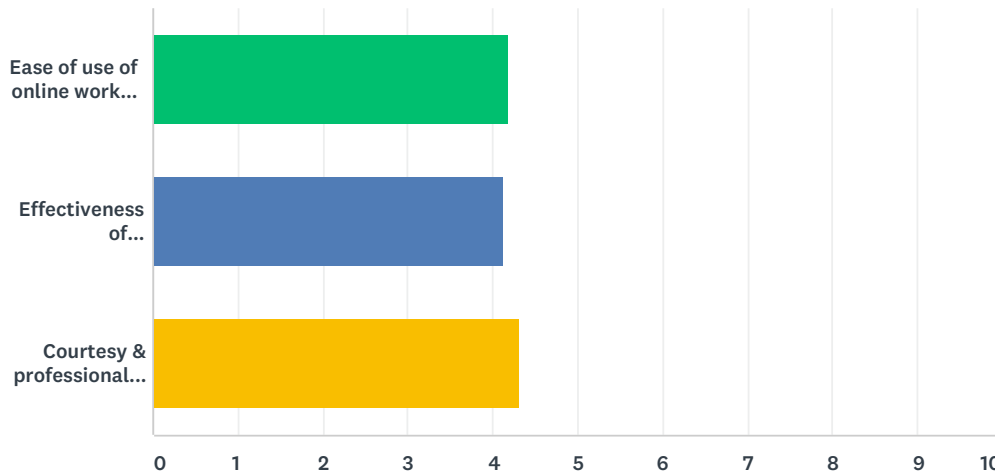
Answered: 68 Skipped: 0



ANSWER CHOICES	RESPONSES	
At least once a week	7.35%	5
Once a month	17.65%	12
Once a semester	20.59%	14
Once a year	8.82%	6
N/A	45.59%	31
<b>TOTAL</b>		<b>68</b>

### Q3 Please indicate your level of satisfaction with the procedures for obtaining service from the Physical Plant:

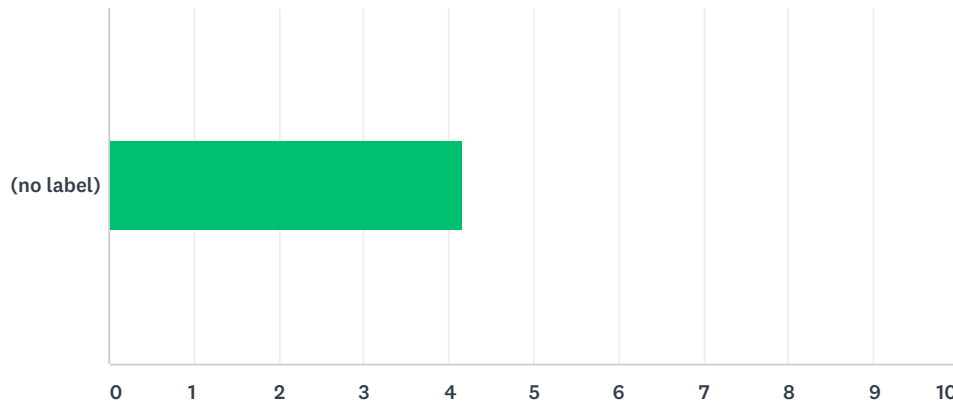
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Ease of use of online work order system	29.41% 20	17.65% 12	14.71% 10	1.47% 1	0.00% 0	36.76% 25	68	4.19
Effectiveness of communication	28.79% 19	22.73% 15	13.64% 9	3.03% 2	0.00% 0	31.82% 21	66	4.13
Courtesy & professionalism of work control staff	36.36% 24	22.73% 15	7.58% 5	1.52% 1	1.52% 1	30.30% 20	66	4.30

### Q4 Please rate your level of satisfaction with communication of outages, projects & construction happening on campus:

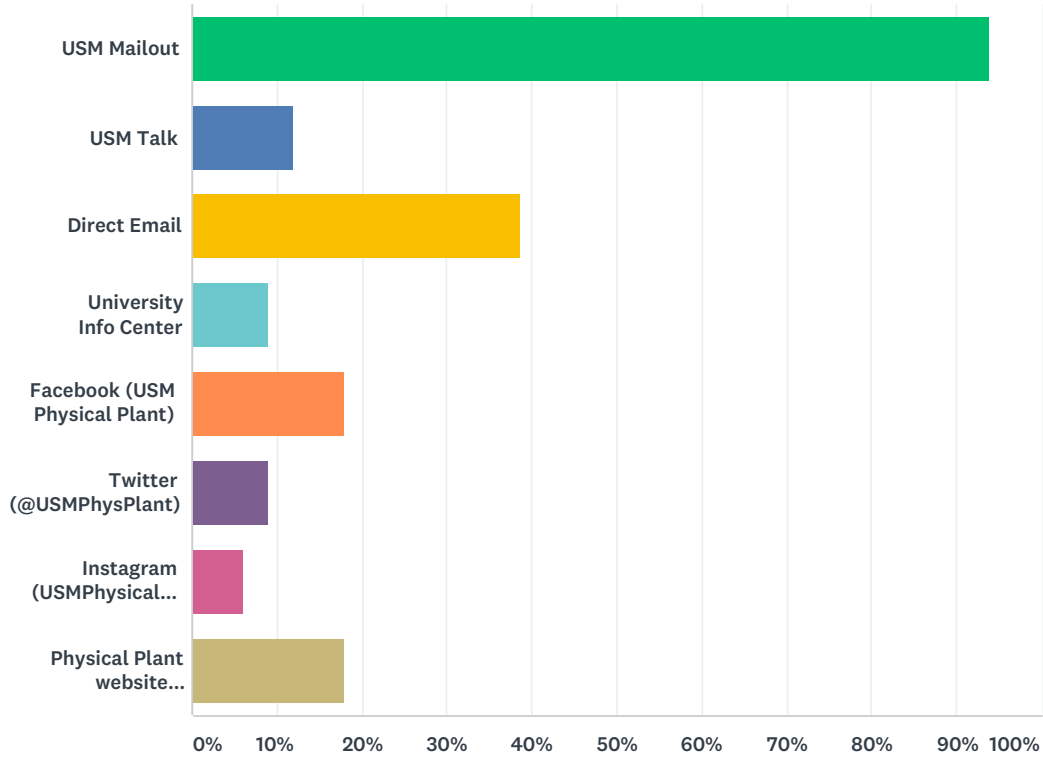
Answered: 67 Skipped: 1



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	35.82% 24	44.78% 30	10.45% 7	4.48% 3	0.00% 0	4.48% 3	67	4.17

### Q5 In the past year, which medium have you used to receive information from the Physical Plant (check all that apply):

Answered: 67 Skipped: 1

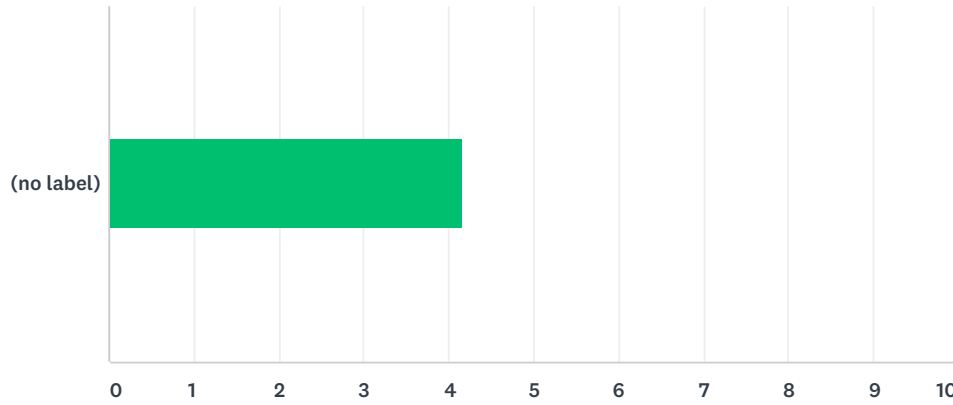


ANSWER CHOICES	RESPONSES
USM Mailout	94.03% 63
USM Talk	11.94% 8
Direct Email	38.81% 26
University Info Center	8.96% 6
Facebook (USM Physical Plant)	17.91% 12
Twitter (@USMPhysPlant)	8.96% 6
Instagram (USMPhysicalPlant)	5.97% 4
Physical Plant website (usm.edu/physicalplant)	17.91% 12
Total Respondents: 67	

#	OTHER (PLEASE SPECIFY)	DATE
1	Word of mouth	12/12/2017 12:44 PM

### Q6 Please rate your level of satisfaction with the ease of use and information on the Physical Plant website:

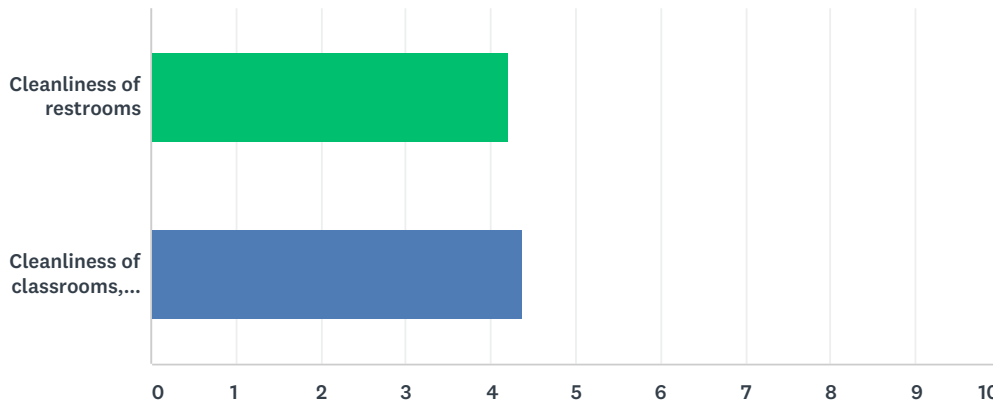
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	29.41% 20	36.76% 25	7.35% 5	4.41% 3	0.00% 0	22.06% 15	68	4.17

## Q7 Please rate your level of satisfaction with Custodial Services as it relates to YOUR building:

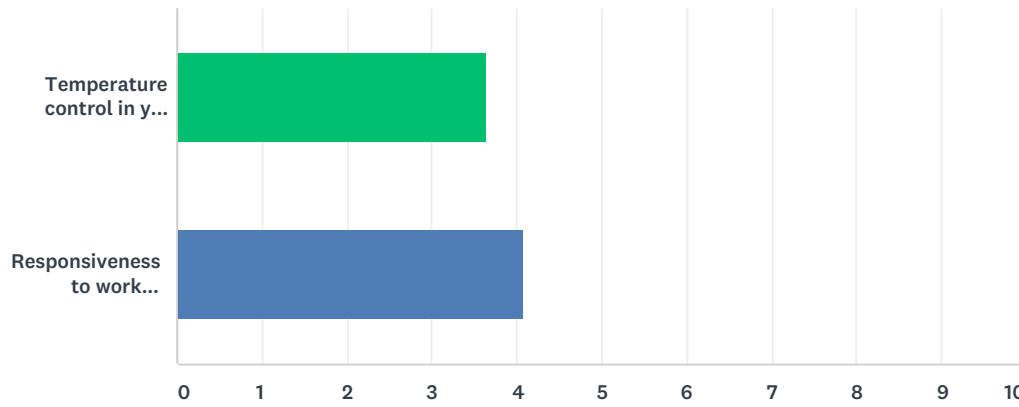
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Cleanliness of restrooms	47.06% 32	29.41% 20	11.76% 8	5.88% 4	1.47% 1	4.41% 3	68	4.20
Cleanliness of classrooms, offices & hallways	52.24% 35	29.85% 20	5.97% 4	5.97% 4	0.00% 0	5.97% 4	67	4.37

## Q8 Please rate your level of satisfaction with HVAC Services as it relates to YOUR building:

Answered: 68 Skipped: 0

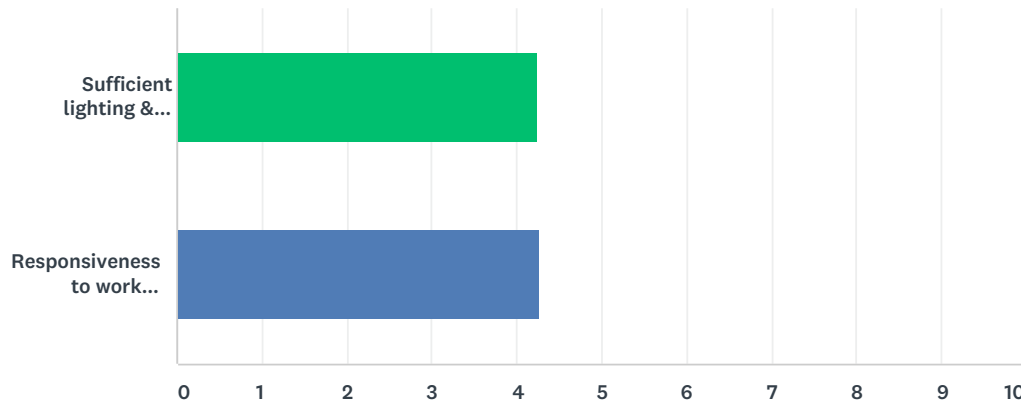


	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Temperature control in your building	29.41% 20	26.47% 18	19.12% 13	16.18% 11	4.41% 3	4.41% 3	68	3.63
Responsiveness to work requests	30.88% 21	30.88% 21	5.88% 4	7.35% 5	1.47% 1	23.53% 16	68	4.08



### Q9 Please rate your level of satisfaction with Electrical Services as it relates to YOUR building:

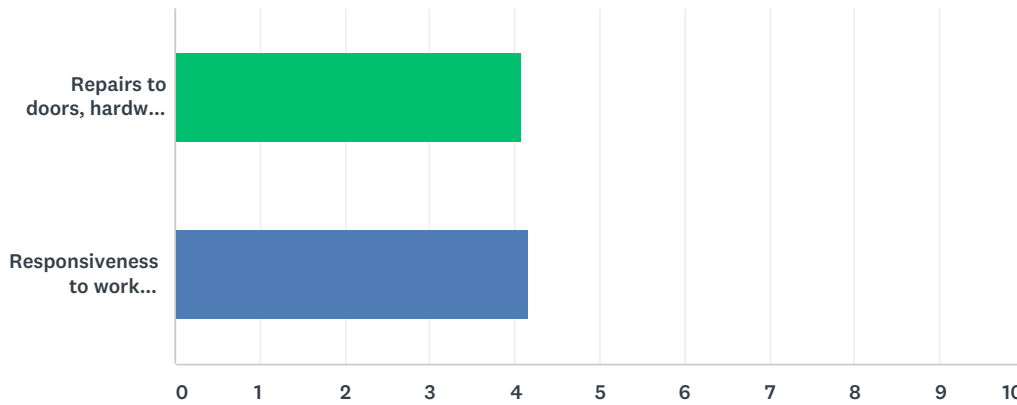
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Sufficient lighting & electrical outlets	36.76% 25	44.12% 30	8.82% 6	2.94% 2	0.00% 0	7.35% 5	68	4.24
Responsiveness to work requests	33.82% 23	25.00% 17	11.76% 8	1.47% 1	0.00% 0	27.94% 19	68	4.27

## Q10 Please rate your level of satisfaction with Building Maintenance as it relates to YOUR building:

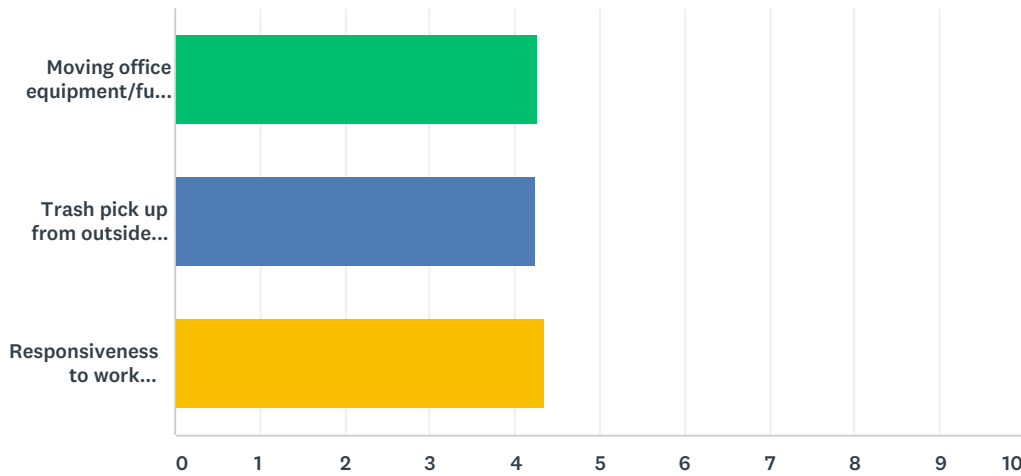
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Repairs to doors, hardware & furnishings; renovations/alterations	30.88% 21	39.71% 27	13.24% 9	2.94% 2	1.47% 1	11.76% 8	68	4.08
Responsiveness to work requests	32.35% 22	29.41% 20	4.41% 3	5.88% 4	1.47% 1	26.47% 18	68	4.16

## Q11 Please rate your level of satisfaction with Environmental/Moving Services:

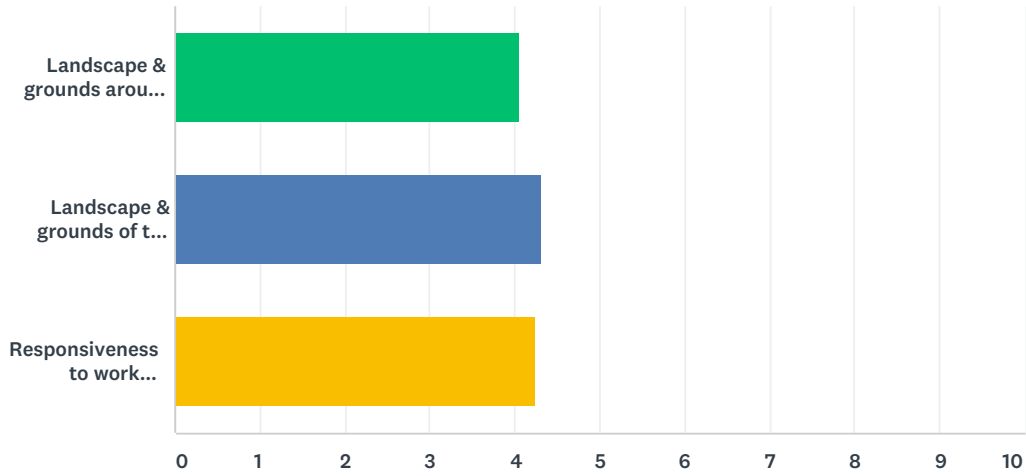
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Moving office equipment/furniture & event set up	35.29% 24	22.06% 15	11.76% 8	0.00% 0	1.47% 1	29.41% 20	68	4.27
Trash pick up from outside containers	45.59% 31	32.35% 22	10.29% 7	5.88% 4	0.00% 0	5.88% 4	68	4.25
Responsiveness to work requests	35.82% 24	29.85% 20	8.96% 6	0.00% 0	0.00% 0	25.37% 17	67	4.36

## Q12 Please rate your level of satisfaction with the Landscape/Grounds Services:

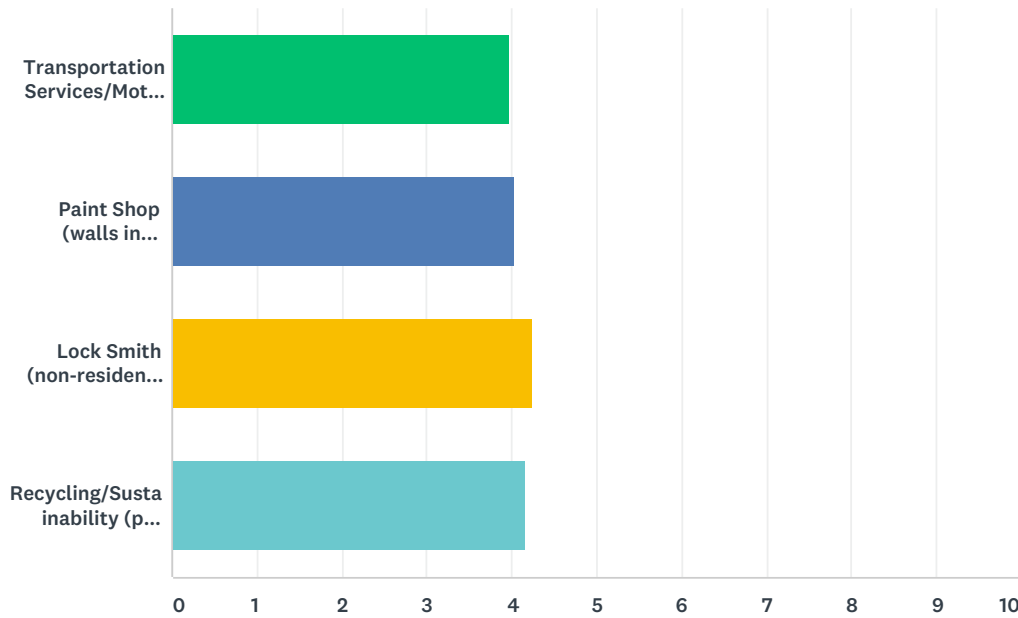
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Landscape & grounds around YOUR building	38.24% 26	36.76% 25	13.24% 9	5.88% 4	2.94% 2	2.94% 2	68	4.05
Landscape & grounds of the Hattiesburg Campus	42.65% 29	41.18% 28	10.29% 7	1.47% 1	0.00% 0	4.41% 3	68	4.31
Responsiveness to work requests	34.33% 23	16.42% 11	17.91% 12	0.00% 0	0.00% 0	31.34% 21	67	4.24

### Q13 Please rate your overall level of satisfaction with the following services:

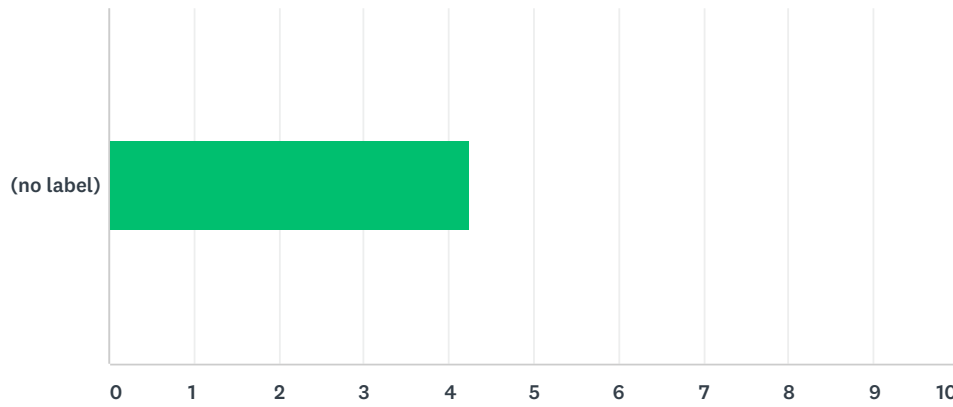
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Transportation Services/Motor Pool (vehicle maintenance, repair, fuel)	19.12% 13	20.59% 14	17.65% 12	1.47% 1	0.00% 0	41.18% 28	68	3.98
Paint Shop (walls in offices, classrooms & public spaces)	25.00% 17	27.94% 19	19.12% 13	1.47% 1	0.00% 0	26.47% 18	68	4.04
Lock Smith (non-residential key services)	30.88% 21	14.71% 10	16.18% 11	0.00% 0	0.00% 0	38.24% 26	68	4.24
Recycling/Sustainability (pick up of recycled material)	37.31% 25	31.34% 21	16.42% 11	2.99% 2	0.00% 0	11.94% 8	67	4.17

### Q14 Please indicate your level of satisfaction with the overall quality of work performed by the Physical Plant:

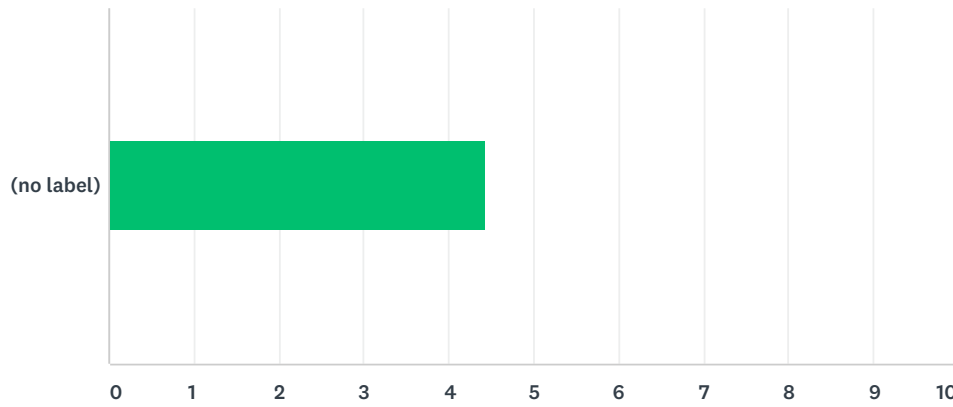
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	33.82% 23	47.06% 32	8.82% 6	1.47% 1	0.00% 0	8.82% 6	68	4.24

Q15 Please indicate your overall level of satisfaction with the courtesy & professionalism of Physical Plant staff:

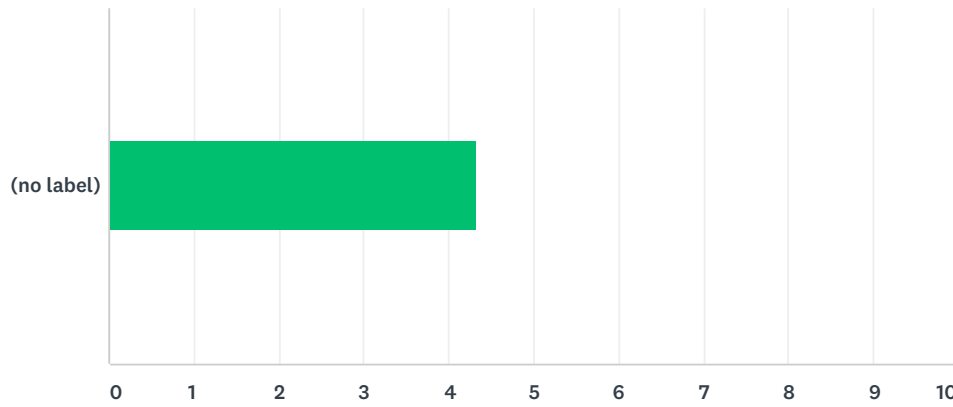
Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	45.59% 31	33.82% 23	7.35% 5	0.00% 0	0.00% 0	13.24% 9	68	4.44

### Q16 Please indicated your overall level of satisfaction with the response time for Physical Plant work requests:

Answered: 68 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	35.29% 24	32.35% 22	4.41% 3	2.94% 2	0.00% 0	25.00% 17	68	4.33



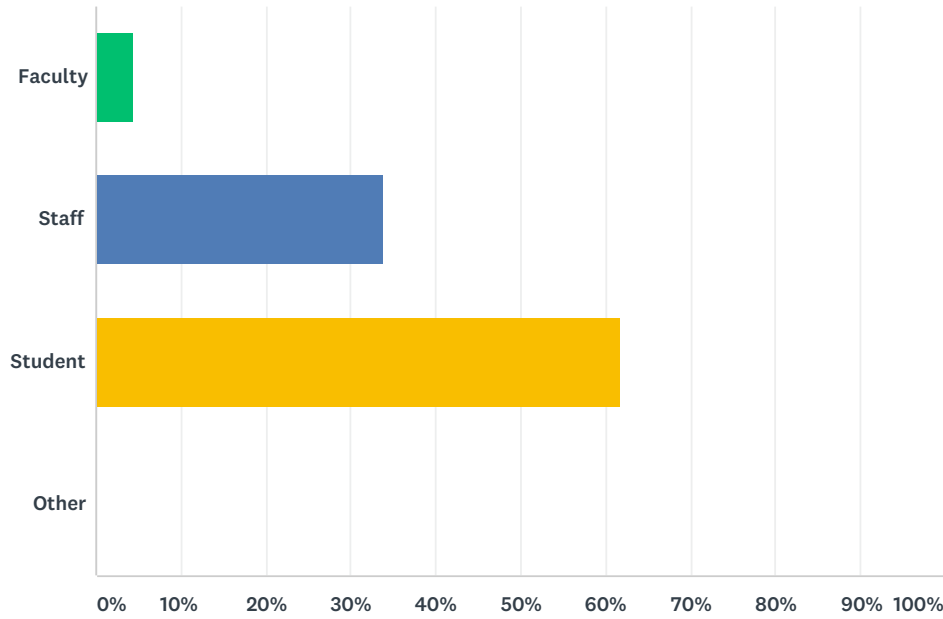
**Q17 Comments: (If you want a specific issue addressed, please provide detailed information including the name of the building and/or office number).**

Answered: 10 Skipped: 58

#	RESPONSES	DATE
1	Need to check the working order of motion sensor of men's restroom Sink 1 in Scianna Hall, 3rd Floor.	12/16/2017 3:40 PM
2	Hickman Hall room 223 blind rod broke.	12/16/2017 10:28 AM
3	There is an overhead light out in Laboratory 111 in Building 1020.	12/15/2017 1:02 PM
4	Wilber needs attention.	12/15/2017 12:48 PM
5	There is a trash can outside of OMH that has been fenced off for the construction on JGH. The trash can is just on the other side of the fence so many people have tried to throw their trash over the fence and then it lands on the ground and is being blown everywhere. If the trashcan could be moved to the OMH side of the fence or a temporary can could be installed in that location it would prevent a good deal of littering. The amount of litter on the ground is concerning as it is entering the storm drain system and local waterways. Also, the temperature in the OMH building is usually a lot cooler than necessary. If the temperature, especially on the first floor, were to be set just one or two degrees higher, the school would save a lot of money and help the environment. Also, the thermostats do not allow the temperature of each room to be controlled, which would save a lot of money.	12/14/2017 6:45 PM
6	It just takes too long for a work order to be completed and an issue to be handled	12/7/2017 7:18 PM
7	I put in a work order at the beginning of the semester for the repair of a previously damaged cabinet in room 113 of Century Park North building 3. I also included information on chipped paint. The cabinet has still not been repaired, despite a note saying it had been.	12/7/2017 6:43 PM
8	I have worked with several areas of the phys plant this past year and have been very happy with the quality of work and response time.	12/7/2017 10:01 AM
9	Kinesiology Building-our classrooms, offices need to be vacuumed more regularly. I have to ask. Too many spider webs and trash on stairs. Floors need to be swept better especially before mopping. Also, the sidewalks on the north side need something to retain the straw. The camellias are being cut too close and cannot bloom and look bad. The overall landscaping around the building needs to be touched up because we are very visible to the public especially on the 49 side and during game time.	12/7/2017 9:19 AM
10	I have nothing but good things to say about our Physical Plant staff. They have always been so helpful and courteous.	12/7/2017 9:16 AM

### Q18 Affiliation:

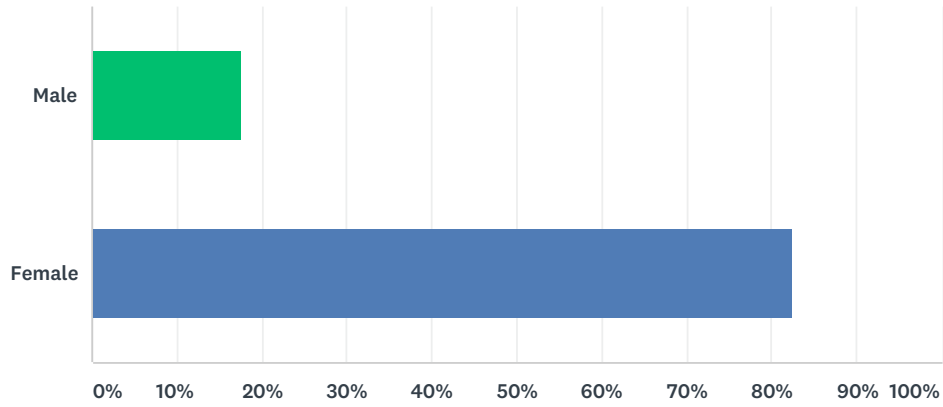
Answered: 68 Skipped: 0



ANSWER CHOICES	RESPONSES	
Faculty	4.41%	3
Staff	33.82%	23
Student	61.76%	42
Other	0.00%	0
<b>TOTAL</b>		<b>68</b>

## Q19 Gender

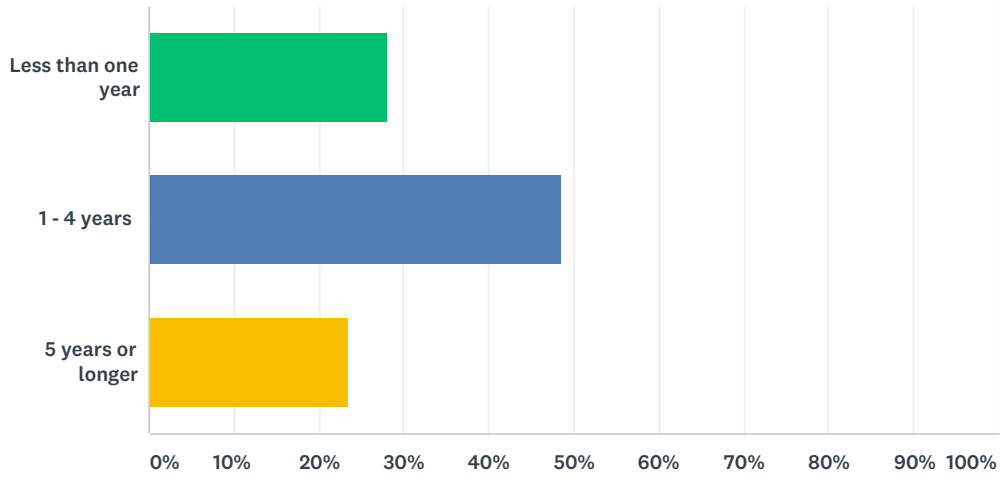
Answered: 68 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	17.65%	12
Female	82.35%	56
TOTAL		68

## Q20 Length of time at your present Southern Miss facility:

Answered: 68 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	27.94%	19
1 - 4 years	48.53%	33
5 years or longer	23.53%	16
<b>TOTAL</b>		<b>68</b>

**Q21** If you would like to be eligible for the prize drawing, please provide the following information in the space below and click 'DONE'. (Contact info is not linked to survey. All responses are confidential.) Full Name Employee/Student ID Email Address All prizes are taxable.

Answered: 64 Skipped: 4

#	RESPONSES	DATE
1	Kim Wyatt 301102 kimberly.wyatt@usm.edu	1/5/2018 6:00 PM
2	Melanie Taylor w702843 Melanie.l.taylor@usm.edu	12/19/2017 4:06 PM
3	Carrie Sullivan 176762 C.E.SULLIVAN@USM.EDU	12/19/2017 12:55 PM
4	Raven Ferguson w995423 raven.ferguson@usm.edu	12/18/2017 4:20 PM
5	Kaitlyn Allen, w947088, kaitlyn.allen@usm.edu	12/18/2017 3:23 PM
6	Precia Pedersen	12/18/2017 9:44 AM
7	Scott Dossett w165710 scott.dossett@usm.edu	12/18/2017 9:42 AM
8	Martha Sparrow 301013 Martha.sparrow@usm.edu	12/18/2017 8:55 AM
9	Rusty Anderson 306816 rusty.anderson@usm.edu	12/18/2017 8:51 AM
10	Tytiunna Shaw W10002889 Tytiunna.shaw@usm.edu	12/18/2017 2:50 AM
11	Raven Cuyler 881283 rrcuyler19@yahoo.com	12/18/2017 2:46 AM
12	Petra Josephine Ehlers W996793 Petra.ehlers@usm	12/17/2017 1:34 AM
13	Tammy Matlock W127933 tammy.matlock@usm.edu	12/17/2017 12:00 AM
14	Emily Stahly W925152 Emily.stahly@usm.edu	12/16/2017 8:21 PM
15	Urusha Tuladhar w10005285 urusha.tuladhar@usm.edu	12/16/2017 4:24 PM
16	Chris Croft Faculty/129497 chris.croft@usm.edu	12/16/2017 3:40 PM
17	Jenna Miserendino 946656 Jenna.miserendino@usm.edu	12/16/2017 11:19 AM
18	Jamal Jones W310353 jamal.jones@usm.edu	12/16/2017 10:28 AM
19	Hannah Chaney W995148 hannah.chaney@usm.edu	12/16/2017 9:00 AM
20	Tajarian Arrington w943159 tajarian.arrington@usm.edu	12/16/2017 3:58 AM
21	Jacob Dixon W928214 Jacob.dixon@usm.edu	12/15/2017 11:29 PM
22	Tay Baucum W893453 Tay.baucum@usm.edu	12/15/2017 11:12 PM
23	Kayla Mashburn W739344 kayla.mashburn@usm.edu	12/15/2017 11:10 PM
24	Danielle Pugh W398874 Danielle.Pugh@usm.edu	12/15/2017 11:03 PM
25	Robyn Curtis w155739 robyn.curtis@usm.edu	12/15/2017 9:12 PM
26	Carolyn Cawthon 303176 carolyn.cawthon@usm.edu	12/15/2017 6:48 PM
27	Taylor Ben W926613 Taylor.ben@usm.edu	12/15/2017 6:28 PM
28	Emma Villemarette W999084 Emma.villemarette@usm.edu	12/15/2017 12:48 PM
29	Andy Causey 951135 Andrew.causey@usm.edu	12/15/2017 9:34 AM
30	Ophrah Payne w212726 Ophrah.payne@usm.edu	12/15/2017 2:42 AM
31	Michelle Breland W581738 Michelle.l.breland@usm.edu	12/14/2017 11:57 PM
32	Cailyn Papp w953424 cailyn.papp@usm.edu	12/14/2017 10:49 PM

## Customer Satisfaction Survey - Fall 2017

33	Jada Nichols w955773 Jada.nichols@usm.edu	12/14/2017 8:29 PM
34	Miah Davis w992579 Miah.Davis@usm.edu	12/14/2017 7:45 PM
35	E. Ashley Thompson w853305 elizabeth.a.thompson@usm.edu	12/14/2017 7:14 PM
36	Rochelle Broadus w855914 rochelle.broadus@usm.edu	12/14/2017 7:10 PM
37	Kaleb Beasley 438586 kaleb.beasley@usm.edu	12/14/2017 7:04 PM
38	Kayla Ann Sanchez 213823 w213823@usm.edu	12/14/2017 6:57 PM
39	Malin Lilley 960926 malin.lilley@usm.edu	12/14/2017 6:45 PM
40	Chancey Parker 818313 Chancey.parker@usm.edu	12/14/2017 6:22 PM
41	Cassandra Oubre 441397 cassandra.oubre@usm.edu	12/12/2017 12:44 PM
42	Rachael Luckett w825198 Rachael.luckett@eagles.usm.edu	12/10/2017 3:19 PM
43	Kaitlyn Watkins 896102 kaitlyn.watkins@usm.edu	12/7/2017 11:39 PM
44	Anna Morgan W944405 Anna.m.morgan@usm.edu	12/7/2017 8:40 PM
45	Cayla Derbigny 974539 Cayla.derbigny@usm.edu	12/7/2017 8:30 PM
46	Lisa Michelle Brackeen 945879 lisa.brackeen@usm.edu	12/7/2017 8:09 PM
47	Kaitlyn Myers 970057 Kaitlyn.Myers@usm.edu	12/7/2017 7:18 PM
48	Kaitlyn Hall 819635 Kaitlyn.hall@usm.edu	12/7/2017 7:00 PM
49	Asia Ashley w981831 asia.ashley@usm.edu	12/7/2017 6:52 PM
50	Matthew Snellgrove w988792 Matthew.Snellgrove@usm.edu	12/7/2017 6:43 PM
51	Sara Katherine Waldbauer w959552 sara.waldbauer@usm.edu	12/7/2017 6:36 PM
52	Alexandra Hernandez W964295 alexandra.c.hernandez@usm.edu	12/7/2017 6:34 PM
53	Mackenzie Piercy W959074 mackenzie.piercy@usm.edu	12/7/2017 6:09 PM
54	Christi Holloway w147803 Christi.holloway@usm.edu	12/7/2017 10:01 AM
55	Jelisa Brown 706327 jelisa.brown@usm.edu	12/7/2017 9:59 AM
56	Charles Alden Bennett III w727364 alden.bennett@usm.edu	12/7/2017 9:51 AM
57	Tenessia Weathersby 867519 tenessia.weathersby@usm.edu	12/7/2017 9:22 AM
58	Karen Mullins 648096 Karen.mullins@usm.edu	12/7/2017 9:19 AM
59	Danielle Kellum 305695 Danielle.Kellum@usm.edu	12/7/2017 9:16 AM
60	Shannon Ladner W432182 Shannon.L.Ladner@usm.edu	12/7/2017 9:16 AM
61	Megan McCay 469939 megan.mccay@usm.edu	12/7/2017 9:13 AM
62	Leslee Potvin w370218 Leslee.Potvin@usm.edu	12/7/2017 8:40 AM
63	Laura Richard 154921 Laura.richard@usm.edu	12/6/2017 9:55 PM
64	Marie Danforth 301063 m.danforth@usm.edu	12/6/2017 6:28 PM