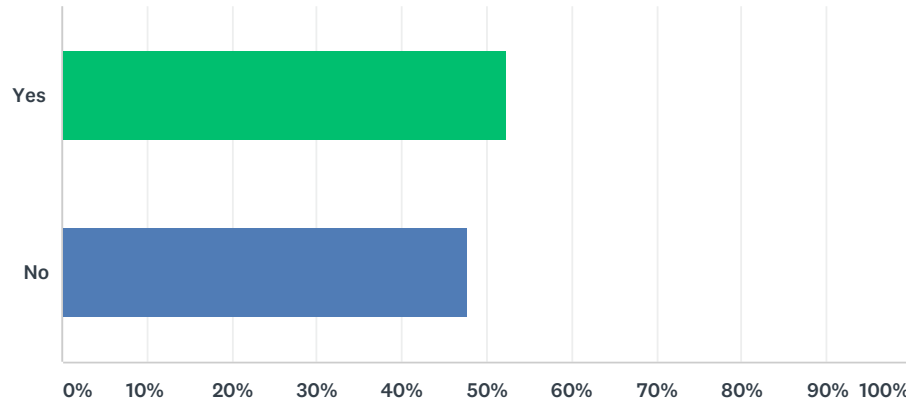


Q1 Have you used the Physical Plant online work order system within the last year?

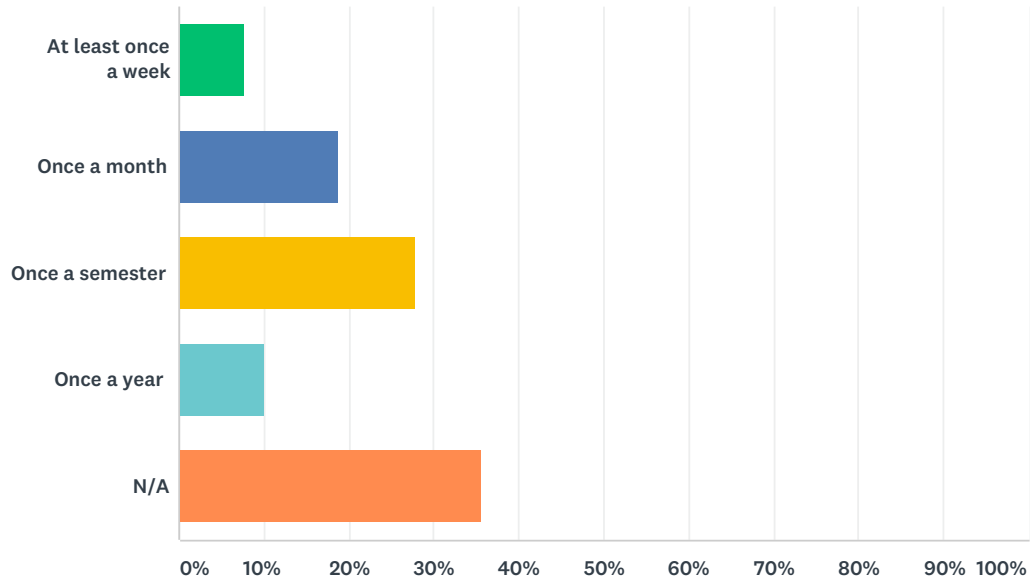
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.22%	47
No	47.78%	43
TOTAL		90

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

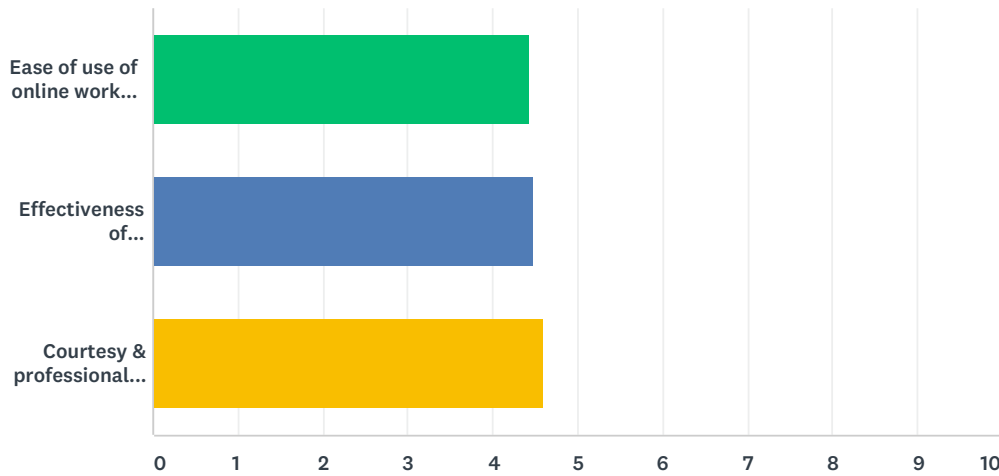
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
At least once a week	7.78%	7
Once a month	18.89%	17
Once a semester	27.78%	25
Once a year	10.00%	9
N/A	35.56%	32
TOTAL		90

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

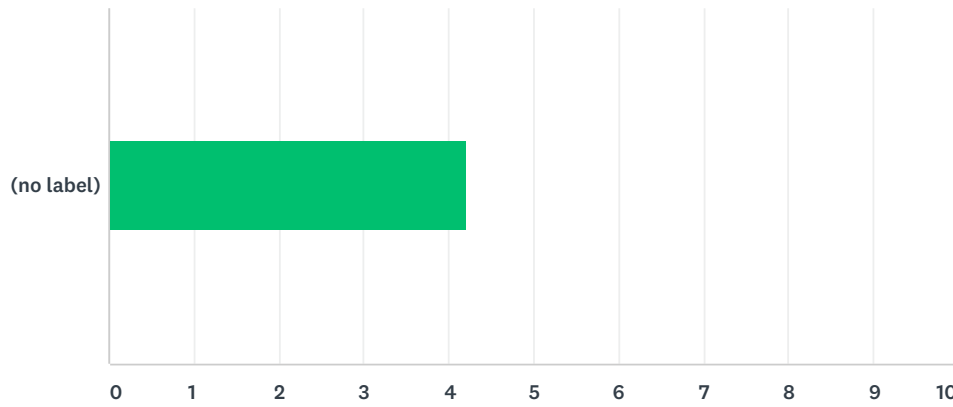
Answered: 90 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Ease of use of online work order system	41.11% 37	22.22% 20	6.67% 6	0.00% 0	1.11% 1	28.89% 26	90	4.44
Effectiveness of communication	40.23% 35	29.89% 26	4.60% 4	0.00% 0	0.00% 0	25.29% 22	87	4.48
Courtesy & professionalism of work control staff	51.72% 45	21.84% 19	2.30% 2	1.15% 1	0.00% 0	22.99% 20	87	4.61

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

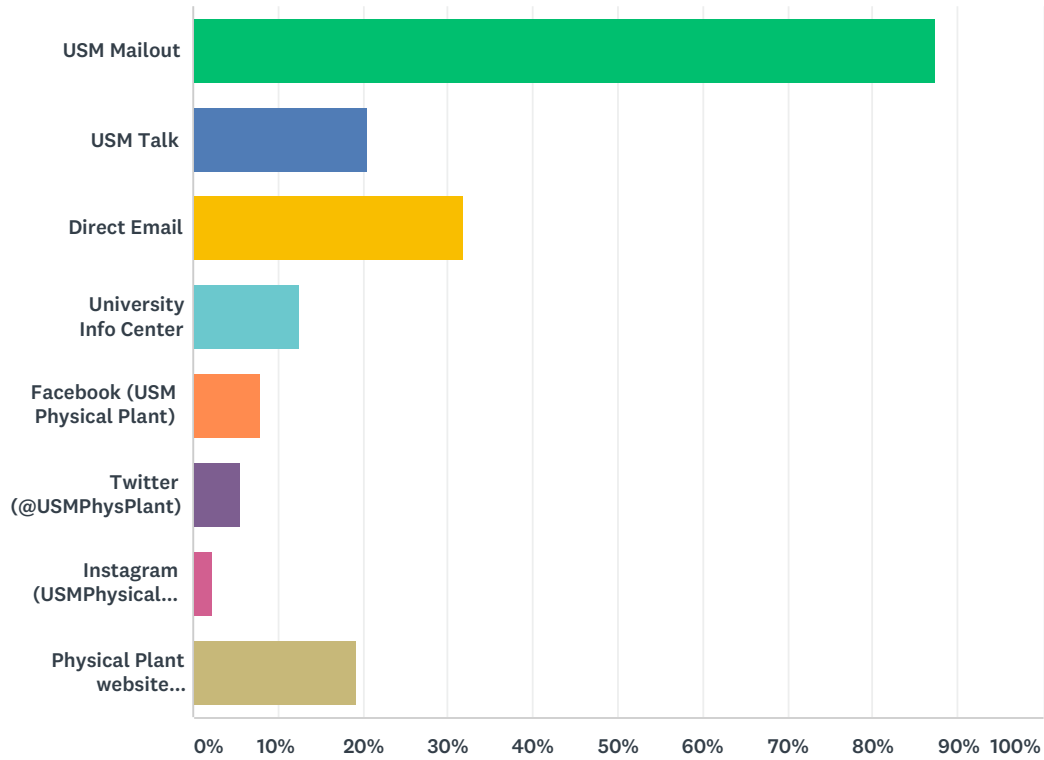
Answered: 88 Skipped: 2



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	32.95% 29	48.86% 43	9.09% 8	2.27% 2	0.00% 0	6.82% 6	88	4.21

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

Answered: 88 Skipped: 2

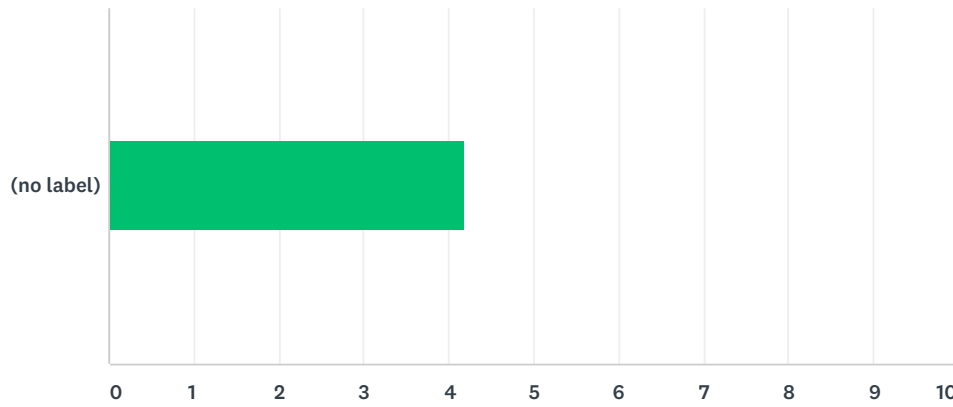


ANSWER CHOICES	RESPONSES
USM Mailout	87.50% 77
USM Talk	20.45% 18
Direct Email	31.82% 28
University Info Center	12.50% 11
Facebook (USM Physical Plant)	7.95% 7
Twitter (@USMPhysPlant)	5.68% 5
Instagram (USMPhysicalPlant)	2.27% 2
Physical Plant website (usm.edu/physicalplant)	19.32% 17
Total Respondents: 88	

#	OTHER (PLEASE SPECIFY)	DATE
1	word of mouth	12/14/2018 12:41 PM
2	face to face	12/14/2018 12:38 PM
3	phone calls and emails	12/10/2018 9:18 AM
4	Commucation with Physical Plant Staff	12/6/2018 9:43 AM

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

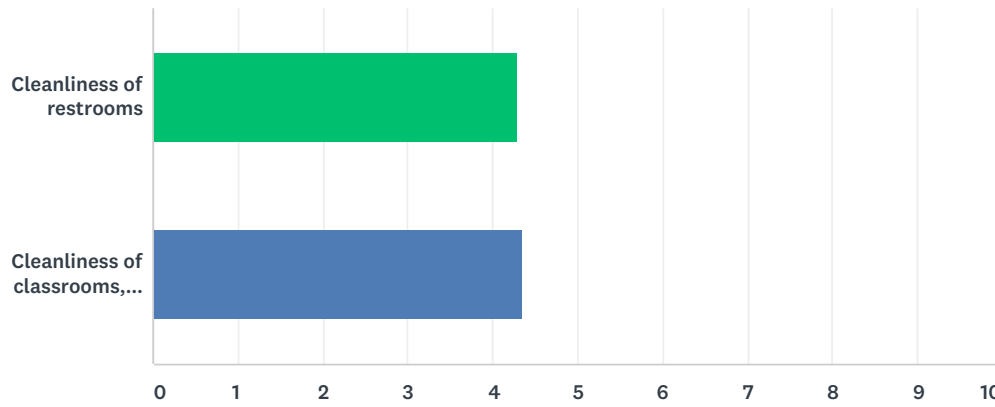
Answered: 89 Skipped: 1



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	28.09% 25	46.07% 41	6.74% 6	1.12% 1	1.12% 1	16.85% 15	89	4.19

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

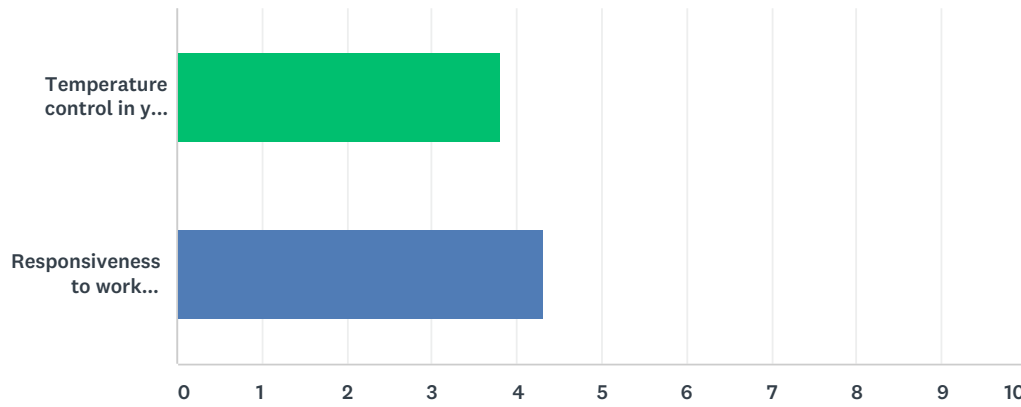
Answered: 90 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Cleanliness of restrooms	49.43% 43	32.18% 28	10.34% 9	2.30% 2	2.30% 2	3.45% 3	87	4.29
Cleanliness of classrooms, offices & hallways	52.22% 47	32.22% 29	8.89% 8	1.11% 1	2.22% 2	3.33% 3	90	4.36

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

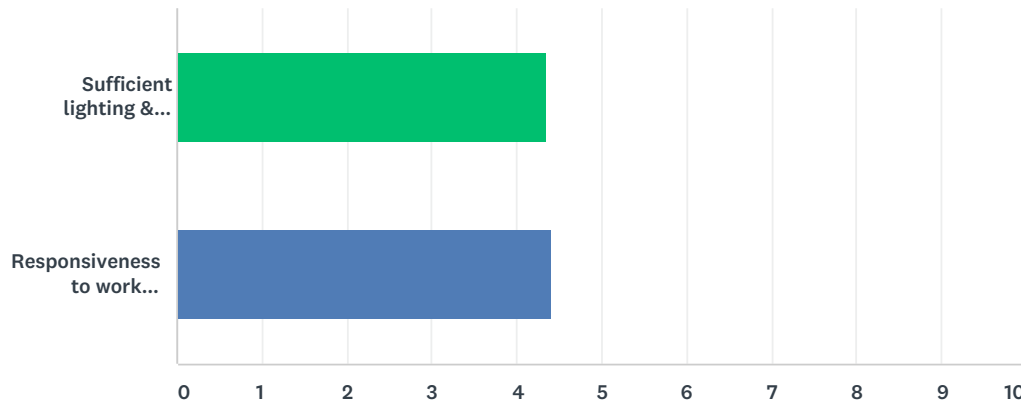
Answered: 90 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Temperature control in your building	21.11% 19	50.00% 45	14.44% 13	10.00% 9	2.22% 2	2.22% 2	90	3.80
Responsiveness to work requests	34.83% 31	38.20% 34	6.74% 6	1.12% 1	0.00% 0	19.10% 17	89	4.32

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

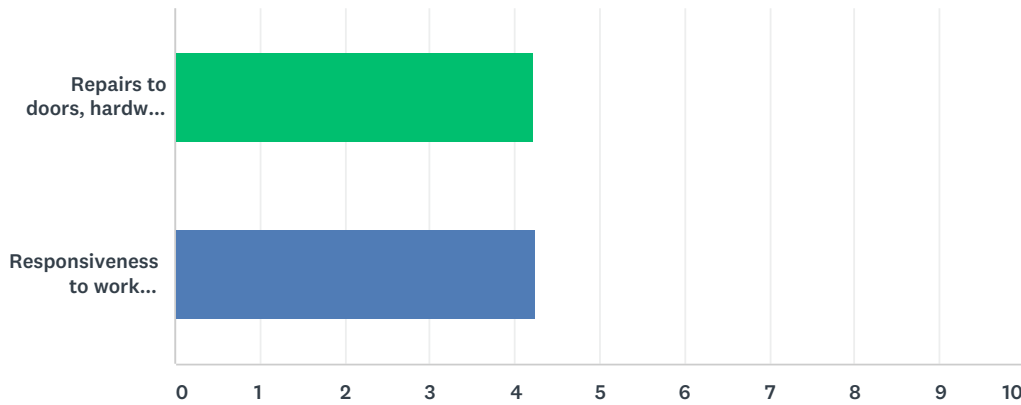
Answered: 90 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Sufficient lighting & electrical outlets	44.44% 40	42.22% 38	2.22% 2	3.33% 3	1.11% 1	6.67% 6	90	4.35
Responsiveness to work requests	39.08% 34	32.18% 28	6.90% 6	0.00% 0	0.00% 0	21.84% 19	87	4.41

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

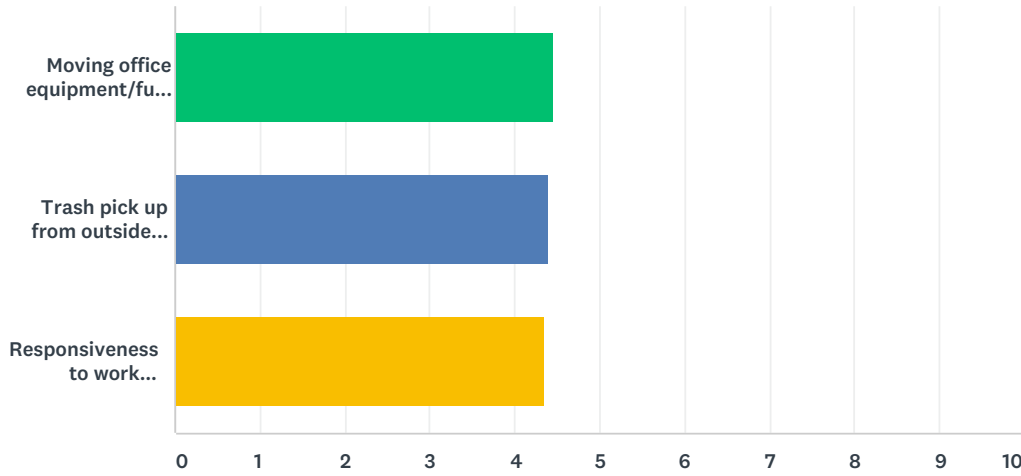
Answered: 90 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Repairs to doors, hardware & furnishings; renovations/alterations	34.44% 31	37.78% 34	12.22% 11	1.11% 1	0.00% 0	14.44% 13	90	4.23
Responsiveness to work requests	34.44% 31	32.22% 29	10.00% 9	1.11% 1	1.11% 1	21.11% 19	90	4.24

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

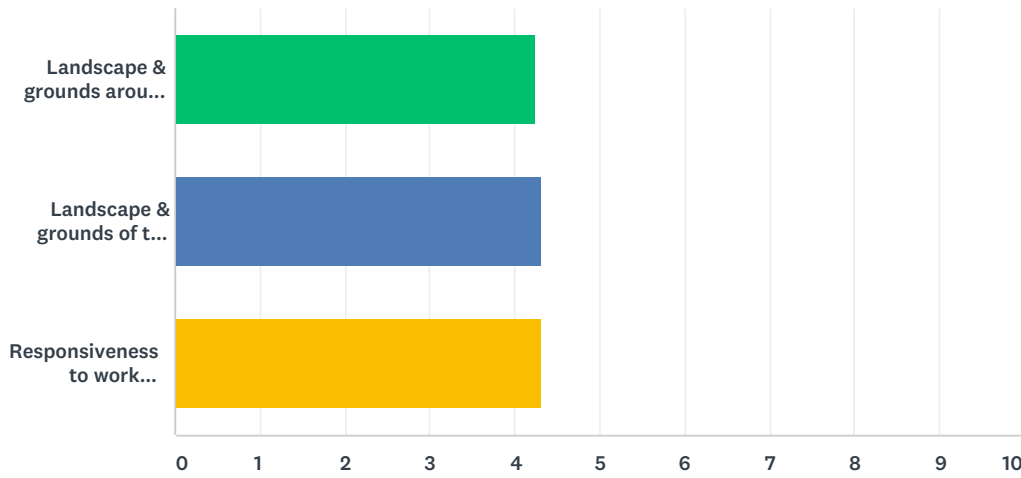
Answered: 90 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Moving office equipment/furniture & event set up	34.44% 31	30.00% 27	3.33% 3	0.00% 0	0.00% 0	32.22% 29	90	4.46
Trash pick up from outside containers	40.00% 36	35.56% 32	4.44% 4	0.00% 0	1.11% 1	18.89% 17	90	4.40
Responsiveness to work requests	35.56% 32	28.89% 26	6.67% 6	0.00% 0	1.11% 1	27.78% 25	90	4.35

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

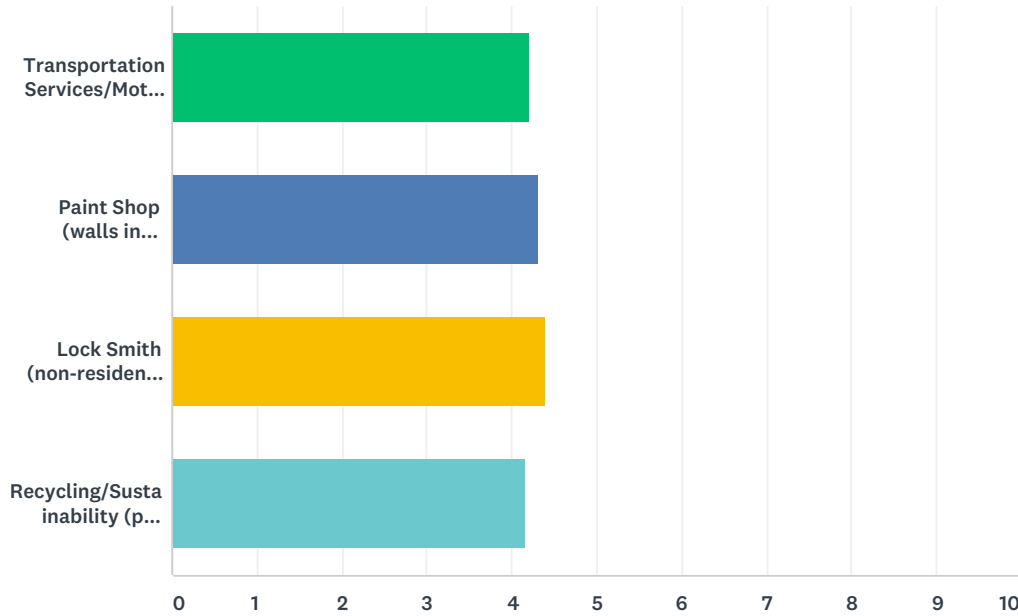
Answered: 90 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Landscape & grounds around YOUR building	41.57% 37	39.33% 35	6.74% 6	4.49% 4	1.12% 1	6.74% 6	89	4.24
Landscape & grounds of the Hattiesburg Campus	38.89% 35	44.44% 40	3.33% 3	2.22% 2	1.11% 1	10.00% 9	90	4.31
Responsiveness to work requests	30.00% 27	28.89% 26	5.56% 5	2.22% 2	0.00% 0	33.33% 30	90	4.30

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

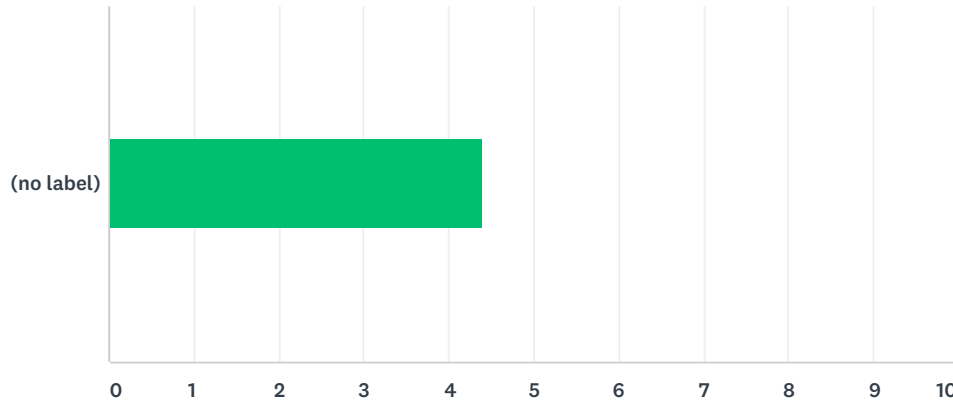
Answered: 90 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Transportation Services/Motor Pool (vehicle maintenance, repair, fuel)	23.33% 21	27.78% 25	8.89% 8	1.11% 1	0.00% 0	38.89% 35	90	4.20
Paint Shop (walls in offices, classrooms & public spaces)	30.00% 27	36.67% 33	5.56% 5	1.11% 1	0.00% 0	26.67% 24	90	4.30
Lock Smith (non-residential key services)	32.58% 29	26.97% 24	6.74% 6	0.00% 0	0.00% 0	33.71% 30	89	4.39
Recycling/Sustainability (pick up of recycled material)	31.46% 28	37.08% 33	7.87% 7	3.37% 3	1.12% 1	19.10% 17	89	4.17

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

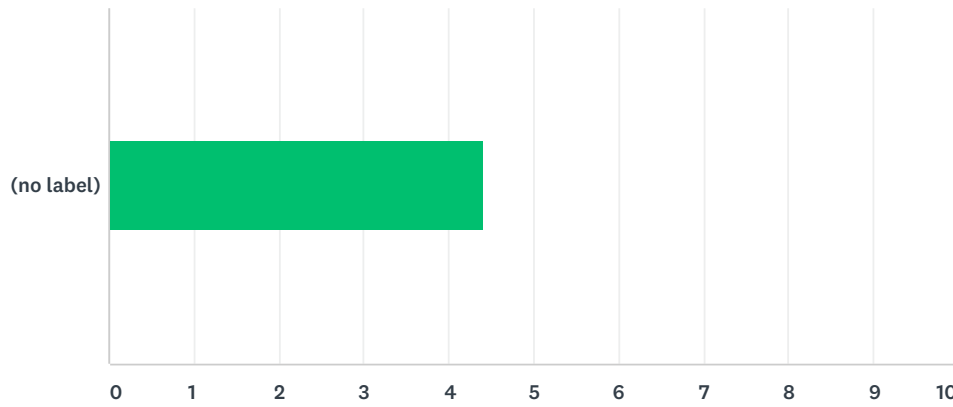
Answered: 87 Skipped: 3



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	47.13% 41	42.53% 37	6.90% 6	1.15% 1	0.00% 0	2.30% 2	87	4.39

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

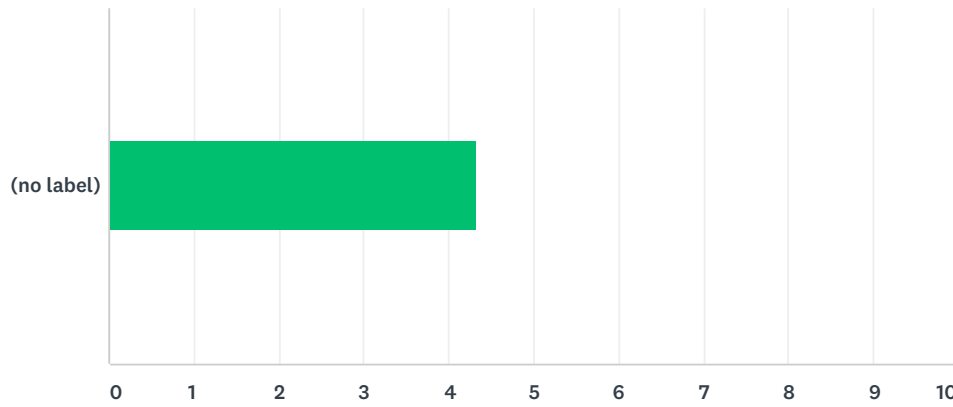
Answered: 89 Skipped: 1



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	49.44% 44	40.45% 36	2.25% 2	3.37% 3	0.00% 0	4.49% 4	89	4.42

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

Answered: 90 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	38.89% 35	37.78% 34	7.78% 7	1.11% 1	0.00% 0	14.44% 13	90	4.34

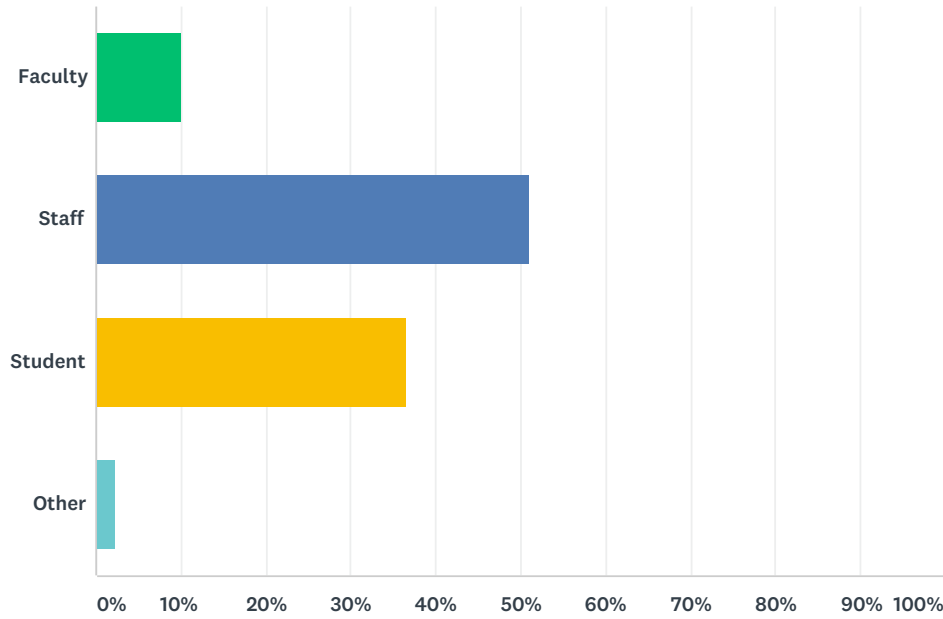
Q17 Comments: If you want a specific issue addressed, please provide detailed information including the name of the building and/or office number. If you would like to be contacted by a supervisor, please include your name, email address and phone number.

Answered: 12 Skipped: 78

#	RESPONSES	DATE
1	The accessibility of bathrooms on the 2nd floor is a major issue for those who use a wheelchair. This is an ADA matter that could trigger significant reaction. Also, weeds are growing wildly in the landscaping surrounding the Performing Arts Center and the Intermezzo.	12/14/2018 6:58 PM
2	none	12/14/2018 12:38 PM
3	The online work order system was inaccessible for the entirety of the fall 2018 semester which was very inconvenient. The issue seemed to go unnoticed or no one announced that the issue was known. As of now, the system appears to be back online.	12/13/2018 3:31 PM
4	It is always too cold in the Trent Lott Building.	12/13/2018 8:41 AM
5	International Center 5th Floor Office 512 Our office has put in multiple work orders over the leak in the ceiling. It takes days sometimes over a week for them to come look and they always say it has to dry out before they can address it and then they never come back resulting in another work order request, repeat with final result after the last rain the ceiling tile and water fell out all over one of computers in the cubicle.	12/12/2018 12:20 PM
6	Physical plant does an outstanding job. Very attentive to requests.	12/10/2018 9:18 AM
7	Construction on campus seems to drag on FOREVER. I cannot remember hearing any news on when Joseph Green will be finished. When will it be done, and why can't construction projects go more quickly? Contact via e-mail: Jameela.Lares@usm.edu.	12/8/2018 10:28 AM
8	The stairwells of the Liberal Arts Building could use some vacuuming.	12/7/2018 6:39 PM
9	Ms. Helen is our custodian and she is such a hardworking lady. She is one of the nicest, also :)	12/7/2018 9:11 AM
10	N/A	12/7/2018 7:41 AM
11	Scianna Hall area does not offer any landscaping. There is much potential in the squared in part, but I've seen a tent set up there once, so maybe landscaping there is inconvenient.	12/6/2018 6:50 PM
12	I've had recyclable material sit in my basket for over a week.	12/6/2018 9:28 AM

Q18 Affiliation:

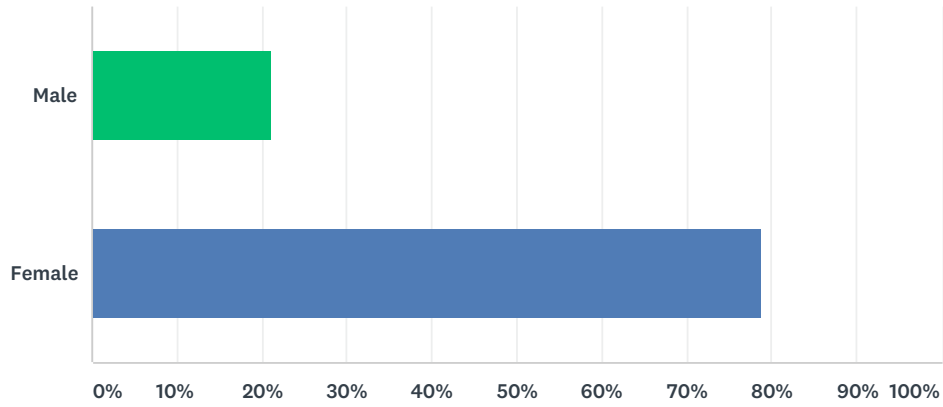
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Faculty	10.00%	9
Staff	51.11%	46
Student	36.67%	33
Other	2.22%	2
TOTAL		90

Q19 Gender

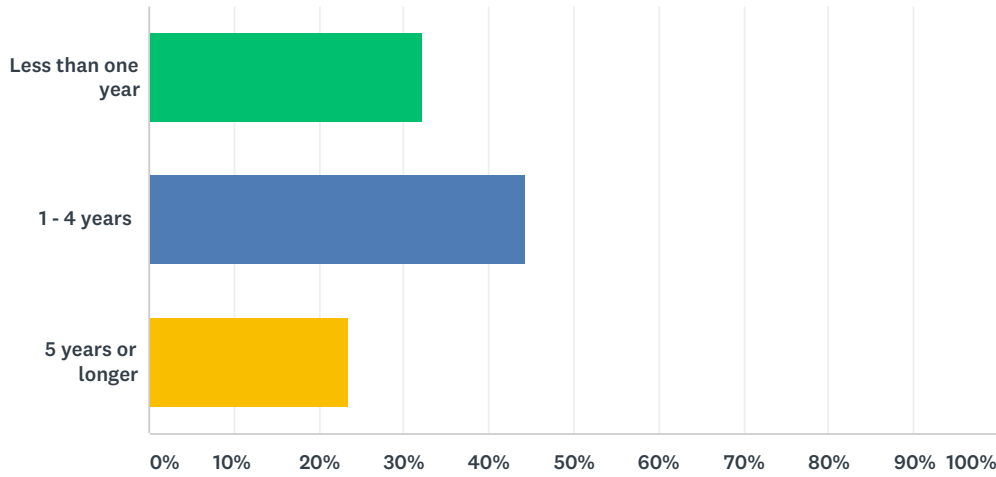
Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	21.11%	19
Female	78.89%	71
TOTAL		90

Q20 Length of time at your present Southern Miss facility:

Answered: 90 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	32.22%	29
1 - 4 years	44.44%	40
5 years or longer	23.33%	21
TOTAL		90

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: 86 Skipped: 4

#	RESPONSES	DATE
1	Trei Mitchell w10057446 treimitchell91@gmail.com	12/18/2018 3:31 PM
2	Evelyn JonBene't Kepper w10016106 evelyn.kepper@usm.edu	12/15/2018 6:51 PM
3	Clayton Dike w863461 Clayton.Dike@usm.edu	12/15/2018 11:23 AM
4	Lawrence Gwozdz, w300121, Lawrence.gwozdz@usm.edu	12/14/2018 6:58 PM
5	Chandra Harper W373196 chandra.harper@usm.edu	12/14/2018 4:13 PM
6	Tonisa Kennedy W32677 Tonisa.Kennedy@usm.edu	12/14/2018 2:12 PM
7	Francesca Williams w960112 francesca.williams@usm.edu	12/14/2018 2:08 PM
8	Tamara Grim 918539 tamara.grim@usm.edu	12/14/2018 2:05 PM
9	Christen Bowman w666889 christen.bowman@usm.edu	12/14/2018 12:59 PM
10	Ramona Williamson w609225 ramona.williamson@usm.edu	12/14/2018 12:50 PM
11	Cassandra Oubre w441397 Cassandra.Oubre@usm.edu	12/14/2018 12:41 PM
12	Benjamin Austin Wipigler w913306	12/14/2018 12:39 PM
13	Lashonda Moses 906632 Lashonda.Moses@gmail.com	12/14/2018 12:38 PM
14	Faizan Tahir w835060 faizan.tahir@usm.edu	12/14/2018 12:38 PM
15	Barbara Gayle Anderson w305856 Barbara.g.anderson@usm.edu	12/14/2018 12:37 PM
16	Megan McCay w469939 megan.mccay@usm.edu	12/14/2018 12:36 PM
17	Kristen House 945708 kristen.house@usm.edu	12/14/2018 5:02 AM
18	Caroline Anthony w10005233 w10005233@usm.edu	12/13/2018 11:55 PM
19	chyvonne simp 10044270 chyvonne.simpson@usm.edu	12/13/2018 9:09 PM
20	Karah Triplett w985163 Karah.triplett@usm.edu	12/13/2018 7:16 PM
21	Katie Elizabeth Wicker 213751 katie.wicker@usm.edu	12/13/2018 6:24 PM
22	Emily Lymon w303488 Emily.Lymon@usm.edu	12/13/2018 4:40 PM
23	Jacqueline Harris 601-530-6261 jacquelineharris@usm.edu	12/13/2018 4:03 PM
24	Brandon Revels w946550 brandon.revels@usm.edu	12/13/2018 3:31 PM
25	Virgina Barham W963242 Virginia.barham@usm.edu	12/13/2018 3:00 PM
26	Michelle Carver w946017 michelle.carver@usm.edu	12/13/2018 2:55 PM
27	Madison Paige Cope W10024314 Madison.cope@usm.edu	12/13/2018 2:47 PM
28	Melissa McDaniel 303109 melissa.mcdaniel@usm.edu	12/13/2018 11:09 AM
29	Michelle Pittman 300319 michelle.pittman@usm.edu	12/13/2018 11:02 AM
30	Jamie stanfield w10030068 jamie.stanfield@usm.edu	12/13/2018 9:54 AM
31	Edward Miller 934650 edward.miller@usm.edu	12/13/2018 9:53 AM
32	Lauren Bridges 593633 L.Bridges@usm.edu	12/13/2018 9:24 AM

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33	Angela K Murphy 144293 angela.murphy@usm.edu	12/13/2018 9:15 AM
34	Katie Dykes W904067 katie.dykes@usm.edu	12/12/2018 12:20 PM
35	Arniereza Sumido w10049232 Arniereza.Sumido@usm.edu	12/11/2018 9:44 AM
36	Raney Rogers w906057 raney.rogers@usm.edu	12/10/2018 12:33 PM
37	Destiny DeLancey w890324 destiny.reynolds@usm.edu	12/10/2018 9:44 AM
38	Tammy Smith w10049457 tammy.smith@usm.edu	12/10/2018 9:18 AM
39	Teresa Welsh w146169 teresa.welsh@usm.edu	12/9/2018 11:41 PM
40	Michelle Vekasy W968262 Michelle.vekasy@usm.edu	12/8/2018 10:59 AM
41	Jameela Lares w305859 Jameela.Lares@usm.edu	12/8/2018 10:28 AM
42	Clayton Hugh Dike w863461 Clayton.Dike@usm.edu	12/8/2018 10:19 AM
43	Jasmine Collins W219379 Jasmine.N.Collins@usm.edu	12/7/2018 7:14 PM
44	Susan Howell w305982 susan.howell@usm.edu	12/7/2018 6:53 PM
45	Laurel Abreu 453586 Laurel.Abreu@usm.edu	12/7/2018 6:39 PM
46	Lily Tran W954275 Lily.tran@usm.edu	12/7/2018 6:39 PM
47	Tolga Catmakas 994457 tolga.catmakas@usm.edu	12/7/2018 6:38 PM
48	Kayla Johnson W779909 Kayla.ann.johnson@usm.edu	12/7/2018 6:31 PM
49	Dannetta Winters 504038 Dannetta.winters@usm.edu	12/7/2018 6:29 PM
50	Christi Holloway 147803 Christi.holloway@usm.edu	12/7/2018 5:43 PM
51	Demesha Leatherwood 808041 demesha.leatherwood@usm.edu	12/7/2018 5:41 PM
52	Likhitha Duggirala Student ID: 10027866 Likhitha.Duggirala@usm.edu	12/7/2018 5:40 PM
53	Morgan Usry w959527 morgan.usry@usm.edu	12/7/2018 5:36 PM
54	Danielle Nash w998682 danielle.a.nash@usm.edu	12/7/2018 2:33 PM
55	Lori Bailey w594074 lori.bailey@usm.edu	12/7/2018 9:11 AM
56	Vickei Reed, 152361, vickie.reed@usm.edu	12/7/2018 7:41 AM
57	Son Truong W10046456 Son.Truong@USM.EDU	12/7/2018 3:59 AM
58	Chyonne Simpson Student/10044270 chyonne.simpson@gmail.com	12/6/2018 11:33 PM
59	Petra Ehlers W996783 Petra.ehlers@usm.edu	12/6/2018 11:08 PM
60	Sabrina Ann Arguello w960250 Sabrina.arguello@usm.edu	12/6/2018 10:23 PM
61	Morgan Hough W215238 Morgan.hough@usm.edu	12/6/2018 9:25 PM
62	Brittney Lawrence w10017355 w10017355@usm.edu	12/6/2018 6:50 PM
63	Ashleigh Price W217402 Ashleigh.Price@usm.edu	12/6/2018 6:34 PM
64	Allena Crofoot 963617 allena14crofoot@gmail.com	12/6/2018 6:03 PM
65	Joshua Pizzettier W959085 Joshua.pizzettier@usm.edu	12/6/2018 5:53 PM
66	Kathy Bailey k.bailey@usm.edu	12/6/2018 12:41 PM
67	Maria Rodgers w993239 maria.rodgers@usm.edu	12/6/2018 10:17 AM
68	Stacey Ready W301789 stacey.ready@usm.edu	12/6/2018 10:08 AM
69	Charles 'Alden' Bennett III w727364 alden.bennett@usm.edu	12/6/2018 9:44 AM
70	Cynthia Crosby w972616 cynthia.crosby@usm.edu	12/6/2018 9:43 AM
71	Crystal McCaffrey 191706 crystal.mccaffrey@usm.edu	12/6/2018 9:42 AM
72	Jelisa Brown 706327 Jelisa.brown@usm.edu	12/6/2018 9:35 AM
73	Michael Andres w766022 michael.andres@usm.edu	12/6/2018 9:34 AM

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74	Erin Whittington W10011606 erin.whittington@usm.edu	12/6/2018 9:34 AM
75	Jeffrey Parr w990929 jeffrey.parr@usm.edu	12/6/2018 9:28 AM
76	Samantha Steinberg 10043719 samantha.steinberg@usm.edu	12/6/2018 9:16 AM
77	Patricia Christine Knoll 475301 Christine.knoll@usm.edu	12/6/2018 9:13 AM
78	Hannah Sanders 529355 hannah.sanders@usm.edu	12/6/2018 9:12 AM
79	Jennifer Knue 602042 jennifer.knue@usm.edu	12/6/2018 9:07 AM
80	Scott Dossett w165710 scott.dossett@usm.edu	12/6/2018 8:22 AM
81	Rusty Anderson w306816 rusty.anderson@usm.edu	12/5/2018 6:58 PM
82	Jewel Adams 303900 jewel.adams@usm.edu	12/5/2018 6:43 PM
83	Murray Littlepage w10012700 murray.littlepage@usm.edu	12/5/2018 6:05 PM
84	Jennifer Lewis 945616 jennifer.lewis@usm.edu	12/5/2018 6:03 PM
85	Angela M Corley w782744 Angela.Corley@usm.edu	12/5/2018 3:51 PM
86	Jalen Husband 10023263 jalen.husband@usm.edu	12/5/2018 2:50 PM