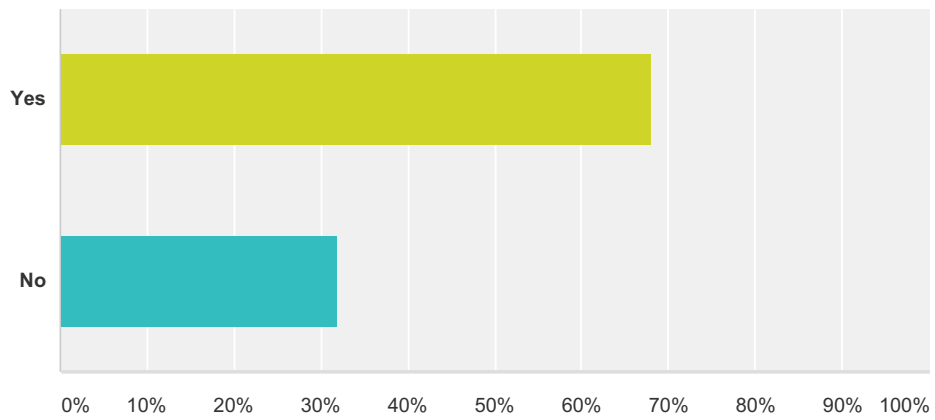


Q1 Have you used the Physical Plant online work order system within the last year?

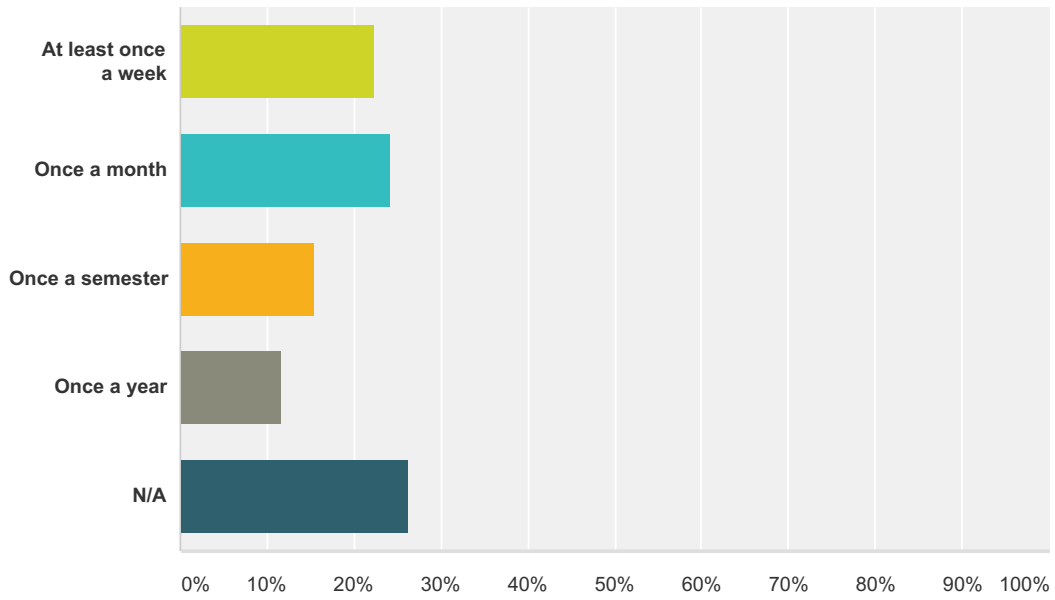
Answered: 103 Skipped: 0



Answer Choices	Responses
Yes	67.96% 70
No	32.04% 33
Total	103

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

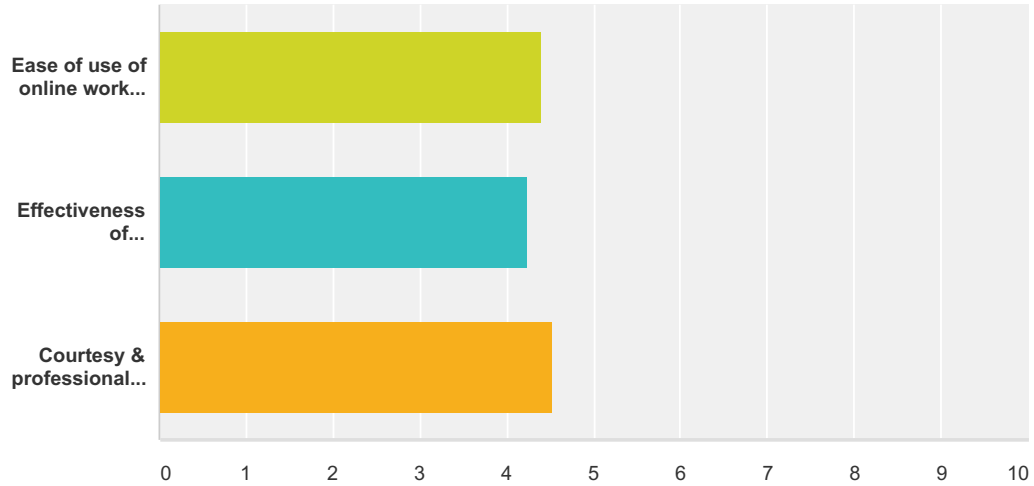
Answered: 103 Skipped: 0



Answer Choices	Responses	Count
At least once a week	22.33%	23
Once a month	24.27%	25
Once a semester	15.53%	16
Once a year	11.65%	12
N/A	26.21%	27
Total		103

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

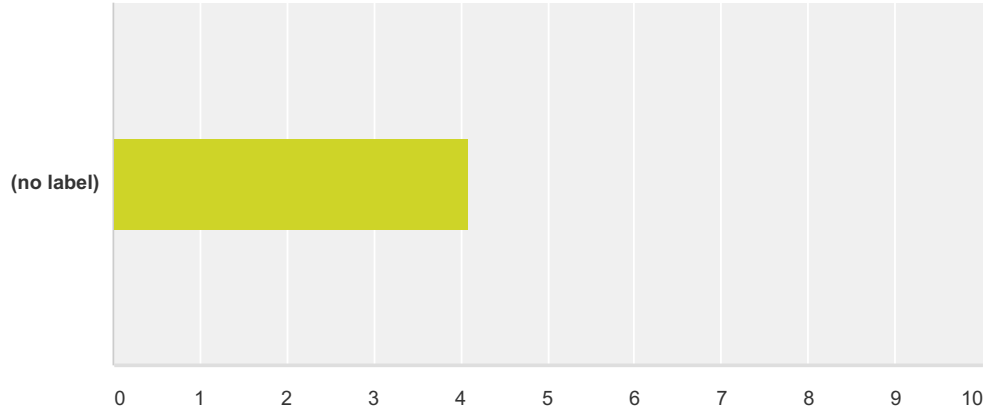
Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Ease of use of online work order system	42.16% 43	30.39% 31	2.94% 3	1.96% 2	0.98% 1	21.57% 22	102	4.41
Effectiveness of communication	39.22% 40	30.39% 31	6.86% 7	4.90% 5	0.98% 1	17.65% 18	102	4.24
Courtesy & professionalism of work control staff	50.00% 51	26.47% 27	6.86% 7	0.00% 0	0.00% 0	16.67% 17	102	4.52

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

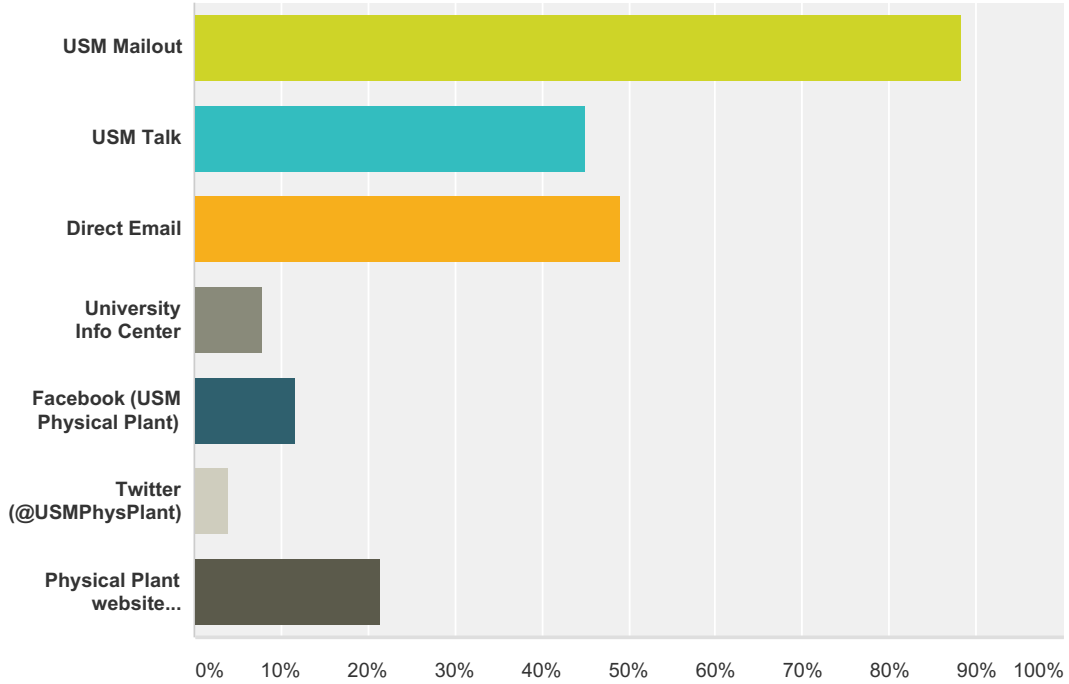
Answered: 100 Skipped: 3



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	30.00% 30	46.00% 46	13.00% 13	3.00% 3	1.00% 1	7.00% 7	100	4.09

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

Answered: 102 Skipped: 1



Answer Choices	Responses
USM Mailout	88.24% 90
USM Talk	45.10% 46
Direct Email	49.02% 50
University Info Center	7.84% 8
Facebook (USM Physical Plant)	11.76% 12
Twitter (@USMPhysPlant)	3.92% 4
Physical Plant website (usm.edu/physicalplant)	21.57% 22
Total Respondents: 102	

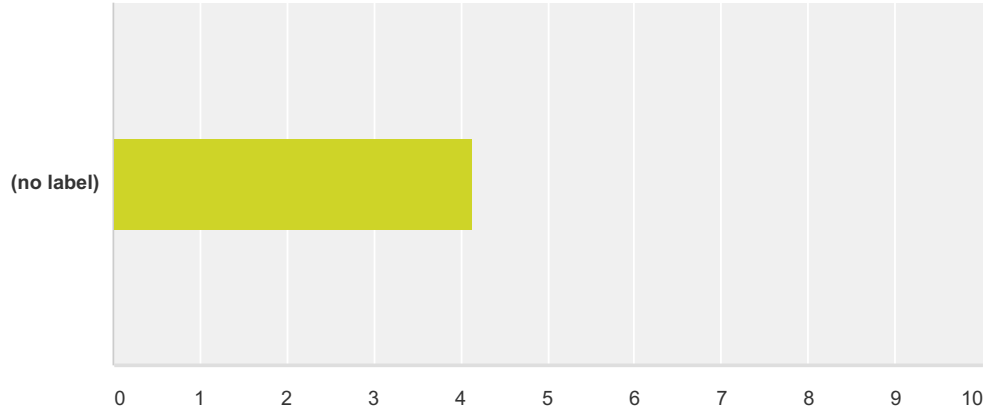
#	Other (please specify)	Date
1	I have not received information from the Physical Plant except this survey	12/5/2014 4:41 PM
2	Work Orders	11/24/2014 9:17 AM
3	Manager of our program informs us.	11/21/2014 2:27 PM
4	Forward from department secretary	11/20/2014 4:17 PM
5	Phone	11/19/2014 4:59 PM

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6	direct telephone communication, email to physical plant employee	11/19/2014 4:24 PM
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Q6 Please rate your level of satisfaction with the ease of use and information on the Physical Plant website:

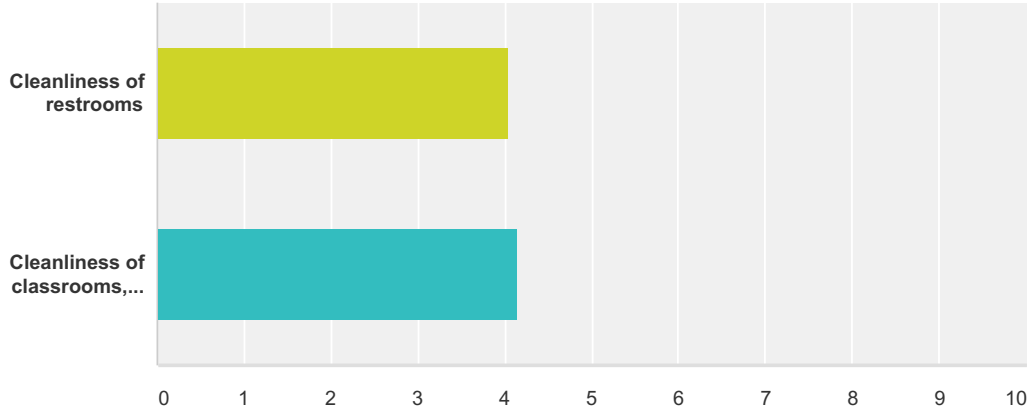
Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	30.10% 31	39.81% 41	16.50% 17	0.97% 1	0.00% 0	12.62% 13	103	4.13

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

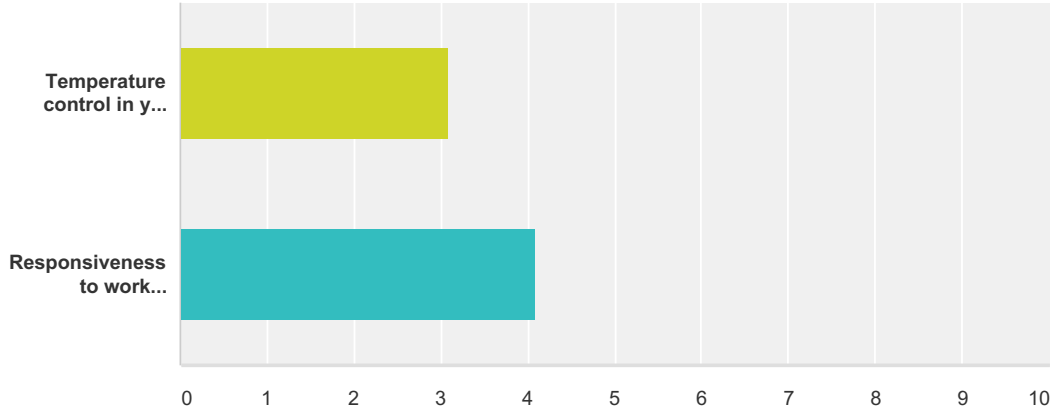
Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Cleanliness of restrooms	45.63% 47	19.42% 20	18.45% 19	7.77% 8	1.94% 2	6.80% 7	103	4.06
Cleanliness of classrooms, offices & hallways	45.54% 46	27.72% 28	12.87% 13	5.94% 6	1.98% 2	5.94% 6	101	4.16

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

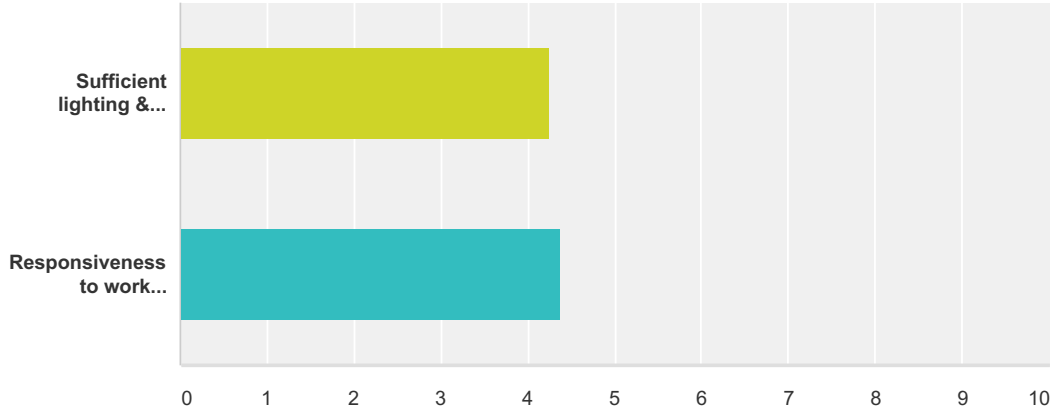
Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Temperature control in your building	13.59% 14	24.27% 25	23.30% 24	24.27% 25	9.71% 10	4.85% 5	103	3.08
Responsiveness to work requests	39.22% 40	25.49% 26	15.69% 16	4.90% 5	1.96% 2	12.75% 13	102	4.09

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

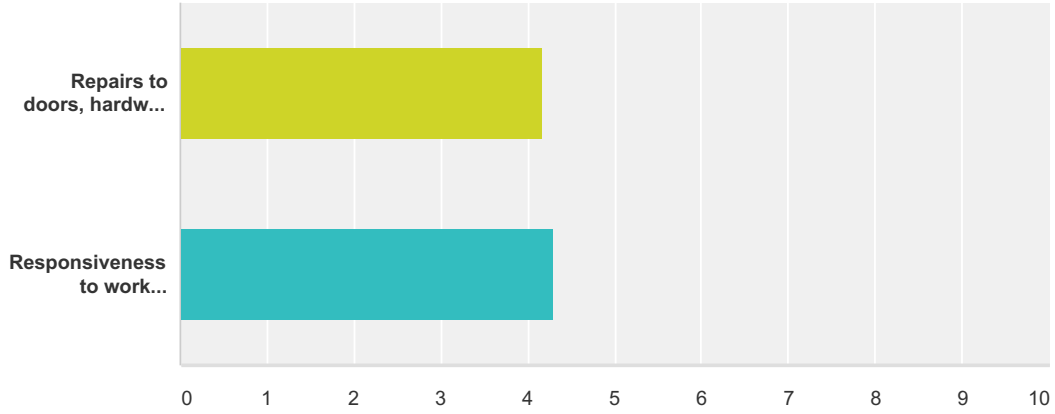
Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Sufficient lighting & electrical outlets	43.69% 45	30.10% 31	12.62% 13	2.91% 3	0.97% 1	9.71% 10	103	4.25
Responsiveness to work requests	45.54% 46	19.80% 20	10.89% 11	1.98% 2	0.00% 0	21.78% 22	101	4.39

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

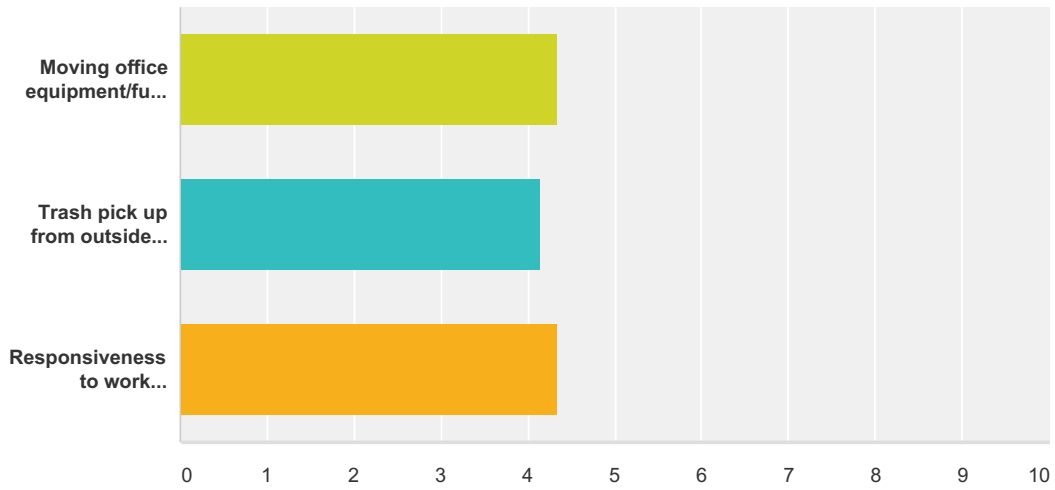
Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Repairs to doors, hardware & furnishings; renovations/alterations	35.92% 37	40.78% 42	8.74% 9	2.91% 3	1.94% 2	9.71% 10	103	4.17
Responsiveness to work requests	37.62% 38	32.67% 33	10.89% 11	0.99% 1	0.00% 0	17.82% 18	101	4.30

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

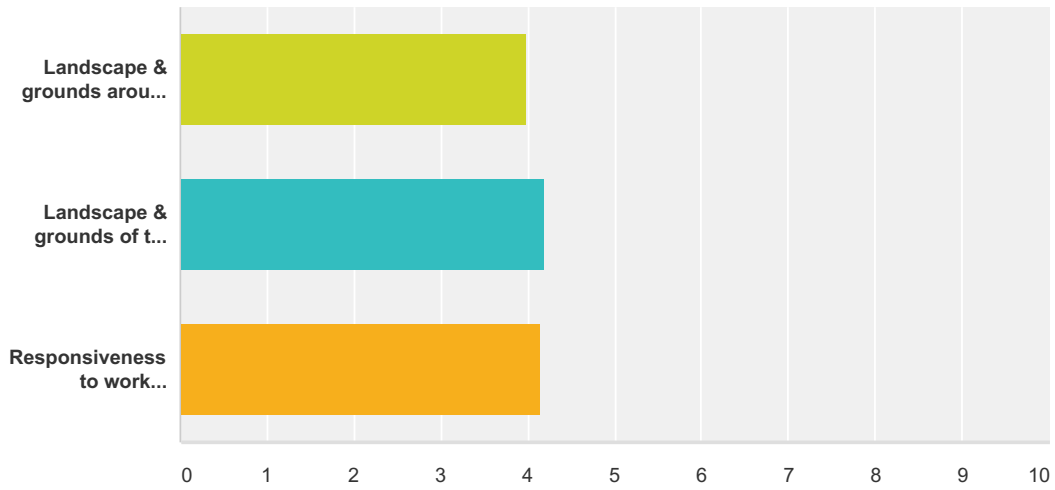
Answered: 102 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Moving office equipment/furniture & event set up	33.33% 34	29.41% 30	6.86% 7	0.98% 1	0.00% 0	29.41% 30	102	4.35
Trash pick up from outside containers	34.65% 35	40.59% 41	9.90% 10	4.95% 5	0.00% 0	9.90% 10	101	4.16
Responsiveness to work requests	32.67% 33	32.67% 33	7.92% 8	0.00% 0	0.00% 0	26.73% 27	101	4.34

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

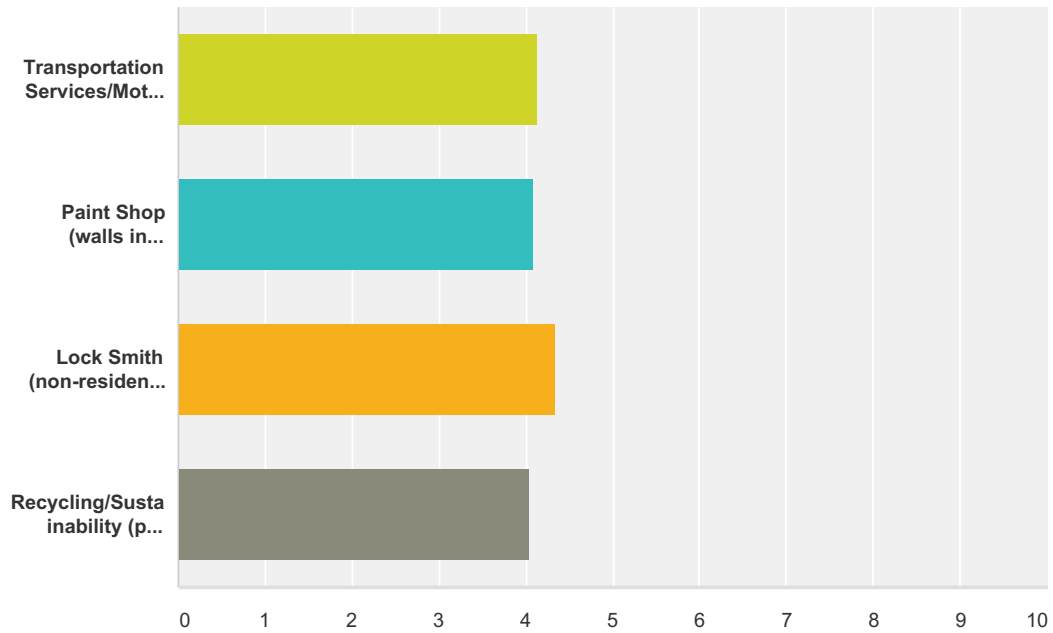
Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Landscape & grounds around YOUR building	33.01% 34	38.83% 40	14.56% 15	8.74% 9	0.97% 1	3.88% 4	103	3.98
Landscape & grounds of the Hattiesburg Campus	42.72% 44	35.92% 37	10.68% 11	6.80% 7	0.00% 0	3.88% 4	103	4.19
Responsiveness to work requests	28.43% 29	24.51% 25	10.78% 11	1.96% 2	0.98% 1	33.33% 34	102	4.16

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

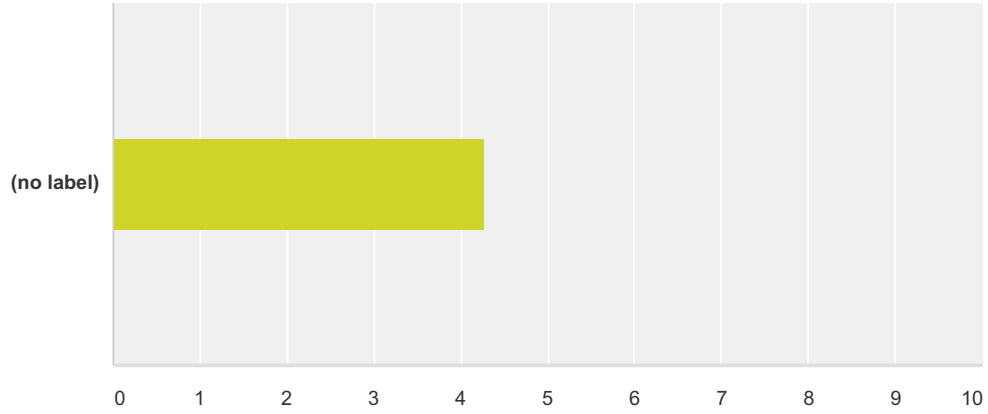
Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Transportation Services/Motor Pool (vehicle maintenance, repair, fuel)	19.42% 20	16.50% 17	12.62% 13	0.00% 0	0.00% 0	51.46% 53	103	4.14
Paint Shop (walls in offices, classrooms & public spaces)	21.36% 22	31.07% 32	12.62% 13	0.97% 1	0.00% 0	33.98% 35	103	4.10
Lock Smith (non-residential key services)	33.33% 34	24.51% 25	7.84% 8	0.98% 1	0.00% 0	33.33% 34	102	4.35
Recycling/Sustainability (pick up of recycled material)	30.10% 31	38.83% 40	8.74% 9	6.80% 7	0.97% 1	14.56% 15	103	4.06

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

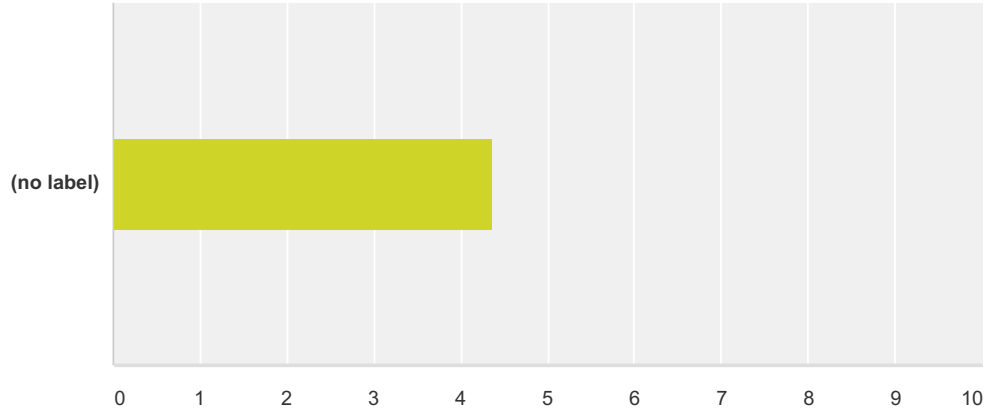
Answered: 102 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	38.24% 39	49.02% 50	9.80% 10	0.98% 1	0.00% 0	1.96% 2	102	4.27

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

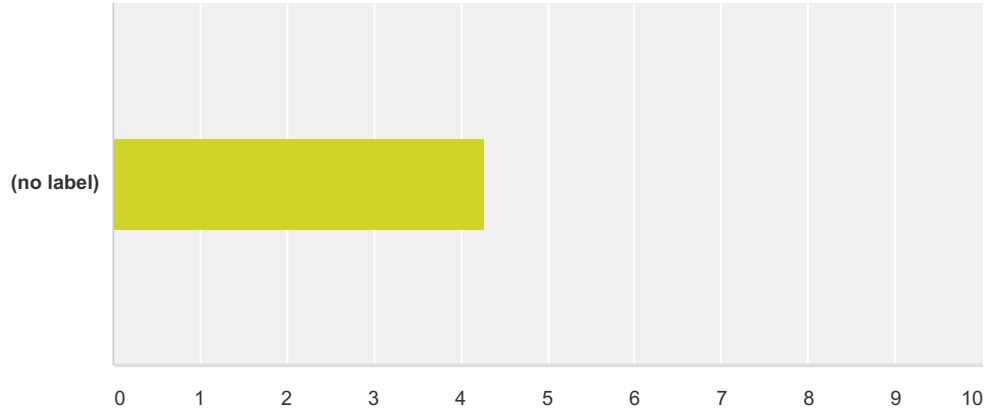
Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	47.57% 49	40.78% 42	7.77% 8	0.97% 1	0.97% 1	1.94% 2	103	4.36

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

Answered: 103 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	36.89% 38	45.63% 47	5.83% 6	1.94% 2	0.97% 1	8.74% 9	103	4.27

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Q17 Comments:

Answered: 32 Skipped: 71

#	Responses	Date
1	Whenever I put a work order in, you all respond in a timely manner, come and complete the job, and also do a follow up call.	12/8/2014 9:01 AM
2	My office is at Stennis Space Center.	12/6/2014 10:36 AM
3	I am extremely impressed by how quickly you respond to our requests.	12/5/2014 5:39 PM
4	The Physical Plant does a great job around the campus but I feel the attention is lacking within in the dorms.	12/5/2014 4:38 PM
5	Overall I am satisfied with the work of the physical plant. They provided good work to the buildings I worked in.	12/5/2014 4:19 PM
6	Great staff. From custodians to carpenters to general maintenance a real family of hard workers.	12/5/2014 4:10 PM
7	Mrs. Jeannette is awesome! Bond Hall 4th floor.	12/5/2014 4:08 PM
8	Physical Plant folks are always helpful and responsive. They are the hardest-working folks on campus. When I have had issues that needed Physical Plant help, I have always gotten what I needed in a timely fashion.	12/4/2014 5:56 AM
9	For the most part my 'dissatisfied' ratings are (I assume) related to sparse resources. Groundskeepers are doing a good job at the front of campus but most all other areas are not kept up well and desperately need maintenance/new beddings/new mulch, etc. We've been dissatisfied with custodians' handling of recyclables (I believe that's been addressed) and frequency of vacuuming. Overall I believe that the PPIt is staffed with people who care about their jobs and care about the university.	12/1/2014 9:27 AM
10	I appreciate the staff always calling to check to see if my work orders have been completed. Good follow up system. The only reason I am dissatisfied with the restroom on second floor in my building is because...water sits on the counter around the sink and when you wash your hands, your clothes get wet...also, the stalls each need a special wall container for disposed of tampons, people are leaving used tampons out on top of the toilet paper dispenser, this is a health hazard and the doors need a hook on the back to hang purses on. Owings McQuagge Hall	11/26/2014 9:36 PM
11	USM School of Music has the best custodians on campus.	11/26/2014 3:35 PM
12	I do not directly put in the work order requests so I put N/A for those items.	11/26/2014 3:29 PM
13	Landscape and up keep of yard could be better. Contract Painters need Parking Decals when on campus - trouble with their parking, Contract Painter and painting were not as professional as expected.	11/24/2014 9:17 AM
14	I worked in omh since 2009 and Miss K, Kassandra was amazing and never complained. She is a dedicated and hard worker. We had to purge 40 years worth of books and papers and she emptied dozens of huge tubs of books garbage and papers for us. We moved to jb George building and the custodians had to be told to empty our garbage, sweep, and mop. The older lady complains and yells at us in the center office if she has to do something for us and is plain lazy. Terrible work attitude.feel free to contact me Dr.Pola Jakacki. I just spoke to Dean Ann Blackwell about this issue.	11/22/2014 7:35 AM
15	My only complaint is if there is ever a misunderstanding that the office closes at 4pm. Though, this is hardly the case as I believe this is the most efficient department on campus.	11/21/2014 6:17 PM
16	students should be able to submit work requests	11/21/2014 4:09 PM
17	The only reason I was not Very Satisfied with room temperature control for HVAC is because I am in Johnson Science Tower and which has major temperature variations. This is due to the type of system we have, not due to HVAC's response.	11/21/2014 2:32 PM
18	Housekeeping staff for IC and second floor of IC ----great to work with and great to respond to our needs and needs of other faculty who need to have room unlocked	11/21/2014 2:27 PM
19	LAB is too cold in summer.	11/21/2014 2:12 PM
20	Physical Plant is AMAZING! Always fast. Always nice. Thanks guys!	11/21/2014 9:41 AM
21	temperature problems on 2nd floor of PAC-238.	11/20/2014 8:21 PM

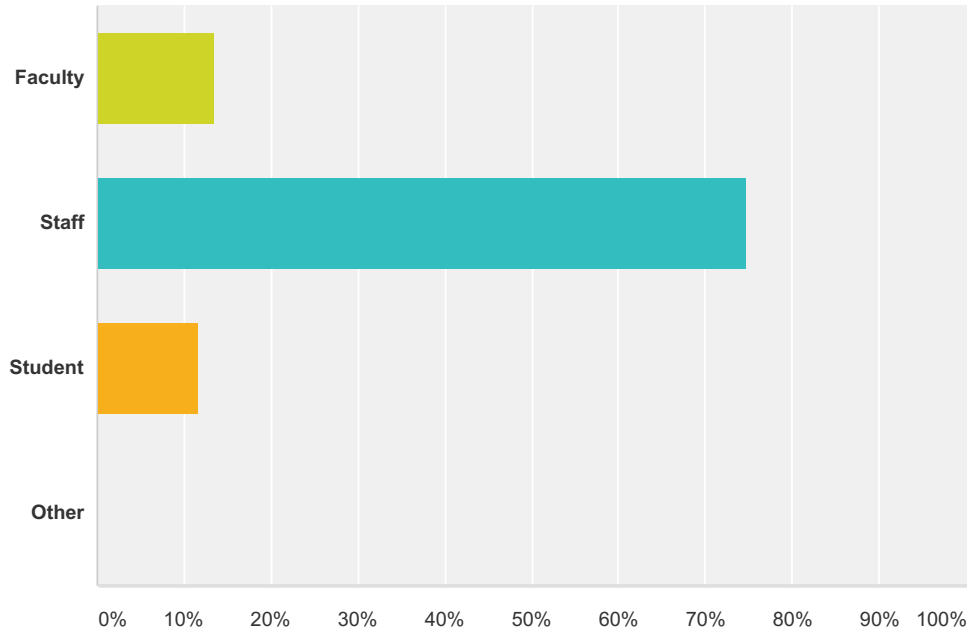
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22	There should be a generic (not building specific) way to notify the PP staff of issues on campus.	11/20/2014 4:58 PM
23	The university should kplement "recycleing " at everyconer of the campus to reduce the waste.	11/20/2014 4:34 PM
24	We've got to be a bit more innovative in how we do things. Let's do some small things in areas to spruce them up, especially high traffic areas for students. Also, we may need to add some trash cans in areas on campus that don't have any. Sometimes, I call to report a problem and get told to put on a workorder. If the problem isn't in my area, I feel apprehensive to do this. Yall work hard, thanks for what you do.	11/20/2014 4:16 PM
25	I marked dissatisfied on section re: recycling because of multiple complaints that our recycling gets mixed with regular trash and never makes it to where it is supposed to go.	11/20/2014 10:02 AM
26	Thank you for all your hard work. It shows in the beauty of the campus and cleanliness of the facilities.	11/20/2014 9:17 AM
27	The personnel within P Plant are excellent. The only negative thing I have to say concerns your website for submitting work orders. Many times it freezes and I have to call the P Plant number to submit my work order.	11/20/2014 7:49 AM
28	Physical plant personnel are among the hardest working people on campus. Thank you for keeping the wheels on this operation!	11/20/2014 12:00 AM
29	I think Physical Plant as a whole is doing a good job but some of them are not friendly.	11/19/2014 4:59 PM
30	My only real complaint is the communication once a work order is accepted. If you happen to be in the building the same time the workers are, you can get information, but usually no follow up. Once the work is completed there is a follow up to satisfactory of work, half that time I have to check to see if the work has been completed.	11/19/2014 4:21 PM
31	Ricky in HVAC and Jeanette in Housekeeping are absolutely AMAZING!!! Others should strive to be like them.	11/19/2014 4:19 PM
32	Keep up the good work!	11/19/2014 4:11 PM

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Q18 Affiliation:

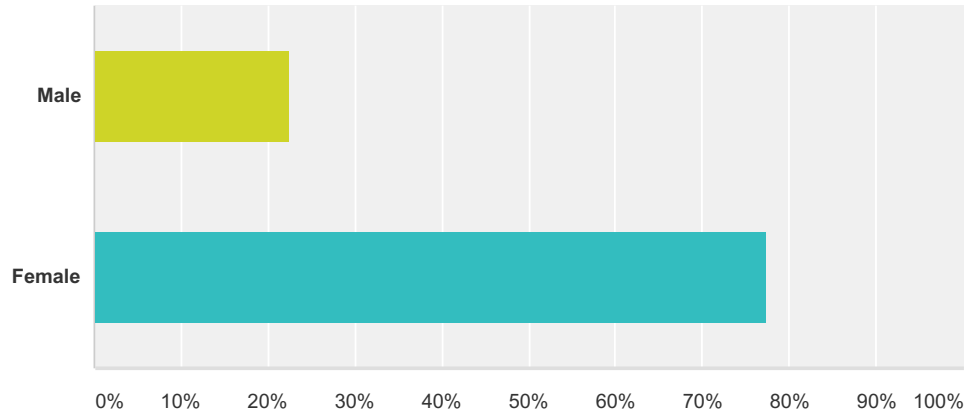
Answered: 103 Skipped: 0



Answer Choices	Responses
Faculty	13.59% 14
Staff	74.76% 77
Student	11.65% 12
Other	0.00% 0
Total	103

Q19 Gender

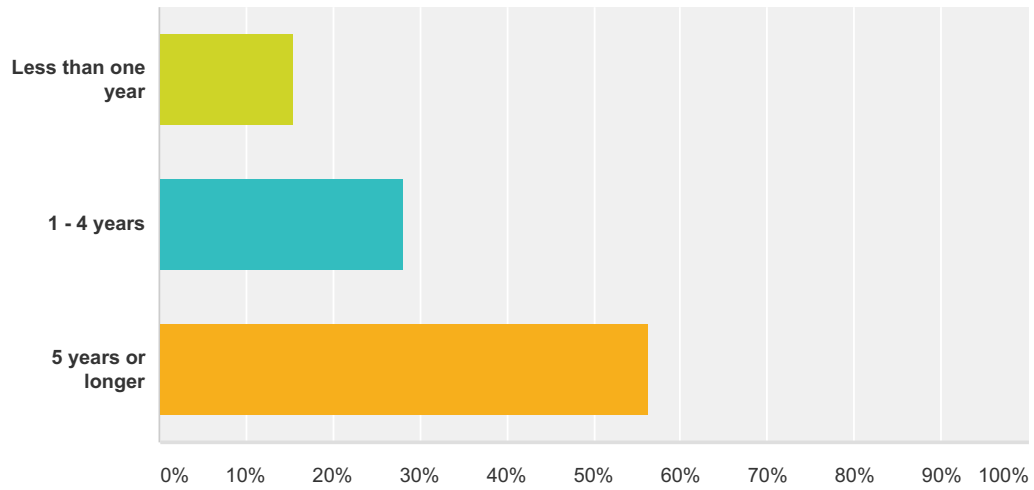
Answered: 102 Skipped: 1



Answer Choices	Responses	
Male	22.55%	23
Female	77.45%	79
Total		102

Q20 Length of time at your present Southern Miss facility:

Answered: 103 Skipped: 0



Answer Choices	Responses	
Less than one year	15.53%	16
1 - 4 years	28.16%	29
5 years or longer	56.31%	58
Total		103