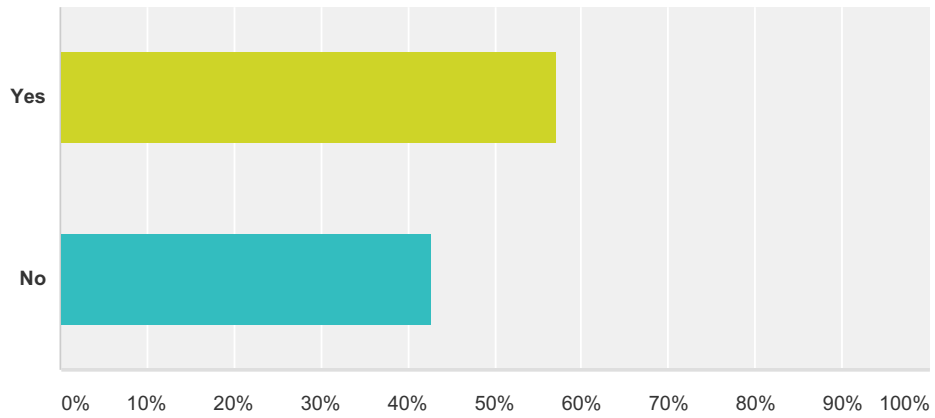


Q1 Have you used the Physical Plant online work order system within the last year?

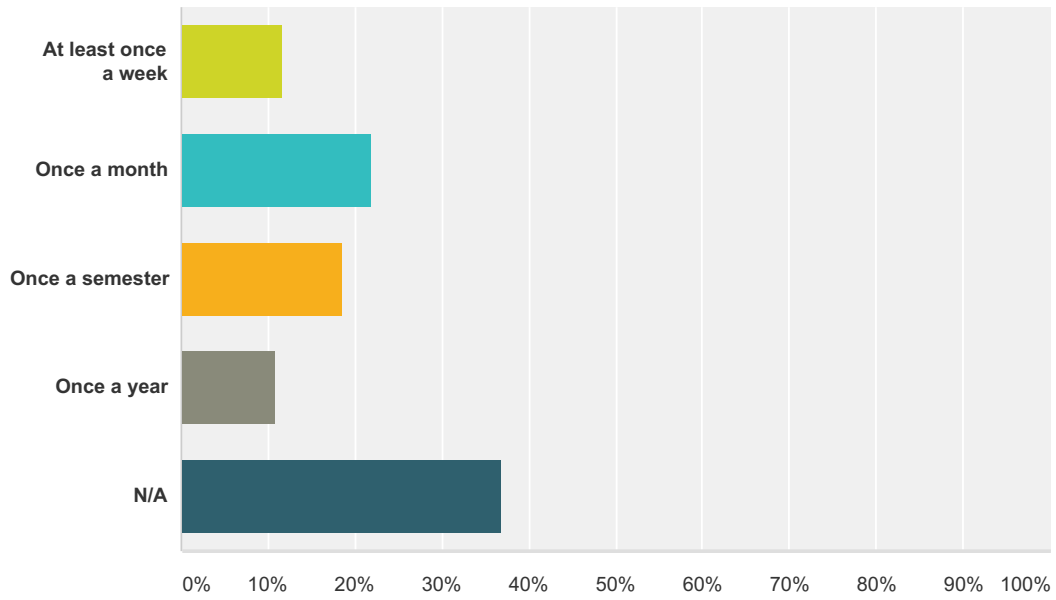
Answered: 119 Skipped: 1



Answer Choices	Responses	
Yes	57.14%	68
No	42.86%	51
Total		119

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

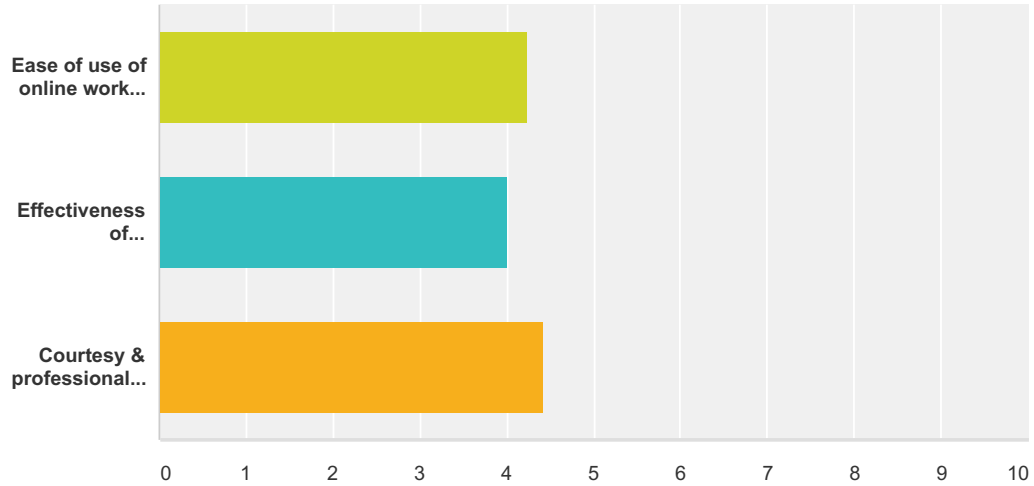
Answered: 119 Skipped: 1



Answer Choices	Responses	Count
At least once a week	11.76%	14
Once a month	21.85%	26
Once a semester	18.49%	22
Once a year	10.92%	13
N/A	36.97%	44
Total		119

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

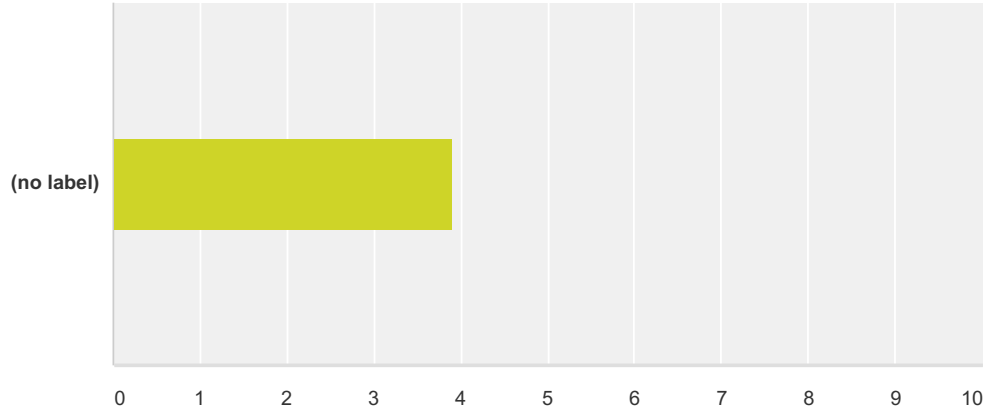
Answered: 120 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Ease of use of online work order system	30.83% 37	25.00% 30	10.00% 12	2.50% 3	0.00% 0	31.67% 38	120	4.23
Effectiveness of communication	26.67% 32	31.67% 38	10.83% 13	4.17% 5	2.50% 3	24.17% 29	120	4.00
Courtesy & professionalism of work control staff	43.70% 52	26.89% 32	4.20% 5	0.84% 1	1.68% 2	22.69% 27	119	4.42

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

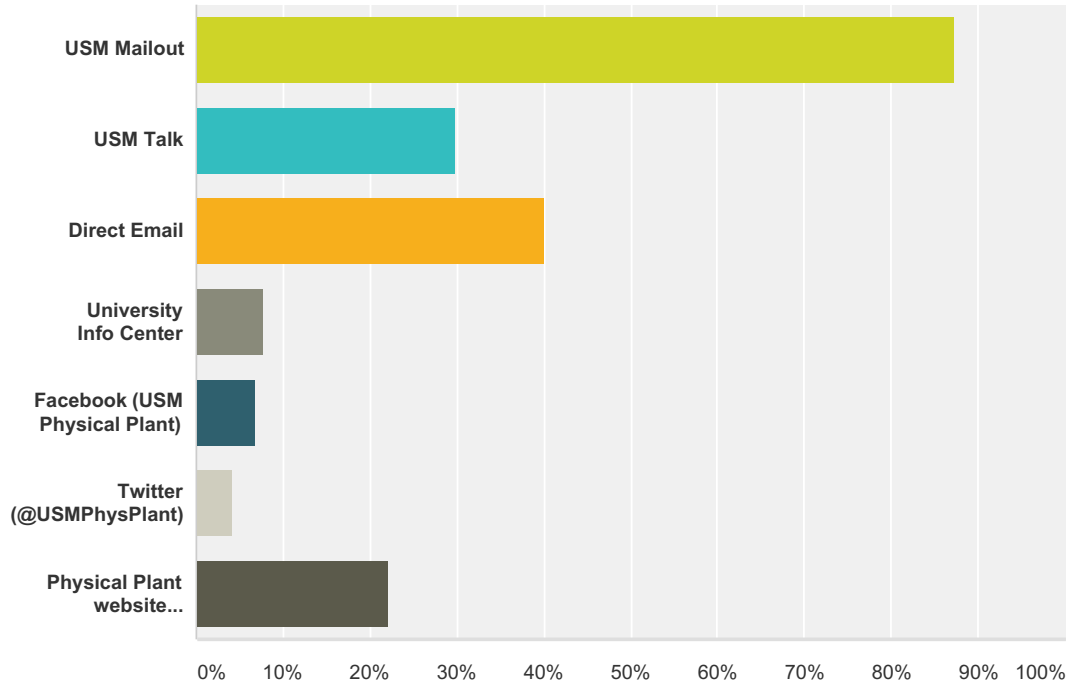
Answered: 116 Skipped: 4



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	25.86% 30	48.28% 56	12.93% 15	3.45% 4	5.17% 6	4.31% 5	116	3.90

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

Answered: 117 Skipped: 3



Answer Choices	Responses
USM Mailout	87.18% 102
USM Talk	29.91% 35
Direct Email	40.17% 47
University Info Center	7.69% 9
Facebook (USM Physical Plant)	6.84% 8
Twitter (@USMPhysPlant)	4.27% 5
Physical Plant website (usm.edu/physicalplant)	22.22% 26
Total Respondents: 117	

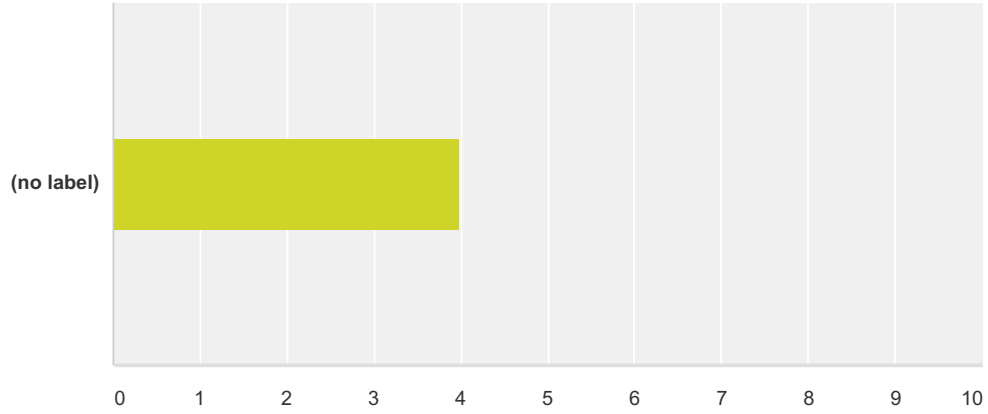
#	Other (please specify)	Date
1	Department emails	5/15/2015 3:03 PM
2	Word of mouth	5/15/2015 1:19 PM
3	Department Admin	5/14/2015 9:14 AM
4	Word of mouth	5/8/2015 1:37 PM
5	Phone	5/5/2015 10:13 AM

Customer Satisfaction Survey - Spring 2015

6	someone in the office tells us	5/4/2015 2:23 PM
7	Telephone	5/4/2015 12:13 PM

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

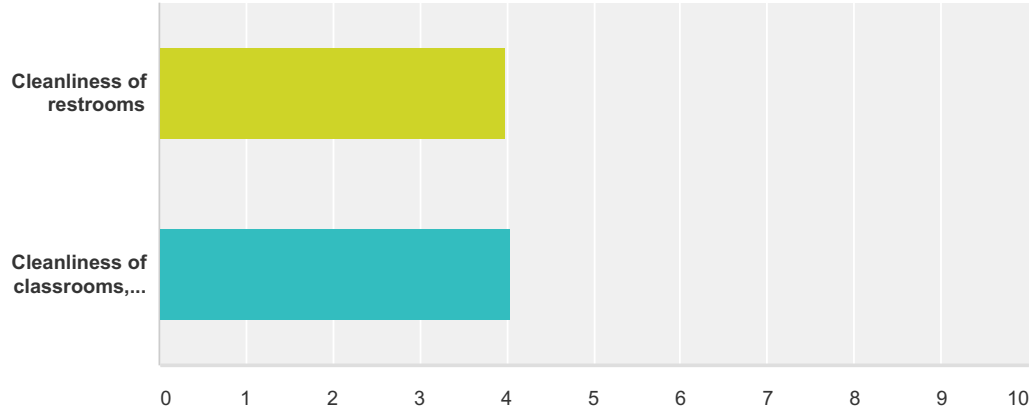
Answered: 116 Skipped: 4



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	20.69% 24	37.07% 43	15.52% 18	3.45% 4	0.00% 0	23.28% 27	116	3.98

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

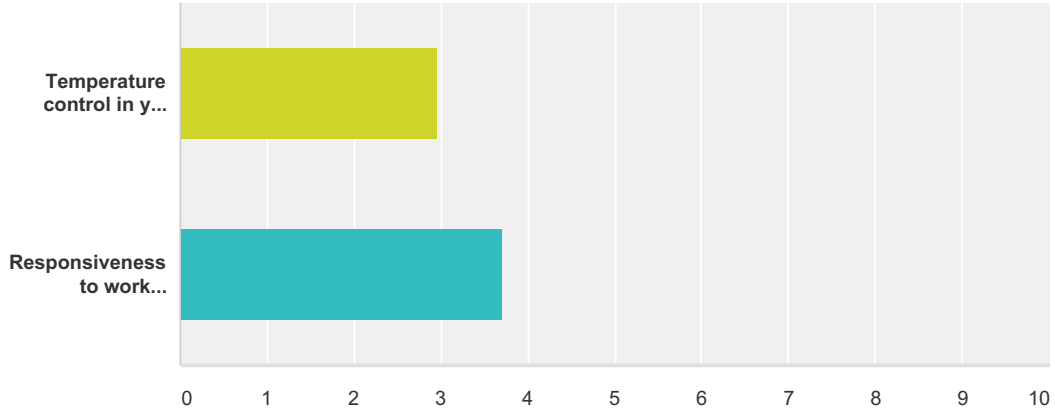
Answered: 120 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Cleanliness of restrooms	40.00% 48	33.33% 40	10.83% 13	10.00% 12	3.33% 4	2.50% 3	120	3.99
Cleanliness of classrooms, offices & hallways	44.17% 53	32.50% 39	8.33% 10	7.50% 9	5.00% 6	2.50% 3	120	4.06

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

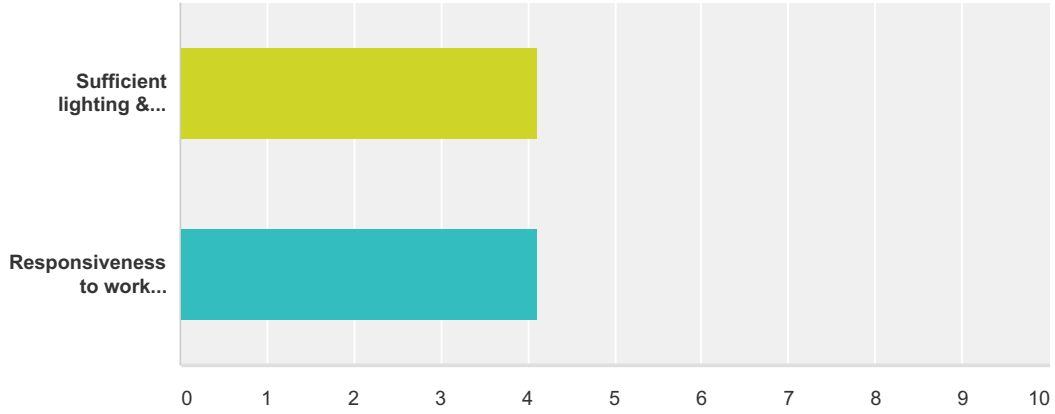
Answered: 120 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Temperature control in your building	11.76% 14	26.05% 31	18.49% 22	30.25% 36	10.92% 13	2.52% 3	119	2.97
Responsiveness to work requests	25.00% 30	32.50% 39	15.00% 18	3.33% 4	9.17% 11	15.00% 18	120	3.72

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

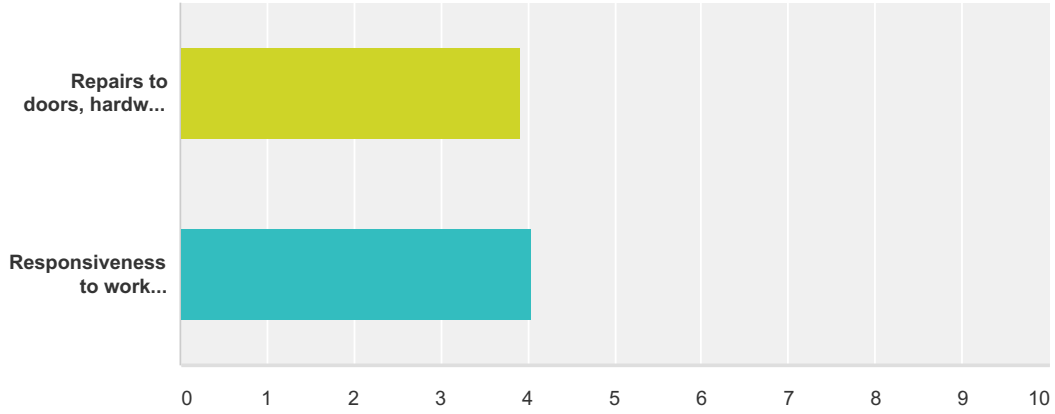
Answered: 120 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Sufficient lighting & electrical outlets	38.66% 46	39.50% 47	10.92% 13	5.88% 7	1.68% 2	3.36% 4	119	4.11
Responsiveness to work requests	33.61% 40	31.93% 38	14.29% 17	0.84% 1	2.52% 3	16.81% 20	119	4.12

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

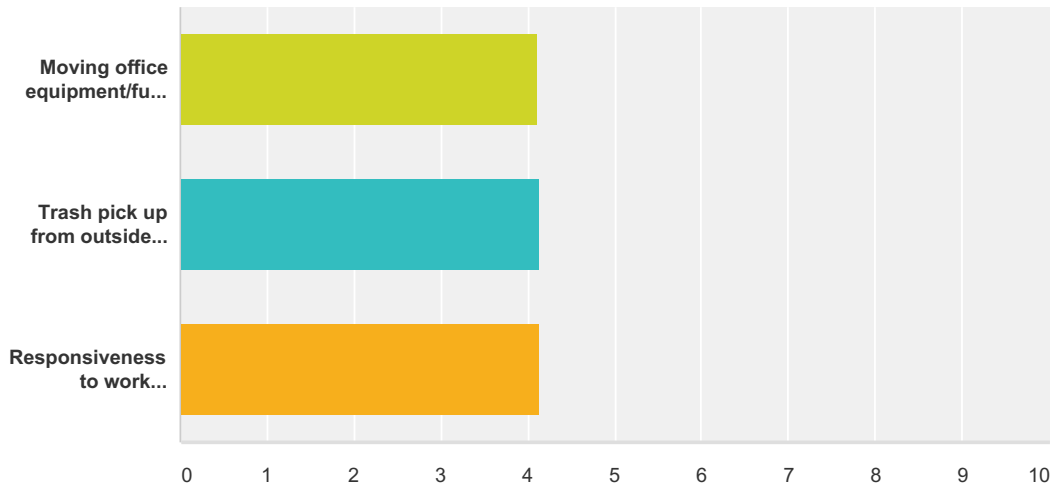
Answered: 120 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Repairs to doors, hardware & furnishings; renovations/alterations	29.17% 35	37.50% 45	15.83% 19	5.00% 6	3.33% 4	9.17% 11	120	3.93
Responsiveness to work requests	31.93% 38	29.41% 35	14.29% 17	0.84% 1	4.20% 5	19.33% 23	119	4.04

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

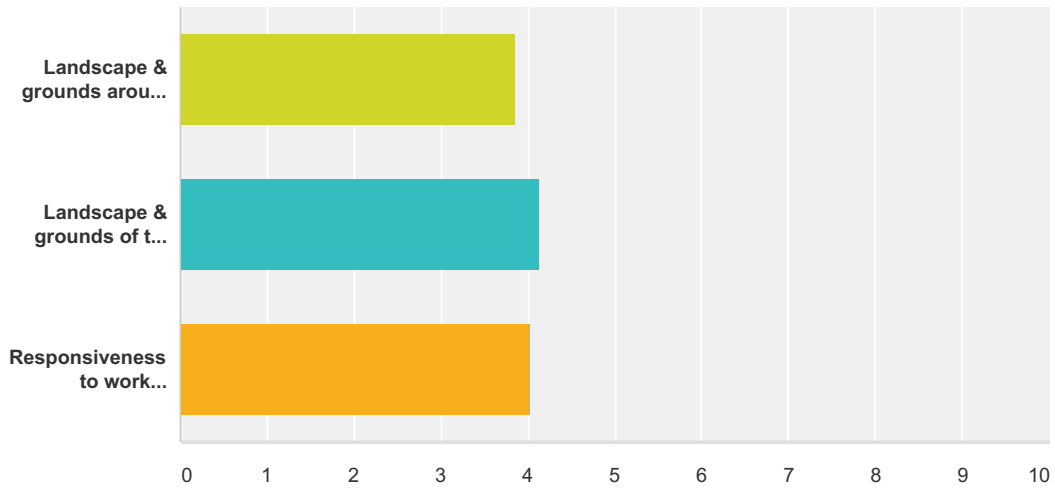
Answered: 120 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Moving office equipment/furniture & event set up	28.33% 34	30.83% 37	13.33% 16	1.67% 2	0.83% 1	25.00% 30	120	4.12
Trash pick up from outside containers	32.77% 39	40.34% 48	9.24% 11	4.20% 5	0.84% 1	12.61% 15	119	4.14
Responsiveness to work requests	27.97% 33	32.20% 38	10.17% 12	1.69% 2	1.69% 2	26.27% 31	118	4.13

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

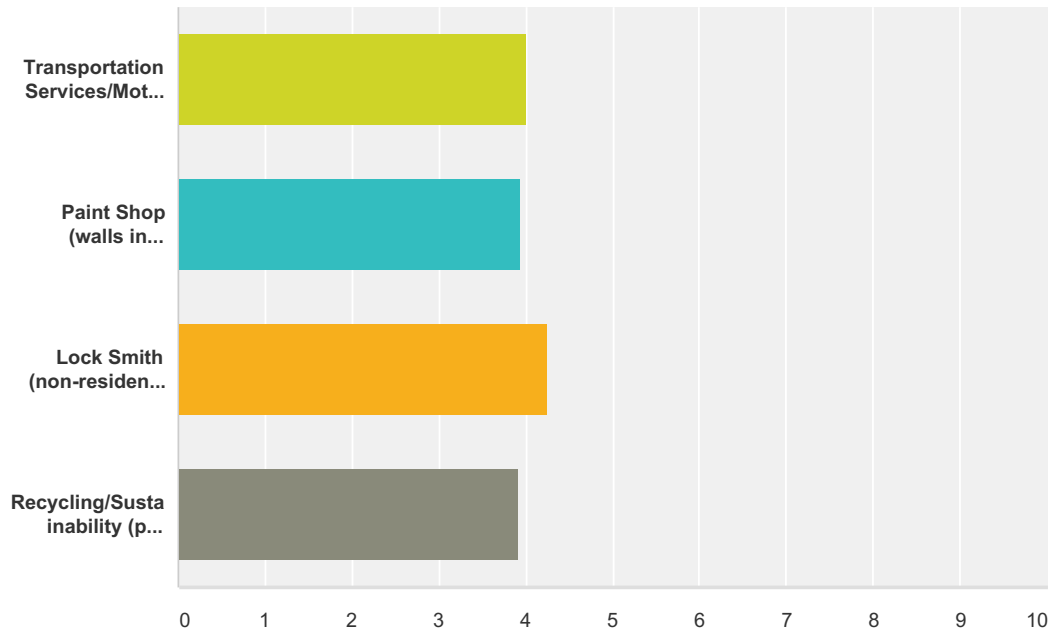
Answered: 120 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Landscape & grounds around YOUR building	32.50% 39	33.33% 40	20.00% 24	9.17% 11	2.50% 3	2.50% 3	120	3.86
Landscape & grounds of the Hattiesburg Campus	38.66% 46	37.82% 45	12.61% 15	5.04% 6	0.84% 1	5.04% 6	119	4.14
Responsiveness to work requests	24.14% 28	23.28% 27	12.93% 15	0.86% 1	2.59% 3	36.21% 42	116	4.03

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

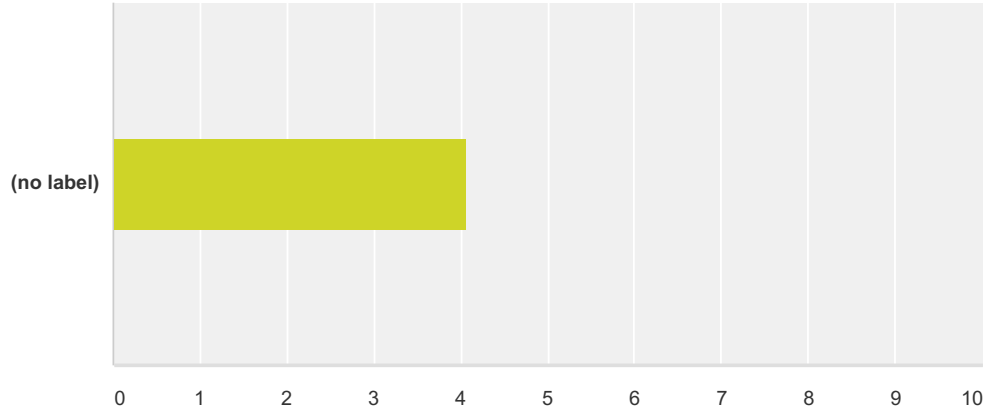
Answered: 120 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Transportation Services/Motor Pool (vehicle maintenance, repair, fuel)	10.83% 13	22.50% 27	8.33% 10	0.00% 0	0.83% 1	57.50% 69	120	4.00
Paint Shop (walls in offices, classrooms & public spaces)	18.33% 22	23.33% 28	18.33% 22	1.67% 2	0.00% 0	38.33% 46	120	3.95
Lock Smith (non-residential key services)	31.09% 37	15.97% 19	13.45% 16	0.84% 1	0.00% 0	38.66% 46	119	4.26
Recycling/Sustainability (pick up of recycled material)	30.00% 36	33.33% 40	11.67% 14	3.33% 4	5.83% 7	15.83% 19	120	3.93

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

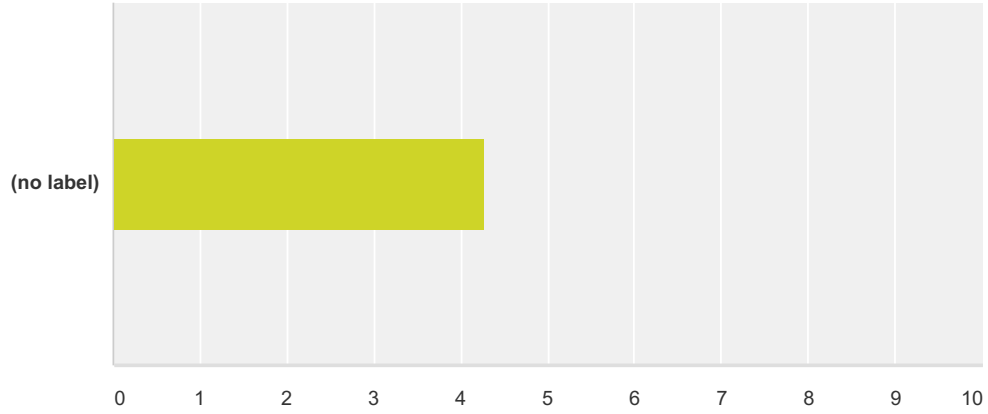
Answered: 117 Skipped: 3



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	28.21% 33	53.85% 63	12.82% 15	2.56% 3	0.85% 1	1.71% 2	117	4.08

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

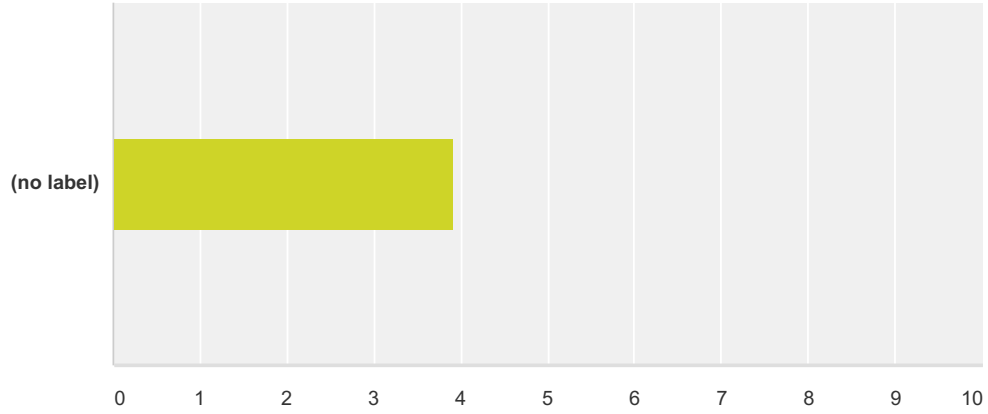
Answered: 119 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	40.34% 48	44.54% 53	10.08% 12	0.84% 1	0.84% 1	3.36% 4	119	4.27

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

Answered: 119 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	25.21% 30	39.50% 47	14.29% 17	3.36% 4	3.36% 4	14.29% 17	119	3.93

Customer Satisfaction Survey - Spring 2015

Q17 Comments:

Answered: 41 Skipped: 79

#	Responses	Date
1	Always have great response time from this group.	5/15/2015 4:10 PM
2	The front steps of the Trent Lott Center need to be power washed. It looks very bad from Hwy 49 due to the mold on the steps.	5/15/2015 3:42 PM
3	The crew did a great job at Commencement!	5/15/2015 3:21 PM
4	Older buildings on campus need MAJOR upgrades.	5/15/2015 3:07 PM
5	Everything in the FAB and PAC looks great and works great (except for the exterior door locks & card readers).	5/15/2015 3:05 PM
6	Nothing specific	5/14/2015 8:00 PM
7	As a former custodian for multiple buildings, I will have to say the custodial staff within the PSRC building have it made. I'm at a loss for words to described the laziness observed of the the custodians. They are either on their phone, or sitting in the break room, or taking walks outside. To me, that does not deserve pay. This building is kept in fairly clean condition daily for the level of activity, and yet, the custodial staff still finds things that are not their job to do.	5/14/2015 9:15 AM
8	With in the PSRC we have had multiple issues with custodial staff complaining about having to do more than just a simple 'one wipe' clean and with breaking down boxes and doing their job in general. I am very confused as to what their job description requires of them as they find more than surface clean to not be their problem. They also seem to be very inefficient with the use of their time while cleaning the building for the quality received. There have also been severe problems with the HVAC system in the building that have been detrimental to the productivity of research for months, this makes it very difficult as a student to conduct environmentally sensitive research in a state of the art facility. I realize that everyone is doing the best that they can with in the time and politics of getting service but these issues are every day occurrences that cause grievances through my email box of people not being able to plan work in advance cause loss of material for experiments and cleaning our labs every night of anything that could be perceived as more than a fingerprint so there is not an email of dissatisfaction of the daily wear and tear of the building. Also in terms of recycling it has been brought to our attention that we may or may not have someone to pick up our recycling nor do we have custodial that are responsible for moving it around. We have a great interest in recycling and having a clear plan would benefit the interest of all the people in the building.	5/14/2015 9:14 AM
9	putting in a work order involves clicking through at least three places. should be able to get there in one click. grounds around JBG don't get much attention. several people have commented that the housekeeping staff on the first floor take a lot of breaks and smoke right outside of building.	5/13/2015 4:30 PM
10	I work in McCain, but I frequently work and visit Cook as well. Most of the bathrooms on those floors lack tissue, soap, paper towels, and are not clean. They do not even appear to have been cleaned recently. There are always tissue outages on Cook's first floor, which is where most people venture. I should not have to visit three stalls before finding tissue. It is the same in McCain there have been times of lack of tissue or soap for days.	5/13/2015 10:08 AM
11	Indoor and outdoor of the University of Southern Mississippi always looks clean and nice.	5/11/2015 1:15 AM
12	Overall, between satisfied and very satisfied.	5/8/2015 2:21 PM
13	GREAT courtesy, service standard and good cheer.	5/8/2015 1:37 PM
14	Staff is always prompt, courteous and helpful.	5/8/2015 12:50 PM
15	Would like to see more recycling pick-ups and the discussion of getting some different bins in our facility that are easier on the eyes. Its also difficult at times for communication to happen and have phone calls returned when messages are left.	5/8/2015 11:25 AM
16	McLemore East side needs work outside. Area around golf carts and equipment often not picked up well. Rest of the building very well.	5/8/2015 11:10 AM
17	n/a	5/7/2015 7:57 PM

Customer Satisfaction Survey - Spring 2015

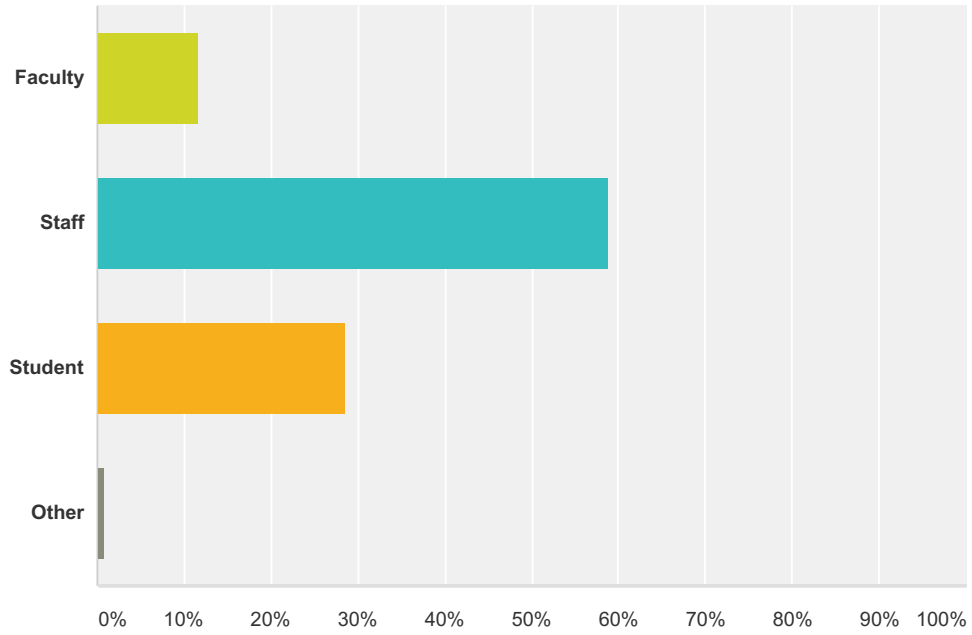
18	The womens bathrooms in LAB first floor and forth floor routinely have towels overflowing out of the trash can. Last week in LAB forth floor womens bathroom out of paper towels Also, in the International Building on the first floor womens bathroom out of toilet paper in ALL stalls last week April 27	5/7/2015 2:38 PM
19	The custodians in Johnson Science Tower spend more time "hiding" in the graduate student mail room than I ever see them cleaning. I noted that it took them almost a week to remove a dead roach from the stairwell, yet they are always just sitting in the mail room with the door closed and locked. They also just throw all the recycling and trash into the same large trash can, which means they are likely not separating it out later. If the custodians don't want to recycle or support the university's stand on sustainability then why bother having the blue recycling bins in the offices and labs in the building?	5/7/2015 2:01 PM
20	I can't say enough to thank the Physical Plant for everything they do for the School of Music. The quick turn-around time for work requests is amazing and the staff (especially Carrie) is outstanding. Jerry and his guys are always available when we need something moved (even at the last minute) and their efforts are so appreciated. Also, our Custodial staff takes excellent care of not only the buildings but also the faculty and staff here in the School of Music. I've been a staff member of the University for many years and am proud to be a part of the Southern Miss family! Thank you all for a job well done!	5/7/2015 9:31 AM
21	I have often thought it would be nice if employees could easily notify Physical Plant about various needed repairs directly. Even if these things couldn't be repaired immediately, it would serve as a list of things that should be examined and put on a list for future repair if funds become available. I often see things that need fixing around campus, but I have no idea to whom it should be reported. For example, once I was in TCC, and some of us wanted to plug in our laptops, but the outlets were dead. I was just there for the day, so it wasn't worth running around asking who was in charge of building maintenance for TCC. Also, in LAB, there are some unsightly issues related to the walls. These are not emergencies, but they diminish the environment in which we work and students attend classes. I understand that repairs cost money that may not exist, but if a unit that is charge of a building is just not keeping up maintenance, reporting issues to Physical Plant, or willing to spend the money, how do any of these problems get identified as problems? By the way, when I have seen Physical Plant respond to problems, I think they have done a good job; the problem is understanding how to get them to respond.	5/6/2015 7:02 PM
22	The reason I put dissatisfied for HVAC and response to request is because we put a request in and heard back from no one. Called and left voicemail after voicemail, no response. No one else in the office could help on the work order and Byron Ellis need back up to call people back. Had to email his boss just to get the work order completed after a month. A phone call back to say we are backed up would have been nice.	5/6/2015 4:45 PM
23	I am Gulf Coast staff. Thank you.	5/6/2015 4:14 PM
24	The grounds have come a long way in the past couple of years. Keep working on it, particularly around older parts of campus.	5/6/2015 3:21 PM
25	The custodians in Johnson Science Tower could do a better job of cleaning and maintaining (paper towels, soap dispensors) the restrooms	5/6/2015 3:03 PM
26	More help in testing and checking out materials from The Stores will be highly appreciated.	5/6/2015 2:45 PM
27	We kept getting messages that the parking lot by the International Building would be closed and it never was. Now it seems it will be closed next week. Which is fine, except for we start ignoring messages when it becomes clear that they are not reliable.	5/6/2015 2:40 PM
28	I would like to be able to work comfortably in my office environment. The temperature is either cold or colder. Many of my co-workers use blankets on a daily basis, as well as wear jackets and sweaters just to try to remain warm.	5/6/2015 7:50 AM
29	Online work order system doesn't work sometimes, so I have to call.	5/5/2015 7:49 AM
30	we froze for 2-3 weeks after Christmas - today the AC is broken	5/4/2015 2:23 PM
31	Occasionally my recycling is not picked up for a few weeks, and it will start to tower over my recycling bin. Most of the time, it is still not picked up even after this happens, and so I usually leave a nice note on my door - "Please empty the recycling bin! :)"	5/4/2015 1:27 PM
32	The Physical Plant needs to get away from FAXes for submission of W/O relating to Surplus. In addition, USM is one entity and in order to coordinate a simple pickup of equipment from an office to Surplus, one must create a Transfer in the Property Accounting system, print the transfer, create a W/O within Physical Plant's system, document it on the printed form, then physically fax the Transfer to Physical Plant. This should be a seamless online operation via Property Accounting's Asset Works site.	5/4/2015 1:22 PM

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33	McCain Library is filthy and disgusting. The bathrooms have 1/4 inch thick layers of fuzzy dust buildup and the "cleaning" products cause allergic reactions. Several students have had to take allergy medication after developing hives from touching surfaces. Edith will sit outside or on the second floor after 7:30am and not do anything. Then she gets angry and shouts at people when they have to clean up after her. She is not a pleasant person to have in the building.	5/4/2015 1:17 PM
34	Work Order Request Site is very clunky and not user friendly.	5/4/2015 1:14 PM
35	A kindly suggestion: Can someone attend to the growth of weeds/brush behind Mannnoni PAC (parking lot side, between bldg and sidewalk). Also, PAC 233 needs light replaced (maybe ballast is out). Ida is a great lady!	5/4/2015 1:04 PM
36	There are so many areas around LAB that look very scrubby with irrigation hoses and tree roots exposed. It would be lovely if mulch could be put down to hide them.	5/4/2015 12:35 PM
37	Temperature has been very difficult to regulate this semester in the Liberal Arts Building.	5/4/2015 12:34 PM
38	As a whole PP is always quick to respond and correct any issues.	5/4/2015 12:00 PM
39	Ricky from HVAC and Jeanette from Custodial are AMAZING! Wish we had more like those two!	5/4/2015 12:00 PM
40	We realize this is a very old building and the heating and cooling cannot be handled to everyone's satisfaction and we can't expect that. But it is cold on one side and warm on the other..so we deal with it without expecting too much else.	5/4/2015 11:57 AM
41	The area of campus between Fritze-Gibbes and the Joseph Greene Hall always has trash.	5/4/2015 11:49 AM

Q18 Affiliation:

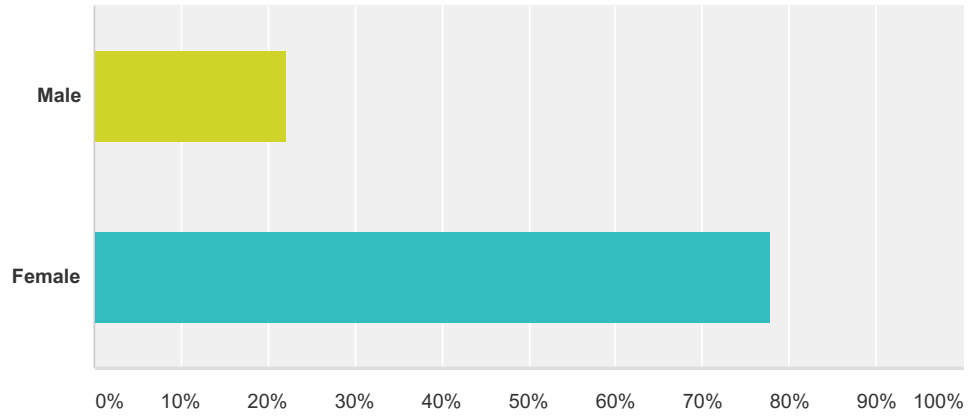
Answered: 119 Skipped: 1



Answer Choices	Responses
Faculty	11.76% 14
Staff	58.82% 70
Student	28.57% 34
Other	0.84% 1
Total	119

Q19 Gender

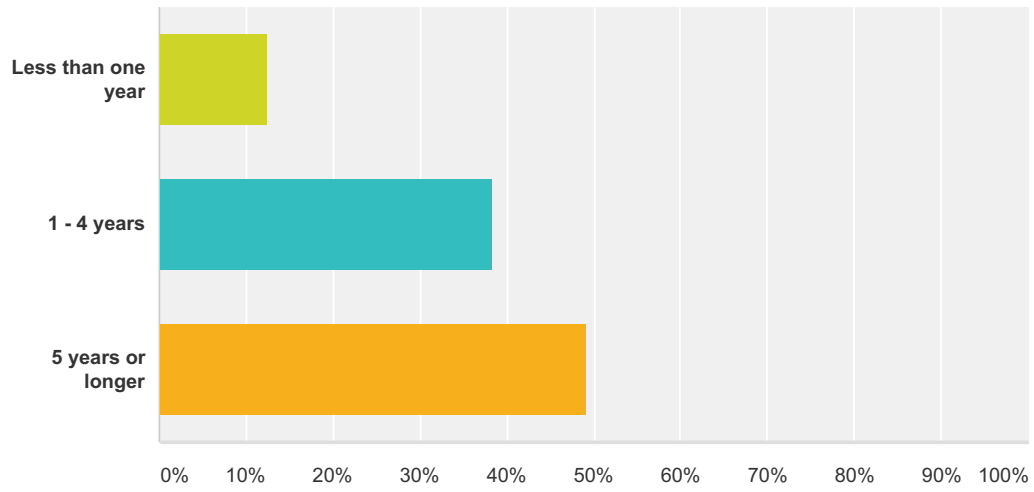
Answered: 118 Skipped: 2



Answer Choices	Responses	
Male	22.03%	26
Female	77.97%	92
Total		118

Q20 Length of time at your present Southern Miss facility:

Answered: 120 Skipped: 0



Answer Choices	Responses	
Less than one year	12.50%	15
1 - 4 years	38.33%	46
5 years or longer	49.17%	59
Total		120