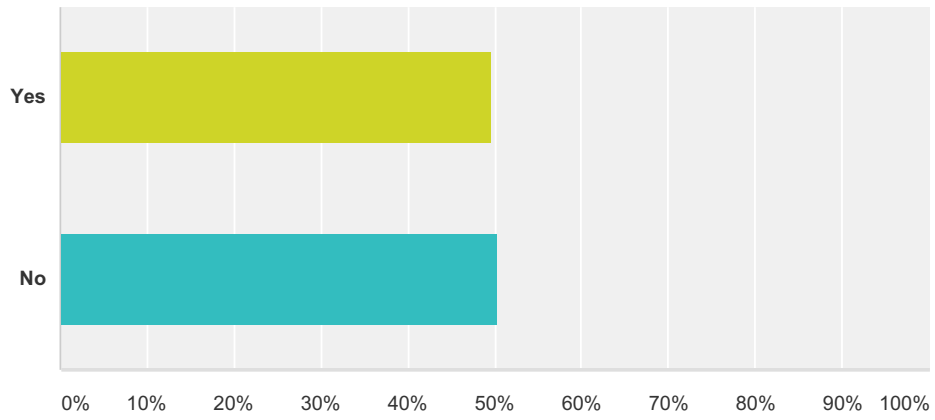


Q1 Have you used the Physical Plant online work order system within the last year?

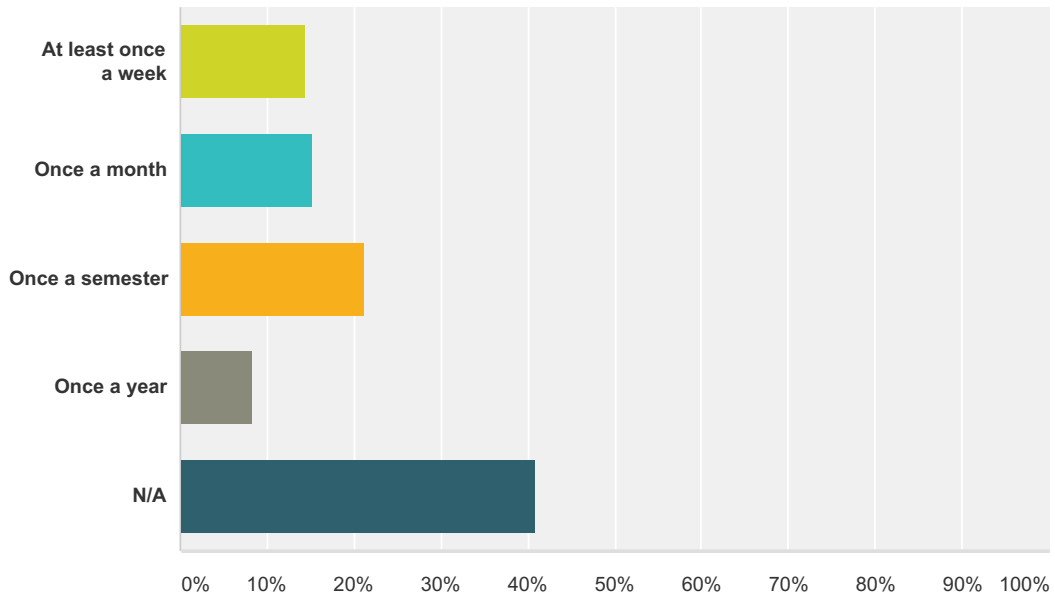
Answered: 133 Skipped: 0



Answer Choices	Responses	
Yes	49.62%	66
No	50.38%	67
Total		133

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

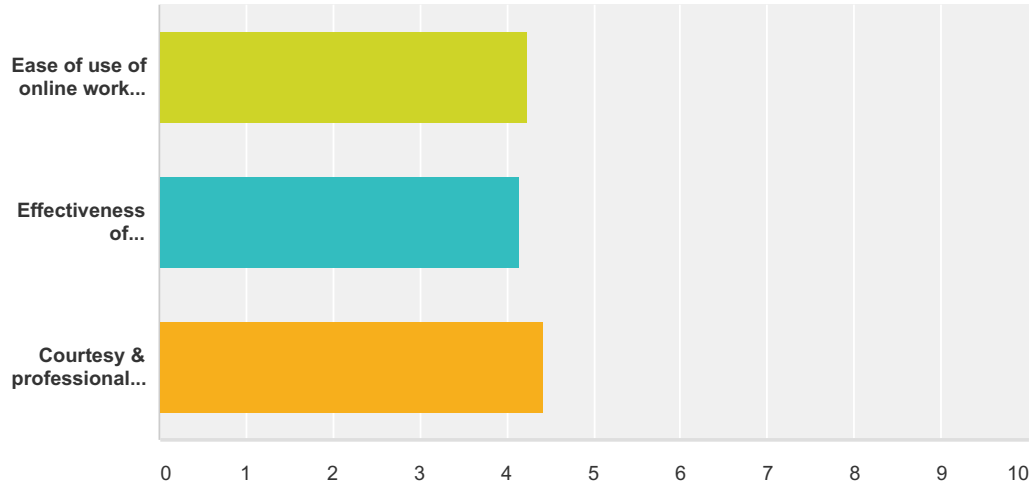
Answered: 132 Skipped: 1



Answer Choices	Responses	Count
At least once a week	14.39%	19
Once a month	15.15%	20
Once a semester	21.21%	28
Once a year	8.33%	11
N/A	40.91%	54
Total		132

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

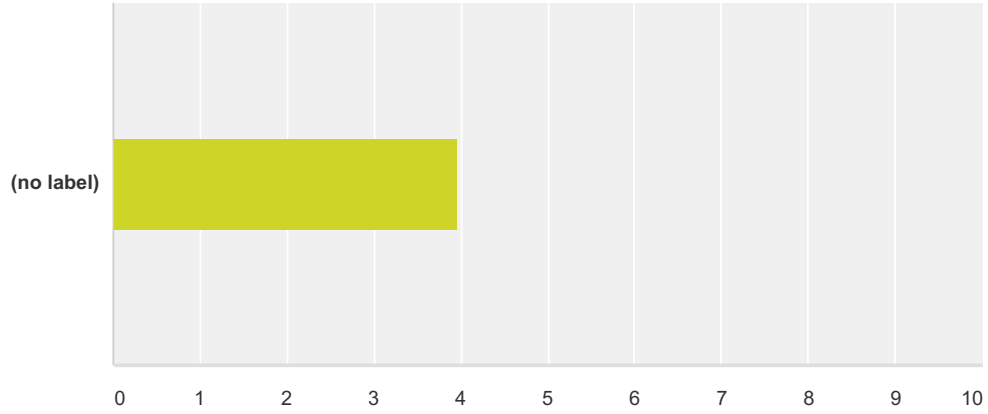
Answered: 132 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Ease of use of online work order system	31.30% 41	25.19% 33	6.11% 8	2.29% 3	1.53% 2	33.59% 44	131	4.24
Effectiveness of communication	26.72% 35	33.59% 44	8.40% 11	1.53% 2	1.53% 2	28.24% 37	131	4.15
Courtesy & professionalism of work control staff	40.46% 53	25.19% 33	6.11% 8	1.53% 2	0.00% 0	26.72% 35	131	4.43

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

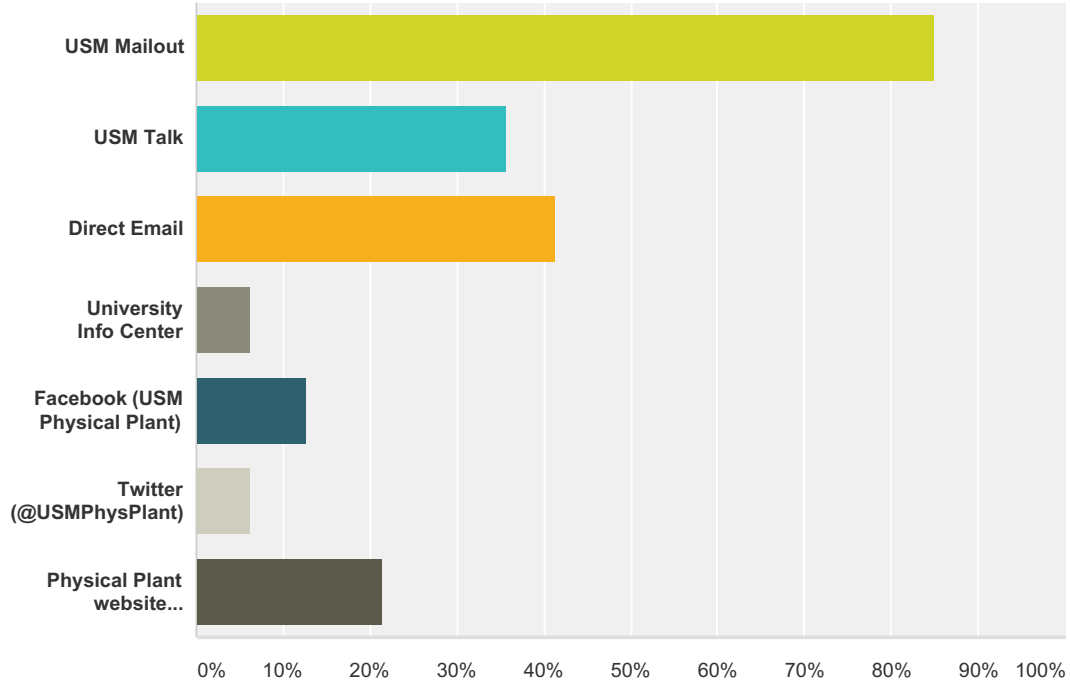
Answered: 132 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	29.55% 39	37.88% 50	16.67% 22	6.06% 8	1.52% 2	8.33% 11	132	3.96

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

Answered: 126 Skipped: 7

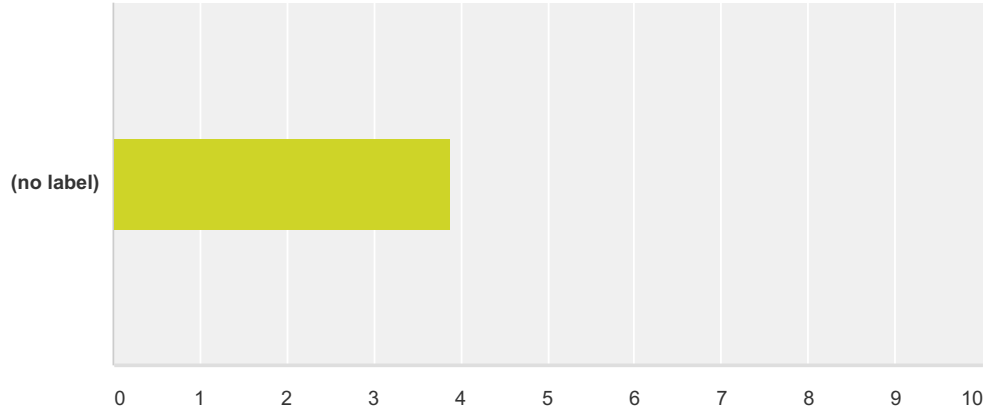


Answer Choices	Responses
USM Mailout	84.92% 107
USM Talk	35.71% 45
Direct Email	41.27% 52
University Info Center	6.35% 8
Facebook (USM Physical Plant)	12.70% 16
Twitter (@USMPhysPlant)	6.35% 8
Physical Plant website (usm.edu/physicalplant)	21.43% 27
Total Respondents: 126	

#	Other (please specify)	Date
1	phone calls	4/28/2014 12:55 PM
2	Front office at Cook takes care of problems	4/28/2014 12:16 PM
3	Building Liaison	4/16/2014 6:25 PM

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

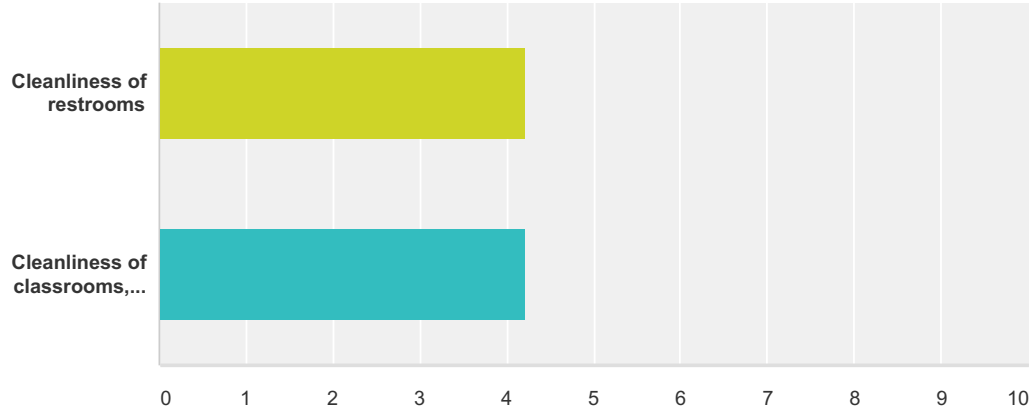
Answered: 132 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	18.94% 25	31.82% 42	18.94% 25	3.03% 4	0.76% 1	26.52% 35	132	3.89

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

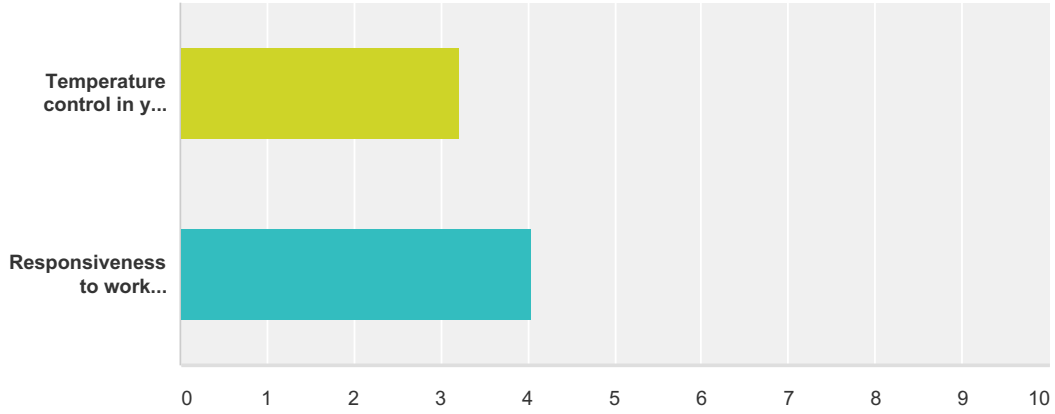
Answered: 133 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Cleanliness of restrooms	42.75% 56	34.35% 45	7.63% 10	5.34% 7	1.53% 2	8.40% 11	131	4.22
Cleanliness of classrooms, offices & hallways	42.52% 54	31.50% 40	11.02% 14	3.94% 5	1.57% 2	9.45% 12	127	4.21

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

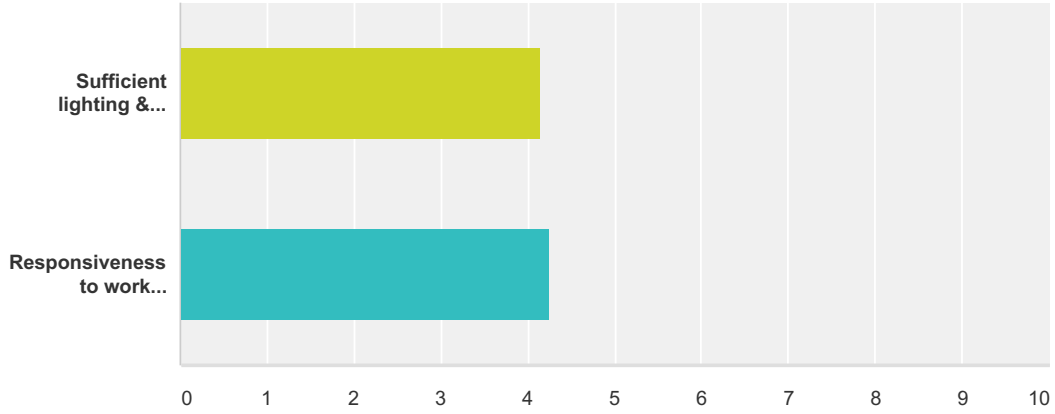
Answered: 131 Skipped: 2



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Temperature control in your building	15.38% 20	26.92% 35	22.31% 29	18.46% 24	10.00% 13	6.92% 9	130	3.21
Responsiveness to work requests	29.92% 38	30.71% 39	17.32% 22	2.36% 3	1.57% 2	18.11% 23	127	4.04

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

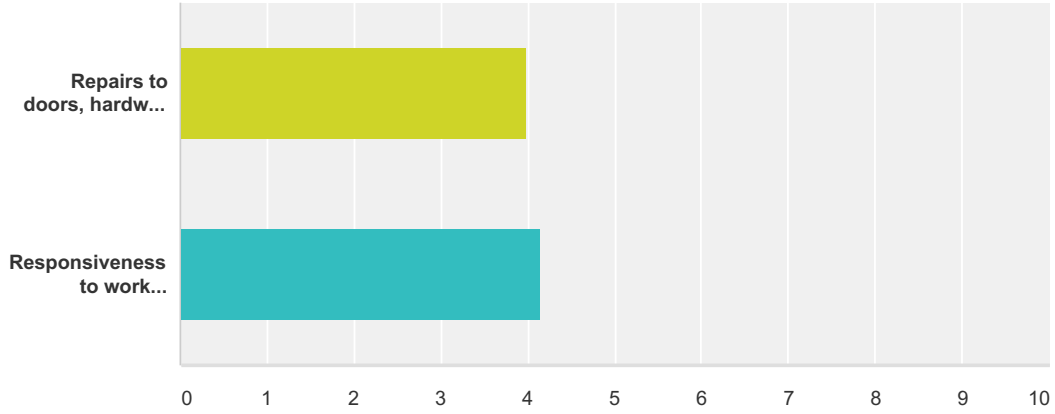
Answered: 132 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Sufficient lighting & electrical outlets	35.11% 46	44.27% 58	7.63% 10	6.87% 9	0.00% 0	6.11% 8	131	4.15
Responsiveness to work requests	39.53% 51	31.78% 41	10.85% 14	3.10% 4	0.00% 0	14.73% 19	129	4.26

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

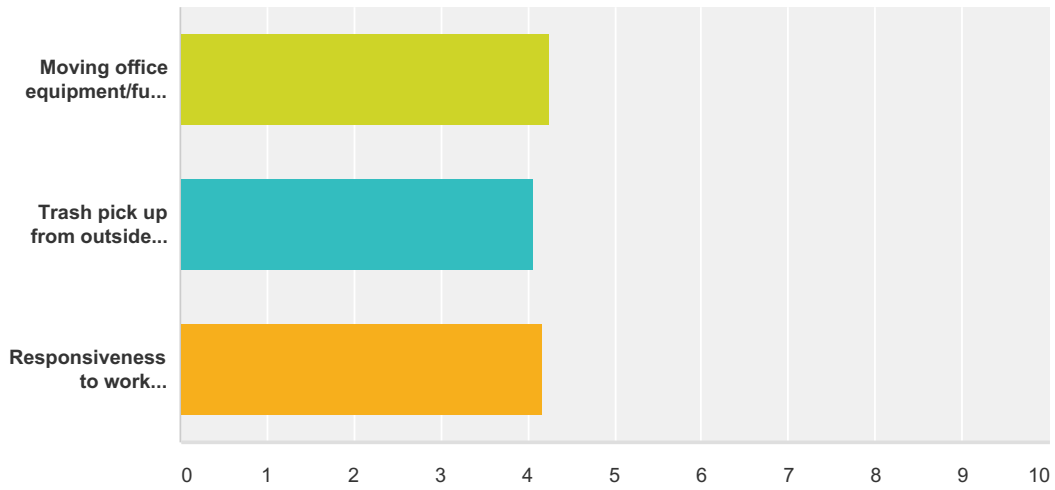
Answered: 133 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Repairs to doors, hardware & furnishings; renovations/alterations	32.31% 42	33.08% 43	11.54% 15	10.00% 13	0.77% 1	12.31% 16	130	3.98
Responsiveness to work requests	35.66% 46	27.91% 36	14.73% 19	3.10% 4	0.78% 1	17.83% 23	129	4.15

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

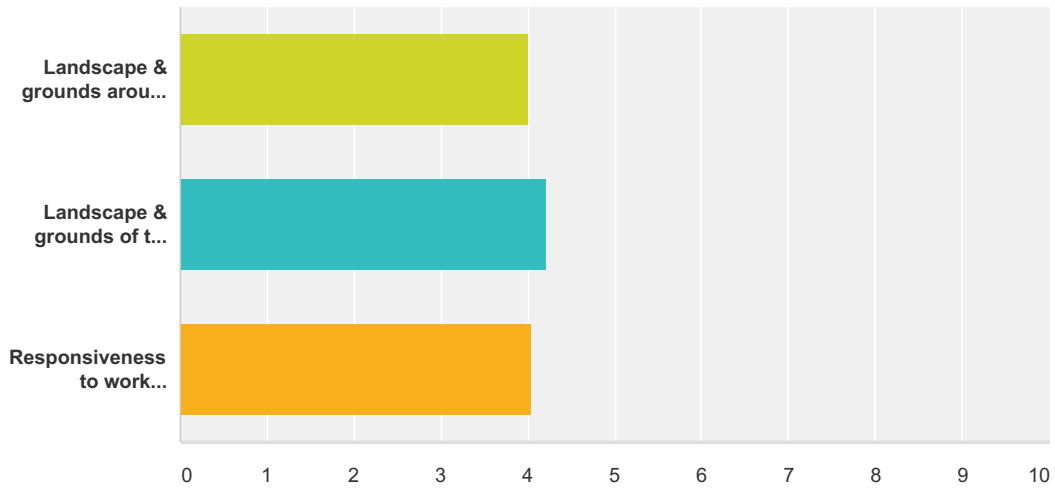
Answered: 131 Skipped: 2



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Moving office equipment/furniture & event set up	33.85% 44	26.15% 34	10.77% 14	2.31% 3	0.00% 0	26.92% 35	130	4.25
Trash pick up from outside containers	30.47% 39	35.94% 46	12.50% 16	3.13% 4	1.56% 2	16.41% 21	128	4.08
Responsiveness to work requests	28.91% 37	29.69% 38	11.72% 15	2.34% 3	0.00% 0	27.34% 35	128	4.17

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

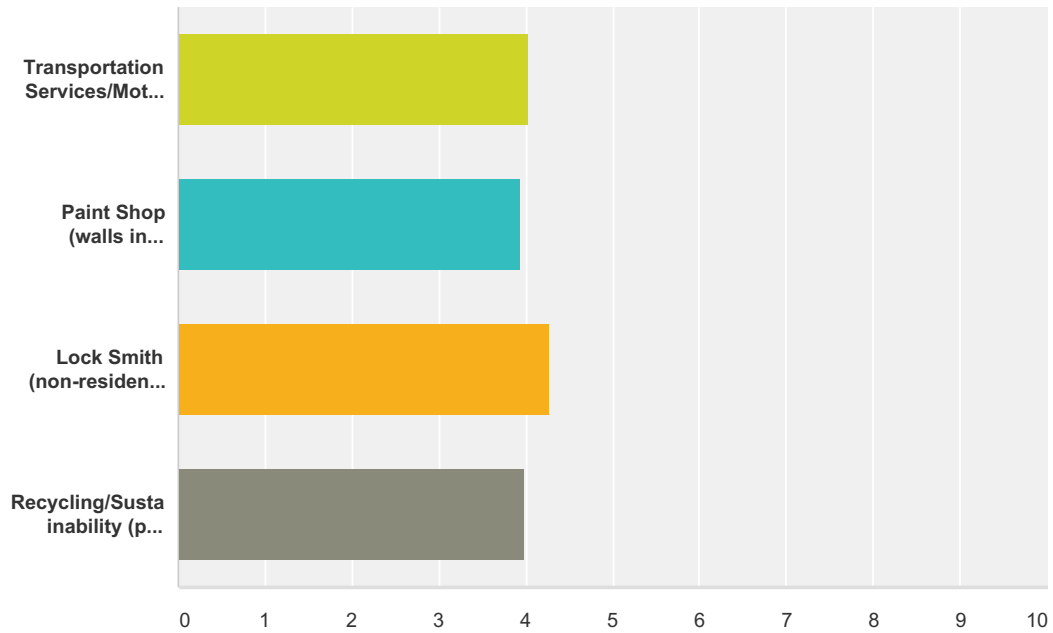
Answered: 132 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Landscape & grounds around YOUR building	31.30% 41	40.46% 53	14.50% 19	6.11% 8	1.53% 2	6.11% 8	131	4.00
Landscape & grounds of the Hattiesburg Campus	41.09% 53	42.64% 55	5.43% 7	3.88% 5	2.33% 3	4.65% 6	129	4.22
Responsiveness to work requests	20.00% 26	19.23% 25	13.85% 18	1.54% 2	0.00% 0	45.38% 59	130	4.06

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

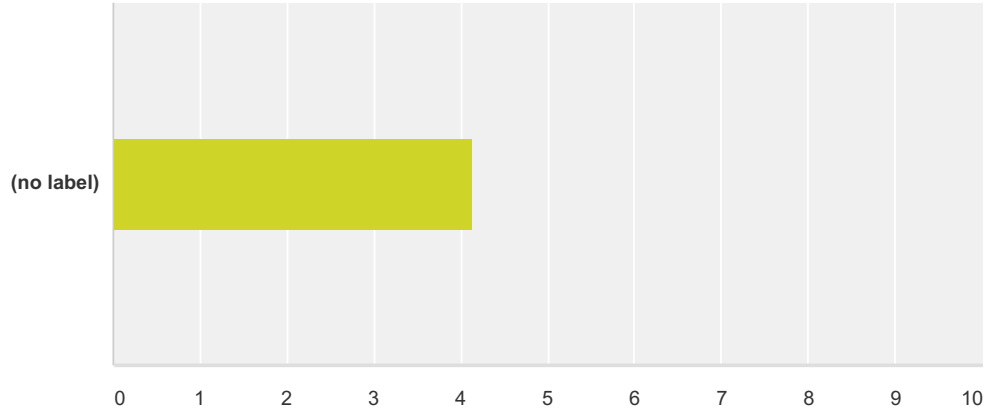
Answered: 133 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Transportation Services/Motor Pool (vehicle maintenance, repair, fuel)	16.67% 22	17.42% 23	12.88% 17	1.52% 2	0.00% 0	51.52% 68	132	4.02
Paint Shop (walls in offices, classrooms & public spaces)	19.55% 26	30.08% 40	12.78% 17	3.01% 4	1.50% 2	33.08% 44	133	3.94
Lock Smith (non-residential key services)	32.58% 43	19.70% 26	9.09% 12	1.52% 2	0.76% 1	36.36% 48	132	4.29
Recycling/Sustainability (pick up of recycled material)	28.79% 38	32.58% 43	9.85% 13	7.58% 10	1.52% 2	19.70% 26	132	3.99

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

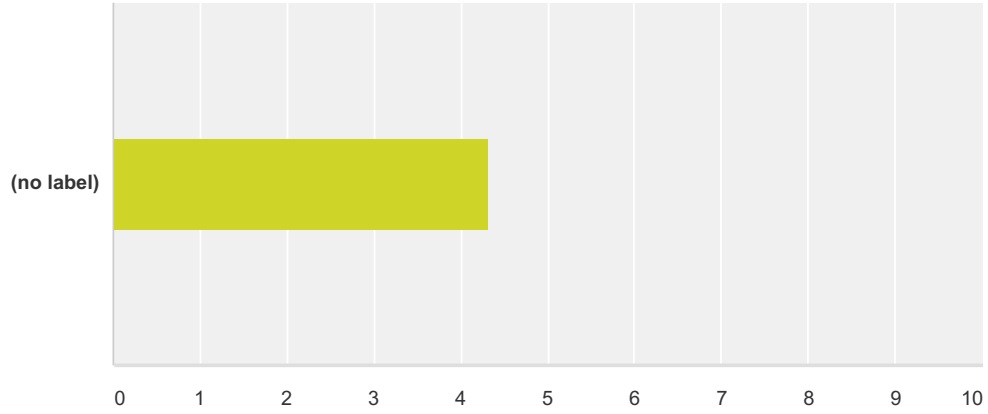
Answered: 133 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	28.57% 38	52.63% 70	9.77% 13	2.26% 3	0.75% 1	6.02% 8	133	4.13

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

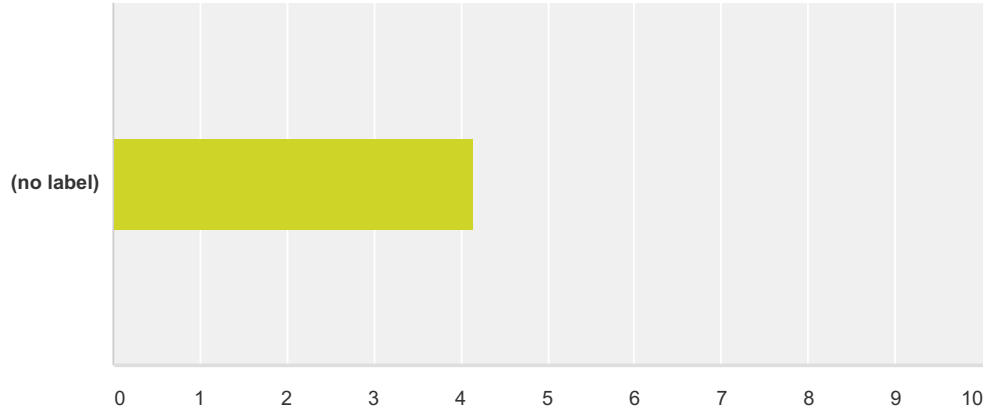
Answered: 132 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	44.70% 59	39.39% 52	5.30% 7	2.27% 3	1.52% 2	6.82% 9	132	4.33

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

Answered: 132 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	34.85% 46	35.61% 47	11.36% 15	3.03% 4	1.52% 2	13.64% 18	132	4.15

Customer Satisfaction Survey - Spring 2014

Q17 Comments:

Answered: 31 Skipped: 102

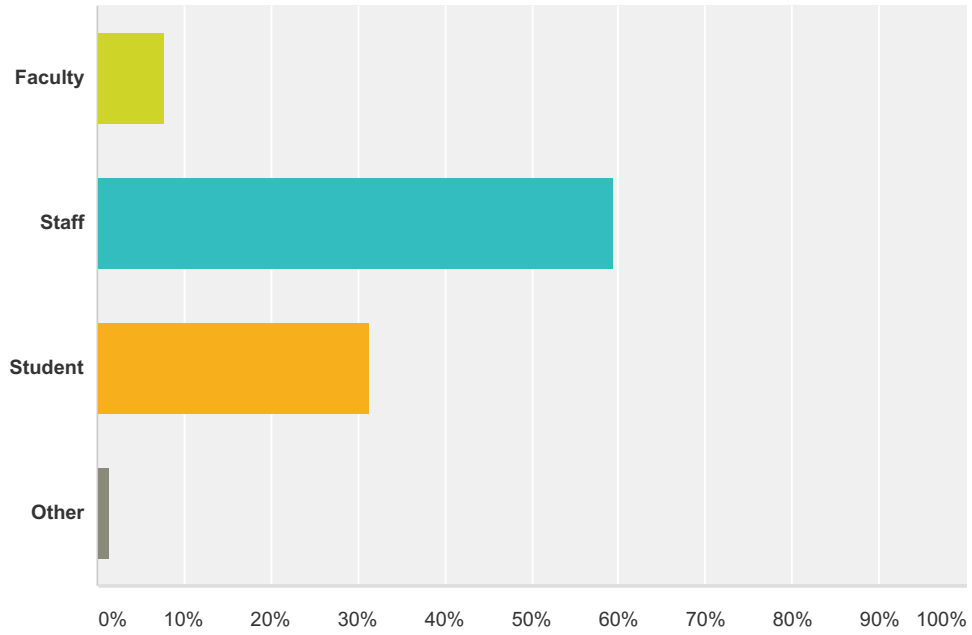
#	Responses	Date
1	Ever since the remodeling of the female restroom on the second floor, (near lecture hall 237)of Walker Science Building last semester, there has never been any way to dry hands after handwriting. Neither a towel dispenser/trash can nor an air dryer. Handwriting prevents the spread of viruses, yet there is no way to do this in that restroom. I am a student and no of no way to submit a work request for this oversight since the remodel. Other than that the restroom looks great.	11/12/2014 8:48 PM
2	This facility is pathetic. Just like the rest of USM. Oh, here's an idea, instead of letting a building rot like you did to the entire freshman quad PUT SOME EFFORT INTO SOMETHING. But I know my comments will go unanswered and probably discarded. You see, I am not praising the all mighty USM. DEAL WITH IT. 90% of students HATE it here and everything about being here. USM makes it impossible for us to leave. Go ahead. Continue to ignore the students. See how far it gets you.	5/7/2014 5:48 PM
3	In relation to question 4, my primary complaint relates to notices about the area of Pearl Street between the student plaza and the libraries. It seems as though notices related to parking disruptions in that area are afterthoughts or just simply never happen.	5/5/2014 1:59 PM
4	It seems to take way too many clicks just to get to where you enter your actual work request. Carpeting in the main CISE admin office is horribly stained. Building never seems to be the correct temperature. Outside of building needs to be kept clear of piled up leaves and branches. There always seems to be trash strewn about the grassy areas. It would be nice to have a set of picnic tables set up on the concrete slab in form of the building. It's the perfect spot for students to gather.	4/28/2014 2:12 PM
5	Like our department, you need more staff. Asking less people to do more can only work in the short term. Th	4/28/2014 12:55 PM
6	In my opinion, 99% of PP employees throughout the past 30 years have maintained courtesy and quick responses to work orders; additionally, PP staff have communicated within 24 hrs if they have questions about a work order or if for some reason they are unable to respond to a work order within 24 hrs.	4/28/2014 12:52 PM
7	The Landscape/Grounds Services are the best dept. on campus! High Praise to their crews! :) The have done a superior job with the tornado recovery process and making our campus beautiful!	4/28/2014 12:14 PM
8	Some Physical Plant employees that I've encountered are not at all professional and don't seem to care whether or not an issue gets solved. However, I did have one come over to work on an air conditioner who was extremely professional, polite, and efficient. The work order system is confusing and too impersonal. Why can't I call and talk to a real person?	4/16/2014 7:06 PM
9	The temperature in the offices in our building is rarely in an acceptable range (i.e., 56 one day, 89 the next) despite multiple requests to physical plant. These are typically met with apathy, such as, "Everyone thinks their building is too hot or too cold." Work orders take a very long time to be fulfilled.	4/16/2014 6:26 PM
10	Physical Plant staff perform their work with an excellent attitude, always courteous to others. Dicey in Housekeeping is the best! She goes above and beyond the second mile.	4/16/2014 6:25 PM
11	Students can't submit work orders, and this makes it difficult to get items done.	4/14/2014 8:21 PM
12	I appreciate the physical plant staff!	4/14/2014 9:25 AM
13	The fritz-gibbs building needs a new coat of paint inside.	4/13/2014 10:50 PM
14	The Physical Plant does great, but one of the outside contracts they hired to fix a patch of road over a gas line by Pinehaven circle was done very badly. It took two or three times to repair the road correctly, and the first time a car actually got stuck in the patchy roadwork after it had rained.	4/12/2014 4:07 PM
15	The bathrooms in Thad Cochrane on second and third floors need more attention during sponsored events that bring outside participants on campus. Both handicapped stalls in women's restroom on second floor are inoperable which creates a difficult situation for handicapped patrons attending meetings on that floor.	4/12/2014 3:03 PM

Customer Satisfaction Survey - Spring 2014

16	I am very pleased with all aspects of the Physical Plant, from our wonderful building custodians to the other courteous staff who are always so willing to help - especially when our elevators are stuck or our fire alarms are going off unnecessarily. These guys work hard to please everyone on the campus and I appreciate them all! Thank you for a job well done!	4/12/2014 12:05 PM
17	A big shout out for Miss Ida in the PAC! She is a great employee! I just wish there could be a better appearance to the grassy area behind the PAC. Lots of weeds growing there.	4/11/2014 7:21 PM
18	One of the custodial staff in my building is obnoxious. I work in a shared office, and we will bring in doughnuts, cookies, etc., to share. She asks if she can have and walks out with four or five. She also roots through the big trash can in the hallway to find food. It's really gross.	4/11/2014 6:27 PM
19	I feel like USM has a terrible habit of letting their buildings rot rather than try to repair them. Most of the	4/11/2014 3:14 PM
20	We couldn't be happier with Paul and Serge, Chriswell, and mike (HVAC). It's frustrating when some work orders are placed to motor pool and we weren't aware they don't use the same work order system and aren't informed that the work order goes nowhere. The work motor pool performs is, however, very satisfactory	4/11/2014 2:30 PM
21	During the heat wave in January, our air conditioning wasn't working in our room. The maintenance men were there within 10 minutes and had it fixed. They were extremely nice the whole time they were there. Then, we also had our sink flood our bathroom for no apparent reason, again, maintenance was there in under 5 minutes even though they had to be escorted in because it was before 8 am. They were extremely nice and effective.	4/11/2014 2:28 PM
22	In relation to #15 - most are very nice and courteous. Have had one that will come into the office and talk for 30 mins, prevents me from doing my job....and his	4/11/2014 2:16 PM
23	Great group of people	4/11/2014 2:08 PM
24	Please add custodial staff to bldg. so we can keep our good ones.	4/11/2014 2:02 PM
25	Landscaping - Satisfied with staff, I think we need to do much more to improve our landscaping around campus. Increase the budget!!!! Make it beautiful My office, in the RC Cook Union, has had AC issues for over two years. While the problem has now been fixed (knock on wood) IT SHOULDN'T HAVE TAKEN TWO YEARS TO FINALLY FIX THE ISSUE. I had many days where my office was over 85 degrees in heat.	4/11/2014 1:57 PM
26	Nothing against Physical Plant, but Forest County Hall building needs help. Mismatched locks, lights are out, furniture all mismatched and/or broken. It is time for an overhaul!	4/11/2014 1:46 PM
27	The guy who handles pest control is awesome.	4/11/2014 1:30 PM
28	All staff I have come into contact with from the Physical Plant have always been very helpful and courteous, ranging from our custodial crew to those that work in the Phys. Plant offices. The only complaints I have ever heard come from people who cannot be pleased, regardless of which department they are discussing. Our staff in my department know that the Phys. Plants work really hard to meet our requests. They always respond as soon as they can, whether it be to replace light bulbs, check the air conditioning or any other request. We are also very impressed with the overall landscape on the entire campus. I have had no less than 5 people in the past week start conversations about how happy they are with the landscaping improvements throughout the campus. We see those guys out there in the freezing cold, rain or shine working and even in the hot summers. The only problem I know of is trash, which is thrown down by students, and even though the grounds staff are always picking up the trash, it's hard to keep up with it when the students are so careless. Picking up trash should not have to be a full time job!! The students themselves should participate in trash pick ups routinely. Thank you for all you do!!	4/11/2014 1:30 PM
29	Our custodial staff has been seen cleaning the sink area with the same brush used to clean toilet bowls. Our custodial staff pours the recycling refuse in with the trash.	4/11/2014 1:28 PM
30	N/A	4/11/2014 1:20 PM
31	Work requests are sometimes processed and completed extremely fast if I submit a request to change an air filter or fix something in my dorm (McCarty). Trash could be picked up more often outside the dorm, and the kitchen is usually untidy. The overall landscaping on campus is lackluster and needs improvement. There's a lot of empty flower beds, and there isn't enough color throughout the campus. A lot of sidewalks just look dirty. Just like they say in business, "retail is detail," I believe it is of utmost importance to maintain a great looking campus.	4/11/2014 1:16 PM

Q18 Affiliation:

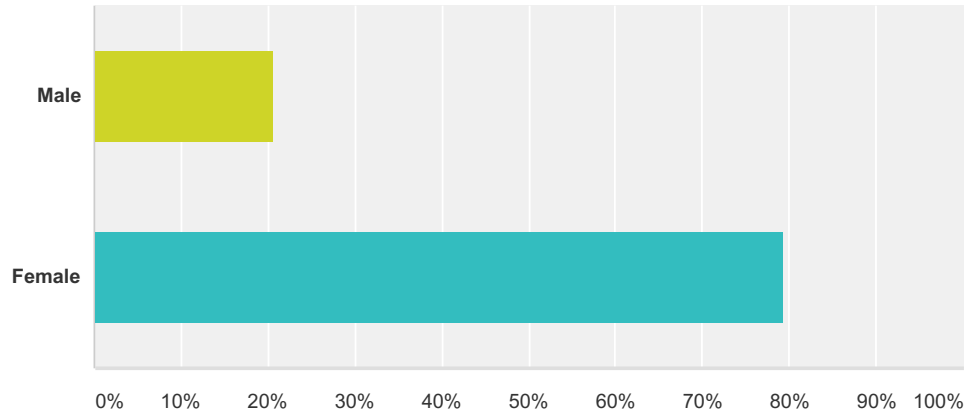
Answered: 131 Skipped: 2



Answer Choices	Responses
Faculty	7.63% 10
Staff	59.54% 78
Student	31.30% 41
Other	1.53% 2
Total	131

Q19 Gender

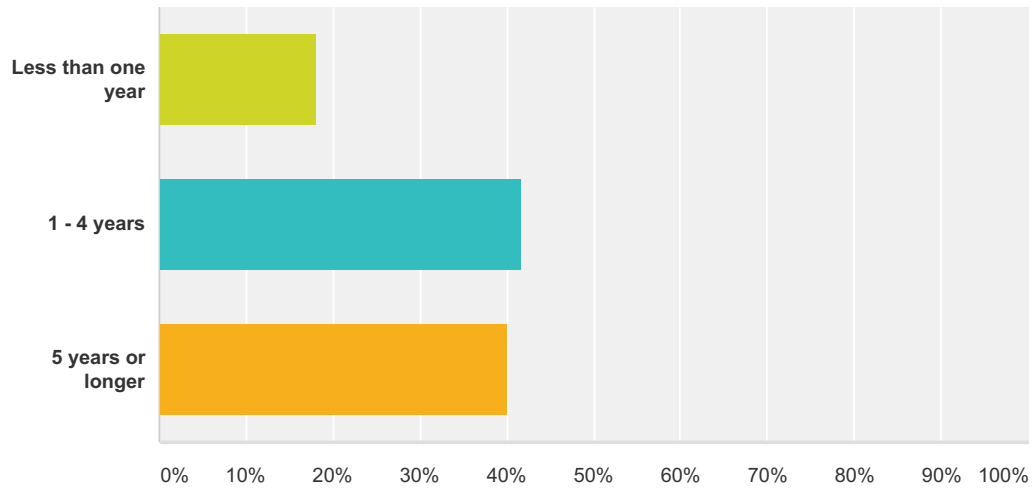
Answered: 131 Skipped: 2



Answer Choices	Responses
Male	20.61% 27
Female	79.39% 104
Total	131

Q20 Length of time at your present Southern Miss facility:

Answered: 132 Skipped: 1



Answer Choices	Responses
Less than one year	18.18% 24
1 - 4 years	41.67% 55
5 years or longer	40.15% 53
Total	132