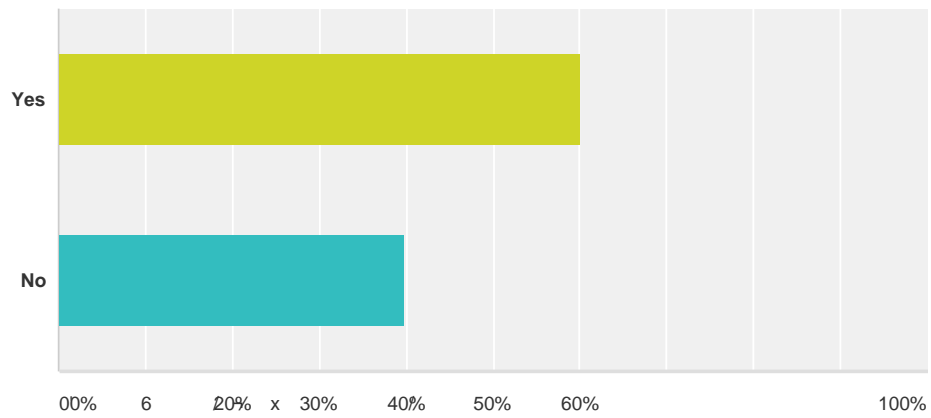


# Q1 Have you used the Physical Plant online work order system within the last year?

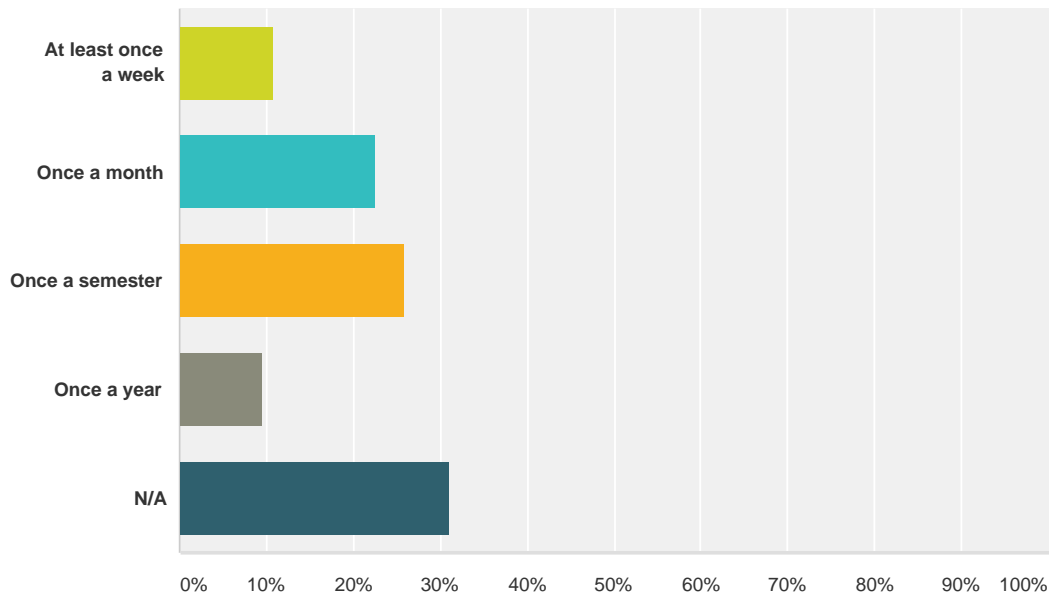
Answered: 93 Skipped: 1



Answer Choices	Responses	
Yes	60.22%	56
No	39.78%	37
<b>Total</b>		<b>93</b>

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

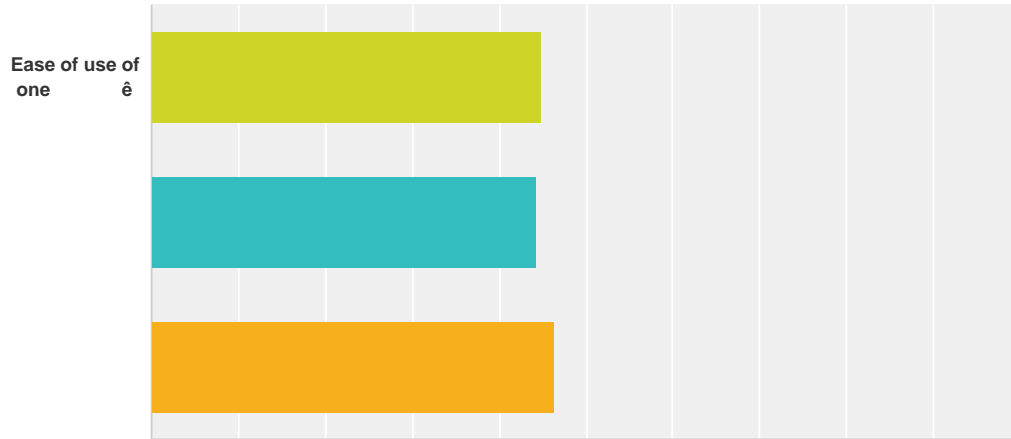
Answered: 93 Skipped: 1



Answer Choices	Responses	Count
At least once a week	10.75%	10
Once a month	22.58%	21
Once a semester	25.81%	24
Once a year	9.68%	9
N/A	31.18%	29
<b>Total</b>		<b>93</b>

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

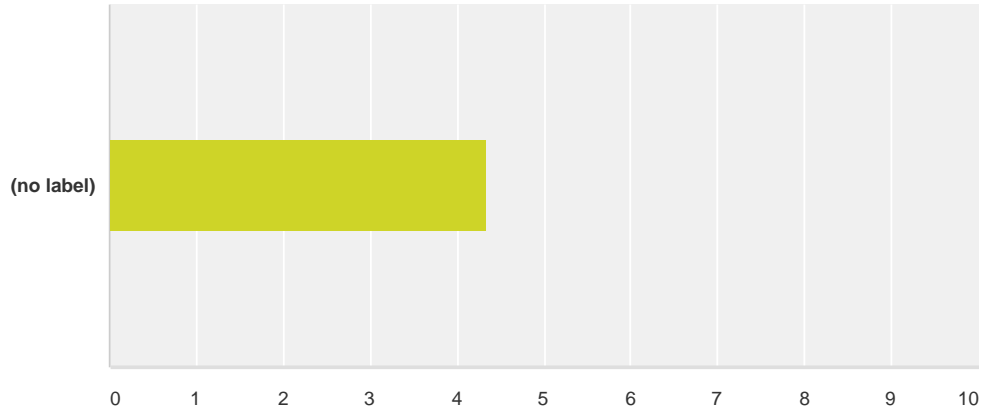
Answered: 93 Skipped: 1



	<b>45.16%</b> 42	<b>23.66%</b> 22	<b>6.45%</b> 6	<b>1.08%</b> 1	<b>0.00%</b> 0	<b>23.66%</b> 22	93	4.48	
	<b>41.94%</b> 39	<b>29.03%</b> 27	<b>4.30%</b> 4	<b>1.08%</b> 1	<b>1.08%</b> 1	<b>22.58%</b> 21	93	4.42	
	<b>53.76%</b> 50	<b>18.28%</b> 17	<b>5.38%</b> 5	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>22.58%</b> 21	93	4.63	

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

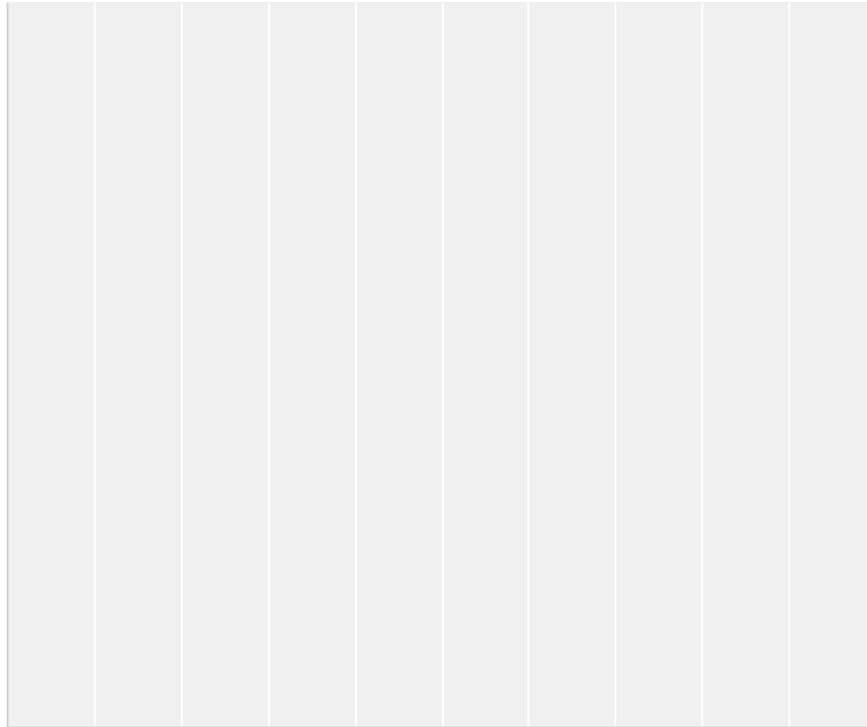
Answered: 92 Skipped: 2



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	48.91% 45	34.78% 32	5.43% 5	2.17% 2	2.17% 2	6.52% 6	92	4.35

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

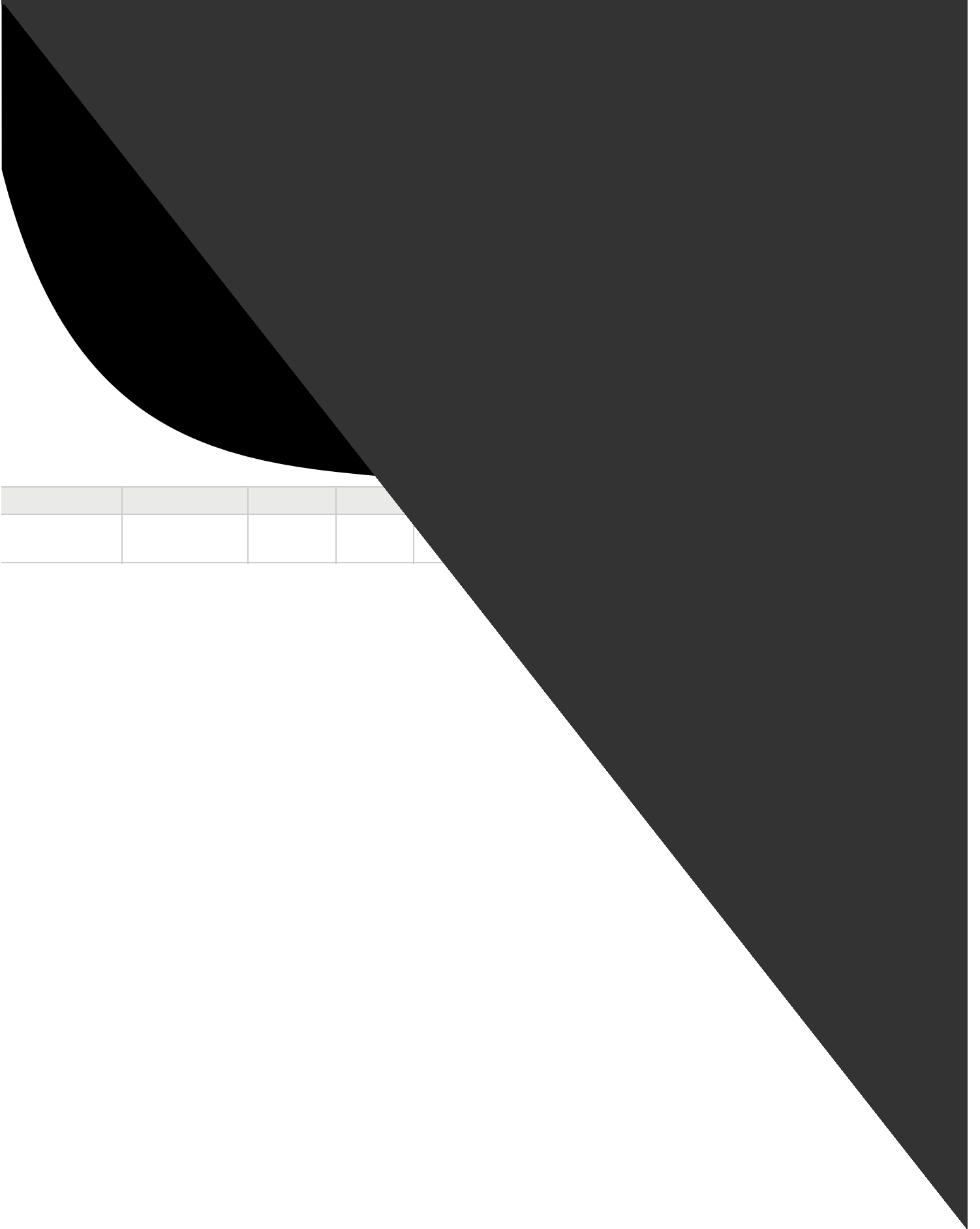
Answered: 91 Skipped: 3



	87.91%	80
	24.18%	22
	37.36%	34
	5.49%	5
	9.89%	9
	6.59%	6
	1.10%	1
	20.88%	19
<b>Total Respondents: 91</b>		

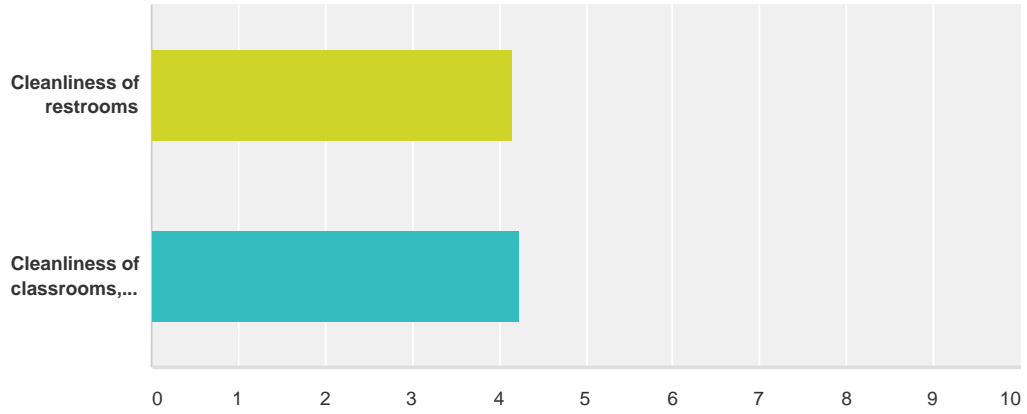
#	Other (please specify)	Date
1	Telephone	5/2/2016 10:59 AM
2	Individuals who work for the Physical Plant	4/29/2016 11:32 PM
3	Admin Offices	4/28/2016 6:46 PM

4	Direct e-mail via the President's secretary	4/28/2016 8:39 AM
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### Q7 Please rate your level of satisfaction with Custodial Services as it relates to YOUR building:

Answered: 93 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Cleanliness of restrooms	47.31% 44	30.11% 28	7.53% 7	7.53% 7	3.23% 3	4.30% 4	93	4.16
Cleanliness of classrooms, offices & hallways	47.83% 44	29.35% 27	11.96% 11	5.43% 5	1.09% 1	4.35% 4	92	4.23

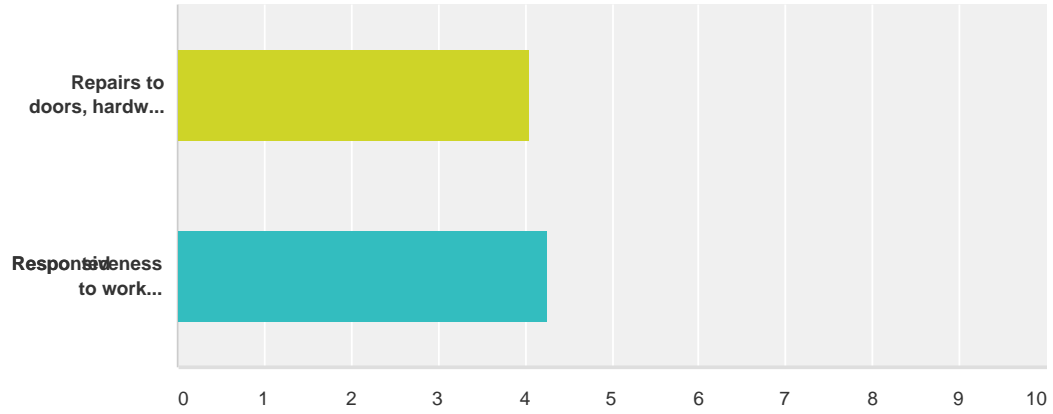






## Q10 Please rate your level of satisfaction with Building Maintenance as it relates to YOUR building:

Answered: 92 Skipped: 2



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Repairs to doors, hardware & furnishings; renovations/alterations	36.96% 34	38.04% 35	9.78% 9	4.35% 4	4.35% 4	6.52% 6	92	4.06
Responsiveness to work requests	45.05% 41	28.57% 26	8.79% 8	3.30% 3	2.20% 2	12.09% 11	91	4.26

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

Answered: 92 Skipped: 2

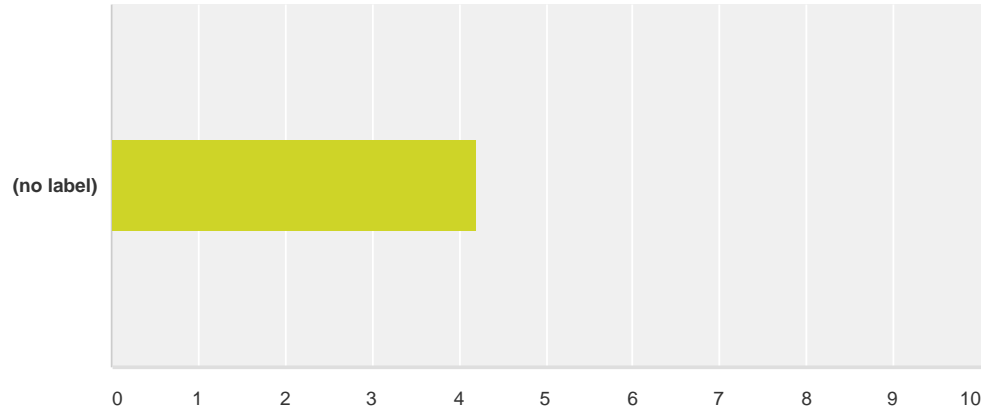
	<b>41.30%</b> 38	<b>23.91%</b> 22	<b>8.70%</b> 8	<b>0.00%</b> 0	<b>1.09%</b> 1	<b>25.00%</b> 23	92	4.39
	<b>46.74%</b> 43	<b>31.52%</b> 29	<b>8.70%</b> 8	<b>0.00%</b> 0	<b>2.17%</b> 2	<b>10.87%</b> 10	92	4.35
	<b>41.30%</b> 38	<b>23.91%</b> 22	<b>9.78%</b> 9	<b>0.00%</b> 0	<b>1.09%</b> 1	<b>23.91%</b> 22	92	4.37





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

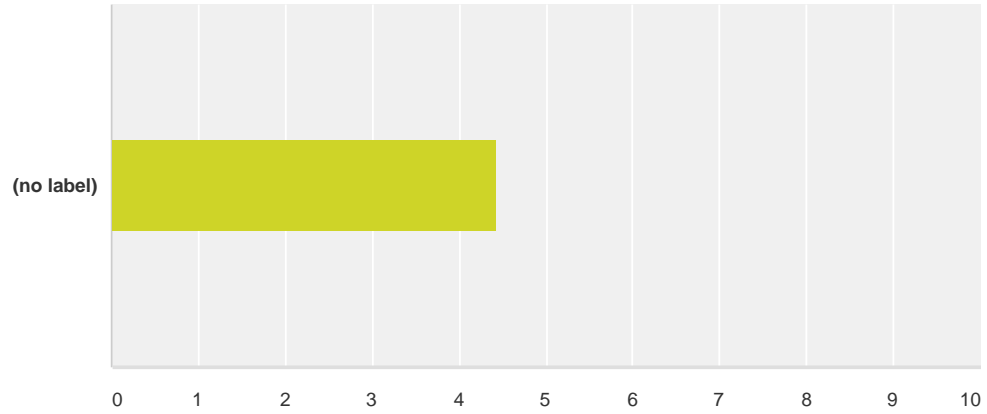
Answered: 91 Skipped: 3



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	40.66% 37	42.86% 39	9.89% 9	2.20% 2	2.20% 2	2.20% 2	91	4.20

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

Answered: 93 Skipped: 1

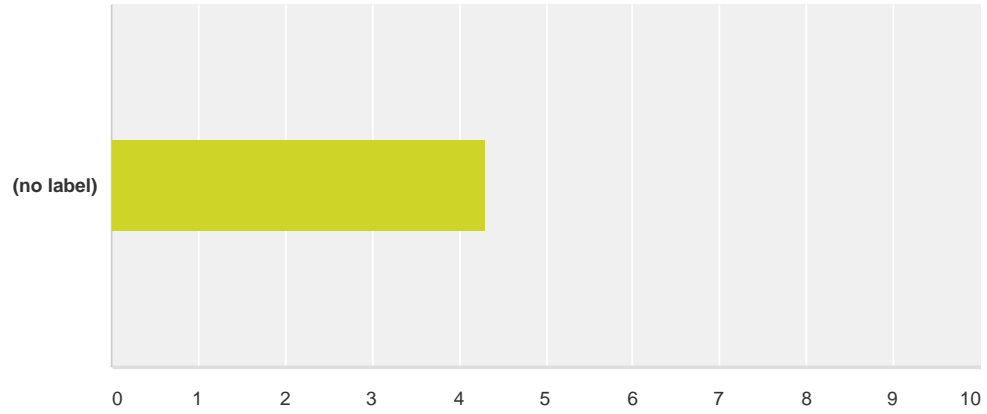


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	52.69% 49	32.26% 30	9.68% 9	1.08% 1	0.00% 0	4.30% 4	93	4.43



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

Answered: 93 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	41.94% 39	33.33% 31	7.53% 7	4.30% 4	0.00% 0	12.90% 12	93	4.30

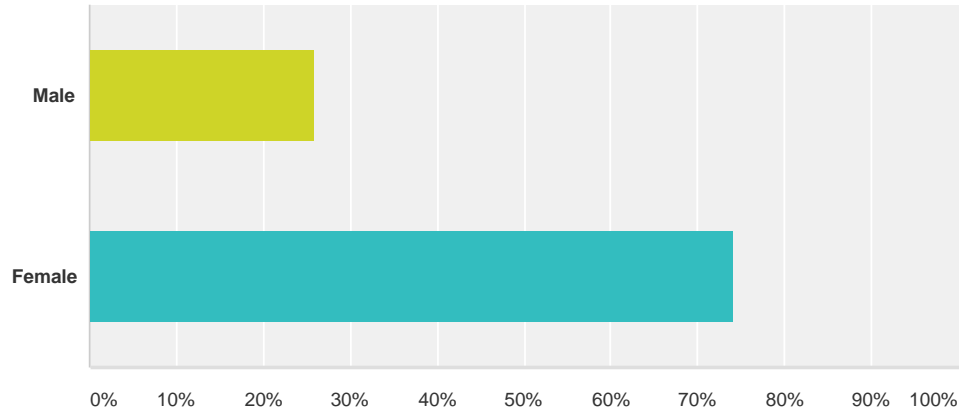


21	<p>I am highly satisfied with our cleaning crew - thanks to them for keeping our busy building functioning. My greatest concern and only complaint has to do with the landscaping of campus. We have a beautiful campus but the lack of upkeep and simple general maintenance in landscaping is often an eyesore and source of embarrassment. There are large weeds growing in the grassy areas and beds around the building where I work and leaves from last fall that have not been collected on sidewalks and in highly travelled areas. Potential students and their family members have actually asked about why these things are left in this condition so I attempt to steer them in other routes when they visit campus. This greatly distracts from our campus as a whole and appears easily addressed by creating a regular schedule of maintaining all green areas, collection of landscape waste, and replenishing beds, etc. Thank you for looking into this matter and thank you for all that you do. SMTTT</p>	<p>4/27/2016 10:52 AM          od e w'ys in etudr and          1 /          a /</p>
22	<p>All of my experiences with Physical Plant staff, including custodial, have been delightful...with the exceptysical pt the eceptysica</p>	



### Q19 Gender

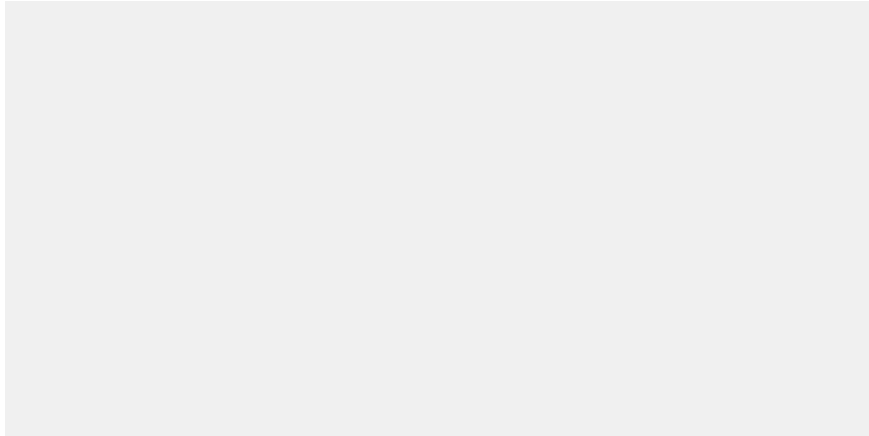
Answered: 93 Skipped: 1



Answer Choices	Responses
Male	25.81% 24
Female	74.19% 69
<b>Total</b>	<b>93</b>

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

Answered: 94 Skipped: 0



	21.28%	20
	37.23%	35
	41.49%	39
<b>Total</b>		<b>94</b>







72	Katie McBride w649943 kathleen.mcbride@usm.edu	4/27/2016 4:49 PM
73	Jewel Adams 303900 jewel.adams@usm.edu	4/27/2016 4:43 PM
74	Jelisa Brown 706327 jelisa.brown@usm.edu	4/27/2016 4:43 PM
75	Amanda Williams w925353 Amanda.L.Williams@usm.edu	4/27/2016 4:41 PM
76	AnnaKaylin Barnes 751843 annakaylin.barnes@usm.edu	4/27/2016 4:39 PM
77	Ana LaBorde 661172 ana.laborde@usm.edu	4/27/2016 11:15 AM
78	Arlcia Jordan, w555060, arlicia.jordan@usm.edu	4/27/2016 9:10 AM
79	Mary Garrett 323955 mary.garrett@usm.edu	4/27/2016 7:48 AM