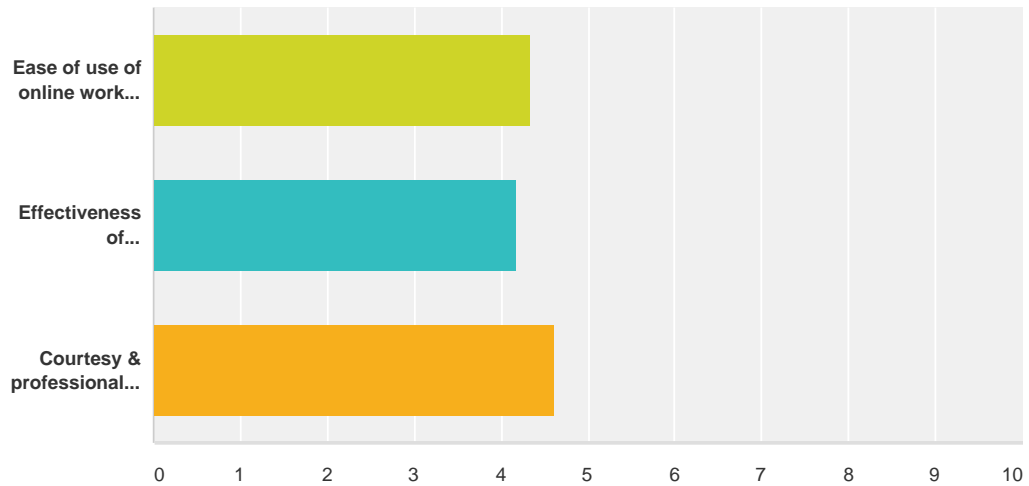


	57.81%



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

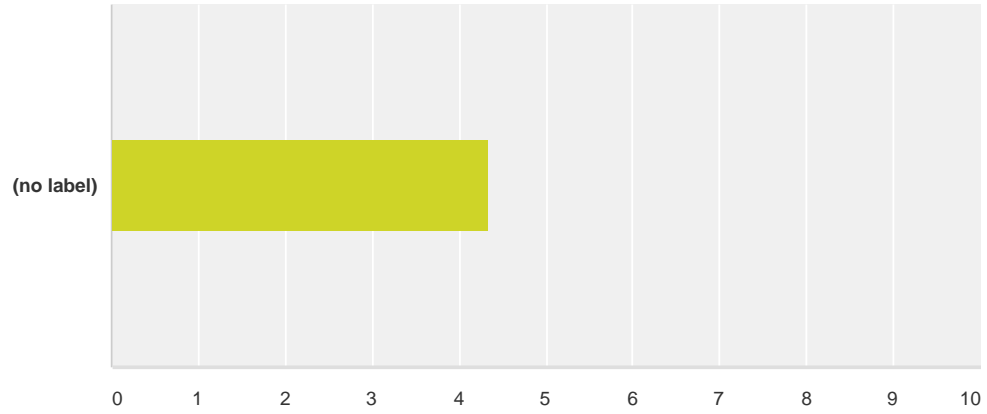
Answered: 64 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Ease of use of online work order system	40.63% 26	26.56% 17	3.13% 2	3.13% 2	1.56% 1	25.00% 16	64	4.35
Effectiveness of communication	39.06% 25	25.00% 16	12.50% 8	1.56% 1	3.13% 2	18.75% 12	64	4.17
Courtesy & professionalism of work control staff	57.81% 37	18.75% 12	3.13% 2	0.00% 0	1.56% 1	18.75% 12	64	4.62

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

Answered: 62 Skipped: 3



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	43.55% 27	45.16% 28	6.45% 4	1.61% 1	0.00% 0	3.23% 2	62	4.35

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

Answered: 63 Skipped: 2

	92.06%	58
	31.75%	20
	34.92%	22
	12.70%	8
	12.70%	8
	4.76%	3
	3.17%	2
	22.22%	14
<b>Total Respondents: 63</b>		

#	Other (please specify)	Date

## Customer Satisfaction Survey - Fall 2016

4	Phone	12/5/2016 8:29 AM
5	Terry Whittington	12/2/2016 5:01 PM

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

Answered: 65 Skipped: 0

	<b>33.85%</b> 22	<b>40.00%</b> 26	<b>6.15%</b> 4	<b>1.54%</b> 1	<b>0.00%</b> 0	<b>187</b>	<b>7</b>	<b>7</b>	<b>7</b>



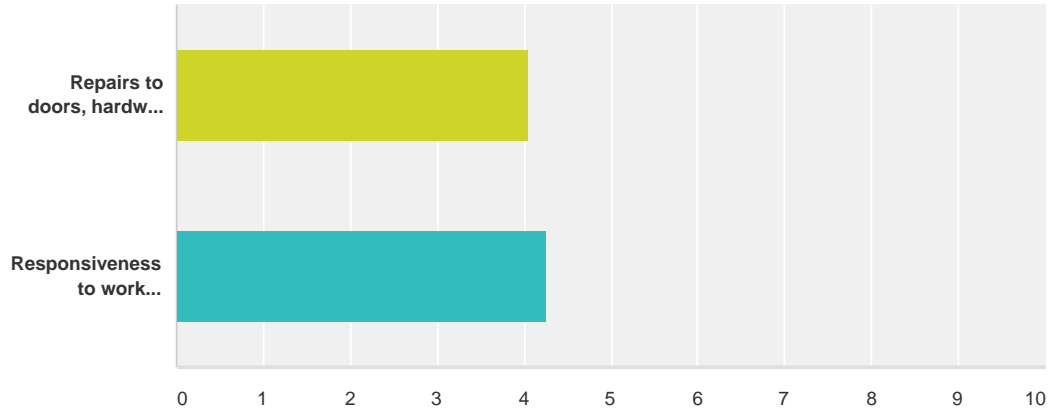






## Q10 Please rate your level of satisfaction with Building Maintenance as it relates to YOUR building:

Answered: 65 Skipped: 0

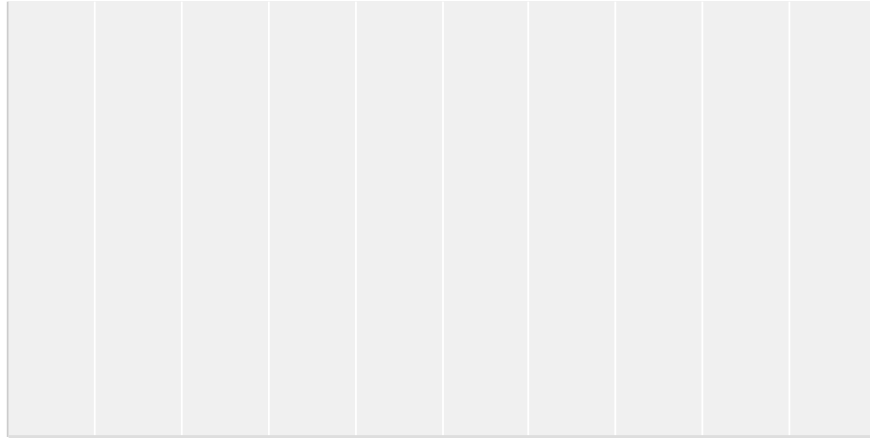


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Repairs to doors, hardware & furnishings; renovations/alterations	40.00% 26	36.92% 24	7.69% 5	6.15% 4	4.62% 3	4.62% 3	65	4.06
Responsiveness to work requests	43.08% 28	23.08% 15	9.23% 6	4.62% 3	1.54% 1	18.46% 12	65	4.25



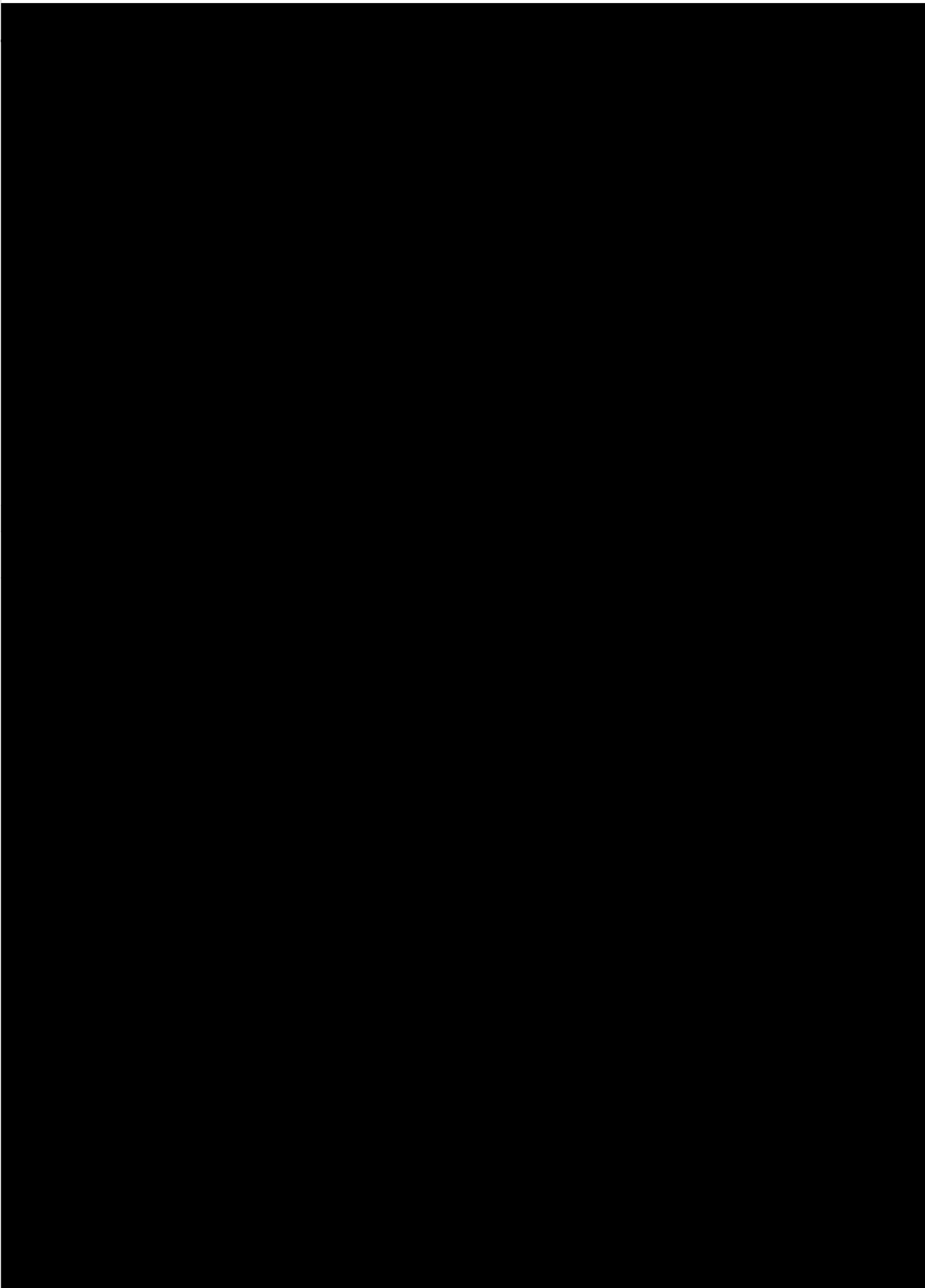
**Q12 Please rate your level of satisfaction with the Landscape/Grounds Services:**

Answered: 65 Skipped: 0



	<b>33.85%</b> 22	<b>41.54%</b> 27	<b>10.77%</b> 7	<b>4.62%</b> 3	<b>3.08%</b> 2	<b>6.15%</b> 4	65	4.05	
	<b>49.23%</b> 32	<b>35.38%</b> 23	<b>9.23%</b> 6	<b>1.54%</b> 1	<b>1.54%</b> 1	<b>3.08%</b> 2	65	4.33	
	<b>35.38%</b> 23	<b>21.54%</b> 14	<b>7.69%</b> 5	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>35.38%</b> 23	65	4.43	









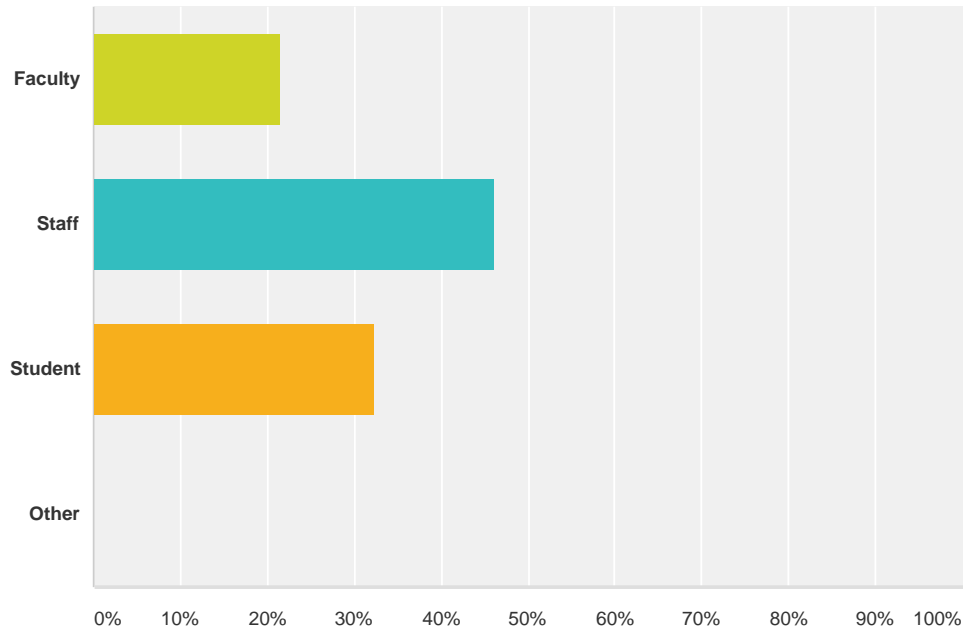




20	It would be nice if there was a way to get trash bags and paper towels from custodial services for the labs (mine is in WSB) without having to hunt down a custodian when you run out. Maybe setting up a setup where labs that custodians don't have access to can say how many rolls of each they would use weekly or monthly, and either have them delivered to the lab or have a day we can pick them up from a central location.	12/2/2016 5:10 PM
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**Q18 Affiliation:**

Answered: 65 Skipped: 0

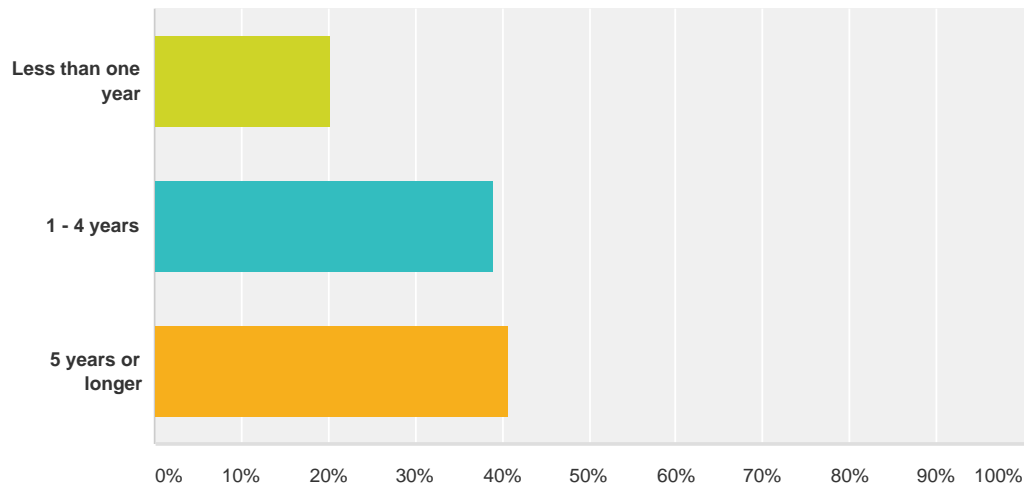


Answer Choices	Responses
Faculty	21.54% 14
Staff	46.15% 30
Student	32.31% 21
Other	0.00% 0
<b>Total</b>	<b>65</b>



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

Answered: 64 Skipped: 1



Answer Choices	Responses	
Less than one year	20.31%	13
1 - 4 years	39.06%	25
5 years or longer	40.63%	26
<b>Total</b>		<b>64</b>



