
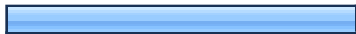






1. Have you used the Physical Plant online work order system within the last year?

		Response Percent	Response Count
Yes		69.6%	32
No		30.4%	14
		<b>answered question</b>	<b>46</b>
		<b>skipped question</b>	<b>1</b>

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

		Response Percent	Response Count
At least once a week		25.5%	12
Once a month		25.5%	12
Once a semester		21.3%	10
Once a year		0.0%	0
N/A		27.7%	13
		<b>answered question</b>	<b>47</b>
		<b>skipped question</b>	<b>0</b>








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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
Ease of use of online work order system	<b>52.2% (24)</b>	21.7% (10)	0.0% (0)	0.0% (0)	0.0% (0)	26.1% (12)	4.71	46
Effectiveness of communication	<b>50.0% (22)</b>	22.7% (10)	4.5% (2)	2.3% (1)	2.3% (1)	18.2% (8)	4.42	44
Courtesy & professionalism of work control staff	<b>59.1% (26)</b>	13.6% (6)	6.8% (3)	0.0% (0)	2.3% (1)	18.2% (8)	4.56	44
<b>answered question</b>								<b>46</b>
<b>skipped question</b>								<b>1</b>

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
	<b>42.2% (19)</b>	35.6% (16)	6.7% (3)	2.2% (1)	0.0% (0)	13.3% (6)	4.36	45
<b>answered question</b>								<b>45</b>
<b>skipped question</b>								<b>2</b>

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

		Response Percent	Response Count
USM Mailout		88.6%	39
USM Talk		22.7%	10
Direct Email		45.5%	20
University Info Center		2.3%	1
Facebook (USM Physical Plant)		11.4%	5
Twitter (@USMPhysPlant)		6.8%	3
Physical Plant website (usm.edu/physicalplant)		31.8%	14
	Other (please specify)		2
<b>answered question</b>			<b>44</b>
<b>skipped question</b>			<b>3</b>

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
	30.4% (14)	28.3% (13)	10.9% (5)	4.3% (2)	0.0% (0)	26.1% (12)	4.15	46
							answered question	46
							skipped question	1

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
Cleanliness of restrooms	34.0% (16)	27.7% (13)	17.0% (8)	10.6% (5)	8.5% (4)	2.1% (1)	3.70	47
Cleanliness of classrooms, offices & hallways	34.8% (16)	23.9% (11)	17.4% (8)	13.0% (6)	8.7% (4)	2.2% (1)	3.64	46
							answered question	47
							skipped question	0

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
Temperature control in your building	21.3% (10)	<b>29.8% (14)</b>	19.1% (9)	21.3% (10)	6.4% (3)	2.1% (1)	3.39	47
Responsiveness to work requests	<b>44.4% (20)</b>	20.0% (9)	11.1% (5)	6.7% (3)	4.4% (2)	13.3% (6)	4.08	45
							<b>answered question</b>	<b>47</b>
							<b>skipped question</b>	<b>0</b>

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
Sufficient lighting & electrical outlets	37.0% (17)	<b>41.3% (19)</b>	8.7% (4)	4.3% (2)	2.2% (1)	6.5% (3)	4.14	46
Responsiveness to work requests	<b>43.5% (20)</b>	34.8% (16)	4.3% (2)	2.2% (1)	2.2% (1)	13.0% (6)	4.33	46
							<b>answered question</b>	<b>47</b>
							<b>skipped question</b>	<b>0</b>

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
Repairs to doors, hardware & furnishings; renovations/alterations	31.9% (15)	<b>36.2% (17)</b>	10.6% (5)	8.5% (4)	4.3% (2)	8.5% (4)	3.91	47
Responsiveness to work requests	<b>34.8% (16)</b>	<b>34.8% (16)</b>	15.2% (7)	2.2% (1)	2.2% (1)	10.9% (5)	4.10	46
							<b>answered question</b>	<b>47</b>
							<b>skipped question</b>	<b>0</b>

### 11. Please rate your level of satisfaction with Environmental/Moving Services:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
Moving office equipment/furniture & event set up	<b>31.9% (15)</b>	23.4% (11)	17.0% (8)	0.0% (0)	0.0% (0)	27.7% (13)	4.21	47
Trash pick up from outside containers	<b>38.3% (18)</b>	27.7% (13)	14.9% (7)	6.4% (3)	2.1% (1)	10.6% (5)	4.05	47
Responsiveness to work requests	<b>37.0% (17)</b>	21.7% (10)	13.0% (6)	0.0% (0)	2.2% (1)	26.1% (12)	4.24	46
							<b>answered question</b>	<b>47</b>
							<b>skipped question</b>	<b>0</b>

## 12. Please rate your level of satisfaction with the Landscape/Grounds Services:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
Landscape & grounds around YOUR building	<b>27.7% (13)</b>	25.5% (12)	14.9% (7)	12.8% (6)	10.6% (5)	8.5% (4)	3.51	47
Landscape & grounds of the Hattiesburg Campus	<b>34.0% (16)</b>	29.8% (14)	10.6% (5)	6.4% (3)	4.3% (2)	14.9% (7)	3.98	47
Responsiveness to work requests	28.3% (13)	21.7% (10)	4.3% (2)	4.3% (2)	4.3% (2)	<b>37.0% (17)</b>	4.03	46
							<b>answered question</b>	<b>47</b>
							<b>skipped question</b>	<b>0</b>

**13. Please rate your overall level of satisfaction with the following services:**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
Transportation Services/Motor Pool (vehicle maintenance, repair, fuel)	19.6% (9)	13.0% (6)	21.7% (10)	2.2% (1)	0.0% (0)	<b>43.5% (20)</b>	3.88	46
Paint Shop (walls in offices, classrooms & public spaces)	<b>28.3% (13)</b>	17.4% (8)	21.7% (10)	8.7% (4)	0.0% (0)	23.9% (11)	3.86	46
Lock Smith (non-residential key services)	<b>37.0% (17)</b>	13.0% (6)	13.0% (6)	2.2% (1)	2.2% (1)	32.6% (15)	4.19	46
Recycling/Sustainability (pick up of recycled material)	<b>44.4% (20)</b>	26.7% (12)	15.6% (7)	4.4% (2)	2.2% (1)	6.7% (3)	4.14	45
							<b>answered question</b>	<b>46</b>
							<b>skipped question</b>	<b>1</b>

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
	<b>45.5% (20)</b>	31.8% (14)	9.1% (4)	4.5% (2)	0.0% (0)	9.1% (4)	4.30	44
							<b>answered question</b>	<b>44</b>
							<b>skipped question</b>	<b>3</b>



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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
	63.0% (29)	19.6% (9)	4.3% (2)	2.2% (1)	2.2% (1)	8.7% (4)	4.52	46
	answered question							46
	skipped question							1

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Rating Average	Rating Count
	45.7% (21)	28.3% (13)	4.3% (2)	6.5% (3)	2.2% (1)	13.0% (6)	4.25	46
	answered question							46
	skipped question							1

**17. Comments:**

	Response Count
	11
	answered question
	11
	skipped question
	36

## 18. Affiliation:

		Response Percent	Response Count
Faculty		17.4%	8
<b>Staff</b>		<b>60.9%</b>	<b>28</b>
Student		21.7%	10
Other		0.0%	0
<b>answered question</b>			<b>46</b>
<b>skipped question</b>			<b>1</b>

## 19. Gender

		Response Percent	Response Count
Male		42.2%	19
<b>Female</b>		<b>57.8%</b>	<b>26</b>
<b>answered question</b>			<b>45</b>
<b>skipped question</b>			<b>2</b>

## 20. Length of time at your present Southern Miss facility:

		Response Percent	Response Count
Less than one year		13.3%	6
1 - 4 years		33.3%	15
5 years or longer		53.3%	24
answered question			45
skipped question			2