








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

| | | Response Percent | Response Count |
|-----|--|--------------------------|----------------|
| Yes |  | 72.7% | 64 |
| No |  | 27.3% | 24 |
| | | answered question | 88 |
| | | skipped question | 1 |

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

| | | Response Percent | Response Count |
|------------------------|---|--------------------------|----------------|
| At least once a week |  | 22.7% | 20 |
| Once a month |  | 20.5% | 18 |
| Once a semester |  | 26.1% | 23 |
| Once a year |  | 4.5% | 4 |
| N/A |  | 26.1% | 23 |
| | | answered question | 88 |
| | | skipped question | 1 |

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 | 25.5% (12) | 27.7% (13) | 19.1% (9) | 0.0% (0) | 2.1% (1) | 25.5% (12) | 4.00 | 47 |
| Effectiveness of communication | 8.5% (4) | 44.7% (21) | 19.1% (9) | 10.6% (5) | 4.3% (2) | 12.8% (6) | 3.49 | 47 |
| Courtesy & professionalism of work control staff | 52.1% (37) | 16.9% (12) | 11.3% (8) | 9.9% (7) | 0.0% (0) | 9.9% (7) | 4.23 | 71 |
| | | | | | | | answered question | 87 |
| | | | | | | | skipped question | 2 |

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 |
|--|----------------|-------------------|------------|--------------|-------------------|----------|--------------------------|--------------|
| | 33.7% (28) | 39.8% (33) | 14.5% (12) | 4.8% (4) | 3.6% (3) | 3.6% (3) | 3.99 | 83 |
| | | | | | | | answered question | 83 |
| | | | | | | | skipped question | 6 |

5. 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 |
|--|----------------|-------------------|------------|--------------|-------------------|------------|--------------------------|--------------|
| | 26.2% (22) | 34.5% (29) | 19.0% (16) | 4.8% (4) | 1.2% (1) | 14.3% (12) | 3.93 | 84 |
| | | | | | | | answered question | 84 |
| | | | | | | | skipped question | 5 |

6. 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 | 35.6% (31) | 29.9% (26) | 10.3% (9) | 13.8% (12) | 4.6% (4) | 5.7% (5) | 3.83 | 87 |
| Cleanliness of classrooms, offices & hallways | 28.4% (25) | 31.8% (28) | 12.5% (11) | 14.8% (13) | 5.7% (5) | 6.8% (6) | 3.67 | 88 |
| | | | | | | | answered question | 88 |
| | | | | | | | skipped question | 1 |

7. 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 | 12.5% (7) | 37.5% (21) | 16.1% (9) | 23.2% (13) | 8.9% (5) | 1.8% (1) | 3.22 | 56 |
| Responsiveness to work requests | 41.1% (23) | 37.5% (21) | 5.4% (3) | 5.4% (3) | 3.6% (2) | 7.1% (4) | 4.15 | 56 |
| | | | | | | | answered question | 56 |
| | | | | | | | skipped question | 33 |

8. 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 | 39.8% (35) | 37.5% (33) | 10.2% (9) | 6.8% (6) | 1.1% (1) | 4.5% (4) | 4.13 | 88 |
| Responsiveness to work requests | 43.7% (38) | 26.4% (23) | 11.5% (10) | 0.0% (0) | 1.1% (1) | 17.2% (15) | 4.35 | 87 |
| | | | | | | | answered question | 88 |
| | | | | | | | skipped question | 1 |

9. 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 | 47.1% (41) | 24.1% (21) | 10.3% (9) | 5.7% (5) | 0.0% (0) | 12.6% (11) | 4.29 | 87 |
| Responsiveness to work requests | 49.4% (43) | 23.0% (20) | 10.3% (9) | 0.0% (0) | 1.1% (1) | 16.1% (14) | 4.42 | 87 |
| | | | | | | | answered question | 87 |
| | | | | | | | skipped question | 2 |

10. 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 | 38.6% (34) | 26.1% (23) | 8.0% (7) | 1.1% (1) | 0.0% (0) | 26.1% (23) | 4.38 | 88 |
| Trash pick up from outside containers | 28.4% (25) | 43.2% (38) | 9.1% (8) | 6.8% (6) | 1.1% (1) | 11.4% (10) | 4.03 | 88 |
| Responsiveness to work requests | 40.2% (35) | 27.6% (24) | 8.0% (7) | 2.3% (2) | 0.0% (0) | 21.8% (19) | 4.35 | 87 |
| | | | | | | | answered question | 88 |
| | | | | | | | skipped question | 1 |

11. 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 | 34.8% (31) | 27.0% (24) | 9.0% (8) | 10.1% (9) | 15.7% (14) | 3.4% (3) | 3.57 | 89 |
| Landscape & grounds of the Hattiesburg Campus | 39.8% (35) | 38.6% (34) | 5.7% (5) | 10.2% (9) | 4.5% (4) | 1.1% (1) | 4.00 | 88 |
| Responsiveness to work requests | 29.1% (25) | 16.3% (14) | 11.6% (10) | 3.5% (3) | 2.3% (2) | 37.2% (32) | 4.06 | 86 |
| | | | | | | | answered question | 89 |
| | | | | | | | skipped question | 0 |

12. 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) | 19.3% (17) | 23.9% (21) | 6.8% (6) | 2.3% (2) | 0.0% (0) | 47.7% (42) | 4.15 | 88 |
| Paint Shop (walls in offices, classrooms & public spaces) | 25.0% (22) | 30.7% (27) | 6.8% (6) | 4.5% (4) | 1.1% (1) | 31.8% (28) | 4.08 | 88 |
| Lock Smith (non-residential key services) | 34.5% (30) | 27.6% (24) | 6.9% (6) | 0.0% (0) | 1.1% (1) | 29.9% (26) | 4.34 | 87 |
| Recycling/Sustainability (pick up of recycled material) | 29.4% (25) | 41.2% (35) | 16.5% (14) | 4.7% (4) | 0.0% (0) | 8.2% (7) | 4.04 | 85 |
| | | | | | | answered question | | 88 |
| | | | | | | skipped question | | 1 |

13. 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 |
|--|-------------------|-------------------|----------|--------------|-------------------|--------------------------|----------------|--------------|
| | 41.4% (36) | 41.4% (36) | 6.9% (6) | 6.9% (6) | 1.1% (1) | 2.3% (2) | 4.18 | 87 |
| | | | | | | answered question | | 87 |
| | | | | | | skipped question | | 2 |

14. 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 |
|--|-------------------|------------|----------|--------------|-------------------|----------|----------------|--------------|
| | 54.5% (48) | 26.1% (23) | 5.7% (5) | 5.7% (5) | 0.0% (0) | 8.0% (7) | 4.41 | 88 |
| | answered question | | | | | | | 88 |
| | skipped question | | | | | | | 1 |

15. 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 |
|--|-------------------|------------|------------|--------------|-------------------|----------|----------------|--------------|
| | 41.4% (36) | 36.8% (32) | 11.5% (10) | 3.4% (3) | 1.1% (1) | 5.7% (5) | 4.21 | 87 |
| | answered question | | | | | | | 87 |
| | skipped question | | | | | | | 2 |

16. Comments:

| | Response Count | |
|--|-------------------|----|
| | 39 | |
| | answered question | 39 |
| | skipped question | 50 |

17. Affiliation:

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Faculty | | 15.7% | 14 |
| Staff | | 67.4% | 60 |
| Student | | 13.5% | 12 |
| Other | | 3.4% | 3 |
| answered question | | | 89 |
| skipped question | | | 0 |

18. Gender

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Male | | 24.7% | 22 |
| Female | | 75.3% | 67 |
| answered question | | | 89 |
| skipped question | | | 0 |

19. Length of time at your present Southern Miss facility:

| | | Response Percent | Response Count |
|--------------------|--|--------------------------|----------------|
| Less than one year | | 7.9% | 7 |
| 1 - 4 years | | 30.3% | 27 |
| 5 years or longer | | 61.8% | 55 |
| | | answered question | 89 |
| | | skipped question | 0 |