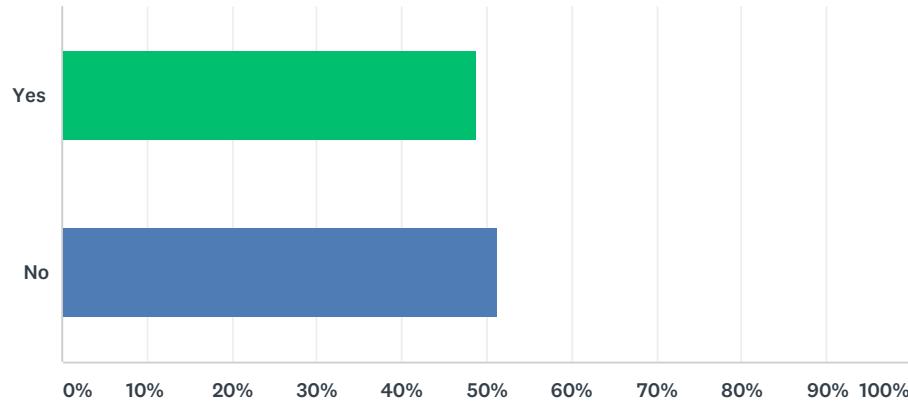


Q1 Have you used the Physical Plant online work order system within the last year?

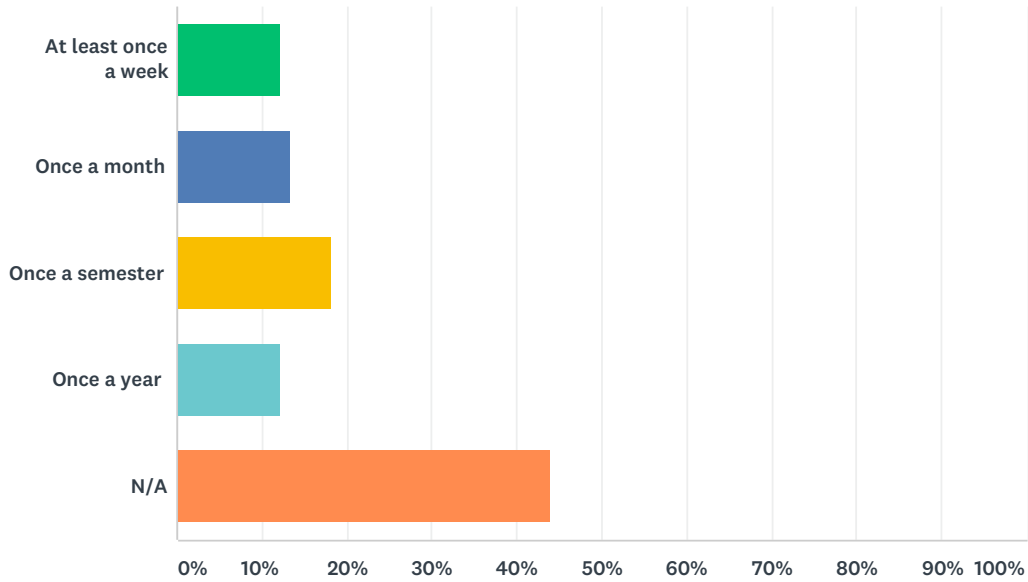
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	48.78%	40
No	51.22%	42
TOTAL		82

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

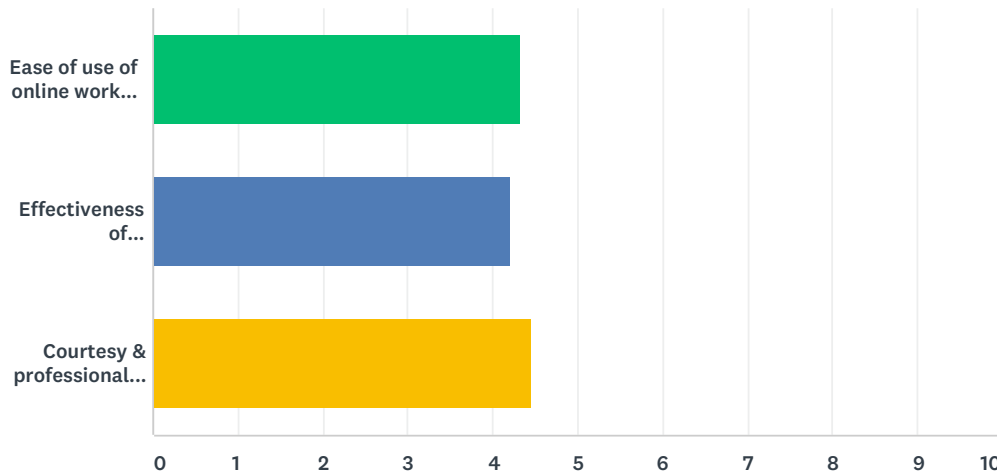
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
At least once a week	12.20%	10
Once a month	13.41%	11
Once a semester	18.29%	15
Once a year	12.20%	10
N/A	43.90%	36
TOTAL		82

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

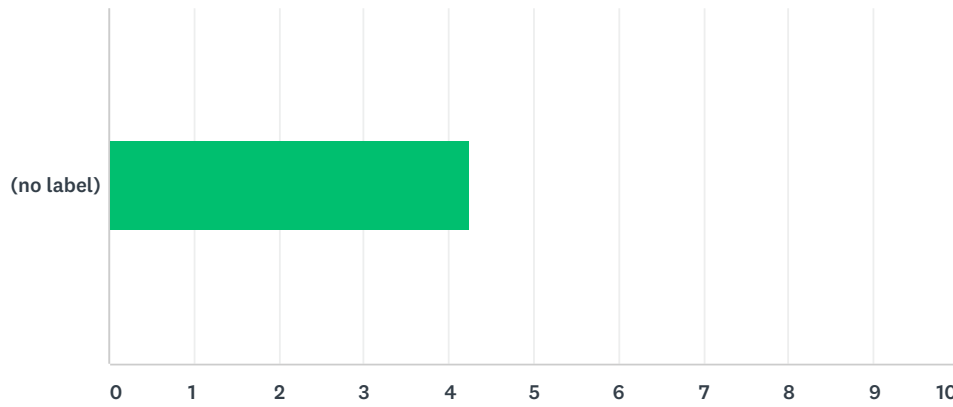
Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Ease of use of online work order system	30.49% 25	25.61% 21	8.54% 7	0.00% 0	0.00% 0	35.37% 29	82	4.34
Effectiveness of communication	33.77% 26	20.78% 16	9.09% 7	5.19% 4	0.00% 0	31.17% 24	77	4.21
Courtesy & professionalism of work control staff	44.16% 34	15.58% 12	11.69% 9	0.00% 0	0.00% 0	28.57% 22	77	4.45

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

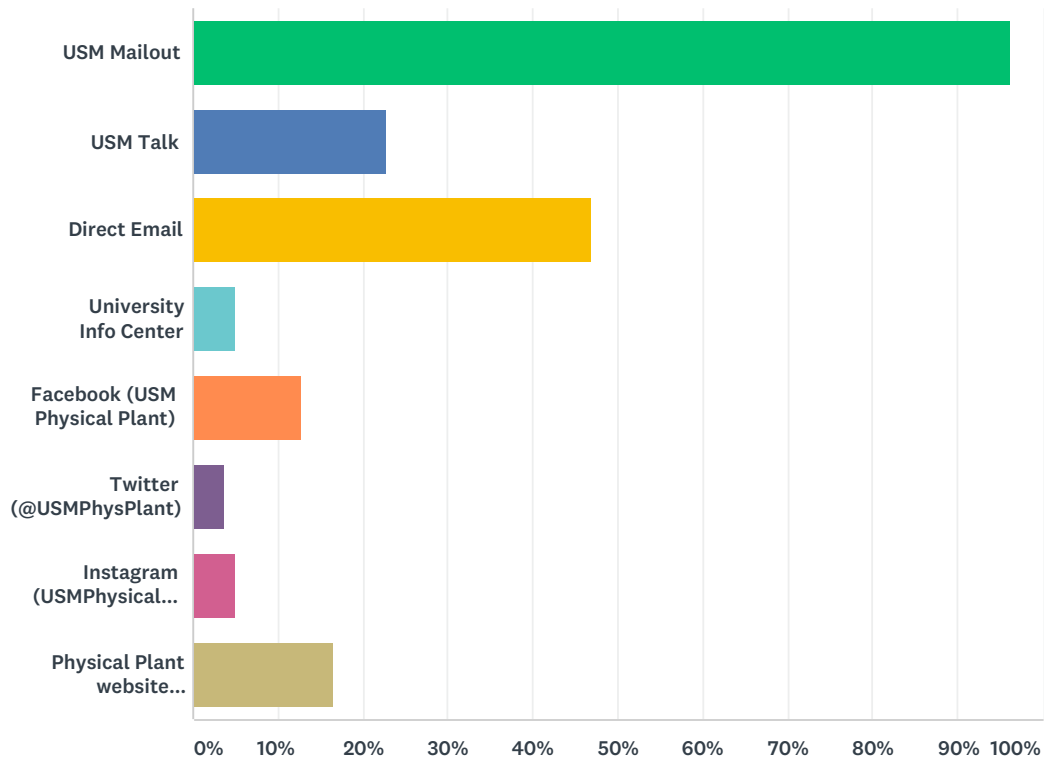
Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	41.46% 34	37.80% 31	8.54% 7	3.66% 3	1.22% 1	7.32% 6	82	4.24

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

Answered: 79 Skipped: 3

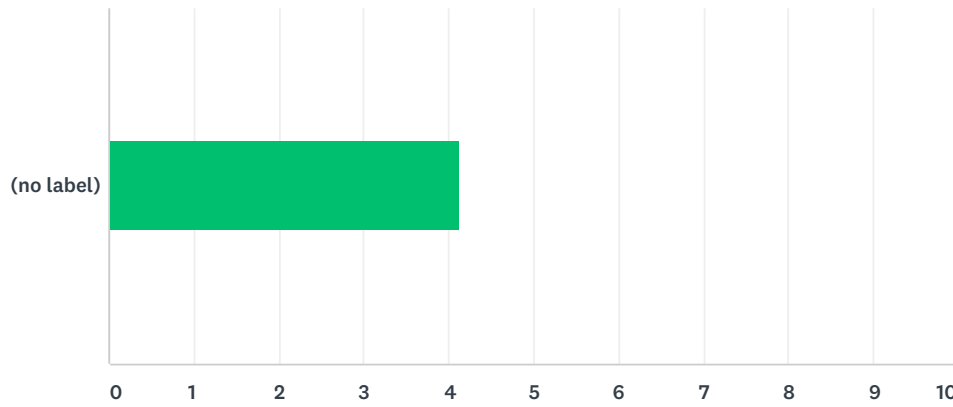


ANSWER CHOICES	RESPONSES
USM Mailout	96.20% 76
USM Talk	22.78% 18
Direct Email	46.84% 37
University Info Center	5.06% 4
Facebook (USM Physical Plant)	12.66% 10
Twitter (@USMPhysPlant)	3.80% 3
Instagram (USMPhysicalPlant)	5.06% 4
Physical Plant website (usm.edu/physicalplant)	16.46% 13
Total Respondents: 79	

#	OTHER (PLEASE SPECIFY)	DATE
1	Walking by the beautiful progress made by Bond Hall--it is absolutely delicious to see, it looks like the Garden of Eden!!	7/9/2018 2:36 PM
2	Flyer in the cafeteria	4/30/2018 10:36 PM
3	My administrative assistant	4/30/2018 1:14 PM
4	Telephone	4/30/2018 7:06 AM

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

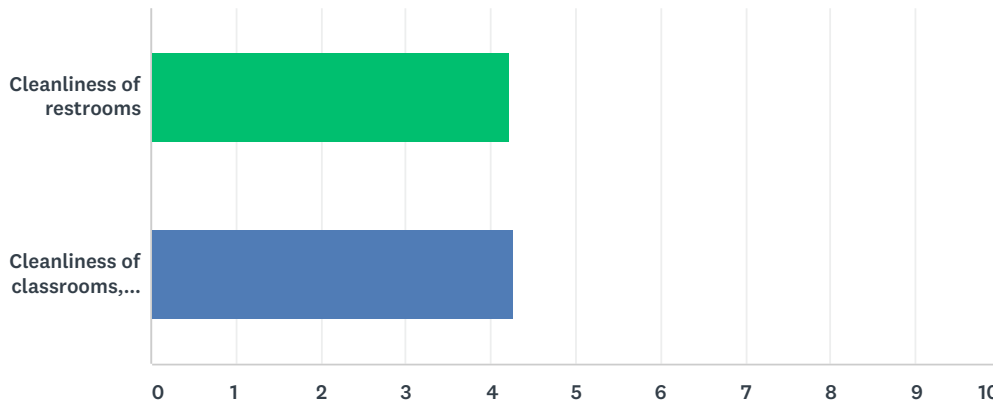
Answered: 80 Skipped: 2



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	26.25% 21	40.00% 32	13.75% 11	1.25% 1	0.00% 0	18.75% 15	80	4.12

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

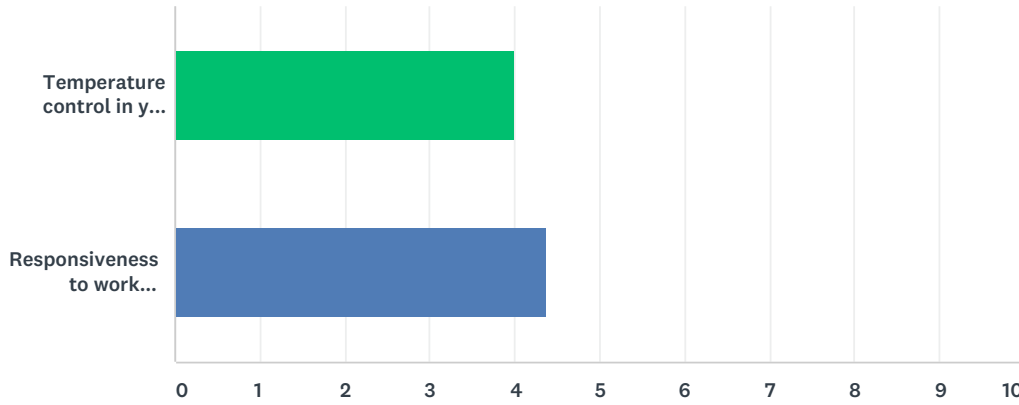
Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Cleanliness of restrooms	50.00% 40	27.50% 22	8.75% 7	6.25% 5	2.50% 2	5.00% 4	80	4.22
Cleanliness of classrooms, offices & hallways	45.12% 37	34.15% 28	9.76% 8	3.66% 3	1.22% 1	6.10% 5	82	4.26

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

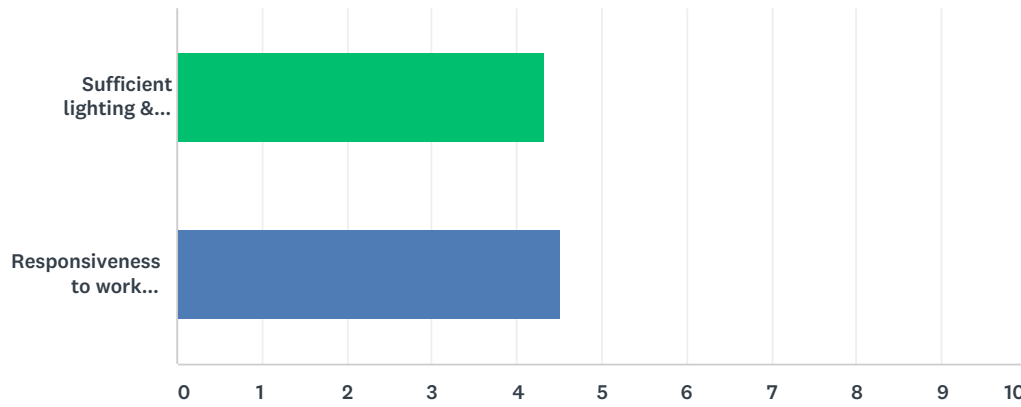
Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Temperature control in your building	34.15% 28	36.59% 30	14.63% 12	8.54% 7	1.22% 1	4.88% 4	82	3.99
Responsiveness to work requests	39.02% 32	31.71% 26	4.88% 4	2.44% 2	0.00% 0	21.95% 18	82	4.38

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

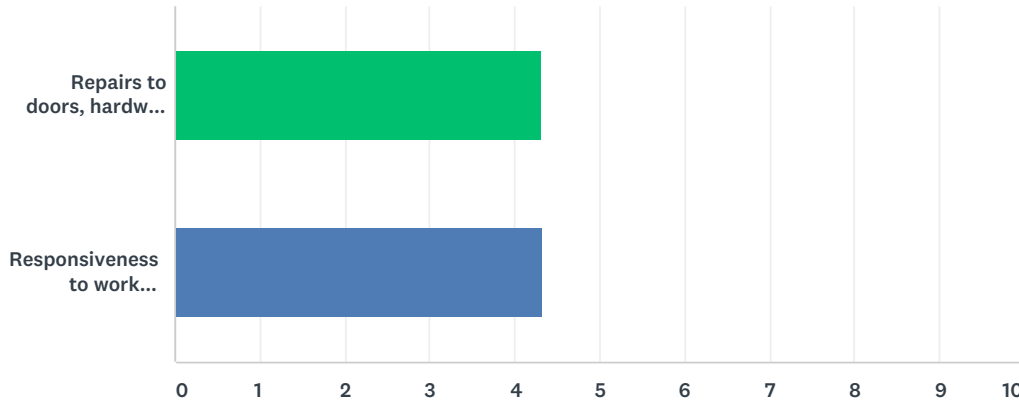
Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Sufficient lighting & electrical outlets	43.21% 35	45.68% 37	6.17% 5	2.47% 2	0.00% 0	2.47% 2	81	4.33
Responsiveness to work requests	48.78% 40	26.83% 22	6.10% 5	0.00% 0	0.00% 0	18.29% 15	82	4.52

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

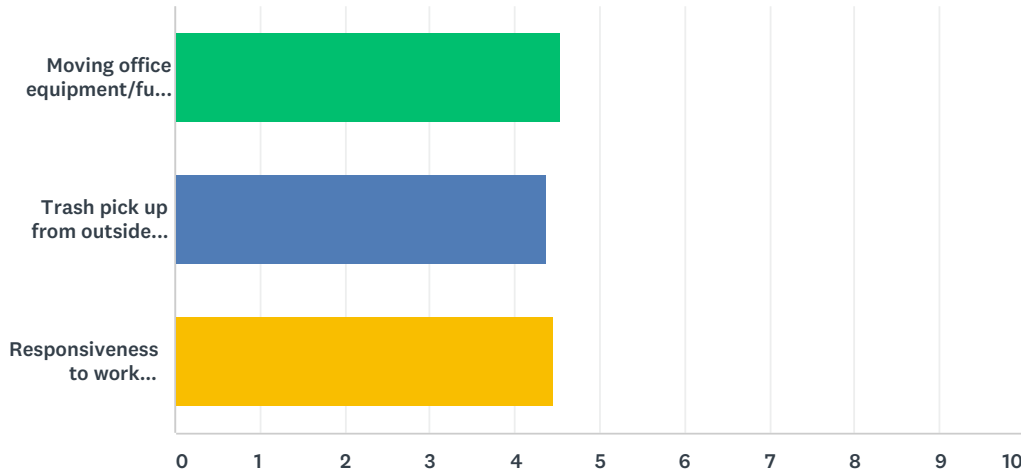
Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Repairs to doors, hardware & furnishings; renovations/alterations	47.56% 39	32.93% 27	10.98% 9	0.00% 0	2.44% 2	6.10% 5	82	4.31
Responsiveness to work requests	42.68% 35	24.39% 20	7.32% 6	2.44% 2	1.22% 1	21.95% 18	82	4.34

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

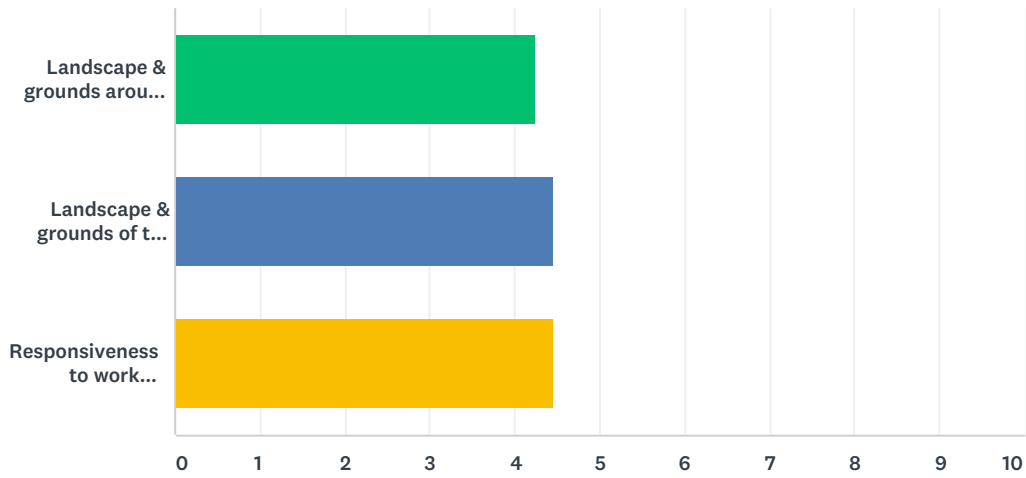
Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Moving office equipment/furniture & event set up	48.78% 40	25.61% 21	6.10% 5	0.00% 0	0.00% 0	19.51% 16	82	4.53
Trash pick up from outside containers	48.78% 40	30.49% 25	4.88% 4	4.88% 4	0.00% 0	10.98% 9	82	4.38
Responsiveness to work requests	42.50% 34	23.75% 19	8.75% 7	0.00% 0	0.00% 0	25.00% 20	80	4.45

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

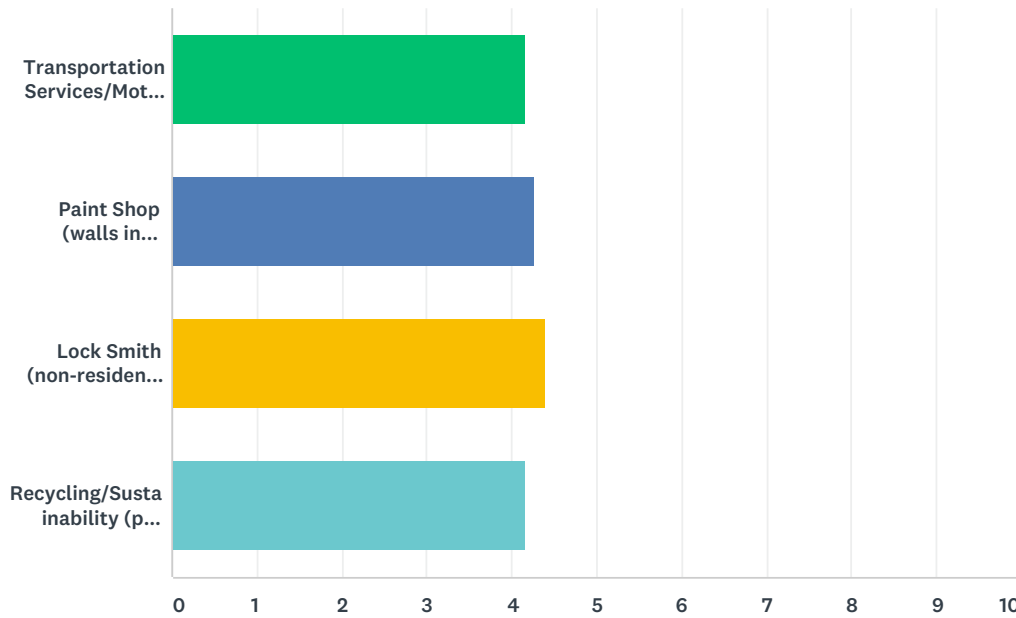
Answered: 81 Skipped: 1



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Landscape & grounds around YOUR building	48.15% 39	34.57% 28	8.64% 7	7.41% 6	0.00% 0	1.23% 1	81	4.25
Landscape & grounds of the Hattiesburg Campus	50.62% 41	38.27% 31	2.47% 2	2.47% 2	0.00% 0	6.17% 5	81	4.46
Responsiveness to work requests	34.57% 28	18.52% 15	4.94% 4	1.23% 1	0.00% 0	40.74% 33	81	4.46

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

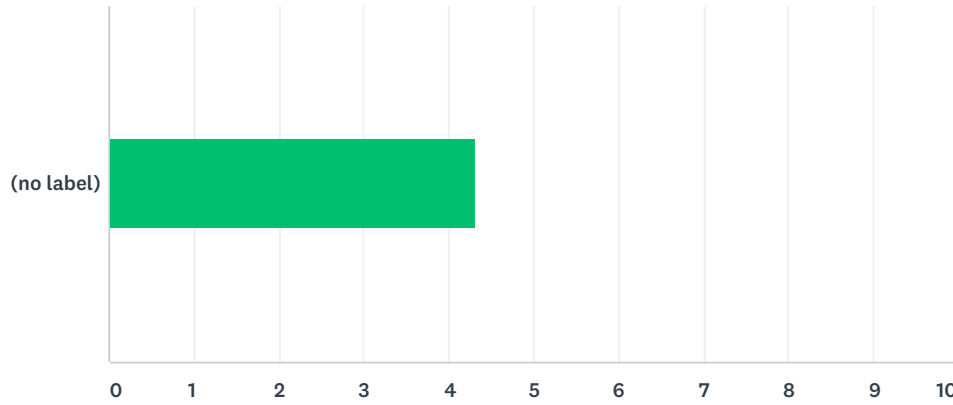
Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Transportation Services/Motor Pool (vehicle maintenance, repair, fuel)	23.17% 19	18.29% 15	7.32% 6	3.66% 3	0.00% 0	47.56% 39	82	4.16
Paint Shop (walls in offices, classrooms & public spaces)	30.49% 25	21.95% 18	13.41% 11	0.00% 0	0.00% 0	34.15% 28	82	4.26
Lock Smith (non-residential key services)	28.05% 23	19.51% 16	4.88% 4	1.22% 1	0.00% 0	46.34% 38	82	4.39
Recycling/Sustainability (pick up of recycled material)	42.68% 35	26.83% 22	6.10% 5	3.66% 3	4.88% 4	15.85% 13	82	4.17

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

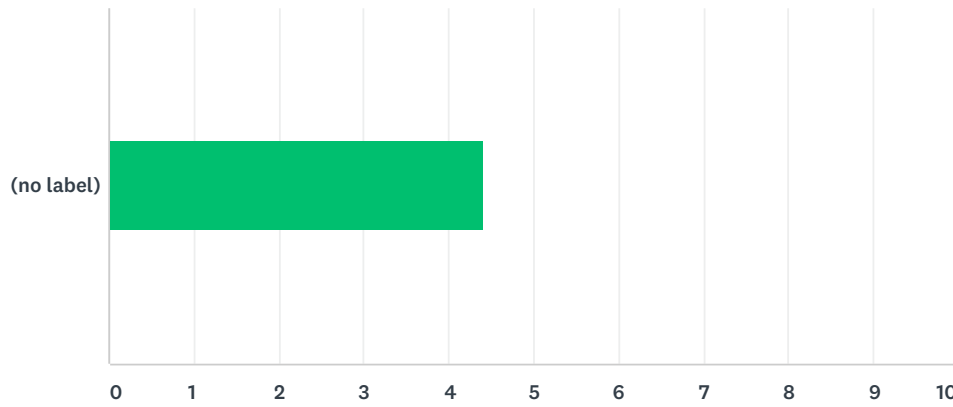
Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	45.12% 37	41.46% 34	12.20% 10	1.22% 1	0.00% 0	0.00% 0	82	4.30

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

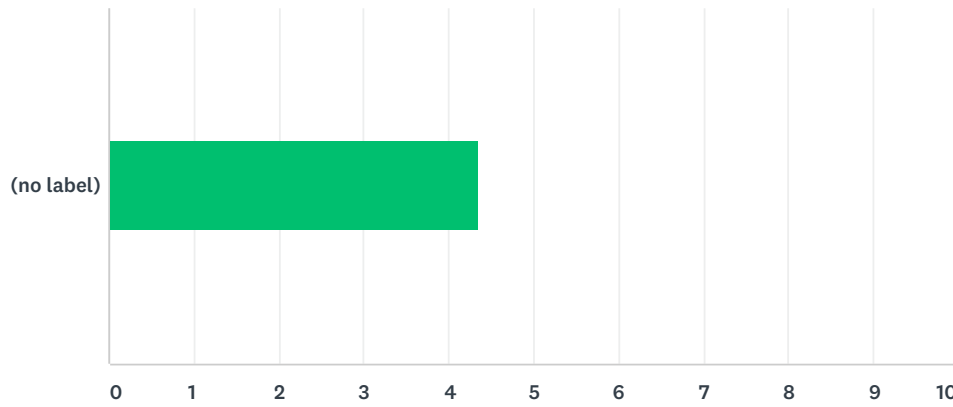
Answered: 81 Skipped: 1



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	53.09% 43	33.33% 27	6.17% 5	3.70% 3	0.00% 0	3.70% 3	81	4.41

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

Answered: 82 Skipped: 0



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	41.46% 34	25.61% 21	10.98% 9	1.22% 1	0.00% 0	20.73% 17	82	4.35

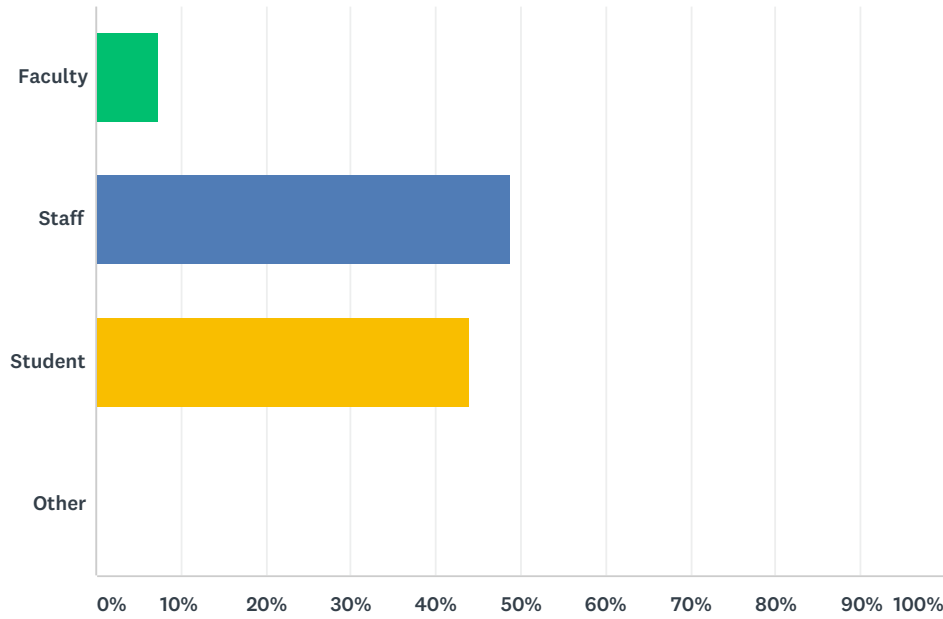
Q17 Comments: (If you want a specific issue addressed, please provide detailed information including the name of the building and/or office number).

Answered: 14 Skipped: 68

#	RESPONSES	DATE
1	There are a few issues that I've had with custodial services at McLemore Hall. 1) the 2nd floor bathroom will go days with no paper towels or soap (unless we put a sticky note that says out on it). 2) there are multiple dead birds outside the north side of the glass stairwell. They sit there through decomposition. 3 the custodian is always sitting outside by the glass stairwell, inside by parking management office, or charging their phone all the time. I've actually gone to a meeting and come back an hour plus later and they are still having a convo with the male that is always at work with them. 4) the boxes that we recycle in the building are piled underneath the stairs in the glass stairwell. Some have been there all semester.	10/2/2018 12:05 PM
2	Thank you, thank you, thank you for making it so pretty outside of our building. It makes coming to work wonderful, especially now that it doesn't mean walking through muddy/sandy run off on rainy days. This is especially helpful for the families that come to us on the 4th floor to participate in the various programs involved with the Institute for Disability Studies. It is so beautiful out there now and it feels so good to see. I don't know who is responsible for the change but I'd love to hug them for it! Thank you so much	7/9/2018 2:36 PM
3	I am very appreciate of the men and women who work with the physical plant.	5/11/2018 7:43 PM
4	The custodial staff at Trent Lott Center is the best. Very satisfied does not seem adequate to describe the level of service that we get.	5/11/2018 11:24 AM
5	Work orders are sometimes closed without the problem being solved. Also, updates on a repair project would be helpful if possible. Sometimes work is done and days pass before the workers return due to parts needed or other reasons.	5/10/2018 8:24 AM
6	We have the best Physical Plan anywhere! Whenever I need anything at all, the staff is always there to help! Thank you for everything you do!	5/9/2018 7:58 PM
7	Though I forget her name, the custodial lady in the kinesiology building is so kind and always talks to me when I see her. She does a great job taking care of the place and seems to always have a great attitude. She definitely brightens my day!	5/4/2018 7:56 PM
8	Took 4 days of constant calling for a person to look at our sink as it was clogged. Got it fixed and became clogged again after 2 days.	5/4/2018 12:18 PM
9	The Physical Plant and custodial staff are always timely, professional and very courteous while on the job in and around KWH.	5/2/2018 5:25 PM
10	A colleague and I reserved a conference room and everything went great. The campus is beautifully maintained, the GP facilities are superior. I thought the Blues and Jazz Festival was excellent set-up, take down. I think the main gym bathroom in the fitness center could receive a little (very little) additional attention.	4/30/2018 10:36 PM
11	Recently JBG #103 had a request for HVAC help because our offices were freezing. The worker that came was wonderful, cordial, professional, and so wanting to do a good job. He was great. Additionally, earlier in the year we had portions of our walls repainted and "fixed" from dings and other issues in the drywall. Those two guys who came to work on them were excellent--you absolutely can't even tell where they made repairs. Their response time was fabulous and they were very helpful.	4/30/2018 1:14 PM
12	Pay raises for Housing/Maintenance	4/30/2018 1:12 AM
13	I greatly appreciate the janitorial staff in OMG Hall. The building is kept spotless and the staff is always kind and helpful. Thank you for your service!	4/28/2018 7:54 PM
14	All work orders in our building go through our administrative team. The custodial crew in our building (KIN) is questionable. Bathrooms are dirty, cleaning of bathrooms in the middle of the day.	4/27/2018 5:24 PM

Q18 Affiliation:

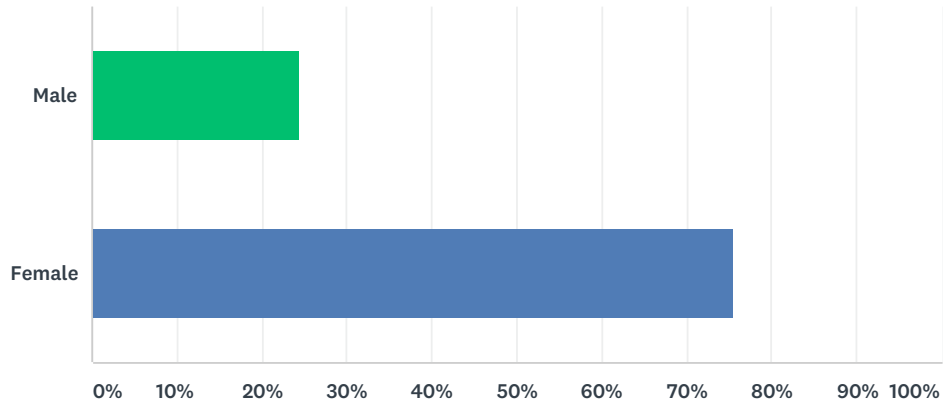
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	Count
Faculty	7.32%	6
Staff	48.78%	40
Student	43.90%	36
Other	0.00%	0
TOTAL		82

Q19 Gender

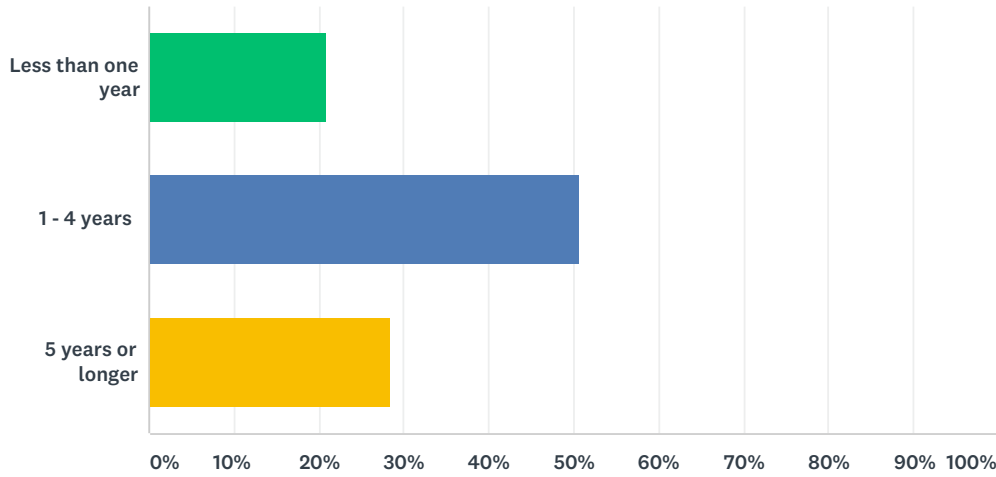
Answered: 82 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	24.39%	20
Female	75.61%	62
TOTAL		82

Q20 Length of time at your present Southern Miss facility:

Answered: 81 Skipped: 1



ANSWER CHOICES	RESPONSES	
Less than one year	20.99%	17
1 - 4 years	50.62%	41
5 years or longer	28.40%	23
TOTAL		81

Q21 If you would like to be eligible for the prize drawing, please provide the following information in the space below and click 'DONE'. (Contact info is not linked to survey. All responses are confidential.)
Name Employee/Student ID Email Address All prizes are taxable.

Answered: 75 Skipped: 7

#	RESPONSES	DATE
1	Ryan Dufrene w910859 ryan.dufrene@usm.edu	5/15/2018 9:23 AM
2	Elisabeth Fromkin #392132 Elisabeth.Fromkin@usm.edu	5/15/2018 8:02 AM
3	Zundra Gates 413385 Zundra.lucas@usm.edu	5/12/2018 6:31 AM
4	Karen Boger w217335 karen.boger@usm.edu	5/11/2018 11:18 PM
5	Lily Tran 954275 Lily.tran@usm.edu	5/11/2018 10:05 PM
6	Vickie Reed 152361 vickie.reed@usm.edu	5/11/2018 7:43 PM
7	Jordan Winetrout 951917 Jordan.winetrout@usm.edu	5/11/2018 7:22 PM
8	Petra Ehlers W996783 Petra.ehlers@usm.edu	5/11/2018 5:34 PM
9	Pamela Gibbs 139575 Pamela.Gibbs@usm.edu	5/11/2018 11:24 AM
10	Deborah Booth 301561 Deborah.booth@usm.edu	5/10/2018 12:33 PM
11	Maria Rodgers w993239 maria.rodgers@usm.edu	5/10/2018 11:46 AM
12	Crystal Ingram w190587 crystal.ingram@usm.edu	5/10/2018 9:30 AM
13	Chrissy Hudson 410395 chrissy.hudson@usm.edu	5/10/2018 9:01 AM
14	Rusty Anderson w306816 rusty.anderson@usm.edu	5/10/2018 8:24 AM
15	Samantha Steinberg 10043719 samantha.steinberg@usm.edu	5/10/2018 8:20 AM
16	Sandra Denise Crozier 506484 denise.crozier@usm.edu	5/9/2018 7:58 PM
17	Japriest Jerry 943357 japriest.jerry@usm.edu	5/8/2018 10:22 PM
18	Melanie Heusser 853727 melanie.heusser@usm.edu	5/7/2018 10:24 AM
19	Jasmine Collins W219379 Jasmine.N.Collins@usm.edu	5/6/2018 5:20 PM
20	Lonnie Craig Jr. w782909 lonnie.craig@usm.edu	5/5/2018 3:07 PM
21	Tammy Thompson 987572 tammy.l.thompson@usm.edu	5/5/2018 9:09 AM
22	Jillian Wohlgemuth w966357 jillian.wohlgemuth@usm.edu	5/4/2018 10:00 PM
23	Raymond Burnett W953701 raymond.l.burnett@usm.edu	5/4/2018 7:56 PM
24	Haley Freeman 582231 haley.freeman@usm.edu	5/4/2018 4:08 PM
25	Arlicia Jordan w555060 arlicia.jordan@usm.edu	5/4/2018 2:51 PM
26	Chloe Felterman W980053 Chloe.felتمان@usm.edu	5/4/2018 2:50 PM
27	Shanell Brent w10010806 shanell.Brent@usm.edu	5/4/2018 1:26 PM
28	Chandler Russ W176460 w176460@usm.edu	5/4/2018 1:26 PM
29	Leslee Potvin w370218 Leslee.Potvin@usm.edu	5/4/2018 1:24 PM
30	William Randolph Stogner w206958 William.r.stogner@usm.edu	5/4/2018 12:53 PM
31	Jessica Moore w968783 jessica.j.moore@usm.edu	5/4/2018 12:33 PM
32	Barney Poole w302133 barney.poole@usm.edu	5/4/2018 12:28 PM

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33	Kayleigh Raines W938175 Kayleigh.raines@usm.edu	5/4/2018 12:18 PM
34	Christian Phillips 987971 christian.phillips@usm.edu	5/4/2018 12:12 PM
35	Anna Swann 186952 anna.swann@usm.edu	5/4/2018 9:32 AM
36	Melissa McDaniel w303109 melissa.mcdaniel@usm.edu	5/3/2018 12:52 PM
37	Ethel Hurst w927166 ethel.hurst@usm.edu	5/3/2018 10:47 AM
38	Christi Holloway 147803 Christi.holloway@usm.edu	5/3/2018 9:10 AM
39	Bruce Smith w491303 bruce.smith@usm.edu	5/3/2018 7:59 AM
40	Stephen English w937567 stephen.english@usm.edu	5/2/2018 9:48 PM
41	Kate Cochran w783850 katherine.cochran@usm.edu	5/2/2018 5:56 PM
42	Linda Dorsey 147900 linda.dorsey@usm.edu	5/2/2018 5:25 PM
43	Corri Paige Cannon W980008 Paige.cannon@usm.edu	5/2/2018 5:10 PM
44	Malendia Eads w929573 malendia.eads@usm.edu	5/1/2018 2:26 PM
45	Angela M. Corley w782744 Angela.Corley@usm.edu	5/1/2018 2:03 PM
46	Christopher Marcell w983869 Christopher.marcell@usm.edu	4/30/2018 10:36 PM
47	Dr. Anne Sylvest W589317 anne.sylvest@usm.edu	4/30/2018 1:14 PM
48	Stephen McCay 545279 stephen.mccay@usm.edu	4/30/2018 9:35 AM
49	Deborah Jefferson w125170 deborah.jefferson@usm.edu	4/30/2018 9:35 AM
50	Donna Stauter w207543 donna.stauter@usm.edu	4/30/2018 9:09 AM
51	Kimberly Padgett w313531 Kimberly.Padgett@usm.edu	4/30/2018 8:44 AM
52	Cassandra Oubre 441397 Cassandra.Oubre@usm.edu	4/30/2018 8:23 AM
53	JELISA BROWN 706327 jelisa.brown@usm.edu	4/30/2018 8:19 AM
54	Jessica Langston w659665 Jessica.langston@usm.edu	4/30/2018 8:11 AM
55	Joyce Powell w713885 joyce.powell@usm.edu	4/30/2018 8:05 AM
56	Lamon Terrell Jackson W313365 We Clamon.jackson@usm	4/30/2018 1:12 AM
57	Kaitlyn Watkins w896102 kaitlyn.watkins@usm.edu	4/29/2018 7:18 PM
58	Catherine Thompson W808728 ecthompson0915@gmail.com	4/29/2018 2:47 PM
59	Caitlin Rinko W944150 Caitlin.rinko@usm.edu	4/28/2018 6:51 PM
60	Raquel McKim w943919 raquel.mckim@usm.edu	4/28/2018 10:20 AM
61	Anastasia Stelse w937357 anastasia.stelse@usm.edu	4/28/2018 8:38 AM
62	Jerrica Miller W943445 Jerrica.miller@usm.edu	4/28/2018 12:17 AM
63	Morgan Hamilton-Pigg w934789 morgan.hamiltonpigg@usm.edu	4/27/2018 11:16 PM
64	Christian Phillips 987971 christian.phillips@usm.edu	4/27/2018 10:29 PM
65	Jalen Husband w1002363 jhusband47@gmail.com	4/27/2018 9:06 PM
66	Olivia LeBlanc w998965 olivia.leblanc@usm.edu	4/27/2018 8:09 PM
67	Kundu thapa W981602 Kundu.thapa @gmail.co.	4/27/2018 7:54 PM
68	Jennifer Keyser	4/27/2018 6:52 PM
69	Cailyn Papp w953424 Cailyn.papp@usm.edu	4/27/2018 6:16 PM
70	Gabrielle Morgan w219203 g.jones@usm.edu	4/27/2018 5:43 PM
71	Cassandra Moore w180603 Cassandra.Moore@usm.edu	4/27/2018 5:30 PM
72	Jeffrey Parr w990929 jeffrey.parr@usm.edu	4/27/2018 5:24 PM
73	Tolga Catmakas 994457 tolga.catmakas@usm.edu	4/27/2018 5:23 PM

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74	Rida Hassan W974954 rida.hassan@usm.edu	4/27/2018 5:18 PM
75	Chrissonthia Moore W967170 Chrissonthia.moore@usm.edu	4/27/2018 5:17 PM
