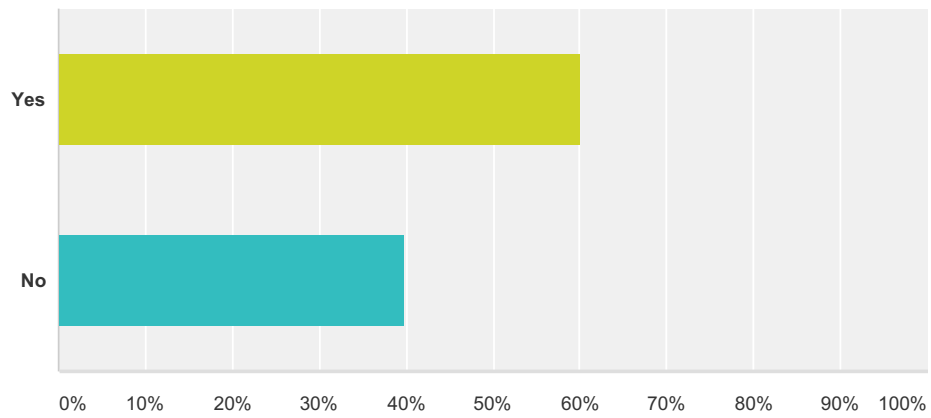


Q1 Have you used the Physical Plant online work order system within the last year?

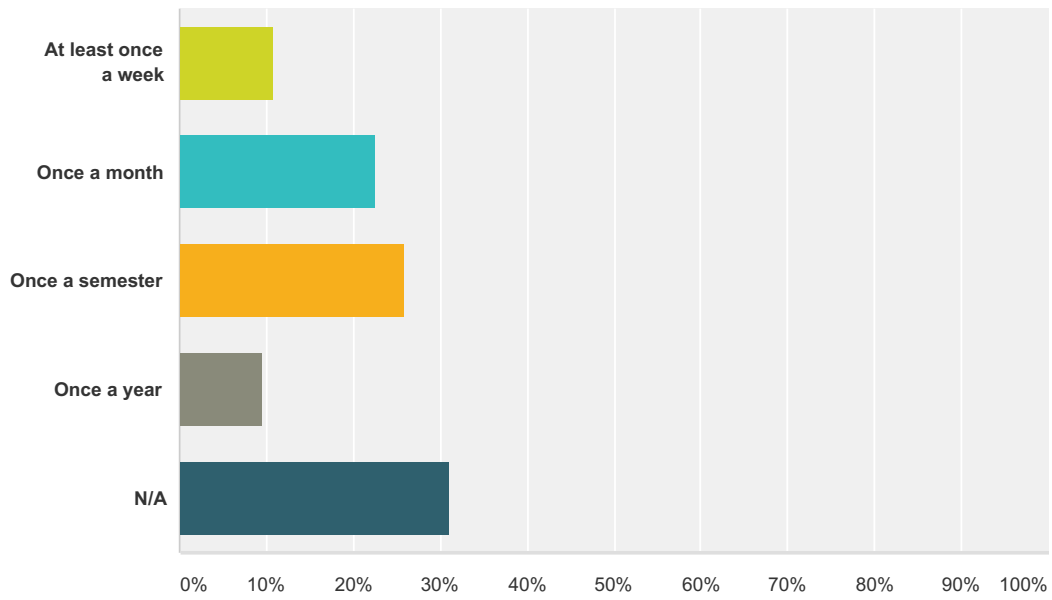
Answered: 93 Skipped: 1



Answer Choices	Responses	
Yes	60.22%	56
No	39.78%	37
Total		93

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

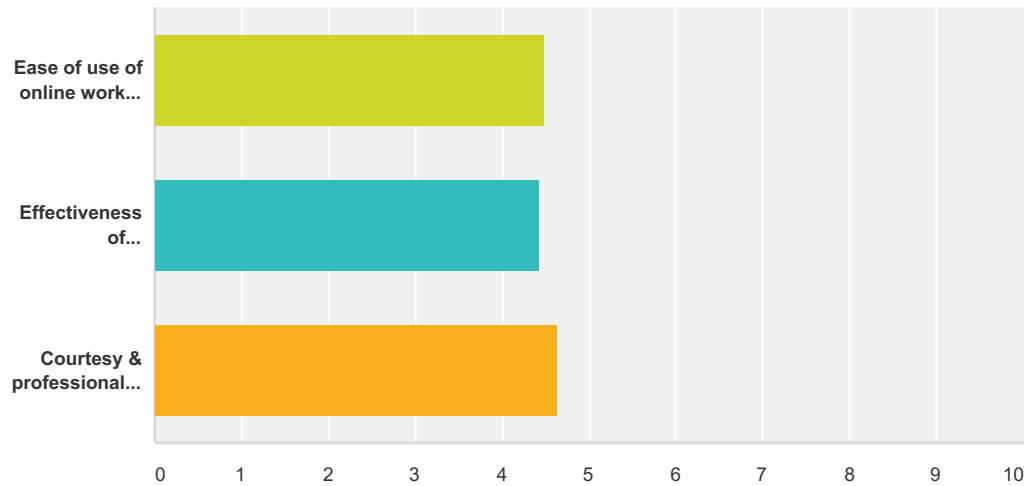
Answered: 93 Skipped: 1



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
Total		93

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

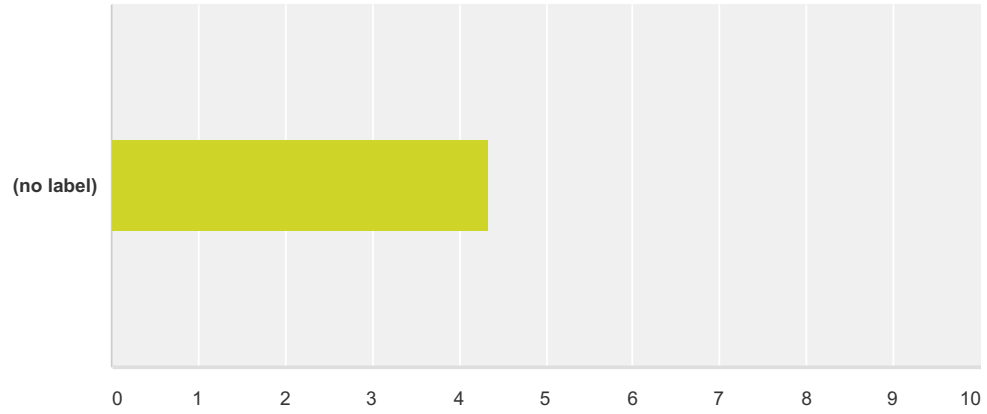
Answered: 93 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Ease of use of online work order system	45.16% 42	23.66% 22	6.45% 6	1.08% 1	0.00% 0	23.66% 22	93	4.48
Effectiveness of communication	41.94% 39	29.03% 27	4.30% 4	1.08% 1	1.08% 1	22.58% 21	93	4.42
Courtesy & professionalism of work control staff	53.76% 50	18.28% 17	5.38% 5	0.00% 0	0.00% 0	22.58% 21	93	4.63

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

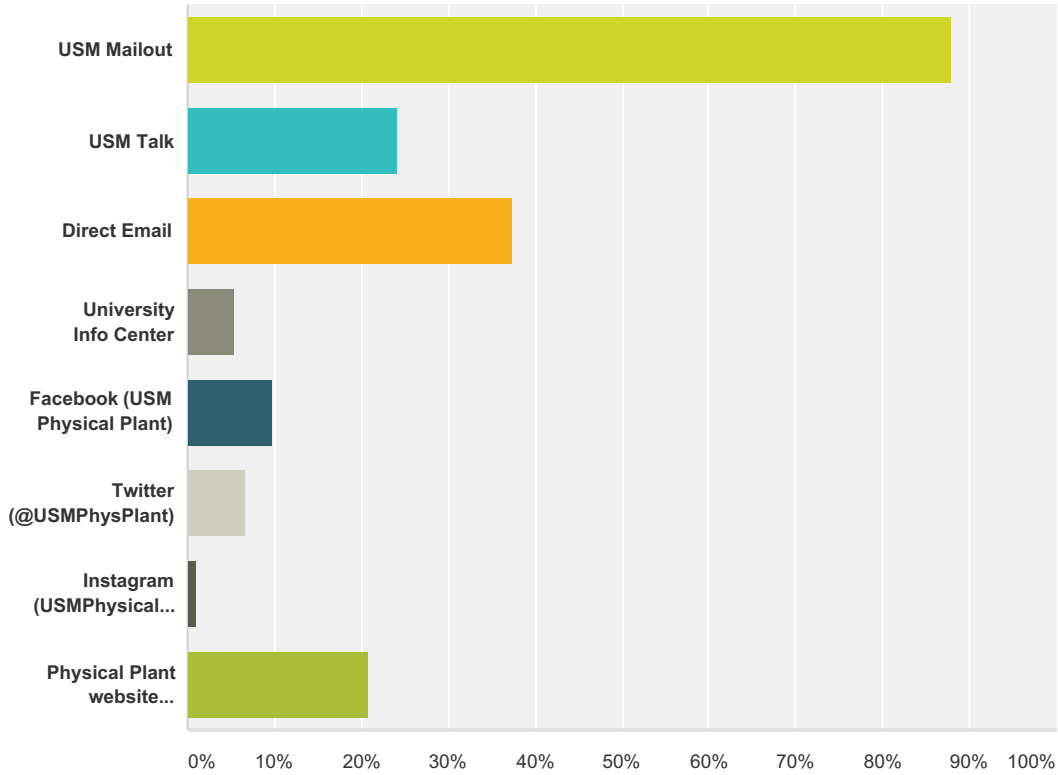
Answered: 92 Skipped: 2



	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



Answer Choices	Responses
USM Mailout	87.91% 80
USM Talk	24.18% 22
Direct Email	37.36% 34
University Info Center	5.49% 5
Facebook (USM Physical Plant)	9.89% 9
Twitter (@USMPhysPlant)	6.59% 6
Instagram (USMPhysicalPlant)	1.10% 1
Physical Plant website (usm.edu/physicalplant)	20.88% 19
Total Respondents: 91	

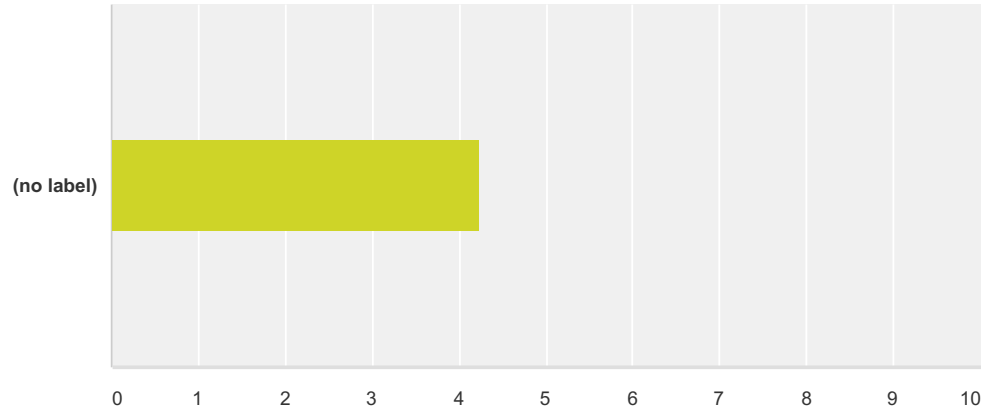
#	Other (please specify)	Date
1	Telephone	5/2/2016 10:59 AM
2	Individuals who work for the Physical Plant	4/29/2016 11:32 PM
3	Admin Offices	4/28/2016 6:46 PM

Customer Satisfaction Survey - Spring 2016

4	Direct e-mail via the President's secretary	4/28/2016 8:39 AM
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Q6 Please rate your level of satisfaction with the ease of use and information on the Physical Plant website:

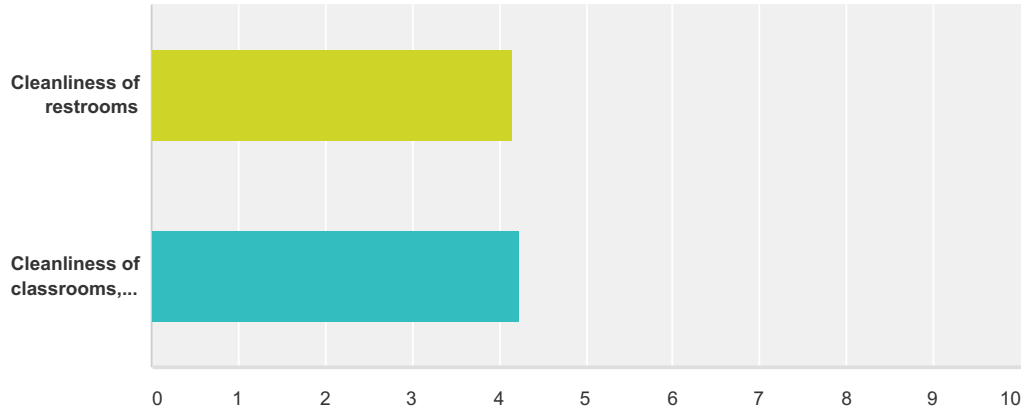
Answered: 93 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	32.26% 30	33.33% 31	10.75% 10	0.00% 0	1.08% 1	22.58% 21	93	4.24

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

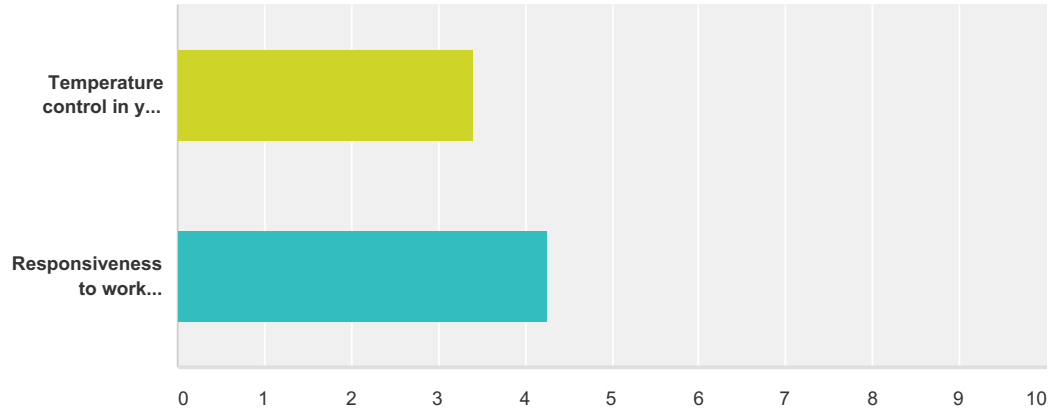
Answered: 93 Skipped: 1



	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

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

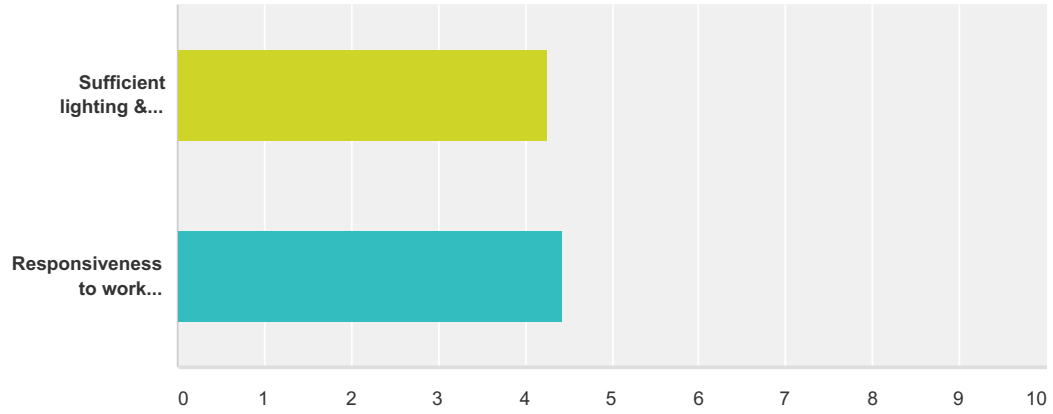
Answered: 93 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Temperature control in your building	21.74% 20	29.35% 27	18.48% 17	17.39% 16	8.70% 8	4.35% 4	92	3.40
Responsiveness to work requests	41.57% 37	32.58% 29	10.11% 9	1.12% 1	2.25% 2	12.36% 11	89	4.26

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

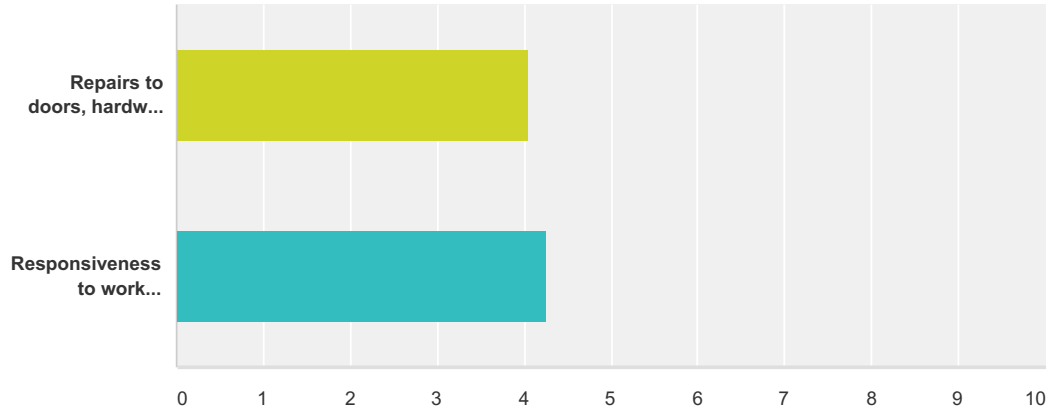
Answered: 92 Skipped: 2



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Sufficient lighting & electrical outlets	42.39% 39	42.39% 39	6.52% 6	1.09% 1	3.26% 3	4.35% 4	92	4.25
Responsiveness to work requests	47.78% 43	26.67% 24	4.44% 4	2.22% 2	1.11% 1	17.78% 16	90	4.43

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

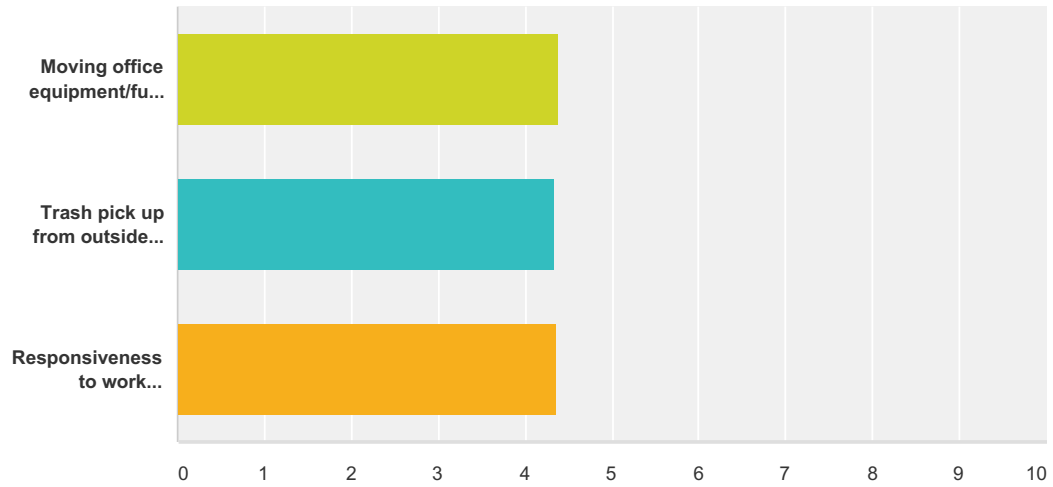
Answered: 92 Skipped: 2



	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:

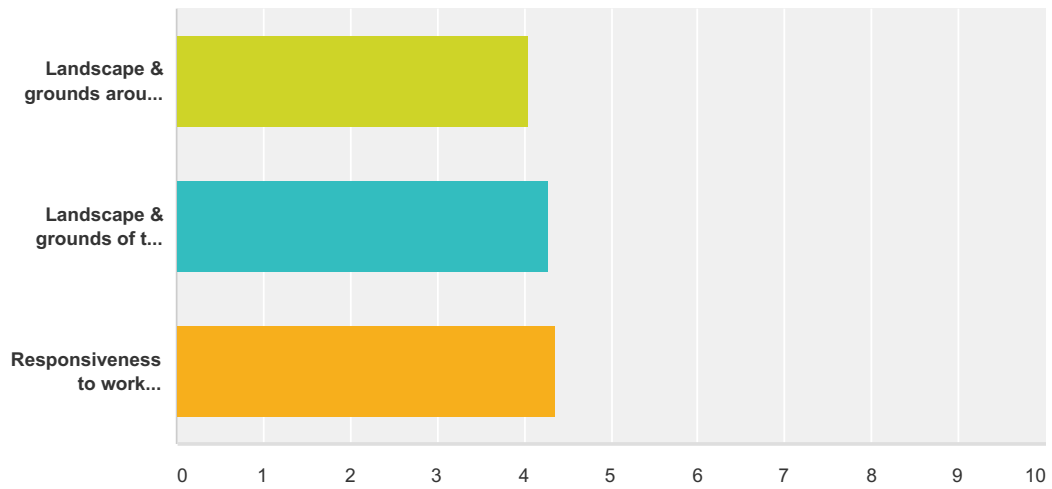
Answered: 92 Skipped: 2



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Moving office equipment/furniture & event set up	41.30% 38	23.91% 22	8.70% 8	0.00% 0	1.09% 1	25.00% 23	92	4.39
Trash pick up from outside containers	46.74% 43	31.52% 29	8.70% 8	0.00% 0	2.17% 2	10.87% 10	92	4.35
Responsiveness to work requests	41.30% 38	23.91% 22	9.78% 9	0.00% 0	1.09% 1	23.91% 22	92	4.37

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

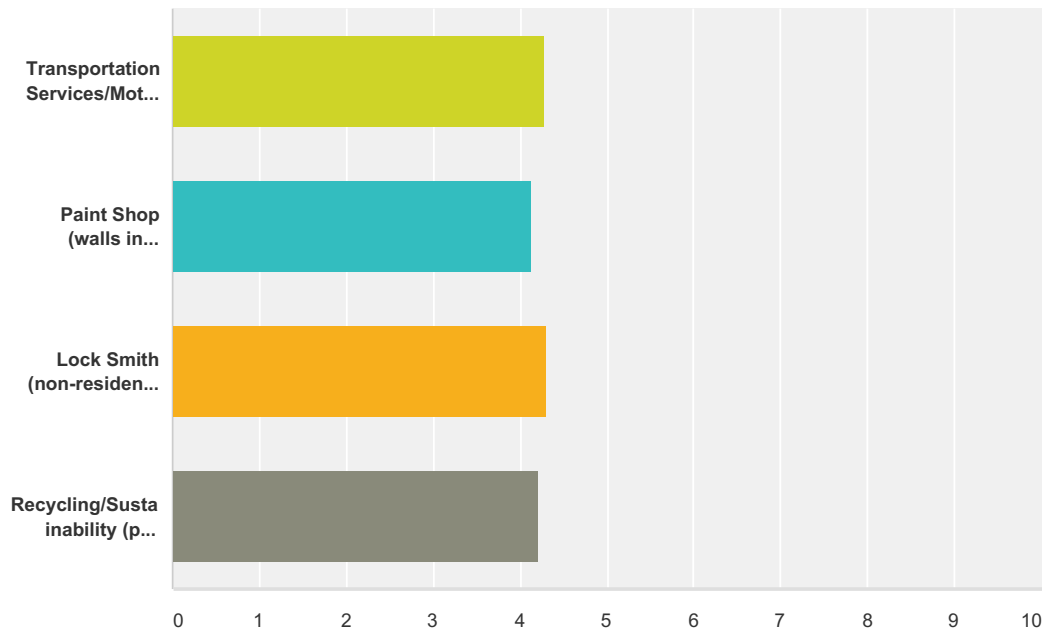
Answered: 93 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Landscape & grounds around YOUR building	39.78% 37	37.63% 35	6.45% 6	3.23% 3	7.53% 7	5.38% 5	93	4.05
Landscape & grounds of the Hattiesburg Campus	49.46% 46	30.11% 28	5.38% 5	2.15% 2	4.30% 4	8.60% 8	93	4.29
Responsiveness to work requests	39.78% 37	16.13% 15	6.45% 6	0.00% 0	3.23% 3	34.41% 32	93	4.36

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

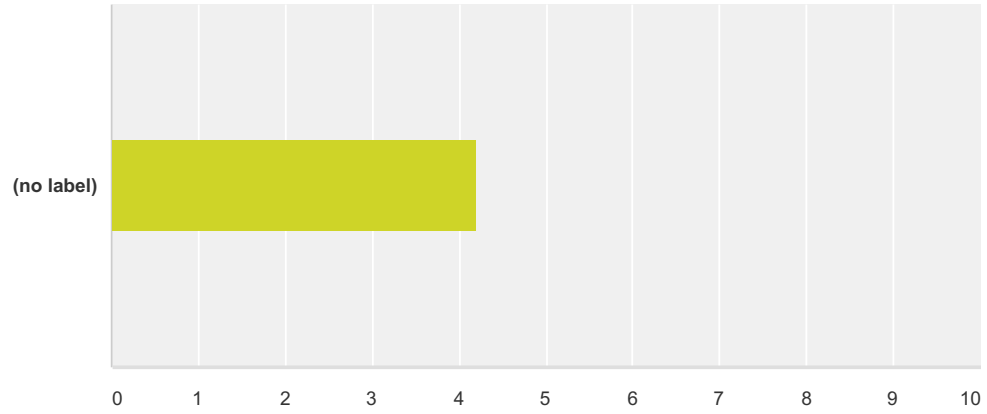
Answered: 93 Skipped: 1



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Transportation Services/Motor Pool (vehicle maintenance, repair, fuel)	22.58% 21	15.05% 14	7.53% 7	1.08% 1	0.00% 0	53.76% 50	93	4.28
Paint Shop (walls in offices, classrooms & public spaces)	27.17% 25	22.83% 21	15.22% 14	0.00% 0	1.09% 1	33.70% 31	92	4.13
Lock Smith (non-residential key services)	36.56% 34	17.20% 16	9.68% 9	3.23% 3	0.00% 0	33.33% 31	93	4.31
Recycling/Sustainability (pick up of recycled material)	38.71% 36	31.18% 29	6.45% 6	4.30% 4	2.15% 2	17.20% 16	93	4.21

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

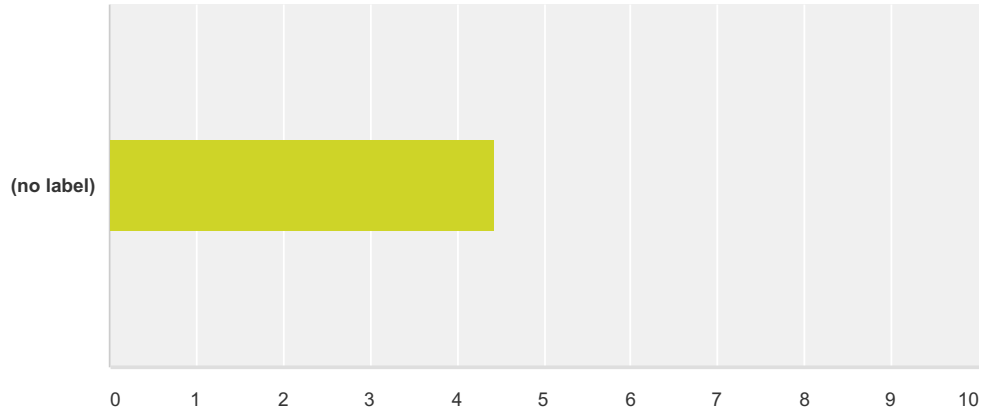
Answered: 91 Skipped: 3



	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:

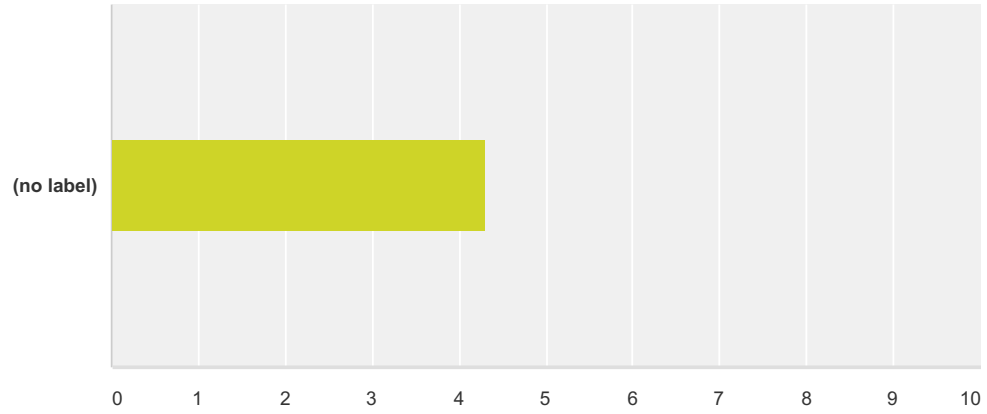
Answered: 93 Skipped: 1



	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

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Q17 Comments:

Answered: 23 Skipped: 71

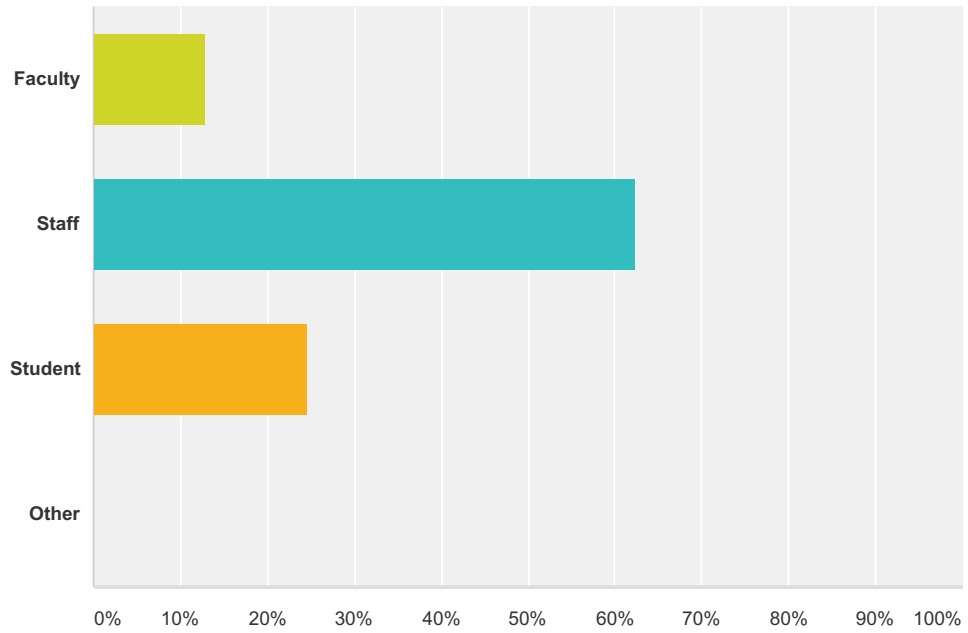
#	Responses	Date
1	I have never had anything but positive experiences with Physical Plant staff and services. The level of professionalism is over the top. I appreciate your unit, and I appreciate the fine Physical Plant employees.	5/12/2016 6:03 AM
2	USM should keep the A/C system at F 78 in Summer to conserve energy since MS Power also suggests that.	5/7/2016 8:43 AM
3	I just wish the grounds could be a little more kept up. Too many places need mulch, buildings have black areas under windows, etc. It really doesn't leave the best impression to visitors.	5/6/2016 4:25 PM
4	They are always courteous, helpful and friendly. My only complaint would be that sometimes we are in the office, they come to do work, and we never know if they are completed (unless it is something obvious, like a leak). Wonderful job, though.	5/5/2016 11:18 AM
5	The landscaping is atrocious. I can't believe the area between the parking garage and Bond Hall looks so terrible considering visitors are constantly walking through that area. It's embarrassing. There are weeds growing in the ground cover all over campus. There are sidewalks covered in mud/dirt because of stopped up drains. The beauty of the overall campus is overshadowed by the horrendous landscaping.	5/4/2016 4:58 PM
6	Kudos to our PP Team!! Very efficient in responding to so many demands on campus! Thank you all!	5/2/2016 3:15 PM
7	Our office complex in Bond Hall (1st floor) is operated by two different air conditioning/heating systems. The north side of the hall is always about 5 degrees colder than the south side of the hall. Physical Plant has worked several times in the past 8 years to get the temps to be equal but without success...Just an FYI	5/2/2016 10:59 AM
8	Roger is the best! The 2nd floor of Hardy Hall loves and appreciates him. He works hard and is always willing to help. Mr. Tim and Mr. Ed are amazing as well!	5/2/2016 9:43 AM
9	N/A	5/2/2016 8:56 AM
10	Custodian was rated low. During year carpets are not vacuumed often enough and they are filthy now. Also, during early year custodian did poor job cleaning on first floor. Over the past two or three months some improvements on first floor have been seen but carpets still need much attention.	5/2/2016 7:42 AM
11	Fix a/c in cook library small group rooms especially on floors 2-4	5/1/2016 9:33 PM
12	The staff is extremely courteous and kind.	4/29/2016 11:32 PM
13	I appreciate your team!	4/29/2016 4:49 PM
14	My only complaint is the inability to permanently repair leaks in the roof for OMH. We complain, physical plant replace the moldy tile, do not seem to fix the leak, then the leak turns the new tiles moldy again. As a result the mold spores will be drawn into the A/C and spread throughout the building. It is like having a bad landlord--does physical plant have the expertise to fix roofs permanently?	4/29/2016 4:45 PM
15	The issues we've had with HVAC recently are really the only negative with the physical plant we've had so far. We're a small outfit here, so it would be greatly appreciated if the employees from physical plant would let the office know that they are in the building or what they are doing and what they've done while they are in the building. Not sure if that's protocol, but it would be nice.	4/29/2016 3:35 PM
16	Need to improve the quality of your work	4/29/2016 11:01 AM
17	Sometimes the website is not working. For example unable to enter building and room info. in drop down so must put it in comment section.	4/28/2016 10:29 AM
18	Very inconsistent response--sometimes excellent, sometimes dissatisfied	4/28/2016 9:09 AM
19	I have been trying since February to get some weeds removed from around our building. Nothing has been done regarding the conditions around this building. Pest control is not on a schedule and we battle bugs every day. This is unacceptable to have to work in a building with filthy bathrooms and bugs.	4/28/2016 9:03 AM
20	Helen Hooker in the Kennard Washington Hall is the best worker on staff. She receives high praise from everyone in the building and is a joy to us all having her as part of the KWH team. She does not miss a beat; excellent work and most courteous, kind person on staff. You cannot remove her ever from KWH! At least until she is ready to retire, whenever that may be. :-). All of the Physical Plant staff I've encountered are all pleasant and agreeable to work with - great job, everyone.	4/28/2016 8:39 AM

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21	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	4/27/2016 11:20 PM
22	All of my experiences with Physical Plant staff, including custodial, have been delightful...with the exception of one individual who was quite rude and did poor installation work.	4/27/2016 4:41 PM
23	Physical Plant/Housekeeping has always done a fine job with a pleasant attitude.	4/27/2016 7:48 AM

Q18 Affiliation:

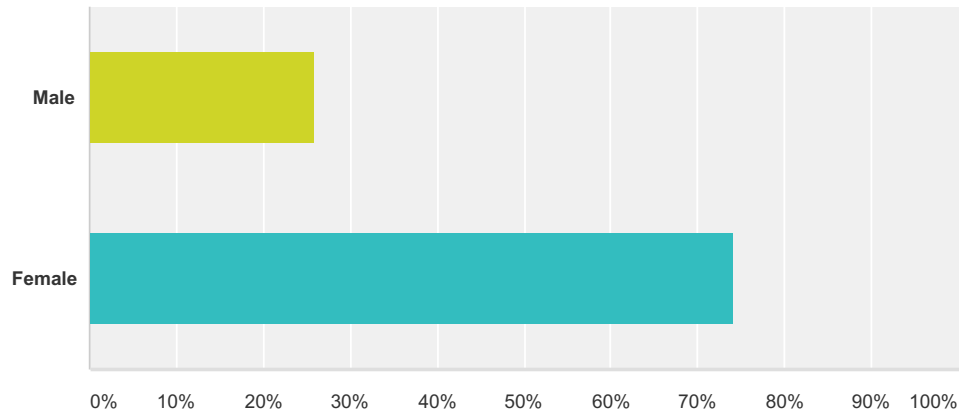
Answered: 93 Skipped: 1



Answer Choices	Responses	
Faculty	12.90%	12
Staff	62.37%	58
Student	24.73%	23
Other	0.00%	0
Total		93

Q19 Gender

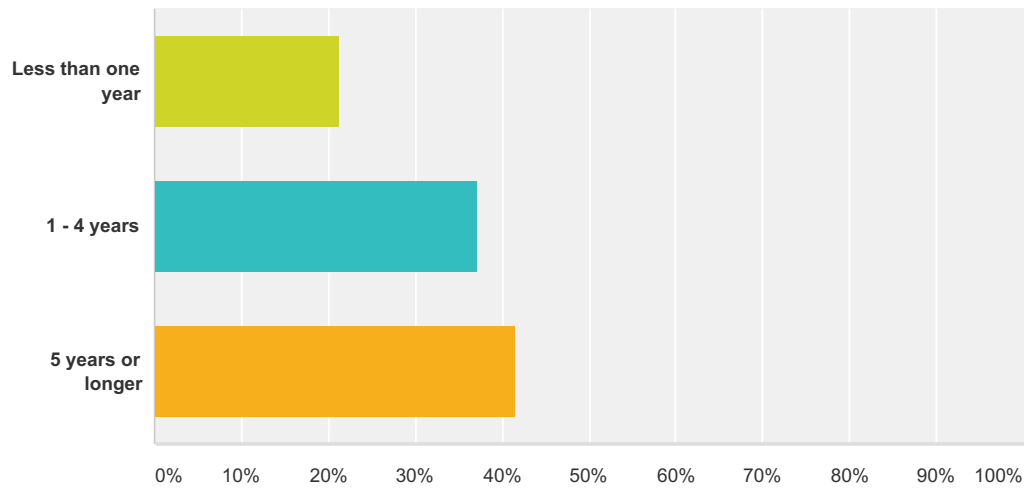
Answered: 93 Skipped: 1



Answer Choices	Responses
Male	25.81% 24
Female	74.19% 69
Total	93

Q20 Length of time at your present Southern Miss facility:

Answered: 94 Skipped: 0



Answer Choices	Responses
Less than one year	21.28% 20
1 - 4 years	37.23% 35
5 years or longer	41.49% 39
Total	94

Customer Satisfaction Survey - Spring 2016

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.) Full Name Employee/Student ID Email Address All prizes are taxable.

Answered: 79 Skipped: 15

#	Responses	Date
1	Gina Barker USM ID # 311925 gina.barker@usm.edu	5/12/2016 9:05 AM
2	Elizabeth Goff 184077 rita.goff@usm.edu	5/12/2016 8:52 AM
3	Ashley W. Smith 591391 ashley.w.smith@usm.edu	5/12/2016 8:17 AM
4	Darlene Ramsey 304642 Darlene.ramsey@usm.edu	5/12/2016 8:04 AM
5	Dave Davies 304644 Dave.Davies@usm.edu	5/12/2016 6:03 AM
6	William Tala 115939 william.tala@usm.edu	5/10/2016 3:55 PM
7	Olivia Preston W980071 olivia.preston@eagles.usm.edu	5/9/2016 10:59 AM
8	Nathan Winner w923156 nathan.a.winner@eagles.usm.edu	5/8/2016 1:59 PM
9	Zainul Abedin, w903941 zainul.abedin@eagles.usm.edu	5/7/2016 8:43 AM
10	Morgan Hamilton w934789 morgan.hamiltonpigg@eagles.usm.edu	5/6/2016 4:34 PM
11	Nicole Phillips w966750 N.Phillips@usm.edu	5/6/2016 4:34 PM
12	Thomas Wild 333547 thomas.wild@usm.edu	5/6/2016 4:28 PM
13	Pam Bullard; w125751; pamela.bullard@usm.edu	5/6/2016 4:28 PM
14	Jennifer Downey 146227 jennifer.downey@usm.edu	5/6/2016 4:26 PM
15	Marie Danforth 301063 m.danforth@usm.edu	5/6/2016 4:25 PM
16	Bill Alan Barnes w149042 bill.barnes@usm.edu	5/6/2016 4:25 PM
17	Tay Baucum W893453 tay.baucum@usm.edu	5/5/2016 11:18 AM
18	Jenine Housewright 306513 j.housley@usm.edu	5/5/2016 9:33 AM
19	April Jordan W356005 april.i.jordan@usm.edu	5/5/2016 9:15 AM
20	Amy Yeend 500965 amy.yeend@usm.edu	5/5/2016 9:06 AM
21	Emilie Aplin 332968 emilie.laiche@usm.edu	5/4/2016 8:25 PM
22	Full Name: Chrissy Hudson Employee/Student ID: 410395 Email Address: chrissy.hudson@usm.edu	5/4/2016 4:52 PM
23	Adrienne Patterson 560705 Adrienne.patterson@usm.edu	5/4/2016 4:51 PM
24	Michael Madson 593265 michael.madson@usm.edu	5/4/2016 4:50 PM
25	Christopher Young w312757 christopher.young@usm.edu	5/4/2016 4:49 PM
26	Michelle Formby 501867 michelle.formby@usm.edu	5/3/2016 10:09 AM
27	Anastasia Stelse w937357 anastasia.stelse@eagles.usm.edu	5/3/2016 9:11 AM
28	Melissa McIntyre 373778 melissa.mcintyre@usm.edu	5/3/2016 8:58 AM
29	Deborah Booth 301561 Deborah.booth@usm.edu	5/2/2016 12:38 PM
30	Christian Reed Ratcliff w906996 christian.ratcliff@eagles.usm.edu	5/2/2016 12:33 PM

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31	Ethel Allen w927166 ethel.allen@usm.edu	5/2/2016 11:26 AM
32	Scott Dossett w165710 scott.dossett@usm.edu	5/2/2016 10:59 AM
33	Stephen McCay 545279 stephen.mccay@usm.edu	5/2/2016 9:46 AM
34	Catherine Thompson, 808728, catherine.thompson@eagles.usm.edu	5/2/2016 9:43 AM
35	Angela Corley 782744 Angela.Corley@usm.edu	5/2/2016 8:56 AM
36	Julie Beckham w113670 Julie.beckham@usm.edu	5/2/2016 8:14 AM
37	Rusty Anderson 306816 rusty.anderson@usm.edu	5/2/2016 7:42 AM
38	Vonda Dusek Vonda.dusek@eagles.usm.edu 918453	5/1/2016 9:33 PM
39	Jason Davis, w979257, Jason.s.davis@eagles.usm.edu	4/30/2016 7:38 AM
40	Destiny Reynolds w890324 destiny.reynolds@eagles.usm.edu	4/29/2016 11:32 PM
41	Jennifer Lewis w945616 jennifer.lewis@usm.edu	4/29/2016 11:11 PM
42	Avery Rosenbalm w934572 avery.rosenbalm@eagles.usm.edu	4/29/2016 9:54 PM
43	Summer C. Tierno 336555 summer.c.tierno@usm.edu	4/29/2016 8:27 PM
44	Crista Nelson 596670 Crista.nelson@ USM.edu	4/29/2016 7:56 PM
45	Anna Bethea w841536 anna.bethea@eagles.usm.edu	4/29/2016 6:08 PM
46	Kelly Lester w786493 kelly.lester@usm.edu	4/29/2016 6:04 PM
47	Cynthia Crosby w972616 cynthia.crosby@usm.edu	4/29/2016 5:00 PM
48	Melissa Ravencraft W305590 melissa.ravencraft@usm.edu	4/29/2016 4:52 PM
49	Cindy Medenwald 864455 cindy.medenwald@usm.edu	4/29/2016 4:49 PM
50	Jamie Lott 836712 jamie.lott@usm.edu	4/29/2016 4:29 PM
51	Brett Harris 968259 bretharris@usm.edu	4/29/2016 3:35 PM
52	TARUN AGARWAL W962749 TARUN.AGARWAL@EAGLES.USM.EDU	4/29/2016 11:01 AM
53	Diana Pickering 975742 diana.pickering@eagles.usm.edu	4/29/2016 5:44 AM
54	Jasmine Nicole Kelley 967983 jasnkelley@gmail.com	4/29/2016 12:28 AM
55	Gabriel Idakwo w922367 gabriel.idakwo@eagles.usm.edu	4/28/2016 6:46 PM
56	Barney Poole w302133 barney.poole@usm.edu	4/28/2016 3:48 PM
57	Leslie McLean W927067 leslie.mclean@eagles.usm.edu	4/28/2016 2:05 PM
58	Gabrielle Leclercq 922003 gabrielle.leclercq@eagles.usm.edu	4/28/2016 1:56 PM
59	Gaurav Ghag W860853 gaurav.ghag@eagles.usm.edu	4/28/2016 1:31 PM
60	Sadie Roncali w943509 sadie.roncali@eagles.usm.edu	4/28/2016 1:27 PM
61	Suzanna (Suzy) Robinson 194398 s.robinson@usm.edu	4/28/2016 10:35 AM
62	Lisa Thurmon w549602 lisa.thurmon@usm.edu	4/28/2016 10:29 AM
63	Xavier Agee w630194 xavier.agee@usm.edu	4/28/2016 9:55 AM
64	Laurie Benvenuti 496669 Laurie.Benvenuti@usm.edu	4/28/2016 9:11 AM
65	Deena Crawford 302607 DEENA.CRAWFORD@USM.EDU	4/28/2016 9:09 AM
66	Linda Dorsey 147900 linda.dorsey@usm.edu	4/28/2016 8:39 AM
67	Sherry Gilkey 306679 sherry.gilkey@usm.edu	4/28/2016 7:44 AM
68	Philip Withrow, 978271, Philip.withrow@usm.edu	4/28/2016 7:41 AM
69	Laurel Abreu 453586 Laurel.Abreu@usm.edu	4/27/2016 5:15 PM
70	Julia Gates W372927 julia.gates@usm.edu	4/27/2016 4:57 PM
71	Sherri Turner 753885 Sherri.Turner@usm.edu	4/27/2016 4:53 PM

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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	Arlicia 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