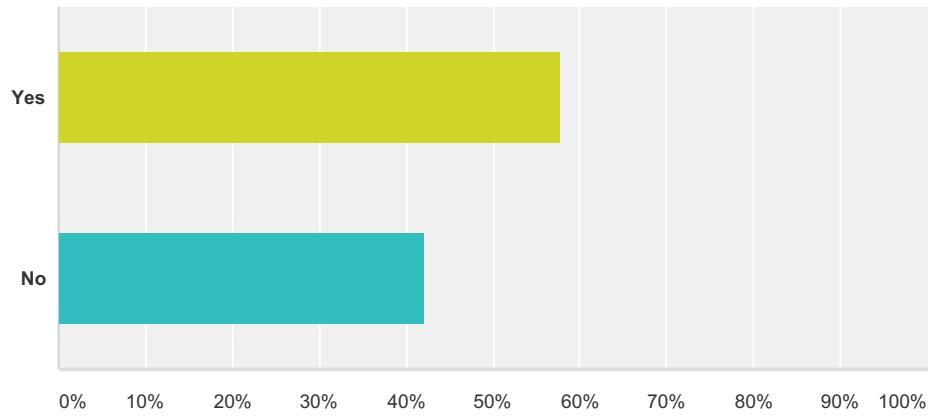


Q1 Have you used the Physical Plant online work order system within the last year?

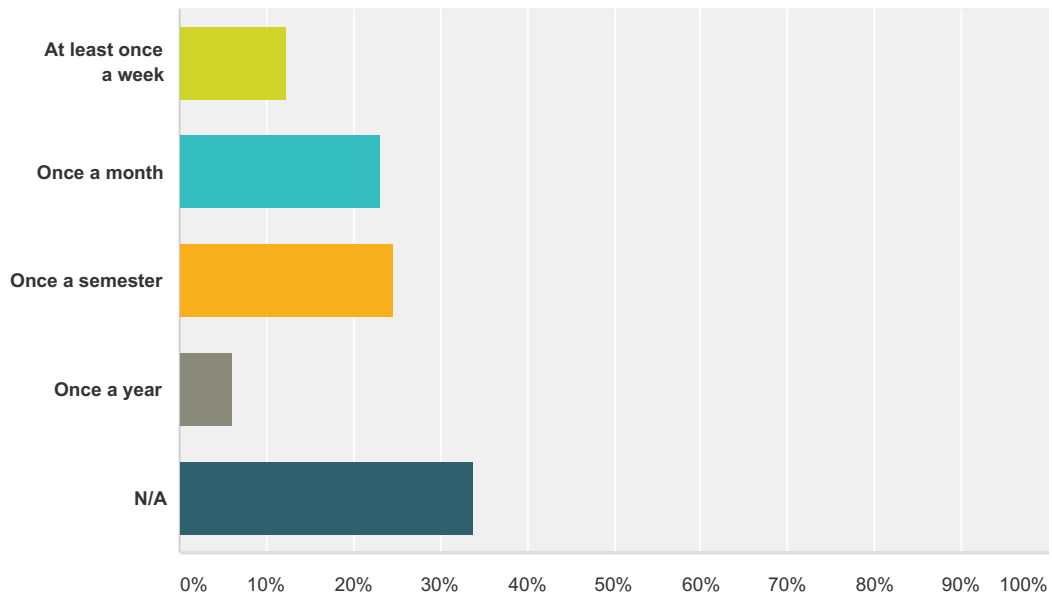
Answered: 64 Skipped: 1



Answer Choices	Responses	
Yes	57.81%	37
No	42.19%	27
Total		64

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

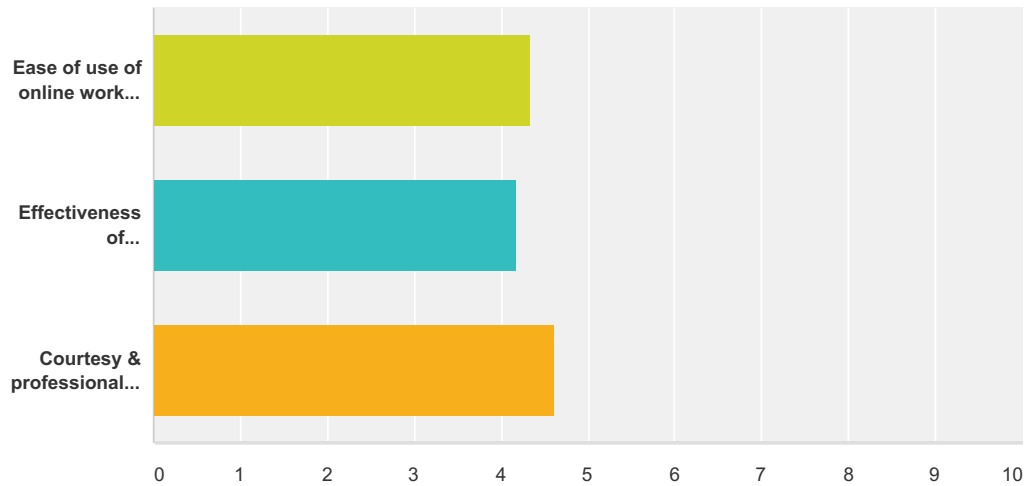
Answered: 65 Skipped: 0



Answer Choices	Responses	Count
At least once a week	12.31%	8
Once a month	23.08%	15
Once a semester	24.62%	16
Once a year	6.15%	4
N/A	33.85%	22
Total		65

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

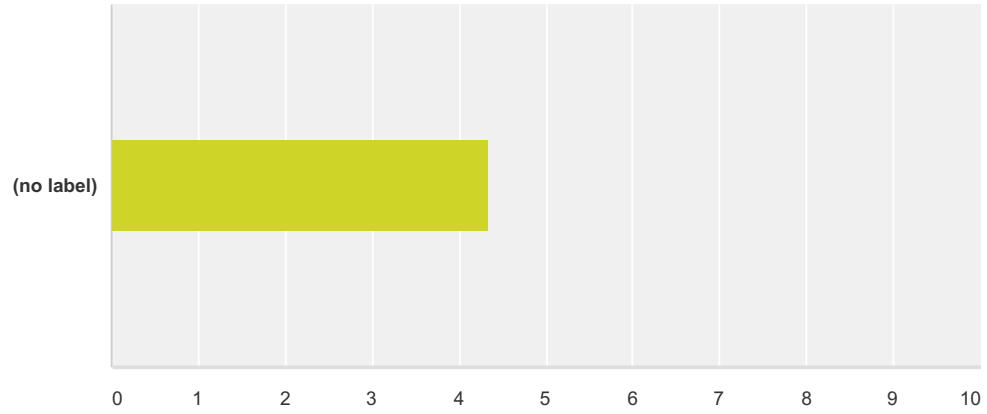
Answered: 64 Skipped: 1



	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:

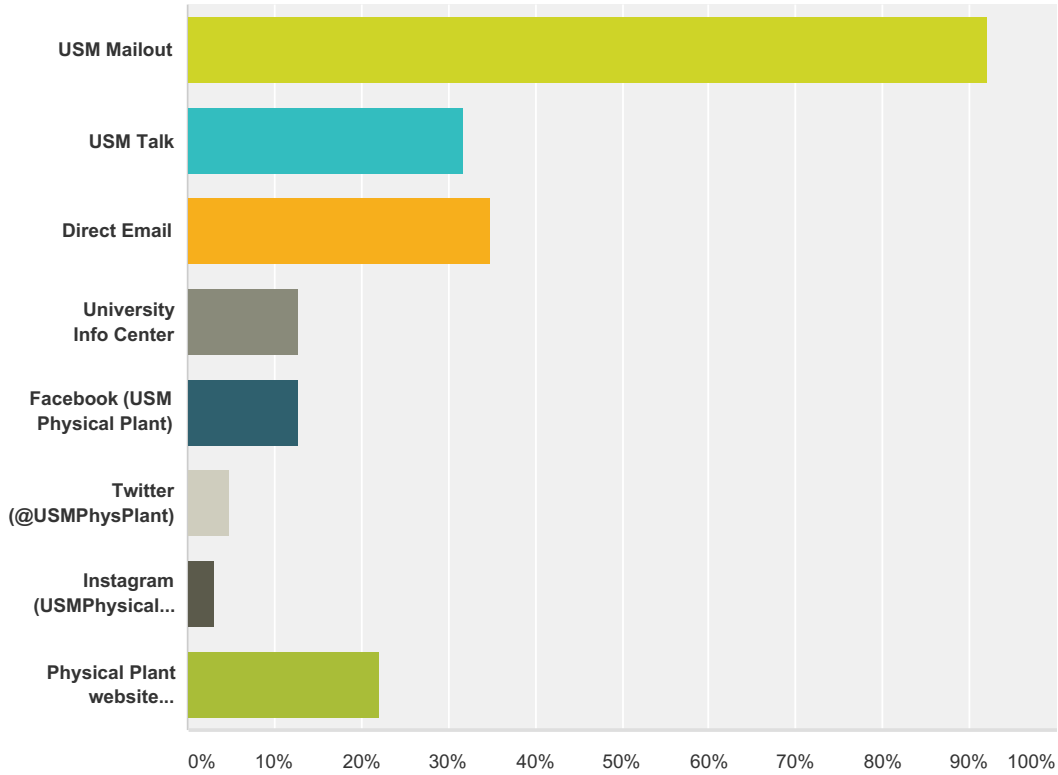
Answered: 62 Skipped: 3



	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



Answer Choices	Responses
USM Mailout	92.06% 58
USM Talk	31.75% 20
Direct Email	34.92% 22
University Info Center	12.70% 8
Facebook (USM Physical Plant)	12.70% 8
Twitter (@USMPhysPlant)	4.76% 3
Instagram (USMPhysicalPlant)	3.17% 2
Physical Plant website (usm.edu/physicalplant)	22.22% 14
Total Respondents: 63	

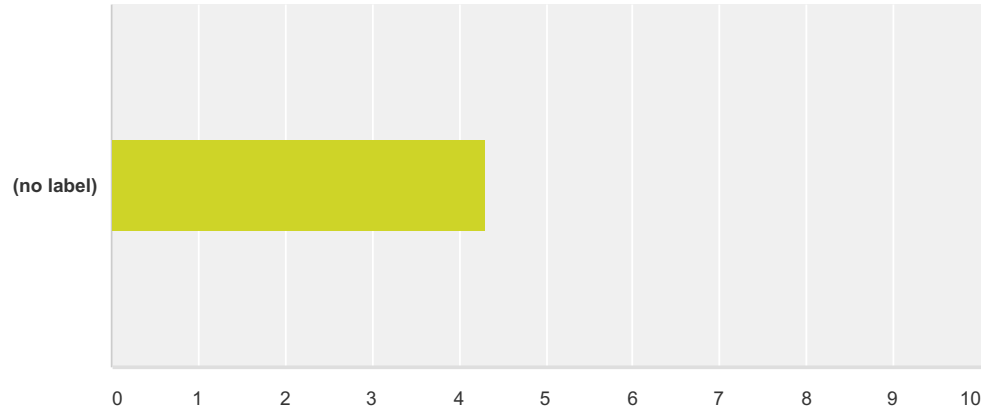
#	Other (please specify)	Date
1	Word of mouth	12/9/2016 5:44 PM
2	mailouts from university libraries liason with Physical plant	12/7/2016 5:58 PM
3	face to face conversation	12/5/2016 9:22 AM

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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:

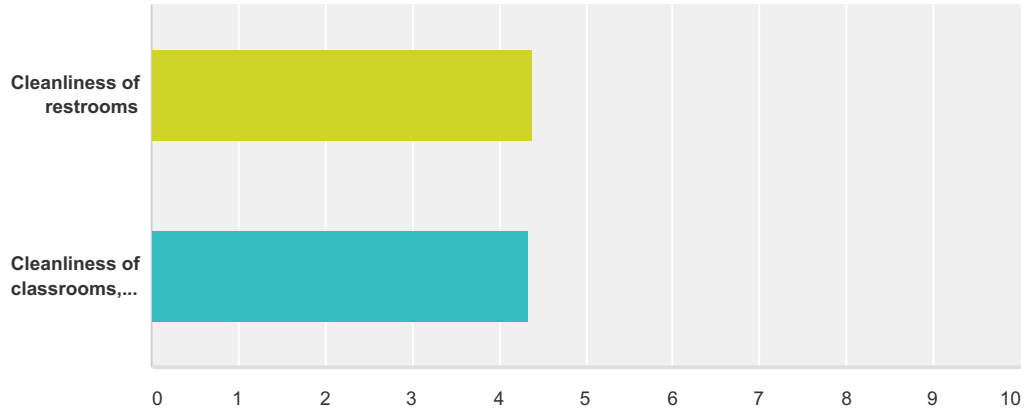
Answered: 65 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	33.85% 22	40.00% 26	6.15% 4	1.54% 1	0.00% 0	18.46% 12	65	4.30

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

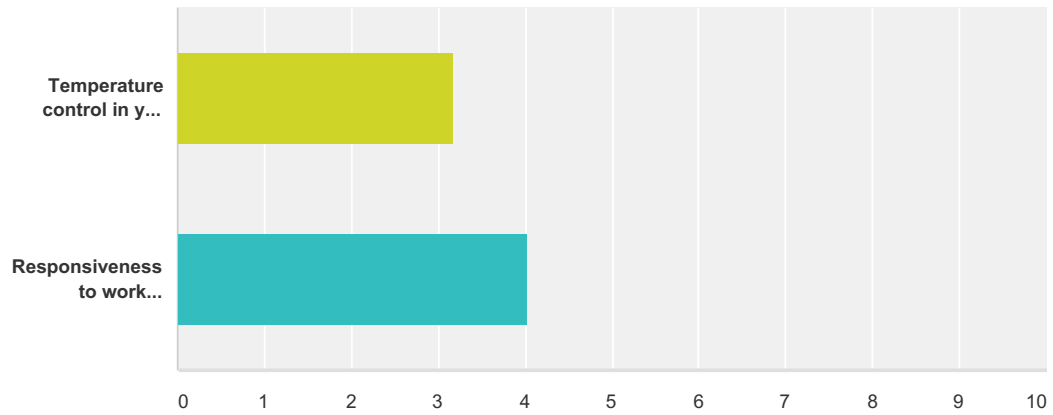
Answered: 65 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Cleanliness of restrooms	56.92% 37	23.08% 15	10.77% 7	4.62% 3	0.00% 0	4.62% 3	65	4.39
Cleanliness of classrooms, offices & hallways	55.38% 36	26.15% 17	7.69% 5	4.62% 3	1.54% 1	4.62% 3	65	4.35

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

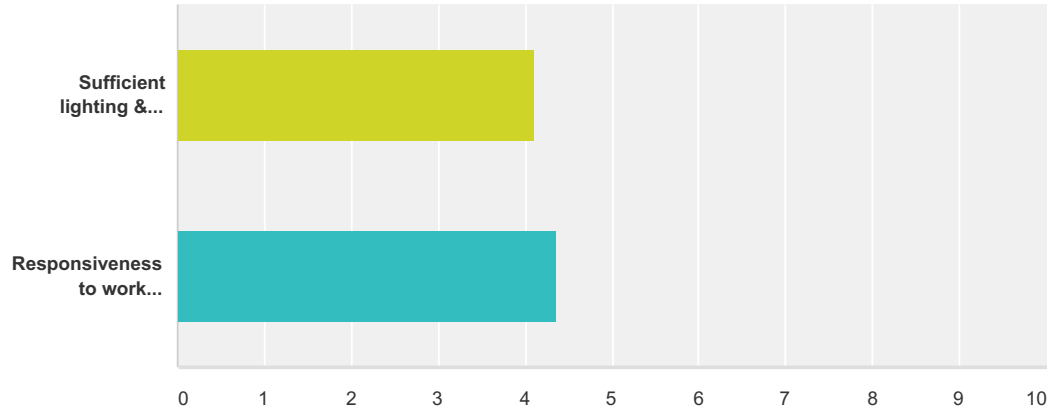
Answered: 65 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Temperature control in your building	16.92% 11	23.08% 15	24.62% 16	21.54% 14	9.23% 6	4.62% 3	65	3.18
Responsiveness to work requests	34.38% 22	31.25% 20	10.94% 7	6.25% 4	3.13% 2	14.06% 9	64	4.02

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

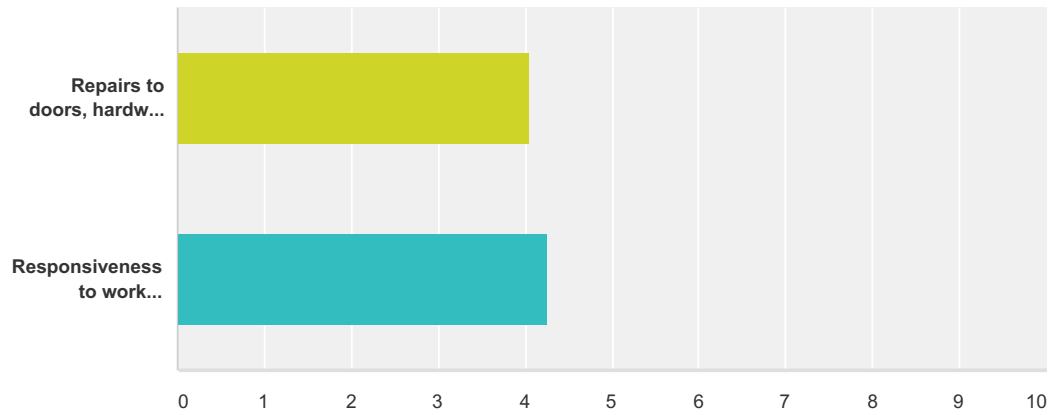
Answered: 63 Skipped: 2



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Sufficient lighting & electrical outlets	34.92% 22	44.44% 28	6.35% 4	6.35% 4	1.59% 1	6.35% 4	63	4.12
Responsiveness to work requests	39.68% 25	36.51% 23	6.35% 4	1.59% 1	0.00% 0	15.87% 10	63	4.36

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

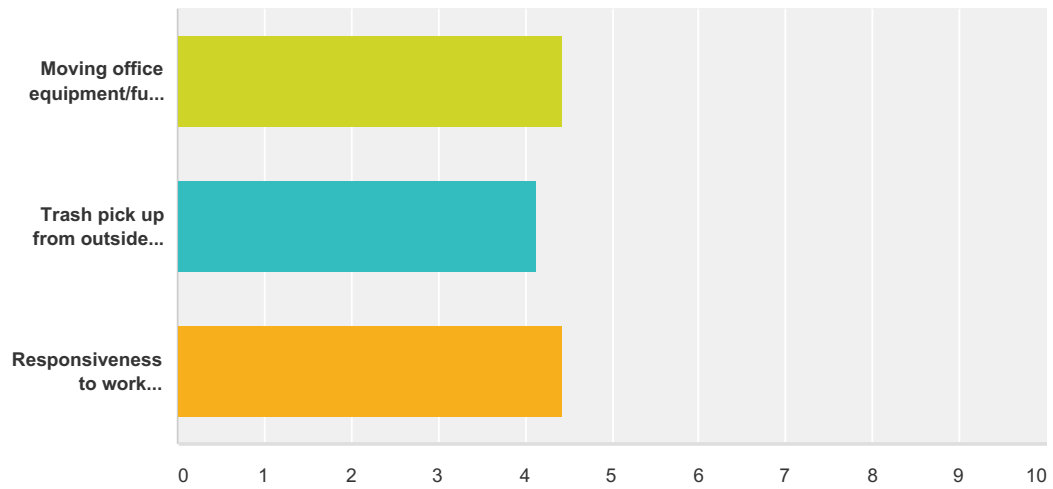
Answered: 65 Skipped: 0



	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

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

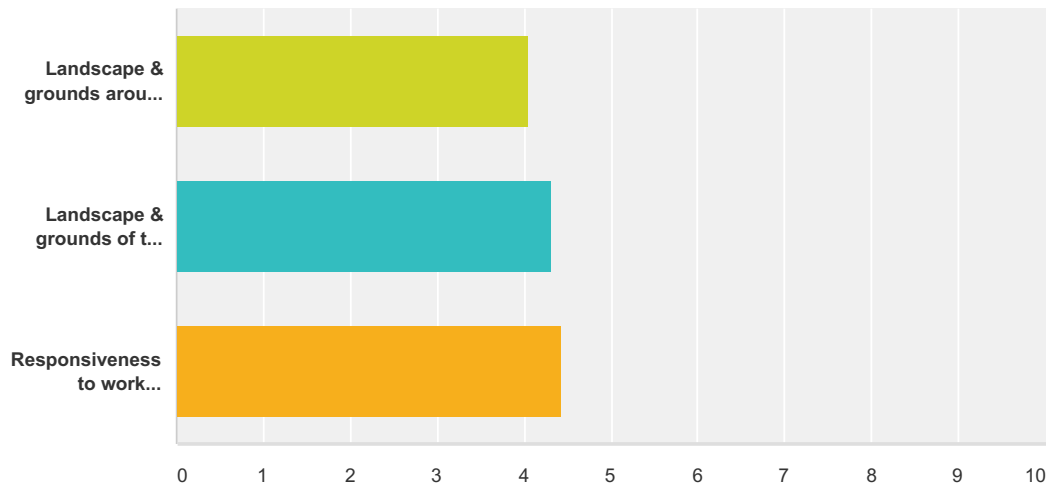
Answered: 65 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Moving office equipment/furniture & event set up	38.46% 25	26.15% 17	7.69% 5	0.00% 0	0.00% 0	27.69% 18	65	4.43
Trash pick up from outside containers	33.85% 22	32.31% 21	10.77% 7	6.15% 4	0.00% 0	16.92% 11	65	4.13
Responsiveness to work requests	40.00% 26	21.54% 14	9.23% 6	0.00% 0	0.00% 0	29.23% 19	65	4.43

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

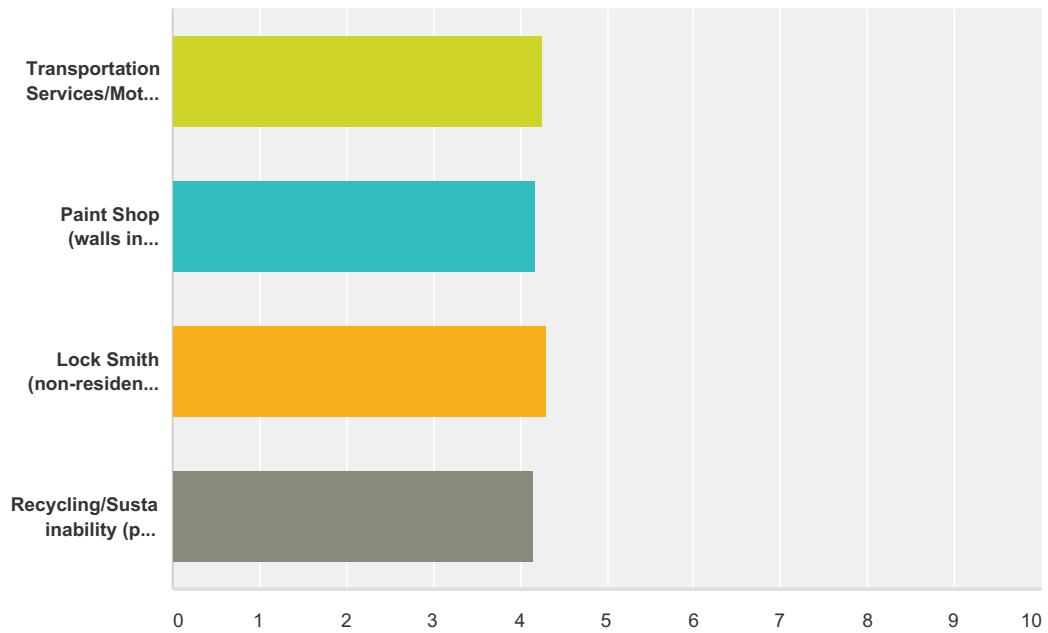
Answered: 65 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Landscape & grounds around YOUR building	33.85% 22	41.54% 27	10.77% 7	4.62% 3	3.08% 2	6.15% 4	65	4.05
Landscape & grounds of the Hattiesburg Campus	49.23% 32	35.38% 23	9.23% 6	1.54% 1	1.54% 1	3.08% 2	65	4.33
Responsiveness to work requests	35.38% 23	21.54% 14	7.69% 5	0.00% 0	0.00% 0	35.38% 23	65	4.43

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

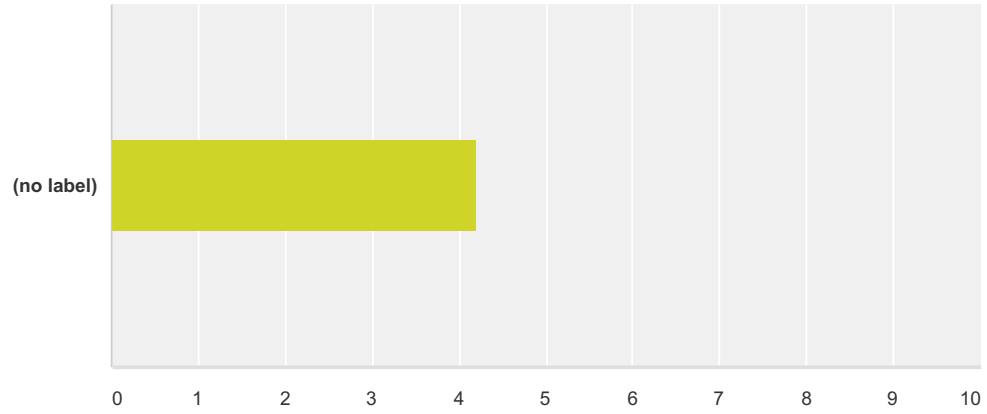
Answered: 65 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Transportation Services/Motor Pool (vehicle maintenance, repair, fuel)	23.08% 15	16.92% 11	6.15% 4	0.00% 0	1.54% 1	52.31% 34	65	4.26
Paint Shop (walls in offices, classrooms & public spaces)	30.77% 20	24.62% 16	12.31% 8	3.08% 2	0.00% 0	29.23% 19	65	4.17
Lock Smith (non-residential key services)	33.85% 22	26.15% 17	7.69% 5	0.00% 0	1.54% 1	30.77% 20	65	4.31
Recycling/Sustainability (pick up of recycled material)	33.85% 22	27.69% 18	18.46% 12	1.54% 1	0.00% 0	18.46% 12	65	4.15

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

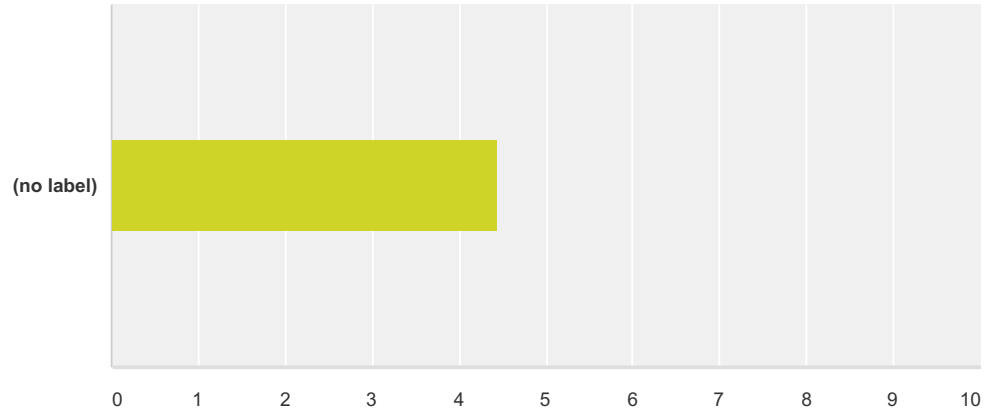
Answered: 65 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	41.54% 27	35.38% 23	20.00% 13	1.54% 1	0.00% 0	1.54% 1	65	4.19

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

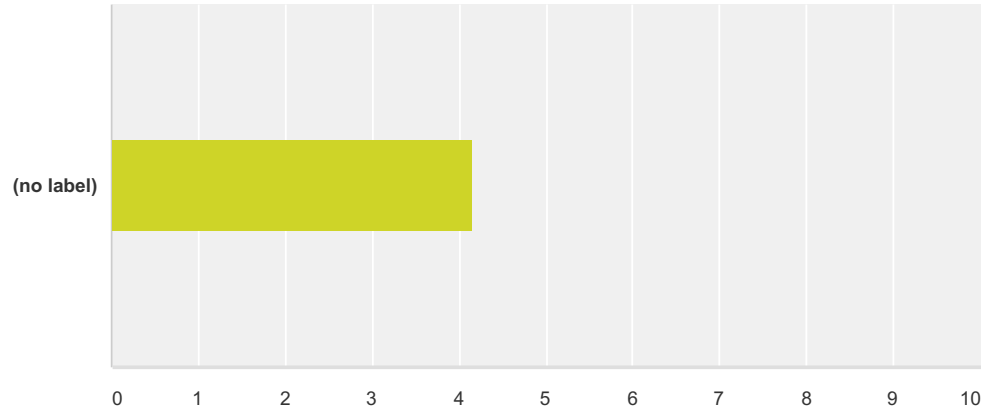
Answered: 65 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	61.54% 40	24.62% 16	9.23% 6	1.54% 1	1.54% 1	1.54% 1	65	4.45

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

Answered: 65 Skipped: 0



	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
(no label)	35.38% 23	35.38% 23	12.31% 8	0.00% 0	3.08% 2	13.85% 9	65	4.16

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Q17 Comments:

Answered: 20 Skipped: 45

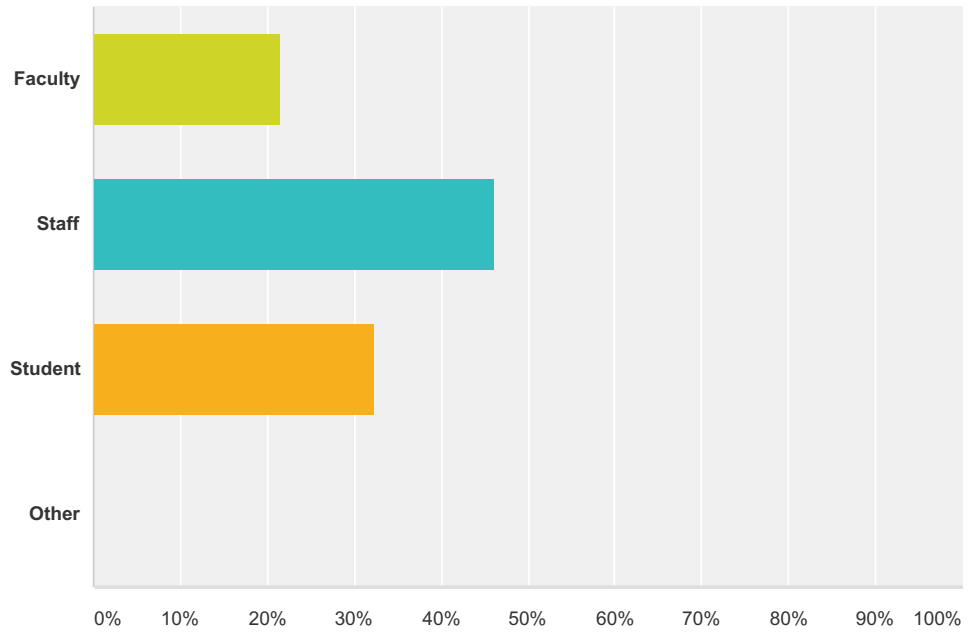
#	Responses	Date
1	Do know much about the responsibilities what physical plant do.	12/17/2016 2:44 PM
2	It would be helpful if each time a work order is filled, the person requesting the work was notified. I usually get a phone call asking if we were satisfied and I wasn't aware anyone had come and took care of the issue.	12/13/2016 3:51 PM
3	Thank you for all you do!	12/9/2016 7:03 PM
4	Whoever unlocks the doors to building needs to unlock BOTH doors of the double door sets. It is just pure laziness that only one door is unlocked and it creates congestion and an unsafe condition.	12/8/2016 9:29 AM
5	USM can't run without them. Thank you for your hard work.	12/8/2016 8:57 AM
6	1. I think it would be helpful to have the names/phone/email of certain contacts listed. I've tried just emailing the main email to check on a work order and I'm told to call. I call and I get transferred but no one ever picks up at those numbers. 2. I think the staff should come in, present themselves to the front desk, and describe what they're here to do. Too often, they just walk in and go directly to fix something. Considering we have to take a Security Compliance Test, I think we'd all fail it based on this. 3. Our custodial staff forgets to lock doors, they leave our porch open, and they take things off the kitchen counter (that were being saved and used! Multiple times!) for recycling or trash. But when there's something directly at the back door for trash, they don't take it. Another department mentioned to me that their custodian was found sleeping (on multiple occasions!) This is very frustrating. 4. I realize that 5am is a convenient time for custodians to get in and out of a building, but this doesn't help us when we clean out the refrigerator at night or have a party on a Friday because that trash doesn't get taken out until the next morning or 3 days later on Monday morning. It makes the entire building smell and attracts bugs.	12/8/2016 8:43 AM
7	when the cart goes around campus to pick up the trash bags it does not need to be parked in a way the blocks handicapped parking - he is sometimes causing me to be late to work and my boss wants us at our desk by 8 am (that minute or two could cause someone to lose their job)	12/8/2016 8:23 AM
8	Greatest people to work with.	12/8/2016 8:18 AM
9	I just want to thank everyone!!	12/8/2016 8:02 AM
10	The USM Physical Plant is one of the most respectful departments on campus! They work diligently to meet the needs of the customer in a timely manner.	12/7/2016 8:44 PM
11	Restrooms and hallways in Cook library could be cleaner, and restrooms could be better stocked with toilet paper, paper towels and soap. But it could just be when I work...which is after custodial is gone for the day and on weekends. So, my viewpoint of things is not a full picture.	12/7/2016 5:58 PM
12	Thank you for all you do. Great team.	12/7/2016 5:21 PM
13	I am in JST, a building with inadequate HVAC service and electrical outlets. PP does a great job in working with what they have available in JST.	12/6/2016 11:06 AM
14	The physical staff is very accommodating and go beyond what is needed. When last minute changes are made, they assist without hesitation. Thank you for all you do!	12/5/2016 9:38 AM
15	Other than picking up the trash on a regular basis at the softball complex and all the "loose" trash always around the Duff Athletic Center, I'm very satisfied with everyone's work. What an enormous task you all have and you do a great job at it!	12/5/2016 9:22 AM
16	Keep up the good work!	12/5/2016 9:17 AM
17	I would like to see more lighting over near the oak trees that run along the parking lot of the Payne Center. The lights that are there are either covered by limbs/leaves or are not bright. I feel that this is a safety issue especially when the time changes and it is getting dark earlier.	12/5/2016 8:57 AM
18	I have NEVER had anything except courteous, quick and accommodating service with any branch of Physical Plant.	12/5/2016 8:31 AM
19	Keep up the good work!	12/4/2016 12:35 PM

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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:

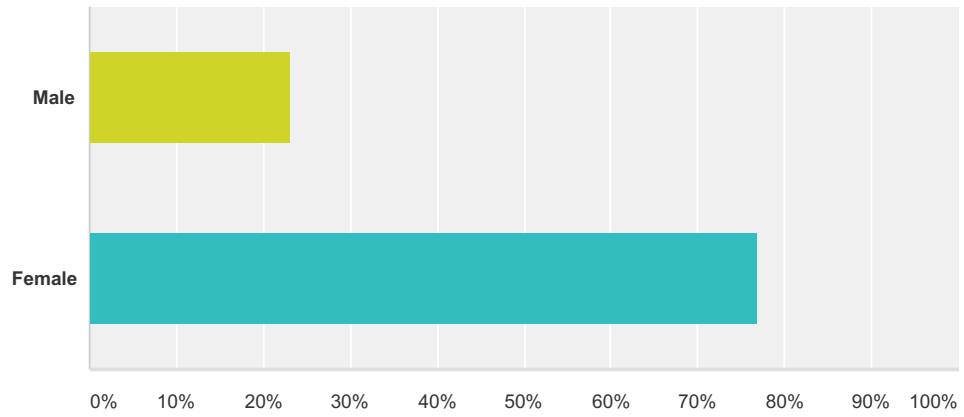
Answered: 65 Skipped: 0



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

Q19 Gender

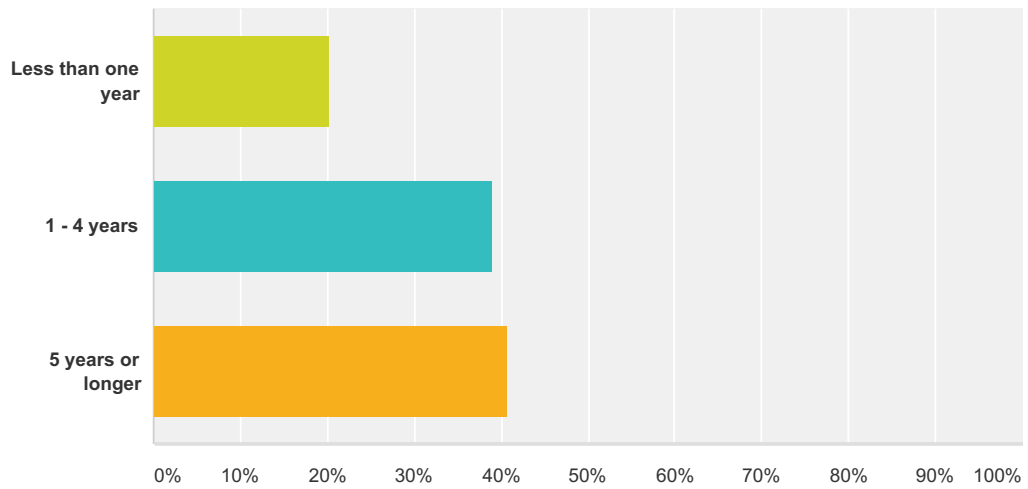
Answered: 65 Skipped: 0



Answer Choices	Responses
Male	23.08% 15
Female	76.92% 50
Total	65

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
Total	64

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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: 57 Skipped: 8

#	Responses	Date
1	W972263	12/16/2016 10:49 PM
2	Dr. Alyson Brink W991068 alyson.brink@usm.edu	12/16/2016 5:08 PM
3	Meridian McDaniel W966606 meridian.pinkertonmcdaniel@usm.edu	12/15/2016 9:56 PM
4	Aaron Manning 935210 a.manning@usm.edu	12/15/2016 5:40 PM
5	Courtney Grinnell w885218 Courtney.grinnell@usm.edu	12/15/2016 5:01 PM
6	Carleana Hathorn w/452968 carleana.hathorn@usm.edu	12/15/2016 9:03 AM
7	Raven Cuyler 881283 rrcuyler19@yahoo.com	12/14/2016 12:14 AM
8	Betty J. Williamson w140036 betty.j.williamson@usm.edu	12/13/2016 3:51 PM
9	Caterina Gulli Ventura 115098 Caterina.Ventura@usm.edu	12/13/2016 2:13 PM
10	Angela Jackson w921036 a.r.jackson@usm.edu	12/12/2016 8:55 PM
11	Mary Steen W310607 mary.steen@usm.edu	12/12/2016 11:44 AM
12	Amber Paul w898593 amber.paul@usm.edu	12/11/2016 12:14 AM
13	Shundrell McMullan W952899 shundrell.mcmullan@usm.edu	12/10/2016 10:49 AM
14	Wisam Beauti 890334 wisam.butti@usm.edu	12/9/2016 10:58 PM
15	Marie Danforth 301063 m.danforth@usm.edu	12/9/2016 7:03 PM
16	Cassandra Oubre 441397 Cassandra.Oubre@usm.edu	12/9/2016 5:44 PM
17	Jeff Rassier 300606 jeffrey.rassier@usm.edu	12/8/2016 9:29 AM
18	Celine Ingram 871259 celine.ingram@usm.edu	12/8/2016 8:57 AM
19	Jeanne Stewart 121825 Jeanne.stewart@usm.edu	12/8/2016 8:23 AM
20	Tonisa Bronwen Byrd Kennedy W326777 tonisa.kennedy@usm.edu	12/8/2016 8:21 AM
21	casey odom w945793 casey.odom@usm.edu	12/8/2016 8:18 AM
22	Julia Gates W372927 Julia.gates@usm.edu	12/8/2016 8:17 AM
23	Monika Hogan 366398 Monika.Hogan@usm.edu	12/8/2016 8:02 AM
24	Jennifer Wild 561636 jennifer.wild@usm.edu	12/8/2016 8:01 AM
25	Bryan Wiseman w875226 bryan.wiseman@usm.edu	12/8/2016 7:48 AM
26	Barney Poole w302133 barney.poole@usm.edu	12/7/2016 8:44 PM
27	Emilie Aplin 332968 emilie.laiche@usm.edu	12/7/2016 5:58 PM
28	Teresa Welsh w146169 teresa.welsh@usm.edu	12/7/2016 5:26 PM
29	Shahid Karim 785350 Shahid.Karim@usm.edu	12/7/2016 5:21 PM
30	Mary Ann McRaney 319411 maryann.mcraney@usm.edu	12/6/2016 11:06 AM

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31	Darlene Ramsey 304642 darlene.ramsey@usm.edu	12/6/2016 9:01 AM
32	Chancey Parker w818313 Chancey.parker@usm.edu	12/5/2016 1:55 PM
33	Lisa Thurmon w549602 lisa.thurmon@usm.edu	12/5/2016 12:43 PM
34	Deborah Booth w301561 Deborah.booth@usm.edu	12/5/2016 11:18 AM
35	Delores McNair 303147 delores.mcnaair@usm.edu	12/5/2016 9:38 AM
36	Wendy Hogue w945777 wendy.hogue@usm.edu	12/5/2016 9:22 AM
37	Angela Corley 782744 Angela.Corley@usm.edu	12/5/2016 9:17 AM
38	Jenine Housewright 306513 j.housley@usm.edu	12/5/2016 8:59 AM
39	Melissa McDaniel w303109 Melissa.mcdaniel@usm.edu	12/5/2016 8:53 AM
40	Tay Baucum W893453 tay.baucum@usm.edu	12/5/2016 8:31 AM
41	Linda Dorsey, 147900, linda.dorsey@usm.edu	12/5/2016 8:29 AM
42	Jelisa Brown 706327 jelisa.brown@usm.edu	12/5/2016 8:18 AM
43	Whitney Johnson W688216 wb.johnson@usm.edu	12/5/2016 7:48 AM
44	Jourdan Martin w971800 Jourdan.martin@usm.edu	12/4/2016 2:17 PM
45	Swapnil Bhatta 965387 bhatta.swapnil@usm.edu	12/4/2016 12:35 PM
46	Anna Bethea w841536 Anna.bethea@usm.edu	12/3/2016 3:49 PM
47	Laurel Abreu 453586 Laurel.Abreu@usm.edu	12/3/2016 1:39 PM
48	Daniel Barton 189857 Daniel.barton@usm.edu	12/3/2016 12:15 PM
49	Tammy Matlock 127933 tammy.matlock@usm.edu	12/3/2016 7:07 AM
50	Briahna Thomas W896067 Briahnnat@gmail.com	12/3/2016 5:32 AM
51	Cody Hoffman w921743 cody.hoffman@usm.edu	12/3/2016 12:35 AM
52	Chelcy Moore W952089 chelcy.moore@usm.edu	12/3/2016 12:06 AM
53	Susan Howell w305982 susan.howell@usm.edu	12/2/2016 11:32 PM
54	Mark Johnson W980823 Mark.p.johnson@usm.edu	12/2/2016 10:22 PM
55	Amit Tripathi w976980 amit.tripathi@usm.edu	12/2/2016 6:56 PM
56	Emily Rowell 922149 Emily.e.rowell@usm.edu	12/2/2016 5:53 PM
57	Cynthia Crosbyw972626 Cynthia.crosby@usm.edu	12/2/2016 5:01 PM