

Customer Satisfaction Survey - Fall 2013

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	52.2% (24)	21.7% (10)	0.0% (0)	0.0% (0)	0.0% (0)	26.1% (12)	4.71	46
Effectiveness of communication	50.0% (22)	22.7% (10)	4.5% (2)	2.3% (1)	2.3% (1)	18.2% (8)	4.42	44
Courtesy & professionalism of work control staff	59.1% (26)	13.6% (6)	6.8% (3)	0.0% (0)	2.3% (1)	18.2% (8)	4.56	44
answered question								46
skipped question								1

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
	42.2% (19)	35.6% (16)	6.7% (3)	2.2% (1)	0.0% (0)	13.3% (6)	4.36	45
answered question								45
skipped question								2

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

answered question

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)	29.8% (14)	19.1% (9)	21.3% (10)	6.4% (3)	2.1% (1)	3.39	47
Responsiveness to work requests	44.4% (20)	20.0% (9)	11.1% (5)	6.7% (3)	4.4% (2)	13.3% (6)	4.08	45
							answered question	47
							skipped question	0

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)	41.3% (19)	8.7% (4)	4.3% (2)	2.2% (1)	6.5% (3)	4.14	46
Responsiveness to work requests	43.5% (20)	34.8% (16)	4.3% (2)	2.2% (1)	2.2% (1)	13.0% (6)	4.33	46
							answered question	47
							skipped question	0

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								

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	27.7% (13)	25.5% (12)	14.9% (7)	12.8% (6)	10.6% (5)	8.5% (4)	3.51	47
Landscape & grounds of the Hattiesburg Campus	34.0% (16)	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)	37.0% (17)	4.03	46
							answered question	47
							skipped question	0

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)	43.5% (20)	3.88	46
Paint Shop (walls in offices, classrooms & public spaces)	28.3% (13)	17.4% (8)	21.7% (10)	8.7% (4)	0.0% (0)	23.9% (11)	3.86	46
Lock Smith (non-residential key services)	37.0% (17)	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)	44.4% (20)	26.7% (12)	15.6% (7)	4.4% (2)	2.2% (1)	6.7% (3)	4.14	45
							answered question	46
							skipped question	1

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
	45.5% (20)	31.8% (14)	9.1% (4)	4.5% (2)	0.0% (0)	9.1% (4)	4.30	44
							answered question	44
							skipped question	3

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
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18. Affiliation:

		Response Percent	Response Count
Faculty		17.4%	8

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