
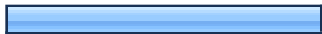


Customer Satisfaction Survey - Spring 2013

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

Very Satisfied

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

Very Satisfied

Satisfied

Neutral

Dissatisfied

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
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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)		

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			

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%	