

ASSESSMENT REPORT

Physical Plant Customer Satisfaction Survey

June 2005



THE UNIVERSITY OF SCRANTON

PLANNING, ASSESSMENT & INSTITUTIONAL RESEARCH OFFICE

Background

The Director of the Physical Plant enlisted the consulting services of the Planning, Assessment, and Institutional Research Office (PAIRO) to develop a satisfaction survey for the Physical Plant. There was an initial one-hour meeting with the Director of the Physical Plant to discuss the needs and concerns to be addressed in the survey. The process of developing the survey began in January. The survey was finalized and approved by the Director of the Physical Plant in late February and administered during the weeks of March 7th to the 21st. The survey developed contained information such as, demographic data, and levels of satisfaction in the following areas: Plant staff, office environment, building equipment, heating, ventilation, and air conditioning (HVAC), work order system, building services, efficiency of the physical plant, planning, design, and construction services, and suggested improvements across campus. The survey was self-report and voluntary.

Methodology

Participants

A stratified, random sample of full-time employees by building was selected. The sample consisted of 269 employees that represented approximately 35% of the full-time employees (721). The survey yielded a 40% response rate (108).

- Seventy-three percent (73%) of the respondents were in the following categories: Faculty (39%), Professional (26%), and Clerical (14%).
- Fifty-two percent (52%) of the respondents were female and 48% were male.
- Employees in 26 buildings on campus (See Appendix B) were surveyed.
 - There were respondents from 19 of the buildings.
 - Three (3) of the buildings had 10 or more respondents.
 - Four (4) of the buildings had fewer than 10 respondents
 - Twelve (12) of the 19 buildings had fewer than 5 respondents.
- Eighty-eight percent (88%) of the respondents were employed at least two years.
- Thirty-three percent (33%) reported interacting with the Physical Plant Department daily, 28% weekly, and 18% monthly.

Survey Administration

The Physical Plant Customer Satisfaction Survey was administered to a sample of faculty and staff taking into consideration the building in which the employees have their primary office. The survey was administered via the web in a SNAP survey format (See Appendix B). The link for the survey was embedded in a personalized email memo from the Director of the Physical Plant (See Appendix A). The survey was available for completion starting March 7th, 2005 and ending March 21st, 2005.

Results

This report presents the results of the Physical Plant Customer Satisfaction completed by the employees in spring 2005 and includes characteristics/aspects of the Physical Plant that have been rated in the highest response categories for that question. The results reported will focus on the following:

- Areas in which 90% or more of the respondents answered with the two highest categories (ex. Very satisfied or satisfied)
- Areas in which 70% or less of the respondents answered with the two highest categories (ex. Very satisfied or satisfied)

Satisfaction with the Physical Plant Staff

Question: Please indicate your level of satisfaction with the Physical Plant staff for each characteristic listed.

The above statement was rated on a scale of 1 (Very Satisfied) to 6 (Don't Know)(See Appendix B for complete scale responses). The percentages for employees who responded to the question with either satisfied or very satisfied are listed below in order from highest to lowest. It should be noted that six of the ten characteristics in this section were rated above 90%.

Percentage of Employees Who Reported Being Satisfied or Very Satisfied Specific Characteristics of the Physical Plant Staff

Characteristic	% Satisfied or Very Satisfied
Courtesy	96%
Availability	94%
Trustworthiness	94%
Knowledge of your building	93%
Appearance	92%
Understanding your needs	91%

Qualitative Comment Themes:

Question: Please list any areas of needed improvement related to the characteristics above.

Overall, the summary of comments reflects the views of the respondents. The respondents reported that the Physical Plant Staff were responsive to their requests, courteous, cooperative, efficient, and displayed good teamwork. Other comments mentioned very specific behaviors, or issues with staffing arrangements or building equipment.

Satisfaction with Building and Office Environment

Question: Please indicate your level of satisfaction with building and office environments *throughout* campus for each component listed.

The above statement was rated on a scale of 1 (Very Satisfied) to 6 (Don't Know)(See Appendix B for complete scale responses). Ninety-four percent (94%) of the respondents reported being very satisfied or satisfied with the *Grounds/Landscaping*.

Question: Please indicate your level of satisfaction with *your* building and office environments on campus for each component listed.

The above statement was rated on a scale of 1 (Very Satisfied) to 6 (Don't Know)(See Appendix B for complete scale responses). The percentages for employees who responded to the question with either satisfied or very satisfied are listed below in order from highest to lowest.

Percentage of Employees Who Reported Being Very Satisfied or Satisfied Specific Aspects of Their Building Work Environment

Aspects of Work Environment	% Satisfied or Very Satisfied
Interior Layout	64%
Handicapped Accessibility	57%
Restrooms	65%
Lounge/Common Areas	55%
Room Temperature	46%

Qualitative Comment Themes:

Question: Please list any areas of needed improvement in *YOUR* building and office environment.

Overall, the summary of comments reflects the views of the respondents. The respondents reported they would like to see improvements in the following areas:

- Temperature control in buildings
- Maintenance in restrooms
- Lounge space (new and existing)
- Upgrade in furniture
- Improved handicap accommodations
- Aesthetic improvements such as painting, etc.

Concerns with indoor air quality

Question: Are there recurring problems with temperature control in *YOUR* specific office or classroom?

The above statement was answered as “yes or no”. Fifty-two percent (52%) responded “yes” and 45% responded “no”. The employees who responded “yes” were given the opportunity to answer the question:

If yes, please indicate the building, room number, time of the year (Winter, Spring, Summer, Fall) and the specific problem.

The following buildings had four or more comments about the temperature control for offices or classrooms:

- McGurrian
- O’Hara
- St. Thomas

Satisfaction with Building Equipment

Question: Please indicate *YOUR* level of satisfaction with the quality of *YOUR* building for the following aspects listed.

The above statement was rated on a scale of 1 (Very Satisfied) to 6 (Don’t Know)(See Appendix B for complete scale responses). The percentages for employees who responded to the question with either satisfied or very satisfied are listed below in order from highest to lowest.

Percentage of Employees Who Reported Being Very Satisfied or Satisfied with Specific Aspects Of Their Building Equipment

Building Equipment	% Satisfied or Very Satisfied
Furniture	70%
Interior	66%
Restrooms	64%
Elevators	62%
Handicap Accessibility	58%
Air Conditioning	57%
Heating	54%
Lounges	51%

Qualitative Comment Themes:

Question: Please list any areas of needed improvement in *YOUR* building and office environment.

Overall, the summary of comments reflects the views of the respondents. The respondents reported they would like to see improvements in the following areas:

- HVAC system
- Maintenance of restroom equipment (ex. Broken sinks, toilet paper holders, etc)
- Lounge space (new and existing)
- Upgrade in furniture
- Increase in office space
- Water leaks in various spaces (ex. Roofs, awnings, etc.)

Building Services

Question: Please indicate *YOUR* perceived level of quality for the following services provided by the Physical Plant Department

The above statement was rated on a scale of 1 (Excellent) to 5 (Don't Know)(See Appendix B for complete scale responses). Ninety-three percent (93%) of the respondents reported the quality of the *Grounds/Landscaping services* were excellent or good. Sixty-nine percent (69%) of the respondents reported the quality of the *Recycling services* were excellent or good.

Qualitative Comment Themes:

Question: Please list any areas of needed improvement with services listed above for *YOUR* building.

Overall, the summary of comments reflects the views of the respondents. The respondents reported they would like to see improvements in the following areas:

- Recycling services (ex. labeling recycling bins, more recycling bins, etc.)

Additional Comment Theme:

- The staff provides quality services and does the best with the equipment they are provided.

Building Services Response Time

This section has two different response times depending on the services but are grouped together as services. The responses are listed in the individual charts.

Question: From the time you requested services that are provided by the Physical Plant Department, please indicate the level of timeliness for the services requested (Custodial services, Recycling services).

The above statement was rated on a scale of 1 (1 day) to 6 (N/A) (See Appendix B for complete scale responses). The percentages for employees who responded to the question with either 1 day or 2-3 days are listed below in order from highest to lowest.

Question: From the time you requested services that are provided by the Physical Plant Department, please indicate the level of timeliness for the services requested (Mechanical maintenance, General maintenance, Moving services)

The above statement was rated on a scale of 1 (1-3 days) to 5 (N/A) (See Appendix B for complete scale responses). The percentages for employees who responded to the question with either 1-3 days or 4-7 days are listed below in order from highest to lowest.

**Percentage of Employees Who Reported Building Services
Response Time from Time of Request**

Building Services	1 or 2-3 days
Recycling services	32%
Building Services	1-3 days and 4-7 days
General maintenance (Includes carpenters for repairs to doors, hardware, furnishings and renovations/alterations to work areas.)	69%
Moving services	56%

Qualitative Comment Themes:

Question: Please list any areas of needed improvement regarding the efficiency of the services listed.

There were no predominant themes for this section.

Planning, Design, and Construction Services Usage and Rating

Question: Have *YOU* utilized any of the planning, design, or construction services from the Physical Plant Department in the past 2 years?

The above statement was answered as “yes or no”. Twenty-five percent (25%)(27 people) responded “yes” and 75% responded “no”. The employees who responded “yes” were given the opportunity to answer the question:

Question: Please indicate *YOUR* perceived level of satisfaction with the planning, design, and construction services for each item listed.

**Percentage of Employees Who Answered “Yes” and Reported
Planning, Design, and Construction Services
Excellent or Good**

Planning, Design and Construction Services (out of the 25% who responded “yes”)	% Excellent or Good
Understanding your requirements	93%
Satisfaction with the result	70%
Coordination of project	67%
Communication during project	63%
Cost estimates	59%

The employees who rated the services were given the opportunity to answer the question:

Question: Was the appropriate information provided so you could make decisions?

Out of the twenty five percent (27 people) who rated the services, 70% reported that the appropriate information was provided in order to make decisions, 7% reported “No”, and 18% reported “Not sure”.

Qualitative Comment Themes:

Question: Please list any areas of needed improvement for Planning, Design, and Construction Services.

There were no predominant themes for this section.

Procedures- Work Order System

Question: I have used the work order system in the last year.

The above statement was answered as “yes or no”. Fifty-eight percent of the respondents (63 people) responded “yes”, 40% (43) responded “no”, and 2% did not respond. The employees who responded “yes” were given the opportunity to answer the question:

Question: How often do you use the work order system?

Below are the responses of the employees who responded “yes” to using the work order system.

- 25% (16 people) responded “At least once a week”
- 30% responded (19) “Once a month”
- 32% responded (20) “Once a semester”
- 10% responded (6) “Once a year”
- 3% (2) did not respond to this question

There were no areas in this section (See Appendix B) rated very satisfied or satisfied at or above 90% or at or below 70%.

Physical Plant Department Procedures and Guide

The final aspects under the results section examine the understanding and familiarity with the policy and procedures for the Physical Plant services. Two questions were asked to obtain information.

Question: I believe that I understand Physical Plant procedure

Sixty-three percent (63%) of the respondents answered the above question with strongly agree or agree.

Question: I am familiar with the Physical Plant Department Guide to Services

Forty-five percent (45%) of the respondents answered the above question with strongly agree or agree.

Discussion

Areas that require improvement were identified and a majority of the issues that require attention deal with air quality and comfort issues in several buildings. Occupants responded that they experience various temperature fluctuations and other related issues. It appears that many of the respondents that indicated air quality issues work in buildings with new as well as old HVAC systems. Attention to be focused at systems in O'Hara and McGurrin Halls as these systems have new controls that can be modified to pinpoint specific areas. St. Thomas Hall has the original system that provides little flexibility of control and is compromised by a two-pipe water loop system.

Overall satisfaction with custodial services was indicated, however, care of rest facilities is an area that needs to be further assessed and improved in some buildings.

Action Plan

- Provide summaries of the report specific to the zones and work areas where problems exist and work to resolve or answer concerns. **Completed**
- Report results through the use of a PowerPoint presentation to Plant employees at quarterly meeting and discuss plan of action. **Scheduled for June 22, 2005**
- Review the report and findings with Plant staff and supervisors to affect a plan of action. Areas below the 80% level will be targeted for improvement. **To be scheduled**
- Request feedback from supervisors on progress at monthly meetings. **Scheduled**
- Repeat customer satisfaction survey in 2 to 3 years to measure satisfaction with those areas below 80% level. **To be scheduled**
- Provide user training on the Physical Plant work order system. **To be scheduled**
- Distribute the Physical Plant Services Guide to all departments in September of each year. **September 2005-Completed**

APPENDIX A

Survey Email Memo

March 7, 2005

Dear (personalized),

We will be evaluating the services provided by our Physical Plant department to the University of Scranton community to identify areas that need improvement so that we can better serve the community's needs. In order to do so, we need your help and a few minutes of your time to complete the attached survey. We have worked with PAIRO to formulate the survey that will assist us in identifying challenges and work on opportunities for improvement. You have been randomly selected to participate and your responses are critical to the success of the survey. The survey is anonymous and confidential and no individual results will be reported.

Your response to this survey will be an important part of our ongoing planning for supporting our administration, faculty and staff in achieving our mission and departmental goals. The survey will be available for completion starting March 7th and will close March 18th. **The survey is best viewed in Internet Explorer.** The survey can be found at the following link:

<https://lynx.scranton.edu/surveys/facilitiesfinalsurvey.htm>

Thank you for taking the time to complete this survey. Your participation is valued, encouraged and appreciated.

Sincerely,
Jim Devers
Director, Physical Plant

APPENDIX B

University of Scranton Physical Plant Customer Satisfaction Survey Spring 2005

**University of Scranton
Physical Plant Customer Satisfaction Survey
Spring 2005**

The Planning, Assessment, and Institutional Research Office (PAIRO) is conducting this survey on behalf of the Director of Physical Plant. This survey was prepared to solicit your feedback regarding the services provided to the University community by the Physical Plant staff. Your feedback is crucial in improving the quality of services and your critical response to this survey will help us identify areas that require attention.

The Physical Plant Department is responsible for all aspects of physical facility operations, repair, maintenance, and construction, including heating and cooling, custodial grounds care, as well as planning for remodeling, major construction and other types of administrative services related to the operation of the facilities.

The survey should take about fifteen minutes to complete. Survey responses are anonymous, voluntary, and very much appreciated. No individual responses will be reported.

General Questions

Q1 Job Classification

6.5% Administration
13.9% Clerical
39.8% Faculty
0.0% Grant Funded
0.9% Maintenance
4.6% Para Professional
25.9% Professional
4.6% Secretary
2.8% Technical
0.9% Trades

Q2 Gender

47.2% Male
51.9% Female

Q3 Building where your office is located

5.6% Alumni Memorial Hall
2.8% Brennan Hall
0.9% Byron Complex
0.0% CECS
2.8% Claver Hall
1.9% CLP

3.7% Ctr Lit & Performing Arts
0.0% Elm Park
0.0% Estate
4.6% Gunster Memorial Hall
0.9% Harper McGinnis
0.0% Houlihan McLean
0.0% Hyland Hall
2.8% John Long Center
5.6% Loyola Hall
13.0% McGurrin
0.0% New Mail Center
16.7% O'Hara Hall
0.9% Parking Public Safety Pavilion
0.0% Physical Plant
0.9% Printing/Mailing Facility
0.9% Residence Life
3.7% Scranton Hall
24.1% St Thomas Hall
5.6% Weinberg Memorial Library
2.8% Wellness Center

Q4 Length of time at present location

5.6% Less than one year
3.7% 1 year
36.1% 2-5 years
51.9% Over 5 years

Q5 How often do you interact with the Physical Plant Department?

33.3% Daily
27.8% Weekly
17.6% Monthly
9.3% Quarterly
2.8% Semi-annually
4.6% Annually
0.0% Never

Physical Plant Staff

Q6 Please indicate your level of satisfaction with the Physical Plant staff for each characteristic listed.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Availability	46.3%	47.2%	5.6%	0.0%	0.9%	0.0%
Trustworthiness	62.0%	32.4%	2.8%	0.9%	0.0%	0.9%
Timeliness of Response	45.4%	43.5%	4.6%	3.7%	1.9%	0.0%
Appearance	50.9%	40.7%	5.6%	0.9%	0.0%	0.9%
Courtesy	73.1%	23.1%	3.7%	0.0%	0.0%	0.0%
Understanding your needs	61.1%	29.6%	7.4%	0.9%	0.0%	0.9%
Understanding your requirements	56.5%	32.4%	5.6%	1.9%	0.0%	2.8%
Technical competence	48.1%	39.8%	5.6%	1.9%	0.0%	2.8%
Knowledge of your building	60.2%	32.4%	4.6%	0.9%	0.0%	1.9%
Knowledge of your building systems	51.9%	33.3%	6.5%	2.8%	0.9%	2.8%

Q7 Please list any areas of needed improvement related to the characteristics above.

24.1%

Building and Office Environment

Q8 Please indicate your level of satisfaction with building and office environments throughout campus for each component listed.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Appearance	46.3%	41.7%	3.7%	6.5%	1.9%	0.0%
Grounds/Landscaping	69.4%	25.0%	3.7%	1.9%	0.0%	0.0%
Directional Signs	35.2%	39.8%	17.6%	3.7%	0.9%	1.9%

Q9 Please indicate your level of satisfaction with your building and office environments on campus for each component listed.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Furniture	20.4%	53.7%	14.8%	7.4%	3.7%	0.0%
Interior Layout	24.1%	37.0%	20.4%	14.8%	3.7%	0.0%
Handicapped Accessibility	22.2%	35.2%	15.7%	12.0%	5.6%	8.3%
Restrooms	19.4%	45.4%	12.0%	14.8%	7.4%	0.0%
Lounge/Common Areas	15.7%	38.9%	14.8%	15.7%	11.1%	3.7%
Room Temperature	13.0%	33.3%	21.3%	15.7%	13.0%	0.0%

Q10 Please list any areas of needed improvement in YOUR building and office environment
49.1%

The following question concerns indoor air quality and you are asked to be specific with your responses.

Q11 Are there recurring problems with temperature control in YOUR specific office or classroom?
51.9% Yes
45.4% No

Q12 If yes, please indicate the building, room number, time of the year (Winter, Spring, Summer, Fall) and the specific problem
89.3%

Building Equipment

Q13 Please indicate YOUR level of satisfaction with the quality of YOUR building for the following aspects listed.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Elevators	18.5%	43.5%	21.3%	8.3%	0.9%	5.6%
Plumbing	20.4%	55.6%	15.7%	4.6%	0.0%	2.8%
Heating	11.1%	42.6%	15.7%	17.6%	12.0%	0.0%

Air Conditioning	16.7%	39.8%	14.8%	17.6%	10.2%	0.0%
Electrical	26.9%	53.7%	12.0%	0.9%	0.9%	4.6%
Furniture	16.7%	52.8%	16.7%	8.3%	3.7%	0.0%
Interior	20.4%	45.4%	14.8%	11.1%	6.5%	0.0%
Handicap Accessibility	23.1%	35.2%	15.7%	8.3%	6.5%	8.3%
Restrooms	18.5%	45.4%	13.0%	15.7%	5.6%	0.0%
Lounges	14.8%	36.1%	16.7%	12.0%	8.3%	7.4%

Q14 Please list any areas of needed improvement with equipment in YOUR building.
33.3%

Building Services

Q15 Please indicate YOUR perceived level of quality for the following services provided by the Physical Plant Department

	Excellent	Good	Average	Poor	Don't Know
Custodial services	55.6%	31.5%	8.3%	1.9%	0.0%
Mechanical maintenance (Includes HVAC mechanics, plumbers, and electricians for heating and cooling problems, repairs to unit ventilators, plumbing fixtures, and electrical equipment repairs including lighting problems.)	47.2%	32.4%	10.2%	4.6%	4.6%
General maintenance (Includes carpenters for repairs to doors, hardware, furnishings and renovations/alterations to work areas.)	59.3%	27.8%	4.6%	0.9%	2.8%
Painting services (Includes painting services in offices, classrooms and public spaces.)	55.6%	30.6%	4.6%	0.9%	5.6%

Recycling services	39.8%	28.7%	17.6%	5.6%	6.5%
Moving services	41.7%	33.3%	7.4%	0.9%	14.8%
Grounds/Landscaping services	63.0%	29.6%	2.8%	0.9%	0.9%

Q16 Please list any areas of needed improvement with services listed above for YOUR building.
24.1%

This question is designed to be an indicator of the efficiency of the Physical Plant Department's Services.

Q17 From the time you requested services that are provided by the Physical Plant Department, please indicate the level of timeliness for the services requested

	1 day	2-3 days	4-5 days	6-7 days	Over 7 days	N/A
Custodial services	68.5%	13.9%	1.9%	1.9%	0.0%	12.0%
Recycling services	25.0%	7.4%	2.8%	0.0%	0.0%	62.0%

Q18 From the time you requested services that are provided by the Physical Plant Department, please indicate the level of timeliness for the services requested

Mechanical maintenance (Includes response time by HVAC mechanics, plumbers, and electricians for heating and cooling problems, repairs to unit ventilators, plumbing fixtures, and electrical equipment repairs including lighting problems.)	1-3 days 54.6%	4-7 days 16.7%	8-14 days 3.7%	Over 14 2.8%	N/A 18.5%
General maintenance (Includes response time by carpenters for repairs to doors, hardware, furnishings and renovations/alterations to work areas.)	48.1%	21.3%	3.7%	4.6%	18.5%
Moving services	39.8%	15.7%	1.9%	0.0%	38.0%

Q19 Please list any areas of needed improvement regarding the efficiency of the services listed
12.0%

Planning, Design, and Construction Services

Q20 Have YOU utilized any of the planning, design, or construction services from the Physical Plant Department in the past 2 years?

25.0% Yes
72.2% No

Q21 Please indicate YOUR perceived level of satisfaction with the planning, design, and construction services for each item listed.

	Excellent	Good	Average	Poor	Don't Know
Understanding your requirements	66.7%	25.9%	3.7%	0.0%	3.7%
Timeliness of response	48.1%	29.6%	11.1%	7.4%	3.7%
Plan alternatives	33.3%	40.7%	7.4%	3.7%	11.1%
Cost estimates	25.9%	33.3%	14.8%	3.7%	18.5%
Material selection	29.6%	48.1%	3.7%	0.0%	11.1%
Construction	48.1%	37.0%	3.7%	0.0%	7.4%
Coordination of project	33.3%	33.3%	22.2%	0.0%	7.4%
Communication during project	33.3%	29.6%	22.2%	3.7%	7.4%
Satisfaction with the result	37.0%	33.3%	14.8%	0.0%	11.1%

Q22 Was the appropriate information provided so you could make decisions?

70.4% Yes
7.4% No
18.5% Not Sure

Q23 Please list any areas of needed improvement for Planning, Design, and Construction Services.

18.5%

Procedures- Work Order System

Q24 I have used the work order system in the last year.

58.3% Yes

39.8% No

Q25 How often do you use the work order system

25.4% At least once a week

30.2% Once a month

31.7% Once a semester

9.5% Once a year

Q26 Please indicate your level of satisfaction with the procedures you must go through in order to obtain services from the Physical Plant Department for each characteristic listed

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Navigation through work order system	25.4%	52.4%	7.9%	6.3%	0.0%	7.9%
Ease of access of work order system	28.6%	50.8%	7.9%	4.8%	0.0%	7.9%
Accommodation of unique requirements	33.3%	38.1%	14.3%	3.2%	1.6%	9.5%
Flexibility	28.6%	42.9%	9.5%	9.5%	1.6%	6.3%
Responsiveness	36.5%	39.7%	7.9%	7.9%	1.6%	3.2%
Effectiveness of communication	31.7%	46.0%	4.8%	7.9%	1.6%	4.8%

Q27 I believe that I understand Physical Plant procedure

16.7% Strongly agree

46.3% Agree

23.1% Neutral

6.5% Disagree

0.0% Strongly agree

5.6% Not sure

Q28 I am familiar with the Physical Plant Department Guide to Services

10.2% Strongly agree

34.3% Agree

24.1% Neutral

16.7% Disagree

0.9% Strongly agree

12.0% Not sure

APPENDIX C

Tabular Results of Physical Plant Survey

Characteristic	% Satisfied or Very Satisfied
Courtesy	96%
Availability	94%
Trustworthiness	94%
Knowledge of your building	93%
Appearance	92%
Understanding your needs	91%
Timeliness of Response	89%
Understanding your requirements	89%
Technical competence	88%
Knowledge of your building systems	85%
Aspects of Work Environment	% Satisfied or Very Satisfied
Grounds/Landscaping	94%
Appearance	88%
Directional Signs	75%*
Aspects of Work Environment	% Satisfied or Very Satisfied
Furniture	74%
Interior Layout	64%
Handicapped Accessibility	57%
Restrooms	65%
Lounge/Common Areas	55%
Room Temperature	46%
Building Equipment	% Satisfied or Very Satisfied
Electrical	81%
Plumbing	76%
Furniture	70%
Interior	66%
Restrooms	64%
Elevators	62%
Handicap Accessibility	58%
Air Conditioning	57%
Heating	54%
Lounges	51%

Building Services	% Excellent or Good
Grounds/Landscaping services	93%
Custodial services	87%
General maintenance (Includes carpenters for repairs to doors, hardware, furnishings and renovations/alterations to work areas.)	87%
Painting services (Includes painting services in offices, classrooms and public spaces.)	86%
Mechanical maintenance (Includes HVAC mechanics, plumbers, and electricians for heating and cooling problems, repairs to unit ventilators, plumbing fixtures, and electrical equipment repairs including lighting problems.)	80%
Moving services	<i>75%</i>
Recycling services	<i>69%</i>
Building Services	1 or 2-3 days
Custodial services	82%
Recycling services	<i>32%</i>
Building Services	1-3 and 4-7
Mechanical maintenance (Includes HVAC mechanics, plumbers, and electricians for heating and cooling problems, repairs to unit ventilators, plumbing fixtures, and electrical equipment repairs including lighting problems.)	<i>71%</i>
General maintenance (Includes carpenters for repairs to doors, hardware, furnishings and renovations/alterations to work areas.)	<i>69%</i>
Moving services	<i>56%</i>
Planning, Design and Construction	
Yes (last two years)(27 people)	
No	
Planning, Design and Construction Services (out of the 25%)	% Excellent or Good
Understanding your requirements	93%
Construction	85%
Timeliness of response	<i>78%</i>
Material selection	<i>78%</i>
Plan alternatives	<i>74%</i>
Satisfaction with the result	<i>70%</i>
Coordination of project	<i>67%</i>

Communication during project	63%
Cost estimates	59%

Used Work Order System (in last year)
Yes (63 people)
No

Satisfaction with Obtaining Services	% Satisfied or Very Satisfied
Ease of access of work order system	79%
Navigation through work order system	78%
Effectiveness of communication	78%
Responsiveness	76%
Flexibility	72%
Accommodations of unique requirements	71%

Understand Physical Plant procedures	% Strongly Agree or Agree
	63%

Physical Plant Department Guide to Services	% Strongly Agree or Agree
	45%

*Italized percentages are the areas that fall below the 80% agreement desired.

BOLDED numbers are above the 80% agreement desired.

