

2010 Facilities Survey Results

Facilities Management Survey Questions	2009		2008		2007	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
1) I know how to request Facilities Services	92%	8%	86%	14%	89%	11%
2) I am confident my request will be addressed.	79%	21%	82%	18%	82%	18%
3) My request is addressed in a timely and effective manner.	75%	25%	84%	16%	79%	21%
4) Facilities Maintenance staff are courteous and helpful.	94%	6%	99%	1%	98%	2%
5) Facilities Maintenance staff conduct is professional.	93%	7%	96%	4%	97%	3%
6) Grounds areas are well maintained.	85%	16%	82%	18%	83%	17%
7) Entrances and hallways are clean.	88%	12%	88%	12%	88%	12%
8) Restrooms are clean and well supplied.	89%	11%	96%	4%	91%	9%
9) Classroom floors and furnishings are clean.	90%	10%	89%	11%	87%	13%
10) My office or work area is clean.	92%	8%	89%	11%	86%	14%
11) My work environment is acceptable (temp. / lights)	84%	16%	72%	28%	71%	29%
12) Overall, I am satisfied with Facilities Maintenance services.	90%	10%	84%	16%	90%	10%
13) Motor Pool vehicles are clean and in good repair.	92%	8%	97%	3%	99%	1%
14) Vehicle reservation services operate smoothly.	98%	2%	99%	1%	99%	1%

Comments:

Compliments:

- My interaction w/Facilities staff is limited to a handful of people, mostly those in the office. Terry and Donna are normally the ones that answer when I call and they have been extremely patient as I learn the "flow" of things. Dave G. has been very kind with helping out re: Popodicon issues. Thanks all!!
- I appreciate everything you do for us here at EOB Hall. Thank you!
- Facilities Staff – some are very courteous and professional; some are very unprofessional
- We love the personnel that take care of us!!
- You all are doing a wonderful job! Thank you. (2)
- Knutti – classrooms and bathrooms are nicely maintained. Thank you.
- Thanks to everyone who did (and continues) to do a great job when Mother Nature shows her sense of humor.
- When facilities staff was called in by the SNS secretary to address wasps in my lab, they came promptly, fixed the problem, and were courteous and helpful.
- Paula Scott does a great job in our building. (2)
- Work requests are now filled more promptly. It's great!

HVAC:

- Library Reference Desk area can be very chilly both summer and winter
- WH 202 is way too hot!
- WH – no heat or AC in this office
- WH cannot get temperature right – I've never called in a request
- Knutti – I do wish the heat in my office ran on Sundays! It's quite cold in here when I come to get some work done.
- Knutti – temp is terrible. Always extreme hot or cold.
- Rooms are too hot. Have to open window or use AC in the winter – KN 208 and WH 233
- Temperature in ASC is not consistent
- There have been rooms that due to repairs being made to the building (I assume) have been too cold.

Grounds:

- Area by Nursing area parking, trash is visible at times – worst during football games – along walkway
- Grass is not growing and the hill by Sara Cree has large weeds that grow during summer
- Grounds crews do such good work but it appears there are not enough people to maintain all areas at same time. One area looks great and the next area is weedy and sad. Think they are doing the best they can with limited resources. (3)
- While most lots were cleared very well after the snow, the parking lot beside EOB was not for quite a while. I don't know if it ever was cleaned up or just melted.
- Entry ways in terms of housekeeping and grounds needs to be kept up more for a good first impression.
- 30 steps in winter are normally not cleaned until we call to remind someone we exist over here on west campus, same goes for our two designated parking spots in H-lot! Takes a good while until they are plowed.
- Time to have a smoke-free campus – then no cigarette butts all over the place.
- West entrance gardens often need attention.

Custodial:

- Knutti – computer labs are very dusty
- Housekeeping is great (although less personnel turnover would be even better).
- Entry ways in terms of housekeeping and grounds needs to be kept up more for a good first impression.
- Knutti – the bathrooms haven't been very clean since Ricci left
- WH – many times the women's bathroom is out of hand soap

Package Delivery:

- The package delivery system needs to be improved. I now have had two packages misplaced. I have had to call 3 times to get help locating package both times. First response was to tell me to check with Res Life rather than offer assistance in locating package.

Work Orders:

- It is addressed by some time excuses are made on why can't be fixed.
- Maintenance scores a D- in my book. I have never gotten a response to anything I have called in (the ceiling tile in my office is still water stained after 1 ½ years of requesting it be changed so we can see any new leaks emerging before they damage equipment.

Construction:

- During recent construction; nothing in offices/classrooms was covered during recent drywall and ceiling work resulting in papers, books, desks and chairs coated with grit and dust (only floors were vacuumed). This work should have been done over Christmas break and furnishings should have been properly protected. Noise was distracting and disruptive. (2)
- I find it ridiculous that the HVAC installation was scheduled at a time faculty and students are required to be on campus. Knutti is a MESS!