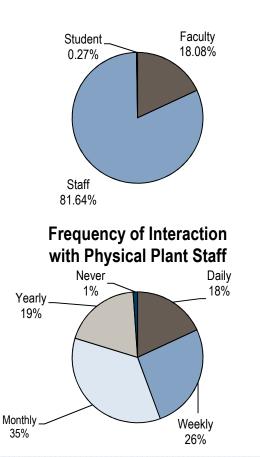
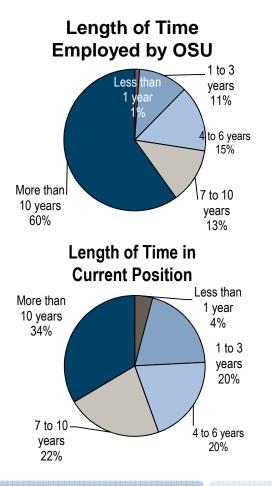
Demographics

HuronEducation

The survey opened on September 23, 2013, and closed on October 11, 2013; 365 Physical Plant customers responded.

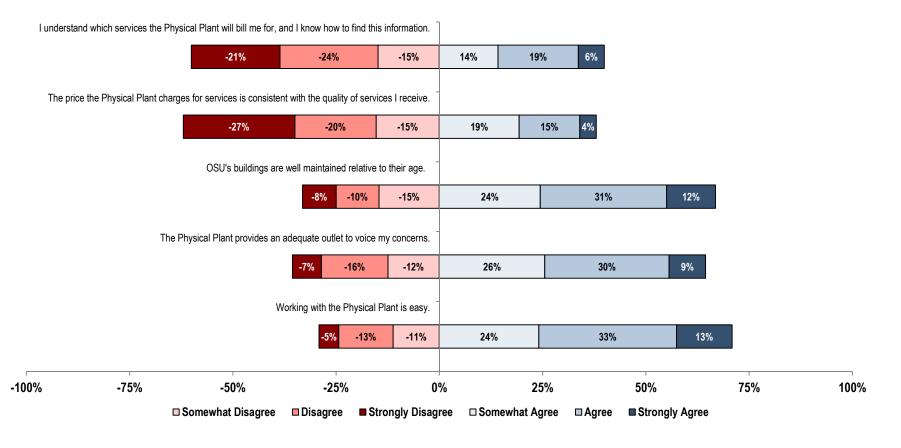






General Department LEVEL OF AGREEMENT

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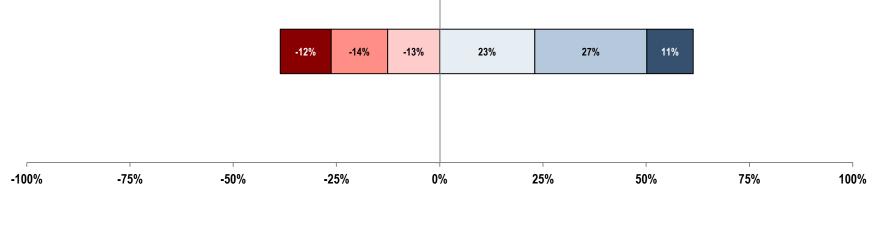
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General Department

LIKELY/UNLIKELY

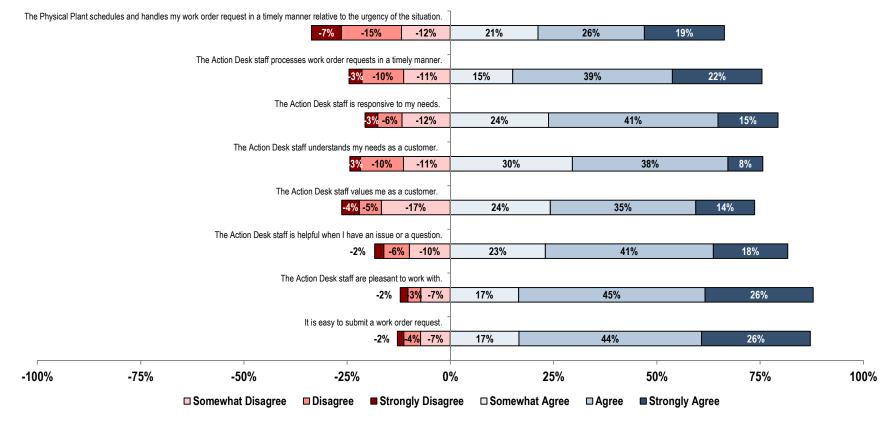
HuronEducation

How likely is it that you would recommend using the services provided by the Physical Plant to another member of the OSU community?



□ Somewhat Unlikely □ Unlikely ■ Very Unlikely □ Somewhat Likely □ Likely ■ Very Likely

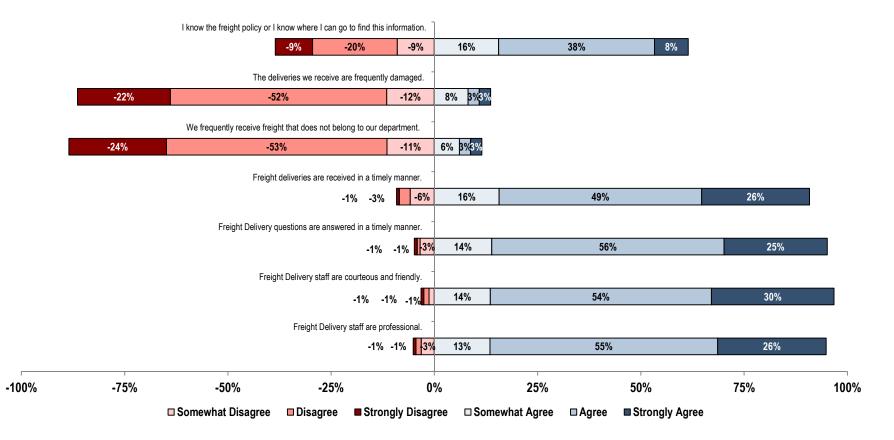
Action Desk LEVEL OF AGREEMENT



Energy Savings Program LEVEL OF AGREEMENT

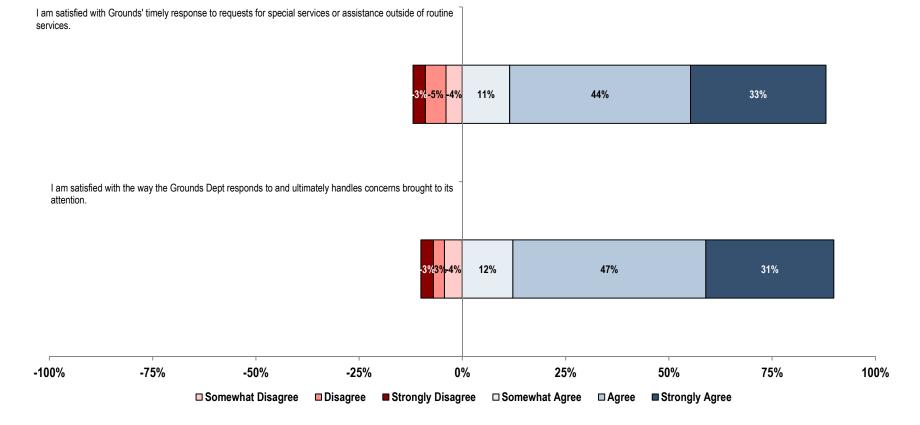
Response to energy management issues is prompt. -3% -7% 13% 47% 21% -7% I know the name of the Energy Manager assigned to my building. -27% 4% 6% -14% 32% 18% I know how to report an energy management issue in my building. -9% -15% -9% 8% 46% 15% I am familiar with the State of Oklahoma's Energy Conservation Program requiring all state-funded facilities to reduce their energy cost by 20% by 2020. -3% -4% -12% 16% 54% 11% I have read OSU's Energy Management Policy. 3% 12% 9% 47% -7% -21% -100% -75% -50% -25% 0% 25% 50% 75% 100% Strongly Disagree Strongly Agree Somewhat Disagree Disagree Somewhat Agree Agree

Freight Delivery LEVEL OF AGREEMENT

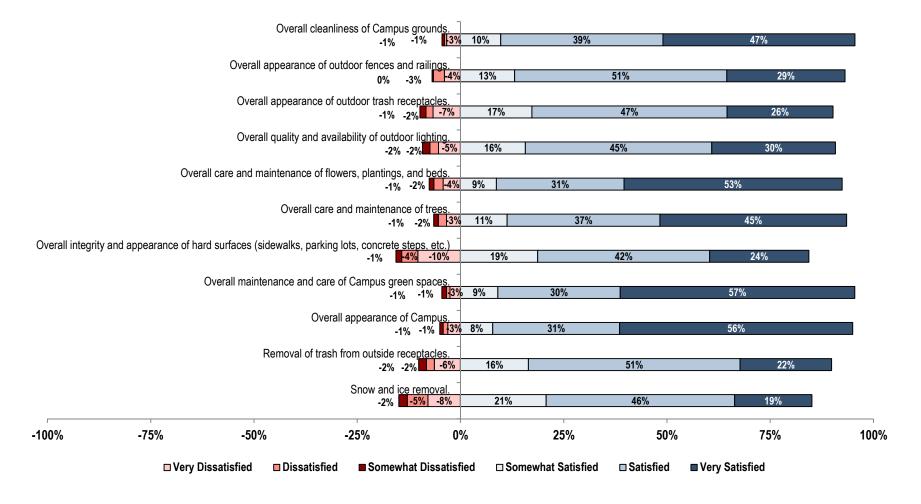


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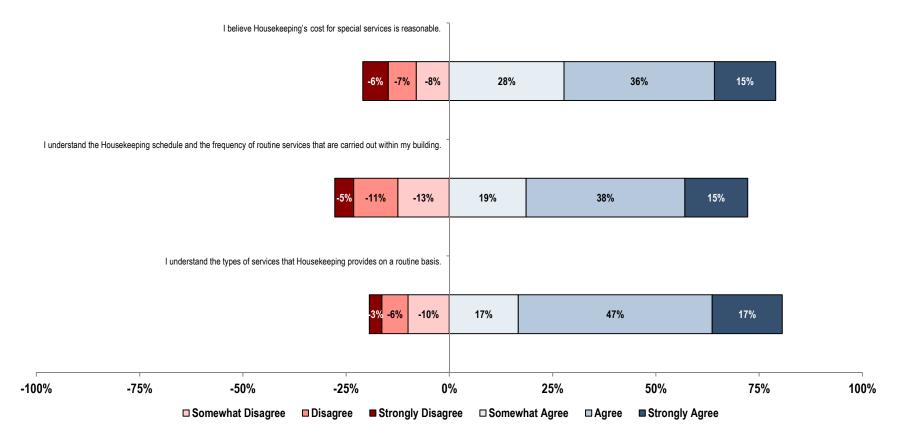
Grounds LEVEL OF AGREEMENT



Grounds LEVEL OF SATISFACTION

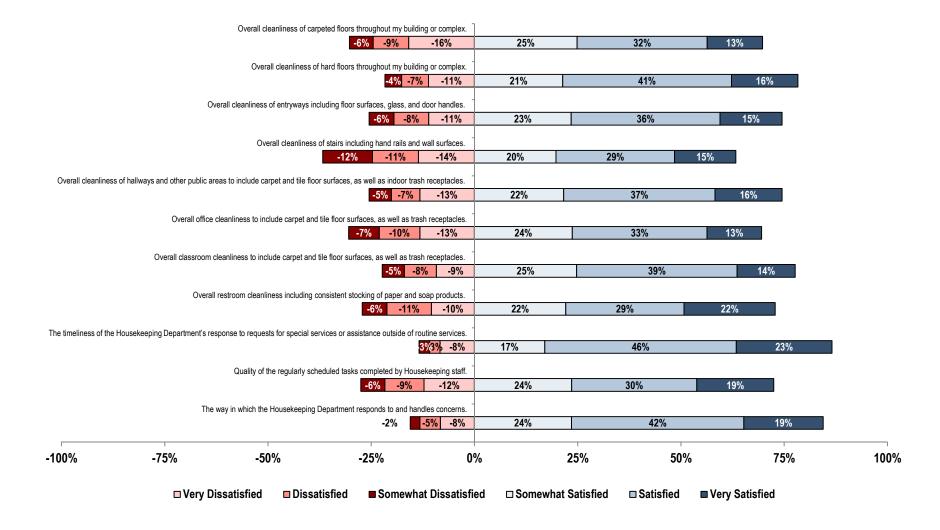


Housekeeping LEVEL OF AGREEMENT

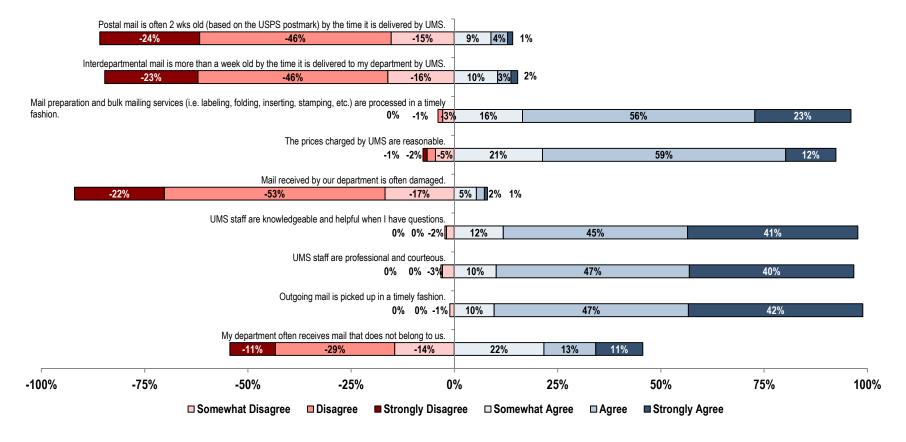


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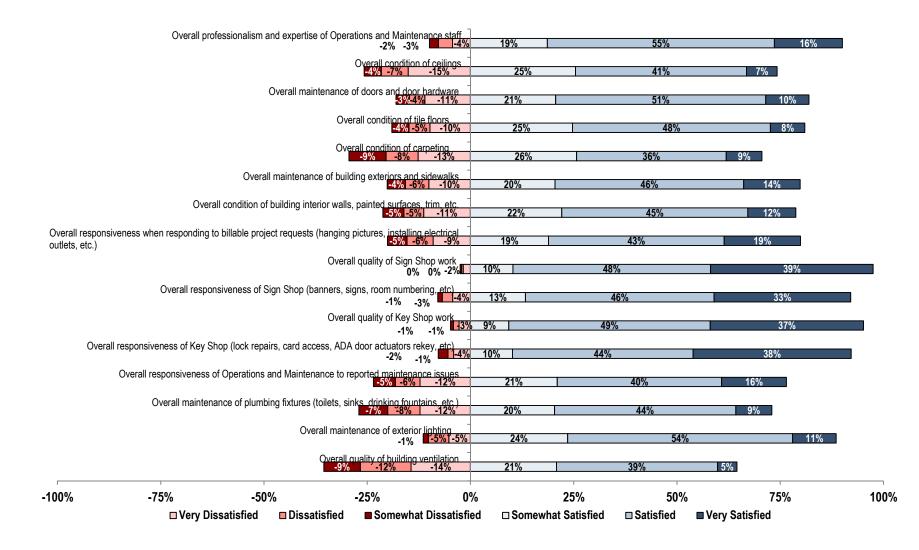
Housekeeping LEVEL OF SATISFACTION



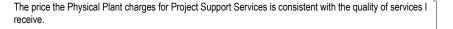
University Mail Services LEVEL OF AGREEMENT

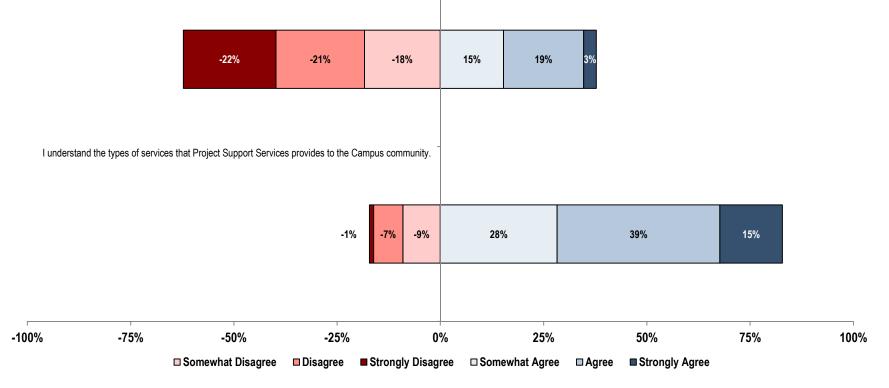


Operations and Maintenance LEVEL OF SATISFACTION

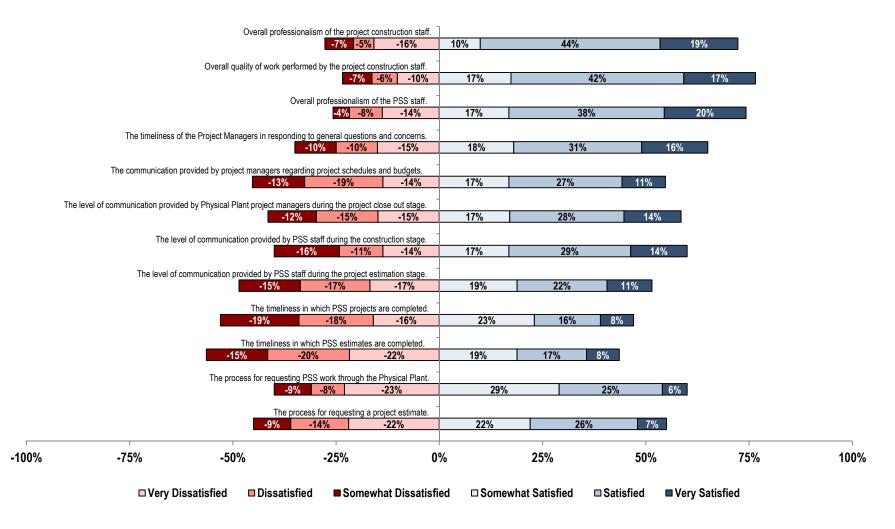


Project Support Services LEVEL OF AGREEMENT

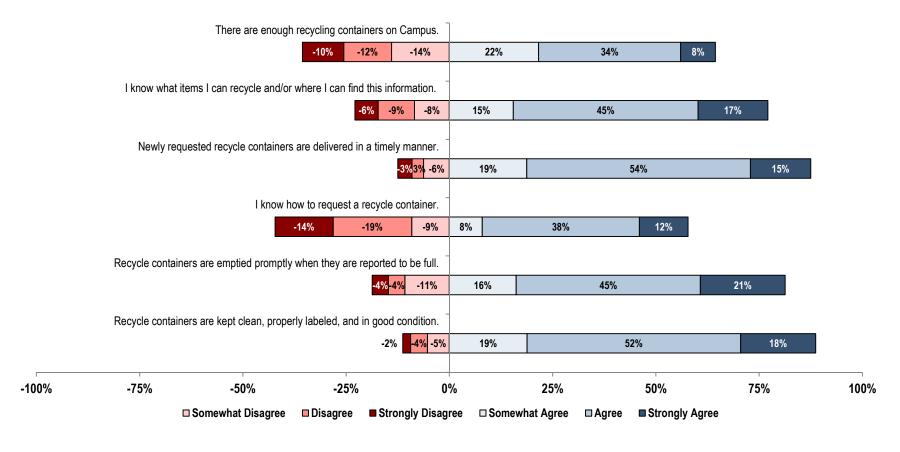




Project Support Services LEVEL OF SATISFACTION



Recycling LEVEL OF AGREEMENT

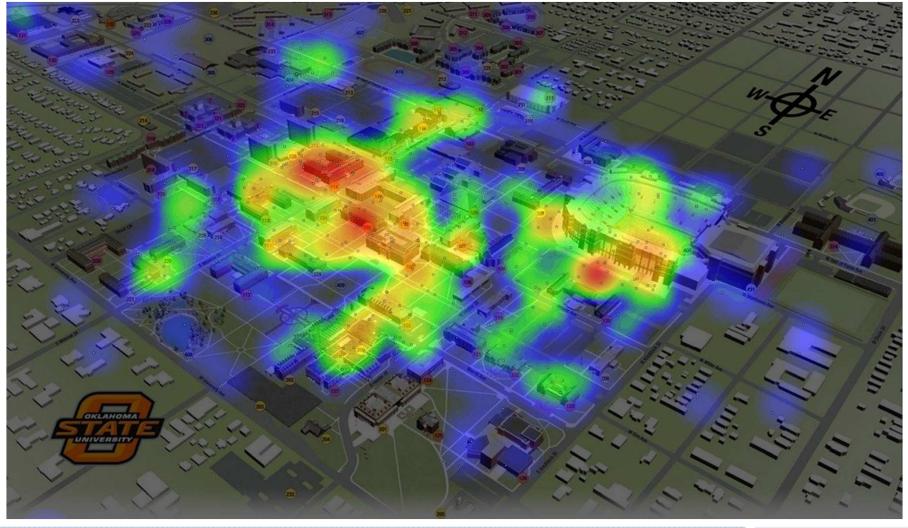


Recycling SUGGESTED BIN PLACEMENT LOCATIONS

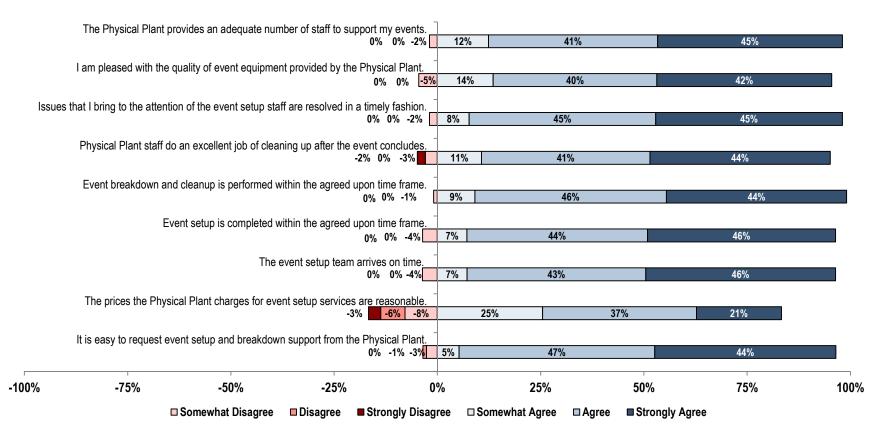
HuronEducation

On the previous question, you responded that you strongly disagreed, disagreed, or somewhat disagreed that there are enough recycling containers on Campus. Please take a moment to let us know where we need to place additional containers on the Stillwater Campus.

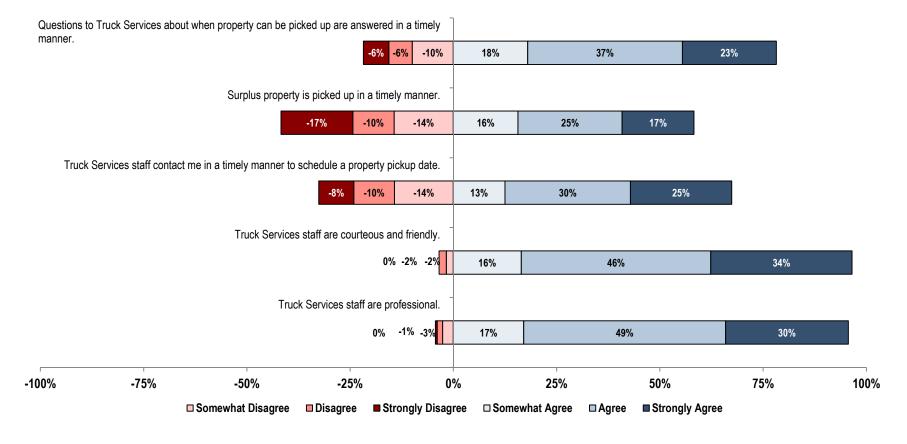
Using the map below, please click on up to 10 locations where you think additional containers are needed.



Special Event Services LEVEL OF AGREEMENT

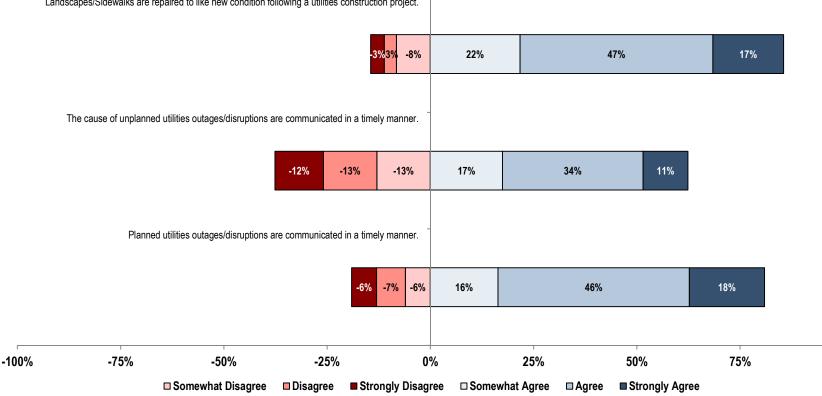


Truck Services LEVEL OF AGREEMENT



Utilities LEVEL OF AGREEMENT

HuronEducation



Landscapes/Sidewalks are repaired to like new condition following a utilities construction project.

100%

Utilities LEVEL OF SATISFACTION

Responsiveness of Utilities Department staff to reported concerns. -4% -5% -8% 18% 48% 17% Reliability of sewer utility services. <mark>3%</mark>3%-4% 15% 60% 14% Reliability of natural gas utility services. -2% -1% -2% 17% 63% 15% Reliability of steam utility services. -2% -4% -2% 19% 59% 14% Reliability of chilled water utility services. <mark>-4%</mark>-4% -8% 17% 12% 56% Reliability of water utility services. -8% -11% 17% 42% 12% -10% Reliability of electrical utility services. -5% -4% -4% 17% 53% 17% Overall adequacy of building temperature. 4% 24% 32% -10% -11% -18% -75% -50% -25% 0% 25% 50% 75% 100%

Dissatisfied Somewhat Dissatisfied □ Somewhat Satisfied Satisfied

Very Dissatisfied

-100%