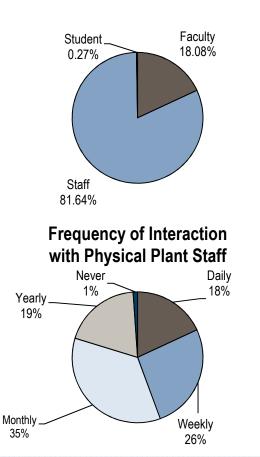
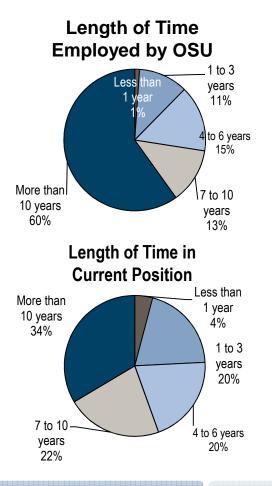
### **Demographics**

**Huron**Education

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

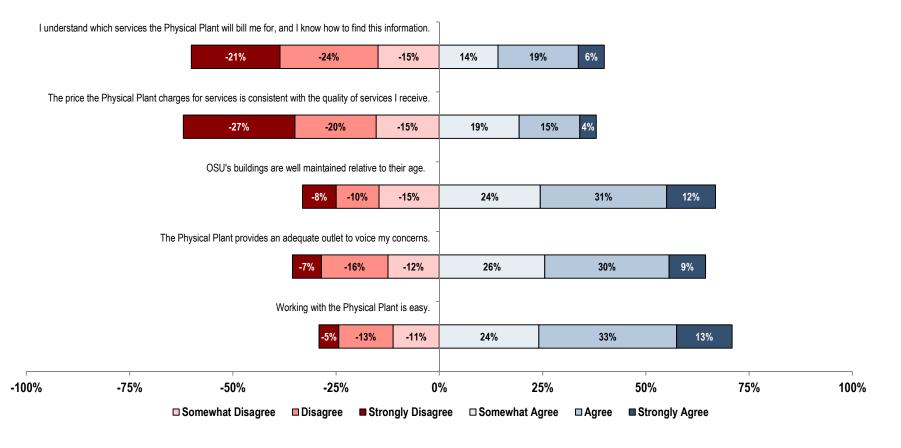






# **General Department** LEVEL OF AGREEMENT

#### **Huron**Education



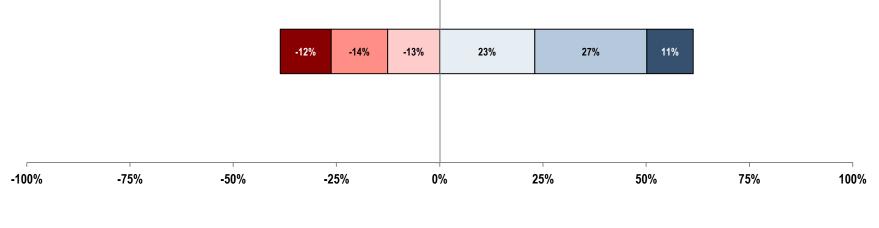
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### **General Department**

LIKELY/UNLIKELY

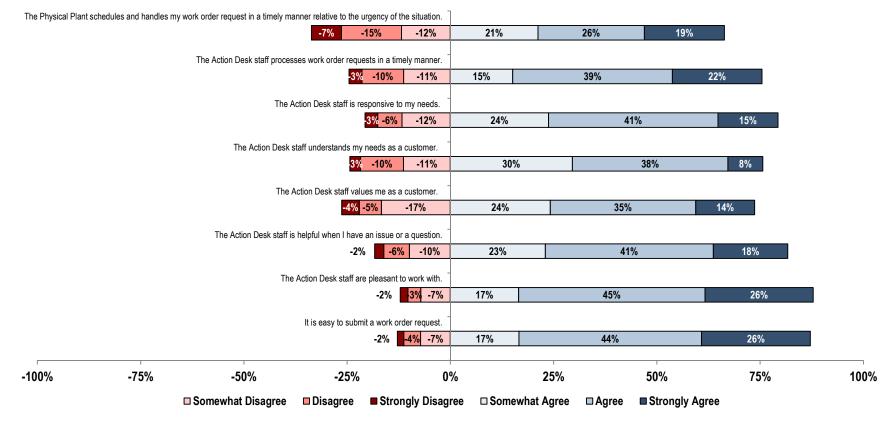
**Huron**Education

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

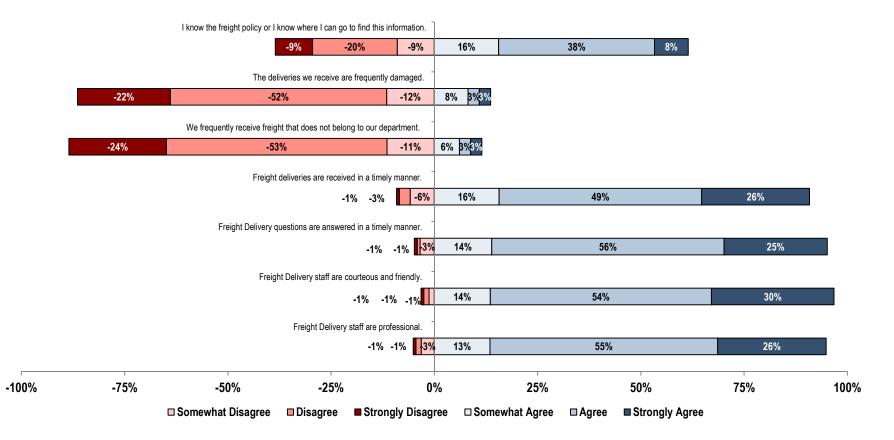
## Action Desk LEVEL OF AGREEMENT



# **Energy Savings Program** LEVEL OF AGREEMENT

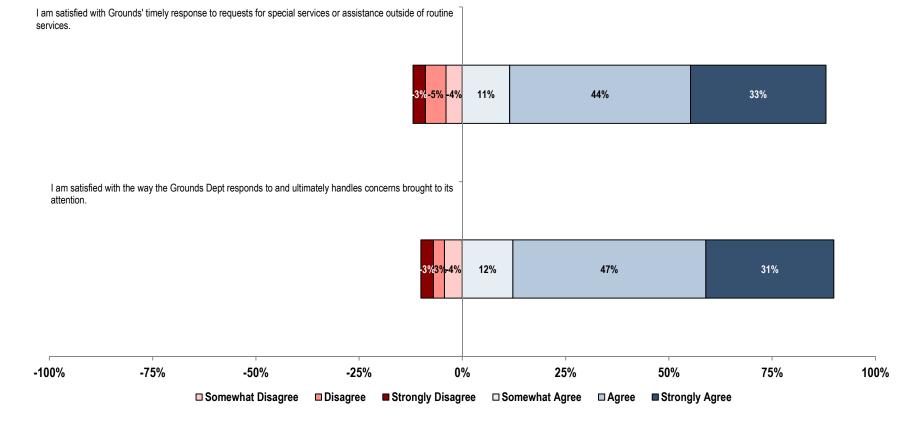
#### Response to energy management issues is prompt. -3% -7% 13% 47% 21% -7% I know the name of the Energy Manager assigned to my building. -27% 4% 6% -14% 32% 18% I know how to report an energy management issue in my building. -9% -15% -9% 8% 46% 15% I am familiar with the State of Oklahoma's Energy 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

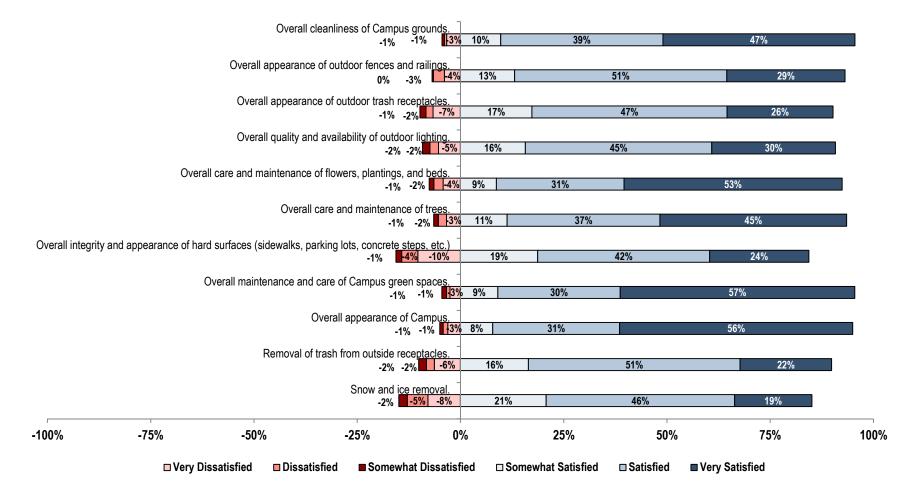


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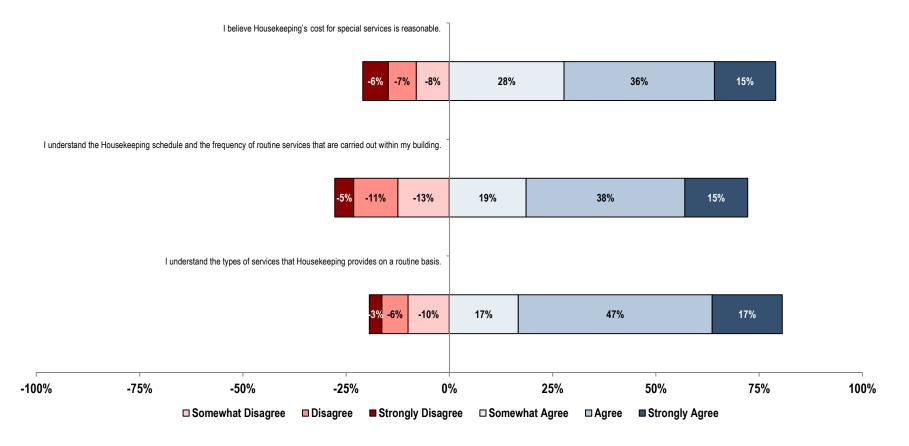
### **Grounds** LEVEL OF AGREEMENT



### **Grounds** LEVEL OF SATISFACTION

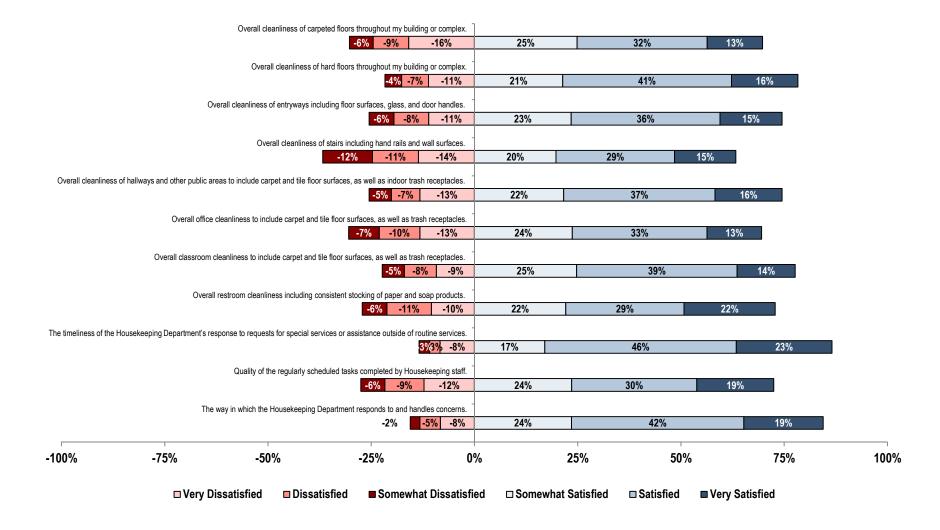


## Housekeeping LEVEL OF AGREEMENT

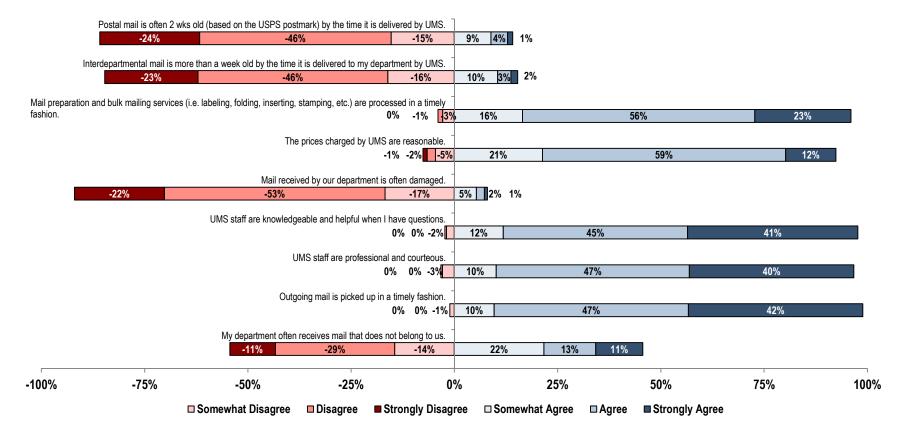


#### **Huron**Education

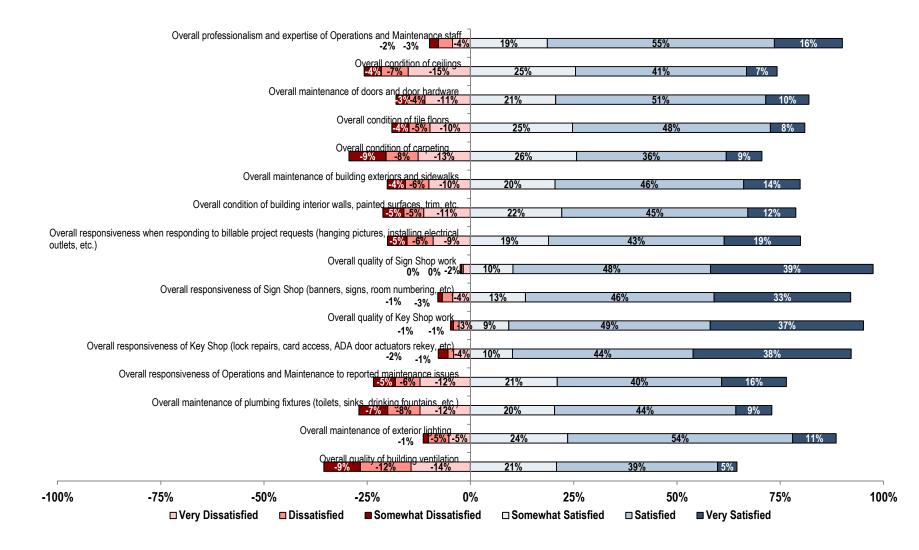
### Housekeeping LEVEL OF SATISFACTION



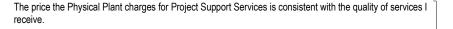
### **University Mail Services** LEVEL OF AGREEMENT

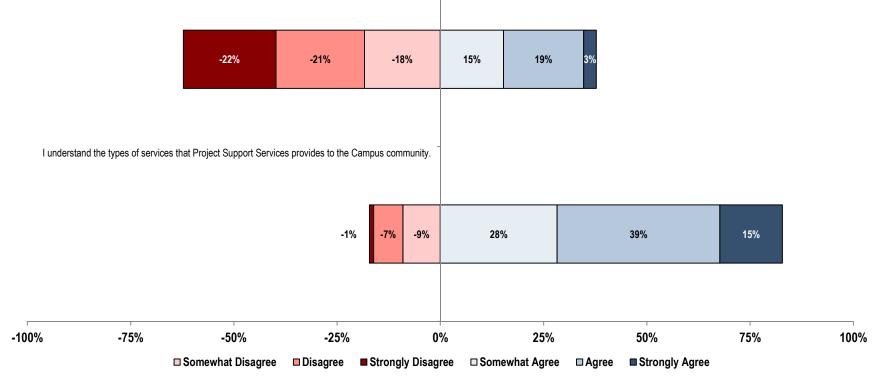


# **Operations and Maintenance** LEVEL OF SATISFACTION

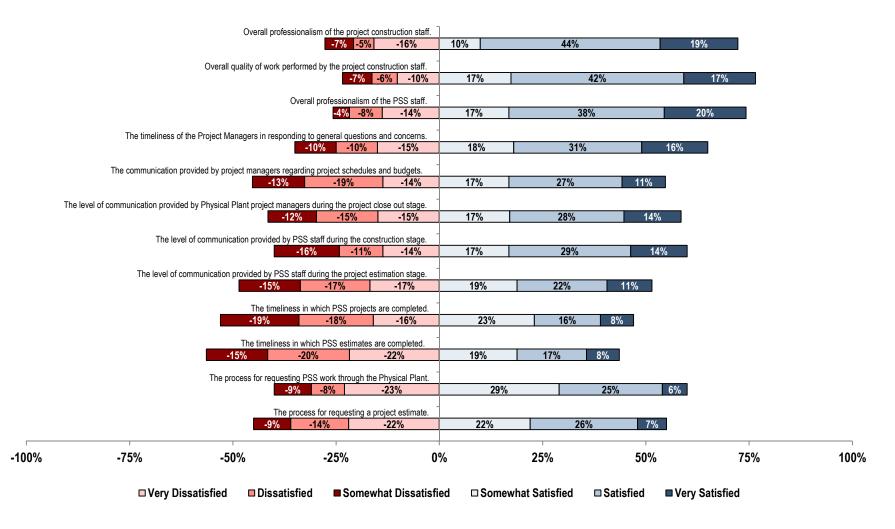


### **Project Support Services** LEVEL OF AGREEMENT

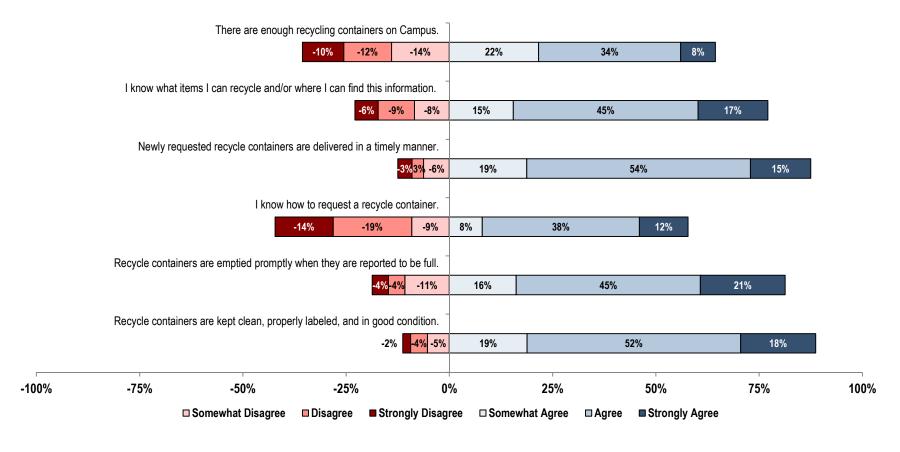




### **Project Support Services** LEVEL OF SATISFACTION



## **Recycling** LEVEL OF AGREEMENT

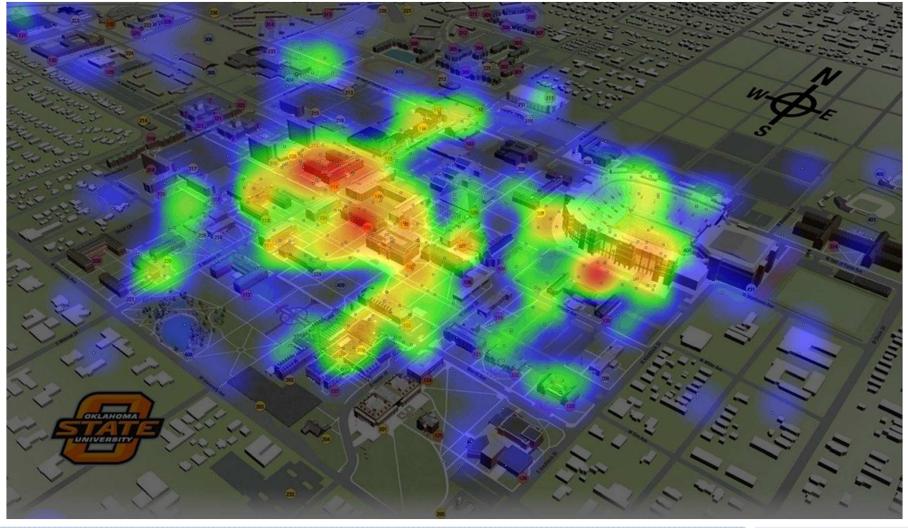


### Recycling SUGGESTED BIN PLACEMENT LOCATIONS

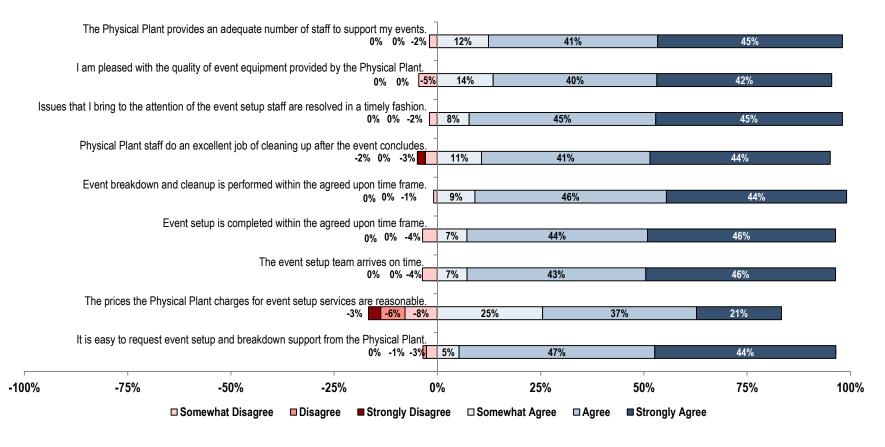
**Huron**Education

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.

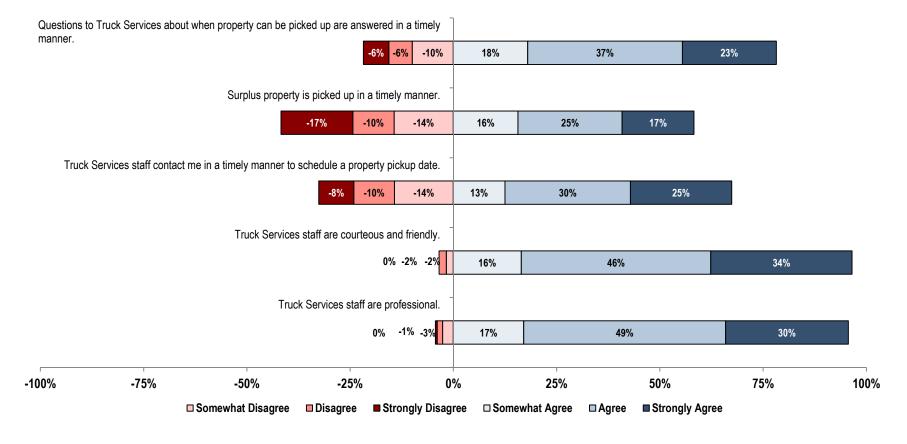
Using the map below, please click on up to 10 locations where you think additional containers are needed.



#### **Special Event Services** LEVEL OF AGREEMENT

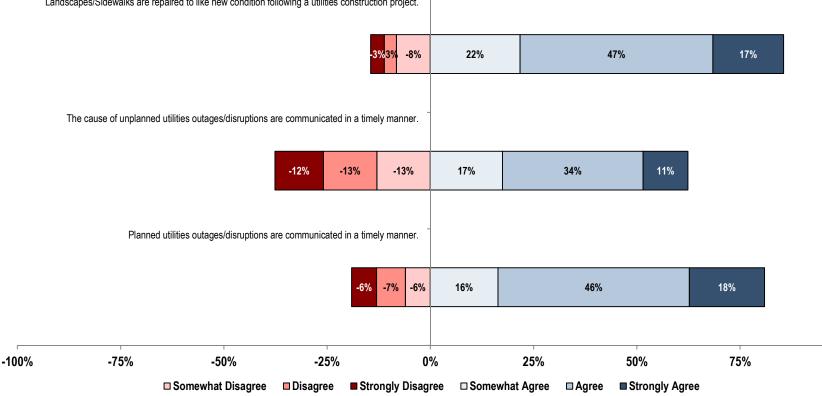


# **Truck Services** LEVEL OF AGREEMENT



### **Utilities** LEVEL OF AGREEMENT

#### **Huron**Education



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%