Demographics

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

Role at OSU
- Faculty: 18.08%
- Staff: 81.64%
- Student: 0.27%

Frequency of Interaction with Physical Plant Staff
- Daily: 18%
- Weekly: 26%
- Monthly: 35%
- Yearly: 20%
- Never: 1%

Length of Time Employed by OSU
- Less than 1 year: 4%
- 1 to 3 years: 20%
- 4 to 6 years: 20%
- 7 to 10 years: 22%
- More than 10 years: 34%

Length of Time in Current Position
- Less than 1 year: 4%
- 1 to 3 years: 20%
- 4 to 6 years: 20%
- 7 to 10 years: 22%
- More than 10 years: 60%
I understand which services the Physical Plant will bill me for, and I know how to find this information.

-21% -24% -15% 14% 19% 6%

The price the Physical Plant charges for services is consistent with the quality of services I receive.

-27% -20% -15% 19% 15% 4%

OSU's buildings are well maintained relative to their age.

-8% -10% -15% 24% 31% 12%

The Physical Plant provides an adequate outlet to voice my concerns.

-7% -16% -12% 26% 30% 9%

Working with the Physical Plant is easy.

-6% -13% -11% 24% 33% 13%
How likely is it that you would recommend using the services provided by the Physical Plant to another member of the OSU community?

-12% -14% -13% 23% 27% 11%

Somewhat Unlikely  Unlikely  Very Unlikely  Somewhat Likely  Likely  Very Likely
The Physical Plant schedules and handles my work order request in a timely manner relative to the urgency of the situation.

The Action Desk staff processes work order requests in a timely manner.

The Action Desk staff is responsive to my needs.

The Action Desk staff understands my needs as a customer.

The Action Desk staff values me as a customer.

The Action Desk staff is helpful when I have an issue or a question.

The Action Desk staff are pleasant to work with.

It is easy to submit a work order request.
Response to energy management issues is prompt.
-7% 3% -7% 13% 47% 21%

I know the name of the Energy Manager assigned to my building.
-14% -27% -4% 6% 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.
-4% -12% 3% 16% 54% 11%

I have read OSU’s Energy Management Policy.
-7% -21% 3% 12% 47% 9%
Freight Delivery

LEVEL OF AGREEMENT

I know the freight policy or I know where I can go to find this information.

- Somewhat Disagree - Disagree - Strongly Disagree
- Somewhat Agree - Agree - Strongly Agree

The deliveries we receive are frequently damaged.

-22% -52% -12% 8% 3%

We frequently receive freight that does not belong to our department.

-24% -53% -11% 6% 3%

Freight deliveries are received in a timely manner.

-1% -3% -6% 16% 49% 26%

Freight Delivery questions are answered in a timely manner.

-1% -1% 13% 14% 56% 25%

Freight Delivery staff are courteous and friendly.

-1% -1% 14% 54% 30%

Freight Delivery staff are professional.

-1% -1% 13% 55% 26%
I am satisfied with Grounds’ timely response to requests for special services or assistance outside of routine services.

I am satisfied with the way the Grounds Dept responds to and ultimately handles concerns brought to its attention.
## Grounds
### Level of Satisfaction

<table>
<thead>
<tr>
<th>Area</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Somewhat Satisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall cleanliness of Campus grounds</td>
<td>3%</td>
<td>10%</td>
<td>39%</td>
<td>47%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall appearance of outdoor fences and railings</td>
<td>0%</td>
<td>-3%</td>
<td>13%</td>
<td>51%</td>
<td>23%</td>
<td></td>
</tr>
<tr>
<td>Overall appearance of outdoor trash receptacles</td>
<td>-1%</td>
<td>-2%</td>
<td>17%</td>
<td>47%</td>
<td>26%</td>
<td></td>
</tr>
<tr>
<td>Overall quality and availability of outdoor lighting</td>
<td>-2%</td>
<td>-2%</td>
<td>16%</td>
<td>45%</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>Overall care and maintenance of flowers, plantings, and beds</td>
<td>-1%</td>
<td>-2%</td>
<td>4%</td>
<td>31%</td>
<td>53%</td>
<td></td>
</tr>
<tr>
<td>Overall care and maintenance of trees</td>
<td>-1%</td>
<td>-2%</td>
<td>3%</td>
<td>11%</td>
<td>37%</td>
<td>45%</td>
</tr>
<tr>
<td>Overall integrity and appearance of hard surfaces (sidewalks, parking lots, concrete steps, etc.)</td>
<td>-1%</td>
<td>-10%</td>
<td>19%</td>
<td>42%</td>
<td>24%</td>
<td></td>
</tr>
<tr>
<td>Overall maintenance and care of Campus green spaces</td>
<td>-1%</td>
<td>-1%</td>
<td>9%</td>
<td>30%</td>
<td>57%</td>
<td></td>
</tr>
<tr>
<td>Overall appearance of Campus</td>
<td>13%</td>
<td>8%</td>
<td>31%</td>
<td>56%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Removal of trash from outside receptacles</td>
<td>-2%</td>
<td>-2%</td>
<td>16%</td>
<td>51%</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>Snow and ice removal</td>
<td>-5%</td>
<td>-8%</td>
<td>21%</td>
<td>46%</td>
<td>19%</td>
<td></td>
</tr>
</tbody>
</table>
Housekeeping
LEVEL OF AGREEMENT

I believe Housekeeping's cost for special services is reasonable.

-6% -7% -8% 28% 36% 15%

I understand the Housekeeping schedule and the frequency of routine services that are carried out within my building.

-5% -11% -13% 19% 38% 15%

I understand the types of services that Housekeeping provides on a routine basis.

-3% -6% -10% 17% 47% 17%

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The way in which the Housekeeping Department responds to and handles concerns. Overall cleanliness of hard floors throughout my building or complex. Overall cleanliness of entryways including floor surfaces, glass, and door handles. Overall cleanliness of stairs including hand rails and wall surfaces. Overall cleanliness of hallways and other public areas to include carpet and tile floor surfaces, as well as indoor trash receptacles. Overall office cleanliness to include carpet and tile floor surfaces, as well as trash receptacles. Overall classroom cleanliness to include carpet and tile floor surfaces, as well as trash receptacles. Overall restroom cleanliness including consistent stocking of paper and soap products. The timeliness of the Housekeeping Department’s response to requests for special services or assistance outside of routine services. Quality of the regularly scheduled tasks completed by Housekeeping staff. The way in which the Housekeeping Department responds to and handles concerns.
Postal mail is often 2 wks old (based on the USPS postmark) by the time it is delivered by UMS.

-24% -46% -15% 9% 4% 1%

Interdepartmental mail is more than a week old by the time it is delivered to my department by UMS.

-23% -46% -16% 10% 5% 2%

Mail preparation and bulk mailing services (i.e. labeling, folding, inserting, stamping, etc.) are processed in a timely fashion.

0% -1% 3% 16% 56% 23%

The prices charged by UMS are reasonable.

-1% -2% -5% 21% 59% 12%

Mail received by our department is often damaged.

-22% -53% -17% 5% 2% 1%

UMS staff are knowledgeable and helpful when I have questions.

0% 0% -2% 12% 45% 41%

UMS staff are professional and courteous.

0% 0% -3% 10% 47% 40%

Outgoing mail is picked up in a timely fashion.

0% 0% -1% 10% 47% 42%

My department often receives mail that does not belong to us.

-11% -29% -14% 22% 13% 11%
Project Support Services

LEVEL OF AGREEMENT

The price the Physical Plant charges for Project Support Services is consistent with the quality of services I receive.

-22% -21% -18% 15% 19% 3%

I understand the types of services that Project Support Services provides to the Campus community.

-1% -7% -9% 28% 39% 15%
Project Support Services

LEVEL OF SATISFACTION

- Overall professionalism of the project construction staff:
  - Very Dissatisfied: 19%
  - Dissatisfied: 17%
  - Somewhat Dissatisfied: 19%
  - Somewhat Satisfied: 10%
  - Satisfied: 44%
  - Very Satisfied: 10%

- Overall quality of work performed by the project construction staff:
  - Very Dissatisfied: 17%
  - Dissatisfied: 42%
  - Somewhat Dissatisfied: 17%
  - Somewhat Satisfied: 14%
  - Satisfied: 17%
  - Very Satisfied: 10%

- Overall professionalism of the PSS staff:
  - Very Dissatisfied: 17%
  - Dissatisfied: 38%
  - Somewhat Dissatisfied: 17%
  - Somewhat Satisfied: 16%
  - Satisfied: 20%
  - Very Satisfied: 10%

- The timeliness of the Project Managers in responding to general questions and concerns:
  - Very Dissatisfied: 18%
  - Dissatisfied: 31%
  - Somewhat Dissatisfied: 17%
  - Somewhat Satisfied: 16%
  - Satisfied: 11%
  - Very Satisfied: 10%

- The communication provided by project managers regarding project schedules and budgets:
  - Very Dissatisfied: 17%
  - Dissatisfied: 27%
  - Somewhat Dissatisfied: 17%
  - Somewhat Satisfied: 16%
  - Satisfied: 11%
  - Very Satisfied: 10%

- The level of communication provided by Physical Plant project managers during the project close out stage:
  - Very Dissatisfied: 17%
  - Dissatisfied: 28%
  - Somewhat Dissatisfied: 17%
  - Somewhat Satisfied: 16%
  - Satisfied: 11%
  - Very Satisfied: 10%

- The level of communication provided by PSS staff during the construction stage:
  - Very Dissatisfied: 17%
  - Dissatisfied: 29%
  - Somewhat Dissatisfied: 17%
  - Somewhat Satisfied: 16%
  - Satisfied: 11%
  - Very Satisfied: 10%

- The level of communication provided by PSS staff during the project estimation stage:
  - Very Dissatisfied: 19%
  - Dissatisfied: 22%
  - Somewhat Dissatisfied: 17%
  - Somewhat Satisfied: 16%
  - Satisfied: 11%
  - Very Satisfied: 10%

- The timeliness in which PSS projects are completed:
  - Very Dissatisfied: 23%
  - Dissatisfied: 16%
  - Somewhat Dissatisfied: 23%
  - Somewhat Satisfied: 16%
  - Satisfied: 8%
  - Very Satisfied: 8%

- The timeliness in which PSS estimates are completed:
  - Very Dissatisfied: 19%
  - Dissatisfied: 17%
  - Somewhat Dissatisfied: 22%
  - Somewhat Satisfied: 16%
  - Satisfied: 8%
  - Very Satisfied: 8%

- The process for requesting PSS work through the Physical Plant:
  - Very Dissatisfied: 29%
  - Dissatisfied: 25%
  - Somewhat Dissatisfied: 25%
  - Somewhat Satisfied: 6%
  - Satisfied: 6%
  - Very Satisfied: 6%

- The process for requesting a project estimate:
  - Very Dissatisfied: 22%
  - Dissatisfied: 26%
  - Somewhat Dissatisfied: 26%
  - Somewhat Satisfied: 7%
  - Satisfied: 7%
  - Very Satisfied: 7%
Recycling

LEVEL OF AGREEMENT

There are enough recycling containers on Campus.

I know what items I can recycle and/or where I can find this information.

Newly requested recycle containers are delivered in a timely manner.

I know how to request a recycle container.

Recycle containers are emptied promptly when they are reported to be full.

Recycle containers are kept clean, properly labeled, and in good condition.
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

- The Physical Plant provides an adequate number of staff to support my events.
- I am pleased with the quality of event equipment provided by the Physical Plant.
- Issues that I bring to the attention of the event setup staff are resolved in a timely fashion.
- Physical Plant staff do an excellent job of cleaning up after the event concludes.
- Event breakdown and cleanup is performed within the agreed upon time frame.
- Event setup is completed within the agreed upon time frame.
- The event setup team arrives on time.
- The prices the Physical Plant charges for event setup services are reasonable.
- It is easy to request event setup and breakdown support from the Physical Plant.

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Questions to Truck Services about when property can be picked up are answered in a timely manner.

Surplus property is picked up in a timely manner.

Truck Services staff contact me in a timely manner to schedule a property pickup date.

Truck Services staff are courteous and friendly.

Truck Services staff are professional.
Utilities
LEVEL OF AGREEMENT

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

-3% 3% -8% 22% 47% 17%

The cause of unplanned utilities outages/disruptions are communicated in a timely manner.

-12% -13% -13% 17% 34% 11%

Planned utilities outages/disruptions are communicated in a timely manner.

-6% -7% -6% 16% 46% 18%
Utilities

LEVEL OF SATISFACTION

- Overall adequacy of building temperature
- Responsiveness of Utilities Department staff to reported concerns
- Reliability of sewer utility services
- Reliability of natural gas utility services
- Reliability of steam utility services
- Reliability of chilled water utility services
- Reliability of water utility services
- Reliability of electrical utility services

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