

FY15 Customer Satisfaction Survey

University of Alaska Southeast



Survey Results Scoring

Unless otherwise noted, all of the multiple choice questions in the survey had the following responses and were graded on the scale below:

Response	Value	Response
Never	1	Strongly Disagree
Rarely	2	Disagree
Sometimes	3	Undecided
Often	4	Agree
Always	5	Strongly Agree
N/A	Excluded	N/A

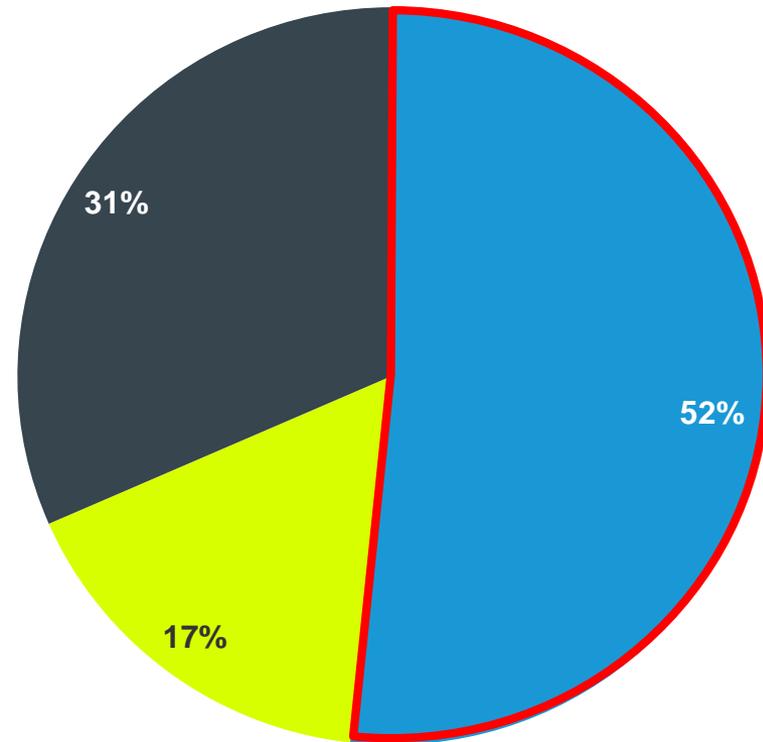


Demographics

UAA Survey Completion Rate

Out of the 282 people who opened the survey:

- 146 completed the survey
- 47 began but did not finish the survey
- 89 did not respond to any part of the survey

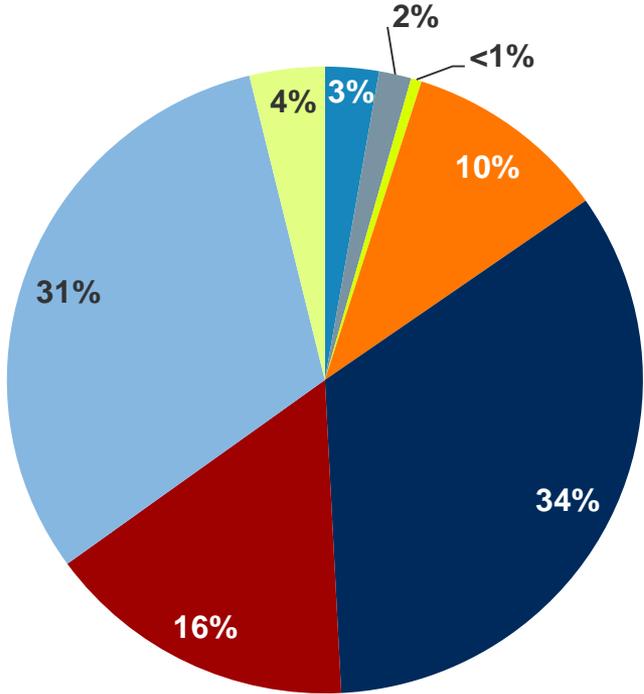


■ Completed ■ Started, uncompleted ■ Never started

Type and Tenure of Survey Respondents

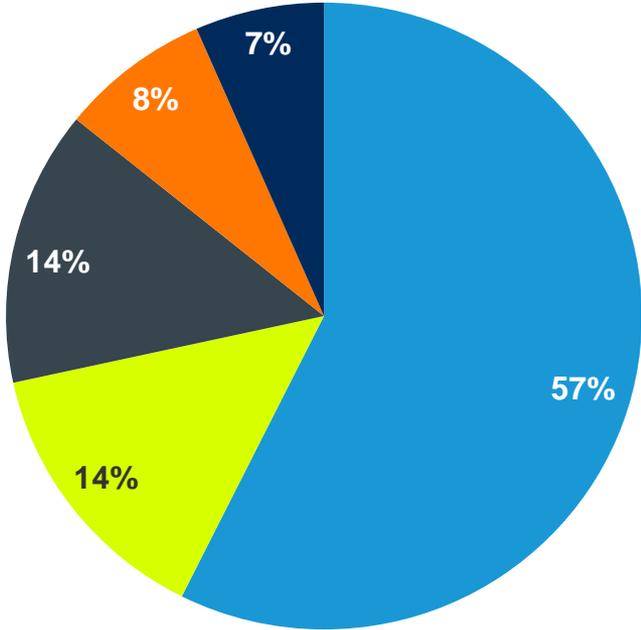
Most respondents were staff and students, and the majority have been on campus 0-5 years.

Demographics



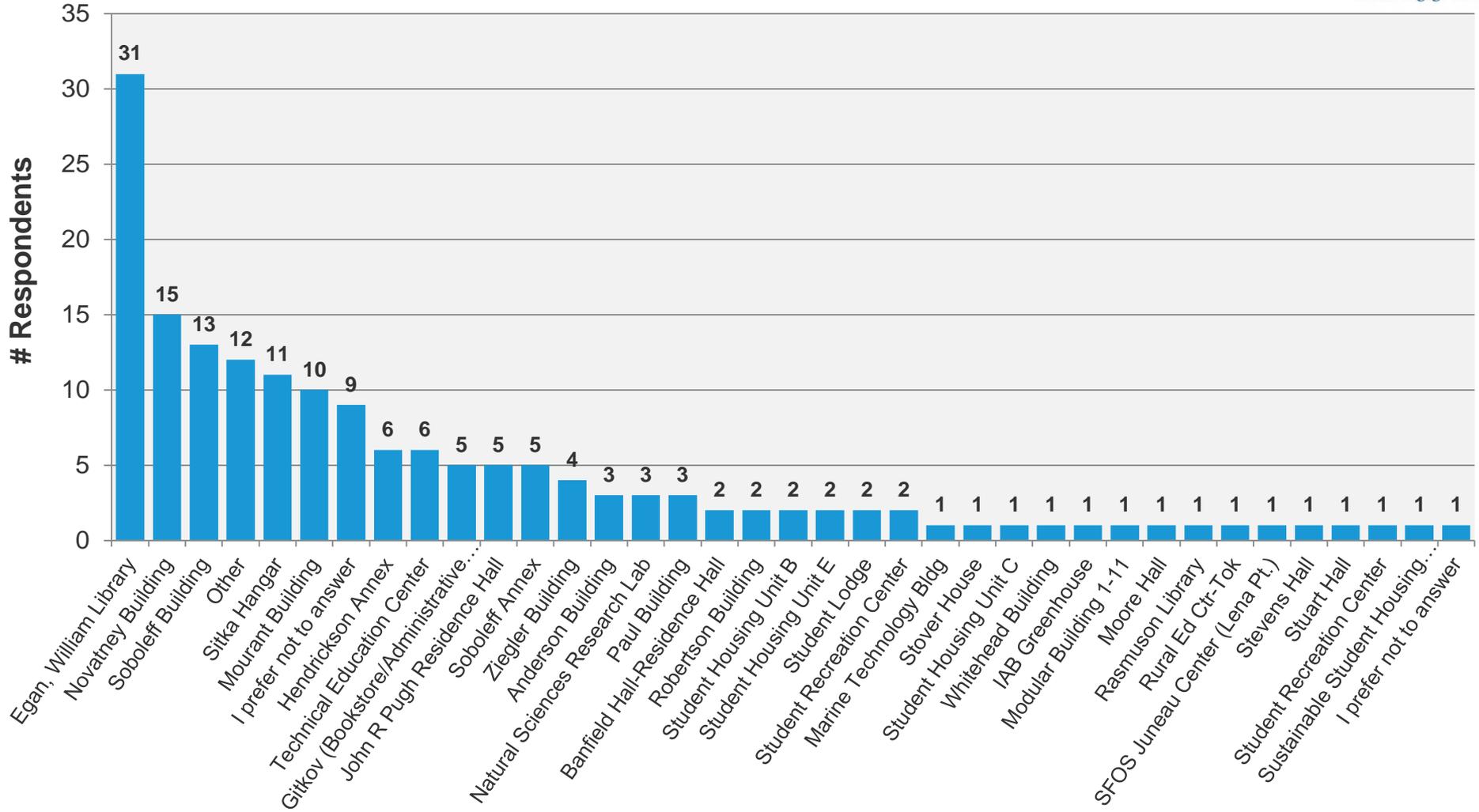
- Dean/VP
- Building Manager
- Staff
- Student
- Academic Department Head
- Administrative Support
- Faculty
- Other

Tenure at UAS



- 0-5
- 6-10
- 11-15
- 16-20
- 20+

Building in Which Respondents Spend the Most Time

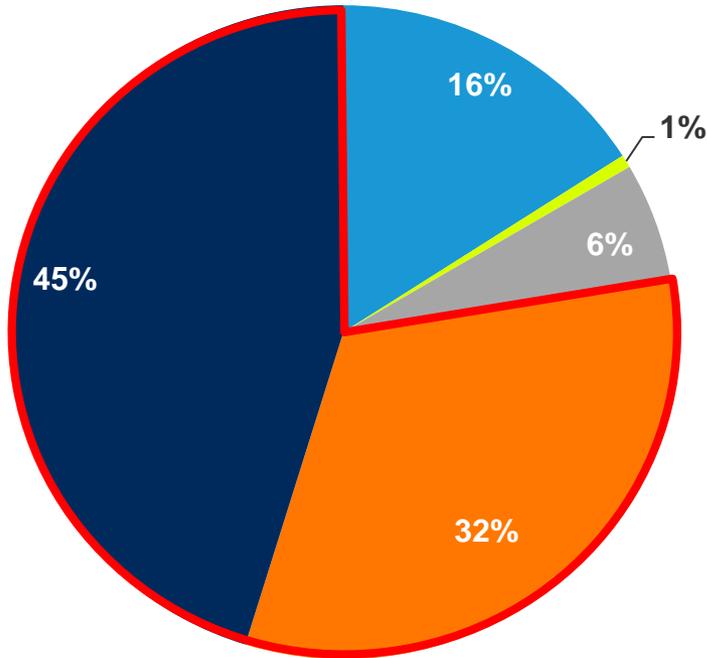


Campus Condition & Building Comfort

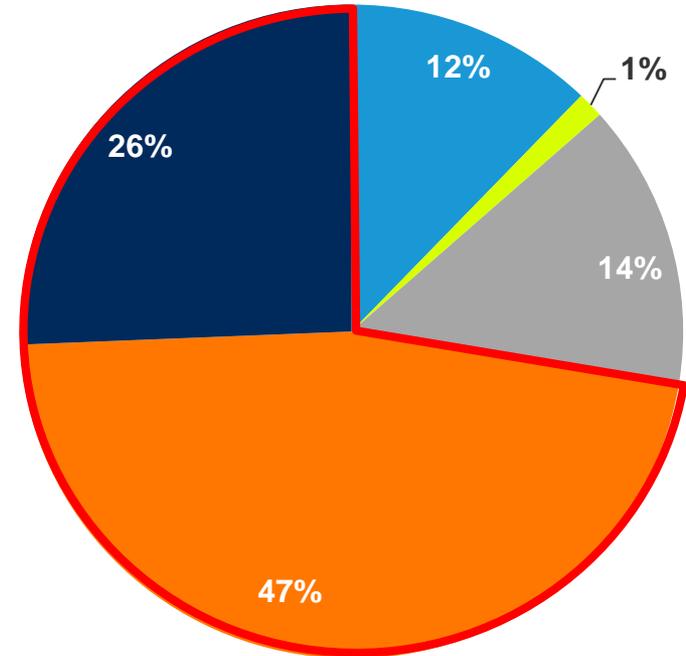
How Important is the Condition of Buildings on Campus?

About 75% of respondents find buildings/grounds conditions important/very important.

How Important is the Condition of Buildings on Campus?



How Important is the Condition of the Campus Grounds?

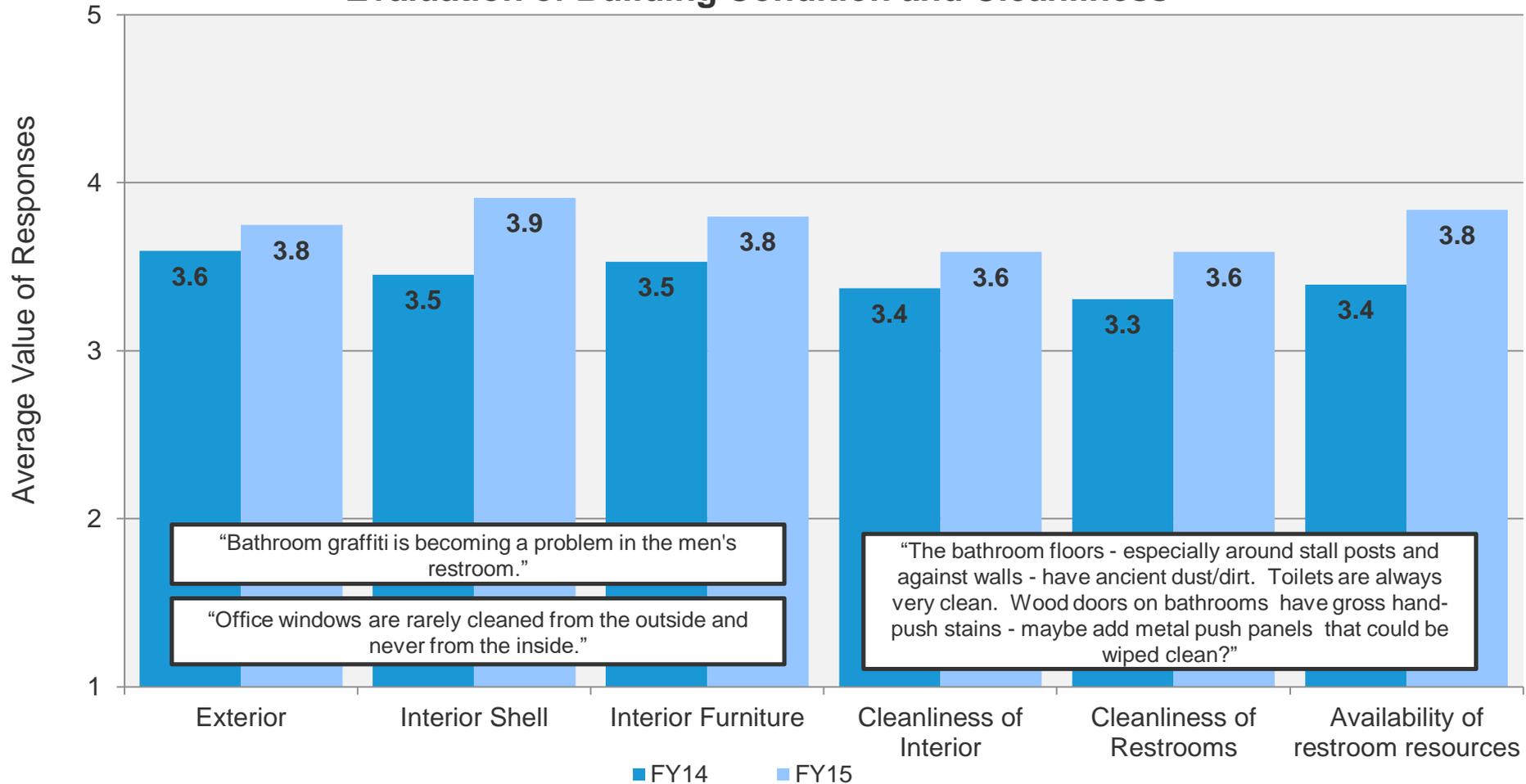


- Very unimportant
- Unimportant
- Neutral
- Important
- Very important

Assessment of Building Condition & Cleanliness

Interior shell and bathroom resource availability improved the most in FY15.

Evaluation of Building Condition and Cleanliness

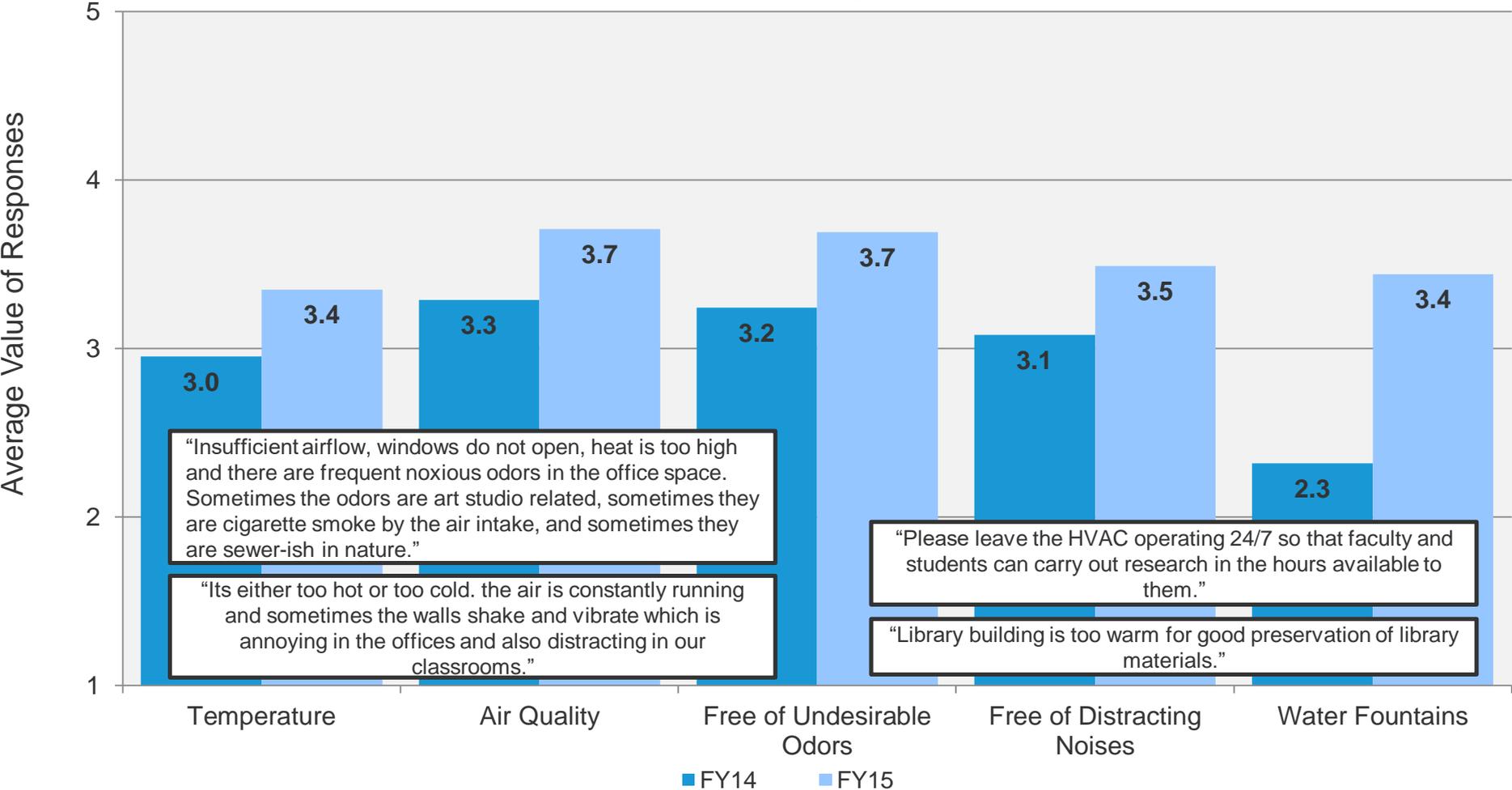


**Responses based on building which the respondent predominantly resides/works*

Assessment of Building Comfort

The condition of water fountains improved most significantly.

Evaluation of Building Comfort

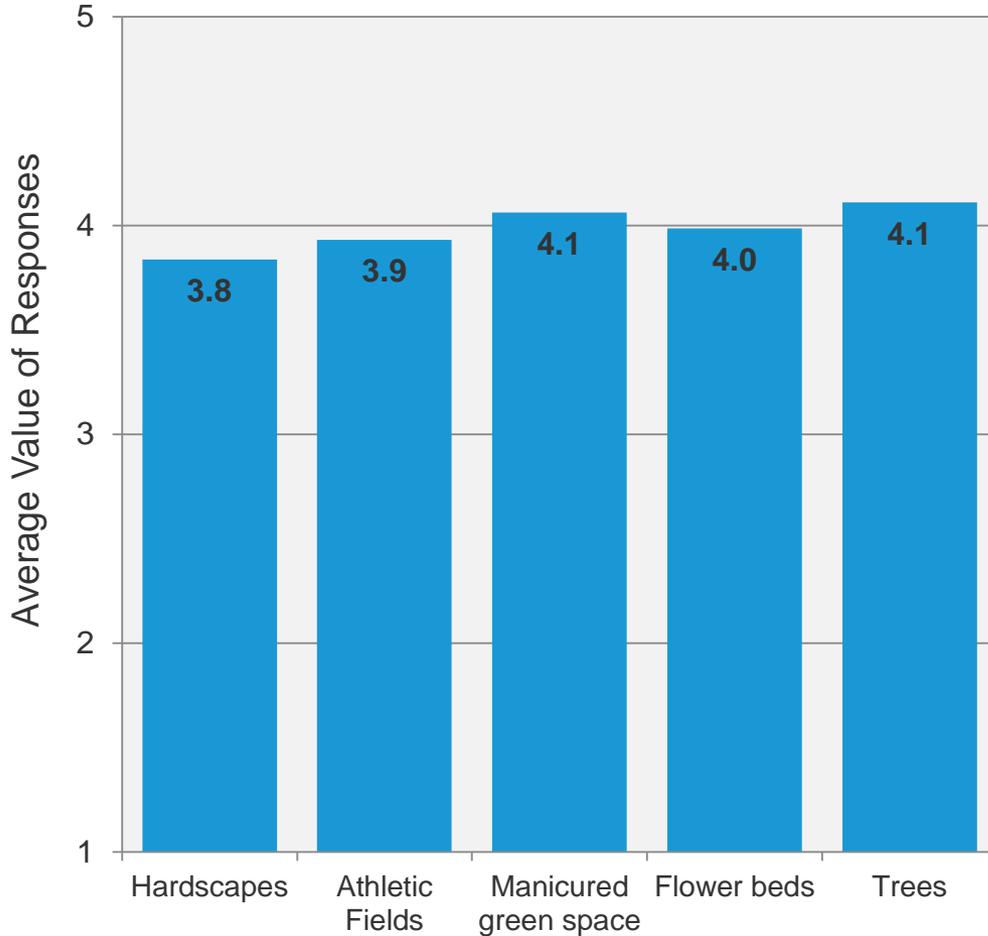


*Responses based on building which the respondent predominantly resides/works

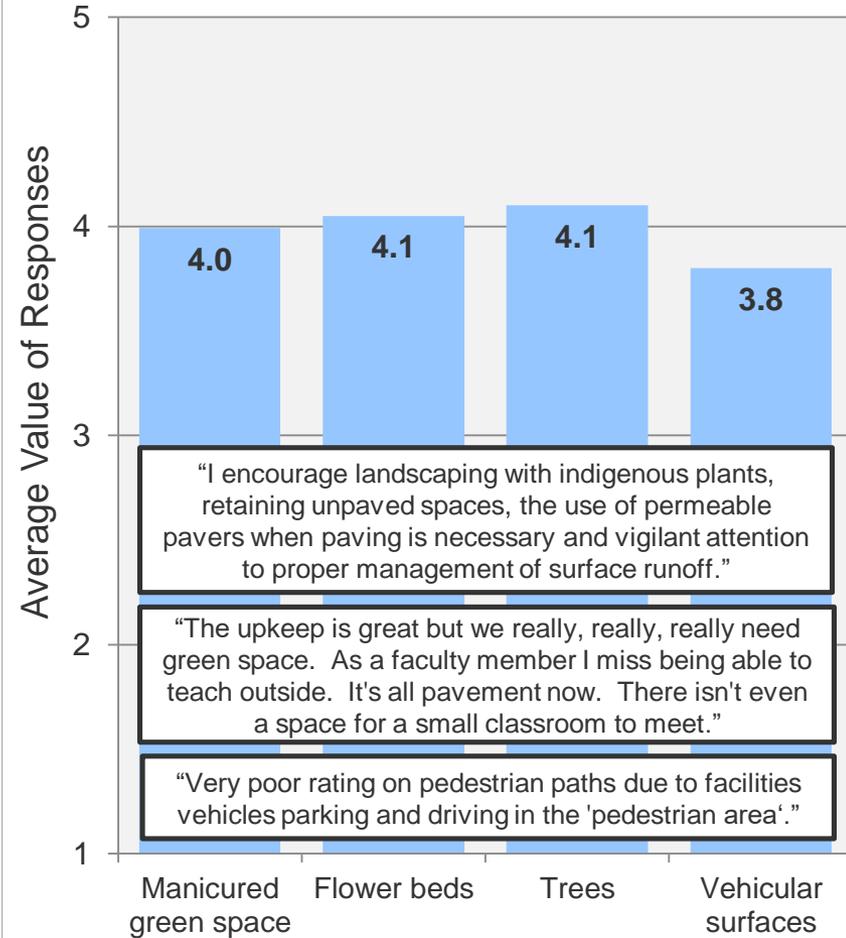
Campus Grounds Conditions

Vehicular surfaces are perceived to be in poorest condition in FY15.

FY14 Evaluation of Grounds



FY15 Evaluation of Grounds



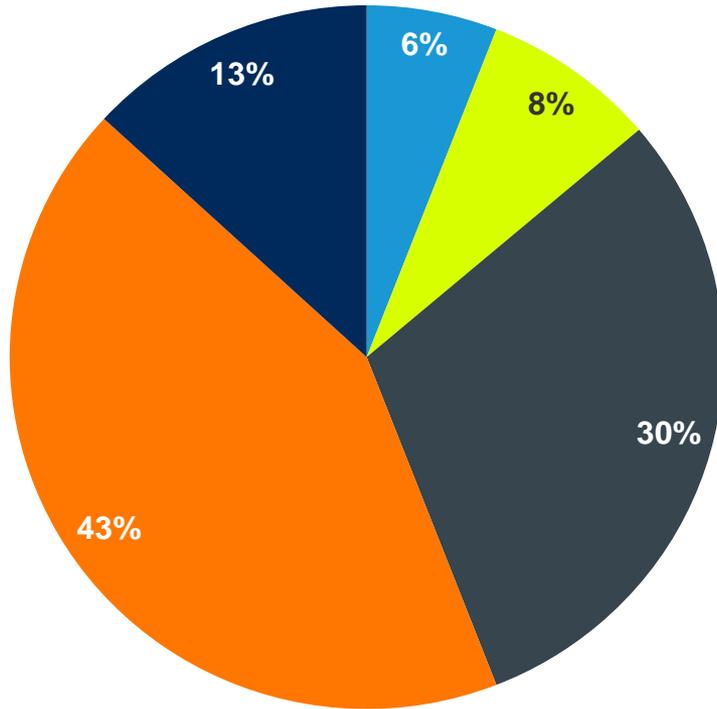
**Responses based on the entire campus*

Service Request Process & Physical Plant Performance

Expectations vs. Satisfaction

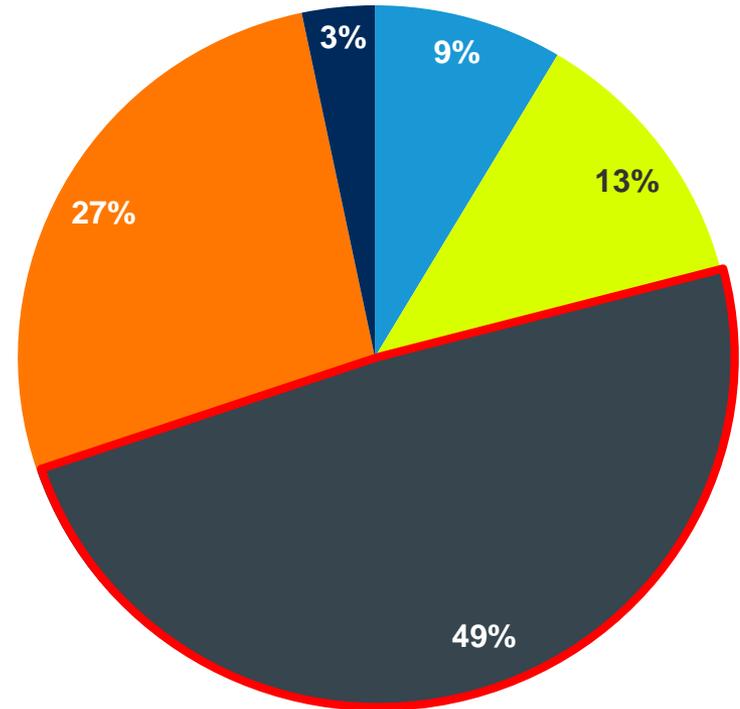
Facilities is meeting the expectations of half the campus users.

Expectations



- Very low expectations
- Moderate expectations
- Very high expectations
- Low expectations
- High expectations

Satisfaction

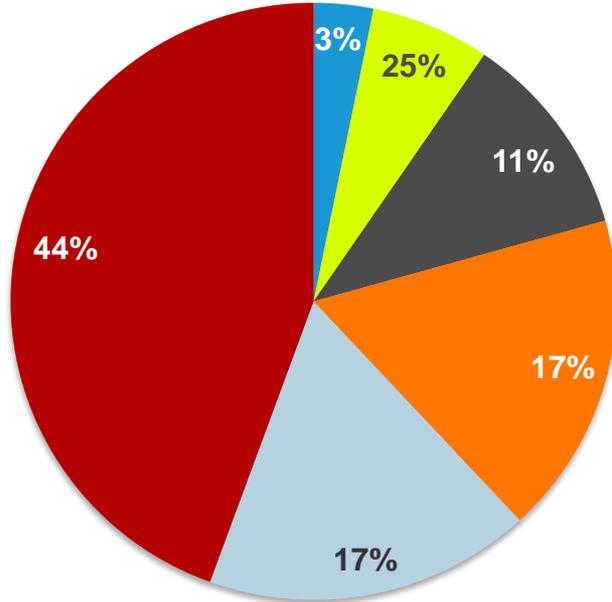


- Far Below Expectations
- Meets Expectations
- Far Exceeds Expectations
- Below Expectations
- Exceeds Expectations

Work Order Request Process

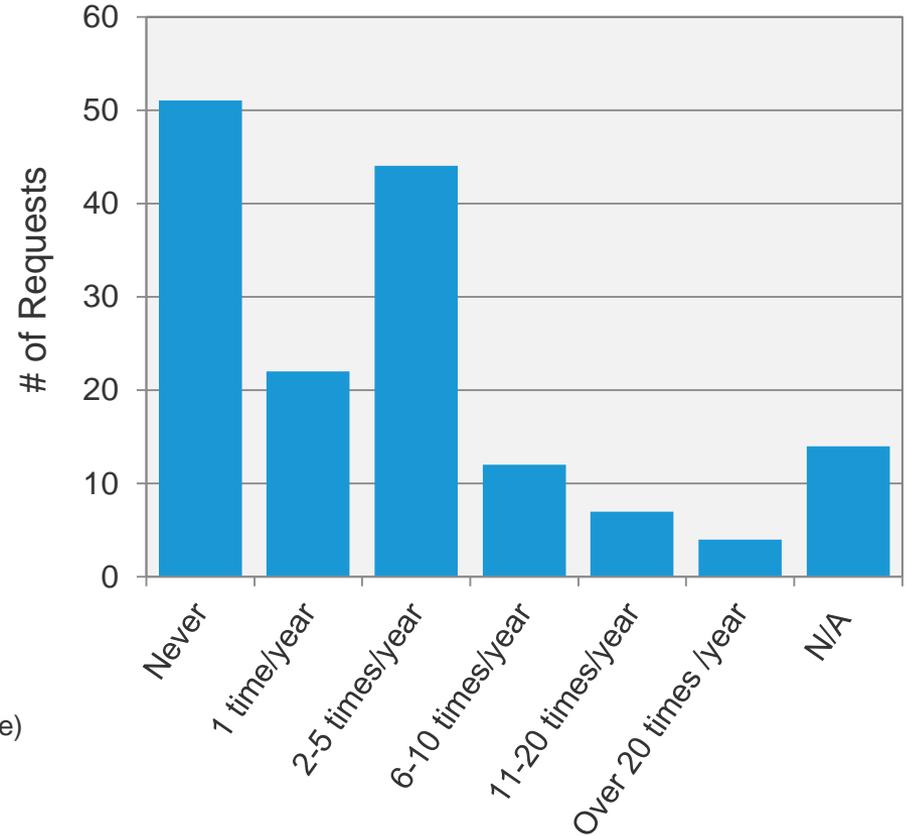
Timeliness, completion and attitude are seen as most important in the work request process.

The Most Important Component of the Work Request Process is:



- The process to requisition work requests is effective
- Notification of work request status (i.e. pending, in progress, complete)
- Clear communication of work request schedule
- Work requests are performed courteously and professionally
- Work requests are performed completely
- Work requests are performed in a timely manner

Frequency of Work Order Requests By Users

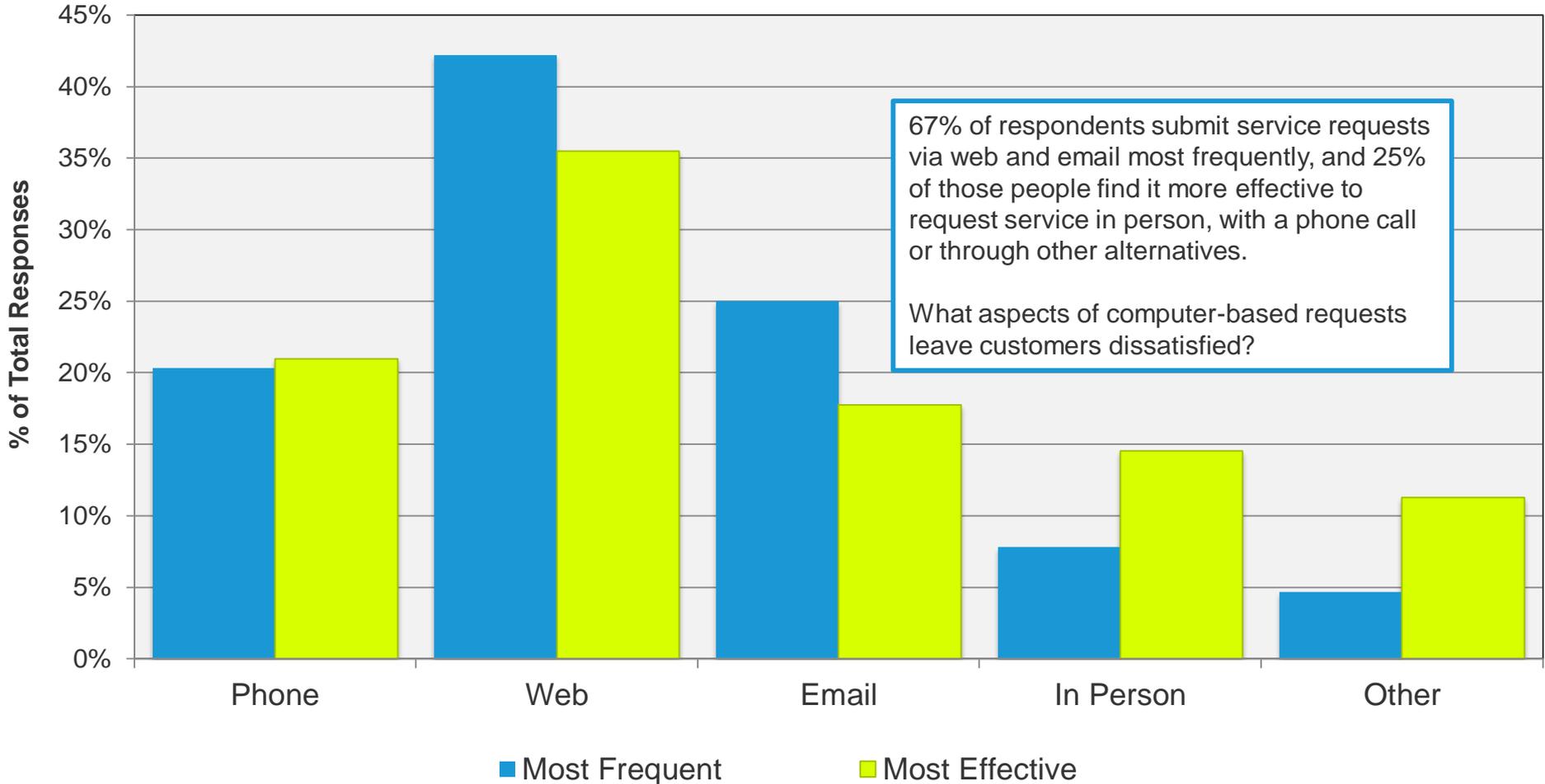


**Respondents who chose "Never" or "1 time/year" finished the survey at this point and were sent directly to the thank you page.*

Methods of Requesting Service at UAS

Web-based and email requests are not the most effective methods for everyone who uses them.

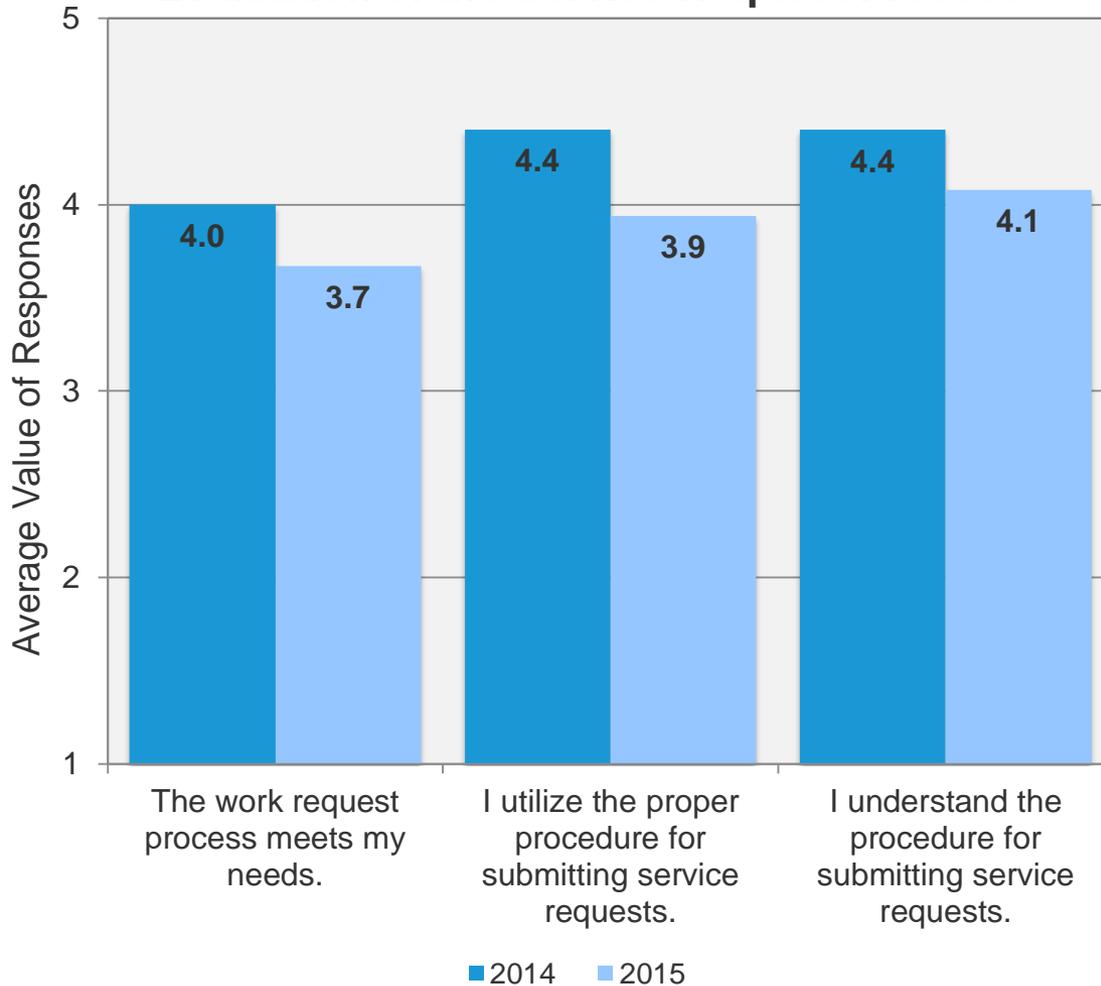
Service Request Methods: Frequency vs. Effectiveness



Examining the Service Request Process

Customers are less confident of their understanding of the request process in FY15

Evaluation of the Service Request Process



I'm generally satisfied with the work order system and the work provided. Communication about work order status is pretty sketchy, to be honest, whether it's a very quick & straightforward turnaround or a complex, drawn-out project. It seems like the only recourse to follow up on a work order is to contact Vickie. Is there a less intrusive way for non-urgent follow-up? Maybe a modification to the web-based work order system?

I think ALL of the above items are important. The process works pretty well, but sometimes there is a lack of communication about delays or completion (or inability to complete) a task.

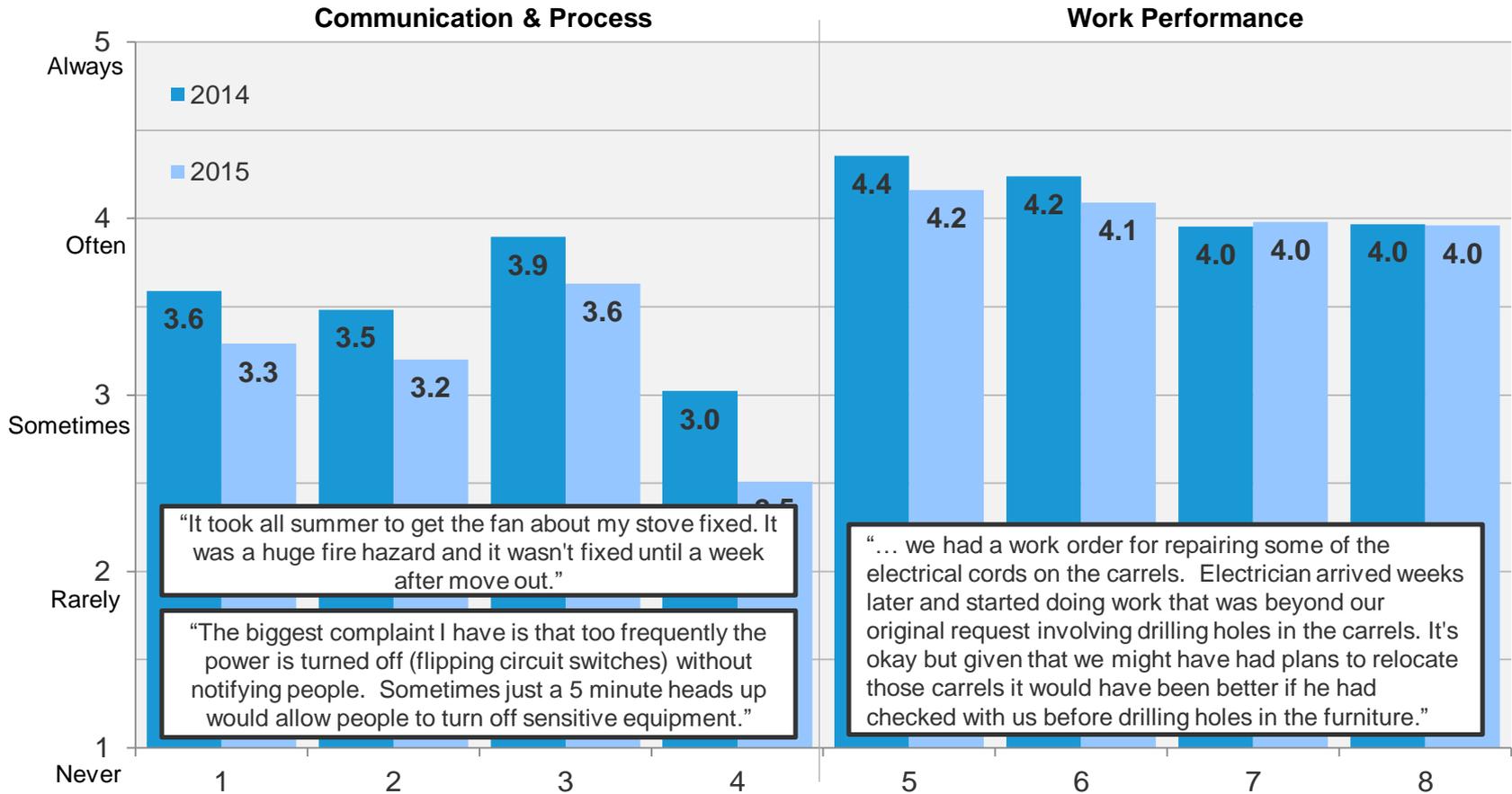
The priorities of the facilities crew and the requester can be different. Therefore some requests take much longer than expected to be completed.

Sometimes we submit a work order that is not high priority, and there is no follow-up until weeks later someone suddenly shows up and starts working on it without any notification or check-in with original requestor.

Maintenance, Custodial, & Grounds

Mechanical Trades Department

Work is done well, but comments shows communication is inconsistent.



“It took all summer to get the fan about my stove fixed. It was a huge fire hazard and it wasn't fixed until a week after move out.”

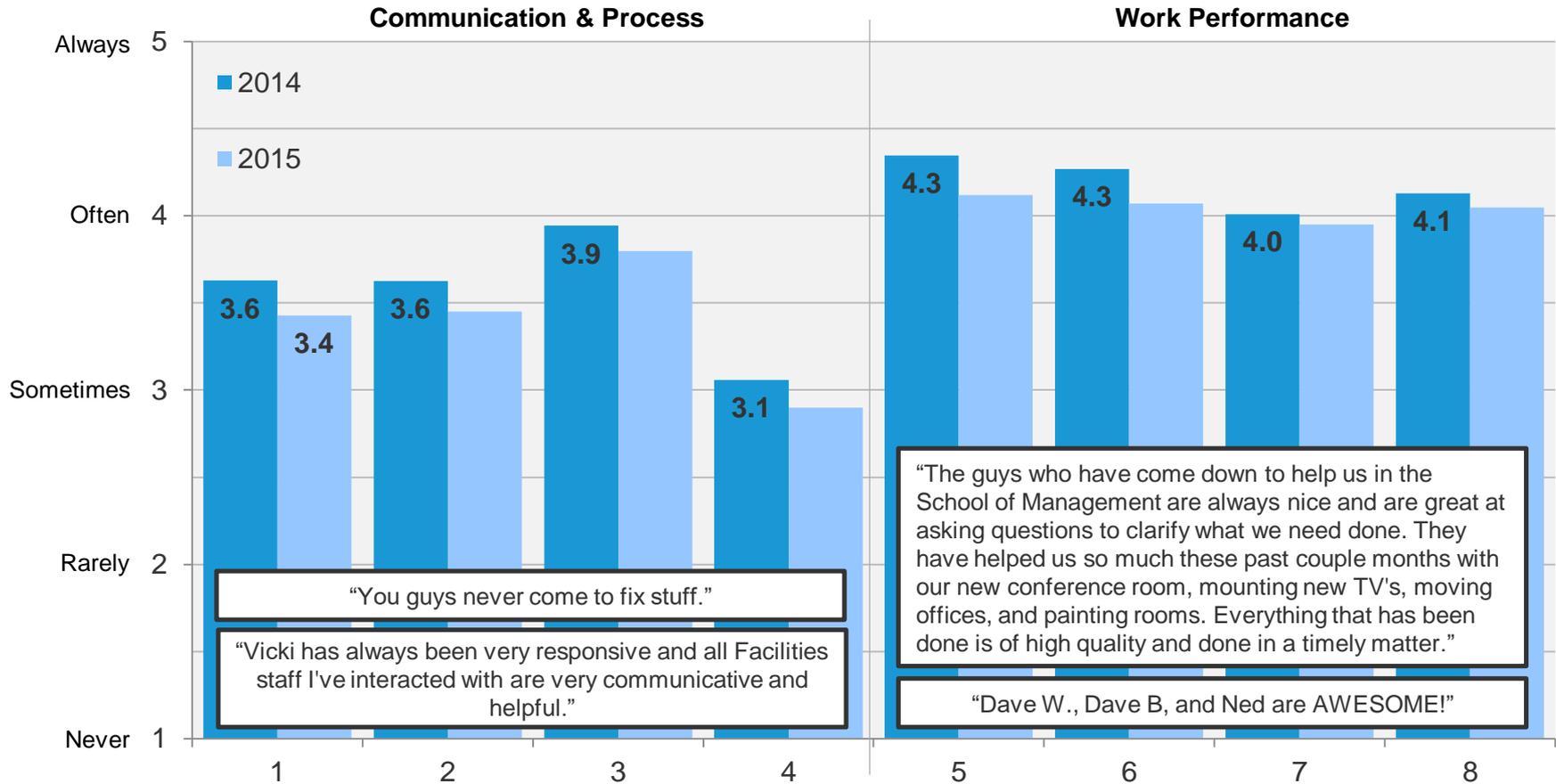
“The biggest complaint I have is that too frequently the power is turned off (flipping circuit switches) without notifying people. Sometimes just a 5 minute heads up would allow people to turn off sensitive equipment.”

“... we had a work order for repairing some of the electrical cords on the carrels. Electrician arrived weeks later and started doing work that was beyond our original request involving drilling holes in the carrels. It's okay but given that we might have had plans to relocate those carrels it would have been better if he had checked with us before drilling holes in the furniture.”

1. Work order schedule is communicated effectively.
2. Schedule is adhered to or I am aware of changes.
3. Work schedule is generally acceptable.
4. I am asked for feedback or receive feedback.

5. Work is performed courteously / professionally.
6. Work is performed competently.
7. Once work has begun, staff is timely.
8. Work meets my expectations.

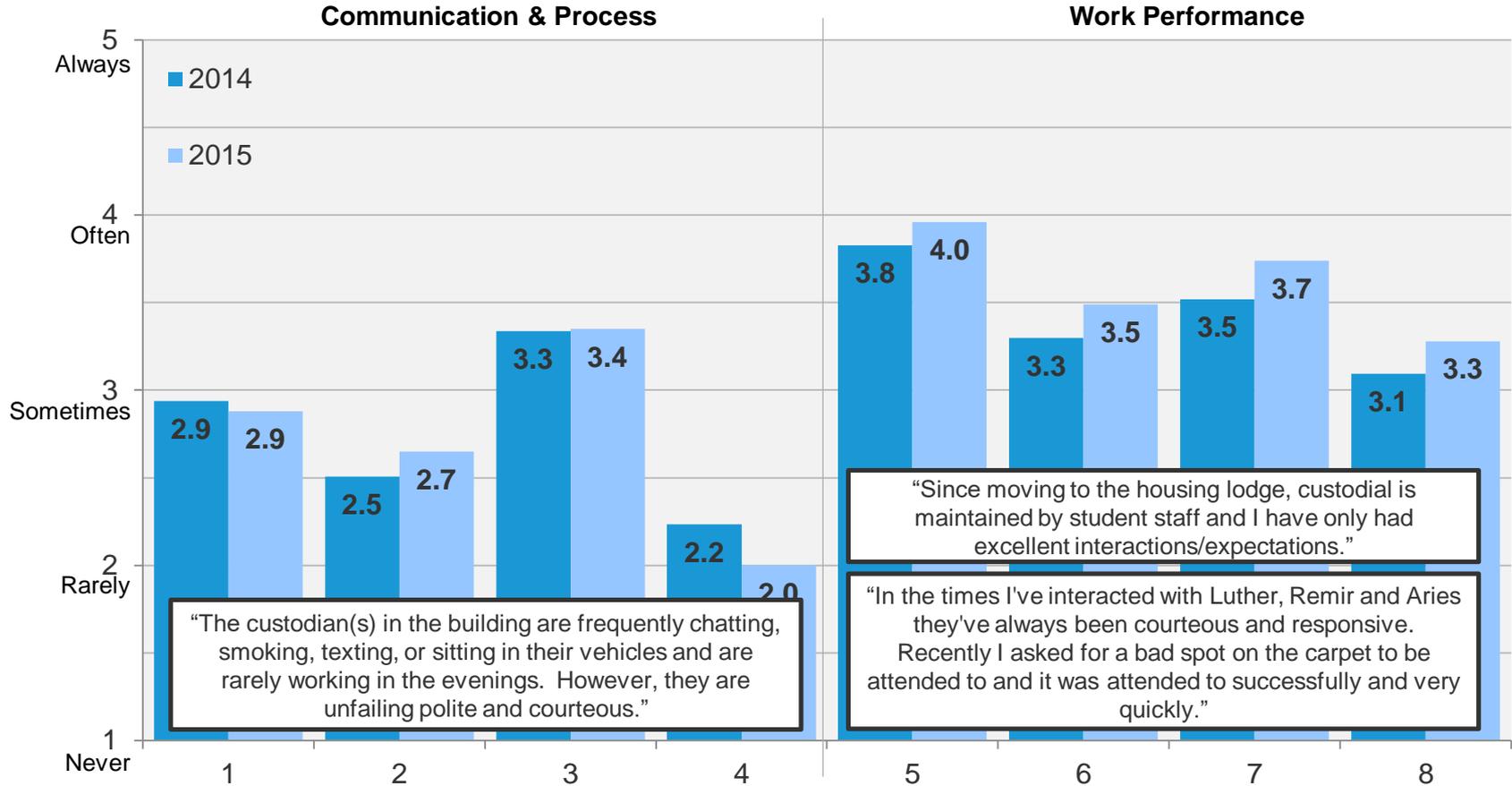
Communication is poor; performance scores are high but declining.



1. Work order schedule is communicated effectively.
2. Schedule is adhered to or I am aware of changes.
3. Work schedule is generally acceptable.
4. I am asked for feedback or receive feedback.

5. Work is performed courteously / professionally.
6. Work is performed competently.
7. Once work has begun, staff is timely.
8. Work meets my expectations.

Communication remained poor in FY15 while performance improved.



“The custodian(s) in the building are frequently chatting, smoking, texting, or sitting in their vehicles and are rarely working in the evenings. However, they are unfailing polite and courteous.”

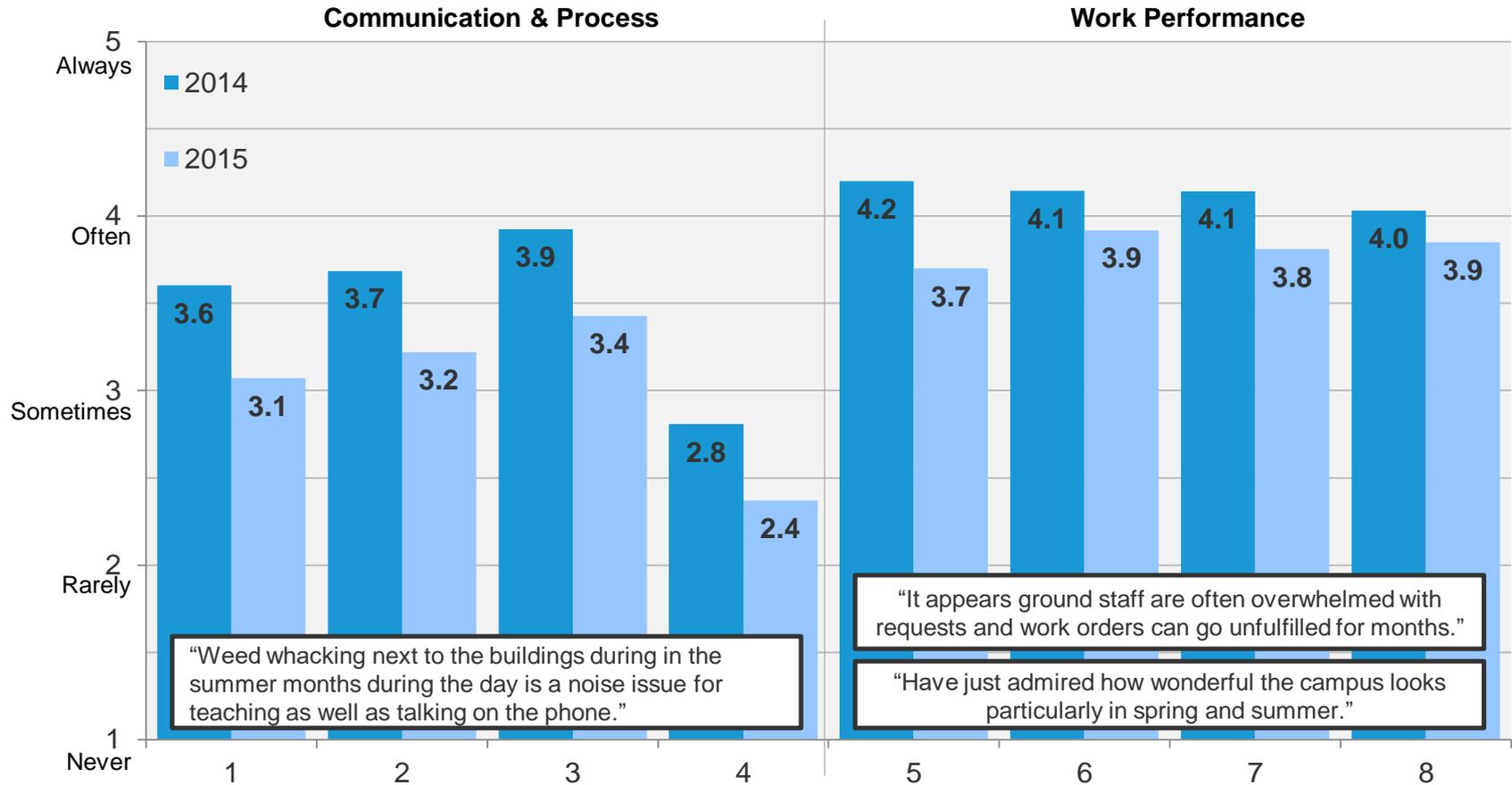
“Since moving to the housing lodge, custodial is maintained by student staff and I have only had excellent interactions/expectations.”

“In the times I've interacted with Luther, Remir and Aries they've always been courteous and responsive. Recently I asked for a bad spot on the carpet to be attended to and it was attended to successfully and very quickly.”

1. Work order schedule is communicated effectively.
2. Schedule is adhered to or I am aware of changes.
3. Work schedule is generally acceptable.
4. I am asked for feedback or receive feedback.

5. Work is performed courteously / professionally.
6. Work is performed competently.
7. Once work has begun, staff is timely.
8. Work meets my expectations.

Both communication and performance worsened in FY15.



“Weed whacking next to the buildings during in the summer months during the day is a noise issue for teaching as well as talking on the phone.”

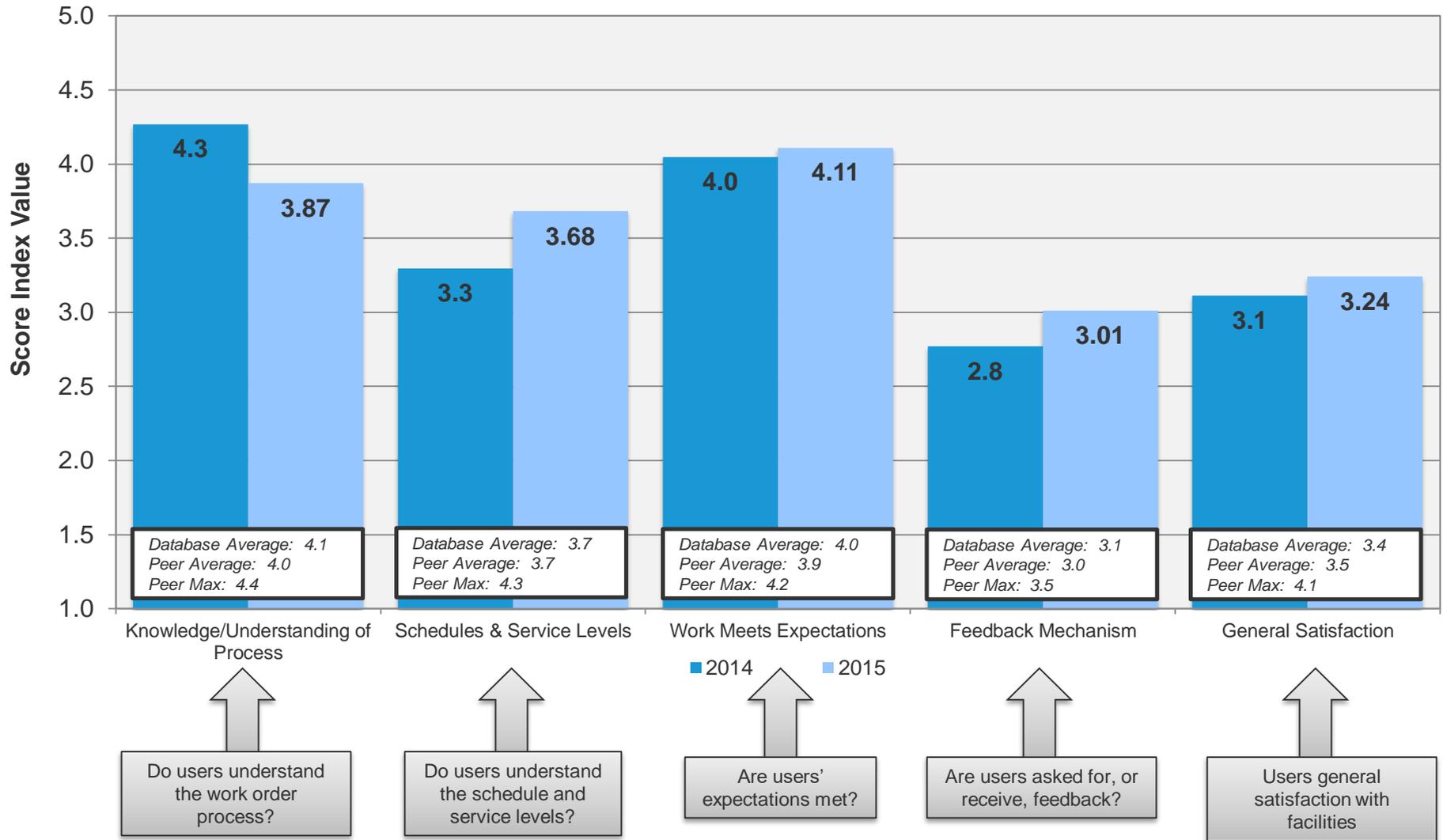
“It appears ground staff are often overwhelmed with requests and work orders can go unfulfilled for months.”

“Have just admired how wonderful the campus looks particularly in spring and summer.”

1. Work order schedule is communicated effectively.
2. Schedule is adhered to or I am aware of changes.
3. Work schedule is generally acceptable.
4. I am asked for feedback or receive feedback.

5. Work is performed courteously / professionally.
6. Work is performed competently.
7. Once work has begun, staff is timely.
8. Work meets my expectations.

Customer Satisfaction Survey



Peer Institutions: Brown University, Iowa State University, The University of Maine, University of Alaska Anchorage, University of Arkansas, University of Vermont, Virginia Commonwealth University

Unedited Survey Comments/Suggestions

Building Condition and Cleanliness

Office areas are vacuumed irregularly, every couple of months. A regular schedule would help.

The ladies restroom in Novatney in the 'one stop' area needs to be cleaned on a more regular basis and more thoroughly.

Over the summer whenever any sealing or even someone burning something on the lake we could smell it very strongly downstairs. The women's bathrooms do not have sanitary napkin bags in them and often we run out of paper towel. The staircase to the lower level probably hasn't been cleaned or vacuumed in many years and it shows. The doors downstairs lock at night and you have to hold the unlock button to get out which is a safety violation and also it is a lack of egress for disabled students as well as the doors having no button for automatic opening.

Interior furnishings & general cleanliness of the floor I work on are responsibility of leasees, not the University. However I work next to an archive room full of semi-aromatic biological samples and the walk-in freezer & cooler. The primary drain for the compressor goes through an interior wall within our lab, so we get to hear a gurgling discharge reminiscent of a toilet flush ~ every 15 minutes. Gets old quickly. We frequently need to deploy an upright space heater October - April in our wet lab, especially on Mondays after the building's heat has been reduced over the weekend; we are sandwiched not only between the walk-in cooler & freezer, but also the garage and an exterior wall. Previously pressurized HVAC in our building provides extremely uneven ventilation and is prone to mechanical issues - for example, we lost almost two hours last week to a slipped belt within the HVAC system resulting in a burned-rubber smell pervading our floor.

I don't think there's anything you can do about the odors - it just smells like bacon all the time.

Restroom cleaning is inadequate and done at a very cursory level.

It feels like the bathrooms could be cleaned better, particularly the floors. We have several complaints from people who work here and visitors that there is a 'musty' smell to this building. We have asked for a verifiable mold test but have been denied.

The bathroom floors, walls and fixtures need more than a quick wipe down. The toilet bowl needs scrubbed and the floors need scrubbed more often.

weight room and equipment is not clean

"More restrooms upstairs by the learning center Maybe move the vending machines to the other side of the building where the classes are with maybe a coffee corner because we students even professors do not get to or have time to go over to the student center to get these things between classes. "

Thank you for your hard work attention to detail.

roof would look much better with the moss removed

I noticed there were some problems with the hand rails on the staircase that would be on your right if you walked in the front door. The screws are coming out or it's getting loose somehow.

To improve bathrooms, have janitors clean bathrooms thoroughly on a regular basis rather than just mopping floor and wiping counters.

Carpet is old and dirty. Walls are scuffed and dirty.

When I was a student... Anderson building second floor definitely needed work. Unless things have changed in the past year and a half.

I'm an on-line student living in Anchorage. All of the questions do not apply to me.

The Sitka campus is absolutely beautiful!

Building Condition and Cleanliness

add dishwashers

It seems only trash is emptied in classrooms. Desks/tables are never wiped down and this increases the spread of cold and flu. The surface of door knobs, desks, and computers all have a thick layer of bio-film from the high volume of student/staff/faculty that use these resources.

It appears that the only cleaning done is emptying garbage cans and cleaning bathrooms. Classrooms are dirty and office floors are only cleaned if occupant cleans them.

Bathrooms are terrible and always have been terrible. They are filthy, grimy, and caked with dirty dust. The water fountain is disgusting.

freshening of common area furniture would be good.

"Please clean the interior door entrance smudges in the Mourant cafe. They are frequently used/touched. Bathroom graffiti is becoming a problem in the men's restroom."

"interior temperatures are extremely uncomfortable throughout the weekends."

The building is pretty cold; I have to wear several layers in my office. This is also true of the classroom building.

The Restrooms are horrible. The last time the floor was waxed no one cleaned so they just waxed in the dirt. Stalls are not cleaned floors are not mopped very often.

restrooms have dusty vents dropping chunks of debris; this never is cleaned

A good Deep cleaning needs to be done. Not just surface cleaning, but walls/floors scrubbed, cobwebs eliminated, maybe a fresh coat of paint in some areas.

The bathroom floors - especially around stall posts and against walls - have ancient dust/dirt. Toilets are always very clean. Wood doors on bathrooms have gross hand-push stains - maybe add metal push panels that could be wiped clean? Entry mat outside entrance to Spikes/Library is worn out - needs replacing.

I rarely use public restrooms in the building so can't speak to their cleanliness. The staff restrooms are generally ok but the floors could be mopped more often. I realize that we're working with fewer janitorial staff so the public areas are a higher priority.

Lots of spiderwebs and debris on exterior of building.

"Temperature is uneven especially in the winter. Open areas in both sections of HA are often very cold in the winter. Many visitors as well as staff have commented on the odor which they describe as smelling of mold. It would be appreciated if the kitchen floor could be regularly cleaned. The building is not well insulated for sound. Discussions can be heard even with doors closed. Also, sounds from the two restrooms are heard in the halls surrounding them and consequently in offices when the doors are open."

We are told that there isn't enough staffing to clean the interior windows, dust the heating registers or wipe down window seals. But we are not asked or given the supplies to do it ourselves. So how does this work? The carpet has only been cleaned once in the 4 years I've been here due to 'staffing' problems. Maybe provide good cleaning supplies for staff to help keep up the areas.

It would be good to have the water fountains cleaned and a better rate of airflow in the second floor bathrooms

I've seen several outlets that could use a good tightening in the Egan wing. I'll send a classroom list so folks can address the issue.

The restrooms are not cleaned often enough. The floors are not vacuumed regularly. I work in the downstairs of the Mourant building and need to vacuum my office myself because it is just not being done. I know I am not the only one.

Building Condition and Cleanliness

Suggestion to get a new exterior door mat for the entrance to Spikes. It is ratty compared to others on campus.

Interior building cleaning seems minimalist, didn't get my office vacuumed until I asked for example

There seems to be an uneven distribution of heat with the offices at Novatney. My office seems to gather majority of the heat while others outside on cubicle areas and other offices seem to be a lot colder. Not sure what to make of the heat distribution.

"Bathrooms could really use a deep cleaning: the heater vents, stall and interior walls, stainless steel shelves. Seems odd that we have to do our own vacuuming, and again it would be nice to have a deep cleaning once a year where heater vents and office glass is cleaned. "

Library has always had temp issues since I've worked here. Staff adjusts. Can be chilly in winter and last summer it was quite hot....though that problem was fixed. Temps are uneven throughout library.

Not all offices/areas are vacuumed each evening. Bathrooms need a deep cleaning (walls especially).

I noticed that our floors don't get vacuumed either not around the desks or at all. Other than that everything is fine.

"The walls and stalls in the bath room are disgusting. In all buildings, not just the main building that I work in. I have noticed the same stains and smudges on the walls since my first semester here three years ago and they have never been cleaned. Instead of the paper towel dispensers being filled in my building paper towel rolls are just left on top of it. "

The bathrooms are cleaned superficially as are the office areas. The janitors are frequently chatting, smoking, texting or sitting in their vehicles and are rarely working in the evenings.

"We seriously need some better custodial services at the TEC Center. My office is NEVER swept or mopped. I sweep it myself but cannot mop it because that stuff is locked up or down stairs. I am not going to spend a half hour dragging up a mop bucket from down in the shop to mop my floor. The trash cans in the lab and shop area get emptied sometimes. The drinking fountains are so gross I won't drink out of them. The bathrooms are something like you would find in a bus station in a third world country."

Blackboard is working okay but it would be nice if various ways to log onto Blackboard that no longer work are removed from the web. I have not toured the buildings but it would be nice to post a map, aerial photo, some pics of the campus and floor plans of dorms if not yet done online.

"there are many visible cracks and leaks for such a young building, and the automated lights don't always work the way they should, they will turn on when no one is in the room or they turn off when you are in the room. "

Office windows are rarely cleaned from the outside and never from the inside. Indoor surfaces (with the exception of the bathroom and floors) are apparently not cleaned by custodial staff. Building staff do it on their own.

One of two fountains on main level near circulation desk hasn't functioned for a long while.

The bathrooms are filthy. I personally clean the toilet I use every day with disinfecting wipes I purchase myself. I also clean the sink area and around the door handle, etc. The Novatney bathrooms have never (in 11 years) been thoroughly cleaned. I indicate this every time you have a survey, but it falls on deaf ears.

The bathrooms could use a thorough cleaning. The walls, tile (floor and walls), stalls, around the sinks, under the soap dispensers are dusty, grimy and what looks like mildew. The windows could use a cleaning inside and out.

Doing pretty good at general upkeep... But the general attitude of the maintenance personnel (aside from the janitor) has been less than pleasant

Building Comfort

The water pipes in our building are old so the water fountains water quality is not the best... Also, one wing of our building, the student success center area has a very unpleasant odor most of the time, not sure what it is or where it is coming from but it's only in that part of the building.

The building is always cold.

Its either too hot or too cold. the air is constantly running and sometimes the walls shake and vibrate which is annoying in the offices and also distracting in our classrooms.

I hope it won't surprise anyone by now that faculty believe that the Soboleff office complex needs to be substantially renovated, to provide for comfortable working spaces for faculty, with natural light and a reasonably functional ventilation system.

REPEAL THE BAN ON TOBACCO USE ON CAMPUS GROUNDS. Universities are where adults go to learn and work. As an adult and tolerant non-smoker, people should be allowed to smoke in appropriate settings. Don't blame us groundlings for jackasses smoking on the roof of the NSRB.

The bathrooms frequently run out of paper towels, filling them more often would be great. The floor and tables in the cafeteria need to be cleaned more often.

It is always incredibly hot in the unit - it is very rare that I don't have the windows open.

Weight room is unbearably hot most mornings

More monitoring of the heat settings because some days it is so hot it is hard to stay awake others it is so cold you don't want wake off your jacket.

This is a comfortable and convenient environment.

the lighting in the lodge great room does not light the room all that well to make it an inviting place for students or staff.

It's weird to go to another floor and walk across an open counter in view of all employees here to go to the restroom. The women's restroom handsoap dispenser to the right of the sinks never works.

"The new air system installed in the Tec center is very noisy and distracting to me as a student in the class. I have never heard such a loud air conditioning system and something should be done to fix it! The water fountains leak and constantly run. Ones with water bottle spouts would be very nice to have! "

add dishwashers

Library building is too warm for good preservation of library materials.

The buildings are all maintained at a comfortable temperature and when it does get chilly in a room, jackets resolve that issue. It is better to keep a room colder than warmer, since it is easier to adjust personal temperatures in cold weather by adding or shedding layers.

I think they just got the cold room temps fixed.

It's a work in progress.

At Novatney 1st floor, there is considerable variation in office temp. My office is comfortable however other offices and work spaces are either too warm or too cold.

it would be good to have the wall-based, water-bottle filling stations

Building Comfort

The student housing buildings could really use some color, when repainted (eventually).

Please leave the HVAC operating 24/7 so that faculty and students can carry out research in the hours available to them.

It would be great if we could take the temperature up even one degree. also, upstairs in Egan Wing when the fan kicks on it's really, really loud. And every classroom in Egan needs shades so we can show films.

Do a deep clean of the bathrooms twice a year, and if not done correctly FIX THE MISTAKE! Dont just say oh well and never come back to it. The pride WE take in the university will carry over to the students. So my question is .. Do we have any pride?

Windows are not insulated and the wind whistles in around the windows. The lobby and other areas by windows can get very cold.

some areas have cold spots

My only complaint is the temperature of the building. Sometimes its too hot and others too cold. Kudos to Vickie for always putting up with my numerous phone calls regarding this with a pleasant and friendly attitude.

In the summer it can be really hot in here. Noise is from the painting of Soboleff + the construction of Henderson, so that problem will take care of itself.

Generally good. Temperature fluctuations are a problem in sunny weather due to all the glass. If we could apply UV barrier lining to the windows, it might decrease the greenhouse effect and protect books and furnishing from light damage.

Hendrickson Annex (Dean and Provost side) is too cold and the the other part of the Hendrickson Annex is too hot!

Primary issue is cold in the winter. There are often 3 to 5 personal space heaters operating throughout the building.

There are a few ongoing noises that could probably be addressed (buzzing/humming, flickering lights, etc...). I also think that the bathrooms could use one or two improvements; 1) The bathroom in the lower library still has a very short light timer, which leaves users in the dark after a few minutes. 2) Could we pipe some music into the bathrooms? Some folks have a shy bladder!

The windows to my office do not open easily. Most of the windows in the Mourant building on the lower level do not open and close properly. There are often bad smells due to mold and mildew and plumbing problems and it seems it is not unreasonable to expect working windows.

It gets a little chilly out in the large open areas of the building.

temperatures definitely fluctuate in the library and staff adjusts. It's by no means an extreme problem but it's regularly too cool in the colder months. There were too hot days this summer but the problem I believe was fixed.

Hear that buildings are either too hot or too cold. My building seems to reflect that complaint.

Please not my comment in the wrong box...I would like to suggest a new exterior door mat by the entrance to Spikes....Current one is more frayed than others on campus.

The 1st floor water fountain needs replacement and upgraded to the water bottle filling style. The smell of food cooking is constant and at times distracting.

Temperature can be too hot in summer.

Building Comfort

Insufficient airflow, windows do not open, heat is too high and there are frequent noxious odors in the office space. Sometimes the odors are art studio related, sometimes they are cigarette smoke by the air intake, and sometimes they are sewer-ish in nature.

"Get rid of the facility's staff and sub the whole the maintenance task out to an independent contractor. You will never get all those union people that have been making a career out of doing as little as possible, to perform to the standard that is required anywhere else in the private sector. I hate to be so negative but I have been here for going on five years and in that time I have seen literally hundreds of facility man hours wasted over here at the TEC center."

Have a great day and thank you.

A heating system that self regulates/

Thanks to the new heat pump system this summer the facility no longer experienced the stifling summer conditions.

It is FREEZING in the Novatney Building during working hours. I often work late in the evening and the heat seems to 'kick on' around 6 or 6:30. During working hours (8 am-5pm) I use a heated blanket on me to make me comfortable enough to work. It is COLD!!!!!!

Leave the damn ventilation system on over the weekend, we have sensitive & expensive instruments that get messed up when the room temp jumps to 79 degrees, or more (I have pictures to prove it if you dare try and tell me it doesn't go above 72!)

Glorified cubicles are not conducive to a quiet and productive working environment.

Campus Grounds

Thank you!

I notice lots of difficult to remove litter. For example, paper that has gotten wet and then been stepped on or ground into the pavement. I try to pick up litter when I see it to keep the campus looking clean, but I usually won't get down and dirty to grab that type of litter.

way too much landscaping -- too many flowers and decorative bushes where people could actually sit if there wasn't a bush there. way too much pavement. way too many facility vehicles parked at the cafeteria. way too many people standing there watching someone dig a hole or rake leaves. why does it take one person to do something and two people to watch him and three vans. why don't facility workers have coffee in their building instead of driving to the cafeteria in three different vans. why don't they all just pile into one van

Don't let cars park on walkways. Limit the amount of traffic inside the bollards. Facilities vehicles are always all over the place making it feel like a road. Maybe coordinate trips to condense them into one vehicle? Is there any plans to make the campus vehicles green?

I would like to suggest UAS pave the NSRB parking lot, if they have the money to put fancy lights on retractable pylons in the main campus.

I am disturbed by how many trees that have been cut down on campus recently.

grounds at the rec center are full of weeds and not very neat

There are no pedestals or even clear direction on what direction to drive if it is a one way or two way.

The grounds are well maintained during the winter months the bike trail and walking paths are salted and graveled to ensure safe travel.

need a safe and short path from main campus to Anderson

The bricks crumble easily.

pedestrian paths seem to double as roads. I gotta worry about getting ran over by staff vehicles

"Lights on paths up to housing like turning off and on randomly at night. It can be disconcerting. "

The grounds where the cars are parked are a bit rough, but the building outside and grounds are beautiful!

Need more parking, less pedestrian paths. If the interior of the Novatney building wasn't renovated, a wonderful covered 'pedestrian friendly' path would exist at UAS, rather than having to convert the USEFUL AND NECESSARY Auke Lake Way from a UTILIZED road to a 'pedestrian friendly' walkway.

The quad and area beyond the barriers was closed off to be a pedestrian area, but it is constantly full of facilities vehicles. I often feel unsafe when these are moving in this pedestrian area.

It seems every summer the new brick needs to be resurfaced. This seems to be an expensive endeavor. Beet juice has a very low freezing point and is used on roads in lower 48 mountain states during winter. It is not as hard on the roads and may be worth the investment to keep pathways clear of ice without using as much salt that is hard on the pathways.

I live in Anchorage and will never see the campus until I come down to graduate.

Lendrum has done masterful work on campus in the green space... But the corroding pavers in front are an absolute disaster and the person who designed or chose the material should be reprimanded/fired. Plus, I went to the meetings about making this pedestrian area--99% of the time there are several white vans zipping through there...Even saw a large box truck delivering... UAS facilities vehicles should strive to drive less on the brick, pedestrian section of campus. There are often too many vehicles in the space that is meant to be a walking campus environment.

Campus Grounds

Don't park your facilities vehicles on pedestrian pathways during regular class times.

"Build and or designate a smoking area/shelter. The gazebo by the lake could really use a renovation. It appears to be rarely used. An update might attract more use and would increase student/faculty wellness. "

I encourage landscaping with indigenous plants, retaining unpaved spaces, the use of permeable pavers when paving is necessary and vigilant attention to proper management of surface runoff.

the upkeep is great but we really, really, really need green space. As a faculty member I miss being able to teach outside. It's all pavement now. There isn't even a space for a small classroom to meet.

UAS Ketchikan would benefit from some funding for landscaping. The pathway and entrance between the Ziegler and Paul buildings needs to be redesigned. It is hard to find the main entrance to the Paul building.

Grounds crew does a GREAT job of keeping UAS clean and safe!

Main problem is the 'no drive' campus (is supposed to be a pedestrian path but has been ruined by gravel layering and facilities vehicles driving over it). Supposed to be able to drive on it, whatever, but a dozen vans and trucks back and forth multiple times per day (and just for coffee?) and it will not stand up to that. NO DRIVE MEANS NO DRIVE, NOT FACILITIES PRIVILEGED DRIVING THROUGH A FANCY GATE which by the way keeps breaking as well

I'm answering this question on the first day of heavy frost, after sliding a bit in the parking lot. I appreciate efforts to sand/salt walkways and provide shoe cleats for staff in the winter months.

Since snow and ice removal are so labor-intensive, maybe we could get a grant to test out anti-icing pavements on pedestrian walkways.

"Quit sinking money into landscaping and put it into walking safety. I hate not being able to drive between the upper and lower (chapel) parking lot easily."

I'm really appreciative of grounds maintenance and our lovely plantings.

We spend too much time on this function I think. I would rather we spent time vacuuming and cleaning more thoroughly.

I absolutely HATE the vans parked in the middle of campus by buildings. Can't people walk from parking lot to café for a coffee break? Do you always need tools for every campus visit?

Really appreciate our lovely plantings throughout campus!

Need more grass areas. Most pedestrian paths look like roads.

Grounds crew are always nice and courteous to people passing by. The grounds always look great and I've seen them out there doing everything from power washing to picking up garbage. Everything they do is greatly appreciated.

The flower bed around the first totem pole has looked overgrown for years!

I don't like that you are cutting so many trees around campus.

"Do vehicular surfaces include the facility vehicle runway, or only surfaces that 'regular' vehicles can utilize? The UAS proclivity for tree-cutting is notable."

I love flowers!! Any kind of art that takes advantage of working into the scenery rather than being distracting is appreciated.

Campus Grounds

What manicured green space? it has all been paved over. The cobblestone walkways are crumbling and it is difficult to wheel anything over them.

Very poor rating on pedestrian paths due to facilities vehicles parking and driving in the 'pedestrian area.' Obviously vehicles need to park in the Mourant plaza occasionally to unload equipment or do specific work. But most mid-mornings a slew of facilities vans etc are parked outside the Mourant cafeteria for nothing more than a staff coffee break. This shows a lack of respect, especially for our students and visitors to campus.

Lighting improvements on path to housing and Auke Lake Way is a huge improvement

The pretty stuff the public sees looks good.

get a better snow plower, that guy must be blind! And plant something other than invasives. Try utilizing local flora rather than ugly spirea, etc. If we're gonna waste my tuition dollars at least make it worth the effort. How about some douglas maples, high bush cranberries and devils club. False dogwood and deer berry as ground cover would look great! Put some design and style into the landscaping rather than random mass plantings of plants that struggle in our wet and cold climate!

Some problems with ice are to be expected; however, not necessarily so under the covered walkway area. Recently slipped and fell.

Service Request Process

Is there a way to track pending work orders? I know how to track IT work orders but I didn't think facilities worked the same way --

"all of the above and the work is done efficiently and I am consulted throughout the work progress"

fire that guy with the white goatee, he yells at students

I'm generally satisfied with the work order system and the work provided. Communication about work order status is pretty sketchy, to be honest, whether it's a very quick & straightforward turnaround or a complex, drawn-out project. It seems like the only recourse to follow up on a work order is to contact Vickie. Is there a less intrusive way for non-urgent follow-up? Maybe a modification to the web-based work order system?

I think ALL of the above items are important. The process works pretty well, but sometimes there is a lack of communication about delays or completion (or inability to complete) a task.

Sometimes we submit a work order that is not high priority, and there is no follow-up until weeks later someone suddenly shows up and starts working on it without any notification or check-in with original requestor.

I'm not the one who usually puts in work orders for the library so will let someone else make a comment here. Vicki has always been very responsive to my phone calls.

As I'm not the one who usually places a work order I'll let others comment.

All of the above are very important to me after submitting a work request.

The guys who have come down to help us in the School of Management are always nice and are great at asking questions to clarify what we need done. They have helped us so much these past couple months with our new conference room, mounting new tv's, moving offices, and painting rooms. Everything that has been done is of high quality and done in a timely matter.

"2. Notification of request status3. Timely manner"

Competence trumps everything else, but timeliness is a close second.

there is no effective means of requesting services over here.

The priorities of the facilities crew and the requester can be different. Therefore some requests take much longer than expected to be completed.

Very happy with the work order system. Only way it could be improved is that once the work is completed the person who requested the work receives notice that the work is done, sometimes it's not obvious or in some cases the work that was originally requested is not done, ie the one problematic light fixture causing a dark area is not attended to while others are.

Don't need much mechanical help.

add dishwashers and fire the goatee guy im sure you know who im talking about

It took all summer to get the fan about my stove fixed. It was a huge fire hazard and it wasn't fixed until a week after move out. It was extremely annoying seeing other units receiving new microwaves when we just needed someone to come and see what was wrong. It just took so long.

The biggest complaint I have is that too frequently the power is turned off (flipping circuit switches) without notifying people. Sometimes just a 5 minute heads up would allow people to turn off sensitive equipment.

For example, regarding previous comment, we had a work order for repairing some of the electrical cords on the carrels. Electrician arrived weeks later and started doing work that was beyond our original request involving drilling holes in the carrels. It's okay but given that we might have had plans to relocate those carrels it would have been better if he had checked with us before drilling holes in the furniture.

I'll let others comment as we have generally one person placing work orders. It seems that we get pretty quick attention to them.

The guys who have come down to help us in the School of Management are always nice and are great at asking questions to clarify what we need done. They have helped us so much these past couple months with our new conference room, mounting new tv's, moving offices, and painting rooms. Everything that has been done is of high quality and done in a timely matter.

My staff typically submits and tracks the work order requests.

I'm tired of complaining to get a job done.

doing a great job :)

Structural Department

you guys never come to fix stuff

Dave W., Dave B, and Ned are AWESOME!

"Dave is great and very attentive. I'll let others fill in this section as I don't communicate with Facilities very much. Vicki has always been very responsive and all Facilities staff I've interacted with are very communicative and helpful."

The guys who have come down to help us in the School of Management are always nice and are great at asking questions to clarify what we need done. They have helped us so much these past couple months with our new conference room, mounting new tv's, moving offices, and painting rooms. Everything that has been done is of high quality and done in a timely matter.

My staff typically submits and tracks the work order requests.

doing a great job :)

Custodial Department

Since moving to the housing lodge, custodial is maintained by student staff and I have only had excellent interactions/expectations. The above ratings are for my experience with on campus custodial services. In addition, we REALLY need a recycling dumpster on campus.

the bathrooms are never clean and we need dishwashers in the apts ASAP

seem to be understaffed - overworked perhaps?

I rarely interact on custodial issues so I can't really speak to this area. My (rare) interactions with custodial staff are positive.

Cliff and our evening custodian are wonderful.

The lower mourant is just not being kept clean enough. Carpets are not vacuumed often enough and toilets are not cleaned often enough.

"I didn't fill out this section as I'm not usually the one who fills a work order. In the times I've interacted with Luther, Remir and Aries they've always been courteous and responsive. Recently I asked for a bad spot on the carpet to be attended to and it was attended to successfully and very quickly."

We get what we pay for.

I think this is referring to the after hours staff...? The guys during the day time hours are always great, but the guys after hours don't do much more than empty our trash every couple of days.

Depends on building. I would overall say that the bathroom toilets need to be cleaned every day. There is a dead spider in one of the bathrooms that has been there for over a week. Not sure when the floors are mopped.

The custodian(s) in the building are frequently chatting, smoking, texting, or sitting in their vehicles and are rarely working in the evenings. However, they are unfailing polite and courteous.

doing a great job :)

I am often unsatisfied with the level of cleanliness, chalkboard sills in study rooms, table surfaces throughout library, trash cans in conference rooms not emptied, janitor talking on cell phone or sleeping between hours of 4-10pm while library is open.

It sometimes looks like they haven't vacuumed.

Grounds Services

not familiar with the grounds services

i dont even care about this one

This is another area I'm rarely called upon to work with.

I made no requests for ground services.

The grounds look very nice, but it does not seem to be a good use of money. Keep it simple and neat. And turn the blaring music off before opening the truck doors - very distracting.

I'm also not doing very much communicating with Facilities in this area...Have just admired how wonderful the campus looks particularly in Spring and summer.

The grounds crew is always helpful.

Weed wacking next to the buildings during in the summer months during the day is a noise issue for teaching as well as talking on the phone.

My administrative staff typically arranges any work order submission or tracking. There is not a lot of ground service area near the Soboleff Building when it's not snowing. The grass is competently cut in the summer time.

doing a great job :)

It appears ground staff are often overwhelmed with requests and work orders can go unfulfilled for months.