University of Alaska Southeast
FY17 Customer Satisfaction Survey
April 2018
### Survey Results Scoring

Unless otherwise noted, questions with the following responses were graded on the scale below:

<table>
<thead>
<tr>
<th>Response</th>
<th>Value</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>1</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>Rarely</td>
<td>2</td>
<td>Disagree</td>
</tr>
<tr>
<td>Sometimes</td>
<td>3</td>
<td>Undecided</td>
</tr>
<tr>
<td>Often</td>
<td>4</td>
<td>Agree</td>
</tr>
<tr>
<td>Always</td>
<td>5</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>N/A</td>
<td>Excluded</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Demographics
Out of the 159 people who opened the survey:

- 39 completed the survey
- 39 began but did not finish the survey
- 81 did not respond to any part of the survey
- Each survey took an average of 16 minutes to complete

The survey was administered from January 23rd until March 13th, 2018.
Type and Tenure of Survey Respondents

Demographics, Years, & Position

Demographics

- Dean/VP: 54%
- Academic Department Head: 18%
- Administrative Support: 13%
- Faculty: 3%
- Staff: 5%
- Student: 3%
- Other: 8%

Tenure at UAS

- 0-5: 3%
- 6-10: 13%
- 11-15: 8%
- 16-20: 18%
- 20+: 53%
Building in Which Respondents Spend the Most Time

- Egan Library (JS10B): 7
- Harrickson Building (JS101): 7
- Soboleff Annex (JS106): 4
- Nenana Building (JS108): 3
- Soboleff Building (JS109): 3
- Anderson Building (JS10A): 2
- Facilities Annex (JS140): 2
- Herrickson Annex (JS102): 2
- Neumann Building (JS107): 2
- Facility Services - Stover House: 1
- John Rust Residence Hall (JS141): 1
- Student Housing Unit G (JS117): 1
- Student Recreation Center (JS134): 1
- Other (Offline): 1

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Campus Condition & Building Comfort
How Important is the Condition of Buildings & Grounds?

Condition of Buildings:
- Very unimportant: 3%
- Unimportant: 5%
- Neutral: 41%
- Important: 51%

Condition of Grounds:
- Very unimportant: 5%
- Unimportant: 36%
- Neutral: 13%
- Important: 46%
How Important is the Health and Safety & Emergency Preparedness?

**Importance of Health and Safety**
- Very unimportant: 3%
- Unimportant: 3%
- Neutral: 10%
- Important: 85%

**Importance of Emergency Preparedness**
- Very unimportant: 3%
- Unimportant: 8%
- Neutral: 34%
- Important: 55%

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Assessment of Building Condition & Cleanliness

**Frequency of leaks inside the building this year has been surprising.** Have been losing library materials to mold. It’s distressing to think that this might continue to happen at any time and in almost any location in the library.

Feels like library takes the lead on furnishing questions, have been dealing with many damaged chairs but the new chairs the library got for the building have helped with that.

**General dingyness within the Egan building.** Winter conditions leave dirt, mud, and other debris in the rooms and hallways. Everything is a slipping hazard when wet. Bathrooms are always 50/50 on whether clean enough to use or not.

The bathrooms have not had a deep clean in very long time. The floors need to be stripped and cleaned as the last time they were sealed it was done over dirty floors. This is gross. The walls could also use new paint to cover old drawings on the walls.

Main doors to bathrooms and stall doors need cleaning - especially the ones in Egan Wing - the wood around the handles is horribly grimy. The bathroom floors are kept clean, but the base trim above them in grossly dirty - the top edge is layered in dust. Same in Egan Library bathrooms. It must be considered part of the walls, and only cleaned as often as walls are painted? And please - I am NOT dissing the custodians - they work HARD - there just aren’t enough of them.

*Response based on building which the respondent predominantly resides/works*
Assessment of Building Comfort

**Temperature**

Often times due to number of windows and position of building some spaces can get very warm when sunny/summer with no way to control other than opening windows, which does not always help to reduce heat.

**Air Quality**

Many students (and some UAS faculty) who have passed through the building complain of a mold smell that others can’t identify. Also some air vents constantly pump out cold air, regardless of the season or room temperature settings. The room temperature does change as we set the thermostat, but there is an efficiency problem with this old building.

**Free of Undesirable Odors**

Libraries should remain at an even temperature and humidity, but this does not seem to be the case. This leads to more rapid deterioration of all library materials. This also feels like a contributing factor to the moisture problems we have been experiencing. Also, hard to call the air quality too good when we’ve found books actively molding.

**Free of Distracting Noises**

My workstation is close to the air handling system, so I always hear it when it turns on and off. Also, area is too cool during the winter and too hot during the summer because, ironically, my area seems to have poor circulation.

**Water Fountains**

We need a water bottle fountain downstairs by the Student Resource Center.
**Campus Grounds Conditions**

- **Condition of hardscapes**: 3.71
- **Manicured green space**: 3.78
- **Flower beds**: 4.19
- **Trees**: 4.32
- **Seasonal Lighting**: 4.03
- **Night Lighting**: 3.83
- **Way-Finding Signs**: 3.32
- **Snow Plowing**: 3.97
- **Pathways, Paved Trails**: 3.81

*Response based on entire campus

- Remove all the imported non-native plants and open all those areas for enjoyment by people. Lift up some of the paving. Make the grounds more appropriately Southeast Alaska, more user-friendly for those rare summer days when we just wish we could sit on the slope but all the bushes take up all the space and the rest of the place is covered by pavement. Stop spending so much on manicuring and nurture a natural environment suitable to a rain forest.

- I always appreciate how on top of it Facilities is with plowing the walking areas on main campus! Landscaping always looks great in the summer!

- There are some inaccurate signs around campus. Green tape has been put over some to mask it, but when the words light up you can see through the tape (Hendrickson Building specifically).

- Sloped pathway from HB to HA is dangerously slippery during cold weather. It needs a handrail and less slick surface. While snow plowing is quick and thorough, I find that the sidewalks and other walkways are more slippery and dangerous after plowing. It leaves a very thin layer of ice over the pavement and gravel which is not discernible to the eye.

- Grounds crew does a great job! I would encourage tree trimming on a regular bases around campus lighting to minimize shadows and pockets of darkness.
I know where to find Fire Extinguisher, Automated External Defibrillator, First Aid Kit.
I am made aware of hazards on campus by signs, instructor warnings or training.
I see little or no pollution on campus.
Hazardous materials appear to be properly stored.
I have been asked to sign a notice before participating in an event.
UAS has asked me to take some type of Health and Safety training in the past year.
Campus feels like a safe place to me.

Average Value of Responses

**FY17**

There is a door at the back of Sobeloff that always is open. It's kept unlocked so that the students that need access to the studio can come in at any time during the semester to work on their projects. This opens the opportunity for unplanned company to sneak in after hours to sleep on the couches. I think it might be safer, if possible, to give student key-card access similar to what is done for downstairs Whitehead classrooms.

We don't have a UPD or any kind of gate keeping undesirable characters away from young men and women.

*Response based on entire campus*
I know what to do in case of a fire
I know what to do in case of an earthquake
I know what to do if encounter violence on campus
I know when to call 911
I know about the campus-wide alert number
I have heard at least one emergency message over the UAS Phone, e-mail, test system
I have heard about or participated in at least one emergency management activity the past year
I know how to request an emergency management training
I feel UAS is prepared for most emergencies

Average Value of Responses

I've participated in CPR training but that's the only emergency management related activity I've been to. I think there's a team of people who are highly trained in emergency management, but I don't think the average UAS employee is highly prepared for emergency response.

I generally feel safe during the day but night classes feel more unsafe; if there was a problem with a student I don't see any method of getting immediate help.

I think that as a campus, we have some real vulnerabilities. I think it would be beneficial if the EM staff meet with people by building to discuss potential EM issues within the building.

I've never heard of emergency management training, but I'm assuming if we need it we can call facilities and ask about where to request it. Usually the safety officers know all about that.

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I think that as a campus, we have some real vulnerabilities. I think it would be beneficial if the EM staff meet with people by building to discuss potential EM issues within the building.

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*Response based on entire campus*
Service Request Process & Physical Plant Performance
Expectations vs. Satisfaction

Facilities meeting high expectations of campus

**Expectations**
- Low expectations: 5%
- Moderate expectations: 21%
- High expectations: 34%
- Very high expectations: 39%

**Satisfaction**
- Below Expectations: 3%
- Meets Expectations: 13%
- Exceeds Expectations: 21%
- Far Exceeds Expectations: 63%
Work Order Request Process

Timeliness and competent performance are seen as very important.

**Frequency of Work Order Requests By Users**

<table>
<thead>
<tr>
<th># of Requests</th>
<th>0</th>
<th>2</th>
<th>4</th>
<th>6</th>
<th>8</th>
<th>10</th>
<th>12</th>
<th>14</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 time/year</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2-5 times/year</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>6-10 times/year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11-20 times/year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Over 20 times/year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N/A (Unclear what this is)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**The Most Important Component of the Work Request Process is:**

- The process to requisition work requests is effective: 28%
- Notification of work request status (i.e. pending, in progress, complete): 25%
- Clear communication of work request schedule: 24%
- Work requests are performed courteously and professionally: 4%
- Work requests are performed competently: 20%
- Work requests are performed in a timely manner: 4%

*Note: Respondents that chose “never” or “1 time/year” finished the survey at this point and were sent directly to the thank you page.*
Requesting Service at UAF

FY15 Requesting Service: Frequency vs. Effectiveness

FY17 Requesting Service: Frequency vs. Effectiveness

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Examining the Service Request Process

The work request process meets my needs.
I utilize the proper procedure for submitting service requests.
I understand the procedure for submitting service requests.

Here in Novatney, we have had 3 or 4 outstanding work orders for almost a year. We submitted them the proper way and when I called about them getting done, I was informed they’d be taken care of right away. This was right after Emily replaced Vickie. We understood that there was a lot of transitions and projects, so we didn’t push too much. Now, I just call over for simple things, such as when we need recycling picked up or facilities have left ladders laying around.

Sometimes there isn’t any follow up to confirm whether work has been completed or any notification of when it will be scheduled.

Having a followup after work is accomplished would be desirable. Often times we are left unaware that the job has been completed.

Once requested, I prefer being informed what the expected timeline if things change.
Maintenance, Custodial & Grounds
The only issue we've had is getting our work orders from the facilities office to the crew to actually come do the work.

I work in an old building, so sometimes we are told that some problems can't currently be fixed (i.e. heating efficiency and mold smell in ventilation).
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.
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.
Custodial Services

Communication & Process

<table>
<thead>
<tr>
<th>Always</th>
<th>2014</th>
<th>2015</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Work order schedule is communicated effectively.</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2. Schedule is adhered to or I am aware of changes.</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3. Work schedule is generally acceptable.</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4. I am asked for feedback or receive feedback.</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Work Performance

<table>
<thead>
<tr>
<th>2014</th>
<th>2015</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Work is performed courteously / professionally.</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>6. Work is performed competently.</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7. Once work has begun, staff is timely.</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>8. Work meets my expectations.</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Night cleaning crew always does a good job but there are no custodial services for emergency spills/messes which occur during working hours.

Recently yes, historically my expectations have not been met but new manager Rudy is great.
Grounds Services

Communication & Process

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.

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## ROPA Benchmarking Metrics

### Customer Satisfaction Survey

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>2017</th>
<th>FY17 Database Average</th>
<th>FY17 Peer Average</th>
<th>FY17 Peer Max</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Knowledge/Understanding in Process</strong></td>
<td>4.3</td>
<td>3.9</td>
<td>4.1</td>
<td>4.0</td>
<td>4.4</td>
<td>4.4</td>
</tr>
<tr>
<td><strong>Schedules &amp; Service Levels</strong></td>
<td>3.7</td>
<td>3.3</td>
<td>3.7</td>
<td>3.4</td>
<td>3.6</td>
<td>3.6</td>
</tr>
<tr>
<td><strong>Work Meets Expectations</strong></td>
<td>3.9</td>
<td>3.7</td>
<td>3.7</td>
<td>3.4</td>
<td>2.8</td>
<td>2.8</td>
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<tr>
<td><strong>Feedback</strong></td>
<td>3.4</td>
<td>3.4</td>
<td>3.4</td>
<td>3.1</td>
<td>3.2</td>
<td>3.2</td>
</tr>
<tr>
<td><strong>General Satisfaction</strong></td>
<td>4.1</td>
<td>4.0</td>
<td>4.0</td>
<td>3.1</td>
<td>3.2</td>
<td>3.2</td>
</tr>
</tbody>
</table>

**Peer Institutions:** Brown University, Clemson University, Iowa State University, The University of Maine, University of Alaska Anchorage, University of Arkansas, University of Iowa, University of Vermont, Virginia Commonwealth University.
Unedited Survey Comments/Suggestions
• Paint building in School Colors
• Toilets that cannot flush anything but pee. Apartment flooded with s**t twice. Building is obviously old and in disrepair. This was confirmed for me by an student worker who apologized I was in the 'old building.' I pay just as much as students in the 'new, nice, and functional buildings'
• The showers could use deep cleaning due to being tile and showing age.
• Paper towel dispensers frequently malfunction.
• Main doors to bathrooms and stall doors need cleaning - especially the ones in Egan Wing - the wood around the handles is horribly grimy. The bathroom floors are kept clean, but the base trim above them in grossly dirty - the top edge is layered in dust. Same in Egan Library bathrooms. It must be considered part of the walls, and only cleaned as often as walls are painted? And please - I am NOT dissing the custodians - they work HARD - there just aren't enough of them.
• Bathrooms need to be inspected for cleanliness. Often stains remain for months on walls, toilets.
• I access bathrooms in Hendrickson and Soboleff and in general, I find bathrooms to be consistently grimy. Winter is a difficult time to maintain cleanliness, but there's regular dirt and grime in harder to reach areas. Those things tend to build up.
• Lower level urinals always smell. Carpet and rubber moldings failing in places.
• I know that it is hard for a reduced staff to keep up with every day cleaning, but vacuuming is very important in areas where the public and dignitaries come for meetings. Sometimes this does not get done.
• The bathrooms are sometimes out of paper towels.
• Mourant Cafeteria could update the furniture- chairs, and tables especially color
• The bathrooms have not had a deep clean in very long time. The floors need to be stripped and cleaned as the last time they were sealed it was done over dirty floors. This is gross. The walls could also use new paint to cover old drawings on the walls.
• General dinginess within the Egan building. Winter conditions leave dirt, mud, and other debris in the rooms and hallways. Everything is a slipping hazard when wet. Bathrooms are always 50/50 on whether clean enough to use or not.
• The restrooms are ok - better than they've been in the past, but still are obviously not deep cleaned often, there is staining on the walls and the corners, and the walls of the stalls need to be wiped down more often.
• Overall condition okay, however there has been a few ceiling leaks lately and a few of the chairs are in need of replacement, but that has been addressed.
• "Frequency of leaks inside the building this year has been surprising. Have been losing library materials to mold. It's distressing to think that this might continue to happen at any time and in almost any location in the library. Feels like library takes the lead on furnishing questions, have been dealing with many damaged chairs but the new chairs the library got for the building have helped with that."

Comments/Suggestions - Building Condition & Cleanliness
• Need a better drinking water filter system

• Many students (and some UAS faculty) who have passed through the building complain of a mold smell that others can’t identify. Also some air vents constantly pump out cold air, regardless of the season or room temperature settings. The room temperature does change as we set the thermostat, but there is an efficiency problem with this old building.

• One of our sinks won’t drain. I’ve had a work order in since last semester’s midterm. Apartment still smells strongly of human s**t. Kitchen has the worst smell, as it was below the toilet. I feel badly for the next student they will force to live in such a horrible space. I had to call the health and safety person to get a clean place to sleep.

• Often times due to number of windows and position of building some spaces can get very warm when sunny/summer with no way to control other than opening windows, which does not always help to reduce heat.

• Some area - some don’t have much water pressure, like the ones in Egan Library.

• I’m on the Chapel side of Hendrickson, and when the grounds crew come through to shovel or mow or blow leaves, the sound can drown out or disrupt any conversation I’m having in my office. I don’t see this as a problem, though, because the crews move quickly and the work they do is valued and necessary.

• Offices are pretty chilly! I usually have to wear my coat.

• We have annual problems related to water leaks from heating system piping after winter break. I think maintaining a more consistent or warmer temp during winter closure could mitigate this.

• “Hendrickson IT office is often too cold. Big room + centralized controls. Bring a coat for exceptionally chilly days. I don’t use the water fountains."

• “Temperatures in office fluctuate between too cold in winter/cloudy days and too hot in summer. Might be related to large windows.”

• We need a water bottle fountain downstairs by the Student Resource Center.

• My office gets quite warm and sometimes way too hot when the heat is up and the sun is shining through

• The summer is difficult as the heat is on, and when its sunny we have to open our windows do to the heat. The issue we always have is on sunny days to grounds crew is out so the noise is so loud we then have to close our windows, but then its way too hot.

• My workstation is close to the air handling system, so I always hear it when it turns on and off. Also, area is too cool during the winter and too hot during the summer because, ironically, my area seems to have poor circulation.

• The water fountain has better tasting water in my building than at the sink so I find myself filling my water bottle at the fountain instead of the sink. Sink water never gets cold and tasted different. Grainy or something.

• Libraries should remain at an even temperature and humidity, but this does not seem to be the case. This leads to more rapid deterioration of all library materials. This also feels like a contributing factor to the moisture problems we have been experiencing. Also, hard to call the air quality too good when we’ve found books actively molding.
• "Cut more trees to open views of mountains. Need more way-finding signs"
• There are some inaccurate signs around campus. Green tape has been put over some to mask it, but when the words light up you can see through the tape (Hendrickson Building specifically).
• Where is the pick up dog waste signs? Rusting under the maintenance shed. The public uses us as a dog park and students pick up the shit with their shoes on the way to class.
• Poor for night lighting around the REC Center only, rest of campus is good to excellent.
• Sloped pathway from HB to HA is dangerously slippery during cold weather. It needs a handrail and less slick surface. While snow plowing is quick and thorough, I find that the sidewalks and other walkways are more slippery and dangerous after plowing. It leaves a very thin layer of ice over the pavement and gravel which is not discernible to the eye.
• Students frequently complain about slippery conditions on zig-zag trail down from housing.
• Need a path to Anderson from Pugh Hall.
• Grounds crew does a great job! I would encourage tree trimming on a regular bases around campus lighting to minimize shadows and pockets of darkness.
• I really, really wish we had more grass! I used to hold classes outside on the grass and there really isn't a good play spot anymore. Also the guys do a GREAT job with plowing and gravel on the walkways. Thank you!
• A lot of recent renovations and moves has made signage inaccurate, particularly the green lower level portions of building signage
• Remove all the imported non-native plants and open all those areas for enjoyment by people. Lift up some of the paving. Make the grounds more appropriately Southeast Alaska, more user-friendly for those rare summer days when we just wish we could sit on the slope but all the bushes take up all the space and the rest of the place is covered by pavement. Stop spending so much on manicuring and nurture a natural environment suitable to a rain forest
• Main campus walkway has been in need of repair since the season after it was installed.
• Usually the sidewalk is not paved and people walk on the road
• No accidents with slipping so far this season!
• I wish there was more of a plan for where to move snow. The large piles are very unsightly. In addition, they take a long time to melt and make the campus not look very good during commencement. And they leave gravel on the grass that then needs to be cleaned, and that process is very noisy.
• All cement walkways are dangerously slippery when wet, especially during winter weather. Lower level walkways seem to have algae or scum covering (proximity to lake?). No constant covered path or interior walkway from one end of campus to another and no good accessible path even in good weather. I’ve been here for several years and I’m always bothered seeing groundskeepers planting flowers/bushes and ripping them up 6 months later. Seems like a waste of money. Plant some trees or bushes that do not need to be replaced annually. Also, for all the claims that this is a walking campus, I see a lot of UAS branded vehicles breaking the posted rules (e.g. No Parking Here).
• I always appreciate how on top of it Facilities is with plowing the walking areas on main campus! Landscaping always looks great in the summer!
• I always see the grounds crew out and about working hard to make our campus appealing. They’ve also been a big help when we needed extra muscle power moving office furniture. They do a great job!
• A few challenges with the ice on walkways, but overall okay.
• I don't always feel safe when out walking while plowing is happening. The trucks using the sidewalk as a driveway while not clearing snow is awkward. Weekend snow clearing does not always seem to take weekend library hours and staff into account, but that feels like an understandable challenge.
• My biggest safety concern is the 'random disgruntled person w/gun' scenario. We've had some training but it was years ago. The proliferation of guns and the epidemic frequency of school shootings doesn't make me feel any safer.

• We don't have a UPD or any kind of gate keeping undesirable characters away from young men and women.

• UAS should work on more staff training for emergency procedures.

• I haven't seen hazardous materials, so I assume they're properly stored.

• I wasn't sure what it meant by 'Health and Safety training', but there's been plenty of sexual assault and campus shooter training this past year.

• There is a door at the back of Sobeloff that always is open. It's kept unlocked so that the students that need access to the studio can come in at any time during the semester to work on their projects. This opens the opportunity for unplanned company to sneak in after hours to sleep on the couches. I think it might be safer, if possible, to give student key-card access similar to what is done for downstairs Whitehead classrooms.
Could use more training / exercises for Students and Staff

I've participated in CPR training but that's the only emergency management related activity I've been to. I think there's a team of people who are highly trained in emergency management, but I don't think the average UAS employee is highly prepared for emergency response.

Well someone died in campus housing and no one told us A THING. 50 year olds don't die from old age, this isn't 100 BCE

I think that as a campus, we have some real vulnerabilities. I think it would be beneficial if the EM staff meet with people by building to discuss potential EM issues within the building.

I generally feel safe during the day but night classes feel more unsafe; if there was a problem with a student I don't see any method of getting immediate help.

I know some of these things based on training at previous jobs. I also took the initiative to ask Matthew Ziemer for training for my staff last year. I feel a bit better prepared after that training, but if I had not requested it, we would not have received any emergency planning assistance.

More training opportunities

I've never heard of emergency management training, but I'm assuming if we need it we can call facilities and ask about where to request it. Usually the safety officers know all about that.
Comments/Suggestions – Service Request Process

• Get a new Work Order System

• They lie. They lie and say they complete what they haven't. They get away with it because they have NO obligation to leave a 'notice of entry' slip. I have make 3 work reports and nothing gets fixed until it's become a huge, disgusting, and dangerous mess. When I point out nothing was fixed the first time, they said they did it and I just wasn't paying enough attention to how great it was working until I broke it again.

• Having a follow-up after work is accomplished would be desirable. Often times we are left unaware that the job has been completed.

• Sometimes there isn't any follow up to confirm whether work has been completed or any notification of when it will be scheduled.

• Once requested, I prefer being informed what the expected timeline if things change.

• Customer service training for facilities support staff. Facilities support staff is very defensive of facilities staff time/assistance but it comes at the expense of customer service often.

• The last 5 WO or email communications that I've had with Facilities Services staff have gone unanswered. No status updates. No explanation of process. I'm currently waiting on communication for two tasks for completion. (Aside, recently Adam reached out to me to discuss a separate issue and he's a joy to work with.)

• Here in Novatney, we have had 3 or 4 outstanding work orders for almost a year. We submitted them the proper way and when I called about them getting done, I was informed they'd be taken care of right away. This was right after Emily replaced Vickie. We understood that there was a lot of transitions and projects, so we didn't push too much. Now, I just call over for simple things, such as when we need recycling picked up or facilities have left ladders laying around.
• I work in an old building, so sometimes we are told that some problems can't currently be fixed (i.e. heating efficiency and mold smell in ventilation).

• Staff are kind, but they don't have the training to fix such broken appliances. My toilet wasn't flushing right for months and months because it flooded the whole place. They just don't care until it could get them in trouble. Please retrain or fire the housing director, he is incapable of keeping students safe.

• The only issue we've had is getting our work orders from the facilities office to the crew to actually come do the work.
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• Recently yes, historically my expectations have not been met but new manager Rudy is great.
• Night cleaning crew always does a good job but there are no custodial services for emergency spills/messes which occur during working hours.
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