

PLANT OPERATIONS SURVEY - Conducted September 2018

		Excellent	Satisfactory	Non-Satisfactory	Consistent	Only on Occasion	Schedule	Set Point	Mechanical	
Building Environmental Conditions										
Heating, air conditioning, humidity control										
Quality Customer Service		45	13	2						
Summer Room Conditions		31	19	7						
Winter Room Conditions		34	17	5						
Room Temperature Satisfaction	Is Problem Consistant or Only on Occasion				18	16				
Do you feel the Problem is due to	Scheduling, Set Point or Mechanical						3	14	7	
Custodial Services										
Floors, trash removal, windows, rest rooms, furniture & fixtures										
Quality of Service		27	27	6						
Grounds Maintenance										
Lawn, landscaping, parking lot, building exteriors										
Quality of Service		41	15	1						
Building Maintenance										
Plumbing, painting, electrical, lighting, locks & keys, doors, windows, furniture, white boards, chalk boards										
Quality of Service		37	21	1						
Parking										
Condition of Lots		43	15	0						
Availability of spaces		34	18	1						
Signage										
Interior, Exterior										
Exterior		38	19	2						
Interior		36	16	0						
Maintenance Request System										
on-line work request system										
Your Opinion		32	16	6						
Special Event Services										
Office moves, special event set ups										
Your Opinion		39	14	1						
Renovation & New Construction Process										
Renovation		32	10	2						
New Construction		28	10	1						
Campus Safety										
Safe Work Environment		43	16	1						
Safety regarding construction and maintenance		40	11	0						
Sustainability										
Awareness		32	19	5						
Ease of Use		34	17	4						
Resources-Electricity		33	18	2						
Resources-Water		34	22	1						
Resources-Environmental		34	20	1						
Plant Operations Staff							Strongly Disagree			
		Strongly Agree	Agree	Ok	Disagree	Strongly Disagree				
Employees present themselves in a professional manner		43	14	2	0	1				
Employees respond to my needs quickly		41	11	6	1	0				
Information provided to me by employees is accurate		39	14	4	0	0				
Services and employees are dependable and efficient		43	14	4	0	0				
Employees seek to understand and meet my needs		40	15	5	0	0				
Employees are courteous and friendly		47	9	3	0	1				
Hired Contractors										
Contractors working on campus respect you and your work environment, and comply with CF policies and procedures		24	22	2	1	0				