

Facilities Management

Satisfaction Survey for MSU Faculty & Staff



Introduction –

Feedback is critical to the Facilities Management employees that work for you. We need to know how we are doing. Gauging satisfaction helps us determine how best to direct and commit personnel and supplies. Without feedback from individuals complex projects involving numbers of employees tend to draw down resources which otherwise could be dedicated to more routine day-to-day maintenance efforts. This survey is part of a comprehensive “self-study” being undertaken by a number of employee teams within Facilities Management.

Facilities Management –

Around 150 employees work within the five major areas of Facilities Management. These areas include:

Buildings & Grounds Services

Custodial Services, Grounds & Roads, Recycling

Energy & Utilities

Heating & Cooling, Electrical, Garage

Planning & Construction

Capital Improvement Projects, Construction, Repair & Renovation Services, Building Signage

Risk Management,

Employee Safety & Regulatory Training,

Environmental Health & Safety

Emergency Response Planning, Hazardous Waste, Indoor Air Quality, Ergonomics, Risk Management

The Shop (Facilities Services Unit)

Web based work order system, Fleet Scheduling, Parking, Mass Mailing & Address Services, University Stores, Receiving & Delivery Campus Vending, Bookstore Contract Administration

“Wants vs. Needs” is an on-going issue with all the things we do. We find, once we talk with individuals and provide them with a range of options, together we’re better able to get a fix on just what is their need. Without that contact and communication, what we do to help may not be viewed by the customer as going far enough to satisfy their wants.

1 = Dissatisfied 2 = Satisfied
3 = Very Satisfied X = No Opinion

Survey Questions	Total Number of Returned Surveys - 204						
	Number of Responses	Average	Most Frequently Chosen	Detailed Statistics			
				1	2	3	X
1. Your working environment – office workstation, classroom							
a. Your general impression of the level of custodial services.	200	2.33	2	17	100	83	4
b. Expectation of clean office area, classrooms, labs, meeting rooms.	195	2.26	2	26	93	76	9
c. Expectation of clean hallways and lobbies.	201	2.31	2	16	107	78	3
d. Expectation of clean restrooms and locker rooms.	197	2.20	2	29	100	68	7
e. Expectation of clean cafeterias.	137	2.22	2	13	78	45	67
f. Air temperature in winter/spring.	200	1.56	1	105	79	16	4
g. Air temperature in summer/fall.	196	1.60	1	95	85	16	8
2. Campus construction projects seem time consuming and disruptive until the buildings and new roads are in place. MSU continues to try to minimize the negatives associated with major projects by communicating and involving affected parties. What’s your impression on how we are handling all these construction projects?	191	2.23	2	16	115	60	13
3. Work orders for repairs can be generated by using “The Shop’s” Web site or by calling Facilities.							
a. What’s your feeling about how easy it is to contact the right people to get the job done ?	163	2.21	2	21	86	56	41
b. What about our ability to respond to your needs in a timely manner?	171	2.19	2	24	91	56	33
4. How do you feel about the way the exterior of the campus looks, including the grounds, flower beds, etc.?	198	2.39	3	18	84	96	6
5. Web-based on-line access is available for vehicle reservations, mass mailings, office support, office supplies, sign making, delivery moves, etc. Though a phone call can still get these services, use of the web has reduced phone time and telephone tag.							
a. Your impression of the vehicle reservations process and service.	123	2.40	3	11	52	60	81
b. Your impression of the office supply store’s service.	110	2.46	3	8	43	59	94
c. Your impression of the sign shop’s work and level of service.	94	2.44	3	7	39	48	110
d. Your impression of how delivery and receiving handles office moves, surplus property pickups, recording/payment processing of items landing at Wiecking’s loading dock.	128	2.44	3	6	60	62	76
e. Your impression of Office Support Services’ handling of mass helping departments with temporary clerical support.	90	2.46	3	4	41	45	114
f. Your impression of OSS and Postal Service’s mass mailing services including addressing, inserting and barcode capabilities.	123	2.51	3	2	56	65	81
6. Treating others with respect and friendliness is in keeping with how we like to be treated. How do we measure up when working with you?	192	2.52	3	9	75	108	12
7. Environment health/safety, risk management, are programs promoting student and employee safety in the classroom, labs, and work sites. How do we shape up in your view?	154	2.27	2	12	88	54	50
8. What about MSU’s recycling of paper, plastics, metals, etc., a program which disposes of tons of material annually?	196	2.44	3	12	85	99	8
9. Transportation to and from the campus takes many forms. Parking’s 5,000 stalls, together with our bus, Red Eye Shuttle, and bike rack programs, are ingredients in providing transportation options.							
a. Your impression of Parking Lot and Bus Shelter locations.	155	2.14	2	17	99	39	49
b. Your impression of Parking signage and bus/shuttle information.	149	2.13	2	18	94	37	55
c. Your impression of Bus and Red Eye Shuttle service.	87	2.31	2	9	42	36	117