



Finance and Administration Division

Facilities Management

Satisfaction Survey for Minnesota State Mankato Faculty & Staff

**Surveying our Customers** - Gauging satisfaction helps us determine how best to direct and commit personnel and supplies. A survey was conducted in early May, 2005 among 1,345 Minnesota State Mankato faculty and staff who were not employees of Facilities Management — 223 (16.6 %) returned the survey instrument to the Campus Hub. To ensure the integrity of the results, the Campus Hub served as the drop-off point for completed surveys. The Campus Hub recorded all the statistical data which was then compared to the results of a survey conducted three years earlier in 2002. Students were not surveyed for two reasons: 1) the questions were tailored to Minnesota State Mankato employees who were more likely than students to use the full range of services offered; 2) comparative data existed from 2002 which was derived from Minnesota State Mankato employees only. In the future a separate satisfaction survey will be developed to incorporate student feedback.

**Facilities Management** - About 150 employees work within the five major areas of Facilities Management. These areas include:

- Building Services** Custodial Services, Recycling
- Planning & Construction** Capitol Improvement Projects, Construction, Repair & Renovation Services
- Environment, Health, Safety and Risk Management** Emergency Response Planning, Hazardous Waste, Indoor Air Quality, Ergonomics, Risk Management, Employee Safety & Regulatory Training
- Facilities Services (The Shop)** Vehicle Scheduling, Garage, Parking, Postal Services, Office Support Services, Mass Mailing & Addressing Services, University Stores, Receiving & Delivery, Campus Vending, Bookstore Contract Administration, Office Supplies Contract Compliance
- Physical Plant** Building Repairs, Utilities, Electrical Services, Grounds and Roads, Heating and Air Conditioning, Web Based Work Order System, Sign Making

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

Survey Questions	May 2002		May 2005		Total # of returned surveys = 223				
	# of Responses	Average	# of Responses	Average	Most Frequent	Detail Statistics			
						Rate 1	Rate 2	Rate 3	Rate X
1. Your working environment - office workstation, classroom:									
a. Your general impression of the level of custodial services.	200	2.33	210	2.39	3.0	20	88	102	13
b. Your view of the cleanliness of your office area, classrooms, labs, meeting rooms.	195	2.26	211	2.33	3.0	29	82	100	12
c. Your view of the cleanliness of hallways and lobbies.	201	2.31	211	2.39	2.0	13	103	95	12
d. Your view of the cleanliness of restrooms and locker rooms.	197	2.20	209	2.27	2.0	30	92	87	14
e. Your view of the cleanliness of cafeterias.	137	2.22	164	2.52	3.0	6	65	93	59
f. Air temperature in winter/spring.	200	1.56	206	1.73	2.0	79	103	24	17
g. Air temperature in summer/fall.	196	1.60	205	1.71	2.0	81	103	21	18
2. Campus construction projects can be time consuming and disruptive until the buildings and new roads are in place. Minnesota State Mankato 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	205	2.32	2.0	11	118	76	18
3. Work orders for repairs can be generated by using the Work Order Web site @ mnsu.edu/facmgmt. Though the electronic work order is favored, phone calls to the Physical Plant are taken for emergencies.									
a. What's your feeling about how easy it is to contact the right people?	163	2.21	169	2.20	2.0	20	95	54	54
b. What about our ability to respond to your needs in a timely matter?	171	2.19	168	2.15	2.0	25	92	51	55
4. Your view of the Sign Shop's efforts at event and directional signage, posters, door and hallway signage.	94	2.44	183	2.26	2.0	18	100	65	40
5. How do you feel about the way the exterior of the campus looks, including grounds, flower beds, etc.?	198	2.39	210	2.54	3.0	15	66	129	13
6. Web based on-line access is available for vehicle reservations, mass mailings, office support, office supplies, 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 view of the vehicle reservations process and service.	123	2.40	135	2.45	3.0	9	56	70	88
b. Your view of the office supply service provided by Innovative Office Solutions (aka JC Office), its 24 hour delivery, and "guaranteed lowest price" on best priced items.	110	2.46	111	2.40	3.0	8	51	52	112
c. Your view of how delivery and receiving handles office moves, surplus property pickups, recording/payment processing of items landing at Wiecking's loading dock. Delivery now has a electronic tracking capability on all scanned items.	128	2.44	142	2.30	2.0	12	76	54	81
d. Your view of how Office Support Service's handles helping departments with temporary clerical support.	90	2.46	79	2.34	2.0	7	38	34	144
e. Your view of OSS and Postal Service's mass mailing services including high speed addressing, inserting and barcode capabilities.	123	2.51	117	2.59	3.0	3	42	72	106
7. 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	203	2.56	3.0	5	80	118	20
8. Risk Management, Environmental Health & Safety promotes student and employee safety in the classroom, labs, and work sites.									
a. Your view on how we are doing with regard to safety in your workplace, classroom and/or lab.	154	2.27	189	2.36	2.0	13	95	81	34
b. Ergonomic needs are important to every employee. Your view of Minnesota State Mankato's progress in this area.	N/A	N/A	178	2.21	2.0	25	90	63	45
9. What about Minnesota State Mankato's recycling of paper, plastics, metals, etc., a program which disposes of tons of material annually?	196	2.44	203	2.53	3.0	10	76	117	20
10. Transportation takes many forms: parking in Minnesota State Mankato's 5,400 parking stalls; using bus services; the Red Eye Shuttle; nighttime and special event services; and bike racks. Traffic controllers are also provided at key intersections and for special events.									
a. Your view of parking lot and bus shelter locations.	155	2.14	180	2.22	2.0	15	110	55	43
b. Your view of parking signage and bus/shuttle information.	149	2.13	174	2.20	2.0	17	106	51	49
c. Your view of Bus and Red Eye Shuttle service.	87	2.31	88	2.33	2.0	6	47	35	115
d. Your view of the work of student traffic controllers.	N/A	N/A	187	2.50	3.0	7	80	100	36