

Physical Plant Survey Fall 2008 Wright State University



Introduction

Over 1,000 persons (1,194) completed the Fall 2008 Physical Plant survey, which was offered online from October 3-17, 2008. The survey was sent to students, staff, and faculty. All 29 buildings of Wright State University, including Lake Campus, University Park, the Duke Ellis Institute, and the Kettering Center, participated in the survey. (See Appendix A: Percentage of Respondents by Building).

The survey asked respondents to rate and comment on the services provide by Wright State's physical plant staff. The physical plant staff of 146 people provides maintenance, custodial, and grounds services to 29 buildings on the 557-acre main campus and the 173-acre Lake Campus. Additionally, Wright State physical plant oversees the off-campus facilities of Duke Ellis Institute and the Kettering Center.

Promptness and Communication are Key Issues

Two comments from the survey reflect the concerns about promptness and communication:

- *There needs to be more communication with all the customers that call in work requests - the customers need to be contacted when their work requests have been completed.*
- *Some follow through issues. Employees promise to return in the afternoon to finish a project and do not return for days. This can be fixed by telling your customers "I'll be back ASAP" and not at 1:00PM this afternoon to finish.*

Yet, others responded favorably to the promptness and communication of the physical plant staff:

- *When we have had a need, the staff completes it.*
- *We appreciate the improvements to customer service and response time.*

Although respondents seem concerned about the promptness and communication of the physical plant staff, both the maintenance and custodial staffs received “excellent” ratings for being professional, courteous, and friendly. The grounds crew received a “good” rating for being professional, courteous, and friendly.

Maintenance

In addition to the issues of promptness and feedback, the temperature of buildings is a key issue that impacted the ratings of the maintenance staff. Forty-three percent (43%) of all respondents reported the temperature in their building as “good.” However, 48% of all respondents rated building temperatures as “fair/poor” (combined scores). (See Appendix B: Fall 2008 Physical Plant Survey Raw Frequencies).

Custodial

Keeping buildings and restrooms clean for over 20,000 people on a daily basis is not an easy task. Forty-four percent (44%) of respondents rated the cleanliness of restrooms as “good” while 29% rated them as “fair/poor” (combined). Likewise, 47% of all respondents rated the stocking of paper products and soaps in the restrooms as “good.” (See Appendix B: Fall 2008 Physical Plant Survey Raw Frequencies).

Restroom cleanliness is the most commented on item in the entire survey. Here are some comments from the survey:

- *Restrooms need to be cleaned thoroughly more often. Sometimes they are quite dirty.*

Maintenance Questions: Mean Scores	
Question	Mean
Rate the maintenance staff on being professional, courteous, and friendly.	3.41
Rate the maintenance staff on being knowledgeable in their area of expertise.	3.30
Rate promptness of replacing light bulbs in your area.	3.26
Rate the quality of service performed by locksmiths.	3.25
Rate the overall maintenance staff performance in your area.	3.22
Rate, overall, if your maintenance concerns are being handled in a prompt manner.	3.17
Rate the maintenance staff's communication and feedback on projects and work requests.	3.12
How efficiently and effectively are the work requests being handled in your area?	3.06
How well is the temperature controlled in your work area?	2.49
n =	1194

- *Rest rooms in math/micro have not had supplies restocked in a timely fashion. We have a soap dispenser that has not worked well for several months.*
- *Bathrooms—the counters are always wet, so there’s nowhere to place your purse. Parents never taught their children to flush properly, so there are usually dirty messes.*

The emptying of trash cans is also an issue:

- *The trash needs to be emptied more often - especially in the basement of Rike Hall.*
- *I have seen some trash cans overflowing. I'm sure they fill up every day but maybe they can be emptied more than once if it's in an area of high traffic.*

Despite these comments, individuals are also impressed with the work of the custodial staff in maintaining the restrooms, hallways, and common areas:

- *The custodial staff is really amazing.*
- *Restrooms have been cleaner since I last completed a survey.*
- *I don't know who keeps our bathrooms clean but I so appreciate that they always are.*
- *Honestly, the appearance/cleanliness in the commons areas of our building has improved greatly in the last several months!*

The comments reflect the divided opinion of the survey respondents on the issue of building cleanliness, including restrooms, hallways, and common areas.

Custodial Questions: Mean Scores	
Question	Mean
Rate the custodial staff on being professional, courteous, and friendly.	3.41
Rate the custodial staff on being knowledgeable in their area of expertise.	3.28
Rate the overall custodial staff performance in your area.	3.22
Rate, overall, if your custodial concerns are being handled in a prompt manner.	3.22
Rate the custodial staff's communication and feedback on projects and work requests.	3.19
Rate the stocking of paper goods, soaps, etc., in the restrooms.	3.13
Rate the cleanliness/appearance of the common areas in your building.	3.13
How would you rate the cleanliness of your work area?	3.06
Rate the cleanliness of the restrooms in your work area?	2.90
n =	1194

Grounds

The appearance of the Wright State campus, from the lawns, shrubs, and flowers to the parking lots, is the first thing noticed by students, staff, faculty, and visitors. The grounds crew works to maintain an aesthetically pleasing experience for all on campus while at the same time having to struggle with the effects of the weather on the campus environment. The grounds crew receives a “good” rating from the survey respondents.

Two areas of concern for the respondents are the removal of ice and snow and the upkeep of flower beds, shrubs, and trees. Over half (52%) of the respondents to the survey rated the “removal of ice and snow” and 46% rated the “upkeep of flower beds, shrubs, and trees” as “good.” (See Appendix B: Fall 2008 Physical Plant Survey Raw Frequencies).

Grounds Questions: Mean Scores		
Question		Mean
Rate the grounds staff on being professional, courteous, and friendly.		3.31
Rate the grounds staff on being knowledgeable in their area of expertise.		3.31
Rate the overall grounds staff performance around your building.		3.27
How would you rate the lawn care/appearance around your building?		3.23
Rate, overall, if your grounds concerns are being handled in a prompt manner.		3.22
Rate the grounds staff's communication and feedback on projects and work requests.		3.19
Rate your satisfaction with the quality of WSU's athletic fields.		3.18
Rate the upkeep of flower beds, shrubs, and trees around your building.		3.16
Rate the snow and ice removal around your building.		3.03
n=		1194

Respondents seemed split, as with maintenance and custodial, as to the job being done by the grounds crew. Some seemed to have less than favorable comments:

- *Snow and ice removal, though I know that's a hazard of the area we live in.*
- *Trees need trimmed of dead branches that could fall on someone.*
- *I think that the appearance on the outside of the buildings need a little work, maybe more flowers.*
- *Grounds—this campus could be so much nicer. The grass looks bad. It's too long. It's not as nice as some of the universities I have been to.*
- *The shrubbery outside the Creative Arts Center could use a boost of life.*

While others seemed to be have very favorable comments:

- *New planters and plants in front of the Student Union building - very nice entrance!*
- *The landscaping around campus is beautiful.*
- *Beautiful campus.*
- *Grounds keeping and snow removal continue to be strong points.*

Given the divided comments on both maintenance and custodial staffs, it should come as no surprise that respondents are as divided on the work of the grounds crews.

Conclusion

For the most part, the Wright State University community seems satisfied with the work of the physical plant staff. Providing maintenance, custodial, and grounds services to the Wright State community and the visiting public is a difficult job because the work of the staff is out there in the open for all to see and all to react to.

Nevertheless, concerns and issues around the work of the maintenance, custodial, and grounds staff have been raised in this survey, which need to be addressed by the physical plant administration and staff. The survey responses along with the comments provide guidelines and goals from which the physical plant staff and administration can make corrections and improvements in the coming months ahead.

Appendix A: Number and Percentage of Respondents by Building

Building	# of Respondents	Percent of Total Respondents
Allyn Hall	107	9.0%
Biological Sciences 1 and 2	23	1.9%
Brehm Laboratory	15	1.3%
Campus Services Building	6	0.5%
Community Center	2	0.2%
Creative Arts Center	46	3.9%
Diggs Laboratory	12	1.0%
Duke Ellis Institute	2	0.2%
Dunbar Library	44	3.7%
Fawcett Hall	66	5.5%
Health Sciences Building	18	1.5%
Joshi Research Center	11	0.9%
Kettering Center	6	0.5%
Lake Campus	23	1.9%
Library Annex	24	2.0%
Math/Micro Building	36	3.0%
Medical Sciences Building	34	2.8%
Millett Hall	141	11.8%
Nutter Center	11	0.9%
Oelman Hall	176	14.7%
Rike Hall	123	10.3%
Russ Engineering Center	103	8.6%
Service Bldg/Scenery Shop	2	0.2%
Student Union	64	5.4%
University Hall	61	5.1%
University Park	14	1.2%
White Hall	14	1.2%
No Building Selected	10	0.8%
Total	1194	100.0%

**Appendix B:
Fall 2008 Physical Plant Survey
Raw Frequencies (n=1194)**

<u>Maintenance</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>Mean</u>
Q2: How well is the temperature controlled in your work area?	13%	35%	43%	10%	2.49
Q3: How efficiently and effectively are the work requests being handled in your area?	2%	16%	56%	26%	3.06
Q4: Rate the promptness of replacing light bulbs in your area.	2%	9%	50%	39%	3.26
Q5: Rate the quality of service performed by the locksmiths.	1%	8%	57%	35%	3.25
Q6: Rate the maintenance staff on being knowledgeable in their area of expertise.	1%	7%	52%	40%	3.30
Q7: Rate, overall, if your maintenance concerns are being handled in a prompt manner.	3%	10%	54%	33%	3.17
Q8: Rate the maintenance staff's communication and feedback on projects and work requests.	3%	13%	52%	32%	3.12
Q9: Rate the maintenance staff on being professional, courteous, and friendly.	1%	8%	41%	50%	3.41
Q10: Rate the overall maintenance staff performance in your area.	2%	11%	52%	36%	3.22
<u>Custodial</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>Mean</u>
Q11: How would you rate the cleanliness of your work area?	4%	18%	45%	32%	3.06
Q12: Rate the cleanliness of the restrooms in your work area.	8%	21%	44%	27%	2.90
Q13: Rate the stocking of paper goods, soaps, etc., in the restrooms.	4%	15%	47%	35%	3.13
Q14: Rate the cleanliness/appearance of the common areas in your building.	3%	15%	49%	34%	3.13

Q15: Rate the custodial staff on being knowledgeable in their area of expertise.	1%	9%	51%	39%	3.28
Q16: Rate, overall, if your custodial concerns are being handled in a prompt manner.	2%	11%	50%	37%	3.22
Q17: Rate the custodial staff's communication and feedback on projects and work requests.	2%	11%	52%	35%	3.19
Q18: Rate the custodial staff on being professional, courteous, and friendly.	1%	7%	42%	50%	3.41
Q19: Rate the overall custodial staff performance in your area.	2%	11%	49%	38%	3.22
<u>Grounds</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>Mean</u>
Q20: How would you rate the lawn care/appearance around your building?	2%	10%	50%	38%	3.23
Q21: Rate the upkeep of flower beds, shrubs and trees around your building.	3%	14%	46%	37%	3.16
Q22: Rate the snow and ice removal around your building.	3%	17%	52%	27%	3.03
Q23: Rate your satisfaction with the quality of WSU's athletic fields.	2%	9%	59%	30%	3.18
Q24: Rate the grounds staff on being knowledgeable in their area of expertise.	0%	6%	56%	38%	3.31
Q25: Rate, overall, if your concerns are being handled in a prompt manner.	1%	9%	56%	33%	3.22
Q26: Rate the grounds staff's communication and feedback on projects and work requests.	1%	9%	58%	31%	3.19
Q27: Rate the grounds staff on being professional, courteous, and friendly.	1%	8%	51%	41%	3.31
Q28: Rate the overall grounds staff performance around your building.	1%	8%	56%	36%	3.27
<u>Other</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>Mean</u>
Q29: Rate the Customer Service Center (X4444) on being professional, courteous, and friendly.	1%	8%	52%	39%	3.28

Q30: Rate the Sign Shop on being responsive to your needs.	2%	9%	55%	34%	3.21
Q31: Rate your level of satisfaction with elevator operation in your building.	5%	16%	47%	32%	3.07
<u>Leadership/Management</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>Mean</u>
Q32: Communication on issues, concerns, and work requests.	2%	10%	58%	30%	3.17
Q33: Attitude and cooperation when dealing with customers.	1%	7%	54%	37%	3.27
Q34: Professionalism.	1%	8%	49%	42%	3.33
Q35: Timeliness of service delivery.	2%	12%	55%	30%	3.14
Q36: Quality of services delivered.	2%	8%	56%	35%	3.24
Q37: Follow through on commitments.	0%	0%	0%	100%	4.00