Physical Plant Survey
Fall 2009
Wright State University

Introduction

As with the Physical Plant Fall 2008 survey, “Good” appears to be the best way to describe the work of the physical plant staff on the campus of Wright State University. The “Good” rating was given to 30 of the 36 items listed in the survey. The maintenance, custodial, and grounds staff received their highest ratings for being “professional, courteous, and friendly.”

Over 1,000 persons (1,259) completed the Fall 2009 Physical Plant survey, which was offered online from October 2-16, 2009. The survey was sent to students, staff, and faculty. All 34 buildings of Wright State University, including Lake Campus, University Park, the Duke Ellis Institute, and Research Park, participated in the survey. (See Appendix A: Percentage of Respondents by Building).

The survey asked respondents to rate and comment on the services provided 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, Duke Ellis Institute and Research Park. (The Kettering Center is currently unoccupied.)

Professional, Courteous, Friendly

The custodial, grounds, maintenance and Customer Service Center (x4444) all received their highest scores for being “professional, courteous, and friendly.” (See Appendix B: Top Ten Items by Mean Score). Respondents supported these ratings with comments, such as:

• Custodial staff are friendly & always greet me with a smile.

• Maintenance staff is extremely friendly and display concern over doing their job properly.
Seven out of ten respondents (71.2%) and 57.8% of the respondents rated the maintenance and custodial staffs, respectively as excellent/good when it comes to being “professional, courteous, and friendly.”

The grounds staff had 48% of respondents rating their “professional, courteous, and friendly” behavior as excellent/good, but an almost equal percentage, 47%, said don’t know. With the grounds staff, outdoors and using machinery, interaction with them is not always as immediate as the maintenance and custodial staff. Nevertheless, respondents’ attitudes towards the grounds crew can be summed here:

- I do think that our grounds, trees, bushes and flowers look good and seem well cared for.

Cleanliness of Restrooms and Work Areas

The most-commented upon item in the survey is the cleanliness of the restrooms and work areas. It is to be expected. With a record enrollment of 18,766 students in Fall 2009, keeping buildings and restrooms clean is no easy task, but it is probably one of the most noticeable activities physical plant undertakes (outside of snow/ice removal). Almost two-thirds (64.9%) of respondents rated the cleanliness of their work area as excellent/good compared to 21.4% who rated it as fair/poor. Over half, 57.9%, of respondents rated the cleanliness of the restrooms in their work area as excellent/good compared to 27.8% who reported fair/poor. (See Appendix C: Fall 2008 Physical Plant Survey Raw Frequencies).

Some of the comments from the survey reflect the concerns about cleanliness:

- Restrooms are rarely clean. Soap is often empty. Paper towel machines are often jammed or empty.
- Carpets need more frequent cleaning/vacuuming
• The library restrooms are cleaned daily very well but since it is a high traffic area by early afternoon they are usually very dirty again. Also the library area could use vacuumed more frequently especially the main stairwell.

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

• Everything is super clean!
• Good job restocking supplies in restrooms.

Cleanliness of restrooms and high traffic areas continues to challenge the custodial staff at Wright State University, particularly as the university continues to see larger and larger enrollments.

Room and Building Temperatures

Room and building temperature is another key issue among survey respondents. Nearly half (49.9%) of respondents rated building temperatures as fair/poor (combined scores). (See Appendix C: Fall 2009 Physical Plant Survey Raw Frequencies).

Heating and air conditioning is the second-most commented on service provided by physical plant:

• The only issue worth mentioning, because it is so very poor, is the building temperature. There is no consistency and extremes in both directions can occur on the same day in different rooms.
• It would be nice if there was a way to make classrooms all the same basic temperature. It seems like in some classes the temperature is freezing while in other classrooms, we are all sweating. I don't know how possible this request is to feel, but if it is possible, it would be great if we could do that.

And, while respondents criticized the room temperatures, they did acknowledge the maintenance staff’s response to correct these issues:

• HVAC systems problems seem to be handled faster than before
• I’m not sure how this can be done but the temperature continues to be difficult, however; when we ask for an assist to the problem is taken care of in quick manner, just never resolved which could be because of the computer regulated heat.

Ice and Snow Removal

Snow/ice removal, while not the most commented on item, received the lowest scores of 36 items listed in the survey. However, 41.9% of respondents rated the snow and ice removal around their building as excellent/good compared to 17% who rated it fair/poor. (Another 30.1% said “don’t know/not applicable as the survey was administered during October). (See Appendix C: Fall 2008 Physical Plant Survey Raw Frequencies).

Nevertheless, ice/snow removal received many comments, such as these:

• Ice and snow removal more than just a path into bldg.

• Salting the icy walks outside the building! It would be a good idea to get a jump on them BEFORE we start falling. Walkways outside Russ are really super hazardous.

Yet, other respondents said things like:

• Snow removal was very good this year. When the main roads and highways were snow covered and dangerous, the campus road ways and lots were in great shape.

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 these staffs is out there in the open for all to see and all to react to.

Concerns and issues around the work of the maintenance, custodial, and grounds staff have been raised in this survey, and are currently being 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.
<table>
<thead>
<tr>
<th>Building</th>
<th>Number of Respondents</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allyn Hall</td>
<td>84</td>
<td>6.7%</td>
</tr>
<tr>
<td>Biological Sciences I and II</td>
<td>29</td>
<td>2.3%</td>
</tr>
<tr>
<td>Brehm Laboratory</td>
<td>20</td>
<td>1.6%</td>
</tr>
<tr>
<td>Campus Services Building</td>
<td>5</td>
<td>0.4%</td>
</tr>
<tr>
<td>Community Center</td>
<td>2</td>
<td>0.2%</td>
</tr>
<tr>
<td>Cox Heart</td>
<td>14</td>
<td>1.1%</td>
</tr>
<tr>
<td>Creative Arts Center</td>
<td>44</td>
<td>3.5%</td>
</tr>
<tr>
<td>Diggs Laboratory</td>
<td>9</td>
<td>0.7%</td>
</tr>
<tr>
<td>Duke Ellis Institute</td>
<td>5</td>
<td>0.4%</td>
</tr>
<tr>
<td>Dunbar Library</td>
<td>39</td>
<td>3.1%</td>
</tr>
<tr>
<td>Fawcett Hall</td>
<td>84</td>
<td>6.7%</td>
</tr>
<tr>
<td>Fine Arts Building</td>
<td>2</td>
<td>0.2%</td>
</tr>
<tr>
<td>Health Sciences Building</td>
<td>17</td>
<td>1.4%</td>
</tr>
<tr>
<td>Joshi Research Center</td>
<td>4</td>
<td>0.3%</td>
</tr>
<tr>
<td>Lake Campus</td>
<td>27</td>
<td>2.1%</td>
</tr>
<tr>
<td>Library Annex</td>
<td>29</td>
<td>2.3%</td>
</tr>
<tr>
<td>Math/Micro Building</td>
<td>39</td>
<td>3.1%</td>
</tr>
<tr>
<td>Medical Sciences Building</td>
<td>57</td>
<td>4.5%</td>
</tr>
<tr>
<td>Millett Hall</td>
<td>139</td>
<td>11.0%</td>
</tr>
<tr>
<td>Mini-University</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Nutter Center</td>
<td>12</td>
<td>1.0%</td>
</tr>
<tr>
<td>Oelman Hall</td>
<td>144</td>
<td>11.4%</td>
</tr>
<tr>
<td>Ollie Davis</td>
<td>5</td>
<td>0.4%</td>
</tr>
<tr>
<td>Research Park</td>
<td>16</td>
<td>1.3%</td>
</tr>
<tr>
<td>Rike Hall</td>
<td>137</td>
<td>10.9%</td>
</tr>
<tr>
<td>Russ Engineering Center</td>
<td>103</td>
<td>8.2%</td>
</tr>
<tr>
<td>Service Building/Scenery Shop</td>
<td>2</td>
<td>0.2%</td>
</tr>
<tr>
<td>Setzer Pavilion</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Student Union</td>
<td>73</td>
<td>5.8%</td>
</tr>
<tr>
<td>TV Center</td>
<td>4</td>
<td>0.3%</td>
</tr>
<tr>
<td>University Hall</td>
<td>79</td>
<td>6.3%</td>
</tr>
<tr>
<td>University Park</td>
<td>13</td>
<td>1.0%</td>
</tr>
<tr>
<td>Vehicle/Water Treatment</td>
<td>2</td>
<td>0.2%</td>
</tr>
<tr>
<td>White Hall</td>
<td>18</td>
<td>1.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1259</strong></td>
<td><strong>100.0%</strong></td>
</tr>
<tr>
<td>Question</td>
<td>Mean</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>Rate the maintenance staff on being professional, courteous, and friendly.</td>
<td>3.39</td>
<td></td>
</tr>
<tr>
<td>Rate the Customer Service Center (x4444) on being professional, courteous, and friendly.</td>
<td>3.34</td>
<td></td>
</tr>
<tr>
<td>Rate the custodial staff on being professional, courteous, and friendly.</td>
<td>3.32</td>
<td></td>
</tr>
<tr>
<td>Rate the grounds staff on being professional, courteous, and friendly.</td>
<td>3.32</td>
<td></td>
</tr>
<tr>
<td>How would you rate the lawn care/appearance around your building?</td>
<td>3.27</td>
<td></td>
</tr>
<tr>
<td>Rate the grounds staff on being knowledgeable in their area of expertise.</td>
<td>3.26</td>
<td></td>
</tr>
<tr>
<td>Rate the maintenance staff on being knowledgeable in their area of expertise.</td>
<td>3.26</td>
<td></td>
</tr>
<tr>
<td>Rate the promptness of replacing light bulbs in your area.</td>
<td>3.25</td>
<td></td>
</tr>
<tr>
<td>Professionalism</td>
<td>3.25</td>
<td></td>
</tr>
<tr>
<td>Rate the quality of service performed by locksmiths.</td>
<td>3.24</td>
<td></td>
</tr>
</tbody>
</table>
Appendix B:
Fall 2009 Physical Plant Survey
Raw Frequencies and Means
(n=1,259)

<table>
<thead>
<tr>
<th>Maintenance</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2: How well is the temperature controlled in your work area?</td>
<td>6.2%</td>
<td>32.7%</td>
<td>29.5%</td>
<td>20.4%</td>
<td>11.2%</td>
<td>2.28</td>
</tr>
<tr>
<td>Q3: How efficiently and effectively are the work requests being handled in your area?</td>
<td>14.3%</td>
<td>28.6%</td>
<td>10.9%</td>
<td>3.5%</td>
<td>42.8%</td>
<td>2.94</td>
</tr>
<tr>
<td>Q4: Rate the promptness of replacing light bulbs in your area.</td>
<td>24.5%</td>
<td>29.1%</td>
<td>5.4%</td>
<td>1.8%</td>
<td>39.3%</td>
<td>3.25</td>
</tr>
<tr>
<td>Q5: Rate the quality of service performed by locksmiths.</td>
<td>14.9%</td>
<td>18.9%</td>
<td>3.4%</td>
<td>1.2%</td>
<td>61.6%</td>
<td>3.24</td>
</tr>
<tr>
<td>Q6: Rate the maintenance staff on being knowledgeable in their area of expertise.</td>
<td>23.1%</td>
<td>29.5%</td>
<td>5.2%</td>
<td>1.3%</td>
<td>40.9%</td>
<td>3.26</td>
</tr>
<tr>
<td>Q7: Rate, overall, if your maintenance concerns are being handled in a prompt manner.</td>
<td>18.7%</td>
<td>30.5%</td>
<td>9.3%</td>
<td>3.6%</td>
<td>37.9%</td>
<td>3.04</td>
</tr>
<tr>
<td>Q8: Rate the maintenance staff's communication and feedback on projects and work requests.</td>
<td>16.2%</td>
<td>25.7%</td>
<td>8.8%</td>
<td>3.3%</td>
<td>46.1%</td>
<td>3.01</td>
</tr>
<tr>
<td>Q9: Rate the maintenance staff on being professional, courteous, and friendly.</td>
<td>38.7%</td>
<td>32.5%</td>
<td>5.3%</td>
<td>1.5%</td>
<td>22.0%</td>
<td>3.39</td>
</tr>
<tr>
<td>Q10: Rate the overall maintenance staff performance in your area.</td>
<td>25.0%</td>
<td>39.5%</td>
<td>11.2%</td>
<td>2.7%</td>
<td>21.5%</td>
<td>3.11</td>
</tr>
</tbody>
</table>

**Custodial**

Q11: How would you rate the cleanliness of your work area?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>23.9%</td>
<td>41.0%</td>
<td>15.8%</td>
<td>5.6%</td>
<td>13.6%</td>
<td>2.96</td>
</tr>
</tbody>
</table>
Q12: Rate the cleanliness of the restrooms in your work area.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.5%</td>
<td>35.4%</td>
<td>18.1%</td>
<td>9.7%</td>
<td>14.3%</td>
<td></td>
<td>2.83</td>
</tr>
</tbody>
</table>

Q13: Rate the stocking of paper goods, soaps, etc., in the restrooms.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.5%</td>
<td>36.9%</td>
<td>15.2%</td>
<td>6.3%</td>
<td>15.0%</td>
<td></td>
<td>2.98</td>
</tr>
</tbody>
</table>

Q14: Rate the cleanliness/appearance of the common areas in your building.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>27.0%</td>
<td>41.9%</td>
<td>12.7%</td>
<td>3.8%</td>
<td>14.6%</td>
<td></td>
<td>3.08</td>
</tr>
</tbody>
</table>

Q15: Rate the custodial staff on being knowledgeable in their area of expertise.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.4%</td>
<td>28.1%</td>
<td>7.3%</td>
<td>1.9%</td>
<td>40.3%</td>
<td></td>
<td>3.19</td>
</tr>
</tbody>
</table>

Q16: Rate, overall, if your custodial concerns are being handled in a prompt manner.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>19.4%</td>
<td>28.7%</td>
<td>8.4%</td>
<td>3.6%</td>
<td>39.9%</td>
<td></td>
<td>3.06</td>
</tr>
</tbody>
</table>

Q17: Rate the custodial staff's communication and feedback on projects and work requests.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.8%</td>
<td>22.4%</td>
<td>6.3%</td>
<td>2.5%</td>
<td>53.0%</td>
<td></td>
<td>3.09</td>
</tr>
</tbody>
</table>

Q18: Rate the custodial staff on being professional, courteous, and friendly.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>34.2%</td>
<td>32.9%</td>
<td>6.3%</td>
<td>1.9%</td>
<td>24.6%</td>
<td></td>
<td>3.32</td>
</tr>
</tbody>
</table>

Q19: Rate the overall custodial staff performance in your area.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>24.7%</td>
<td>39.5%</td>
<td>12.3%</td>
<td>3.2%</td>
<td>20.3%</td>
<td></td>
<td>3.08</td>
</tr>
</tbody>
</table>

Q20: How would you rate the lawn care/appearance around your building?

<table>
<thead>
<tr>
<th>Grounds</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>33.6%</td>
<td>37.6%</td>
<td>8.5%</td>
<td>1.6%</td>
<td>18.8%</td>
<td>3.27</td>
</tr>
<tr>
<td>Good</td>
<td>30.6%</td>
<td>38.4%</td>
<td>8.3%</td>
<td>2.5%</td>
<td>20.2%</td>
<td>3.22</td>
</tr>
<tr>
<td>Fair</td>
<td>13.9%</td>
<td>28.0%</td>
<td>12.9%</td>
<td>4.1%</td>
<td>41.1%</td>
<td>2.88</td>
</tr>
<tr>
<td>Poor</td>
<td>10.3%</td>
<td>15.5%</td>
<td>3.5%</td>
<td>0.8%</td>
<td>30.1%</td>
<td>3.17</td>
</tr>
<tr>
<td>Don't Know/Not Applicable</td>
<td>16.9%</td>
<td>23.0%</td>
<td>3.6%</td>
<td>0.9%</td>
<td>55.7%</td>
<td>3.26</td>
</tr>
</tbody>
</table>

Q21: Rate the upkeep of flower beds, shrubs and trees around your building.

<table>
<thead>
<tr>
<th>Grounds</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>33.6%</td>
<td>37.6%</td>
<td>8.5%</td>
<td>1.6%</td>
<td>18.8%</td>
<td>3.27</td>
</tr>
<tr>
<td>Good</td>
<td>30.6%</td>
<td>38.4%</td>
<td>8.3%</td>
<td>2.5%</td>
<td>20.2%</td>
<td>3.22</td>
</tr>
<tr>
<td>Fair</td>
<td>13.9%</td>
<td>28.0%</td>
<td>12.9%</td>
<td>4.1%</td>
<td>41.1%</td>
<td>2.88</td>
</tr>
<tr>
<td>Poor</td>
<td>10.3%</td>
<td>15.5%</td>
<td>3.5%</td>
<td>0.8%</td>
<td>30.1%</td>
<td>3.17</td>
</tr>
<tr>
<td>Don't Know/Not Applicable</td>
<td>16.9%</td>
<td>23.0%</td>
<td>3.6%</td>
<td>0.9%</td>
<td>55.7%</td>
<td>3.26</td>
</tr>
</tbody>
</table>

Q22: Rate the snow and ice removal around your building.

<table>
<thead>
<tr>
<th>Grounds</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>10.3%</td>
<td>15.5%</td>
<td>3.5%</td>
<td>0.8%</td>
<td>30.1%</td>
<td>3.17</td>
</tr>
<tr>
<td>Good</td>
<td>16.9%</td>
<td>23.0%</td>
<td>3.6%</td>
<td>0.9%</td>
<td>55.7%</td>
<td>3.26</td>
</tr>
<tr>
<td>Fair</td>
<td>12.7%</td>
<td>19.3%</td>
<td>4.7%</td>
<td>1.3%</td>
<td>62.0%</td>
<td>3.14</td>
</tr>
<tr>
<td>Poor</td>
<td>9.7%</td>
<td>14.3%</td>
<td>2.8%</td>
<td>0.3%</td>
<td>71.4%</td>
<td>3.12</td>
</tr>
</tbody>
</table>
Q26: Rate the ground staff’s communication and feedback on projects and work requests.  
10.5%  15.7%  3.7%  0.7%  69.4%  3.17
Q27: Rate the grounds staff on being professional, courteous, and friendly.  
21.8%  26.2%  3.5%  0.9%  47.7%  3.32
Q28: Rate the overall grounds staff performance around your building.  
23.1%  35.8%  7.0%  1.1%  32.9%  3.21

**Other**

Q29: Rate the Customer Service Center (x4444) on being professional, courteous, and friendly.  
22.1%  19.1%  3.9%  1.3%  53.7%  3.34
Q30: Rate the Sign Shop on being responsive to your needs.  
12.2%  13.6%  3.9%  0.9%  69.4%  3.22
Q31: Rate your level of satisfaction with elevator operation in your building.  
21.0%  32.9%  12.0%  4.3%  29.8%  3.01

**Leadership/Management**

<table>
<thead>
<tr>
<th>Question</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Don't Know/Not Applicable</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q32: Communication on issues, concerns, and work requests.</td>
<td>13.3%</td>
<td>25.6%</td>
<td>6.3%</td>
<td>3.1%</td>
<td>51.8%</td>
<td>3.02</td>
</tr>
<tr>
<td>Q33: Attitude and cooperation when dealing with customers.</td>
<td>17.6%</td>
<td>27.6%</td>
<td>5.0%</td>
<td>2.0%</td>
<td>47.8%</td>
<td>3.17</td>
</tr>
<tr>
<td>Q34: Professionalism</td>
<td>23.0%</td>
<td>28.5%</td>
<td>5.1%</td>
<td>1.5%</td>
<td>42.0%</td>
<td>3.25</td>
</tr>
<tr>
<td>Q35: Timeliness of service delivery.</td>
<td>15.4%</td>
<td>24.7%</td>
<td>7.8%</td>
<td>2.4%</td>
<td>49.8%</td>
<td>3.06</td>
</tr>
<tr>
<td>Q36: Quality of services delivered.</td>
<td>16.9%</td>
<td>27.6%</td>
<td>6.2%</td>
<td>1.7%</td>
<td>47.6%</td>
<td>3.14</td>
</tr>
<tr>
<td>Q37: Follow through on commitments.</td>
<td>15.4%</td>
<td>24.3%</td>
<td>7.0%</td>
<td>2.5%</td>
<td>50.8%</td>
<td>3.07</td>
</tr>
</tbody>
</table>
Describe improvements you may have noticed or any employees that have done an excellent job over the last six months.

**Custodial** (112 responses)

1. 109 olman looks prettier, but one can see the drywall through the paint. A custodian told me they'll also be replacing the chairs there too. He was very nice.
2. Chastity Jones has done an excellent job with our office recycling efforts. Chastity has been a WONDERFUL addition to our mornings! After many issues with Elements IV, the VA Office was expanded 'recently'. Tom, John and Steve installed our new cubical walls, and did an OUTSTANDING job! Mark Ricketts also deserves a thank you for helping coordinate the install.
3. Chastity the custodian in the Student Union has consistently done an excellent job. Cindy custodial on third floor Oelman was prompt and efficient when asked for services.
4. Cleaning the floor and bathroom
5. Cleanliness
6. Constodials working at the woods community are doing a great job of keeping the halls clean. Also the custodials are doing a great job keeping the bathrooms clean.
7. Custodial has been very good. No complaints.
8. Custodial Service on the 3rd Floor Allyn Hall is excellent.
9. Custodial services has been good
10. Custodial staff are friendly & always greet me with a smile.
11. Custodial staff for the UCIE does a wonderful job!
12. Custodial staff have been quite friendly
13. Custodial staff is always very friendly. One worker offered to help me carry items from my classroom to my office.
14. Custodial worker is very pleasant.
15. Custodial workers are friendly.
16. Darrel has done a great job with trash removal in my area including large items and boxes. He is always cheerful and displays a good attitude.
17. Different cleaning lady. Does an excellent job in the office and cleans windows, etc previous cleaning lady did not do.
18. Donny Allen Brenda Bertenson Chastity ?? (janitorial) are ALL GREAT!!!
19. Dwayne in Custodial is very nice, cordial, and positive.
20. Elmer the custodian does an excellent job.
21. Elmer works very hard. He also cleans doorknobs and always tries to help. Elmer, who cleans our lab, is excellent and takes pride in his work. He is cheerful and we look forward to seeing him each day.
22. Employee vacuumed my office once.
23. Employees keep the bathrooms clean.
24. Employees who pick up garbage seem to be more engaging of late.
25. Ever since the first floor of Oelman has been remodeled, the building has been kept up a lot better than last year.
26. Every time I go to the restroom in Fawcett, there are no paper towels in either dispenser.
27. Everything is super clean!
28. Floors seem to be vacuumed more often
Friendly custodial staff -- All of the custodial staff that I have encountered in the Student Union are friendly and do an excellent job, especially in attempting to keep the bathrooms fresh and clean.

Friendly, good attention to detail (e.g., cleaning scuffs on hallway floors).

Good job restocking supplies in restrooms.

Greg ??? custodian in Hamilton Hall

Hallways in Fawcett are cleaner.

Hand sanitizers

Hand sanitizers near elevators

Have never found a restroom without supplies.

I am unable to name them all, but the entire custodial staff of the SU is very friendly and professional, I enjoy seeing them on a daily basis.

I appreciate air fresheners placed in some of the restrooms. Perhaps these devices could be installed in all the bathrooms. The ventilation is usually poor and air fresheners can help. I appreciate the automatic hand cleaning devices placed around campus. I know it is difficult keeping the devices filled - that must mean people are using them!

I appreciate that they are paying attention to the signs on the doors that we do not want locked. Housekeeping and maintenance are friendly and responsive.

I can't think of his name, but the man that does the trash on the 1st floor of the library annex is one of the best people we've ever had. Very friendly, prompt and a pleasure to have around. Also, Bonnie

I have noticed improvements on the cleanliness of the bathrooms

I have noticed that the trash cans are always filled or overflowing with trash. This causes bees and other insects to be around campus more often. I have also noticed that there are nats! In class or at work there have been some nats flying around. I think they are coming from the trash not being empty. I know we're trying to cut budget by not cutting out 3rd shift, but maybe we can cut out a day shift and take out trash every night to ensure nats and other insects do not take over the building.

I love that the bathroom is always clean

I love that the floors in common areas and hallways are always cleaned and waxed.

I noticed over the summer they were always cleaning the floors in Millet and that was nice

I used to work in Fawcett and commented on the last survey how a little extra cleaning in the stairways and some paint would really help. Cleaning improvements were made and the stairwells were painted and the area looks so much nicer.

I work in the Student Union, in the Event Services office. The evening physical plant team does an outstanding job of keeping the union in excellent operational cleanliness

In general the staff is doing a very good job. Have no major complaints. All the staff is friendly when I see them.

It's clean.

Janitorial has improved

Just this morning I noticed that our custodian was wiping the water fountain, door buttons, etc. She has not been here very long, but is doing a very good job.

Louis, a man who does floors, is an outstanding ambassador for WSU, a fine employer, a wonderful fellow.
Lula (custodian) does an excellent job
Lula does a good job with wastebaskets.
Most of the staff don't speak to students. Also, most times during bathroom cleanings the entrances are blocked with their carts so that no one can enter. When they do that I don't get to go to the bathroom because I don't have time to sit and wait. It's not impossible to clean a bathroom while students are there. In Rike in the basement the woman always blocks the door with her cart so that no one can enter which means that a lot of students can't go the bathroom because they don't have time to wait for her to clean the entire bathroom.

Mr. Kevin Liddell does an excellent job on keeping our office clean on 3rd floor of Allyn Hall
Oelman is starting to look a lot nicer in the hallways on the 1st floor and the bathrooms besides the cleanliness.

Oleman looks amazing and it has stayed clean! :)
Our custodial staff do an excellent job and are always very friendly. Our custodian, Brian, is excellent and makes sure he doesn't interrupt anything going on in the offices!
Our custodian, Rachel, does an excellent job of keeping everything perfect and responding to my specific needs or requests. Thank you
Our waste baskets are being emptied much better now without calling the Physical Plant for a reminder. Thanks.

Recognition for an excellent job: Kevin, the cleaning guy for the 4th floor in Allyn Hall, is a positive, friendly, hard-working individual that has been extremely helpful especially during the early weeks in fall qtr. when we were cleaning and creating lots of rubbish to discard. He always has a smile on his face, which is appreciated.
Thank you, Kevin!
Restroom trashcan next to door is helpful, as users can open the door with their papertowel & then pitch it in the can - less chance for germ exchange on damp handle. The one-spot recycling containers are much easier to use -- seems like more communication may be needed about what does/doesn't go into them.
Rike is always so well kept. It is really nice to be able to enjoy a clean environment!
Robin (don't know her last name) does an excellent job! She is always on top of things....

Service has been great throughout the first month of school
Some people are nicer when you see them around

Terry was a great housekeeper
The lady that cleans Diggs is very friendly and always says hi. She does an excellent job!!!!Very clean!!!
The bathrooms are always clean!
the bathrooms are cleaner than when i first came to campus.
The cleaning lady that works in the sciences building is very friendly (I don't know her name), but she does her best to stay out of anyone's way even moving her cart as needed.
The cleanliness and sanitation seems to be quite exceptional.
The custodial staff in Allyn (3rd floor) is outstanding!
The custodial staff is friendly and courteous. Very helpful
The custodial staff of the library are all great and the maintenance staff are very helpful when they come around as well. The custodial staff are very professional and polite and hard working.

The custodian for my classroom, BL 171, contacted me and started taking care of board supplies for the first time in two years. Her supervisor personally assisted her with a tricky project.

The custodian for the Wright1 Card Center is very nice and very good at her job. I don't even have to ask when vacuuming needs done, counters need wiped, etc., she just does it.

The daytime (a.m.) cleaning crew in Millett Hall is very courteous and neat. The fellow who cleans our offices is doing a great job, I'm sorry but I don't know his name. We were being missed and when we brought this to his attention he corrected this right away with a very nice attitude. We are on the second floor of Millett.

The floors of Millet Hall are cleaned almost every other day, which is nice.

The group that does the student union are always very polite, friendly and helpful.

The guys who get the trash from 325 Millett are very friendly! They make my day.

The hand sanitizers in the building have been a great addition.

The interior walls of Allyn Hall always look exceptional. Loren and Roger JR. do such a good job of keeping the walls looking fresh and clean. James Thompson, Kevin Liddell, Bryan McLean, & Mike Bailey always are so professional and friendly and keep Allyn Hall building clean-clean-clean. Russell Moore and Ron Applegate are the best Locksmith team that Wright State has ever had.

The janitorial staff does a great job.

The new custodial service seems to be doing a better job.

The night janitorial staff in the school of medicine do a really nice job and are very professional.

The night time custodial supervisor in the Nutter Center has done an outstanding job. He is very helpful and always goes above and beyond the job description. All the custodial staff in this building do a very good job.

The recycling people do an excellent job picking up our confidential shredding container on a regular basis.

The renovations throughout the campus look good - things are being kept clean nicely.

The restrooms are not always maintained or cleaned, faculty offices are NEVER cleaned, just the trash emptied. Carpeting is never cleaned in the offices except once a year. In general, the area is dirty.

The stair railings in Russ are much cleaner now than they used to be.

The trash is emptied in a very timely manner.

The two men who empty the trashcans on the third floor of Millett are wonderful - courteous, professional, friendly, efficient.

They handled a request for a replacement trash can promptly.

UH bathrooms have been cleaned much earlier in the morning and are nice and fresh when we get in to work.

Very pleased to see recycling program in place. Custodian very good with this.

Women's restroom on 1st floor Med. Sci. is dusty and unkempt the majority of the day. The floor, sinks and mirrors need a good scrubbing. The exhaust fan doesn't seem to function well.

Cleaning staff in White Hall is great and efficient!
In our office area, the trash is always picked up, even if the "normal" person is off for the day. We really appreciate that. The common floor areas (including stairways) have recently been cleaned and they look amazing! The cleaning crew we've had for the last few months have been very friendly and professional, and we think having them work during the day, rather than at night, has been a positive change.

Larry that works for Alpha Omega that cleans our building, the Campus Services Bldg, is wonderful! He is friendly and warm and he has paid more attention to our building than I have ever seen anyone else in the 8 years I have been here. He does things that I have never seen any other maintenance employee do and the place is spotless! I have tried to get him recognition through emailing his company directly to no avail that I am aware of. We all love Larry in our department and hope that he stays around for a very long time!

Sara—custodial staff—very difficult job yet she always has a smile for us. Very personable and interacts well. Steven—maintenance staff—just a super all around guy. Always ready to help.

The floors

The restrooms in Allyn are very nicely maintained and clean.

There was a custodian assigned to the Dunbar library named Kevin (sorry, don't know his last name) who was excellent, but was moved to another building a few months ago. I have not seen a better, more conscientious custodial worker before or since.

Grounds (20 responses)
1 B.J. Head of Grounds and Maintenance for all of Lake Campus
   Every time I look, there is someone trimming trees or working in the flower beds.
2 Keep it up!
3 finally picking up the pulled weeds out of the flower beds
4 good care in all lawn
   I do think that our grounds, trees, bushes and flowers look good and seem well cared for.
5 I'm glad that the stones were fixed in the quad. It was a little rough pulling books. Interiors good, but the exteriors are beautiful. Your lawn and landscape people do a great job.
6 Lawns are being mowed everytime I turn around.
   Mike O'meara and staff, Mike Coyle and staff, SU custodial staff especially Chasity Jones. Mark Ricketts and staff
7 Re-doing the side walks
   Replacing cobblestones in the Quad area by hand is quite a task. Leveling was done quite well. I am glad that the two dead oak trees were finally removed from the Quad.
8 Snow removal was very good this year. When the main roads and highways were snow covered and dangerous, the campus road ways and lots were in great shape. The restrooms are in general clean, but your folks can't be trying to clean them every 5 minutes, because people decide to make messes. The many common areas are the same way. The maintenance folks have been doing a good job in maintaining the physical property. Especially since a lot of the equipment is older and has had a lot of hard usage over the years. I commend them for doing a good job.
The brick paths are looking better, where they have replaced missing and broken bricks.
The grounds are usually always neat and trimmed, and the garbage is taken care of adequately.
The rain has maintained good foliage
The short hispanic or Philippino grounds keeper who edges the sidewalks, replaces pavers near the student union, mulches the trees and prunes them, salts and scrapes the side walks is very very good. Whenever I see him he is working very hard and knows exactly what needs to be done. He is very friendly. I have consulted with him concerning problems I have with my own lawn and shrubs.
They have been cleaning up dead grass by Bart and have kept the flowers looking nice.
trees were clipped
WSU Athletic Fields--I attend the Pasttime Tournament at the baseball stadium over July 4 holiday--Fields were fantastic and well-maintained.
lawn

**Maintenance** (33 responses)
1. Brian - heating/air
   Burned out light bulbs get mysteriously replaced before we even notice it. Good job!
2. Dave Osborne is the best HVAC staff member you have, and Alan Smith and Cliff Lukoski do a fantastic job at there duties as well.
3. did a good job of moving things for renovation
4. Excellent job during remodeling.
5. HVAC systems problems seem to be handled faster than before
   I asked for ceiling tiles to be replaced; they were promptly and cleanly. The staff did a great job helping with the moves out of Bio Sci and into M&M.
   I feel that everyone in the Maintenance Staff in the Russ building are doing a great job. I am usually there at night and whenever I see them they are always on task and friendly. Also, I think that the overall cleanliness of the building is maintained excellently.
6. I love the renovations done on the first floor of Oelman.
   I notice the effort put into painting the bridge that leads from campus to the Honors Residence Hall and apartments.
   Lighting and structures are more sound and stable. The areas are clean and tidy.
7. Room 109 in Oleman has lighting issues though
   Maintenance staff is extremely friendly and display concern over doing their job properly.
   Paint looks fresh in most locations. Everything works. It is easy to report problems.
8. painters and wall fixers--excellent and fast and neat
9. Painters are great!
10. Painting hallways - excellent
11. People were making the stairwells look better by painting them.
12. Steve and Paint Team do a great job
13. Steve Drake, Barry (plumber)
The concrete outside is very chipped when you walk out the doors. In Fawcett the chairs are broken and the section with the desk attached has been broken since the first week of class and nothing has been done to improve this. The one room in medical science the room is always hot when the air conditioning is one but the hall is freezing.

The dripping faucet in the Men's Room of the TVC was finally fixed. Although they just turned off that water line, but at least it's not dripping anymore.

The floor tiles broken in Russ were repaired promptly.

The gentleman that replaces our light bulbs in the Student Union is excellent.
The handling of the handicap door, making sure it has been operating this Quarter properly along with the elevator.
The improvements to the restroom and halls of Oelman are outstanding! The classrooms such as 109 Oelman are dingy, could use new seats, floors, lighting, etc.

The maintenance guys are present and always working hard when I see them throughout the arena.
The maintenance workers/painters/electricians/heat&air workers have all been approachable, and get the job done

The morning mail maintenance worker on the 3rds floor of Allyn Hall.
THE PERSON RESPONSIBLE FOR THE HEAT IN THE DANCE STUDIO HAS ALWAYS DONE A GREAT JOB, AND HE CHECKS HIS WORK THE NEXT DAY TO SEE IF THE ISSUE WAS PERMANENTLY FIXED.
The plumbers are always the best...you can count on them to fix any problem very quickly.
The two maintenance technicians that come to Ollie every Tuesday do a very good job.
The two men painting the bridge are very nice & do a great job!
Steve does a terrific job of maintenance in Bio II.

**Physical Plant** (103 responses)
(1)Willie Ballard and Jim Storm worked over a weekend several weeks ago so that we could move some of our staff into different offices. As always, they did excellent work and were a pleasure to work with. They are very nice men and very skilled, too. (2) Dexter and Dave do excellent work, and they are always respectful, helpful, and friendly, and patient! (3) Teresa Peck, who cleans our offices, does very good work and is always willing to do more. If carpets are cleaned by the night crews, she tries to be sure that there are mats on the tiles areas so that no one slips. (4)Russ and Ron in the Lock Shop are always good in working with us. They are very knowledgable. (5) Bonnie and Rebecca in the PP office are very nice and always helpful. (6) Are Roger and Allen under Physical Plant? They are great carpenters.

1 1st Floor of Oelman is fantastic, so much nicer and up to date.
2 A. Smith always goes out of his way to provide excellent service.
   Alan Smith saved WSU over $40,000 in fire alarm upgrades in Forest Lane by using equipment from the Yellow Springs demolition.
3 all employees are good
   All employees that I have seen work much harder and more diligent than I would for what I'm guessing they get paid.
4 All is very good, responsive from all who enter here
All the employees who work Bio 11 have always taken care of any requests quickly and in a kind and courteous manner.

Attitude of staff is admirable.

Betty Staugler had Jonah Jones help us with replacing an area of carpeting that was exposed when a shelf was moved. He patched the area better than employees of a carpet company, and handled this request the same day. I really appreciate Jonah's help and Betty's cooperation and promptness. They both deserve a commendation. EVERONE in maintenance and building & grounds at Lake Campus deserve a commendation. We are fortunate to have all of them!

Bonnie in the Physical Plant office. She was respectful and helpful with Lost & Found items.

Bonnie Owens - helpful and friendly in person and on phone; passes on requests promptly.

Both Dave and Art are doing an excellent job in taking care of needs for the Ollie Davis Medical Arts & Education Center?

Building in Oelman
call center is outstanding
Campus area looks beautiful!
Casey Ferguson helped to reposition keyboard tray and adjust shelves for a co-worker's office. He was very helpful, professional and responded in a timely manner.

Co-mingling of recyclable materials most appreciated; participation increased by ease of use. Sanitizing door handles and hand rails is a significant improvement! Employee moral high despite not only major schedule changes but also location changes.

Custodial continue to strive to do their best despite a 4 a.m. start time. Brick pavement repair work done beautifully; however, drain area still a problem. An inoperable elevator on occasion causes severe problems in Russ.

David Osborne is extremely knowledgeable...an asset for WSU's physical plant to have!

Dexter is always helpful.

Each time I call, the office staff is wonderful...very friendly, very courteous.

ELMER works hard in our area and very friendly.

Elmer, custodian, always is friendly, helpful, and so good at what he does. Also, R Mantia saved my life this week! He was moving a large piece of equipment out of a classroom, and stated "coming out, backing out" as a warning. So, I stopped...and the equipment shifted and would have landed right on ME had he not sent the warning. Please thank him for me! Also, what great staff...including Steve Drake. So quick and efficient on work orders...and always friendly!

Employees not the problem most of the time - though some a bit surly. Most are excellent. Management is out of contact with reality.

Employees with excellent performance, Steve at Bio Sci I, Janitors at Bio Sci I and 215, 064 and 063B MS, Reception at Physical Plant (X4444), several others providing help before and after the moving operation of our lab and offices.

Entire staff at Lake Campus has done an exceptional job in keeping things going while undergoing a major construction project.

Every time I report a problem on campus, Physical Plant handles it immediately. Without exception, my experience is that when asked, Physical Plant staff do great things.
Fixing up the moat is a great idea. We need to renew some things around Wright State so when future students due a tour they don't think we are run down. I think Oelman Hall looks fantastic.

Green, recycling efforts
Harvey, from Physical Plant (maintainance?) and David Crockett from Housekeeping are both couteous and helpful.
I always have good interactions with the sign shop, locksmiths and people taking the workorders. These are the only people I deal with regularly.
I appreciate the greater efforts made in recycling. The list of what is and is not recyclable in our office is helpful.
I do like the quick response we get when we fill we need a quick response.
i don't know his name but he was a custodian that helped my friends and I through the tunnels, we were completely lost.
I had a particular moment when I was running late to a class and I was walking from lot 19 to lot 20. An employee who was on a small vehicle about to go towards the library kindly gave me a ride and by doing so allowed me to arrive to my class on time.
I have been here only 6 months, and everything has been great.
I have only seen a few of your staff members working around the campus, and being an older student, the majority speak to me and are very pleasant. It makes me feel like I really am part of the WSU family. Even my first day, there was an employee that helped me navigate the tunnels to enable me to reach the various buildings with ease. Wish I had gotten his name, but again, your staff is very professional and helpful.
I noticed a Mr. Applegate that was exerting extreme effort in one of his projects. I stopped to talk to him about it and he was very kind.
I think Betty Harrison does a good job.
I want to commend the gentlemen that address our needs. All of them have been very diligent and supportive. I won't mention names because I am sure I will leave out a few. Overall, a HEARTY THANK YOU! ! !
I work in Russ and everytime we have a need, the staff is at our service promptly and completes the task effectively as well as provides us with a description of the problem and how to avoid it happening again.
Impressed with quick responses to service requests.
Improvements would be the women's restroom in the M&I building.
In general I think the Physical Plant department does a very good job.
It looks as though WSU is now, finally, making a concerted effort to recycle. I applaud this effort!
Jeff Trick, Sandra Napier, Carol Alexander
John did a wonderful job on the project at the ODS PA Station located in 072 SU
THANKS
Ken is very courteous & professional. Also very knowledgeable. He's been to my office several times with HVAC concerns & has taken care of them in a very prompt manner.
Kevin is VERY friendly and responsive to the things needed. He is a joy to have in the building.
keys, locks and door requests are handled great; small "construction"/hardware requests are handled great; Gina Mathis very responsive to concerns; Willie Richardson very responsive to concerns; love the new approach to recycling; custodial was great when we needed metal shelving removed and recycled.
Late night staff at Russ Engineering are very friendly.

Looks Nice

Love the new recycling!

makeover of Med.Sci. - amazing & excellent!

Mike & James in the sign shop have done an excellent job on several occasions for my department. We had many last minute signs that needed made - James not only took the time to send me a proof, but offered suggestions to improve the overall design before quickly making the sign. Excellent customer service!

Customer Service Center in 064 Allyn does an excellent job also. They are great with follow-up on requests, offer help when needed and Rebecca goes above and beyond the normal expectations to get the job done (ex: she delivered a Homecoming banner with a deadline herself to ensure it was approved and hung on time. She helped with the Great Race by offering suggestions for marking parts of the course and helped acquiring material needed).

Mike (Custodial Services) is great! Has a great attitude! Really appreciate that Rebecca and Connie are always so cordial on the phone...I know they really hear it sometimes, but they are always professional and friendly! Thanks for all you do ladies!

much more up to date classroom equipment. Very nice lounge area, and the trading room is awesome.

n/a but I appreciate their jobs and always find time to say thank you.

New to WSU, very impressed.

Oelman had been revamped and they are doing a great job of keeping it looking new.

Oelmann hall looks great

Oelman hall looks much better

Oelman looks great!

Oelman's 1st floor lobby looks beautiful!!! It is so nice to be able to walk through again instead of having to walk around the building.

Oleman looks great.

Our environmental services employee Larry is a gem

Our staff who work in this bldg. are both EXCELLENT, very polite, courteous, and promptly attend to anything we see that needs attention! Keep up the great job here in White Hall!!! We thank all of you for helping us do our jobs--teaching medical students in the best way possible, in all respects.

Problems in the men's room near 023 Dunbar Library are handled promptly and efficiently.

Quick response on receiving quotes for work requests. Once request is submitted the work is completed in a timely manner.

Rebecca and Bonnie in PPlant office do exceptional job of keeping up with all requests and are always courteous in email and phone communications.

Rebecca in the Physical Plant office is great and handles requests in an efficient and friendly manner. Thomas does a great job responding to requests at Ellis.

Recently renovated restrooms look nice. Seems like 90% of staff does a pretty good job.

Requests that were initially told to us would take weeks were done within days :)

Respond in a timely manner

Steven Drake is excellent in assisting our needs.

Teaching on the 3rd floor of Oelman is EXTREMELY frustrating, due to construction noise. Severe disruptions of my classes are frequent.
That they are more prompt to perform the task

The "Green Team" was professional and speedy. The entry to Oelman that faces Fawcett looks much better and definitely easier to get in and out of the doors when students are coming and going to class.

The improvements to Oelman Hall are overall GREAT! The Lake Campus Physical Plant has done a tremendous job during our year of construction/renovation which has affected most areas of the building. Betty Staugler has been wonderful in her handling of the construction issues. The man who cleans the Vehicle Services Building, Larry, is great. He consistently does a good job, and is always very helpful with those extra little jobs we need.

We are very happy that he works in our building. The person who answers the phone at 4444 is great, always responsive, gets ahold of the person needed for the given problem.

The recycle program improvements have been wonderful. The recycling bins have made recycling much easier now. The staff is excellent but the way they are scheduled have really brought the service down. The staff working in our area are very friendly. The always appear to be busy working on something.

The workers seem uniformly friendly, courteous, and attending to their jobs. :) There really is not anything that I could add that Physical Plant doesn't already do. They're great.

There the guy who has a damaged hand, is always friendly and asks how my day is going.

Very good attention to client needs. We had someone move to a different office and the painters and shampoo of the carpeting was done very quickly and they did a great job. Sign shop and telecom(realize not your area) took longer but not a problem.

We have an old building that is in need of renovations. When you go over to WSU Campus and see everything over there compared to what we have it is unbelievable that we work in these conditions. Bob Cimprich was an excellent maintenance man and really tried to keep this building together, since Bob retired we have two men who come in every week they have been excellent, but they aren't here on a daily basis and they are limited to what they can do. This building is in need of repair.

We have not had any needs that we made a request that was not met. We have utilized the services of maintenance crews, painters, and light bulb exchange and all have been top quality and courteous. Only issues is the downslide of the custodial services...Sorry!

Working with Emergency Mgmt to install and maintain hand sanitizer around campus.

BJ and Russ have been going above and beyond with the extra demands placed on them with the new construction.

Elevators were brightened. Rick (I don't know his last name) is always prompt, friendly and professional. he does a great job.

The Allyn Hall employees are so friendly and accommodating.

Thomas does a great job of following up on our concerns. He is very timely and keeps us informed and provides explanations.

Tim and Michelle