1. Are you?				
			Response Percent	Response Count
Faculty			19.7%	36
Staff			75.4%	138
Student			4.4%	8
Faculty/Student			0.0%	0
Staff/Student	0		0.5%	1
		answere	d question	183
		skippe	d question	0

2. In which building on the Westview campus do you work?						
		Response Percent	Response Count			
Gloster Building		35.0%	64			
Medical Education Building		13.1%	24			
Research Wing		14.2%	26			
Medical Research Center		15.8%	29			
National Center for Primary Care		30.1%	55			
Harris Building		10.9%	20			
Parking Deck Offices		4.9%	9			
Maintenance Building		4.4%	8			
Not on Westview Campus		8.2%	15			
	answere	ed question	183			
	skippe	ed question	0			

3. How do you rate the following maintenance services?						
	Poor	Fair	Good	Excellent	N/A	Response Count
Ease of requesting routine maintenance services?	4.4% (8)	20.8% (38)	45.9% (84)	22.4% (41)	6.6% (12)	183
Response time to routine maintenance services?	8.7% (16)	23.0% (42)	45.9% (84)	16.4% (30)	6.0% (11)	183
Ease of requesting emergency maintenance services?	6.0% (11)	19.7% (36)	37.2% (68)	18.6% (34)	18.6% (34)	183
Response time to emergency maintenance services?	5.5% (10)	21.9% (40)	34.4% (63)	19.1% (35)	19.1% (35)	183
Courteousness and helpfulness of staff?	2.2% (4)	6.0% (11)	42.1% (77)	47.5% (87)	2.2% (4)	183
Were the maintenance staff prepared when they came for service?	3.3% (6)	14.8% (27)	43.2% (79)	30.6% (56)	8.2% (15)	183
Do you find maintenance staff well trained?	1.6% (3)	19.7% (36)	42.6% (78)	29.5% (54)	6.6% (12)	183
Did the Maintenance department communicate the repair status?	10.4% (19)	19.7% (36)	37.2% (68)	23.0% (42)	9.8% (18)	183
Quality of the completed work?	1.6% (3)	18.0% (33)	43.7% (80)	30.1% (55)	6.6% (12)	183
				answe	red question	183
				skipp	ed question	0

4. Comments		
		Response Count
		45
	answered question	45
	skipped question	138

5. How Important are the following maintenance services?							
	Not important	Slightly important	Important	Very important	N/A	Rating Average	Response Count
Ease of requesting routine maintenance services?	0.0% (0)	1.6% (3)	36.6% (67)	59.0% (108)	2.7% (5)	3.59	183
Response time to routine maintenance services?	0.0% (0)	2.2% (4)	36.6% (67)	58.5% (107)	2.7% (5)	3.58	183
Ease of requesting emergency maintenance services?	0.0% (0)	1.6% (3)	22.4% (41)	71.6% (131)	4.4% (8)	3.73	183
Response time to emergency maintenance services?	0.0% (0)	1.1% (2)	16.9% (31)	77.6% (142)	4.4% (8)	3.80	183
Courteousness and helpfulness of staff?	0.0% (0)	3.3% (6)	33.9% (62)	61.2% (112)	1.6% (3)	3.59	183
Were the maintenance staff prepared when they came for service?	0.0% (0)	3.8% (7)	32.2% (59)	59.0% (108)	4.9% (9)	3.58	183
Do you find maintenance staff well trained?	0.0% (0)	1.6% (3)	30.6% (56)	61.7% (113)	6.0% (11)	3.64	183
Did the Maintenance department communicate the repair status?	0.5% (1)	5.5% (10)	31.1% (57)	55.7% (102)	7.1% (13)	3.53	183
Quality of the completed work?	0.0% (0)	1.1% (2)	21.3% (39)	74.3% (136)	3.3% (6)	3.76	183
					answered	question	183
					skipped	question	0

6. Comments		
		Response Count
		16
	answered question	16
	skipped question	167

## 7. How do you rate the following housekeeping services?

	Dirty, seldom cleaned	Less than adequately clean	Usually clean	Always clean	N/A	Rating Average	Response Count
The general cleanliness of the building where you work and/or study (ex. classrooms, conference rooms, E-labs).	2.3% (4)	17.4% (30)	53.5% (92)	25.0% (43)	1.7% (3)	3.03	172
The cleanliness of the space you personally use (ex. office, lab or other work station).	4.7% (8)	14.5% (25)	47.7% (82)	29.7% (51)	3.5% (6)	3.06	172
Cleanliness of Westview campus overall? (ex. lobbies, hallways, stairs)	1.2% (2)	13.4% (23)	57.6% (99)	27.3% (47)	0.6% (1)	3.12	172
The grounds of the Westview Campus?	0.6% (1)	3.5% (6)	48.8% (84)	45.3% (78)	1.7% (3)	3.41	172
					answered	question	172
					skipped	question	11

8. How do you rate the following?						
	Poor	Fair	Good	Excellent	N/A	Response Count
Ease of requesting special housekeeping services.	4.9% (5)	7.8% (8)	37.3% (38)	36.3% (37)	13.7% (14)	102
Timeliness of response to special services.	2.9% (3)	12.7% (13)	35.3% (36)	35.3% (36)	13.7% (14)	102
				answe	red question	102
				skipp	oed question	81

9. Comments		
		Response Count
		39
	answered question	39
	skipped question	144

## 10. How Important are the following maintenance services? Not Slightly Rating Response Very N/A Important important important important Count Average The general cleanliness of the building where you work and/or 19.8% 79.7% 0.6% 0.0% (0) 0.0% (0) 3.80 172 study (ex. classrooms, conference (34) (137) (1) rooms, E-labs). The cleanliness of the space you 23.3% 76.2% 0.6% personally use (ex. office, lab or 0.0% (0) 0.0% (0) 3.77 172 (40) (1) (131) other work station). Cleanliness of Westview campus 20.9% 77.9% 1.2% overall? (ex. lobbies, hallways, 0.0% (0) 0.0% (0) 3.79 172 (36) (134) (2) stairs) Ease of requesting special 28.5% 4.7% 65.7% 0.0% (0) 1.2% (2) 3.68 172 housekeeping services. (49) (113) (8) Timeliness of response to special 26.2% 69.2% 3.5% 0.0% (0) 1.2% (2) 3.70 172 services. (45) (6) (119) The grounds of the Westview 26.2% 73.3% 0.6% 0.0% (0) 0.0% (0) 172 3.74 Campus? (45) (1) (126) answered question 172 skipped question 11

11. Comments		
		Response Count
		17
	answered question	17
	skipped question	166