2021

Facilities Management Survey

EXECUTIVE SUMMARY

OFFICE OF INSTITUTIONAL EFFECTIVENESS

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Executive Summary

The Facilities Management survey was administered electronically by the Office of Institutional Effectiveness from March 17, 2021 to April 9, 2021. The purpose of the survey was to gauge satisfaction with places, amenities, or pieces of equipment provided or maintained by the Facilities Department. The survey included a variety of questions related to perceptions of facilities services and instructional or office facilities. This report provides an overview of quantitative and qualitative survey findings. The survey was distributed to 3,113 university employees. A total of 953 employees responded. This is a **31%** response rate: administrators (19.2%), faculty (32.5%), and staff (48.3%).

Facilities Management Services:

- **Custodial Services** maintains the cleanliness of all campus interiors.
- **Grounds and Landscaping** maintains campus grounds and roads.
- **Transportation Services** provides transportation around campus.

Facilities Services Scores:

A metric was used to gauge overall satisfaction with facilities services on a scale of 0 (Not at all Satisfied) to 10 (Extremely Satisfied). Respondents were divided into three categories based on the scale point they selected: Extremely satisfied (scale points 9 and 10); Generally satisfied (scale points 7 and 8); Likely dissatisfied (scale points 0 through 6). The following percentages represent the respondents who were extremely or generally satisfied with each of the facilities services presented in the survey:

- Overall quality of Custodial Services: **91%**
- Overall quality of Grounds and Landscaping: **92%**
- Overall quality of Transportation Services: **89%**

Key Highlights for Facilities Services

(percentages based on number of responses per question)**:**

- Ninety-five percent of respondents agree that campus interiors, including restrooms, are kept clean.
- Ninety-four percent of respondents agree that campus interiors, including restrooms, are adequately sanitized and disinfected.
- Ninety-three percent of respondents agree that campus grounds are well maintained (lawn, trees, plant beds, etc.)
- Ninety-four percent of respondents agree that roadways on campus are well maintained.
- One-hundred percent of respondents who used Jag Tran agree that the schedule meets their needs.
- Ninety-one percent of respondents who used Jag Tran agree that vehicles are well maintained.

Instructional and Office facilities:

Respondents had an opportunity to provide their perceptions of the following instructional/academic/office facilities:

Please note » respondents were able to respond in multiple categories.
(n= number of respondents who reported that they routinely used the listed facilities.)

- Classrooms (n=327)
- Research Labs (n=111)
- Student Labs (n=102)
- Office Space (n=729)

Key highlights of Instructional and Office facilities

(percentages based on number of responses per question)**:**

- Ninety-five percent of respondents are satisfied overall with university facilities.
- Ninety percent of respondents feel that university facilities are safe and secure.
- Seventy-five percent of respondents who report using classrooms rate the overall condition as either good or excellent.
- Sixty-nine percent of respondents who report using research labs rate the overall condition as either good or excellent.
- Seventy-five percent of respondents who report using student labs rate the overall condition as either good or excellent.
- Eighty-four percent of respondents who report using office space rate the overall condition as either good or excellent.

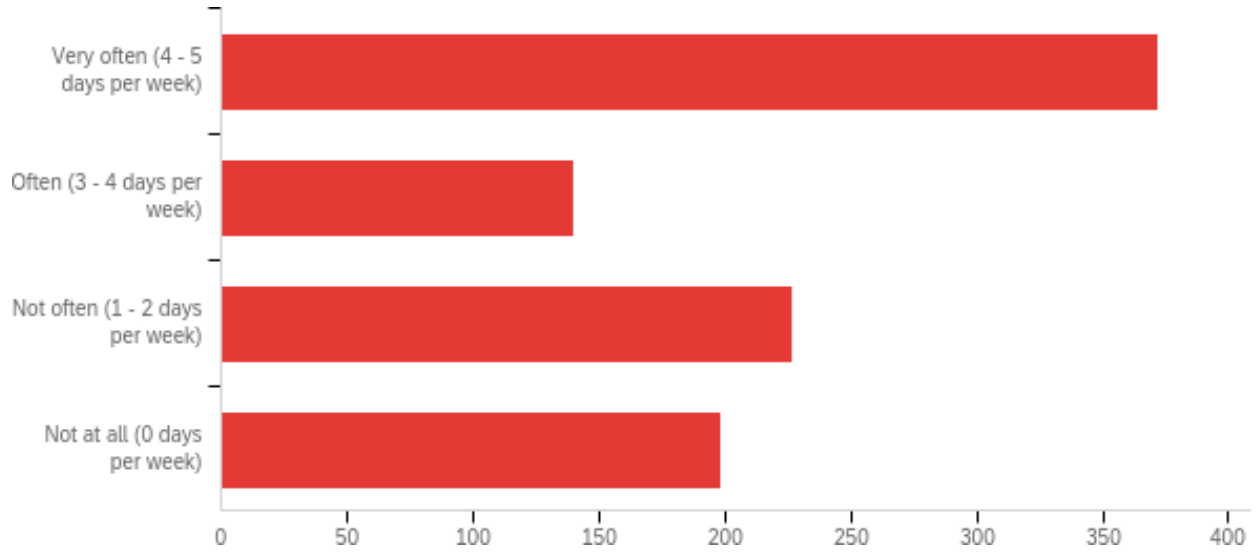
Improvement Opportunities (based on respondent comments):

While on the whole respondents agree that campus interiors, grounds, and transportation services were well maintained, qualitative comments indicated specific issues that were referred to Facilities Management. Such comments revealed respondents' concerns with the following:

- Lack of consistent deep and thorough cleanings of campus interiors.
- Declines in maintenance and upkeep of grounds in the last few months through the last year.
- Issues with HVAC such as lack of temperature control and issues with ventilation in classrooms, labs, and offices.
- Issues with technology such as WiFi, Whiteboards, projectors, and Zoom.
- Outdated building exteriors and interiors.
- Inadequate signage around campus including street signs, directional signs, and building signage.
- Poor lighting around campus
- Campus parking lots and roads in disrepair.

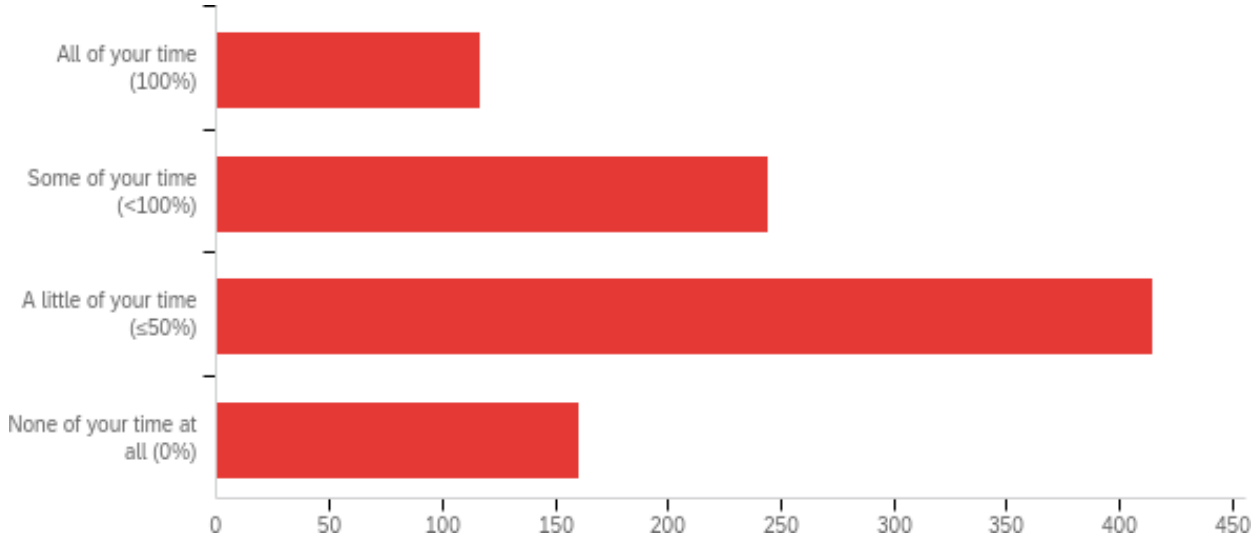
Facilities Utilization

In the past year, how often have you utilized University facilities?



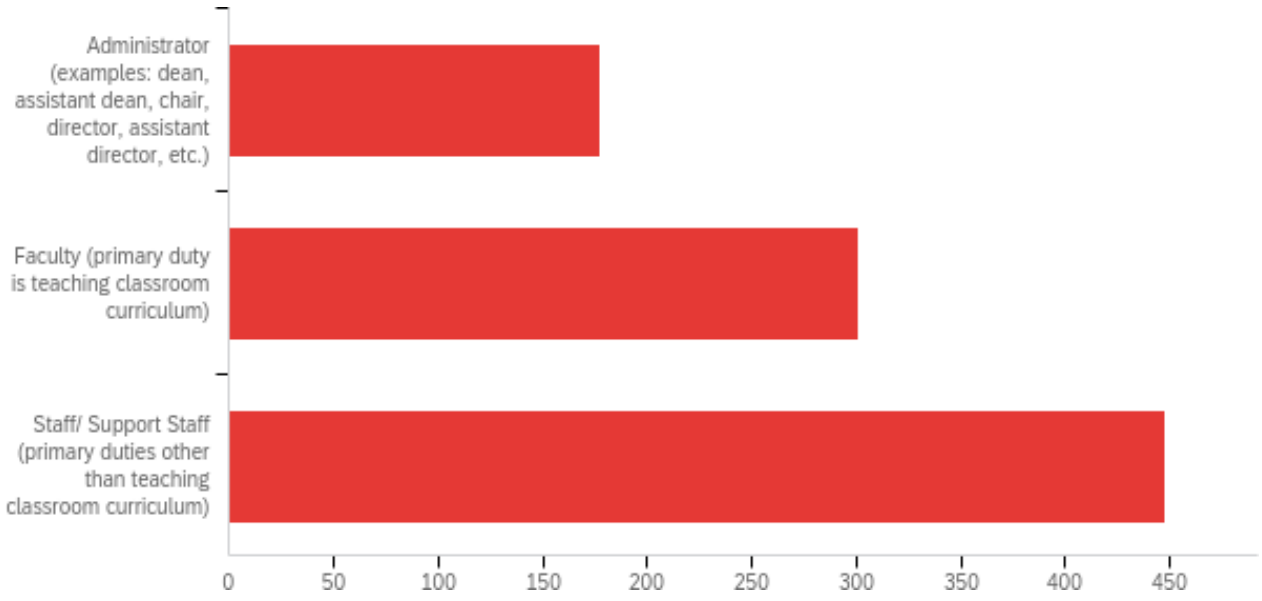
#	Answer	%	Count
4	Very often (4 - 5 days per week)	39.70%	372
5	Often (3 - 4 days per week)	14.94%	140
6	Not often (1 - 2 days per week)	24.23%	227
7	Not at all (0 days per week)	21.13%	198
	Total	100%	937

In the past year, how much of your time has been spent working remotely/off campus?



#	Answer	%	Count
8	All of your time (100%)	12.47%	117
9	Some of your time (<100%)	26.12%	245
10	A little of your time (≤50%)	44.24%	415
11	None of your time at all (0%)	17.16%	161
	Total	100%	938

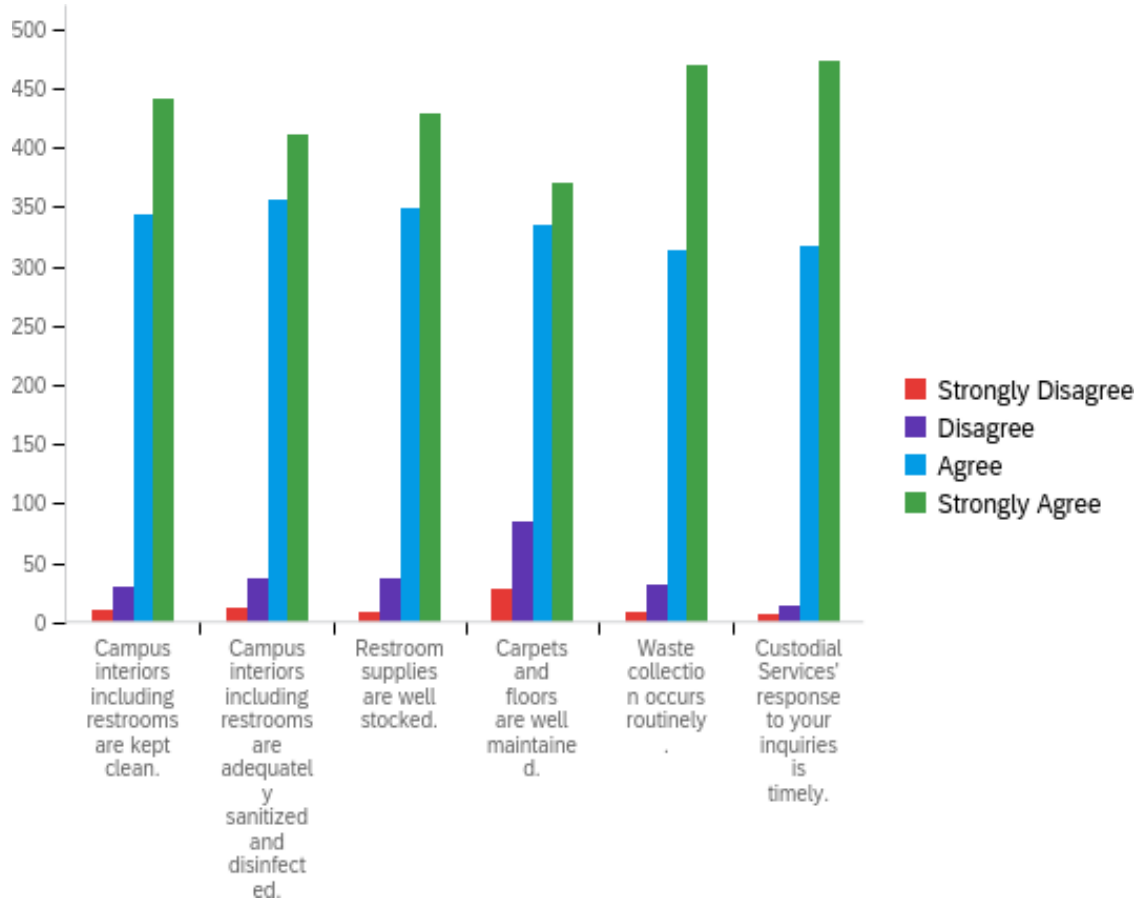
How would you best describe your primary position with the university?



#	Answer	%	Count
1	Administrator (examples: dean, assistant dean, chair, director, assistant director, etc.)	19.20%	178
2	Faculty (primary duty is teaching classroom curriculum)	32.47%	301
3	Staff/ Support Staff (primary duties other than teaching classroom curriculum)	48.33%	448
	Total	100%	927

Custodial Services

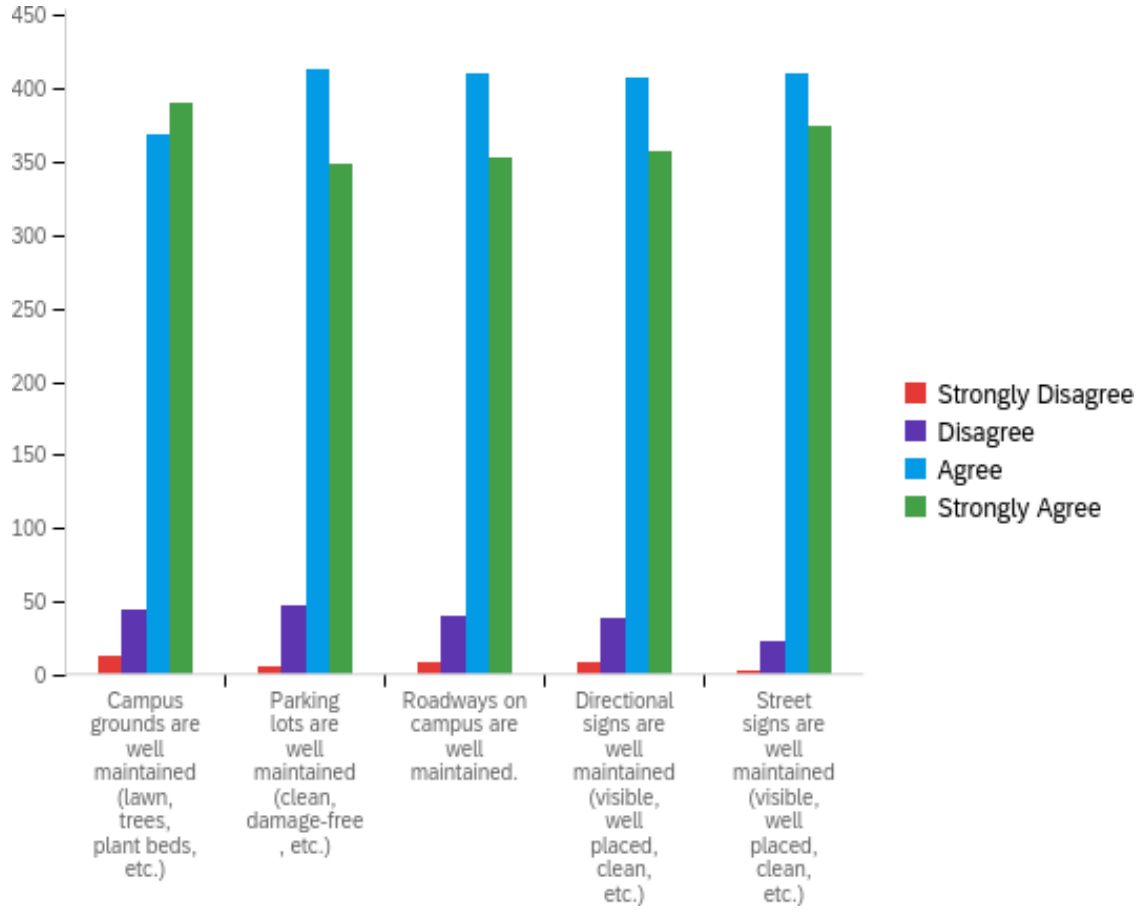
Please read each statement then select the appropriate response based on your personal perception... - Please select your response.



#	Question	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
1	Campus interiors including restrooms are kept clean.	1.33%	11	3.51%	29	41.65%	344	53.51%	442	826
2	Campus interiors including restrooms are adequately sanitized and disinfected.	1.47%	12	4.53%	37	43.70%	357	50.31%	411	817
3	Restroom supplies are well stocked.	1.09%	9	4.49%	37	42.35%	349	52.06%	429	824
4	Carpets and floors are well maintained.	3.43%	28	10.28%	84	41.00%	335	45.29%	370	817
5	Waste collection occurs routinely.	0.97%	8	3.89%	32	38.08%	313	57.06%	469	822
6	Custodial Services' response to your inquiries is timely.	0.74%	6	1.61%	13	39.18%	317	58.47%	473	809

Grounds and Landscaping

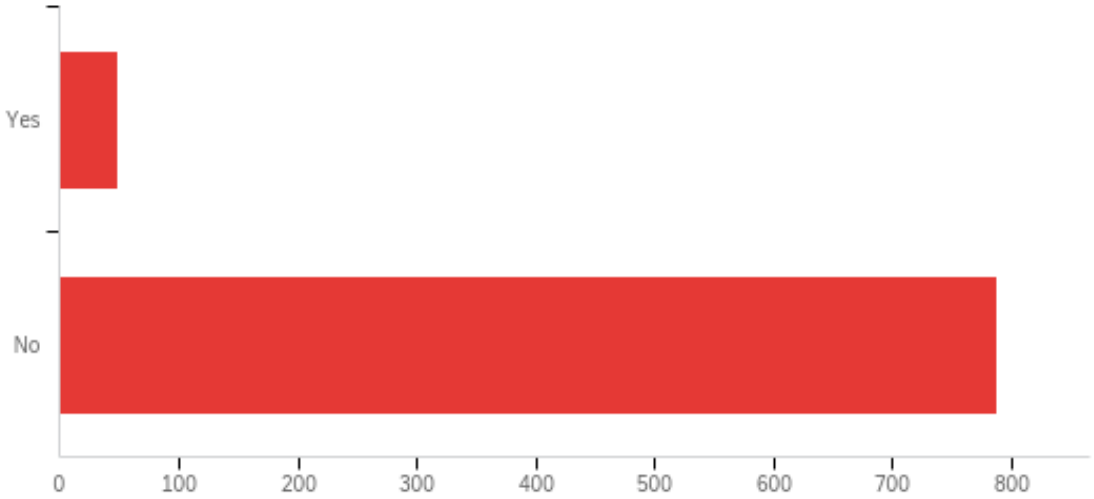
Please read each statement then select the appropriate response based onyour personal perception... - Please select your response.



#	Question	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
1	Campus grounds are well maintained (lawn, trees, plant beds, etc.)	1.59%	13	5.39%	44	45.22%	369	47.79%	390	816
2	Parking lots are well maintained (clean, damage-free, etc.)	0.74%	6	5.77%	47	50.67%	413	42.82%	349	815
3	Roadways on campus are well maintained.	1.11%	9	4.92%	40	50.55%	411	43.42%	353	813
4	Directional signs are well maintained (visible, well placed, clean, etc.)	0.99%	8	4.80%	39	50.12%	407	44.09%	358	812
5	Street signs are well maintained (visible, well placed, clean, etc.)	0.37%	3	2.72%	22	50.62%	410	46.30%	375	810

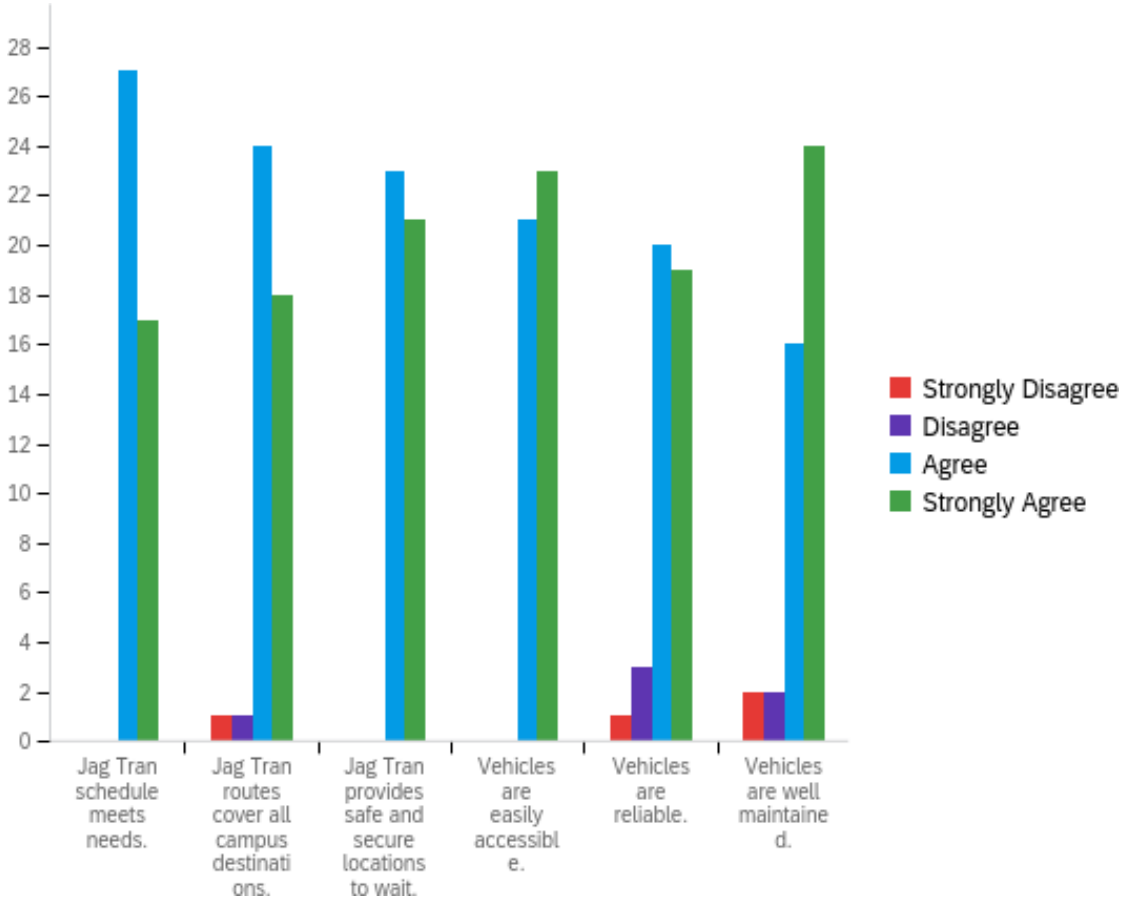
Transportation Services

Have you utilized University <u>Transportation Services</u> within the past 12 months?



#	Answer	%	Count
1	Yes	5.85%	49
3	No	94.15%	788
	Total	100%	837

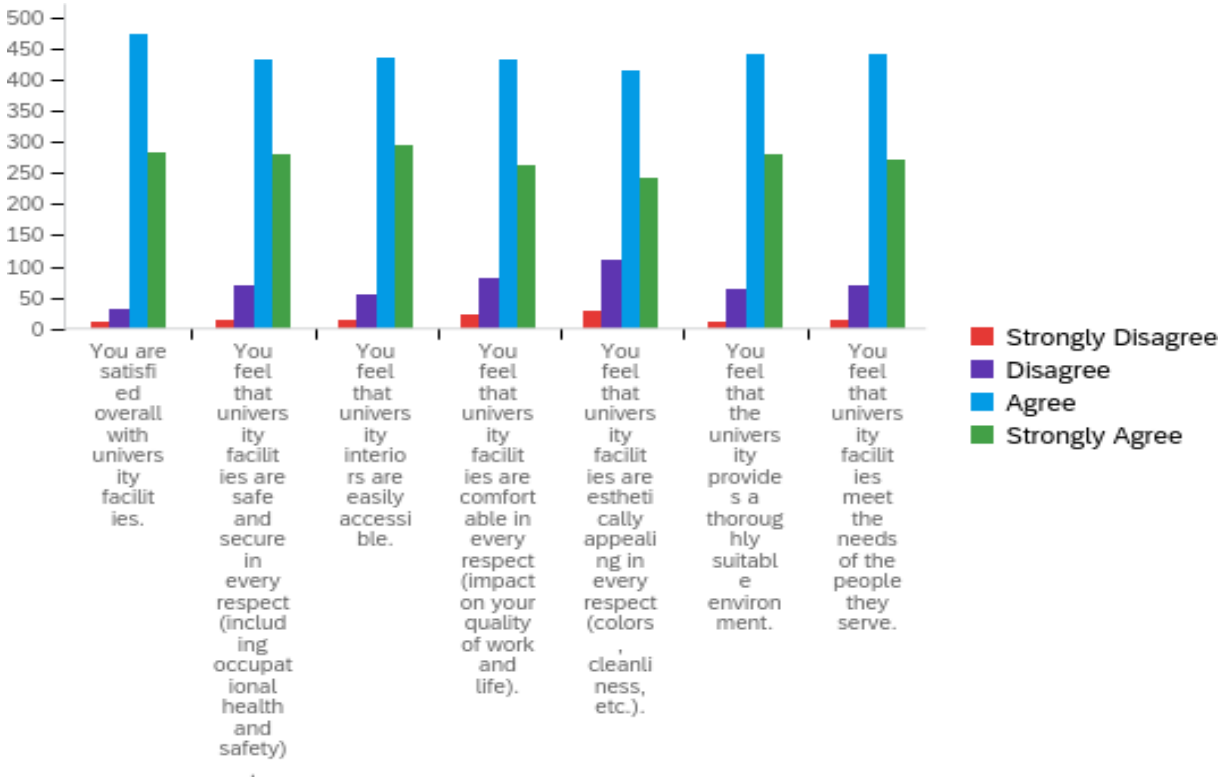
Please read each statement then select the appropriate response based on your personal perception... - Please select your response.



#	Question	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
1	Jag Tran schedule meets needs.	0.00%	0	0.00%	0	61.36%	27	38.64%	17	44
2	Jag Tran routes cover all campus destinations.	2.27%	1	2.27%	1	54.55%	24	40.91%	18	44
3	Jag Tran provides safe and secure locations to wait.	0.00%	0	0.00%	0	52.27%	23	47.73%	21	44
4	Vehicles are easily accessible.	0.00%	0	0.00%	0	47.73%	21	52.27%	23	44
5	Vehicles are reliable.	2.33%	1	6.98%	3	46.51%	20	44.19%	19	43
6	Vehicles are well maintained.	4.55%	2	4.55%	2	36.36%	16	54.55%	24	44

University Facilities

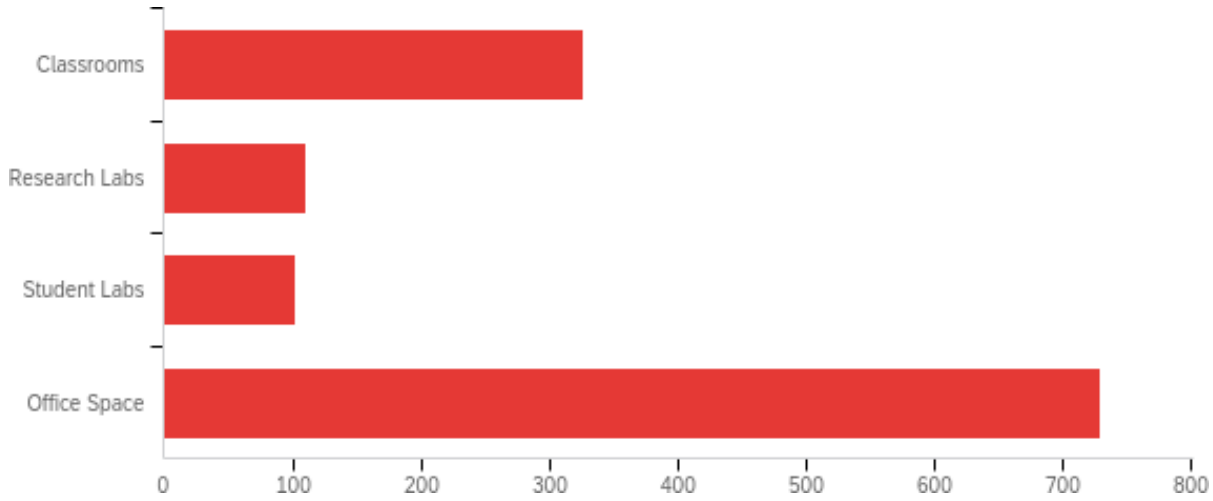
Please read each statement then select the appropriate response based on your personal perception... - Please select your response.



#	Question	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
1	You are satisfied overall with university facilities.	1.25%	10	4.13%	33	59.32%	474	35.29%	282	799
2	You feel that university facilities are safe and secure in every respect (including occupational health and safety).	1.63%	13	8.67%	69	54.40%	433	35.30%	281	796
3	You feel that university interiors are easily accessible.	1.63%	13	6.88%	55	54.44%	435	37.05%	296	799
4	You feel that university facilities are comfortable in every respect (impact on your quality of work and life).	2.76%	22	10.15%	81	54.26%	433	32.83%	262	798
5	You feel that university facilities are esthetically appealing in every respect (colors, cleanliness, etc.).	3.51%	28	14.05%	112	52.07%	415	30.36%	242	797
6	You feel that the university provides a thoroughly suitable environment.	1.25%	10	8.16%	65	55.46%	442	35.13%	280	797
7	You feel that university facilities meet the needs of the people they serve.	1.76%	14	8.67%	69	55.40%	441	34.17%	272	796

Instructional/Academic/Office Facilities

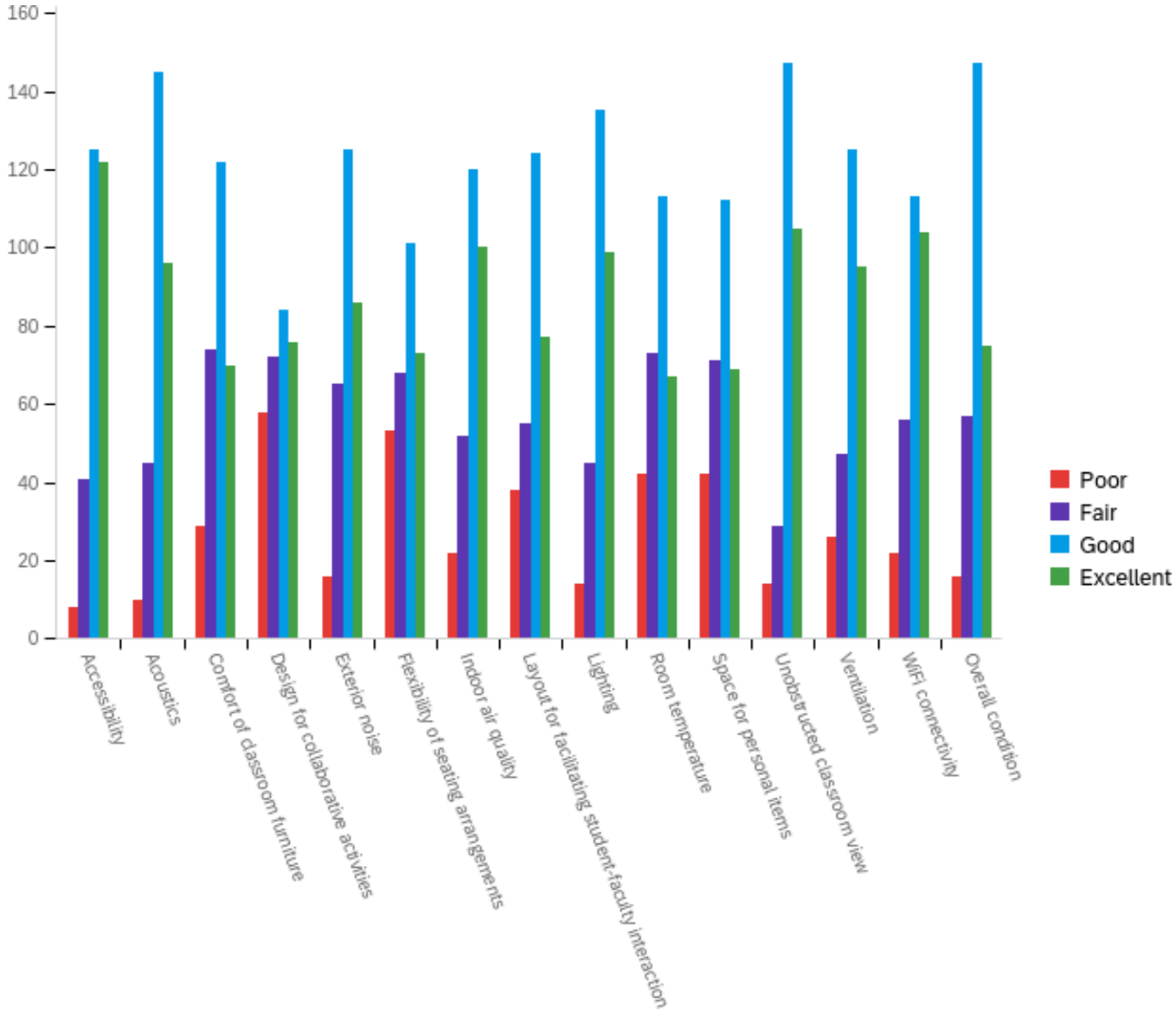
Which of the following do you routinely utilize? (check all that apply):



#	Answer	%	Count
1	Classrooms	25.77%	327
2	Research Labs	8.75%	111
3	Student Labs	8.04%	102
4	Office Space	57.45%	729
	Total	100%	1269

Classrooms

Please evaluate the <u>classrooms</u> in the building in which you utilize. – Please select your response.

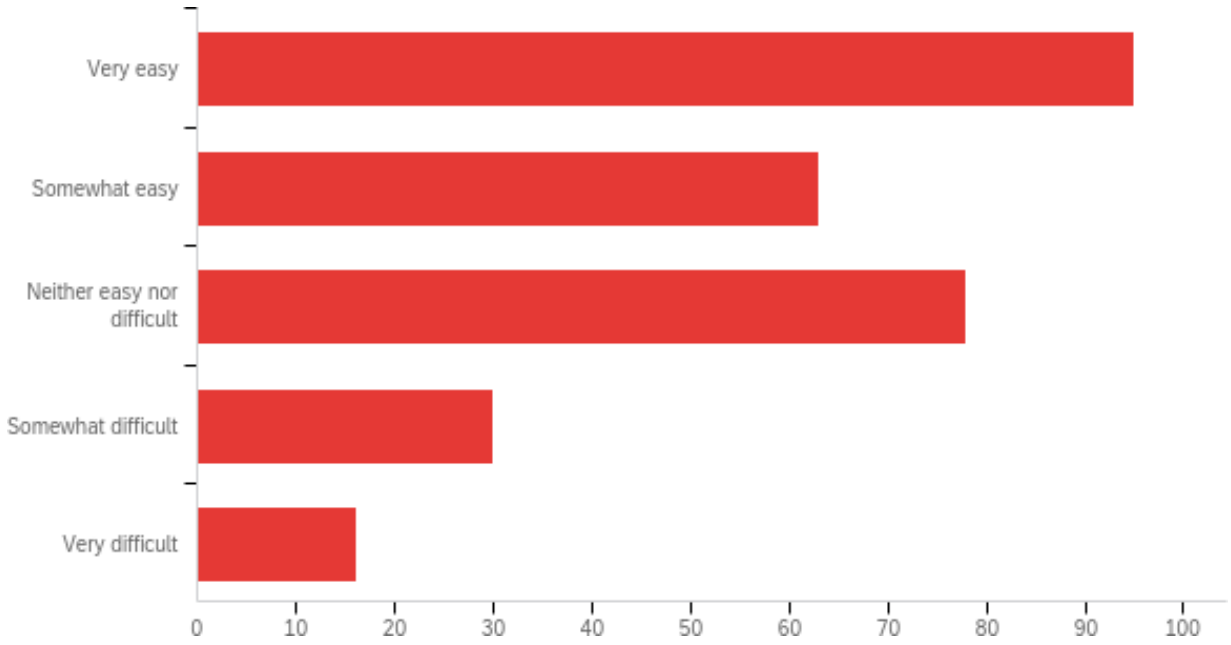


Please evaluate the <u>classrooms</u> in the building in which you utilize. – Please select your response.

#	Question	Poor		Fair		Good		Excellent		Total
1	Accessibility	2.70%	8	13.85%	41	42.23%	125	41.22%	122	296
2	Acoustics	3.38%	10	15.20%	45	48.99%	145	32.43%	96	296
3	Comfort of classroom furniture	9.83%	29	25.08%	74	41.36%	122	23.73%	70	295
4	Design for collaborative activities	20.00%	58	24.83%	72	28.97%	84	26.21%	76	290
5	Exterior noise	5.48%	16	22.26%	65	42.81%	125	29.45%	86	292
6	Flexibility of seating arrangements	17.97%	53	23.05%	68	34.24%	101	24.75%	73	295
7	Indoor air quality	7.48%	22	17.69%	52	40.82%	120	34.01%	100	294
8	Layout for facilitating student-faculty interaction	12.93%	38	18.71%	55	42.18%	124	26.19%	77	294
9	Lighting	4.78%	14	15.36%	45	46.08%	135	33.79%	99	293
10	Room temperature	14.24%	42	24.75%	73	38.31%	113	22.71%	67	295
11	Space for personal items	14.29%	42	24.15%	71	38.10%	112	23.47%	69	294
12	Unobstructed classroom view	4.75%	14	9.83%	29	49.83%	147	35.59%	105	295
13	Ventilation	8.87%	26	16.04%	47	42.66%	125	32.42%	95	293
14	WiFi connectivity	7.46%	22	18.98%	56	38.31%	113	35.25%	104	295
15	Overall condition	5.42%	16	19.32%	57	49.83%	147	25.42%	75	295

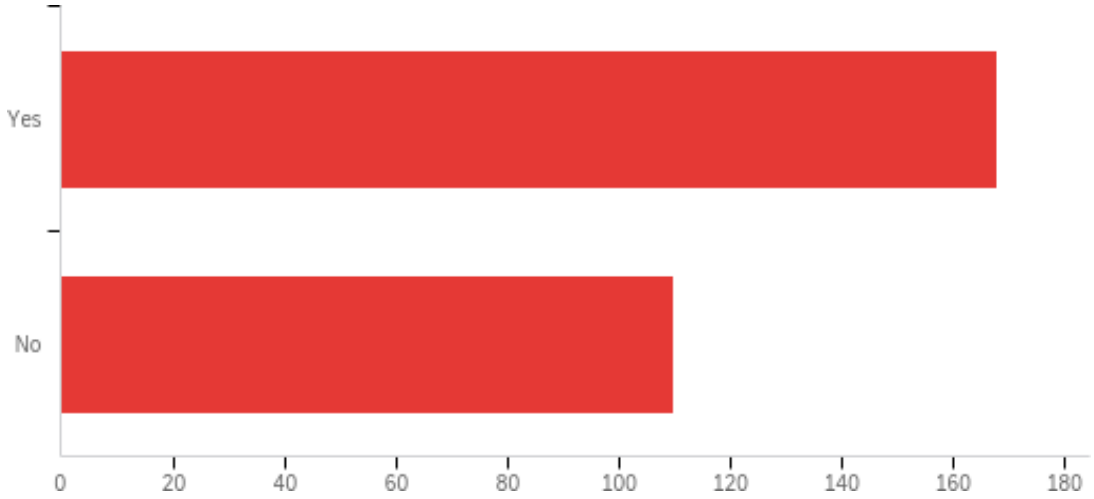
Lecture Capture

How easy is it for you to schedule your class in a room fitted for lecture capture?



#	Answer	%	Count
9	Very easy	33.69%	95
10	Somewhat easy	22.34%	63
11	Neither easy nor difficult	27.66%	78
12	Somewhat difficult	10.64%	30
13	Very difficult	5.67%	16
	Total	100%	282

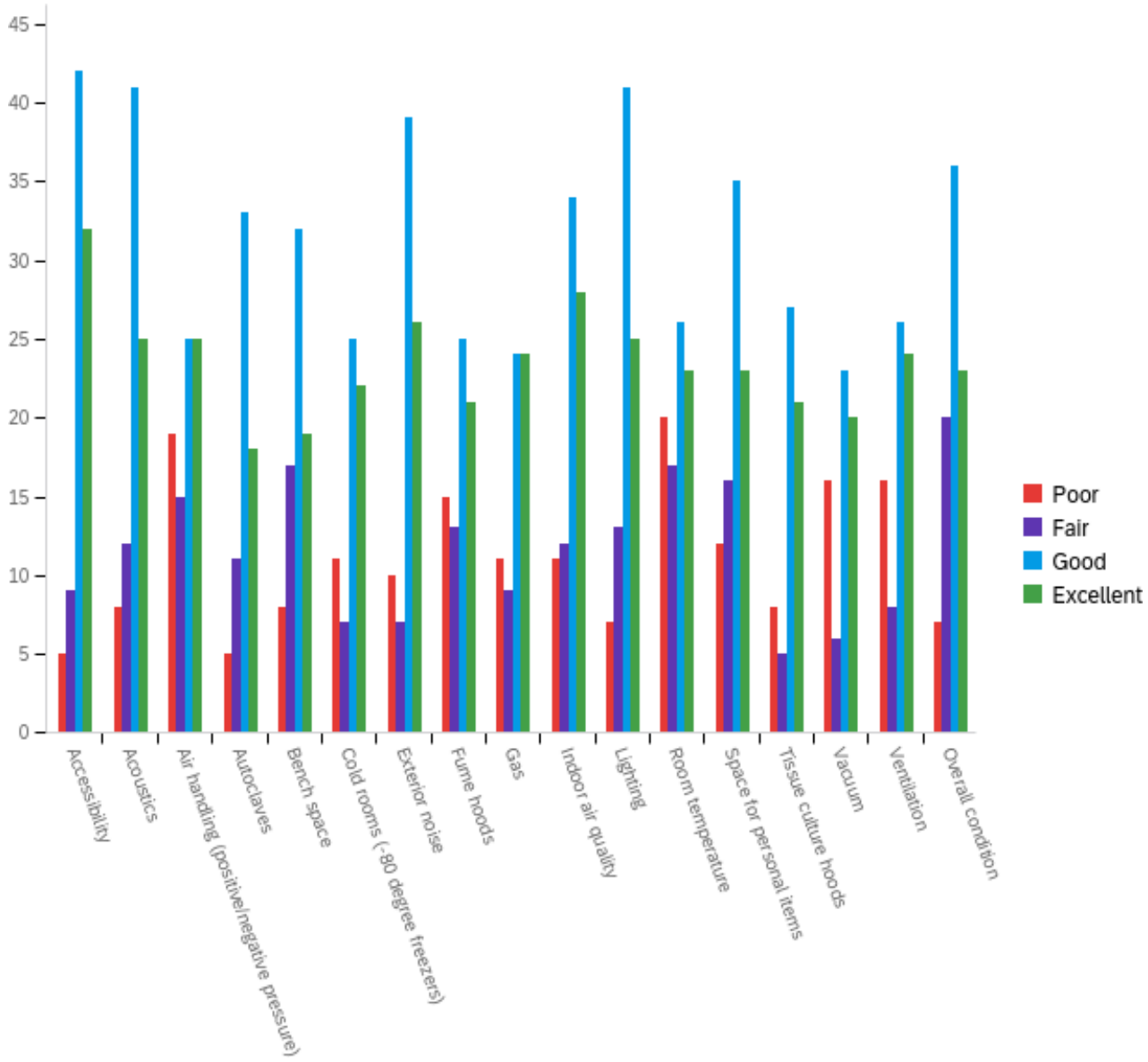
Do you anticipate continuing to use lecture capture in fall 2021 / spring 2022 and beyond?



#	Answer	%	Count
21	Yes	60.43%	168
22	No	39.57%	110
	Total	100%	278

Research Labs

Please evaluate the <u>research labs</u> in the building in which you primarily utilize. -Please select your response.

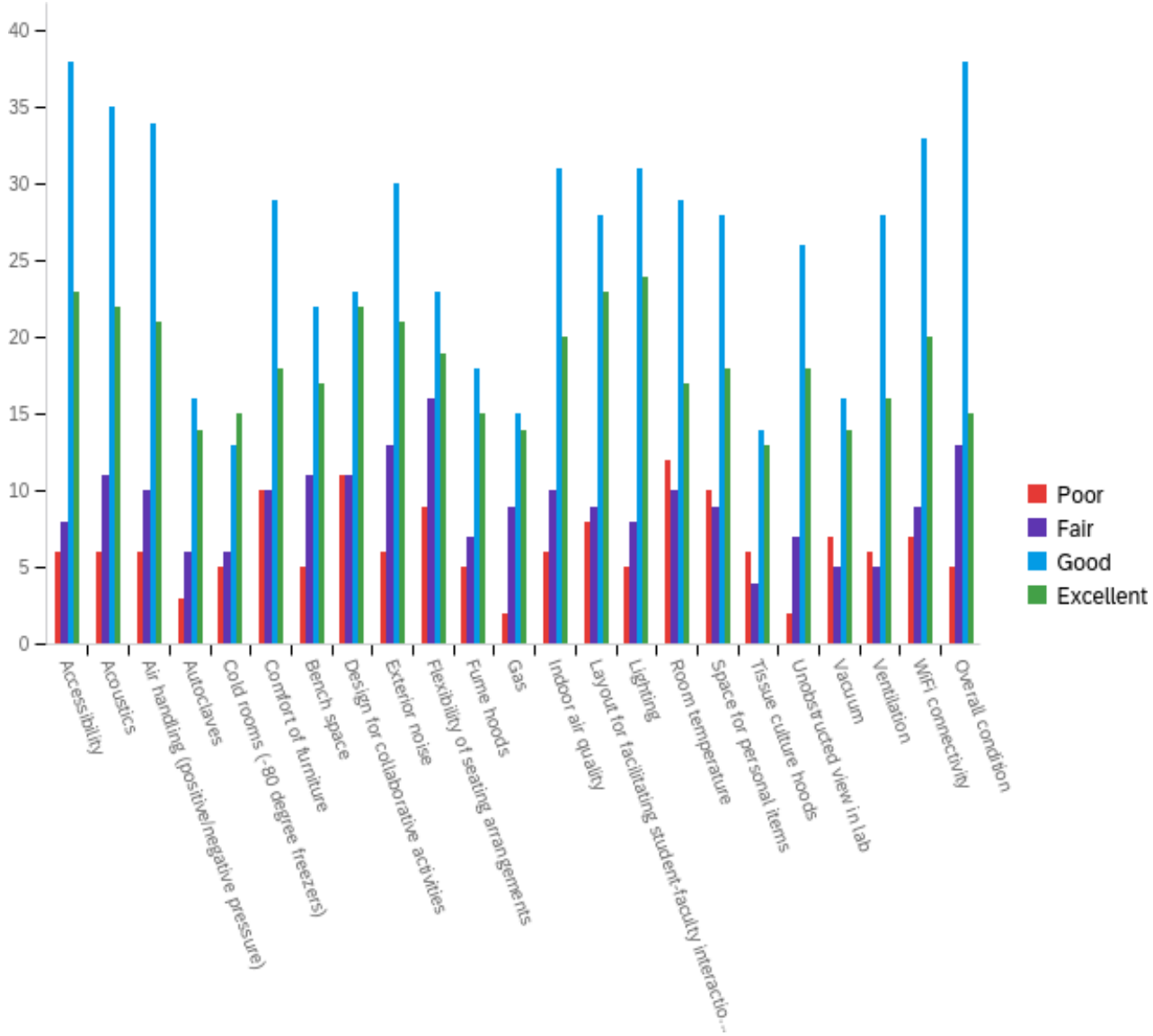


Please evaluate the research labs in the building in which you primarily utilize. -Please select your response.

#	Question	Poor		Fair		Good		Excellent		Total
1	Accessibility	5.68%	5	10.23%	9	47.73%	42	36.36%	32	88
2	Acoustics	9.30%	8	13.95%	12	47.67%	41	29.07%	25	86
3	Air handling (positive/negative pressure)	22.62%	19	17.86%	15	29.76%	25	29.76%	25	84
4	Autoclaves	7.46%	5	16.42%	11	49.25%	33	26.87%	18	67
5	Bench space	10.53%	8	22.37%	17	42.11%	32	25.00%	19	76
6	Cold rooms (-80 degree freezers)	16.92%	11	10.77%	7	38.46%	25	33.85%	22	65
7	Exterior noise	12.20%	10	8.54%	7	47.56%	39	31.71%	26	82
8	Fume hoods	20.27%	15	17.57%	13	33.78%	25	28.38%	21	74
9	Gas	16.18%	11	13.24%	9	35.29%	24	35.29%	24	68
10	Indoor air quality	12.94%	11	14.12%	12	40.00%	34	32.94%	28	85
11	Lighting	8.14%	7	15.12%	13	47.67%	41	29.07%	25	86
12	Room temperature	23.26%	20	19.77%	17	30.23%	26	26.74%	23	86
13	Space for personal items	13.95%	12	18.60%	16	40.70%	35	26.74%	23	86
14	Tissue culture hoods	13.11%	8	8.20%	5	44.26%	27	34.43%	21	61
15	Vacuum	24.62%	16	9.23%	6	35.38%	23	30.77%	20	65
16	Ventilation	21.62%	16	10.81%	8	35.14%	26	32.43%	24	74
17	Overall condition	8.14%	7	23.26%	20	41.86%	36	26.74%	23	86

Student Labs

Please evaluate the <u>student labs</u> in the building in which you primarily utilize. -Please select your response.

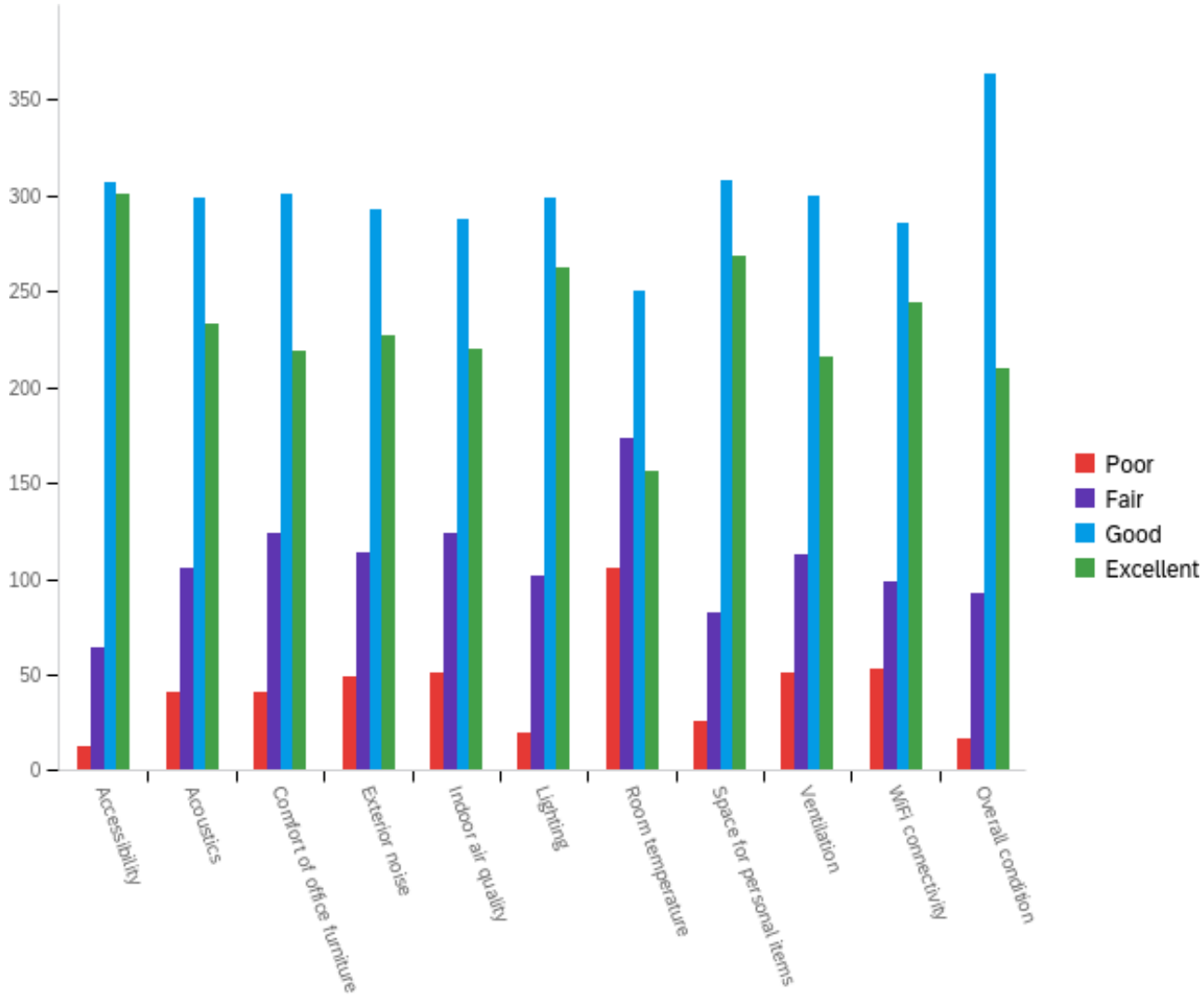


Please evaluate the <u>student labs</u> in the building in which you primarily utilize. -Please select your response.

#	Question	Poor		Fair		Good		Excellent		Total
1	Accessibility	8.00%	6	10.67%	8	50.67%	38	30.67%	23	75
2	Acoustics	8.11%	6	14.86%	11	47.30%	35	29.73%	22	74
3	Air handling (positive/negative pressure)	8.45%	6	14.08%	10	47.89%	34	29.58%	21	71
4	Autoclaves	7.69%	3	15.38%	6	41.03%	16	35.90%	14	39
5	Cold rooms (-80 degree freezers)	12.82%	5	15.38%	6	33.33%	13	38.46%	15	39
6	Comfort of furniture	14.93%	10	14.93%	10	43.28%	29	26.87%	18	67
7	Bench space	9.09%	5	20.00%	11	40.00%	22	30.91%	17	55
8	Design for collaborative activities	16.42%	11	16.42%	11	34.33%	23	32.84%	22	67
9	Exterior noise	8.57%	6	18.57%	13	42.86%	30	30.00%	21	70
10	Flexibility of seating arrangements	13.43%	9	23.88%	16	34.33%	23	28.36%	19	67
11	Fume hoods	11.11%	5	15.56%	7	40.00%	18	33.33%	15	45
12	Gas	5.00%	2	22.50%	9	37.50%	15	35.00%	14	40
13	Indoor air quality	8.96%	6	14.93%	10	46.27%	31	29.85%	20	67
14	Layout for facilitating student-faculty interaction	11.76%	8	13.24%	9	41.18%	28	33.82%	23	68
15	Lighting	7.35%	5	11.76%	8	45.59%	31	35.29%	24	68
16	Room temperature	17.65%	12	14.71%	10	42.65%	29	25.00%	17	68
17	Space for personal items	15.38%	10	13.85%	9	43.08%	28	27.69%	18	65
18	Tissue culture hoods	16.22%	6	10.81%	4	37.84%	14	35.14%	13	37
19	Unobstructed view in lab	3.77%	2	13.21%	7	49.06%	26	33.96%	18	53
20	Vacuum	16.67%	7	11.90%	5	38.10%	16	33.33%	14	42
21	Ventilation	10.91%	6	9.09%	5	50.91%	28	29.09%	16	55
22	WiFi connectivity	10.14%	7	13.04%	9	47.83%	33	28.99%	20	69
23	Overall condition	7.04%	5	18.31%	13	53.52%	38	21.13%	15	71

Office Spaces

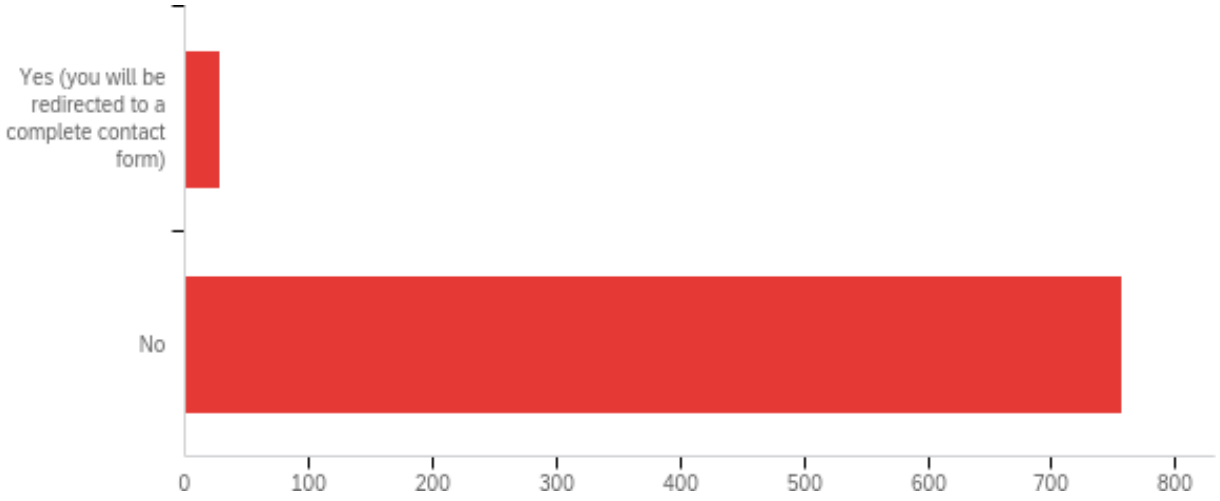
Please evaluate the quality of office space in the building in which you primarily work. - Please select your response.



Please evaluate the quality of office space in the building in which you primarily work. - Please select your response.

#	Question	Poor		Fair		Good		Excellent		Total
1	Accessibility	1.90%	13	9.34%	64	44.82%	307	43.94%	301	685
2	Acoustics	6.04%	41	15.61%	106	44.04%	299	34.32%	233	679
3	Comfort of office furniture	5.99%	41	18.10%	124	43.94%	301	31.97%	219	685
4	Exterior noise	7.17%	49	16.69%	114	42.90%	293	33.24%	227	683
5	Indoor air quality	7.47%	51	18.16%	124	42.17%	288	32.21%	220	683
6	Lighting	2.93%	20	14.93%	102	43.78%	299	38.36%	262	683
7	Room temperature	15.47%	106	25.26%	173	36.50%	250	22.77%	156	685
8	Space for personal items	3.80%	26	11.99%	82	45.03%	308	39.18%	268	684
9	Ventilation	7.50%	51	16.62%	113	44.12%	300	31.76%	216	680
10	WiFi connectivity	7.77%	53	14.52%	99	41.94%	286	35.78%	244	682
11	Overall condition	2.49%	17	13.62%	93	53.15%	363	30.75%	210	683

Would you like to be contacted by someone in Facilities Management to discuss any issues reported in this survey? (Contact information was provided toFacilities Management)



#	Answer	%	Count
1	Yes (you will be redirected to a complete contact form)	3.57%	28
3	No	96.43%	757
	Total	100%	785