

# FACILITIES MAINTENANCE SURVEY 2.0

FACILITIES MAINTENANCE SURVEY deployed **23 May 2017**

QUESTION SUMMARIES

DATA TRENDS

INDIVIDUAL RESPONSES

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RESPONSES

78

VIEWS

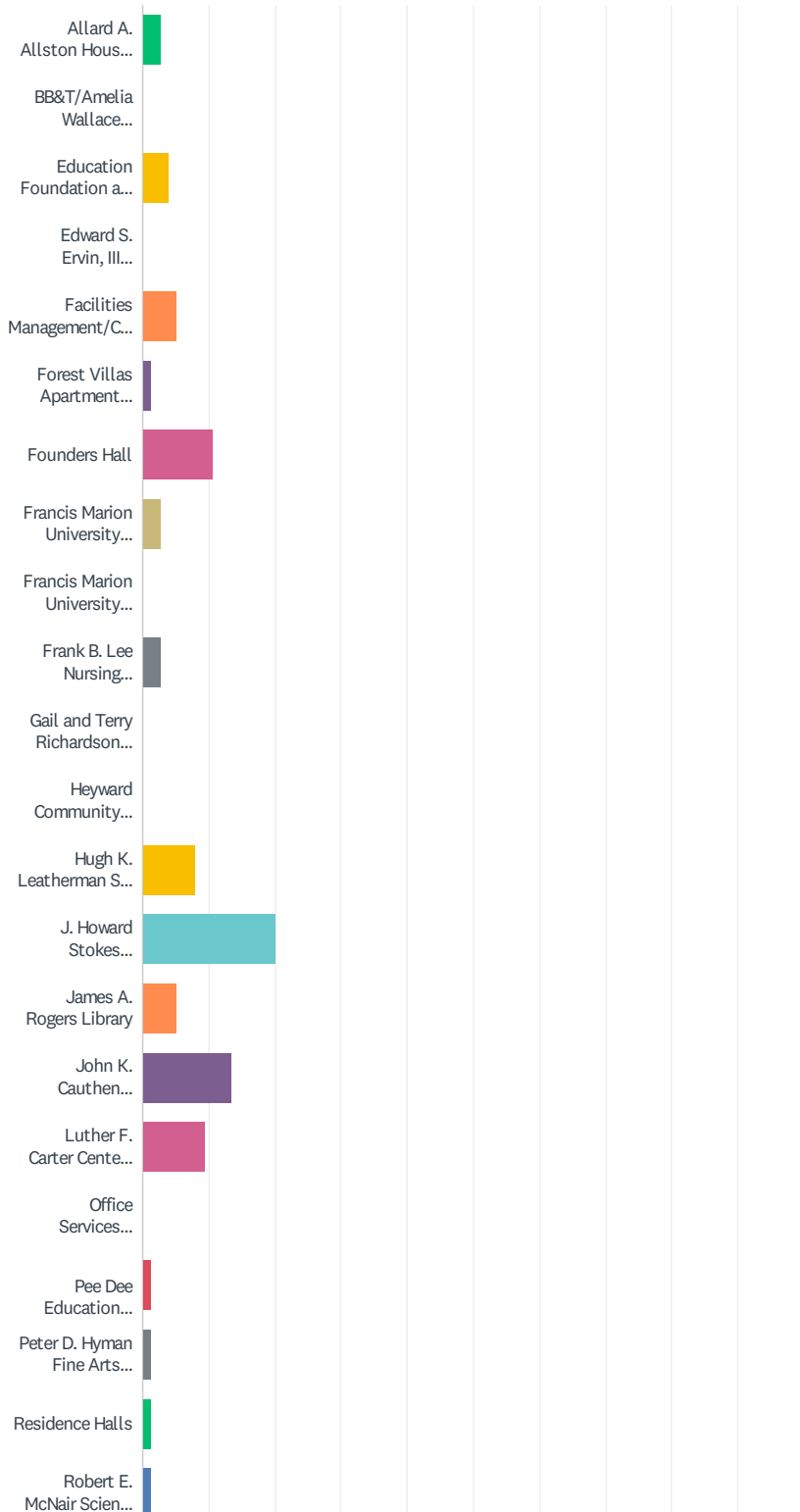
16

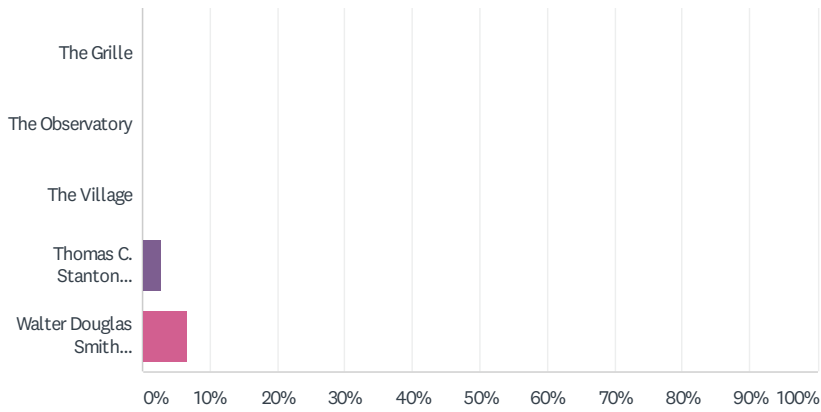
5/22/2017 - 5/31/2017

All Pages ▾

## Q1 In what building do you spend most of your time?

Answered: 75 Skipped: 3





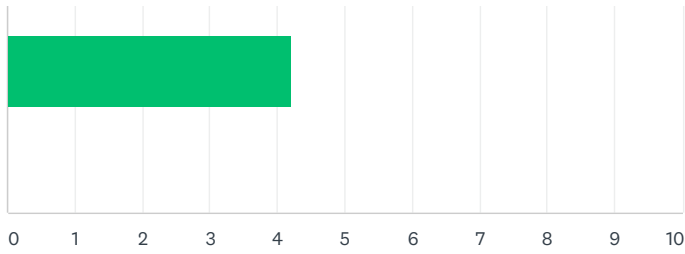
ANSWER CHOICES	RESPONSES	
Allard A. Allston Housing Office Complex	2.67%	2
BB&T/Amelia Wallace Faculty/Alumni Cottage	0.00%	0
Education Foundation and Non-Profit Consortium Building	4.00%	3
Edward S. Ervin, III Dining Hall	0.00%	0
Facilities Management/Campus Police Building	5.33%	4
Forest Villas Apartment Complex	1.33%	1
Founders Hall	10.67%	8
Francis Marion University Performing Arts Center	2.67%	2
Francis Marion University Recording Studio	0.00%	0
Frank B. Lee Nursing Building	2.67%	2
Gail and Terry Richardson Center for the Child	0.00%	0
Heyward Community Center	0.00%	0
Hugh K. Leatherman Sr. Science Facility	8.00%	6
J. Howard Stokes Administration Building	20.00%	15
James A. Rogers Library	5.33%	4
John K. Cauthen Educational Media Center	13.33%	10
Luther F. Carter Center for Health Science	9.33%	7
Office Services Building	0.00%	0
Pee Dee Education Center	1.33%	1
Peter D. Hyman Fine Arts Center	1.33%	1
Residence Halls	1.33%	1
Robert E. McNair Science Building	1.33%	1
The Grille	0.00%	0
The Observatory	0.00%	0
The Village	0.00%	0
Thomas C. Stanton Academic Computer Center	2.67%	2
Walter Douglas Smith University Center	6.67%	5
Total		75

Q2

Are the buildings' rooms (classrooms, offices, restrooms, and corridors) kept clean?

Answered: 75 Skipped: 3

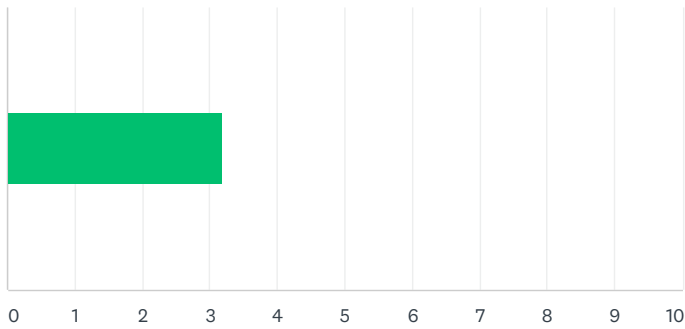




ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	4	315	75
Total Respondents: 75			

Q3  
 Are the buildings' room temperatures maintained at a comfortable level?

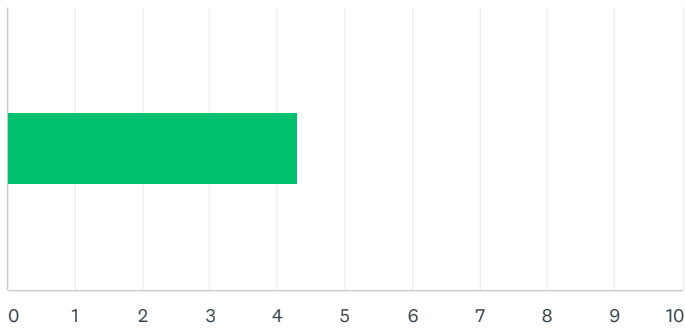
Answered: 74 Skipped: 4



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	3	236	74
Total Respondents: 74			

Q4  
 Are the buildings' rooms light fixtures adequately maintained?

Answered: 75 Skipped: 3

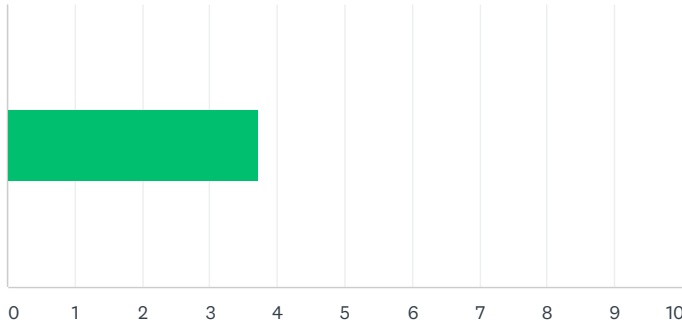


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	4	321	75
Total Respondents: 75			

Q5

Are the buildings' room finishes (wallpaper, paint, carpet, ceiling) adequately maintained (paint not peeling, wallpaper not torn, carpet not badly worn, ceiling tiles not missing or stained)?

Answered: 74 Skipped: 4

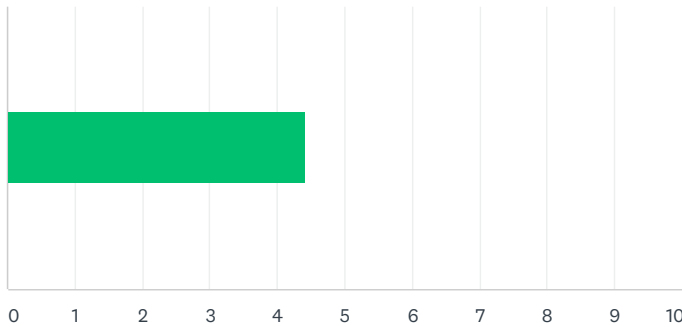


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	4	275	74
Total Respondents: 74			

Q6

Do the buildings' doors and door locks work properly?

Answered: 73 Skipped: 5



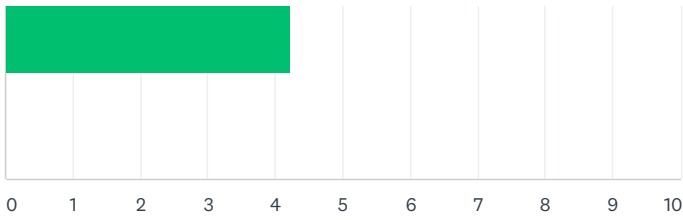
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	4	323	73
Total Respondents: 73			

Q7

Are the buildings' exteriors clean and adequately maintained?

Answered: 74 Skipped: 4

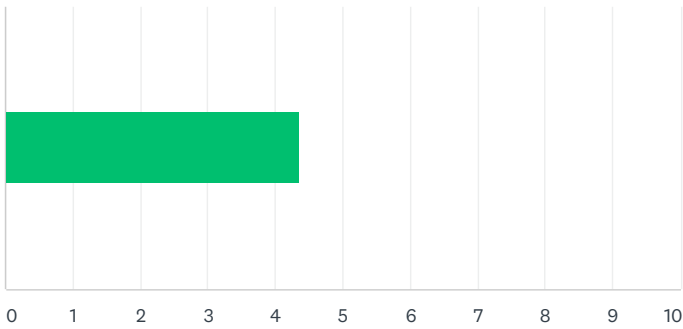




ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	4	312	74
Total Respondents: 74			

Q8  
 Are the campus grasses, shrubs, and trees adequately maintained?

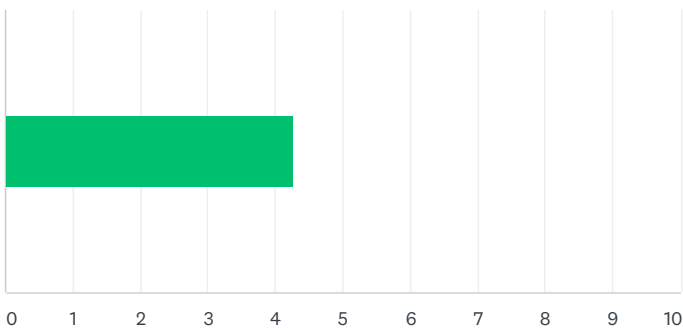
Answered: 72 Skipped: 6



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	4	313	72
Total Respondents: 72			

Q9  
 Are the campus walkways, streets, and parking lots adequately maintained?

Answered: 72 Skipped: 6



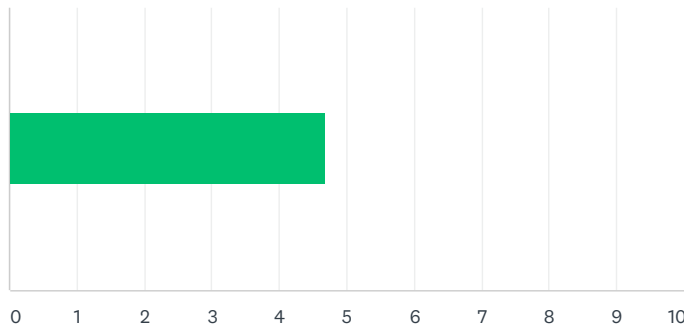
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
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ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	4	308	72
Total Respondents: 72			

Q10

Are the Facilities Management's maintenance personnel courteous and helpful?

Answered: 72 Skipped: 6

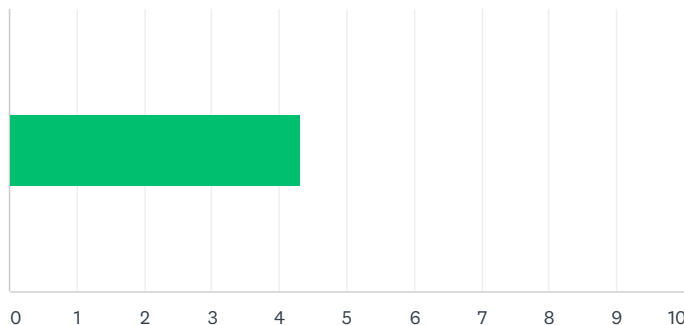


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	5	337	72
Total Respondents: 72			

Q11

What is your overall satisfaction with the Shipping and Delivery Process (FED-X, UPS, Airborne, etc.)?

Answered: 71 Skipped: 7

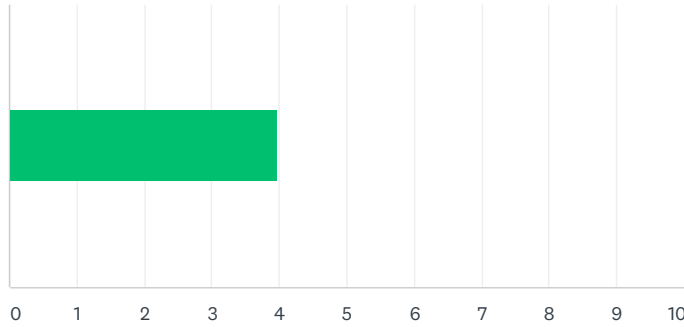


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	4	306	71
Total Respondents: 71			

Q12

## What is your overall satisfaction with the Vehicle Reservations / Rental Process?

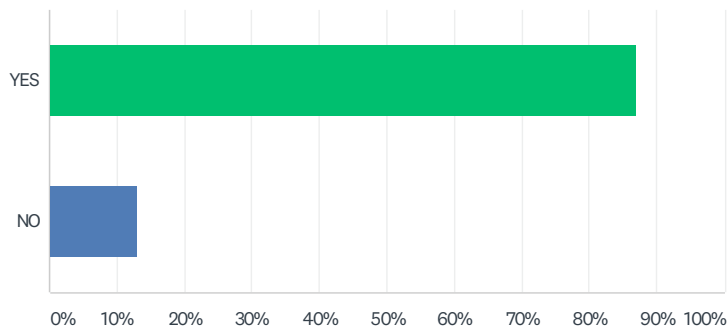
Answered: 66 Skipped: 12



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Responses	4	262	66
Total Respondents: 66			

## Q13 Do you know how to report a maintenance problem? Yes No

Answered: 69 Skipped: 9



ANSWER CHOICES	RESPONSES
YES	86.96% 60
NO	13.04% 9
Total	69

## Q14 Please give us your comments:

Answered: 33 Skipped: 45

I really feel like the library needs some updates with the carpet and wallpaper/paint. There are a number of areas where the wall paper is coming off, where the carpet is stained and coming up and even some areas that have stained ceiling tiles. It could really use some improvements. I do think facilities has done a good job with trying to replace carpet and ceiling tiles and even gluing wallpaper over the years as necessary though.

5/29/2017 11:18 AM

Would like to see the area between the physical plant and the library cleaned out more. There are too many shrubs and they are overgrown. This area has been trimmed back some but needs more. The area in front of nursing and the parking lot that has recently been cut back looks very nice. It really opens up the area. Flowerbeds at all entrances to the campus have beautiful colorful flowers but these beds need to be edged where they will look nicer. I have said this for years because this is a first impression area to all of our visitors and could be a little more immaculate. Overall the campus is very pretty and well kept but I have noticed over the past few years that its not quite as immaculate as it used to be.

5/29/2017 8:55 AM

I think custodial and maintenance both do a great job in their everyday task. Also, maintenance and custodial are quick to respond after hours when we really need them. Finally, I think Mitch Pressley and Wyman Owens should be congratulated on the fine job that they do in keeping things running

Q15

## Name and telephone extension (optional):

Answered: 15 Skipped: 63

Rick Thomas(1109)

5/27/2017 10:15 PM

Ms. Jo Evans/UC 234/Ext: 1240/

5/25/2017 4:00 PM

Alexander Lu x1813

5/25/2017 12:17 PM

Erik Lowry 1523

5/24/2017 1:06 PM

Nick mckithen (1106)

5/23/2017 3:14 PM

Jerry Clapper 661-1143