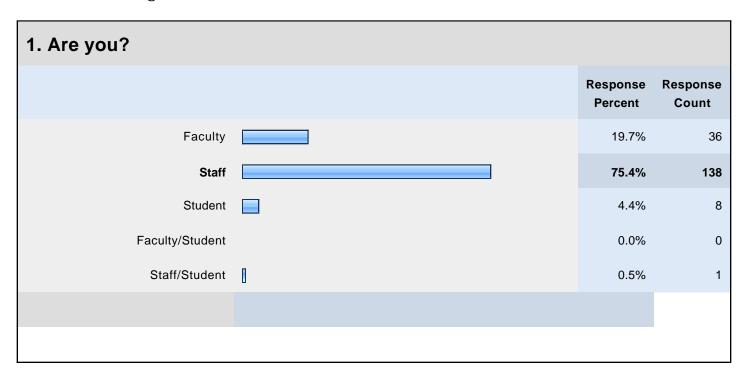
Facilities Management



	Poor	Fair	Good	Excellent	N/A	Respons Count
Ease of requesting routine maintenance services?						

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%			

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			
answered question						102			
skipped question									

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

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