

Report on the 2007-2008 Survey of Faculty & Staff

Results for Physical Plant



Southeastern Louisiana University
Office of Institutional Research and Assessment

June 2009

Table of Contents

Background	1
Survey Method	1
Respondent and Population Characteristics	2
Results	3
My building is comfortable during the summer months	4
My building is comfortable during the winter months	7
Physical Plant responds to physical work requests in a timely manner	10
Physical Plant has provided quality service over the past year	13
Overall, I am satisfied with the level of service I receive from Physical Plant	16
In the past year, how many times have you contacted Physical Plant for a room temperature change?	19
How often did the change of temperature request cause the room temperature to become comfortable?	22
Overall Satisfaction	25
Appendix A - 2007-2008 Survey of Faculty and Staff	28

Background

During the Spring of 2008, the Office of Institutional Research and Assessment (IR&A) conducted a survey of faculty and staff. The purposes of the survey were 1) to assess progress toward meeting the University's strategic planning benchmarks; and 2) to evaluate certain non-instructional units. The non-instructional units included in this year's survey were: Physical Plant, Internal Audit, Testing Office, Public Information, and the Alumni Office. This report will provide the results of the section regarding Physical Plant.

Survey Method

The 2007-2008 Survey of Faculty and Staff, along with a cover letter from the Provost and the Chair of the Institutional Effectiveness Committee, was sent to all full-time faculty and staff, with the exception of the President, the Vice Presidents, and the IR Director. A total of 1,377 faculty and staff were included in the survey and received survey forms via campus mail. The information provided by the respondents was treated with strict confidentiality. A master list was maintained for purposes of follow-up only, this list was securely maintained. The master list was destroyed after data was collected. The information gained from the survey is reported for the entire survey group and individuals can not be identified with any response. Reminders to return the survey was distributed via e-mail. A second mailing was then sent to those faculty and staff who had not returned the survey. A total of 1,014 faculty and staff completed the survey and returned it to IR&A for a return rate of 74%. A copy of the survey can be found in Appendix A.

The average term of employment at Southeastern for respondents is 9.4 years, and the average age of the respondents is 44.8. These numbers reflect values very close to the population as a whole. Table 1 presents other characteristics of the respondents as compared to the population.

Table 1
Respondents and Population Characteristics

	Respondents	Population	% of Population Responding
Total	1,014	1,388	73.1%
Faculty	439	582	75.4%
Classified Staff	317	477	66.5%
Unclassified Staff	258	329	78.4%
EEO Classification			
Faculty	407	541	75.2%
Executive/Administrative/Manager	182	217	83.9%
Clerical/ Secretarial	170	190	89.5%
Professional, Non-Faculty	147	197	74.6%
Skilled Craftsman	28	95	29.5%
Service/ Maintenance	45	102	44.1%
Technical/ Paraprofessional	35	46	76.1%
Gender			
Female	650	808	80.4%
Male	364	580	62.8%
Race			
Black, Non-Hispanic	105	196	53.6%
White, Non-Hispanic	867	1,137	76.3%
Other	42	55	76.4%
Rank (Faculty Only)			
Full Professor	78	97	80.4%
Associate Professor	96	124	77.4%
Assistant Professor	102	130	48.5%
Instructor	157	222	70.7%
Tenure Status (Faculty Only)			
Tenured	170	219	77.6%
Non-Tenured, Tenure Track	95	118	80.5%
Non-Tenure Track	168	236	71.2%

Results

Six items asked faculty and staff how satisfied they were with various aspects of Physical Plant, their building, and a general satisfaction item. The results for each item are presented with a set of summary points describing the data as a total group. This is followed by tables which present frequencies and mean by building.

My building is comfortable during the summer months

- Of the 919 faculty and staff who responded, 15% (n=135) indicated that they strongly disagreed with this statement and 13% (n=115) strongly agreed..
- The average rating across all faculty and staff was 3.08.

Figure 1

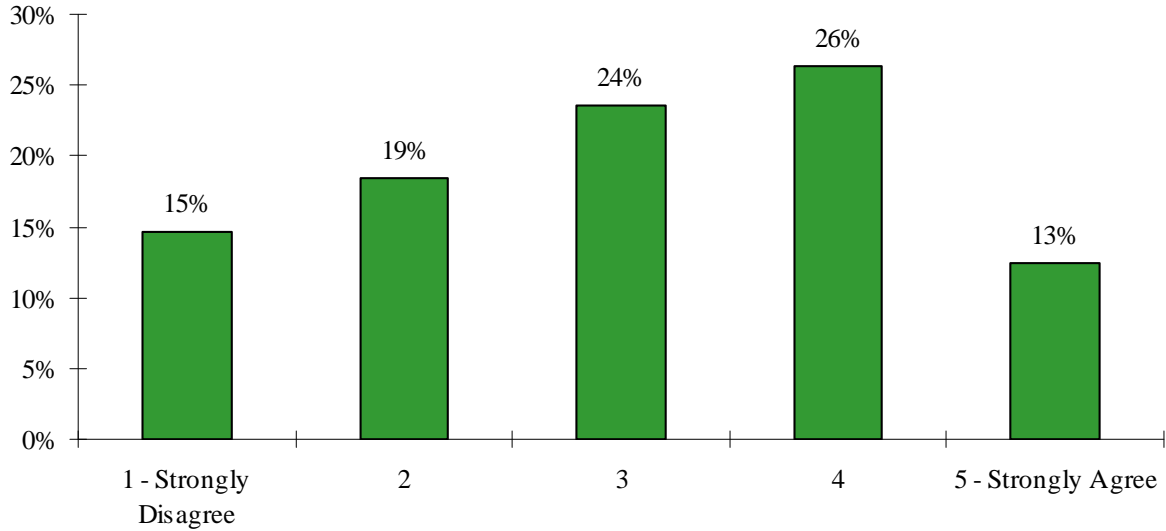


Table 2

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Alumni	0%	0%	0%	33.3% (1)	66.7% (2)	0%	4.67
Anzalone	30.0% (3)	40.0% (4)	10.0% (1)	20.0% (2)	0%	0%	2.20
Baton Rouge Center	5.9% (1)	17.6% (3)	23.5% (4)	41.2% (7)	5.9% (1)	5.9% (1)	3.25
Biology	38.9% (14)	22.2% (8)	11.1% (4)	13.9% (5)	8.3% (3)	5.6% (2)	2.26
Campbell	12.5% (1)	25.0% (2)	37.5% (3)	25.0% (2)	0%	0%	2.75
Clark	33.3% (4)	8.3% (1)	25.0% (3)	25.0% (3)	0%	8.3% (1)	2.45
Columbia Theatre	0%	0%	0%	33.3% (2)	66.7% (4)	0%	4.67
D Vickers	35.9% (23)	20.3% (13)	25.0% (16)	15.6% (10)	3.1% (2)	0%	2.30
Dugas	20.0% (3)	26.7% (4)	13.3% (2)	26.7% (4)	13.3% (2)	0%	2.87
Dyson	17.4% (4)	21.7% (5)	43.5% (10)	17.4% (4)	0%	0%	2.61
East Stadium	40.0% (6)	20.0% (3)	20.0% (3)	0%	20.0% (3)	0%	2.40

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Fayard	8.0% (7)	12.6% (11)	19.5% (17)	29.9% (26)	23.0% (20)	6.9% (6)	3.51
Garrett	3.6% (2)	9.1% (5)	20.0% (11)	43.6% (24)	16.4% (9)	7.3% (4)	3.65
Health Center	50.0% (2)	0%	25.0% (1)	25.0% (1)	0%	0%	2.25
Kinesiology	4.8% (1)	19.0% (4)	33.3% (7)	28.6% (6)	14.3% (3)	0%	3.29
Livingston Center	0%	0%	0%	66.7% (2)	33.3% (1)	0%	4.33
McClimans	36.4% (12)	36.4% (12)	21.2% (7)	6.1% (2)	0%	0%	1.97
McGehee	31.3% (5)	31.3% (5)	25.0% (4)	6.3% (1)	6.3% (1)	0%	2.25
Meade	33.3% (2)	33.3% (2)	0%	33.3% (2)	0%	0%	2.33
Mims	3.8% (1)	23.1% (6)	19.2% (5)	30.8% (8)	15.4% (4)	7.7% (2)	3.33
North Campus Athletics	0%	0%	0%	33.3% (1)	33.3% (1)	33.3% (1)	4.50
North Campus Financial Aid	17.8% (8)	22.2% (10)	24.4% (11)	24.4% (11)	8.9% (4)	2.2% (1)	2.84
North Campus HR	0%	17.6% (3)	17.6% (3)	47.1% (8)	11.8% (2)	5.9% (1)	3.56
North Campus Main	5.1% (4)	16.5% (13)	24.1% (19)	31.6% (25)	16.5% (13)	6.3% (5)	3.41
North Campus Textbook Rental	25.0% (1)	25.0% (1)	25.0% (1)	25.0% (1)	0%	0%	2.50
Pennington	25.0% (2)	0%	25.0% (2)	25.0% (2)	25.0% (2)	0%	3.25
Pottle	5.3% (1)	21.1% (4)	26.3% (5)	21.1% (4)	10.5% (2)	15.8% (3)	3.13
Purchasing & Property Control	0%	20.0% (3)	46.7% (7)	13.3% (2)	0%	20.0% (3)	2.92
Pride	4.2% (1)	12.5% (3)	20.8% (5)	45.8% (11)	12.5% (3)	4.2% (1)	3.52
Pursley	0%	10.5% (2)	47.4% (9)	21.1% (4)	15.8% (3)	5.3% (1)	3.44
Sims	10.3% (4)	17.9% (7)	38.5% (15)	28.2% (11)	5.1% (2)	0%	3.00
Southeast LA Business Center	50.0% (2)	0%	25.0% (1)	25.0% (1)	0%	0%	2.25
Southeastern	10.5% (2)	15.8% (3)	26.3% (5)	36.8% (7)	10.5% (2)	0%	3.21
St. Tammany Center	0%	0%	0%	33.3% (1)	66.7% (2)	0%	4.67
TEC	7.1% (4)	14.3% (8)	16.1% (9)	33.9% (19)	26.8% (15)	1.8% (1)	3.60
Tinsley	0%	42.9% (3)	14.3% (1)	14.3% (1)	28.6% (2)	0%	3.29
Student Union	12.5% (5)	20.0% (8)	35.0% (14)	27.5% (11)	5.0% (2)	0%	2.93
University Center	5.6% (1)	22.2% (4)	33.3% (6)	22.2% (4)	11.1% (2)	5.6% (1)	3.12

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
University Police Building	11.1% (1)	0%	22.2% (2)	33.3% (3)	22.2% (2)	11.1% (1)	3.63
White	33.3% (8)	41.7% (10)	8.3% (2)	8.3% (2)	4.2% (1)	4.2% (1)	2.04
Total	14.5% (135)	18.3% (170)	23.3% (217)	26.1% (243)	12.4% (115)	4.2% (39)	3.08

* Mean does not include NA responses.

My building is comfortable during the winter months

- Of the 918 faculty and staff who responded, 16% (n=144) indicated that they strongly disagreed with this statement and 12% (n=113) strongly agreed..
- The average rating across all faculty and staff was 3.05.

Figure 2

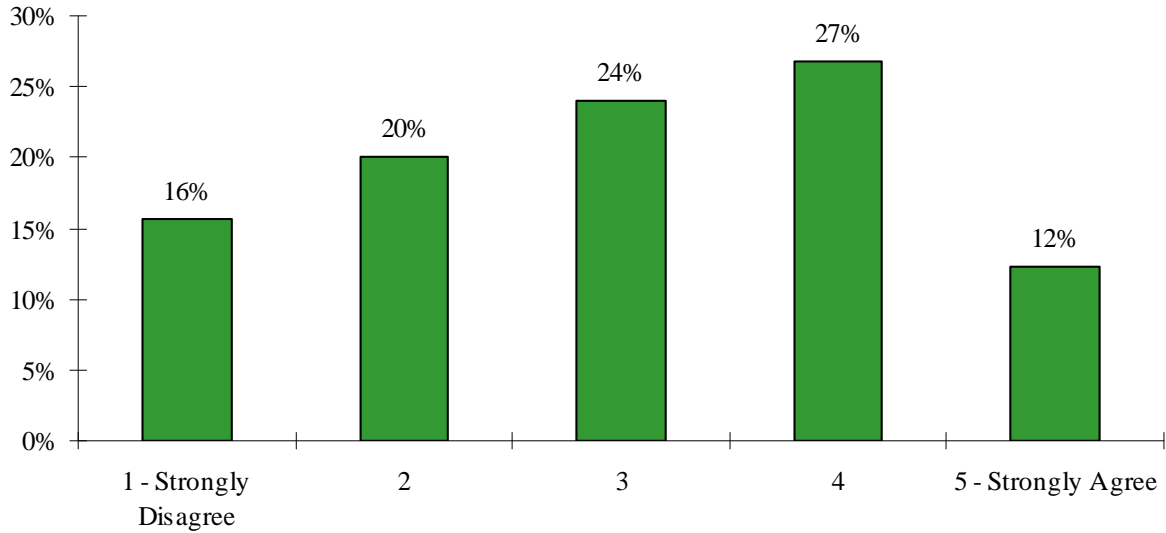


Table 3

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Alumni	0%	0%	33.3% (1)	0%	66.7% (2)	0%	4.33
Anzalone	20.0% (2)	40.0% (4)	20.0% (2)	20.0% (2)	0%	0%	2.40
Baton Rouge Center	11.8% (2)	11.8% (2)	29.4% (5)	41.2% (7)	5.9% (1)	0%	3.18
Biology	36.1% (13)	19.4% (7)	16.7% (6)	16.7% (6)	11.1% (4)	0%	2.47
Campbell	12.5% (1)	50.0% (4)	25.0% (2)	12.5% (1)	0%	0%	2.38
Clark	33.3% (4)	25.0% (3)	16.7% (2)	25.0% (3)	0%	0%	2.33
Columbia Theatre	0%	0%	0%	33.3% (2)	66.7% (4)	0%	4.67
D Vickers	34.4% (22)	18.8% (12)	31.3% (20)	10.9% (7)	4.7% (3)	0%	2.33
Dugas	13.3% (2)	33.3% (5)	13.3% (2)	33.3% (5)	6.7% (1)	0%	2.87
Dyson	21.7% (5)	17.4% (4)	30.4% (7)	30.4% (7)	0%	0%	2.70
East Stadium	33.3% (5)	13.3% (2)	26.7% (4)	6.7% (1)	20.0% (3)	0%	2.67

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Fayard	7.0% (5)	12.8% (11)	17.4% (15)	37.2% (32)	25.6% (22)	0%	3.62
Garrett	3.6% (2)	12.7% (7)	18.2% (10)	47.3% (26)	18.2% (10)	0%	3.64
Health Center	25.0% (1)	0%	25.0% (1)	50.0% (2)	0%	0%	3.00
Kinesiology	0%	14.3% (3)	33.3% (7)	38.1% (8)	14.3% (3)	0%	3.52
Livingston Center	0%	0%	0%	33.3% (1)	66.7% (2)	0%	4.67
McClimans	36.4% (12)	33.3% (1)	24.2% (8)	6.1% (2)	0%	0%	2.00
McGehee	50.0% (8)	25.0% (4)	6.3% (1)	12.5% (2)	6.3% (1)	0%	2.00
Meade	66.7% (4)	0%	16.7% (1)	16.7% (1)	0%	0%	1.83
Mims	7.4% (2)	33.3% (9)	33.3% (9)	22.2% (6)	3.7% (1)	0%	2.81
North Campus Athletics	0%	0%	33.3% (1)	33.3% (1)	33.3% (1)	0%	4.00
North Campus Financial Aid	20.5% (9)	20.5% (9)	25.0% (11)	22.7% (10)	11.4% (5)	0%	2.84
North Campus HR	0%	16.7% (3)	11.1% (2)	50.0% (9)	16.7% (3)	5.6% (1)	3.71
North Campus Main	8.9% (7)	25.3% (20)	26.6% (21)	26.6% (21)	11.4% (9)	1.3% (1)	3.06
North Campus Textbook Rental	25.0% (1)	25.0% (1)	25.0% (1)	25.0% (1)	0%	0%	2.50
Pennington	25.0% (2)	0%	37.5% (3)	25.0% (2)	12.5% (1)	0%	3.00
Pottle	15.8% (3)	42.1% (8)	10.5% (2)	21.1% (4)	10.5% (2)	0%	2.68
Purchasing & Property Control	0%	6.7% (1)	46.7% (7)	26.7% (4)	0%	20.0% (3)	3.25
Pride	8.3% (2)	8.3% (2)	16.7% (4)	45.8% (11)	12.5% (3)	8.3% (2)	3.50
Pursley	5.3% (1)	10.5% (2)	42.1% (8)	26.3% (5)	15.8% (3)	0%	3.37
Sims	10.3% (4)	20.5% (8)	35.9% (14)	30.8% (12)	2.6% (1)	0%	2.95
Southeast LA Business Center	25.0% (1)	0%	50.0% (2)	25.0% (1)	0%	0%	2.75
Southeastern	26.3% (5)	42.1% (8)	26.3% (5)	5.3% (1)	0%	0%	2.11
St. Tammany Center	0%	0%	0%	33.3% (1)	66.7% (2)	0%	4.67
TEC	3.6% (2)	14.3% (8)	21.4% (12)	32.1% (18)	28.6% (16)	0%	3.68
Tinsley	14.3% (1)	28.6% (2)	0%	14.3% (1)	42.9% (3)	0%	3.43
Student Union	15.4% (6)	20.5% (8)	30.8% (12)	28.2% (11)	5.1% (2)	0%	2.87
University Center	5.6% (1)	22.2% (4)	38.9% (7)	22.2% (4)	5.6% (1)	5.6% (1)	3.00

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
University Police Building	0%	0%	22.2% (2)	55.6% (5)	22.2% (2)	0%	4.00
White	33.3% (8)	45.8% (11)	8.3% (2)	4.2% (1)	8.3% (2)	0%	2.08
Total	15.5% (144)	19.8% (184)	23.6% (220)	26.4% (246)	12.1% (113)	1.2% (11)	3.05

* Mean does not include NA responses.

Physical Plant responds to physical work requests in a timely manner

- Of the 912 faculty and staff who responded, 5% (n=49) indicated that they strongly disagreed with this statement and 20% (n=180) strongly agreed..
- The average rating across all faculty and staff was 3.54.

Figure 3

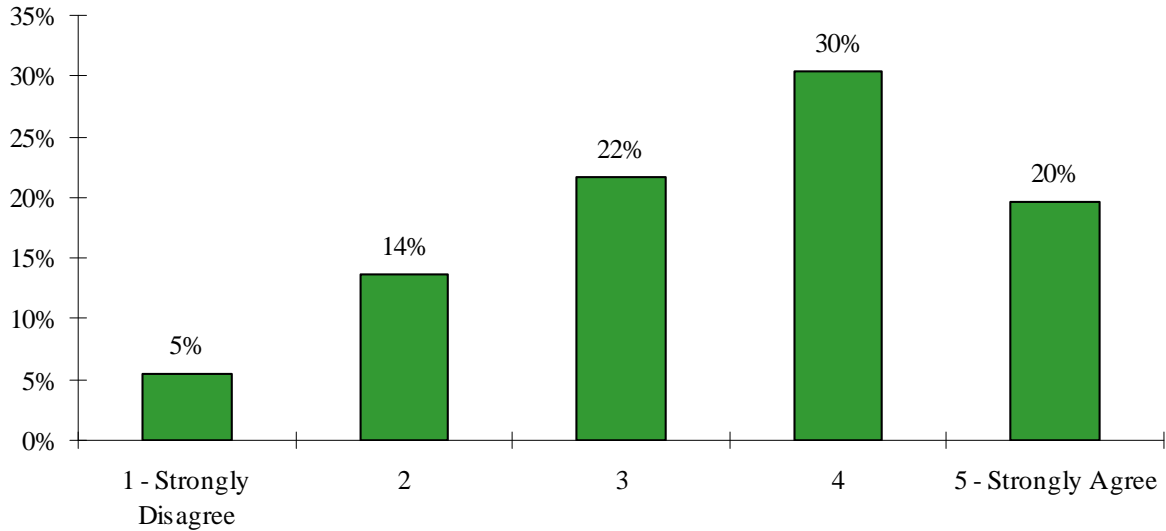


Table 4

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Alumni	0%	0%	0%	0%	100.0% (3)	0%	5.00
Anzalone	20.0% (2)	0%	40.0% (4)	30.0% (3)	10.0% (1)	0%	3.10
Baton Rouge Center	0%	29.4% (5)	11.8% (2)	35.0% (6)	17.6% (3)	5.9% (1)	3.44
Biology	8.1% (3)	16.2% (6)	27.0% (10)	24.3% (9)	18.9% (7)	5.4% (2)	3.31
Campbell	0%	12.5% (1)	25.0% (2)	37.5% (3)	25.0% (2)	0%	3.75
Clark	16.7% (2)	25.0% (3)	16.7% (2)	33.3% (4)	0%	8.3% (1)	2.73
Columbia Theatre	0%	0%	50.0% (3)	33.3% (2)	16.7% (1)	0%	3.67
D Vickers	12.5% (8)	18.8% (12)	26.6% (17)	21.9% (14)	12.5% (8)	7.8% (5)	3.03
Dugas	20.0% (3)	6.7% (1)	13.3% (2)	40.0% (6)	20.0% (3)	0%	3.33
Dyson	4.2% (1)	4.2% (1)	4.2% (1)	25.0% (6)	58.3% (14)	4.2% (1)	4.35
East Stadium	0%	0%	42.9% (6)	35.7% (5)	14.3% (2)	7.1% (1)	3.69

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Fayard	5.8% (5)	14.0% (12)	20.9% (18)	23.3% (20)	16.3% (14)	19.8% (17)	3.38
Garrett	0%	7.1% (4)	23.2% (13)	32.1% (18)	21.4% (12)	16.1% (9)	3.81
Health Center	0%	0%	0%	25.0% (1)	75.0% (3)	0%	4.75
Kinesiology	4.8% (1)	4.8% (1)	28.6% (6)	28.6% (6)	19.0% (4)	14.3% (3)	3.61
Livingston Center	33.3% (1)	66.7% (2)	0%	0%	0%	0%	3.67
McClimans	3.0% (1)	24.2% (8)	18.2% (6)	33.3% (11)	15.2% (5)	6.1% (2)	3.35
McGehee	0%	20.0% (3)	6.7% (1)	46.7% (7)	13.3% (2)	13.3% (2)	3.62
Meade	33.3% (2)	0%	16.7% (1)	33.3% (2)	16.7% (1)	0%	3.00
Mims	0%	7.4% (2)	7.4% (2)	48.1% (13)	25.9% (7)	11.1% (3)	4.04
North Campus Athletics	0%	33.3% (1)	0%	33.3% (1)	33.3% (1)	0%	3.67
North Campus Financial Aid	2.4% (1)	7.3% (3)	19.5% (8)	31.7% (13)	19.3% (12)	9.8% (4)	3.86
North Campus HR	0%	0%	22.2% (4)	38.9% (7)	33.3% (6)	5.6% (1)	4.12
North Campus Main	3.8% (3)	14.1% (11)	24.4% (19)	41.0% (32)	15.4% (12)	1.3% (1)	4.51
North Campus Textbook Rental	0%	0%	0%	50.0% (2)	50.0% (2)	0%	4.50
Pennington	0%	57.1% (4)	42.9% (3)	0%	0%	0%	2.43
Pottle	10.5% (2)	0%	42.1% (8)	31.6% (6)	10.5% (2)	5.3% (1)	3.33
Purchasing & Property Control	0%	26.7% (4)	33.3% (5)	26.7% (4)	6.7% (1)	6.7% (1)	3.14
Pride	20.8% (5)	20.8% (5)	20.8% (5)	12.5% (3)	16.7% (4)	8.3% (2)	2.82
Pursley	0%	10.5% (2)	15.8% (3)	36.8% (7)	31.6% (6)	5.3% (1)	3.94
Sims	7.7% (3)	23.1% (9)	25.6% (10)	20.5% (8)	10.3% (4)	12.8% (5)	3.03
Southeast LA Business Center	0%	25.0% (1)	0%	25.0% (1)	50.0% (2)	0%	4.00
Southeastern	5.3% (1)	26.3% (5)	36.8% (7)	15.8% (3)	10.5% (2)	5.3% (1)	3.00
St. Tammany Center	0%	0%	0%	0%	33.3% (1)	66.7% (2)	5.00
TEC	3.6% (2)	5.5% (3)	10.9% (6)	38.2% (21)	25.5% (14)	16.4% (9)	3.91
Tinsley	0%	28.6% (2)	28.6% (2)	28.6% (2)	14.3% (1)	0%	3.29
Student Union	5.3% (2)	15.8% (6)	26.3% (10)	31.6% (12)	15.8% (6)	5.3% (2)	3.39
University Center	5.6% (1)	11.1% (2)	0%	55.6% (10)	22.2% (4)	5.6% (1)	3.82

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
University Police Building	0%	0%	22.2% (2)	44.4% (4)	33.3% (3)	0%	4.11
White	0%	25.0% (6)	33.3% (8)	8.3% (2)	20.8% (5)	12.5% (3)	3.29
Total	5.3% (49)	13.4% (125)	21.2% (197)	29.8% (277)	19.3% (180)	9.0% (84)	3.54

* Mean does not include NA responses.

Physical Plant has provided quality service over the past year

- Of the 917 faculty and staff who responded, 4% (n=32) indicated that they strongly disagreed with this statement and 22% (n=204) strongly agreed..
- The average rating across all faculty and staff was 3.73.

Figure 4

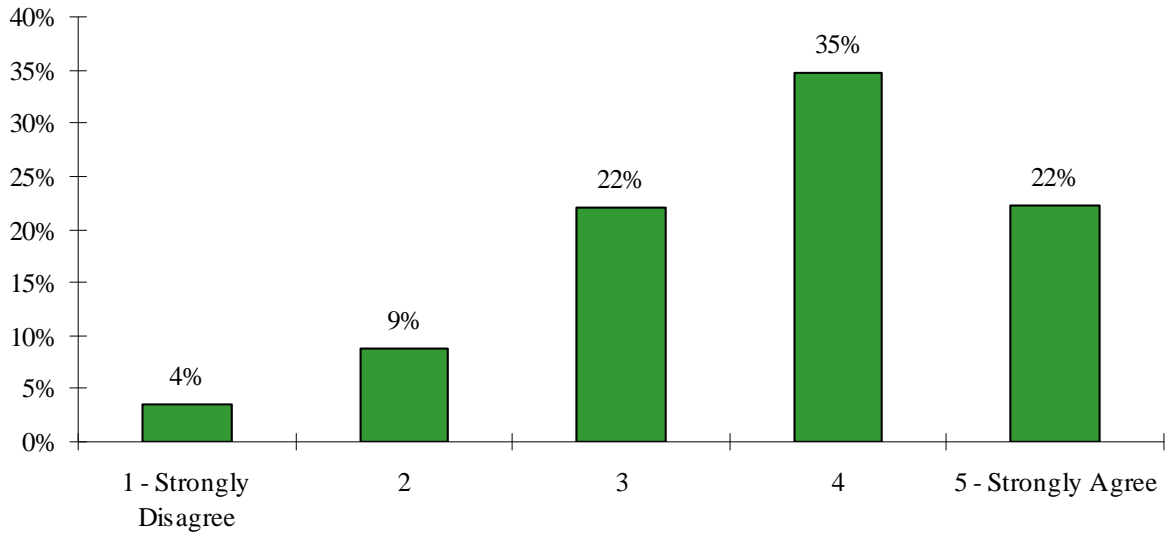


Table 5

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Alumni	0%	0%	0%	33.3% (1)	66.7% (2)	0%	4.67
Anzalone	10.0% (1)	10.0% (1)	20.0% (2)	50.0% (5)	10.0% (1)	0%	3.40
Baton Rouge Center	0%	5.9% (1)	47.1% (8)	29.4% (5)	11.8% (2)	5.9% (1)	3.50
Biology	2.7% (1)	13.5% (5)	29.7% (11)	27.0% (10)	21.6% (8)	5.4% (2)	3.54
Campbell	0%	0%	12.5% (1)	50.0% (4)	37.5% (3)	0%	4.25
Clark	8.3% (1)	33.3% (4)	0%	50.0% (6)	0%	8.3% (1)	3.00
Columbia Theatre	0%	0%	16.7% (1)	50.0% (3)	33.3% (2)	0%	4.17
D Vickers	12.5% (8)	12.5% (8)	31.3% (20)	26.6% (17)	12.5% (8)	4.7% (3)	3.15
Dugas	6.7% (1)	20.0% (3)	0%	53.3% (8)	20.0% (3)	0%	3.60
Dyson	4.2% (1)	4.2% (1)	4.2% (1)	29.2% (7)	54.2% (13)	4.2% (1)	4.30
East Stadium	0%	0%	14.3% (2)	57.1% (8)	21.4% (3)	7.1% (1)	4.08

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Fayard	3.5% (3)	9.3% (8)	24.4% (21)	23.3% (20)	22.1% (19)	17.4% (15)	3.62
Garrett	1.9% (1)	3.7% (2)	24.1% (13)	31.5% (17)	24.1% (13)	14.8% (8)	3.85
Health Center	0%	0%	0%	25.0% (1)	75.0% (3)	0%	4.75
Kinesiology	0%	4.8% (1)	28.6% (6)	33.3% (7)	23.8% (5)	9.5% (2)	3.84
Livingston Center	0%	33.3% (1)	33.3% (1)	0%	0%	33.3% (1)	2.50
McClimans	3.0% (1)	6.1% (2)	33.3% (11)	42.4% (14)	12.1% (4)	3.0% (1)	3.56
McGehee	0%	13.3% (2)	26.7% (4)	46.7% (7)	0%	13.3% (2)	3.38
Meade	0%	33.3% (2)	16.7% (1)	33.3% (2)	16.7% (1)	0%	3.33
Mims	0%	3.7% (1)	7.4% (2)	55.6% (15)	25.9% (7)	7.4% (2)	4.12
North Campus Athletics	0%	33.3% (1)	0%	66.7% (2)	0%	0%	3.33
North Campus Financial Aid	2.2% (1)	0%	24.4% (11)	35.6% (16)	26.7% (12)	11.1% (5)	3.95
North Campus HR	0%	0%	11.1% (2)	61.1% (11)	27.8% (5)	0%	4.17
North Campus Main	3.8% (3)	7.6% (6)	25.3% (20)	43.0% (34)	19.0% (15)	1.3% (1)	3.67
North Campus Textbook Rental	0%	0%	0%	50.0% (2)	50.0% (2)	0%	4.50
Pennington	0%	12.5% (1)	75.0% (6)	12.5% (1)	0%	0%	3.00
Pottle	5.3% (1)	10.5% (2)	26.3% (5)	36.8% (7)	15.8% (3)	5.3% (1)	3.50
Purchasing & Property Control	0%	26.7% (4)	26.7% (4)	26.7% (4)	20.0% (3)	0%	3.40
Pride	16.7% (4)	12.5% (3)	20.8% (5)	16.7% (4)	20.8% (5)	12.5% (3)	3.14
Pursley	0%	5.3% (1)	21.1% (4)	42.1% (8)	26.3% (5)	5.3% (1)	3.94
Sims	2.6% (1)	10.3% (4)	30.8% (12)	33.3% (13)	12.8% (5)	10.3% (4)	3.49
Southeast LA Business Center	0%	25.0% (1)	0%	25.0% (1)	50.0% (2)	0%	4.00
Southeastern	10.5% (2)	10.5% (2)	15.8% (3)	42.1% (8)	10.5% (2)	10.5% (2)	3.35
St. Tammany Center	0%	0%	0%	0%	33.3% (1)	66.7% (2)	5.00
TEC	1.8% (1)	3.6% (2)	10.9% (6)	29.1% (16)	36.4% (20)	18.2% (10)	4.16
Tinsley	0%	14.3% (1)	14.3% (1)	28.6% (2)	42.9% (3)	0%	4.00
Student Union	2.6% (1)	7.7% (3)	25.6% (10)	38.5% (15)	20.5% (8)	5.1% (2)	3.70
University Center	0%	5.6% (1)	5.6% (1)	38.9% (7)	44.4% (8)	5.6% (1)	4.29

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
University Police Building	0%	0%	11.1% (1)	55.6% (5)	22.2% (2)	11.1% (1)	4.13
White	0%	25.0% (6)	25.0% (6)	16.7% (4)	20.8% (5)	12.5% (3)	3.38
Total	3.5% (32)	8.7% (80)	22.1% (203)	34.7% (318)	22.2% (204)	8.7% (80)	3.73

* Mean does not include NA responses.

Overall, I am satisfied with the level of service I receive from Physical Plant

- Of the 912 faculty and staff who responded, 5% (n=41) indicated that they strongly disagreed with this statement and 22% (n=202) strongly agreed..
- The average rating across all faculty and staff was 3.68.

Figure 5

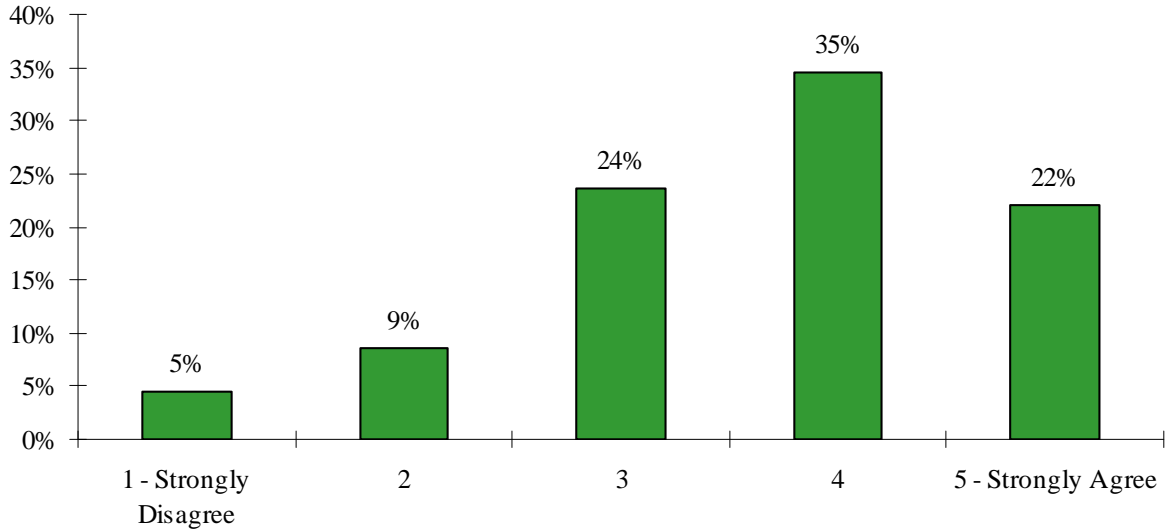


Table 6

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Alumni	0%	0%	0%	33.3% (1)	66.7% (2)	0%	4.67
Anzalone	20.0% (2)	0%	30.0% (3)	40.0% (4)	10.0% (1)	0%	3.20
Baton Rouge Center	0%	0%	37.5% (6)	43.8% (7)	12.5% (2)	6.3% (1)	3.73
Biology	8.3% (3)	8.3% (3)	38.9% (14)	25.0% (9)	16.7% (6)	2.8% (1)	3.34
Campbell	0%	0%	25.0% (2)	50.0% (4)	25.0% (2)	0%	4.00
Clark	9.1% (1)	18.2% (2)	36.4% (4)	27.3% (3)	0%	9.1% (1)	2.90
Columbia Theatre	0%	0%	16.7% (1)	50.0% (3)	33.3% (2)	0%	4.17
D Vickers	15.9% (10)	12.7% (8)	30.2% (19)	23.8% (15)	12.7% (8)	4.8% (3)	3.05
Dugas	6.7% (1)	26.7% (4)	6.7% (1)	33.3% (5)	26.7% (4)	0%	3.47
Dyson	4.2% (1)	0%	8.3% (2)	29.2% (7)	58.3% (14)	0%	4.38
East Stadium	0%	7.1% (1)	14.3% (2)	50.0% (7)	21.4% (3)	7.1% (1)	2.92

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Fayard	4.7% (4)	7.0% (6)	24.4% (21)	30.2% (26)	18.6% (16)	15.1% (13)	3.60
Garrett	0%	10.9% (6)	18.2% (10)	36.4% (20)	23.6% (13)	10.9% (6)	3.82
Health Center	0%	0%	0%	25.0% (1)	75.0% (3)	0%	4.75
Kinesiology	0%	9.5% (2)	9.5% (2)	52.4% (11)	19.0% (4)	9.5% (2)	3.89
Livingston Center	0%	66.7% (2)	33.3% (1)	0%	0%	0%	2.33
McClimans	3.0% (1)	15.2% (5)	36.4% (12)	30.3% (10)	12.1% (4)	3.0% (1)	3.34
McGehee	0%	20.0% (3)	20.0% (3)	40.0% (6)	6.7% (1)	13.3% (2)	3.38
Meade	16.7% (1)	16.7% (1)	16.7% (1)	33.3% (2)	16.7% (1)	0%	3.17
Mims	0%	3.7% (1)	7.4% (2)	55.6% (15)	25.9% (7)	7.4% (2)	4.12
North Campus Athletics	0%	33.3% (1)	0%	33.3% (1)	33.3% (1)	0%	3.67
North Campus Financial Aid	2.3% (1)	0%	27.3% (12)	36.4% (16)	25.0% (11)	9.1% (4)	3.90
North Campus HR	0%	0%	16.7% (3)	50.0% (9)	33.3% (6)	0%	4.17
North Campus Main	3.8% (3)	3.8% (3)	29.1% (23)	44.3% (35)	19.0% (15)	0%	3.71
North Campus Textbook Rental	0%	0%	0%	50.0% (2)	50.0% (2)	0%	4.50
Pennington	0%	12.5% (1)	50.0% (4)	37.5% (3)	0%	0%	3.25
Pottle	5.3% (1)	5.3% (1)	26.3% (5)	42.1% (8)	15.8% (3)	5.3% (1)	3.61
Purchasing & Property Control	6.7% (1)	20.0% (3)	26.7% (4)	26.7% (4)	20.0% (3)	0%	3.33
Pride	12.5% (3)	16.7% (4)	25.0% (6)	12.5% (3)	33.3% (8)	0%	3.38
Pursley	0%	5.3% (1)	15.8% (3)	42.1% (8)	31.6% (6)	5.3% (1)	4.06
Sims	2.6% (1)	15.4% (6)	30.8% (12)	28.2% (11)	15.4% (6)	7.7% (3)	3.42
Southeast LA Business Center	0%	25.0% (1)	0%	25.0% (1)	50.0% (2)	0%	4.00
Southeastern	10.5% (2)	10.5% (2)	26.3% (5)	36.8% (7)	10.5% (2)	5.3% (1)	3.28
St. Tammany Center	0%	0%	0%	0%	33.3% (1)	66.7% (2)	5.00
TEC	3.6% (2)	0%	20.0% (11)	29.1% (16)	32.7% (18)	14.5% (8)	4.02
Tinsley	0%	14.3% (1)	14.3% (1)	28.6% (2)	42.9% (3)	0%	4.00
Student Union	2.6% (1)	5.3% (2)	28.9% (11)	39.5% (15)	21.1% (8)	2.6% (1)	3.73
University Center	5.6% (1)	11.1% (2)	0%	50.0% (9)	27.8% (5)	5.6% (1)	3.88

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
University Police Building	0%	0%	11.1% (1)	66.7% (6)	22.2% (2)	0%	4.11
White	4.2% (1)	25.0% (6)	25.0% (6)	12.5% (3)	25.0% (6)	8.3% (2)	3.32
Total	4.5% (41)	8.6% (78)	23.6% (215)	34.6% (316)	22.1% (202)	6.6% (60)	3.68

* Mean does not include NA responses.

In the past year, how many times have you contacted Physical Plant for a room temperature change?

- Of the 908 faculty and staff who responded, 34% (n=312) have never contacted physical plant about the room temperature and 14% (n=130) have contacted physical plant more than 12 times.

Figure 6

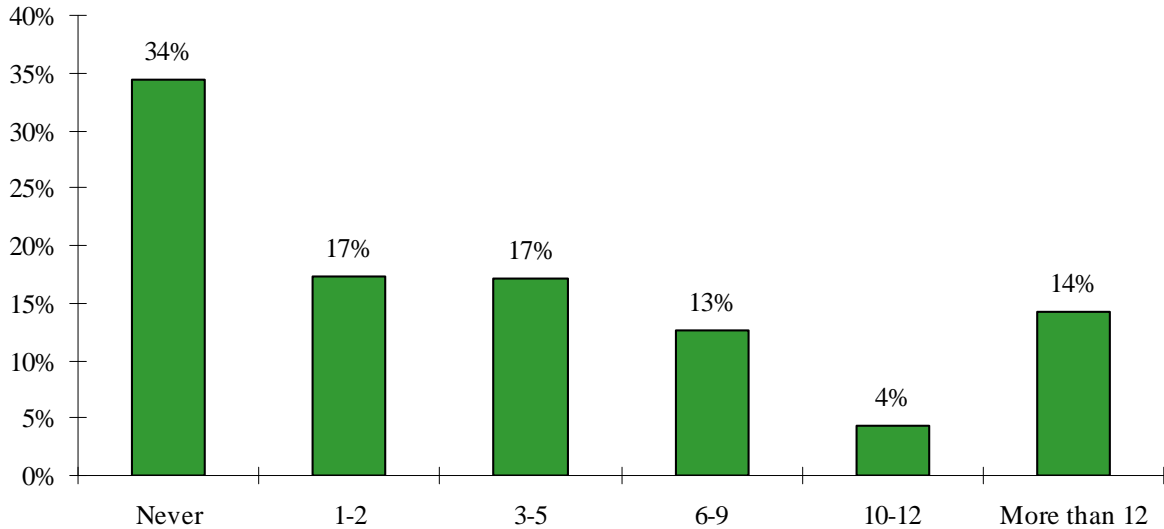


Table 7

	Never	1-2	3-5	6-9	10-12	More than 12
Alumni	33.3% (1)	66.7% (2)	0%	0%	0%	0%
Anzalone	0%	10.0% (1)	30.0% (3)	30.0% (3)	20.0% (2)	10.0% (1)
Baton Rouge Center	18.8% (3)	31.3% (5)	37.5% (6)	6.3% (1)	6.3% (1)	0%
Biology	13.2% (5)	21.1% (8)	21.1% (8)	7.9% (3)	5.3% (2)	31.6% (12)
Campbell	14.3% (1)	0%	28.6% (2)	42.9% (3)	0%	14.3% (1)
Clark	15.4% (2)	23.1% (3)	15.4% (2)	23.1% (3)	7.7% (1)	15.4% (2)
Columbia Theatre	66.7% (4)	0%	0%	16.7% (1)	0%	16.7% (1)
D Vickers	47.6% (30)	17.5% (11)	14.3% (9)	12.7% (8)	3.2% (2)	4.8% (3)
Dugas	20.0% (3)	6.7% (1)	13.3% (2)	6.7% (1)	13.3% (2)	40.0% (6)
Dyson	16.7% (4)	25.0% (6)	33.3% (8)	12.5% (3)	4.2% (1)	8.3% (2)
East Stadium	8.3% (1)	8.3% (1)	16.7% (2)	16.7% (2)	0%	50.0% (6)
Fayard	46.6% (41)	18.2% (16)	18.2% (16)	8.0% (7)	2.3% (2)	6.8% (6)

	Never	1-2	3-5	6-9	10-12	More than 12
Garrett	32.7% (18)	27.3% (15)	20.0% (11)	12.7% (7)	1.8% (1)	5.5% (3)
Health Center	25.0% (1)	0%	25.0% (1)	0%	0%	50.0% (2)
Kinesiology	42.9% (9)	9.5% (2)	28.6% (6)	9.5% (2)	4.8% (1)	4.8% (1)
Livingston Center	33.3% (1)	33.3% (1)	0%	33.3% (1)	0%	0%
McClimans	25.0% (8)	12.5% (4)	12.5% (4)	6.3% (2)	9.4% (3)	34.4% (11)
McGehee	20.0% (3)	13.3% (2)	13.3% (2)	20.0% (3)	20.0% (3)	13.3% (2)
Meade	0%	0%	16.7% (1)	16.7% (1)	0%	66.7% (4)
Mims	55.6% (15)	14.8% (4)	11.1% (3)	0%	7.4% (2)	11.1% (3)
North Campus Athletics	66.7% (2)	33.3% (1)	0%	0%	0%	0%
North Campus Financial Aid	46.5% (20)	16.3% (7)	16.3% (7)	11.6% (5)	4.7% (2)	4.7% (2)
North Campus HR	50.0% (8)	6.3% (1)	12.5% (2)	31.3% (5)	0%	0%
North Campus Main	24.4% (19)	15.4% (12)	21.8% (17)	21.8% (17)	0%	16.7% (13)
North Campus Textbook Rental	25.0% (1)	25.0% (1)	25.0% (1)	25.0% (1)	0%	0%
Pennington	0%	0%	0%	25.0% (2)	0%	75.0% (6)
Pottle	26.3% (5)	31.6% (6)	15.8% (3)	5.3% (1)	0%	21.1% (4)
Purchasing & Property Control	85.7% (12)	14.3% (2)	0%	0%	0%	0%
Pride	62.5% (15)	4.2% (1)	12.5% (3)	8.3% (2)	0%	12.5% (3)
Pursley	55.6% (10)	22.2% (4)	11.1% (2)	5.6% (1)	5.6% (1)	0%
Sims	33.3% (13)	7.7% (3)	17.9% (7)	20.5% (8)	2.6% (1)	17.9% (17)
Southeast LA Business Center	25.0% (1)	25.0% (1)	0%	0%	0%	50.0% (2)
Southeastern	30.0% (6)	25.0% (5)	35.0% (7)	10.0% (2)	0%	0%
St. Tammany Center	50.0% (1)	50.0% (1)	0%	0%	0%	0%
TEC	44.4% (24)	27.8% (15)	9.3% (5)	7.4% (4)	3.7% (2)	7.4% (4)
Tinsley	0%	14.3% (1)	14.3% (1)	14.3% (1)	28.6% (2)	28.6% (2)
Student Union	17.9% (7)	15.4% (6)	23.1% (9)	17.9% (7)	7.7% (3)	17.9% (7)
University Center	16.7% (3)	5.6% (1)	16.7% (3)	27.8% (5)	11.1% (2)	22.2% (4)
University Police Building	44.4% (4)	44.4% (4)	11.1% (1)	0%	0%	0%

	Never	1-2	3-5	6-9	10-12	More than 12
White	29.2% (7)	4.2% (1)	8.3% (2)	8.3% (2)	12.5% (3)	37.5% (9)
Total	34.4% (312)	17.3% (157)	17.2% (156)	12.6% (114)	4.3% (39)	14.3% (130)

How often did the change of temperature request cause the room temperature to become comfortable?

- Of the 809 faculty and staff who responded, 27% (n=218) indicated contacting Physical Plant never made the room comfortable, and 16% (n=127) indicated it made the room comfortable 80% or more of the time.

Figure 7

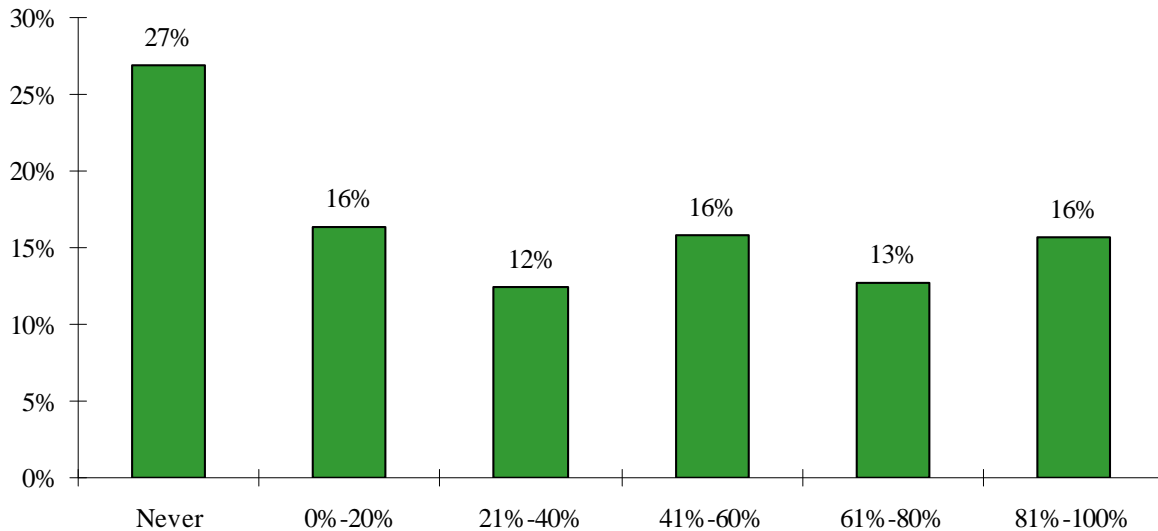


Table 8

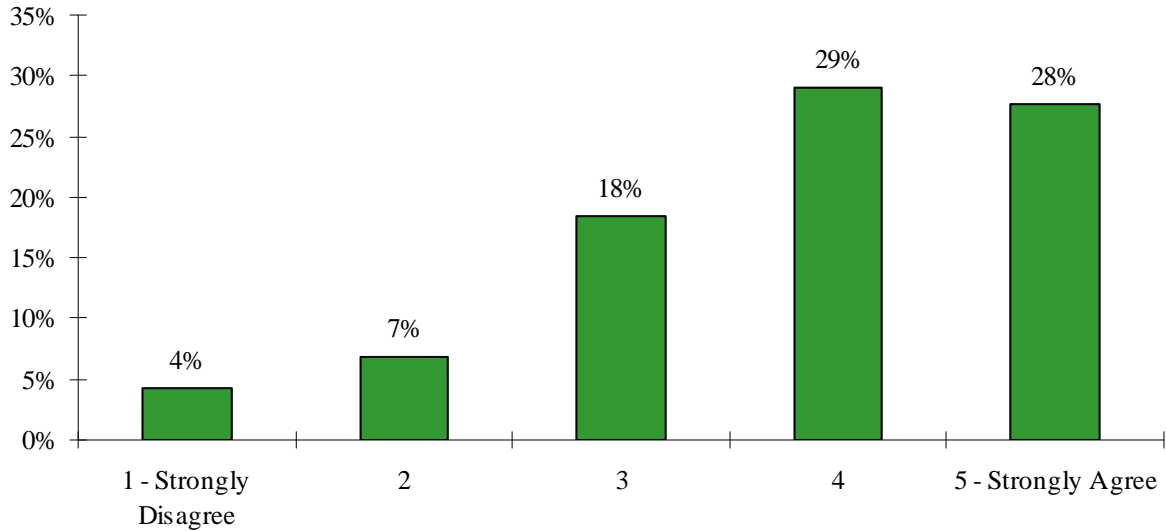
	Never	0%-20%	21%-40%	41%-60%	61%-80%	81%-100%
Alumni	33.3% (1)	0%	33.3% (1)	0%	0%	33.3% (1)
Anzalone	11% (1)	22.2% (2)	0%	22.2% (2)	22.2% (2)	22.2% (2)
Baton Rouge Center	13.3% (2)	20.0% (3)	33.3% (5)	20.0% (3)	6.7% (1)	6.7% (1)
Biology	17.1% (6)	28.6% (10)	8.6% (3)	31.4% (11)	14.3% (5)	0%
Campbell	16.7% (1)	16.7% (1)	16.7% (1)	33.3% (2)	0%	16.7% (1)
Clark	15.4% (2)	23.1% (3)	7.7% (1)	15.4% (2)	15.4% (2)	23.1% (3)
Columbia Theatre	33.3% (1)	0%	0%	0%	0%	66.7% (2)
D Vickers	36.5% (19)	28.8% (15)	11.5% (6)	9.6% (5)	11.2% (6)	1.9% (1)
Dugas	14.3% (2)	21.4% (3)	21.4% (3)	21.4% (3)	14.3% (2)	7.1% (1)
Dyson	9.1% (2)	22.7% (5)	9.1% (2)	22.7% (5)	18.2% (4)	18.2% (4)
East Stadium	8.3% (1)	8.3% (1)	0%	8.3% (1)	16.7% (2)	58.3% (7)
Fayard	38.4% (28)	11.0% (8)	6.8% (5)	20.5% (15)	8.2% (6)	15.1% (11)
Garrett	16.7% (8)	16.7% (8)	20.8% (10)	0%	10.4% (5)	35.4% (17)
Health Center	25.0% (1)	0%	0%	25.0% (1)	50.0% (2)	0%
	Never	0%-20%	21%-40%	41%-60%	61%-80%	81%-100%

Kinesiology	38.9% (7)	22.2% (4)	0%	11.1% (2)	16.7% (3)	11.1% (2)
Livingston Center	33.3% (1)	0%	0%	0%	33.3% (1)	33.3% (1)
McClimans	16.1% (5)	29.0% (9)	9.7% (3)	25.8% (8)	9.7% (3)	9.7% (3)
McGehee	28.6% (4)	35.7% (5)	7.1% (1)	7.1% (1)	14.3% (2)	7.1% (1)
Meade	0%	50.0% (3)	16.7% (1)	0%	16.7% (1)	16.7% (1)
Mims	47.6% (10)	4.8% (1)	19.0% (4)	4.8% (1)	23.8% (5)	0%
North Campus Athletics	66.7% (2)	0%	0%	0%	0%	33.3% (1)
North Campus Financial Aid	45.0% (18)	10.0% (4)	15.0% (6)	2.5% (1)	7.5% (3)	20.0% (8)
North Campus HR	35.7% (5)	7.1% (1)	7.1% (1)	21.4% (3)	7.1% (1)	21.4% (3)
North Campus Main	21.3% (16)	8.0% (6)	9.3% (7)	26.7% (20)	18.7% (14)	16.0% (12)
North Campus Textbook Rental	33.3% (1)	33.3% (1)	0%	0%	33.3% (1)	0%
Pennington	0%	12.5% (1)	62.5% (5)	12.5% (1)	12.5% (1)	0%
Pottle	29.4% (5)	17.6% (3)	17.6% (3)	5.9% (1)	11.8% (2)	17.6% (3)
Purchasing & Property Control	60.0% (6)	0%	10.0% (1)	10.0% (1)	0%	20.0% (2)
Pride	71.4% (15)	9.5% (2)	4.8% (1)	0%	4.8% (1)	9.5% (2)
Pursley	35.7% (5)	0%	14.3% (2)	21.4% (3)	21.4% (3)	7.1% (1)
Sims	21.6% (8)	10.8% (4)	5.4% (2)	24.3% (9)	24.3% (9)	13.5% (5)
Southeast LA Business Center	33.3% (1)	0%	0%	33.3% (1)	0%	33.3% (1)
Southeastern	26.3% (5)	26.3% (5)	15.8% (3)	10.5% (2)	5.3% (1)	15.8% (3)
St. Tammany Center	50.0% (1)	50.0% (1)	0%	0%	0%	0%
TEC	26.1% (12)	13.0% (6)	15.2% (7)	17.4% (8)	8.7% (4)	19.6% (9)
Tinsley	0%	14.3% (1)	0%	14.3% (1)	14.3% (1)	57.1% (4)
Student Union	10.5% (4)	23.7% (9)	18.4% (7)	23.7% (9)	13.2% (5)	10.5% (4)
University Center	6.3% (1)	12.5% (2)	25.0% (4)	12.5% (2)	25.0% (4)	18.8% (3)
University Police Building	42.9% (3)	14.3% (1)	0%	14.3% (1)	0%	28.6% (2)
White	20.0% (4)	25.0% (5)	25.0% (5)	10.0% (2)	5.0% (1)	15.0% (3)
Total	23.4% (218)	14.3% (133)	10.7% (100)	13.7% (128)	11.1% (103)	13.6% (127)

Overall Satisfaction

- Of the 906 faculty and staff who responded, 4% (n=40) indicated that are Very Dissatisfied with Physical Plant and 28% (n=258) were Very Satisfied.
- The average rating across all faculty and staff was 3.83.

Figure 8
Table 9



	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Alumni	0%	0%	33.3% (1)	33.3% (1)	33.3% (1)	0%	4.00
Anzalone	22.2% (2)	0%	0%	44.4% (4)	33.3% (3)	0%	3.67
Baton Rouge Center	0%	20.0% (3)	26.7% (4)	33.3% (5)	6.7% (1)	13.3% (2)	3.31
Biology	5.4% (2)	13.5% (5)	35.1% (13)	21.6% (8)	18.9% (7)	5.4% (2)	3.37
Campbell	0%	0%	50.0% (4)	25.0% (2)	25.0% (2)	0%	3.75
Clark	9.1% (1)	18.2% (2)	9.1% (1)	36.4% (4)	0%	27.3% (3)	3.00
Columbia Theatre	0%	0%	20.0% (1)	20.0% (1)	40.0% (2)	20.0% (1)	4.25
D Vickers	6.5% (4)	12.9% (8)	16.1% (10)	27.4% (17)	29.0% (18)	8.1% (5)	3.65
Dugas	13.3% (2)	13.3% (2)	13.3% (2)	20.0% (3)	33.3% (5)	6.7% (1)	3.50
Dyson	4.2% (1)	4.2% (1)	16.7% (4)	20.8% (5)	54.2% (13)	0%	4.17
East Stadium	0%	0%	6.7% (1)	26.7% (4)	46.7% (7)	20.0% (3)	4.50
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Fayard	3.5% (3)	9.4% (8)	18.8% (16)	29.4% (25)	20.0% (17)	18.8% (16)	3.65

Garrett	0%	3.6% (2)	12.5% (7)	30.4% (17)	32.1% (18)	21.4% (12)	4.16
Health Center	0%	0%	0%	25.0% (1)	50.0% (2)	25.0% (1)	4.67
Kinesiology	0%	9.5% (2)	9.5% (2)	42.9% (9)	33.3% (7)	4.8% (1)	4.05
Livingston Center	33.3% (1)	0%	33.3% (1)	33.3% (1)	0%	0%	2.67
McClimans	6.1% (2)	0%	30.3% (10)	42.4% (14)	12.1% (4)	9.1% (3)	3.60
McGehee	6.3% (1)	18.8% (3)	6.3% (1)	31.3% (5)	18.8% (3)	18.8% (3)	3.46
Meade	33.3% (2)	0%	33.3% (2)	16.7% (1)	16.7% (1)	0%	2.83
Mims	3.8% (1)	0%	3.8% (1)	38.5% (10)	38.5% (10)	15.4% (4)	4.27
North Campus Athletics	0%	0%	33.3% (1)	33.3% (1)	33.3% (1)	0%	4.00
North Campus Financial Aid	4.5% (2)	2.3% (1)	15.9% (7)	34.1% (15)	29.5% (13)	13.6% (6)	3.95
North Campus HR	0%	0%	17.6% (3)	41.2% (7)	35.3% (6)	5.9% (1)	4.19
North Campus Main	0%	7.8% (6)	19.5% (15)	39.0% (30)	29.9% (23)	3.9% (3)	3.95
North Campus Textbook Rental	0%	0%	0%	25.0% (1)	75.0% (3)	0%	4.75
Pennington	14.3% (1)	28.6% (2)	28.6% (2)	14.3% (1)	14.3% (1)	0%	2.86
Pottle	5.3% (1)	15.8% (3)	31.6% (6)	31.6% (6)	10.5% (2)	5.3% (1)	3.28
Purchasing & Property Control	0%	6.7% (1)	26.7% (4)	26.7% (4)	40.0% (6)	0%	4.00
Pride	16.7% (4)	12.5% (3)	25.0% (6)	20.8% (5)	16.7% (4)	8.3% (2)	3.09
Pursley	0%	10.5% (2)	10.5% (2)	26.3% (5)	31.6% (6)	21.1% (4)	4.00
Sims	2.6% (1)	5.3% (2)	34.2% (13)	34.2% (13)	5.3% (2)	18.4% (7)	3.42
Southeast LA Business Center	0%	0%	0%	50.0% (2)	50.0% (2)	0%	4.50
Southeastern	5.3% (1)	5.3% (1)	21.1% (4)	31.6% (6)	15.8% (3)	21.1% (4)	3.60
St. Tammany Center	0%	0%	33.3% (1)	0%	33.3% (1)	33.3% (1)	4.00
TEC	3.6% (1)	1.8% (1)	10.7% (6)	25.0% (14)	42.9% (24)	16.1% (9)	4.21
Tinsley	0%	14.3% (1)	28.6% (2)	0%	57.1% (4)	0%	4.00
Student Union	7.7% (3)	2.6% (1)	23.1% (9)	23.1% (9)	38.5% (15)	5.1% (2)	3.86
University Center	5.6% (1)	5.6% (1)	5.6% (1)	33.3% (6)	44.4% (8)	5.6% (1)	4.12
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
University Police Building	0%	0%	11.1% (1)	44.4% (4)	44.4% (4)	0%	4.33

White	8.7% (2)	13.0% (3)	26.1% (6)	13.0% (3)	30.4% (7)	8.7% (2)	3.48
Total	4.3% (40)	6.9% (64)	18.4% (171)	29.1% (271)	27.7% (258)	11.0% (102)	3.83

* Mean does not include NA responses.

Appendix A

2007-2008 Survey of Faculty and Staff