Facilities Planning & Management
Survey Results 2009 - 2010

[Bar chart showing various categories and their corresponding scores]
**Comments**

*Excellent staff and great communication. Your work is appreciated.*

Please note: have only had experience with the day staff when it comes to custodial services. Lucie is wonderful. She goes above and beyond to make sure the campus appearance is maintained. I always know I can count on her in a pinch.

Facilities staff is always very accommodating and cooperative. They work well with colleagues in an effort to achieve what needs to be done in a timely manner.

I think the campus is beautiful and kept up well. However, it would be really nice if the floors can be vacuumed more often considering we are the department with the most foot traffic. I don’t think the custodial staff vacuums at night. There has been noticeable items on the floor that have sat for weeks until we pick them up by hand. Also, if there is liquid or if the bag is dirty in the garbage can the bag should be replaced not just emptied.

*Keep up the good work!*

In general, I believe Facilities does a great job. One comment is about NEO. Is it possible to have a longer timeframe for password reset? It seems to have a shorter timeframe than any other system at USF. Thanks!

Lucy is the best! She is so conscientious of her work and keeps our department spick and span! She’s always asking if everything is okay and if we need anything. She keeps track if our paper towel dispensers need filling. If we have a problem, she takes care of it a.s.a.p.

*My responses are regarding the day crew only. I’m not sure about the night crew except to say that they day crew systematically comes down to do things that the night crew was supposed to do such as putting trash liners in can, filling up paper towel holders, emptying the little boxes in the ladies stalls, filling up soap, etc.*

None

*I think Facilities Planning does a wonderful job considering all the work it requires to keep a building this size in top shape and the small staff of the department. The department is always requested to go above and beyond the call of duty but never come across rude or overwhelmed and I am talking about everyone! There are many last minutes request or needs and you always accommodate everything this area requests and I am most appreciative. Some projects seem to take a long time before they actually begin but there are behind the scenes issues occurring - permits, vendors etc which takes time. I think this should be communicated because I think people think it is forgotten but that is not the case...it is just in process and some things take a long time due to the requirements.*

**Great Team!**

One request: I prefer teaching in a classroom where the chairs and tables are arranged in a U-shape rather than classroom style--I desire my students and I to have a conversation with one another rather than have the class arranged in lecture style. Is there any way to have facilities arrange the room in a U, once I have a room assigned to me for the semester, at a certain time each week. Right now I must arrange the room on my own, and then return it to its original arrangement. Thanks for any help you can offer.

Your office staff is an amazing crew. I always feel welcomed upon entry into your office and my questions/concerns are always addressed promptly. Thanks!

Lucy in custodial services is wonderful! She’s a very sweet person who does a great job and is always willing to help if you need anything. My only issue with the custodial services is with the evening cleaning crew. Several times per month I find that the trash can in my office has not been emptied; this has also happened with the trash can in the kitchen. I’m not sure if the cleaning crew doesn’t come every night, but if that is the case, we should be made aware of that so we know to empty our own trash can.

There has to be developed some method for keeping classroom setups in the manner that are suppose to be. Users rearranging the seating and then leaving area without re-setting the desks and chairs is at minimum rude. The University policy seems to be let the faculty member deal with it. This is unfair.

Faculty choice are: 1) teach in a classroom not set up for teaching. 2) ask the students to rearrange the classroom and exposed the faculty member to a law suit if a student is injured as the faculty member is not authorized to ask and moving furniture is not part of the student's duty by enrolling in USFSM. 3) Faculty member moves the furniture him/herself and is exposed to personal injury. 4) Faculty member figures out who uses the classroom at all times during the week and becomes some sort of police person trying to trace down the offending party. All options are not acceptable, when the offending party who moved the furniture originally is simply too lazy to put it back. USFSM and facilities management must come up with some much more efficient system find offenders.
NEO 63626 - -92 days that's pretty late. I don't know what's going on there...but still its 92 days late. I've had to deal with Facilities multiple times and have seen maintenance and construction deadlines pushed back by weeks if not months. This slows us all down in the end. All of your staff are wonderful especially Mike, Lucy, and the maintenance lady who's name I've forgotten. These three are constantly happy and flashing smiles. I have nothing but good things to say about all three.

The main issue that needs to be resolved and has not been is the weird noise in the Selby that goes off during events.

There still needs to be a "tightening up" of the Selby reservations. Unfortunatly, EVERY student event is usurped (either totally or for set-up) by another "more important" event.

Lucy is the absolute best and represents USF SM very well.