

University of Hawaii Maui College
Annual Program Review for Operations & Maintenance and Mailroom/Switchboard
for Calendar Year 2012
By Robert Burton

Mission Statement:

The Operations & Maintenance (O/M) Department provides a safe, sanitary, and secure educational environment for students, faculty and staff that will enhance student-learning outcomes.

(Mission of MCC - Maui Community College is a learning-centered institution that provides affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.)

Vision Statement:

To be an effective, efficient, harmonious, cohesive and disciplined Operations & Maintenance Department that is adequately staffed so that we may “realize” our mission as well as succeed at our goals.

(Vision of MCC - We envision a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating learning environments. The College mission, goals, and actions will be guided by the Native Hawaiian reverence for the ahupua`a, a practice of sustaining and sharing diverse but finite resources for the benefit of all.)

Values Statement:

We hold these values as the most important for our group and we work daily to bring these into our work place in our own unique way:

1. Respect
2. Appreciation
3. Responsibility
4. Friendliness
5. Teamwork
6. Fairness
7. Honesty

Analysis and Assessment of Quantitative and Qualitative Data for the Calendar Year January 1, 2012 through December 31, 2012

The quantitative data for calendar year 2012 via Efacilities AiM shows that we generated a total of 1208 work orders for OM. As of the end of 2012 we completed 1023, cancelled 17 which leaves us with 166 still open. closed. The open work orders are about electrical issues, a/c issues, are scheduled for completion in 2013 and/or are just not high at all on anyone’s priority list.

We have lost one General Labor III and one General Labor II and one Janitor II. The two general laborers left for employment elsewhere and the Janitor II retired. December 31, 2012. We were recruiting for the General Labor III and had made a selection but no appointment when the college’s budget crisis demanded that the positions be “frozen” until further notice.

After reviewing the quantitative data it is apparent that we have not gotten into appropriate rhythm of closing out all open work orders when they relate to having a contractor complete the job especially with a/c; electrical and plumbing issues or if it is an issue that we took care of and just did not get around to closing them all out. This is a phenomenon of the Building Maintenance crew due to the fact that they have the majority of work orders.

The strength of the qualitative data is that we have maintained our initiative to provide efficient and effective services to the college community. We are still working to incorporate more harmony, cohesiveness and discipline into our daily routines, but this has not always been possible due to personality contrasts. We are maintaining closer “ties” to the Sustainable Construction Department and

other Vo-Tech Departments as well. This may change, however as two of the tenure track faculty with the Sustainable Construction Department are not renewing their contracts for Fall 2013.

We anticipate the negative comments to begin to lessen as we go about filling in the positions that are vacant. We will make all attempts to find more compatible and harmonious individuals to become a part of our team. As of December 31, 2012 the positions were still frozen and we had one individual chosen for the General Labor III position. We anticipate making the person the new General Labor III when the freeze is lifted. As of this writing, February 19, 2013, we have been given the go ahead to fill the vacant positions. We will be proceeding as quick a possible with this process. Operations and Maintenance positions are important to be filled due to their "effect" on the health and safety aspects of student learning outcomes. Students, faculty and visitors are more inclined to have a pleasant and affirming stay on campus if the landscape, exterior and interior spaces are well maintained and the employee whom they encounter are pleasant. See Appendix 1 for supporting requests for permanent counts.

The weakness of the qualitative data is that while at most time's morale is good, there are times when morale is down. The morale is down for a variety of reasons that follow:

1. As mentioned earlier – personality contrasts.
2. The times that there is a lack of understanding and patience from the community concerning how fast/slow we are in responding which include unfriendly, snide and/or rhetorical comments from faculty
3. Seeming lack of opportunities for employee training.
4. The state of the economy and the "cuts" that all the unions negotiated.
5. Still, a lack of certain types of powered machinery...in particular, high speed buffers and scrubbers for each building; no adequate sized pickup truck; length of time it takes to repair powered equipment.
6. The re-bidding of all zones in Grounds, Building Maintenance and Janitors. See Appendix 2

Plans & Next Steps for 2013 within the Operations & Maintenance

1. Institute the Asset Management and Preventative Maintenance Modules in Efacilities Aim. A 21 week training program in Inventory Management and Organizing Storage, Work Spaces and Work Vehicles will be implemented beginning February 26, 2013. The intent is to create appropriate methods for tracking our shop stock as well as instill new habits of cleanliness and organization of work areas and golf carts of all the teams within O/M. We will incorporate hands on training within Efacilities Aim that should allow us to begin utilizing the above two mentioned modules...perhaps even the inventory module as well.
2. Replace worn out equipment as quickly as possible. Focus is on a mid-size to full size pickup truck and floor scrubbing/polishing machines. Also, as old Nickel Cadmium battery powered hand tools "die" we will replace them with lithium ion battery models.
3. Performance Appraisals for all O/M personnel to be brought up to current year and combine this with staff development program(s) for all sections of our department wherever an employee receives a "does not meet expectations" in order to improve internal morale (individual and departmental) as well as embrace the spirit of kokua and kuleana. OM Manager will continue working on the PAS updating with all O/M now that the BU1 supervisors are up to date.
4. Every two week meetings between department head and working supervisors On going
5. As needed meetings between department head and individual teams as well as entire O/M Department. On going
6. "Nuts & Bolts" from OM Dept 4 times a year to remind the community about:
Keys and Card Access proceeds

Move requests and guidelines for packing “stuff” for moves of offices.

Locked out procedures

How to use EFacilities-AiM for customer requests

On going

7. Complete the Geo-Referencing Project with USGS, which will include final organization of blue prints and operating manuals of our buildings and systems. The scanning was complet
8. Complete design and build on various projects co-created with Vo-Tech & Construction Academy Departments. See Appendix 3
9. Continue working with EDventure , the college’s non-credit branch for on-the-job training for all groups within O/M They are providing fork lift and Sky Track training as well as bringing in the trainer for the Inventory and Shop Management mentioned above. EdVenture may be able to negotiate with Am TrainCo and bring them to Maui. Currently Am TrainCo just organizes training on Oahu.
10. Continue to lobby strongly and loudly for permanent counts and more positions within our department, especially full time, permanent positions. See Appendix 1.
11. Explore and implement where feasible, Zero Waste concept in order to take advantage of all these Sustainability potentials:
 - Paperless work order & file system
 - Convert our golf cart fleet to solar or wind power.
 - Purchase only environmentally friendly cleaning products.
 - Purchase janitorial paper products that have a certain % of recycled paper in them.
 - recycling paper on campus. [This may include having large sized “scales” and student interns to assist in collecting the paper as well as tracking how much we divert from the landfill. This may even include the Archeology Department to do “dumpster dives”, which will allow the students to learn first-hand about the emerging science of “Garbalogy.”]

Ongoing

O/M Prioritized Resource Needs for 2013 [not prioritized]:

Crew cab, mid sized, pickup truck

Expected outcome – reduce 90% of \$ spent for mileage on personal vehicle usage for college legal utility vehicle to replace old, small, gas powered, pickup truck.

4 ea floor buffing machines & 4 ea floor scrubbing machines

Expected outcome – reduce by 50% time spent moving machines around to different buildings in order to deep clean and/or polish floors.

Storage Area

Expected outcome - stock more of frequently replaced maintenance items and more used furniture. This allows us to reach our goal of reducing days to complete a work order since we would not have to wait so long for parts. It will allow for more organized storage system of stocked parts thus reduce man-hours looking for repair parts. It would also allow us to store more good used furniture that can be used by other departments, thus reducing over all \$’s spent on furniture (no accurate figures nor estimate available at this time.)

Convert old Chiller Enclosures at Laulima and Hookipa into storage areas.

Convert old Chiller Enclosure at Library into a plan room for the college’s blueprints and building systems manuals and new space for Mailroom/Switchboard so that the Library can have more office space on 1st floor

Appendix 1

New personnel “counts:”

Operations and Maintenance positions are important to be added as permanent counts due to its “effect” on the health and safety aspects of student learning outcomes. Students, faculty and visitors are more inclined to have a pleasant and affirming stay on campus if the landscape, exterior and interior spaces are well maintained. Quality of the landscape, exterior and interior spaces is compromised once employees are given more work load than is possible to complete in any given day to the standards we are setting.

Positions:	Expected outcomes
1- FTE Facilities Manager Assistant	Improve morale and improve attention to detail on all aspects of work, energy management, routine & preventative maintenance, key and card access processing and oversight of R&M and CIP Projects
1-FTE Mailroom/Switchboard clerk (currently casual hire)	Non-quantifiable...improved morale
1-FTE O/M clerk (currently casual hire)	Non-quantifiable...improved morale
1-FTE Building Maintenance Mechanic I	Number of days to repair powered hand tools and other large motorized equipment is reduced by 50%. Data may be gleaned from Efacilites Aim
3-FTE Janitor II	Higher satisfaction ratings by 10% points and reduced number of overtime hours, by 1/3, for deep cleaning and window washing.
1-FTE General Labor II for landscape crew	Higher satisfaction ratings by 10% points for well kept campus and reduced need for contracting out irrigation troubleshooting and repair. Reduce hours by outside contractor by 1/3.
1-FTE Building Maintenance I	Reduce number of days to complete work orders by 50%. Reduce number of overtime hours for Building Maintenance items by 1/3.

New Zone Assignments for Building Maintenance, Janitors and Grounds

[illegible]

Lower Campus - Dwight as of 11/8/12

1 MAU STORAGE B (VoTech)	2204B	SMALL	1949	67
2 MAU OXYACETYLENE STORAGE (Welding)	2203A	SMALL	1980	107
3 MAU STORAGE A (VoTech)	2204A	SMALL	1949	144
4 MAU STORAGE C (VoTech)	2204C	SMALL	1949	167
5 MAU POWER VAULT A (Lower Campus)	2212	SMALL	1949	263
6 MAU DRUM STORAGE (Auto Tech)	2201A	SMALL	1980	277
7 MAU COMPRESSOR BLDG (Auto Tech&Carpentry)	2211	SMALL	1950	320
8 MAU BACKUP GENERATOR (Kaaie/Paina/Central Chiller)	2252B	SMALL	2001	600
9 MAU LAULIMA CHILLER ENCLOSURE	2251A	SMALL	1999	800
10 MAU HEALTH CTR	2226	SMALL	1971	1389
11 MAU COMMUNITY SERVICE BLDG	2205	SMALL	1973	2328
12 MAU MARINE OPTIONS&MISC.OFFICES (OLD CERAMICS)	2207	SMALL	1949	2538
13 MAU NURSING CLASSROOM & MISC OFFICES	2236	SMALL	1989	3325
14 MAU NURSING (Main Classrooms&Offices)	2238	SMALL	1989	4531
15 MAU UH CO-OP EXTENSION SVC	2214	SMALL	1977	4635
16 MAU MULTIPURPOSE BLDG (RDP & KAPIOLANI EMS)	2215	SMALL	1966	4906
17 MAU BUILDING TRADES SHOP	2202	BASIC	1949	5912
18 MAU WELDING SHOP	2203	BASIC	1949	5912
19 MAU CARPENTRY SHOP	2204	BASIC	1949	7535
20 MAU THE LEARNING CENTER (TLC)	2237	BASIC	1989	8088
21 MAU AUTO BODY SHOP	2223	BASIC	1969	8193
22 MAU AUTOMOTIVE TECHNOLOGY BLDG	2201	BASIC	1949	9342
23 MAU LAULIMA (OCET/VITECH)	2251	BASIC	1999	31943
24 MAU PAINA (CULINARY)	2253	BASIC	2003	37570
25 MAU KAAIKE (MEDIA-TELECOM-COMP. SRVS.)	2252	BASIC	2001	40380
26 MAU HOOKIPA (Bus. Admin/Student Services/Fashion Tech	2208	BASIC	1951	15744
27 MAU NURSING CHILLER/TRASH ENCLOSURE	2238A	SMALL	1989	760
28 MAU Kaiao (Lauulu Project)	2206	BASIC	2010	2016
29 MAU OPERATIONS & MAINTENANCE FACILITY	2235	SMALL		4519

total sq footage Lower Campus 204311

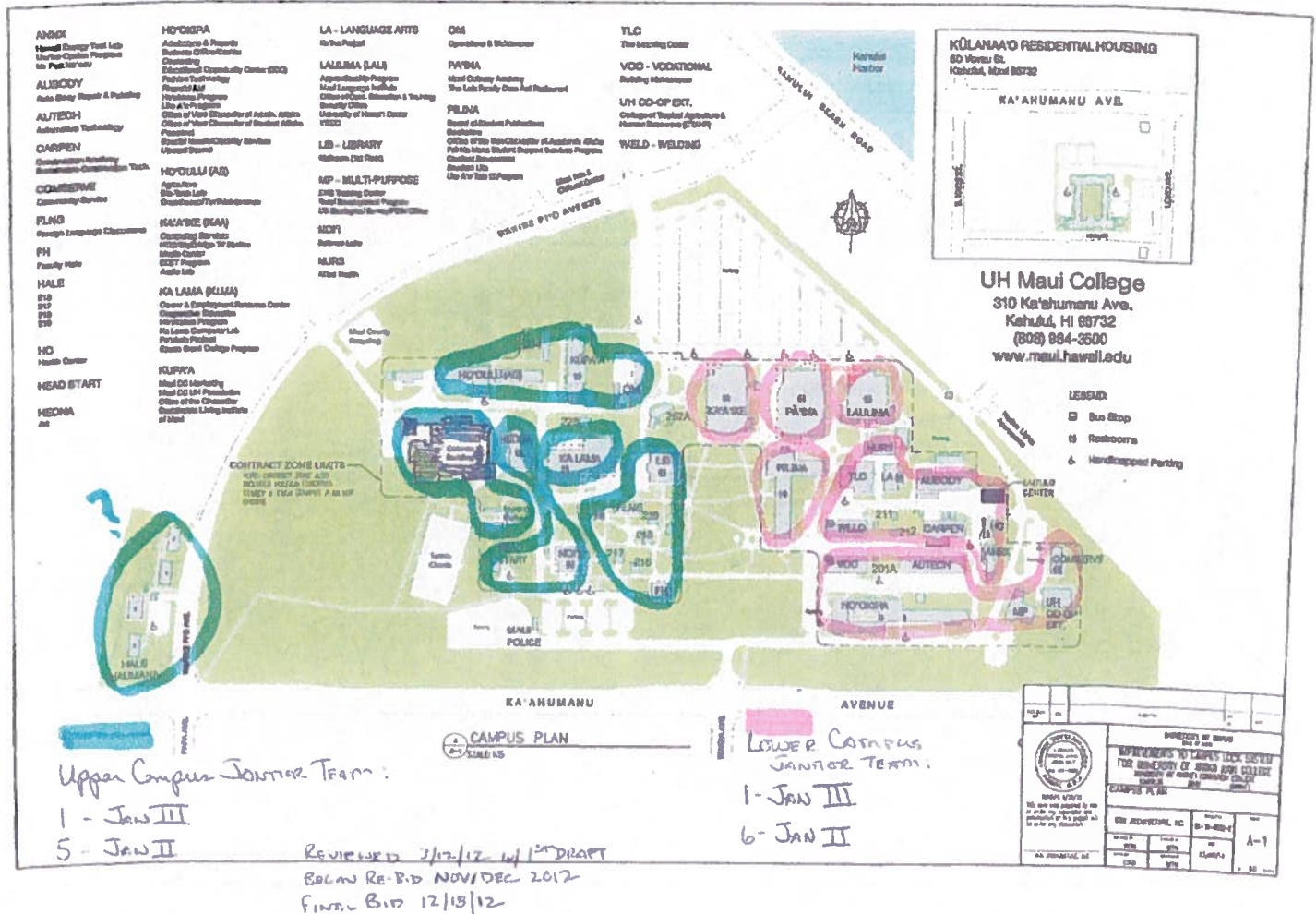
Upper Campus - Raymond as of 11/8/12

1 MAU NURSING PORTABLE C - Offices	2240C	SMALL	2009	672
2 MAU PAVILION (Open Hale)	2222	SMALL	1968	747
3 MAU Storage (formerly old POWER VAULT B)	2228	SMALL	1968	756
4 MAU CLASSROOM HALE 2216	2216	SMALL	1968	770
5 MAU CLASSROOM HALE 2217	2217	SMALL	1968	770
6 MAU CLASSROOM HALE 2218	2218	SMALL	1968	770
7 MAU CLASSROOM HALE 2219	2219	SMALL	1968	770
8 MAU RESTROOM (Million \$ Bathroom)	2227	SMALL	1968	798
9 MAU MAIN POWER VAULT	TBD	BASIC	2010	900
10 MAU NURSING PORTABLE B - Lab	2240B	SMALL	2009	960
11 MAU HIIPOI (CHILD CARE)	2233	SMALL	1994	1200
12 MAU FOREIGN LANGUAGE LAB	2225	SMALL	1971	1638
13 MAU Nursing Portable A - Classroom	2240a	BASIC	2009	1680
14 MAU LIBRARY A/ C CHILLER/STORAGE	2230	SMALL	1970	1747
15 MAU AG STORAGE BLDG	2234	SMALL	1979	1920
16 MAU DORMITORY LAUNDRY-REC ROOM Bld B	2248B	SMALL	1981	2253
17 MAU FACULTY HALE 2220	2220	SMALL	1965	2567

18 MAU DORMITORY BLDG C	2248C	BASIC	1981	3629
19 MAU DORMITORY BLDG D	2248D	BASIC	1981	3629
20 MAU DORMITORY BLDG A	2248A	BASIC	1981	3645
21 MAU HOOULU (AG CLASSROOM)	2239A	SMALL	1993	4889
22 MAU HEONA FINE ARTS BLDG (OLD PE BLDG)	2231	BASIC	1970	7082
23 MAU HOOULU (AG GREENHOUSE)	2239B	BASIC	1993	7920
24 MAU LIBRARY	2224	BASIC	1970	25407
25 MAU KA LAMA (BUSINESS ED)	2249	BASIC	1994	42948
MAU 'Ike Le'a (Science)			2013	
26	22??	COMPLEX		28,000
27 MAU PILINA (STUDENT CENTER)	2232	BASIC	1973	41786
28 MAU KUPAA (CLASSRM/LABS)	2250	BASIC	1995	18926
29 MAU NOII (SCIENCE)	2221	COMPLEX	1970	14914
30 MAU CENTRAL CHILLER PLANT	2252A	SMALL	2001	1000

total sq footage as of Upper Campus 224693

Janitor Zones



UH MAUI COLLEGE JANITOR CREWS AND ZONES - SQ FOOTAGE

FINAL

12/18/2012 campus total = 429,004

LOWER CAMPUS

total sq ft 204741

sq ft per janitor 29248.71

actual sq ft per
bldg

sq ft per bldg

LC 1 KAAIKE 40380 CORRINE MORTON

LC 2 PAINA 37570 ANGIE WASKEY

LC 3 LAULIMA 31943 DANNYETTE SHINYAMA

LC 4 PILINA ***** 37786 JIMMY BARRIENTOS

LC 5 TLC 8088

ALLIED HEALTH 4531

BLDG C 3325

WELDING 5912 1214

requires golf CARPENTRY 7535 1020

cart AUTOBODY 8193 2688

KAIAO 2016

HEALTH CENTER 1389

ANNEX 2538

26809

LC 6 HOOKIPA 15744

VOC-BLDG MAINT 5912 1008

AUTOTECH 9342 1632

requires golf RDP/EMS 4906

cart COMMUNITY SVCS 2328

UH COOP 4635

30253

average difference in sq ft per
janitor = Lower Campus has 3988
more sq ft to care for than Upper
Campus Total sq footage
campus wide = 429004

radios for LC5, LC6,

FINAL

12/18/2012 BID FINAL 12 26 12

UPPER CAMPUS

total sq ft 151066 sq ft per janitor 25177.61

actual sq ft per

bldg

sq ft per bldg

UC 1	LIBRARY		25407
	FLANG		1638
	OPEN HALE	747	249
	HALE 216		770
	HALE 217		770
	HALE 218		770
	HALE 219		770
	FAC HALE		2567
	MIL \$ RESTROOM		798
			33739

GLENN SATO

UC 2	KALAMA	42,948	41668
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minus restrooms

1280

VAL CARREON

UC 3	KUPAA		18926
	AG STORAGE	1920	0
	AG CLASSROOMS		4889
	AG GREENHOUSE	7920	0
	OM	4519	3013
	Kalama Bathroom 1st flr		768
	Kalama Bathroom 2nd flr		512
			28108

MARTIN BINONWANGAN

radios for UC1, UC3

UC 4	NOII	14914	7457
	HEONA		7082
	HIIPOI(CHILD CARE)		1200
	HOSPITALITY ACADEMY		
	BLD A	3645	0
	BLD B	2253	0
	BLD C	3629	0
	BLD D	3629	0
	NURSING PORTABLES		
	A - CLASSROOM	1680	0
	B - LAB	960	0
	C - OFFICES	672	0
	Kalama Bathroom 1st flr	768	0
	Kalama Bathroom 2nd flr	512	0
			15739

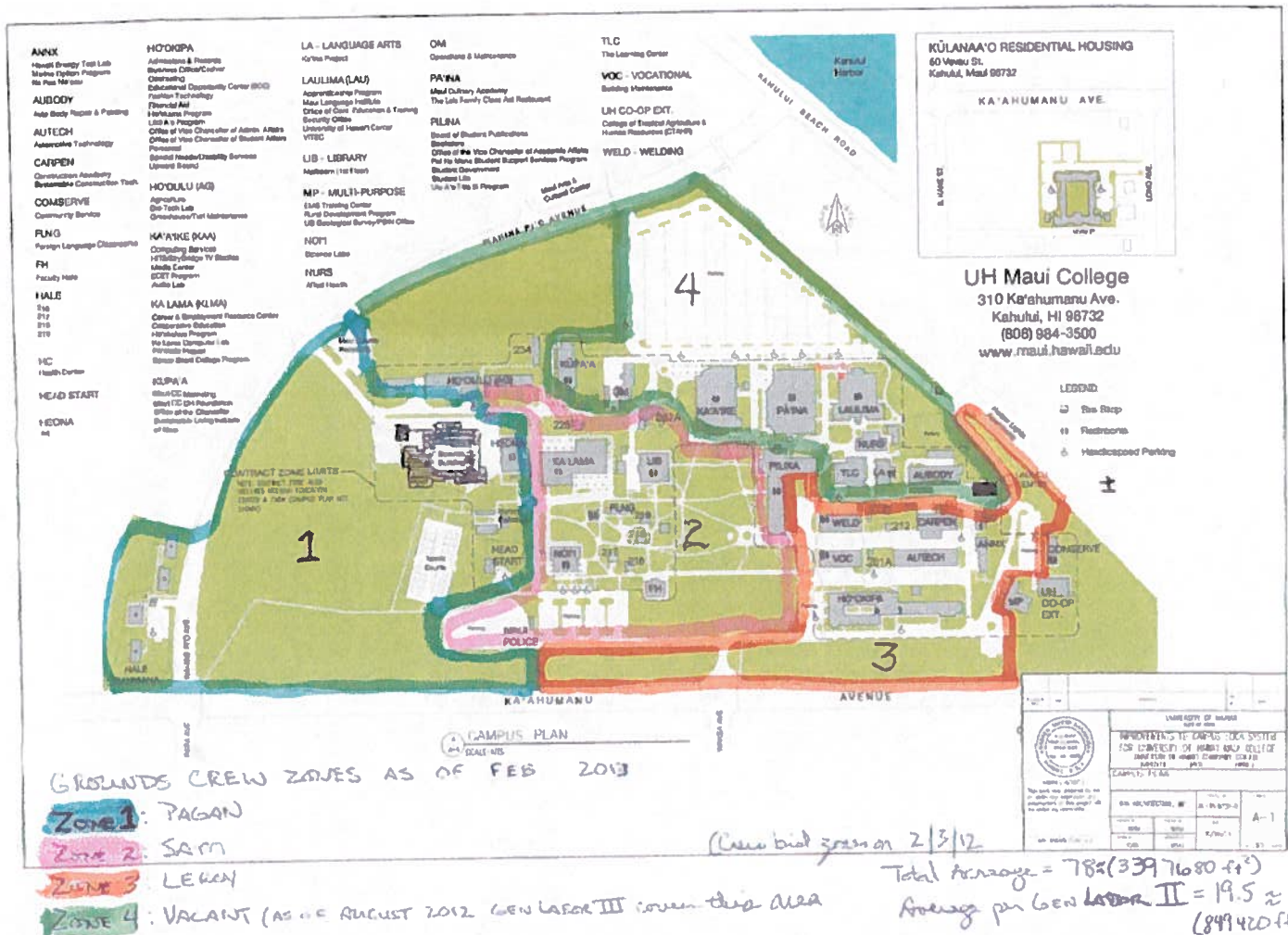
Hermi BEERS

requires golf cart

UC 5	NIKE LE'A		28500
	NURSING PORTABLES		
	A - CLASSROOM		1680
	B - LAB		960
	C - OFFICES		672
			31812

BABYLYN SIM

Grounds Zones



Since Grounds team does not have individual buildings and sometimes they “share” a building (one does the front while one does the back) we decided not to create a spread sheet with buildings that are “in” a zone.

Appendix 3

Repair and Maintenance Projects completed 2012 and on the docket for 2013

2012 – Large Kine:

Faculty Hale Renovation

Exterior Renovation Vo Tech Bldg 201, 202, 203, 204 and adjacent storage sheds

Electrical Upgrade in VoTech Bldg 201, 202, 203, 204, 223

Small Kine by O/M Building Maintenance:

Re-organize South end of O/M Base Yard – create covered porch between Paint Shed and Storage Shed (Storage Shed was re-roofed as well.)

Create shelves for Irrigation spare parts to be moved into Open Bay Area

Rebuild Front Entrance Sign

Health Center Signage

Temporary Lighting at Old Tennis Court parking area at Nursing Portables (as of now-it is EdVenture Motorcycle Training Area on weekends)

Interior and exterior door replacement at Health Center; MOP Classroom Bldg 207; RDP office and exterior; Storage bldg at Kalama

On the Docket and out to bid for 2012 and to be completed 2013:

Re-Key Main Campus and Molokai Education Center

Campus wide sidewalk, roadway and drainage improvements

1st Phase Irrigation Upgrade to be completed 20

3/31/2014

Appendix 4

CIP Projects

New Science Building 'Ike Le'a has been occupied by faculty and classes should begin there Fall 2013

Appendix 5

Co-creation projects with Vo-Tech-Sustainable Construction-Automotive Department; Apprenticeship Program

1.

Design Projects under jurisdiction of Sustainable Construction Tech - Building Maintenance:

1. Specifications for re-wire and up-grade electrical service to raised stage on Great Lawn
2. Specifications for stand alone compressed air system for Building Trades Building
3. Cardboard recycle area at Bldg #2202
4. Get Metasys set up in Bldg #2202 Classroom Lab for energy monitoring projects

Building Projects under jurisdiction of Sustainable Construction Tech – Carpentry:

1. grease enclosure S side Paina
2. Rubbish enclosure on NW corner of Welding Shop
3. Recycle Cardboard enclosure N side Pilina

Building Project for Apprenticeship Program:

1. Well – Pump House
2. two parking stalls out of the “porous” concrete for Health Center – East side [re-confirm with Marvin]

Appendix 6

Facilities Improvement Measures begun via Johnson Controls in 2012 and to be completed 2013

Campus wide lighting retrofit main campus and Molokai Ed Center and Farm

Extension of Chilled Water Loop for Expansion of Central Chiller Plant

New split A/C systems for Hale Classrooms

Retrofit Chiller #1 in Main Chiller Plant

Appendix 7

Faculty Survey comments & Survey Summary

MAILROOM/TELEPHONE OPERATOR

- Iris knows everyone and everything! She is professional and her staff is always supportive and well-informed.
- I have not had to contact the operator
- Thank you for your support! More support needed for Iris.
- We are eagerly awaiting the auto attendant feature to route calls in and out of our office.
- I'm not able to make long distance calls or drop off/pick up mail before 8:00am, it's a little inconvenient especially when I need to make calls to the mainland. Iris is wonderful, always cheerful and ready to help.
- There have been times where I did not receive an reply from Iris.
- Need services thru 6:30pm (after start of evening classes).
- Iris is the best!!
- Iris Latu and student employee staff do a good job with the resources they have. Their "customer service" and attitude is excellent.
- New phone system allows us to make long distance calls without going through the switchboard. Great improvement.

- New phones are great. Iris is the pulse of the campus - she and her assistant play a vital role in first impressions.
- Glad no bells but Hawaiian music would be nice
- Iris and the mailroom staff are great! They really strive to provide a high level of customer service to our campus community. The reduced mailroom hours during breaks can be problematic for those who fail to plan for such. The new digital phones have made a big improvement, I can now make business calls to neighbor islands without the assistance for the campus operator, and luckily I rarely would need to call long distance to the mainland when the mailroom is closed. I would love to see student workers being employed to make mailruns on campus - even once a day delivery/pick up to departments would be fabulous! But don't get me wrong, I love to walk around our campus and it's always nice to see the smiling faces of the mailroom staff.
- none
- Iris and gang are so helpful!
- Iris and her staff is the perfect example of hookipa. Walk into the mail room and look around. Someone cares about what it looks like, and how it affects those of us who use it. Mahalo.
- The VOIP system should be further integrated into the campus computer system. We should be able to access our voicemail via computer, get the university directory on the phone, port calls to the landline to our cell phones.
- Iris is the most important person for the operations of this campus!
- They are exemplary in service and great attitudes.
- None
- ALWAYS SMILING!

OPERATIONS & MAINTENANCE

- Often during night classes and weekend classes, bathrooms are locked.
- everything looks like it works right and it's pretty clean, good job guys!
- Great job, especially given the additional workload on O & M from new projects and retrofits.
- Appreciate all of your efforts! Additional staff needed to match growth of college.
- Josie Sim who is our regular custodian is awesome. She did her duties well and with a cheerful attitude. Amy her replacement also did an awesome job. But whoever replaced both of them did not perform as high a standard as they did. They both take initiative and mopped and swept as needed. When I left a note to please vacuum, it still wasn't done. I miss Josie Sim and Amy. They did a wonderful job in our office.
- Why is the lawn brown? Why can't simple things get fixed, like latches on bathroom doors. Why are plants butchered - well-meaning staff needs training.
- I've seen the a/c vents in some of the restrooms with dust so thick you cannot see the grill.
- I have not been able to access work order system. I have to rely on the secretary to place work orders.
- Amy is wonderful, but many challenges with O&M
- Internal strife and supervision issues in operations and maintenance seem to get in the way of productivity.
- Our service is always great.
- Same great crew keeping things clean, neat, and orderly. Much appreciated.
- I think O&M does a great job with the limited resources they have. I find the staff to be friendly and see that most take great pride in trying to maintain and keep these old buildings clean and it is a daunting challenge to do it while all classes are in session and numbers of people to clean up after keeps increasing. I'm very appreciative of their efforts to accommodate our department's needs.
- none
- Maintenance supervisors should not put down administration and individuals. Very negative and reflects badly on admin and on the hard working maintenance staff.
- Can we replace some of the dead and missing plants and trees, including the bushes around Ka Lama?
- Some of the employees are outstanding and very easy to work with.
- Thank you.
- None
- IN THE FUTURE, WHEN BUDGET GETS BETTER. IT WOULD BE NICE TO HAVE EVENING AND SATURDAY O & M FOR CLASSES DURING THE EVENING AND ON SATURDAYS.

17. Mailroom/Telephone Operator provides high quality service.

Response

Percent

Response

Count

Completely Agree 46.2% 102

Agree 43.0% 95

Disagree 4.1% 9

Strongly Disagree 0.5% 1

No Opinion 6.3% 14

answered question 221

skipped question 25

18. Mailroom/Telephone Operator provides services in a timely fashion.

Response

Percent

Response

Count

Completely Agree 46.4% 102

3/31/2014

Page 13 of 16

Agree 45.0% 99
Disagree 1.8% 4
Strongly Disagree 0.0% 0
No Opinion 6.8% 15
answered question 220
skipped question 26

19. Staff is courteous and helpful.

Response

Percent

Response

Count

Completely Agree 53.6% 118

Agree 39.1% 86

Disagree 1.8% 4

Strongly Disagree 0.0% 0

No Opinion 5.5% 12

answered question 220

skipped question 26

20. Hours of operation are adequate.

Response

Percent

Response

Count

Completely Agree 32.1% 71

Agree 52.9% 117

Disagree 8.1% 18

Strongly Disagree 1.4% 3

No Opinion 5.4% 12

answered question 221

skipped question 25

21. Campus telephone system is adequate.

Response

Percent

Response

Count

Completely Agree 19.5% 43

Agree 57.3% 126

Disagree 10.9% 24

Strongly Disagree 8.2% 18

No Opinion 4.1% 9

answered question 220

skipped question 26

22. Have the Mailroom/Telephone Operator services improved or declined over the past year?

Response

Percent

Response

Count

Improved 41.7% 86

Stayed the Same 56.3% 116

Declined 1.9% 4

answered question 206

skipped question 40

23. Comments:

Response

Count

49

answered question 49

skipped question 197

11 of 19

24. Operations & Maintenance provides high quality service.

Response

Percent

Response

3/31/2014

Count

Completely Agree 24.2% 53

Agree 62.6% 137

Disagree 6.4% 14

Strongly Disagree 2.3% 5

No Opinion 4.6% 10

answered question 219

skipped question 27

25. Operations & Maintenance provides services in a timely fashion.

Response

Percent

Response

Count

Completely Agree 20.5% 45

Agree 56.2% 123

Disagree 16.0% 35

Strongly Disagree 2.3% 5

No Opinion 5.0% 11

answered question 219

skipped question 27

12 of 19

26. Staff is courteous and helpful.

Response

Percent

Response

Count

Completely Agree 40.7% 90

Agree 52.0% 115

Disagree 2.3% 5

Strongly Disagree 0.0% 0

No Opinion 5.0% 11

answered question 221

skipped question 25

27. Operations & Maintenance work order system is adequate.

Response

Percent

Response

Count

Completely Agree 14.6% 32

Agree 50.2% 110

Disagree 16.0% 35

Strongly Disagree 1.8% 4

No Opinion 17.4% 38

answered question 219

skipped question 27

13 of 19

28. Facilities are kept clean.

Response

Percent

Response

Count

Completely Agree 30.0% 66

Agree 60.9% 134

Disagree 5.0% 11

Strongly Disagree 0.5% 1

No Opinion 3.6% 8

answered question 220

skipped question 26

29. Campus grounds and landscape is well maintained.

Response

Percent

Response

Count

Completely Agree 36.6% 79

Agree 51.9% 112

Disagree 6.0% 13

Strongly Disagree 0.9% 2
No Opinion 4.6% 10
answered question 216
skipped question 30