



3. How do you rate the following maintenance services?

	Poor	Fair	Good	Excellent	N/A	Response Count
Ease of requesting routine maintenance services?	4.4% (8)	20.8% (38)	45.9% (84)	22.4% (41)	6.6% (12)	183
Response time to routine maintenance services?	8.7% (16)	23.0% (42)	45.9% (84)	16.4% (30)	6.0% (11)	183
Ease of requesting emergency maintenance services?	6.0% (11)	19.7% (36)	37.2% (68)	18.6% (34)	18.6% (34)	183
Response time to emergency maintenance services?	5.5% (10)	21.9% (40)	34.4% (63)	19.1% (35)	19.1% (35)	183
Courteousness and helpfulness of staff?	2.2% (4)	6.0% (11)	42.1% (77)	47.5% (87)	2.2% (4)	183
Were the maintenance staff prepared when they came for service?	3.3% (6)	14.8% (27)	43.2% (79)	30.6% (56)	8.2% (15)	183
Do you find maintenance staff well trained?	1.6% (3)	19.7% (36)	42.6% (78)	29.5% (54)	6.6% (12)	183
Did the Maintenance department communicate the repair status?	10.4% (19)	19.7% (36)	37.2% (68)	23.0% (42)	9.8% (18)	183
Quality of the completed work?	1.6% (3)	18.0% (33)	43.7% (80)	30.1% (55)	6.6% (12)	183
				<i>answered question</i>		183
				<i>skipped question</i>		0

4. Comments

	Response Count
	45
	<i>answered question</i>
	45
	<i>skipped question</i>
	138

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% (142)	4.4% (8)	3.80	183
Courteousness and helpfulness of staff?	0.0% (0)	3.3% (6)	33.9% (62)	61.2% (112)	1.6% (3)	3.59	183
Were the maintenance staff prepared when they came for service?	0.0% (0)	3.8% (7)	32.2% (59)	59.0% (108)	4.9% (9)	3.58	183
Do you find maintenance staff well trained?	0.0% (0)	1.6% (3)	30.6% (56)	61.7% (113)	6.0% (11)	3.64	183
Did the Maintenance department communicate the repair status?	0.5% (1)	5.5% (10)	31.1% (57)	55.7% (102)	7.1% (13)	3.53	183
Quality of the completed work?	0.0% (0)	1.1% (2)	21.3% (39)	74.3% (136)	3.3% (6)	3.76	183
answered question							183
skipped question							0

6. Comments

	Response Count
	16
answered question	16
skipped question	167

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						81

9. Comments

	Response Count
	39
<i>answered question</i>	39
<i>skipped question</i>	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
						<i>answered question</i>	172
						<i>skipped question</i>	11

11. Comments

	Response Count
	17
<i>answered question</i>	17
<i>skipped question</i>	166