

# Survey: FY14 Nova Sustainability and ROPA

Hello,

As a part of Nova Southeastern University's Vision 2020 goals of excellence, quality and distinction, the Office of Facilities Management and the Physical Plant is soliciting feedback regarding campus sustainability and satisfaction with the campus physical plant services.

Our goal is to look into campus commuting habits (Students, Faculty, and Staff) in order to determine ways in which Nova Southeastern University can lower the campus carbon footprint. The first half of the survey will pose questions regarding campus commuting habits, in order to find areas of success and opportunities for improvement. Those who are frequent users of Facilities Management Services will be asked to respond to a short section about the work order process, facilities performance and overall satisfaction with services performed on campus.

Nova Southeastern University's Office of Facilities Management's goal is to deliver sustainable, timely, quality and cost effective services in order to support campus growth and improvement. Your answers to these questions would be invaluable in helping us improve our department's response to your needs.

Click "Continue" below to begin survey or "Save Page and Continue Later" to complete the survey at another time. If any question is not applicable to you, just select N/A. The survey should take no longer than fifteen minutes to complete, yet your answers can make a world of difference as we look to improve.

Thank you for your help and for taking the time to share your thoughts and impressions.

Sincerely,

The Office of Facilities Management  
Nova Southeastern University

## DEMOGRAPHICS

My position most closely matches:

- Students
- Faculty
- Staff/ Admin.
- Other

**Number of years at Nova Southeastern University:**

- 0-5
- 6-10
- 11-15
- 16-20
- 20+

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**Which campus do you predominately reside or work? \***

- Main Campus
- East Campus
- North Miami Beach
- Oceanographic
- Other

**Please indicate in which Main Campus building you reside or predominantly work:**

-- Select --

**Please indicate in which East Campus building you reside or predominantly work:**

-- Select --

**Please indicate in which North Miami Beach building you reside or predominantly work:**

-- Select --

**Please indicate in which Oceanographic building you reside or predominantly work:**

-- Select --

**Please indicate in which on-campus building you reside or predominantly work:**

# SUSTAINABILITY: COMMUTING HABITS - How you get to campus

## Do you live in:

- Nova Southeastern Housing
- Private Residence
- Off Campus Rental Properties

## During a typical academic calendar week, my primary mode of daily commuting to and from campus is (choose one only): \*

- Automobile - Drive Alone
- Automobile - Carpool
- Bicycle
- Bus
- Commuter Rail
- Walk

## If you carpool to campus, please indicate how many people, on average and including yourself, share your carpool (ride together):

- 2
- 3
- 4
- 5
- N/A

## If you drive alone, which commuting programs would be most effective in switching your primary commuting mode to a more sustainable option?

	Very ineffective	Ineffective	Effective	Very Effective
Reserved parking for carpoolers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guaranteed ride home program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic carpool/ride matching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subsidized mass transit passes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased mass transit service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sheltered bicycle parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicycle lanes on local streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class scheduling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During a typical academic calendar week, how many one-way trips do you make to and from campus? (i.e. Traveling from home to campus and back home consists of 2 "one-way" trips)

- 2
- 4
- 6
- 8
- 10

Approximately how many miles, on average, is your daily one-way trip to campus? (Round to the nearest whole number).

If you are unable to estimate the distance to campus, please enter your 5-digit zip code from where you regularly commute.

General Comments and Suggestions about Campus Sustainability Efforts

## SUSTAINABILITY: CAMPUS RECYCLING

On a scale of 1 to 5 (1 being low and 5 being high), please select the response that best describes your opinion of our recycling efforts.

	1- Low Opinion	2	3	4	5- High Opinion
Availability of recycling containers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicing of recycling containers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with the campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



The work schedule is generally acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am asked for feedback or receive feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work is performed courteously/professionally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work is performed competently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Once work has begun, staff is timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work meets my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Comments/Suggestions - Renovation and Construction

## CAMPUS CONDITION ASSESSMENT

How important is the condition of the buildings on campus?

-- Select --

How important is the condition of the campus grounds?

-- Select --

## MY BUILDING CONDITION ASSESSMENT

For the building that you selected above, please assess the following areas:

**Building Condition & Cleanliness:**

Very Poor

Poor

Fair

Good

Excellent

N/A

General appearance of the

General appearance of the exterior of the building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General repair of the interior building shell (i.e. wall, floors, ceiling)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General repair of the furnishings of interior space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of interior spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of restrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of consumable resources in restrooms (paper products, soap, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Building Comfort:**

	Strongly disagree	Disagree	Undecided	Agree	Strongly Agree	N/A
Temperature is frequently at a reasonable level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The air quality in my building is good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My building is free of undesirable odors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My building is free of distracting noises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water fountains in my building are of good quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments/Suggestions - Building Condition & Cleanliness:**

**Comments/Suggestions - Building Comfort:**

Considering all of campus, please assess the following areas:

### Campus Grounds

	Very Poor	Poor	Fair	Good	Excellent	N/A
Condition of hardscapes (sidewalks, roads, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manicured green space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flower beds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Athletic fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments/Suggestions - Campus Grounds:

## DEPARTMENT OF PHYSICAL PLANT

Physical Plant is responsible for all the day-to-day requirements of operating a University, the department operates and maintains the University's major mechanical and utility systems such as electrical, lighting, HVAC, all air conditioner temperature controls. Physical Plant all manages all the custodial, grounds, transportation and recycling needs of the university.

## GENERAL SATISFACTION

Please rate your expectation level for the Physical Plant Department performance:

Please rate your general satisfaction with the Physical Plant Department performance:



**My overall satisfaction with the Physical Plant Department has improved within the last 6-12 months.**

- Strongly disagree
- Disagree
- Undecided
- Agree
- Strongly Agree

## INTERACTION WITH THE PHYSICAL PLANT DEPARTMENT

**How often do you submit a formal facilities work order request? \***

- Never
- 1 time/year
- 2-5 times/year
- 6-10 times/year
- 11-20 times/year
- Over 20 times /year
- N/A Don't know what this is

## REQUESTS FOR SERVICE

**Please describe how strongly you agree with the following statements regarding the service request process:**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Undecided</b>	<b>Agree</b>	<b>Strongly Agree</b>
I understand the procedure for submitting work requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I utilize the proper procedure for submitting work requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The work request process meets my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Phone**

**Web**

**Email**

**In Person**

**Other**

My most frequent means of requesting service is

The most effective means of requesting service is

**For me, the most important component of the work request process is:**

- The process to requisition work requests is effective
- Notification of work request status (i.e. pending, in progress, complete)
- Clear communication of work request schedule
- Work requests are performed courteously and professionally
- Work requests are performed completely
- Work requests are performed in a timely manner

**How Satisfied are you with the following for the Physical Plant Department Service Center:**

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	N/A
The Customer Service desk hours of operations are satisfactory.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities and Campus Services staff are available to take work requests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response (emergency vs. routine) is appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am made aware of schedules and changes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Request desk personnel are courteous and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments/Suggestions - Service Request Process:**

## WORK PERFORMANCE & SERVICE BY DEPARTMENT

Please describe how often, in your recent experience, the following is true of Maintenance Services



I am asked for feedback or receive feedback.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work is performed courteously/professionally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work is performed competently.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Once work has begun, staff is timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work meets my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments/Suggestions - Custodial Services:**

**Please describe how often, in your recent experience, the following is true of grounds services.**

**Grounds Services**

	Never	Rarely	Sometimes	Often	Always	N/A
Work order schedule is communicated effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schedule is adhered to or I am made aware of changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The work schedule is generally acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am asked for feedback or receive feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work is performed courteously/professionally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work is performed competently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Once work has begun, staff is timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work meets my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments/Suggestions - Grounds Services:**

Name (Optional):

Email Address (Optional):

Please contact [k Buckley@sightlines.com](mailto:k Buckley@sightlines.com) if you have any questions regarding this survey.