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A Physical Plant Survey Summary

Helping a campus run!

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Work Product Description: We revised a long-standing survey instrument for a physical plant unit at a midsized university. We include in this sample a few (5 0f 21) of the questions that were deployed to the campus community.

Table 1. Basic Statistics

		The buildings' rooms (classrooms, offices, restrooms, and corridors) kept clean	All light fixtures adequately maintained	The buildings' doors and locks work properly	The campus landscaping is adequately maintained	Physical Plant personnel courteous and helpful
N	Valid	75	75	73	72	72
	Missing	3	3	5	6	6
Mean		4.20	4.28	4.42	4.35	4.68
Median		4.00	5.00	5.00	5.00	5.00
Mode		4	5	5	5	5
Std. Deviation		.838	.909	.956	1.050	.688
Range		3	3	5	5	3

Seventy-five (75) faculty and staff members completed the survey over a three-week period. This table provided a summary of basic Central Tendency and Dispersion statistics. We fully discussed this data and used it as a guide to the breakdown of the entire dataset.

Table 2.   Hygienic rating

The buildings' rooms (classrooms, offices, restrooms, and corridors) kept clean	N	%
2	4	5.1%
3	8	10.3%
4	32	41.0%
5	31	39.7%
Missing System	3	3.8%
Total	78	100.0%

In addition to revising the client's 40-question to 21-questions, we also converted the *Likert-styled* questions to a Slider format. The Slider question allowed respondents to rate an item or statement on a numerical scale by dragging an interactive slider. We used a step size of 1, so respondents could drag the slider to any integer that fell within the minimum and maximum (0-5) values of the Scale Range. The numbers in the first column represent the choices of 78 staff members to this question. The second column indicates the number of staff persons who provided the rating, and the last column provides the percentage of staff persons who provided the rating.

Table 3. Lighting

Are the buildings' rooms light fixtures adequately maintained?	N	%
2	4	5.1%
3	11	14.1%
4	20	25.6%
5	40	51.3%
Missing System	3	3.8%
Total	78	100.0%

In addition to central tendencies and dispersion indicants, we also provide a summary of Positive Endorsement for each question. In this case, 25.6% + 51.3% [76.9%] provided an endorsement at the 4 or 5 level for this question. The client set a target of 80% or above [mean of 4 or above] for each statement. The Positive Endorsement rating, primarily used for categorical data, provides another view of the output. With a mean of 4.28 (see table 1), the target was achieved for this statement.

Table 4. Doors and locks

Do the buildings' doors and door locks work properly?		
	N	%
0	1	1.3%
1	1	1.3%
2	2	2.6%
3	2	2.6%
4	23	29.5%
5	44	56.4%
Missing System	5	6.4%
Total	78	100.0%

The Mean for this statement was 4.42 while the Median was 5.0 (see table 1). Good. The standard deviation was .956 (see table 1), which was high compared to the other statements. It was also one of a few questions that had ratings of zero and one. This is something to look at closer, and cross-reference with work orders. Since the survey form took comments, it was possible for the client to gain relevant insights to all responses, both low and high.

Table 5. Landscaping

Are the campus grasses, shrubs, and trees adequately maintained?		
	N	%
0	1	1.3%
1	2	2.6%
3	9	11.5%
4	16	20.5%
5	44	56.4%
Missing System	6	7.7%
Total	78	100.0%

In this example, 15.40% of the responses were at 3 or below. The standard deviation was 1.050 (see table 1), which was the highest of all statements. There is something to look at further. Since the form had a field for "building Name", in addition to comments tied a response, the client was able to get a better understanding of the context surrounding this statement and take corrective action.
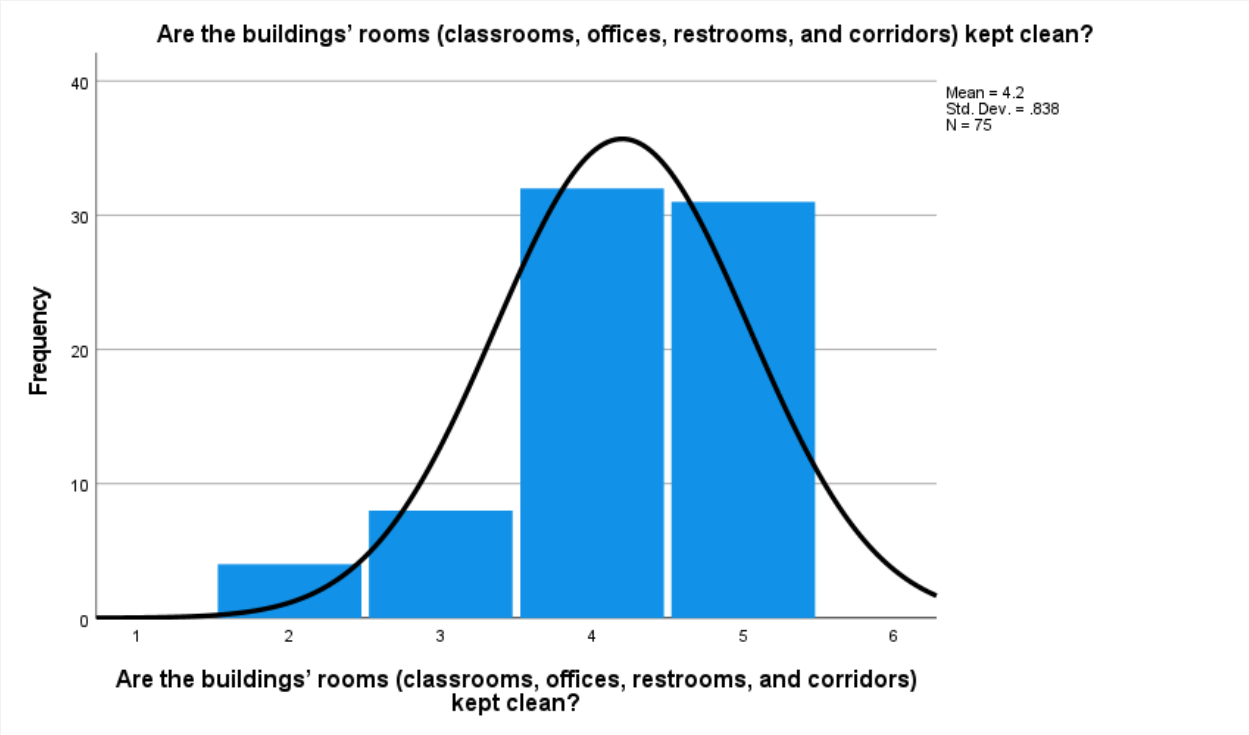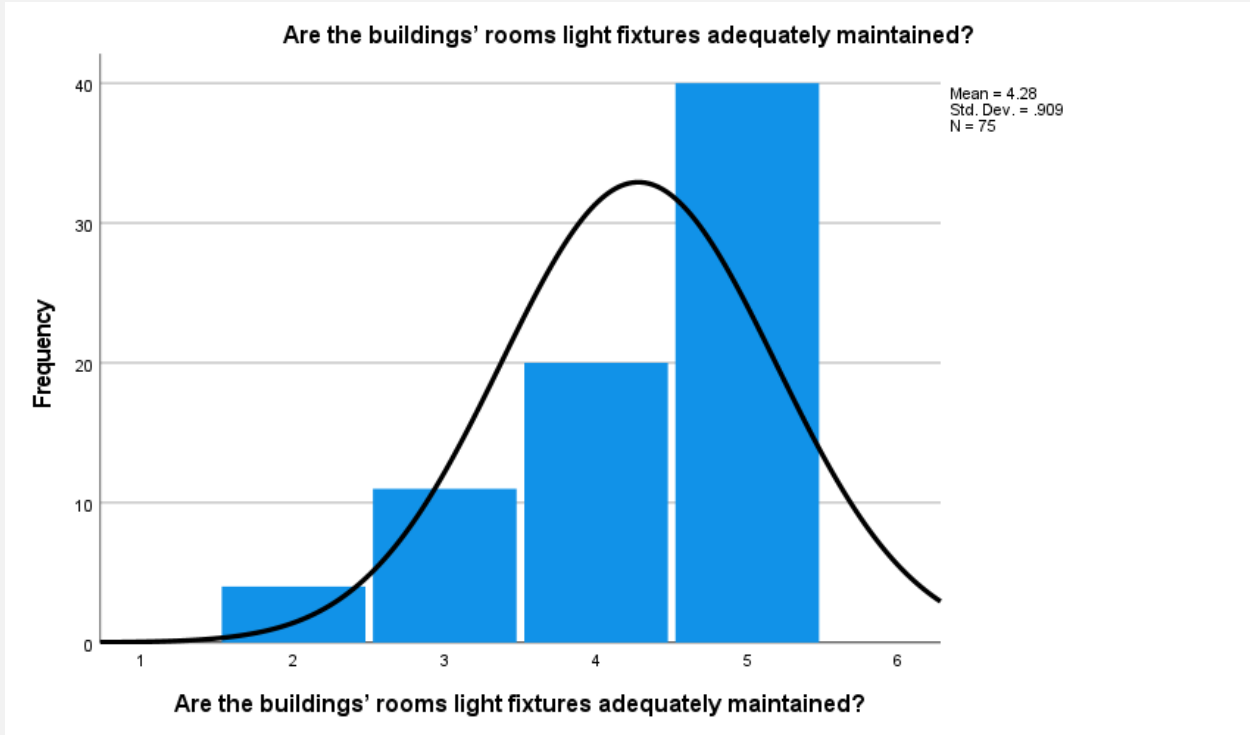
Table 6.   Customer Service is a key Unit Value

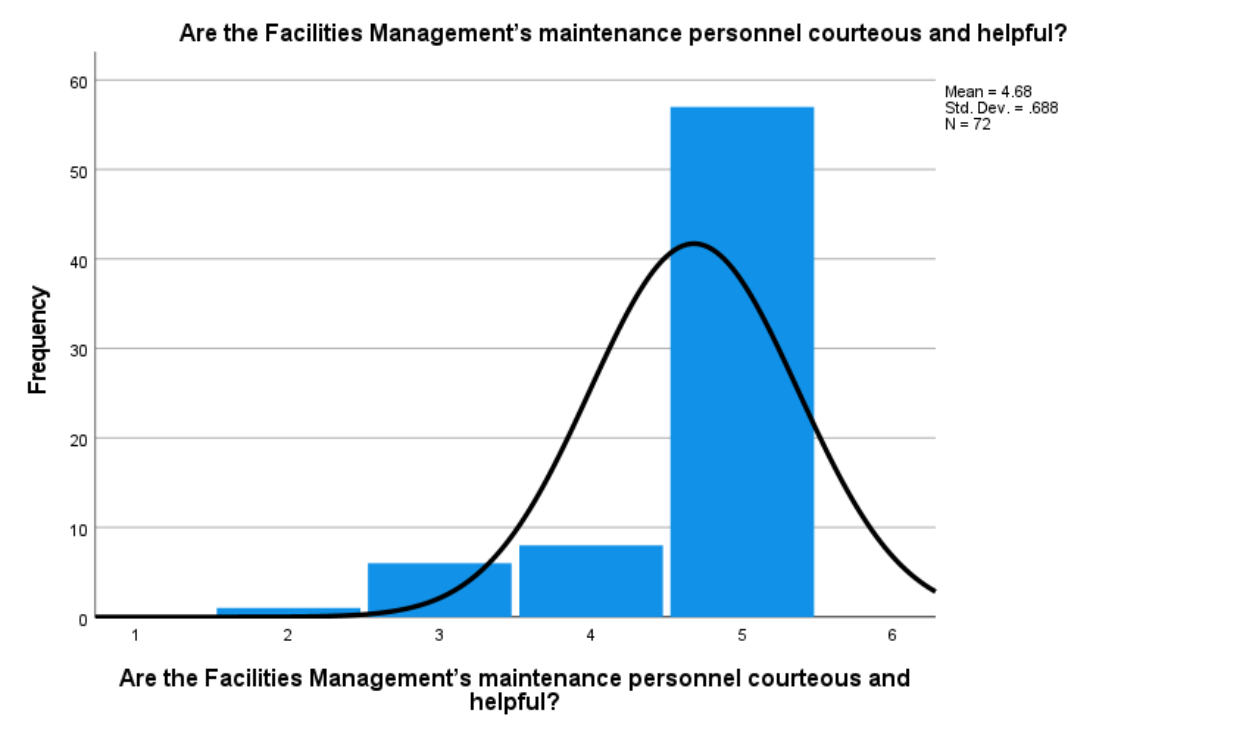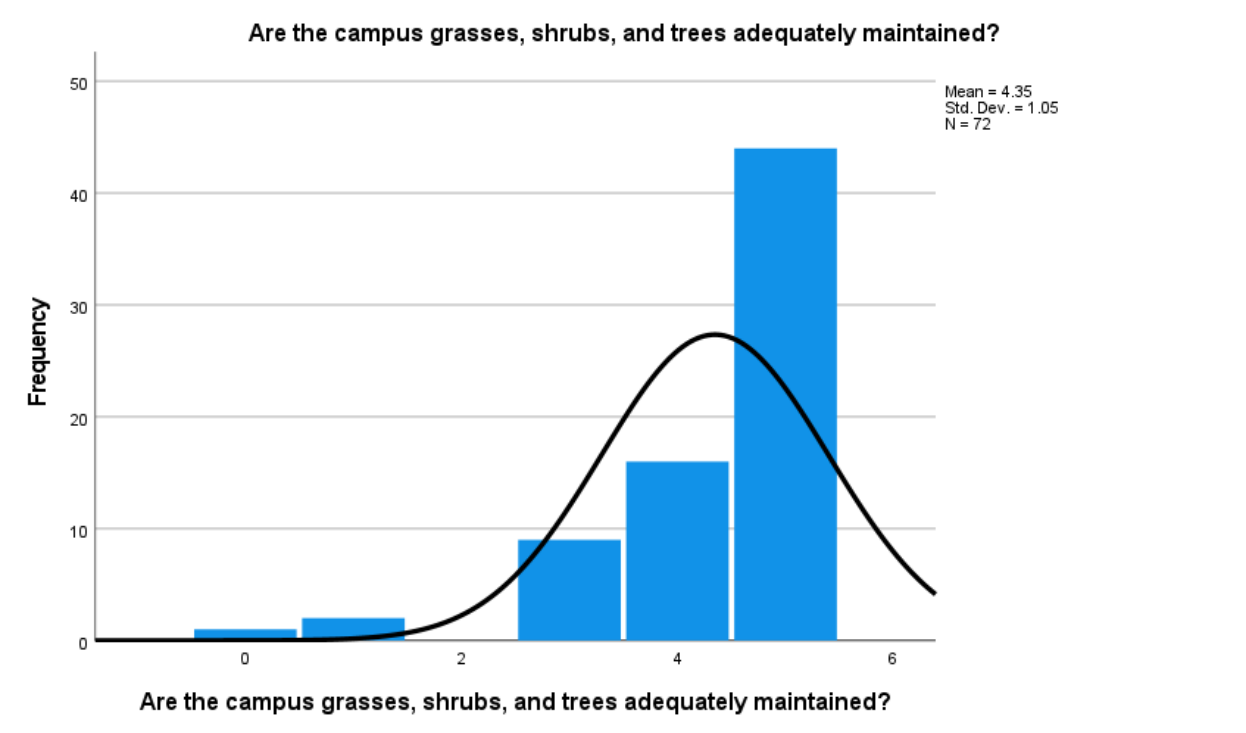| Are the Facilities Management's maintenance personnel courteous and helpful?		
	N	%
2	1	1.3%
3	6	7.7%
4	8	10.3%
5	57	73.1%
Missing System	6	7.7%
Total	78	100.0%

With a Mean of 4.68, this was one of the better-performing statements. The rating of 93.6 (94%) was 14 points above the client's stated target. Since customer service was an important theme within the client's IE Report, this outcome was very encouraging. The comments section provided even more encouragement and support for the efficacy of customer care interventions.

We also provide basic charts for use in presentations and reports.

Histogram

Are the buildings' rooms (classrooms, offices, restrooms, and corridors) kept clean?

Mean = 4.2
Std. Dev. = .838
N = 75

Are the buildings' rooms light fixtures adequately maintained?

Mean = 4.28
Std. Dev. = .909
N = 75

Are the buildings' rooms light fixtures adequately maintained?

Do the buildings' doors and door locks work properly?

Mean = 4.42
Std. Dev. = .956
N = 73

Do the buildings' doors and door locks work properly?

Are the campus grasses, shrubs, and trees adequately maintained?

Mean = 4.35
Std. Dev. = 1.05
N = 72

Are the campus grasses, shrubs, and trees adequately maintained?

Are the Facilities Management's maintenance personnel courteous and helpful?

Mean = 4.68
Std. Dev. = .688
N = 72

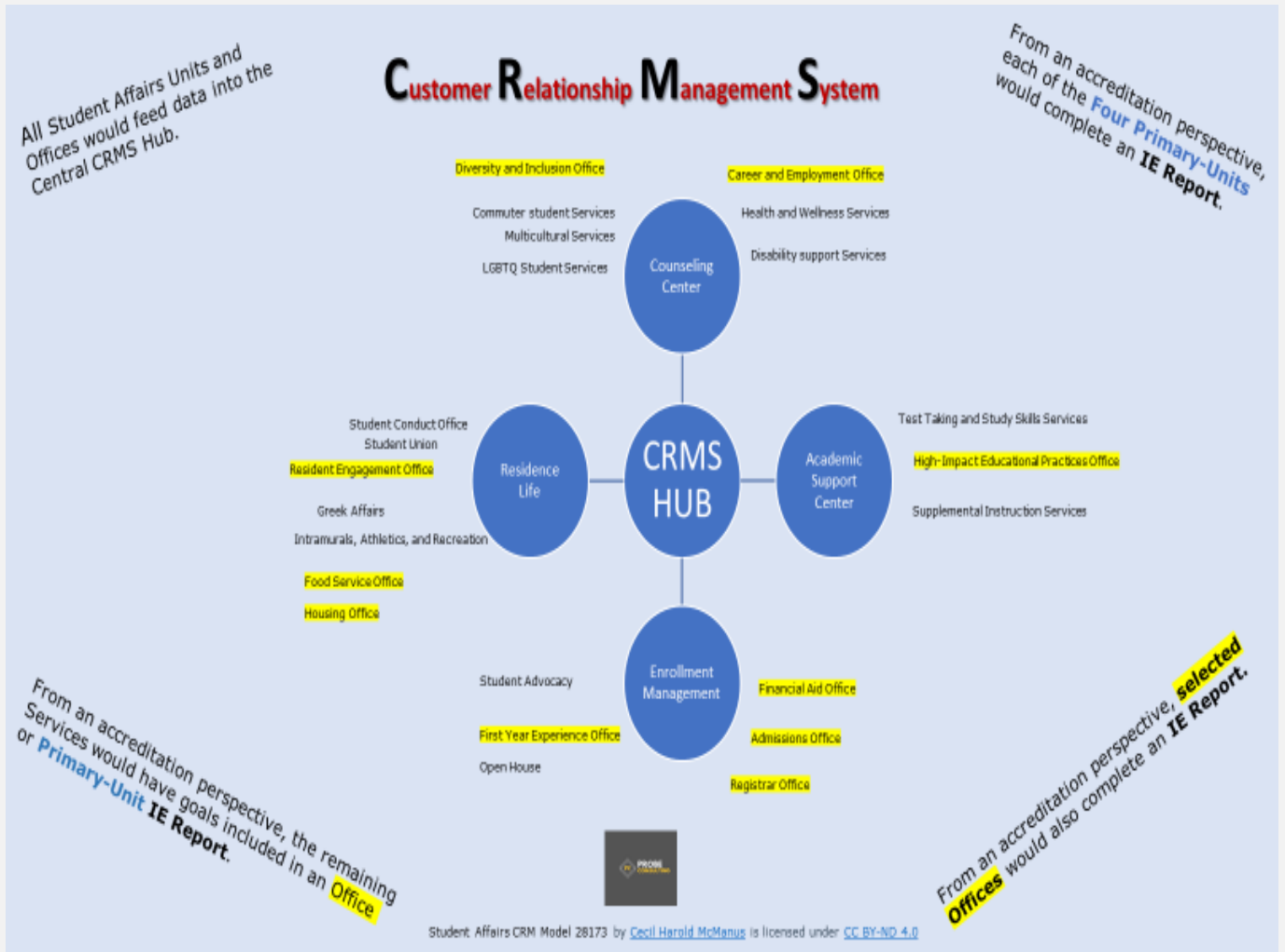Are the Facilities Management's maintenance personnel courteous and helpful?

Imagine if you could collect this type of data for every unit and office on your campus using a sampling frame approach. Just imagine how much more efficient your institution could be if that level of assessment was integrated across your entire institutional assessment ecosystem. Sort of like the figure below:

Don't just imagine it. Let us develop a proposed plan of action. At the end of the *CONCLUDING THOUGHTS* on the next page, just click where you see "*CLICK HERE*" and we will develop a Plan based upon what we have done successfully for the past couple of decades.

Concluding thoughts

In addition to charts and tables, we provided basic crosstabulations for the client. The cross tabs provided a basic look at how key data interacted with other related key data. When we have access to years of survey data, we can test the interactions using the *Pearson Chi-Square* procedure. The client was able to use the data provided by our survey to improve operations and also to complete institutional effectiveness reports.

Which Unit or Support Offices on your campus could benefit from this cost-effective, time-tested data gathering approach? Let's find out.

[CLICK HERE](#)