



**Overview:** As part of an ongoing effort to improve the efficiency and effectiveness of programs and services at Crafton Hills College (CHC) and specifically to identify needed adjustments to better “facilitate education” through the custodial, grounds, and maintenance departments, the Director of Facilities worked with the Office of Institutional Effectiveness, Research and Planning (OIERP) to develop and administer a Satisfaction Survey at the beginning of the fall 2012 semester. All CHC managers, faculty, and staff were invited by email to complete the on-line survey between August 30, 2012 and September 7, 2012. This brief illustrates the responses from the sixty-seven valid surveys received with no analysis. The names have been removed from any comments and replaced with [Name] to protect identities.

<b>What is your primary work location on campus (building name)? (Please select the building where you spend the majority of your workday)</b>	<b>N</b>	<b>%</b>
<b>Aquatics Center</b>	0	0.0
<b>BC Classroom Building</b>	1	1.5
<b>Bookstore</b>	4	6.0
<b>Student Center/Cafeteria</b>	4	6.0
<b>CL Classroom Building</b>	7	10.4
<b>CHS</b>	7	10.4
<b>CDC</b>	0	0.0
<b>Gymnasium</b>	2	3.0
<b>LADM</b>	15	22.4
<b>LRC</b>	4	6.0
<b>MSA</b>	3	4.5
<b>OE1</b>	7	10.4
<b>OE2</b>	2	3.0
<b>PAC</b>	1	1.5
<b>SSA</b>	9	13.4
<b>SSB</b>	5	7.5
<b>Other</b>	4	6.0
<ul style="list-style-type: none"> <li>• I also spend time in LRC building during the summer months.</li> <li>• I deliver to every building at one time or another</li> <li>• M&amp;O Building</li> <li>• Outdoor PE instructional areas</li> </ul>		

Custodial												
Please rate the degree to which you are satisfied or dissatisfied with the following statements:	Very Satisfied		Somewhat Satisfied		Neutral		Somewhat Dissatisfied		Very Dissatisfied		No Opinion/ Not Applicable	
	N	%	N	%	N	%	N	%	N	%	N	%
	1. Cleanliness of office areas	10	14.9	23	34.3	8	11.9	18	26.9	5	7.5	1
2. Cleanliness of rest room areas	6	9.0	22	32.8	6	9.0	12	17.9	18	26.9	1	1.5
3. Cleanliness of classrooms	8	11.9	15	22.4	9	13.4	4	6.0	6	9.0	23	34.3
4. Cleanliness of hallways and stairwells	14	20.9	18	26.9	12	17.9	5	7.5	12	17.9	4	6.0
5. Event setups (tables, chairs, etc. are set up for events on time and as requested)	30	44.8	11	16.4	6	9.0	2	3.0	1	1.5	15	22.4
6. Mail collection and delivery	27	40.3	15	22.4	8	11.9	7	10.4	3	4.5	5	7.5
7. Delivery of equipment or supplies from the warehouse	30	44.8	12	17.9	5	7.5	5	7.5	4	6.0	9	13.4
8. Attitude, appearance, and productivity of custodial personnel	28	41.8	14	20.9	9	13.4	10	14.9	2	3.0	2	3.0
9. Timely response to cleanliness concerns	17	25.4	17	25.4	8	11.9	12	17.9	6	9.0	5	7.5
10. Performance of custodial supervisors	15	22.4	12	17.9	9	13.4	6	9.0	8	11.9	15	22.4
11. Overall satisfaction with the custodial department	16	23.9	19	28.4	8	11.9	16	23.9	6	9.0	0	0.0

**Comments regarding the Custodial Department:**

- [Name] needs to improve his demeanor. The LRC restrooms are filthy.
- Build collaboration between custodial and campus community. Inform the campus community of the cleaning expectations of the supervisor.
- Classrooms are DEPLORABLE. The state of the rooms in the CL building is commented upon by students almost daily. They are appalled and so are the instructors. Budget cuts be damned, there is NO EXCUSE for the central places where students spend the majority of their time on campus to be in such sorry shape.
- I have dust on the floor of my office from when shelves were installed.
- I realize that due to limited staff, Custodial personnel can only do so much therefore that is why I gave a "somewhat satisfied" or "neutral" response to questions pertaining to cleanliness. I'm sure if they had more staff, they would be able to clean better.
- It is understandable that this is a large school with a relatively small custodial staff so things will be overlooked. However, basic cleanliness in the restrooms is a must. It needs to be more involved than just restocking the toilet paper. The students and staff notice and it is disgusting.
- More attention to general cleanliness. It's difficult to impress prospective students and parents when the building is old and dirty. You can't do much about old but dirty is something you can control. All areas need more attention: bathrooms, halls, and classrooms.
- one of the thing that bugs me the most is when you report a problem and you a call back saying it been taken care of and to find out it hasn't there is no oversight make sure the job is be fulfilled, I think this needs to change. If we create a higher standard we can ask our students to be held to this standard.

- Our custodial department has a great attitude whenever I ask them to do anything. I would like to have a more consistent plan: vacuum, clean sinks, counters, bare floors, spider webs, etc. We don't have a mail collection service in our department. Warehouse personnel are the greatest.
- Our restrooms on this campus are repulsive!
- Thank you!
- The hallway and walls in the second floor needs cleaning. When I read the e-mail that a deep cleaning was going to be done in this building, I thought that would have included removing the spider webs from the walls and dust mites from the floor. Again, I am referring to the second floor. I have also had instances where I requested cleaning multiple times and it was not done when requested (even with a 2 week notice) or when it was a poorly done job. However, I have to say that [Name] is great, he delivers mail on time, sets up tables whenever I request them and on time.
- The most challenging area for me is the continuous need to communicate with the Custodial department for issues which I believe should be regularly scheduled to address the cleanliness of all instructional areas. This is a continuing problem at the beginning of each semester, and by the time a regular schedule seems to be working the semester ends and we start over again. In our area it might be an efficient use of time if we were to meet and discuss the our continuing concerns to have input so the supervisory staff would be aware of past challenges as they schedule their staff.
- The pac is a very neglected space on campus. The restrooms in the shop area are never stocked or looked after. The stairwells are always dirty.
- The rest rooms are down-right disgusting! They look like no one cares if there is toilet paper, seat covers and working faucets. It is a nasty place and desperately needs a deep cleaning. Hose it down with hot water and bleach once a week or at the very least twice a month.
- The restroom facilities are some of the most unclean I've ever seen. The floors do not get mopped, the toilets have the stain stains on them from months ago, the dirt and grime on the wall tile never gets removed and the sink the same. Offices rarely get vacuumed and trash collection is minimal and when done, trash is left on the floor for us to clean when we arrive in the morning. I've seen the same trash in certain areas for almost six months, specifically around the PAC and the windows to PAC and SSA offices as well as Counseling are dirty with finger and hand prints as the debate over whose responsibility is it to clean continues.
- The stairwells in the LRC are disgusting! The warehouse does not deliver packages in a timely manner. I waited days to receive some boxes that I had a confirmation of delivery. Finally, I just went up to the pad myself and went through the warehouse- took my packages and left. There was no one around, and I could have taken anything in there. Definitely need to pay some attention to the warehouse functioning smoothly.
- The trash cans in the classrooms don't get emptied on a daily basis, nor do the faculty offices. Several complaints about the restrooms in the LADM building downstairs and the LRC bathrooms. Why can't the custodians make it part of their duties to clean the white boards and chalk boards in the classrooms. It's like they are virtually invisible when something needs to be done. Except for [Name], request something of him and it gets done! One person shouldn't be doing the work of ALL the custodians... Excellent Job [Name]!
- Things around and in LADM are better since the over the summer cleaning, example the stair way in LADM and lights, just hope that it stays clean.
- We need more custodians. Most of the existing staff are very good. I am concerned about the level of productivity of some of the staff and this is why I rated the supervisory function as "somewhat dissatisfied". I think that [Name] will make improvements.
- When the person who is regularly assigned to collect and deliver the mail is out for any reason, the mail does not get picked up or delivered. During the summer sometimes a week or more would go by without any mail delivery or pick up. Although we didn't offer a summer session for students, there was still staff here working. Not receiving our mail regularly was a huge inconvenience. Also during the summer the trash cans in the building were not being emptied regularly and began to smell.
- Wonderful group and very responsive! If there is ever a delay, it seems to be a chain of command issue (ie so-and-so has to contact so-and-so).

**Grounds**

Please rate the degree to which you are satisfied or dissatisfied with the following statements:	Very Satisfied		Somewhat Satisfied		Neutral		Somewhat Dissatisfied		Very Dissatisfied		No Opinion/ Not Applicable	
	N	%	N	%	N	%	N	%	N	%	N	%
	<b>1. Appearance of grounds (shrubbery, lawns, walkways)</b>	54	80.6	9	13.4	1	1.5	1	1.5	0	0.0	0
<b>2. Quantity and diversity of flowerbeds, trees, and shrubs</b>	55	82.1	6	9.0	1	1.5	2	3.0	1	1.5	0	0.0
<b>3. Trash removal / cleanliness of grounds and parking lots</b>	46	68.7	17	25.4	1	1.5	0	0.0	1	1.5	0	0.0
<b>4. Timely response to reported grounds related requests</b>	38	56.7	6	9.0	2	3.0	0	0.0	1	1.5	18	26.9
<b>5. Access to walkways and buildings without interference from irrigation schedule</b>	53	79.1	7	10.4	2	3.0	2	3.0	1	1.5	0	0.0
<b>6. Adequacy of irrigation (under/over watering)</b>	46	68.7	11	16.4	2	3.0	0	0.0	0	0.0	6	9.0
<b>7. Attitude, appearance, and productivity of grounds department personnel</b>	51	76.1	11	16.4	1	1.5	0	0.0	0	0.0	2	3.0
<b>8. Performance of grounds supervisors</b>	36	53.7	9	13.4	4	6.0	2	3.0	0	0.0	14	20.9
<b>9. Overall satisfaction with the grounds department</b>	54	80.6	10	14.9	0	0.0	1	1.5	0	0.0	0	0.0

**Comments regarding the Grounds Department:**

- As there is no specific question regarding the upkeep and maintenance of instructional areas I will address it here. The most challenging area for me is the continuous need to communicate with the Grounds department for issues which I believe should be regularly scheduled to address the maintenance needs of all instructional areas (specifically outdoors). This is a continuing problem at the beginning of each semester and by the time a regular schedule seems to be working the semester ends and we start over again. In our area it might be an efficient use of time if we were to meet and discuss the continuing concerns to have input so the supervisory staff would be aware of past challenges as they schedule their staff through the entire semester.
- CHC campus is immaculate when it comes to the landscaping, grounds does an Excellent job with making sure things are looking good. Sometimes the trash doesn't get emptied very quickly and that takes away from the beauty of the area, but overall, Great job!
- Crafton Hills College has the most beautiful grounds and they are very well taken care of. It is a pleasure to walk around this campus in this park like setting. Good job!
- Grounds always look great and Grounds staff is very approachable and always visible doing something to the area.
- Hard workers.
- I love the grounds; so clean and green. The grounds people have the best attitude.
- I think in order to cut operating cost we should be using non-potable water for the grounds and give serious thought to adopting some zero-scaping attitudes for certain area that have minimal student interface. It costs too much money to keep all this alive!
- I think our grounds department is doing a wonderful job given the resources they have to work with. I do feel for the guys who are having to cut back the bushes and grasses with hand clippers when I believe they could be using electric/gas powered tools. We should really begin to look at

allocating resources to tools that would make their jobs a bit easier and more manageable.

- I understand that the new plantings at parking lot F and E are not the low variety called for. The lack of diversity in the planters is very disappointing when you look at what used to be there, the asters, the lilies, the seasonal color; the old planters were much more welcoming. The walkway from the PAC to the LRC is rather strange as we have snakes around. The tall grasses attract rodents and hence the snakes that can pose a danger to passersby.
- I wish you hadn't put up the split rail fence near the CL building. It's a hassle to have to go all the way around to the stairs from the LRC.
- It's nice that the grounds look good...that's important, but see my previous comments about the horrendous state of the classrooms, specifically in the CL building.
- Once again, I know the Ground Dept. is understaffed. I think they do an amazing job with the staff they have. I am very impressed with the botanical knowledge of the staff and how beautiful our campus looks.
- Our campus is beautiful because of all the hard work they do
- Terrific campus grounds!
- Thank you.
- The campus grounds are so beautifully kept, thank you.
- The campus is beautiful. Thank you!
- The grounds at CHC are beautiful. The campus is conducive to a collegiate campus and offers students a scenic setting with a variety of plants and greenery to enjoy while studying.
- They are doing an outstanding job. Thanks you for all of your dedication and hard work making our workplace a beautiful place to come every day.
- This is a wonderful and well taken care of area. Such a park-like setting. This is what defines Crafton Hills College!!
- We have the best community college grounds crew in the state. They should keep up the great work!

Maintenance												
Please rate the degree to which you are satisfied or dissatisfied with the following statements:	Very Satisfied		Somewhat Satisfied		Neutral		Somewhat Dissatisfied		Very Dissatisfied		No Opinion/ Not Applicable	
	N	%	N	%	N	%	N	%	N	%	N	%
	1. Condition of interior surfaces (walls, ceilings, floors)	9	13.4	25	37.3	6	9.0	17	25.4	6	9.0	1
2. Function of doors and hardware	16	23.9	21	31.3	7	10.4	15	22.4	5	7.5	0	0.0
3. Condition of furniture, fixtures, and equipment	12	17.9	22	32.8	16	23.9	6	9.0	6	9.0	1	1.5
4. Timeliness of repairs	22	32.8	21	31.3	8	11.9	7	10.4	4	6.0	1	1.5
5. Professionalism and expertise of maintenance personnel	30	44.8	15	22.4	6	9.0	8	11.9	1	1.5	4	6.0
6. Adequacy of building ventilation system	12	17.9	15	22.4	13	19.4	14	20.9	9	13.4	1	1.5
7. Condition of plumbing fixtures (toilets, faucets, water fountains)	3	4.5	16	23.9	14	20.9	20	29.9	9	13.4	1	1.5
8. Adequacy of building temperature (summer and winter)	11	16.4	16	23.9	9	13.4	20	29.9	8	11.9	0	0.0
9. Attitude, appearance, and productivity of maintenance personnel	33	49.3	10	14.9	9	13.4	8	11.9	2	3.0	2	3.0
10. Performance of maintenance supervisors	25	37.3	11	16.4	9	13.4	2	3.0	4	6.0	13	19.4
11. Overall satisfaction of maintenance department	24	35.8	20	29.9	14	20.9	5	7.5	1	1.5	0	0.0

**Comments regarding the Maintenance Department:**

- Air temperature too cold all year in my office. The others have to do with the age of the buildings.
- As many offices on campus, the temperature control is never satisfactory. Walls, ceilings and floors are always dirty and rarely get paid attention to.
- Being that the gym is scheduled for demo soon it is understandable that there are a number of concerns that are not address due to budgetary concerns.
- I don't suppose it's your fault, but classrooms are WAY TOO SMALL for the amount of desks/students in them!! 2) Doors are hard to open and do not stay propped open. 8) CL-219 is stiflingly hot!
- I wish classroom doors had an option to stay open or prop open. The bottom drawer of the file cabinet in my office won't open. I submitted a work order, and someone came out, but it is still broken and I never was given an update. BC 105 is missing a table. It is for this reason I have a cap of 40 students (even though 42 are enrolled), but only 37 seats
- It is quite cold in the SSA-300 hallway most of the time...summer and winter.
- [Name] is rather smug sometimes and acts like it's such a task to do anything and also that he doesn't have time for anything! When he first got here, he was great! Always on the "ready" whenever something needed to be done, went above and beyond with a lot of things, now, he seems like he can hardly be bothered by any nonsense. Very disappointing.
- Maintenance personnel are always so cooperative, helpful and professional
- Maintenance staff versus the amount of maintenance Crafton Hills College requires is inadequate. However, they are able to do a great job

considering.

- Not too long ago we had a leak on our roof and we called immediately and someone came out. Nothing seemed to get fixed because it happened again in the same area and there a lot of water damage on our roof. Just thinking if it the same water leaks it the roof or something should be fixed or replaced. Also in the past we have had electrical issues and the Maintenance came out and told us our fixtures were the problem so we had someone come out and check them and it wasn't the case it was a electrify problem. And when some of the Maintenance come in for anything wither it's a leak or even electrify issues it's always like it our fault and sarcastic remarks are made at times.
- Really like the dept. There are just so many things to get fixed. It takes time and, of course, money, requisitions etc.
- Sometimes the office buildings are very cold and then there are days when the offices are hot. It would be nice to have thermostat in every office to so that the temperature could be adjusted accordingly.
- The bathroom sinks in the men's bathroom on the first floor either has no water and water pressure at all or too much water pressure.
- The carpet in my classroom is 40 years old and getting shabby. I certainly cannot hold the Maintenance Department responsible for these conditions, but the carpet needs to be replaced. The bucket chairs have lost their feet and only contribute to the worsening shape of the carpet. Again, I cannot hold the Maintenance Department responsible for the chairs.
- The door closures are old and need repeated adjustment. The air handling in the building adds to the door problems. The drinking fountains at LADM are either broken or so nasty no one will use them. I realize that this area of campus is old and we do the best we can but for something like the drinking fountains they need to be kept in nice working order as people visiting 3rd floor administration see them and they just look bad.
- The majority of staff is professional and responsive. I understand that the budget cuts have created difficulties in replacing items and know that they are doing the best they can with what they have.
- The women's toilets in the bathroom facing the cafeteria do not flush easily. I have to usually try several times before it will flush. As such, 1 out of 3 times I go in to use the restroom, I need to flush it before I can use which gives me the idea that some people give up trying to flush it.
- Well lead team. Maintenance is responsive to work requests. Keep it up.