



Research Brief

Results from the Spring 2013 Facilities Satisfaction Survey

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Brief Purpose

The Director of Facilities in conjunction with the Office of Institutional Effectiveness, Research and Planning (OIERP) developed and administered a Satisfaction Survey at the beginning of the Spring 2013 semester to evaluate the services provided by the custodial, grounds and maintenance departments. CHC managers, faculty, and staff were invited by email to complete an on-line survey from February 6, 2013 to February 19, 2013. This brief summarizes the results from the 57 valid survey responses received. The OIERP recommends that in the future the facilities survey be administered annually and in the same semester.

Summary of Findings

Campus Work Location (Table 1)

Survey responses indicated that a majority of responses were received by employees who work in the following: LADM (22%), SSB (15%) and SSA (12%) buildings at CHC.

Custodial Department (Table 2)

The respondents were *most satisfied* with:

- Event setups (tables, chairs, etc. are set up for events on time and as requested) (93%)
- Mail collection and delivery (88%)
- Delivery of equipment or supplies from the warehouse (84%)

The respondents were *least satisfied* with:

- Cleanliness of rest room areas (45%)
- Cleanliness of classrooms (62%)
- Overall satisfaction with the custodial department (60%)

The greatest percent change from Fall 2012 to Spring 2013 occurred in the following areas:

- Performance of custodial supervisors
- Cleanliness of office areas
- Mail collection and delivery

Grounds Department (Table 3)

The respondents were *most satisfied* with:

- Access to walkways and buildings without interference from irrigation schedule (100%)
- Adequacy of irrigation (under/over watering) (100%)
- Attitude, appearance, and productivity of grounds department personnel (100%)
- Performance of grounds supervisors (100%)

The respondents were *least satisfied* with:

- Timely response to reported grounds related requests (86%)

The greatest percent change from Fall 2012 to Spring 2013 occurred in the following areas:

- Access to walkways and buildings without interference from irrigation schedule
- Performance of grounds supervisors
- Quantity and diversity of flowerbeds, trees, and shrubs

Maintenance Department (Table 4)

The respondents were *most satisfied* with the following:

- Attitude, appearance, and productivity of maintenance personnel (89%)
- Performance of maintenance department (89%)
- Professionalism and expertise of maintenance personnel (87%)

The respondents were *least satisfied* with the following:

- Adequacy of ventilation system (54%)
- Condition of plumbing fixtures (toilets, faucets, water fountains) (39%)
- Adequacy of building temperature (summer and winter) (38%)

The greatest percent change from Fall 2012 to Spring 2013 occurred in the following areas:

- Function of doors and hardware
- Attitude, appearance and productivity of maintenance personnel
- Professionalism and expertise of maintenance personnel

Methodology

The survey consisted of one multiple-choice question to determine the respondent’s primary work location at CHC. Respondents were also asked to rate their level of satisfaction with thirty-one statements about the Custodial, Grounds and Maintenance Departments on a four-point scale (4 = Very Satisfied; 3 = Somewhat Satisfied; 2 = Somewhat Dissatisfied; 1 = Very Dissatisfied). The data excluded “No Opinion/Not Applicable” responses. These responses included those who were had no opinion about the statement or the statement did not apply at their work site. In addition, the survey gave respondents the opportunity to provide comments about each department in an open-ended format. The names have been removed from any comments and replaced with “[Name]” to protect identities.

Work Locations

Table 1: What is your primary work location on campus (building name)?

What is your primary work location on campus (building name)?	#	N	%
Aquatics Center	2	59	3
BC Classroom Building	1	59	2
Bookstore	1	59	2
Student Center/Cafeteria	4	59	7
CL Classroom Building	2	59	3
CHS	4	59	7
Gymnasium	2	59	3
LADM	13	59	22
LRC	4	59	7
MSA	1	59	2
OE1	4	59	7
OE2	2	59	3
PAC	1	59	2
SSA	7	59	12
SSB	9	59	15
Other: Golf facility and tennis courts	1	59	2
Other: LADM 304, BC 101	1	59	2

Custodial Department

The following tables (see Table 2a, b and c) illustrate the respondents’ level of satisfaction with the statements about the Custodial Department. Respondents rated the statements utilizing a four-point Likert scale: Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, and Very Dissatisfied. Respondents who chose “No opinion/Not applicable” were excluded from the data analysis. The tables also illustrate the satisfaction percent change from Fall 2012 to Spring 2013 and the comments provided by respondents about the specific department.

Table 2a: Please rate the degree to which you are satisfied or dissatisfied with the following

Statement	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	#	%	#	%	#	%	#	%	
Cleanliness of office areas	11	21	25	48	10	19	6	12	52
Cleanliness of rest room areas	10	18	15	27	15	27	15	27	55
Cleanliness of classrooms	12	29	14	33	12	29	4	10	42
Cleanliness of hallways and stairwells	12	24	21	43	10	20	6	12	49
Event setups (tables, chairs, etc. are set up for events on time and as requested)	26	62	13	31	2	5	1	2	42
Mail collection and delivery	20	41	23	47	6	12	0	0	49
Delivery of equipment or supplies from the warehouse	25	56	13	29	4	9	3	7	45
Attitude, appearance, and productivity of custodial personnel	27	50	17	31	10	19	0	0	54
Timely response to cleanliness concerns	18	33	20	37	11	20	5	9	54
Performance of custodial supervisors	14	35	18	45	5	13	3	8	40
Overall satisfaction with the custodial department	14	25	20	35	19	33	4	7	57

Note: Some of the responses missing on this table are a result of excluding respondents who chose “No opinion/Not applicable”

Table 2b: Fall 2012 to Spring 2013 Satisfaction Level Percent Change

Statement	% Satisfied in Fall 2012	% Satisfied in Spring 2013	% change of Satisfaction Levels from Fall 2012 to Spring 2013
Cleanliness of office areas	59	69	10
Cleanliness of rest room areas	48	45	-3
Cleanliness of classrooms	70	62	-8
Cleanliness of hallways and stairwells	65	67	2
Event setups (tables, chairs, etc. are set up for events on time and as requested)	93	93	0
Mail collection and delivery	81	88	7
Delivery of equipment or supplies from the warehouse	82	84	2
Attitude, appearance, and productivity of custodial personnel	78	81	3
Timely response to cleanliness concerns	65	70	5
Performance of custodial supervisors	66	80	14
Overall satisfaction with the custodial department	61	60	-1

Note: Percent change of satisfaction was calculated by subtracting percent satisfied in Fall 2012 from percent satisfied in Spring 2013

Table 2c: Comments regarding the Custodial Department

<ul style="list-style-type: none"> At the beginning of the semester, MSA had a new full time custodian [Name] and the classrooms and offices were exemplary. We can't say how happy we were with his work. Just wanted to let you know.
<ul style="list-style-type: none"> Continue to implement strong leadership and direction to custodial staff. Improve accountability. Considering the challenges the custodial department faces--deteriorating buildings, complaints, lack of manpower, sicknesses and vacations, the department does well.
<ul style="list-style-type: none"> Custodians down in our area seem to hate their jobs. The rest rooms are not cleaned daily, maybe once a week. Not very good. The floors are filthy and rarely look mopped. I had a bad experience with a custodian when I asked about paper towels not being in the dispenser for a number of days. He decided to argue with me about it was filled instead of just refilling the paper towel dispenser. His attitude was unacceptable, considering he was just standing around talking to a maintenance person trying to his work. Students/staff should not have to use dirty and unclean rest rooms in any area on the CHC campus. Thank you.
<ul style="list-style-type: none"> Due to the variety of facilities and student health & safety concerns that affect our instructional areas we face in PE we seem to have to make continuous efforts to communicate our needs. It would be beneficial for both us and Custodial to get together and discuss the cleaning schedule which would facilitate a consistently clean instructional environment and facilities.
<ul style="list-style-type: none"> [Name] is doing a great job, in my area, keeping the floors clean and routinely picking up the trash.
<ul style="list-style-type: none"> Ever since [Name] has taken over this area I have noticed a big improvement in the cleanliness of the Honors Lounge and the surrounding area. He is always in a good mood and is approachable and attentive to any concerns I have brought to his attention. I am very pleased. Keep up the good work!
<ul style="list-style-type: none"> Getting the restrooms cleaned in any area on campus is a joke, visit any restroom in the LRC any time of day and it is utterly disgusting! The floors in the restrooms in LADM are pathetic, the toilets are a mess, why even have custodial come and clean in the LADM building?? Why are we all held to our job performance standards but the custodians are not?
<ul style="list-style-type: none"> I don't have any issues with any of the custodial staff; our custodians are hardworking and very courteous. The problem is a lack of staffing and the sheer volume of work that needs to be done.

<ul style="list-style-type: none"> • I have been here 15 years and my office has not been mopped or waxed in that time. I have never met a custodial supervisor or even seen them in the building even though I am here most nights until 8 PM. Once the Fire Academy graduates, the cleanliness of this building suffers.
<ul style="list-style-type: none"> • I vac and clean my own office-not someone else's responsibility, is my trash emptied...YES! Differences between offices and classrooms! Have you seen LADM304? Not sure how to answer survey as classrooms are low on priority list and do not want to criticize custodial staff, they do their best, just not enough of them
<ul style="list-style-type: none"> • Nearly all mail delivery for the 1st floor of the LRC goes to the Tutoring Center instead of to the other departments/offices. This has sometimes caused delays in receiving mail in a timely manner.
<ul style="list-style-type: none"> • Removing [Name] from his services to the OE-1 building in my opinion was a mistake. He showed such pride and care in the OE-1 building. In the eleven years that I personally occupied this building it has never been so clean and detailed. [Name] will be missed.
<ul style="list-style-type: none"> • Sometimes restrooms run out of needed supplies, but whenever I've left a note, custodial has always made it good. The big problem is the increased trashiness / uncaring attitude of people (non-staff) who use facilities.
<ul style="list-style-type: none"> • The custodial personnel that I've interacted with have been always polite and helpful. Shortfalls in cleanliness standards may be due to budgetary cuts that impose greater workloads and increased responsibilities on staff, rather than laziness or lack of pride. But, whatever the reason, it is sometimes embarrassing to have college visitors first impression of administration be the dingy elevator or stairwell to LADM 300 level. It is embarrassing to direct a visitor to a bathroom that may have run out of supplies and which has corners that are filthy with grunge. I want college resources to put instruction and other student services first (no point in shiny bathrooms if there are no classes), but I'd like to see facilities management step back and look at our public areas through the eyes of a visitor. Peeling paint and burnt out lights are another sore point.
<ul style="list-style-type: none"> • The custodians are so very kind and hard working in OE-1. However, the restrooms in OE-1 are chronically filthy. Students complain about it and are generally disgusted by their state. The custodians do their routine cleaning. However, the restrooms are so far beyond basic cleanliness that they need a thorough top to bottom cleaning so that the routine cleaning is maintaining that level of cleanliness. There has been more than one occasion when students and faculty have witnessed the same smears of bodily fluids (menstrual blood) on various areas within the restroom stalls for weeks, despite daily cleanings. The restrooms also smell as if they are being mopped with dirty water. It is a health hazard to touch anything in these restrooms and gravely deserve some major attention.
<ul style="list-style-type: none"> • The drapes in LADM 304 are too hard to adjust.
<ul style="list-style-type: none"> • The restroom in the SSB building is a continuing issue. It gets a lot of traffic from students and needs a good deep cleaning and then more attention than it does now.
<ul style="list-style-type: none"> • There have been days when I have come in to the office only to find the trash has not been emptied from the day before; however I realize the staff is doing the best they can do with the number of people on staff.

Grounds Department

The following tables (see Table 3a, b and c) illustrate the respondents' level of satisfaction with the statements about the Grounds Department. Respondents rated the statements utilizing a four-point Likert scale: Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, and Very Dissatisfied. Respondents who chose "No opinion/Not applicable" were excluded from the data analysis. The tables also illustrate the satisfaction percent change from Fall 2012 to Spring 2013 and the comments provided by respondents about the specific department.

Table 3a: Please rate the degree to which you are satisfied or dissatisfied with the following statements

Statement	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	#	%	#	%	#	%	#	%	
Appearance of grounds (shrubbery, lawns, walkways)	46	81	10	18	1	2	0	0	57
Quantity and diversity of flowerbeds, trees, and shrubs	43	77	12	21	1	2	0	0	56
Trash removal/cleanliness of grounds and parking lots	36	64	19	34	1	2	0	0	56
Timely response to reported grounds related requests	27	75	4	11	4	11	1	3	36
Access to walkways and buildings without interference from irrigation schedule	45	80	11	20	0	0	0	0	56
Adequacy of irrigation (under/over watering)	36	73	13	27	0	0	0	0	49
Attitude, appearance, and productivity of grounds department personnel	44	80	11	20	0	0	0	0	55
Performance of grounds supervisors	28	78	8	22	0	0	0	0	36
Overall satisfaction with the grounds department	42	74	14	25	1	2	0	0	57

Note: Some of the responses missing on this table are a result of excluding respondents who chose "No opinion/Not applicable"

Table 3b: Fall 2012 to Spring 2013 Satisfaction Level Percent Change

Statement	% Satisfied in Fall 2012	% Satisfied in Spring 2013	% change of Satisfaction Levels from Fall 2012 to Spring 2013
Appearance of grounds (shrubbery, lawns, walkways)	98	98	0
Quantity and diversity of flowerbeds, trees, and shrubs	95	98	3
Trash removal/cleanliness of grounds and parking lots	98	98	0
Timely response to reported grounds related requests	98	86	-12
Access to walkways and buildings without interference from irrigation schedule	95	100	5
Adequacy of irrigation (under/over watering)	100	100	0
Attitude, appearance, and productivity of grounds department personnel	100	100	0
Performance of grounds supervisors	96	100	4
Overall satisfaction with the grounds department	98	98	0

Note: Percent change of satisfaction was calculated by subtracting percent satisfied in Fall 2012 from percent satisfied in Spring 2013

Table 3c: Comments regarding the Grounds Department

<ul style="list-style-type: none">• Doing a great job with minimal resources.
<ul style="list-style-type: none">• Due to the challenges associated with the maintenance of the practice greens and sometimes the tennis courts it is difficult to be overly positive in this area. The practice greens which are instructional facilities have been in very poor condition over the past few semesters. My biggest concern is that they seem to be getting worse rather than better. I understand that personnel are stretched across campus but it don't see the attention being given to this areas that reflects the understanding that the condition of this facility "directly" effect the quality of instruction in the golf classes. The condition and maintenance of the tennis courts has improved over the past year...Thanks!
<ul style="list-style-type: none">• I am very satisfied with the appearance of our campus. It is beautiful and well maintained. I have spoken with [Name] on several occasions and he is always friendly as is all of the grounds staff I have talked with. I remember a few years ago I received emails about campus nature tours (maybe they weren't called that) I would be very interested in participating in something like that to learn about the different plants we have on campus.
<ul style="list-style-type: none">• Keep it up.
<ul style="list-style-type: none">• New area, we need more trees for shade or some kind of shaded area for students. As for grounds, the natural grasses are very nice but would like to see some seasonal plantings that would give some color or fragrance.
<ul style="list-style-type: none">• OMG, this is the most beautiful campus! They do an outstanding job!
<ul style="list-style-type: none">• Our campus always looks beautiful, it amazes me how one day it will be so windy outside and the next day the branches, leaves, etc., are all picked up and one would never know it was windy the previous day. Good job!
<ul style="list-style-type: none">• [Name] and [Name] are outstanding and needs to be recognized for going that extra mile to insure a well groomed campus that we all are so fortunate to enjoy. Thanks guys.
<ul style="list-style-type: none">• The campus grounds are very pleasant and well kept.
<ul style="list-style-type: none">• The grounds crew has had major changes to deal with. It was heartbreaking to see some of the most beautiful walkway gardens bulldozed to make way for the access upgrades, and then we got horrible nasty-looking generic plantings. I have trust in the grounds crew that they are slowly setting things right, finding a new balance as time and funds allow.
<ul style="list-style-type: none">• The grounds department does an amazing job at keeping our campus beautiful, makes you proud to work here!
<ul style="list-style-type: none">• This campus is looking so gorgeous!
<ul style="list-style-type: none">• We are so lucky to have such a beautiful campus. The grounds personnel seem very committed to their jobs and to keeping the campus nice.

Maintenance Department

The following tables (see Table 4a, b and c) illustrate the respondents’ level of satisfaction with the statements about the Maintenance Department. Respondents rated the statements utilizing a four-point Likert scale: Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, and Very Dissatisfied. Respondents who chose “No opinion/Not applicable” were excluded from the data analysis. The tables also illustrate the satisfaction percent change from Fall 2012 to Spring 2013 and the comments provided by respondents about the specific department.

Table 4a: Please rate the degree to which you are satisfied or dissatisfied with the following statements

Statement	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Total
	#	%	#	%	#	%	#	%	
Condition of interior surfaces (walls, ceilings, floors)	16	29	18	32	16	29	6	11	56
Function of doors and hardware	22	40	21	38	11	20	1	2	55
Condition of furniture, fixtures, and equipment	16	29	15	27	20	36	4	7	55
Timeliness of repairs	17	33	22	42	11	21	2	4	52
Professionalism and expertise of maintenance personnel	27	50	20	37	7	13	0	0	54
Adequacy of building ventilation system	11	20	19	34	16	29	10	18	56
Condition of plumbing fixtures (toilets, faucets, water fountains)	10	19	11	20	21	39	12	22	54
Adequacy of building temperature (summer and winter)	6	11	15	27	19	34	16	29	56
Attitude, appearance, and productivity of maintenance personnel	27	50	21	39	6	11	0	0	54
Performance of maintenance supervisors	22	63	9	26	3	9	1	3	35
Overall satisfaction of maintenance department	15	28	24	44	13	24	1	2	54

Note: Some of the responses missing on this table are a result of excluding respondents who chose “No opinion/Not applicable”

Table 4b: Fall 2012 to Spring 2013 Satisfaction Level Percent Change

Statement	% Satisfied in Fall 2012	% Satisfied in Spring 2013	% change of Satisfaction Levels from Fall 2012 to Spring 2013
Condition of interior surfaces (walls, ceilings, floors)	60	61	1
Function of doors and hardware	65	78	13
Condition of furniture, fixtures, and equipment	74	56	-18
Timeliness of repairs	80	75	-5
Professionalism and expertise of maintenance personnel	83	87	4
Adequacy of building ventilation system	54	54	0
Condition of plumbing fixtures (toilets, faucets, water fountains)	40	39	-1
Adequacy of building temperature (summer and winter)	49	38	-11
Attitude, appearance, and productivity of maintenance personnel	81	89	8
Performance of maintenance supervisors	86	89	3
Overall satisfaction of maintenance department	88	72	-16

Note: Percent change of satisfaction was calculated by subtracting percent satisfied in Fall 2012 from percent satisfied in Spring 2013

Table 4c: Comments regarding the Maintenance Department

<ul style="list-style-type: none"> AC 103 has very poor ventilation. Also, I teach in the evenings and it appears that at times the air conditioning/heating system appears shuts off altogether. Other times, the heater seems to be running and the room gets too hot. I would prop open the doors, except that there is a youth swim team that practices through my first hour of class... this would make for a very noisy environment. This forces me to shut the doors, which makes the room very warm and uncomfortable.
<ul style="list-style-type: none"> Again, no concerns with any of the maintenance personnel. I think they are doing a great job with extremely limited resources.
<ul style="list-style-type: none"> Getting the temperature to be adequate in the LADM building has always been a problem, it's either too hot or too cold most of the time.
<ul style="list-style-type: none"> Good leadership, responds timely to work orders
<ul style="list-style-type: none"> Joe and Miguel give GREAT service. Respond in timely manner and go above the basics to give good service when fixing a problem.
<ul style="list-style-type: none"> LADM 304 has drapery problems and has had temperature problems.
<ul style="list-style-type: none"> LADM304 is PINK, duh? Function of doors? Yes the doors function, they open and close..really? Did not know that we had working water fountains? Again...LADM304 either too hot or too cold, but it is not because of maintenance personnel, maybe management, and money, and 40-year old equipment. Larry Cook does not appear to be warm and fuzzy but the maintenance dept. seems to be very proactive!
<ul style="list-style-type: none"> Maintenance has been reasonably quick to respond to work orders, in my experience. Maintenance personnel are respectful and helpful in their interactions with students and other staff, as far as I've observed. Many of the problems that make the campus look dingy and dirty and out of repair are beyond normal maintenance routine. Concrete interior walls are just naturally depressing and the Styrofoam bubbly sound panels turn gray with age. Nothing short of a total building rehab can help.
<ul style="list-style-type: none"> On cold days, the OE-1 building is very frigid until about 3 pm. Cold to the point that you want to wear gloves. The building is old with chipping paint, layers of dust and cobwebs and doors that lock only from the outside- which is a safety concern. Additionally, the toilets as previously mentioned are quite unpleasant with old, dingy yellow-stained toilet seats.
<ul style="list-style-type: none"> Other than the water fountains around the cafeteria area, I am very pleased with the facilities. Jose and Miguel are fantastic. They have helped with a variety of things for the Honors Lounge and they are always friendly and prompt. Great job!
<ul style="list-style-type: none"> The buildings are often too cold. Some maintenance requests go unanswered because they are just not possible to fix/replace/or do; however I am not notified of the reasons so I think that my request has been ignored.
<ul style="list-style-type: none"> The windows have gaps and during the winter time the air comes in through the gaps, making an already cold office even colder, some of the ceiling squares are missing and/or stained, and the carpets are mix-n-match. It would be nice to have a thermostat in each building so that the room temperature can be controlled from each office, one office may be too cold/hot and in the office next door, the temperature is exactly the opposite. It would be nice (and healthy) to have warm, not hot water in the restrooms, and most of the water fountains on campus do not work. In all, I know the staff is doing the best possible with what they have to work with.
<ul style="list-style-type: none"> Ventilation system very noisy. Students at time find it difficult to hear instruction at times.
<ul style="list-style-type: none"> Very professional and quite qualified for the position they fill on campus Thanks
<ul style="list-style-type: none"> With our building being scheduled to be demolished in the near future we understand the hesitation to invest time, effort, and money into repairs. However, as long as we are offering classes that some students would like to shower after we need to provide locker room and shower facilities that make this as possible for both male and female students.