

CHC Facilities (Custodial, Grounds, and Maintenance) Survey

The Crafton Hills College Facilities (Custodial, Grounds, and Maintenance) department conducted a survey in Fall 2024 to gather employee feedback on custodial, grounds, maintenance, asset management, and overall facilities services. A total of 46 valid responses were received. The results assessed overall satisfaction with provided services and will inform improvements to better meet employee needs across campus facilities. It is important to highlight that the survey is voluntary, both in terms of participation and responses to individual questions.

What is your primary work location on campus? (Select the building where you spend most of your workday.)	#	%
Building 1 - Maintenance & Operations/ Shipping and Receiving (M&O)	0	0.0
Building 2 - Child Development Center (CDC)	2	4.3
Building 3 - Crafton Hall (CHL)	0	0.0
Building 4 - Clock Tower Building (CTB)	5	10.9
Building 5 - West Complex (WEST)	1	2.2
Building 6 - Crafton Center (CCR)	10	21.7
Building 7 - Student Support Building (SSB)	3	6.5
Building 8 - Learning Resource Center (LRC)	5	10.9
Building 9 - Performing Arts Center (PAC)	3	6.5
Buildings 10 & 11 - Central Complex (CNTL)	2	4.3
Building 12 - Canyon Hall (CYN)	6	13.0
Building 13 - Visual Arts (ARTS)	0	0.0
Buildings 14 & 15 - East Complex (EAST)	1	2.2
Building 16 - Public Safety and Allied Health (PSAH)	5	10.9
Building 18 - North Complex (NORTH)	0	0.0
Building 19 - Kinesiology, Health Education & Aquatics Complex (KHA)	2	4.3
Other (e.g., Fitness Center/Gym) please specify:	1	2.2
Total	46	100.0

Other (e.g., Fitness Center/Gym) please specify: - Text
All over

What time of day are you primarily on campus?	#	%
8:00 AM - 5:00 PM	37	80.4
12:00 PM - 8:00 PM	4	8.7
5:00 PM - 10:00 PM	5	10.9

What days of the week are you primarily on campus? (Select all that apply):	#	%
Monday	44	21.5
Tuesday	44	21.5
Wednesday	43	21.0
Thursday	44	21.5
Friday	30	14.6
Saturday	0	0.0
Sunday	0	0.0

What is your primary mode of transportation to campus?	#	%
Small, compact car	18	36.7
Sedan	15	30.6
Van/ Truck	9	18.4
Electric vehicle	2	4.1
Motorcycle	1	2.0
Public Transportation	0	0.0
Other (please specify):	4	8.2

Other (please specify): - Text
SUV

Custodial Services Satisfaction/Dissatisfaction Rates

Note: "No Opinion/Not Applicable" percentages were excluded.

- Office cleanliness: 72% satisfied / 24% dissatisfied
- Restroom cleanliness: 74% satisfied / 26% dissatisfied
- Classroom cleanliness: 50% satisfied / 24% dissatisfied
- Hallways/stairwells: 69% satisfied / 27% dissatisfied
- Event setups: 67% satisfied / 2% dissatisfied
- Mail collection/delivery: 46% satisfied / 9% dissatisfied
- Deliveries: 60% satisfied / 4% dissatisfied
- Custodial personnel: 82% satisfied / 11% dissatisfied
- Response to concerns: 73% satisfied / 11% dissatisfied
- Custodial supervisors: 56% satisfied / 13% dissatisfied
- Overall satisfaction: 74% satisfied / 22% dissatisfied

Please rate the degree to which you are satisfied with the following Custodial Services:

Question	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		No Opinion/Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
Cleanliness of office areas	24	52.2	9	19.6	9	19.6	2	4.3	2	4.3	46
Cleanliness of restroom areas	26	56.5	8	17.4	9	19.6	3	6.5	0	0.0	46
Cleanliness of classrooms	20	43.5	3	6.5	9	19.6	2	4.3	12	26.1	46
Cleanliness of hallways and stairwells	21	46.7	10	22.2	7	15.6	5	11.1	2	4.4	45
Event setups (tables, chairs, etc. are set up for events on time and as requested)	28	60.9	3	6.5	0	0.0	1	2.2	14	30.4	46
Mail collection and delivery	16	34.8	5	10.9	1	2.2	3	6.5	21	45.7	46
Delivery of equipment or supplies from the warehouse	23	51.1	4	8.9	0	0.0	2	4.4	16	35.6	45
Attitude, appearance, and productivity of custodial personnel	32	71.1	5	11.1	3	6.7	2	4.4	3	6.7	45
Timely response to cleanliness concerns	27	60.0	6	13.3	3	6.7	2	4.4	7	15.6	45
Performance of custodial supervisors	21	46.7	4	8.9	4	8.9	2	4.4	14	31.1	45
Overall satisfaction with custodial services	29	63.0	5	10.9	7	15.2	3	6.5	2	4.3	46

Summary of Comments and Suggestions on Custodial Services

Strengths and Positive Feedback

- Many staff praised custodians for professionalism, responsiveness, and maintaining a welcoming environment.

Suggestions for Improvement

- Inconsistent vacuuming, dusting, and general cleaning noted in offices, classrooms, and restrooms.
- Frequent supply shortages and cleanliness issues in high-traffic restrooms.
- Requests for proactive maintenance (e.g., light replacements, secure trash disposal) and regular deep cleaning.

Please share any comments or suggestions regarding Custodial Services.
Be proactive and clean instructor stations thoroughly; often mouse droppings on desk.
Classroom floors need attention.
Concerned about a lack of thoroughness and noticing of cleanliness issues.
Custodial issues have always been an issue especially at night. We are often lucky if we get our trash emptied. Often see spider webs which means custodial isn't checking. Only way we seem to be able to get things vacuumed is drop small paper so they have to. Spider webs are often found in the bathrooms as well. So if they were actually cleaning this wouldn't be the case. I find that I have to wipe down shelves and counters myself because custodial staff doesn't. During the day there is one specific female custodial staff that spends many hours just hanging out in their cart, on their personal phone, or hanging out in SSB just talking to staff. There are many areas the campus could be cleaned. Maybe this person needs to be assigned more work. Recently a urinal cake was found in PSAH behind a refrigerator in a breakroom? Wow.
Custodial staff is the absolute best! [name] and [name] are always so helpful and flexible with last-minute changes. They are truly appreciated! Is it possible to remove the recently-added perfumes/fragrances added to the restrooms in CCR? I believe they're placed in the trash bin liners. Thank you!
Custodians need to ensure offices are locked after they clean them
Ground maintenance worker weed wacks weeds on the hillside near parked cars and hits cars with rocks.
I wanted to address some issues related to the cleaning and maintenance of my office, the nearby conference room, and the lab spaces. My office has never been vacuumed by custodial staff, and I've noticed the same in the surrounding areas. Recently, I brought in my own vacuum to handle the office, conference room, and the entry rug, which was in need of cleaning. In the process, I discovered nail clippings in the conference room, indicating a lack of regular upkeep. Another concern is trash removal. The trash in my office is not regularly emptied, and I've had to take it outside myself. Given that I sometimes discard sensitive materials like graded assignments and documents with student information, I'd prefer a more secure option than the hallway trash. Ideally, I'd like to be able to dispose of these in my office trash can with the assurance they'll be securely emptied by custodial staff, currently I have to take these documents home with me to dispose, there is not availability of a shredder in our office area.. Additionally, the lab rooms show no signs of regular sweeping or dusting, and lights are not replaced unless we submit work orders. As faculty, we're often occupied with teaching and other duties, so it would be beneficial if light checks and replacements were part of routine custodial work for all areas. Could you please clarify the standard cleaning and maintenance services we should expect for our offices, the conference room, lobby areas, and labs? Regular attention to these areas would help maintain a cleaner and more professional environment for both faculty and students. Thank you.

Need to clean inside windows and need to vacuum periodically. Wipe down tops of workstations and conference room tables and counters periodically.
Needs more accountability for students and staff who make custodial harder by being messy examples: eating in classrooms and leaving a mess, offices being so messy you can't walk inside, students being reckless to locker rooms spitting unknown substances things on walls and mirrors and stalls.
no problems to report, I always enjoy our interactions
Our custodian at CDC center is amazing, supportive, and overall wonderful to have and to help our center look amazing.
Our custodian goes above and beyond and truly does an excellent job
Our custodians are friendly, professional, thorough, and quick to respond to our needs. Thank you to all custodial personnel!
Restrooms are not clean or stocked regularly. Constantly have to place a work order for services. Services are not rendered in a timely manner.
[name] was great, [name] has been problematic
The bathrooms on the second floor of PSAH are often in bad shape. I suspect they are left that way by students in night classes
The custodial supervisor [name] was a disaster. The [name] is better. I am here from 6:30 am to 3 pm as work hours. The day time Lead custodian [name] seems to spend time dealing with things in areas that should have been taken care of by the evening crew. I have had multiple conversations with [name] and [name] about the lack of cleanliness in my area and it has gotten a little better but there are spiderwebs along the floor to the walls, lint bunnies and hair on the floors constantly. I gave up talking to folks and just sweep the lab floors every 2 weeks myself. Just yesterday I walked across campus and stopped to use the restroom in building 11, the one in the column and one of the stalls was completely out of toilet paper so it just isn't my area. [name] always used the excuse that the evening custodians are busy with event setups. I don't think so.
The woman's bathroom is very messy in the afternoon. the 1st floor restroom the stall closest to the wall. (non-handycap) runs all the time. the only way to shut it off is to slam your fist into the wall.
They are awesome! Especially [name] and [name]!
Though we miss [name] still... [name] has been an excellent replacement and a pleasure to get to know!
We have a phenomenal custodial staff!
Wish the classrooms got a thorough cleaning at least once before each semester (i.e. rug cleaning/floor cleaning). Wish the floors were vacuumed/swept at least once a week. Wish the stairwells were swept up and spider webs cleaned up at least once a week.

Grounds Satisfaction/Dissatisfaction Rates

Note: "No Opinion/Not Applicable" percentages were excluded

- Grounds appearance: 77% satisfied / 20% dissatisfied
- Flowerbeds, trees, and shrubs: 86% satisfied / 9% dissatisfied
- Grounds and parking lot cleanliness: 80% satisfied / 18% dissatisfied
- Staff parking access and availability: 84% satisfied / 14% dissatisfied
- Response to grounds requests: 55% satisfied / 9% dissatisfied
- Walkway/building access during irrigation: 86% satisfied / 0% dissatisfied
- Irrigation adequacy: 61% satisfied / 18% dissatisfied
- Grounds personnel productivity: 82% satisfied / 7% dissatisfied
- Grounds supervisors' performance: 55% satisfied / 14% dissatisfied
- Overall grounds satisfaction: 80% satisfied / 16% dissatisfied
- Overall custodial satisfaction: 74% satisfied / 22% dissatisfied

Please rate the degree to which you are satisfied with the following Grounds Services:

Question	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		No Opinion/Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
Appearance of grounds (shrubbery, lawns, walkways)	27	61.4	7	15.9	3	6.8	6	13.6	1	2.3	44
Quantity and diversity of flowerbeds, trees and shrubs	26	59.1	12	27.3	0	0.0	4	9.1	2	4.5	44
Trash removal/cleanliness of grounds and parking lots	24	54.5	11	25.0	2	4.5	6	13.6	1	2.3	44
Access to staff parking and staff parking availability	28	63.6	9	20.5	3	6.8	3	6.8	1	2.3	44
Timely response to reported grounds related requests	20	45.5	4	9.1	2	4.5	2	4.5	16	36.4	44
Access to walkways and buildings without interference from irrigation schedule	29	65.9	9	20.5	0	0.0	0	0.0	6	13.6	44
Adequacy of irrigation (under/over watering)	23	52.3	4	9.1	6	13.6	2	4.5	9	20.5	44
Attitude, appearance, and productivity of grounds department personnel	30	68.2	6	13.6	1	2.3	2	4.5	5	11.4	44
Performance of grounds supervisors	23	52.3	1	2.3	3	6.8	3	6.8	14	31.8	44
Overall satisfaction with grounds services	26	59.1	9	20.5	2	4.5	5	11.4	2	4.5	44

Summary of Comments and Suggestions on Grounds Services

Strengths and Positive Feedback

- Grounds staff received high praise for maintaining a beautiful campus year-round.
- Specific appreciation for their hard work and dedication to creating a welcoming environment.

Suggestions for Improvement

- Address neglected areas, particularly on the west end of campus.
- Improve routine maintenance, such as cleaning sand/gravel from parking lot N, emptying exterior trash bins more regularly, and maintaining the CDC outdoor area.
- Adjust irrigation practices to avoid midday watering and ensure proper inspection of sprinkler systems during active use at night.
- Reduce damage to parked cars caused by weed trimming near vehicles and consider timing these activities earlier in the day.
- Provide more consistent care for specific areas, such as the pool surroundings, and preserve plants/trees.

Please share any comments or suggestions regarding Grounds Services.
CDC outdoor area needs maintenance done for drainage.
Certain days/times staff parking has been an issue/hard to find. Grounds look great in my opinion, additional color would be nice.
Exterior trash bins are not emptied regularly throughout campus. Some trash bins are overfilled and not being serviced regularly.
It's probably because of the continuous construction on campus but the landscaping in most places is poorly kept and generally looks uncared for
Lots of the stuff on the west end of campus seems to get ignored. Many of us are of the opinion the it is because management all enter campus from the west end. Once upon a time there were flowers planted around the stop signs, there were flowers along the walk ways, the red fescue grass was these beautiful mounds of flowing grass. We actually had grounds folks that know what they were doing and had experience in how to take care of various plants and nurtured the good and removed the bad. Anymore all it is is a sea of mowing and chopping down everything. they cant distinguish what is a on purpose plant and a weed and just chop all of it at least on the east end. the end the managers see is much nicer. there is no Lead in Grounds. the M&O director needs someone in there that can ring back how amazing this end of campus was. the whole east end of campus drive is just barren dirt and dead grass along with butchered shrubs and trees.
Only complaint I have about parking lot N is that it often has sand/gravel from the lot/hill. This should be cleaned more often as I have slipped from the sand. Other than that, I think CHC has a beautiful campus and I can't thank the grounds staff enough for all their hard work.
Sometimes the irrigation is on in the middle of the day, which is inefficient and discourages deep root growth.
Stop weed walking near parked cars, as rocks are damage the paint on cars. This could be done early in the day when there are no classes.
The area around the pool needs some TLC
There needs to be someone around at night to watch the sprinkler systems and see which ones are broken or over watering. Seeing them inspected during the day doesn't give a clear picture of the actual workings of the system when they are on.
These folks why our campus looks beautiful year-round
They are awesome! Please don't cut down the peach tree when it is loaded with peaches!
They do a fantastic job.
Too many weeds; not enough plants; campus looks kinda ugly around the main buildings. We should take more pride.

Maintenance Satisfaction/Dissatisfaction Rates

Note: "No Opinion/Not Applicable" percentages were excluded

- Interior surface condition: 77% satisfied / 14% dissatisfied
- Door functionality: 77% satisfied / 14% dissatisfied
- Furniture and equipment condition: 80% satisfied / 11% dissatisfied
- Repair timeliness: 64% satisfied / 20% dissatisfied
- Professionalism/Expertise: 80% satisfied / 11% dissatisfied
- Ventilation adequacy: 66% satisfied / 32% dissatisfied
- Plumbing fixture condition: 66% satisfied / 32% dissatisfied
- Grounds personnel productivity: 82% satisfied / 7% dissatisfied
- Building temperature adequacy: 57% satisfied / 43% dissatisfied
- Productivity of maintenance: 59% satisfied / 11% dissatisfied
- Maintenance supervisor: 59% satisfied / 11% dissatisfied
- Overall maintenance satisfaction: 75% satisfied / 21% dissatisfied

Please rate the degree to which you are satisfied with the following Maintenance services:

Question	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		No Opinion/Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
Condition of interior surfaces (walls, ceilings, floors)	23	52.3	11	25.0	5	11.4	1	2.3	4	9.1	44
Function of doors and hardware	18	40.9	16	36.4	5	11.4	2	4.5	3	6.8	44
Condition of furniture, fixtures, and equipment	21	47.7	14	31.8	3	6.8	2	4.5	4	9.1	44
Timeliness of repairs	19	43.2	9	20.5	6	13.6	3	6.8	7	15.9	44
Professionalism and expertise of maintenance personnel	27	61.4	8	18.2	3	6.8	2	4.5	4	9.1	44
Adequacy of building ventilation system	12	27.3	17	38.6	9	20.5	5	11.4	1	2.3	44
Condition of plumbing fixtures (toilets, faucets, water fountains)	15	34.1	14	31.8	9	20.5	5	11.4	1	2.3	44
Adequacy of building temperature (summer and winter)	7	15.9	18	40.9	12	27.3	7	15.9	0	0.0	44
Attitude, appearance, and productivity of maintenance personnel	31	70.5	8	18.2	1	2.3	2	4.5	2	4.5	44
Performance of maintenance supervisors	23	52.3	3	6.8	1	2.3	4	9.1	13	29.5	44
Overall satisfaction with maintenance services	22	50.0	11	25.0	5	11.4	4	9.1	2	4.5	44

Summary of Comments and Suggestions on Maintenance Services

Strengths and Positive Feedback

- Staff are praised for being kind, helpful, efficient, and responsive to requests.
- Specific individuals were acknowledged for their efforts to resolve issues despite existing challenges.
- Appreciated improvements were highlighted, such as resolving HVAC issues and responding quickly to certain requests.

Suggestions for Improvement

- Persistent issues with incomplete or delayed repairs, such as malfunctioning doors, lights, blinds, and toilets.
- Challenges with the work order process, described as outdated and cumbersome.
- HVAC systems and classroom temperatures are frequently reported as too cold.
- Reports of graffiti in restrooms and other maintenance concerns in high-use areas.
- Lack of tools and resources for maintenance staff to address larger issues, particularly in aging facilities like the PAC.
- Suggestions to improve faucet and toilet functionality to reduce water splashing and improve reliability.

Please share any comments or suggestions regarding Maintenance Services. (n=20)

A lot of the problems in the PAC because a lot of larger repairs and maintenance have stopped since we are getting a new building next year, the maintenance guys have all been great, they just aren't getting the tools they need to keep the building fully upkept

Always kind and helpful and efficient.

Building has been either hot on certain days despite functioning HVAC and no interruption in electricity. Interior walls get beat up due to heavy volumes of usage and repairs are sometimes overdue.

Classrooms very cold from June-October, handicapped door do not get fixed, sometimes never.

I like the new M&O [name]. [name] has been very helpful with resolving and working with folks. The building I primarily occupy has problems that are not the fault of the maintenance folks but carry over from the construction being poorly done. Yes it won awards, yes the door thresholds were not sealed and there was no overhang design so every corridor floods when it rains and many other things. [name] has looked into the cost of repair and it is way too much money to fix. He and the maintenance folks are doing the best they can with what they have. Having a real HVAC guy has been amazing. He fixed the air in the corridor that was deafening loud that for years I was told was unfixable. I marked the building temperature for not adequate as it is usually freezing in here and part of that is where the sensors were put when the building was built and not the fault of maintenance, but it is still an issue. It is currently 65 in my area. This seems to be the year round temperature.

I'm tired of having to report when things aren't working and I'm tired of being showered with water when I wash my hands. It is absolutely ridiculous that you must be on the network and fill out a needlessly complicated, outdated form to report an issue. There is no excuse for not updating this process.

It would be nice if custodial would submit maintenance requests for classrooms such as when lights or automatic doors are not operating.

LRC elevators often have many lights out. Since Maintenance staff is often in LRC and use these elevators, they should be reporting this. Currently the West elevator in the LRC has 2 lights working out of 9-10. LRC staff shouldn't have to keep reporting this.

Maintenance services are always taken care of very quickly. Thank you!

Multiple light fixtures out for extended periods, electrical outlets not working for extended periods

Some projects appear to linger, repairs are not done or left incomplete (running urinal just turned off rather than fixed, wall patched but not painted, things left undone for long time)

Temperatures can be extreme at times. Work order repairs sometimes take longer than expected. Restrooms have graffiti engraved in mirrors for quite sometime. Items in restrooms have been broken and not repaired.

The blinds in LRC23I need to be replaced! Please!

The door in the tech bay doesn't always close. have to slam it. this is a known issue. the lrc building need the filters cleaned/replaced more often. it gives me a headache.

The toilets in CCR are problematic. Sometimes they flush randomly, sometimes they don't flush even when you attempt to do so. The pressure is too great.

The ventilation system in some classrooms vibrate and are noisy or affect the change in air pressure. Bathroom automatic sensors in sinks have waaaaaay to much pressure and should be " turned " down because we get wet from back spray.

walls need to be cleaned or wiped down occassionally, multiple problems with A/C during summer and the fact that on Monday mornings it is usually terrible temperature. Women's bathroom sinks get new faucets so they don't spray our clothes, toilets should flush the first time.

We have dividers in PSAH 16, Rm. 109 that have not been useful. If I understand correctly though, it is not necessarily our maintenance staff it has been the manufacturer not repairing timely. Overall the partitions don't meet our need.

When repairs are requested I often feel that the quality of the repairs is substandard or repairs appear to be temporary. At time when issues are reported they go unaddressed. [name] recently attended a department meeting and heard our specific complaints and I feel like he will deal with them.

While the people I've interacted with are wonderful, there seem to be some fundamental flaws in workflow and maintenance of teaching spaces. Outlets in East are exposed to students, IEC cables in CNTL are too short to be usable; projectors occasionally are unusable with the lights on; monitor arms are often failing. There just seems to be something in the workflow and management of this area that is not efficient. Obviously, some issues with West are no fault of the those working in these areas. These spaces are simply outdated and fundamentally flawed.

Asset Management & Delivery Satisfaction/Dissatisfaction Rates

Note: "No Opinion/Not Applicable" percentages were excluded

- Key request process: 47% satisfied / 19% dissatisfied
- Key request response time: 55% satisfied / 14% dissatisfied
- Key provisioning timeliness: 55% satisfied / 16% dissatisfied
- Internal mail delivery timeliness: 43% satisfied / 11% dissatisfied
- External mail delivery timeliness: 34% satisfied / 11% dissatisfied
- Package delivery timeliness: 43% satisfied / 11% dissatisfied
- Package pickup/return process: 30% satisfied / 11% dissatisfied
- Package return timeliness: 28% satisfied / 7% dissatisfied
- Furniture move process: 44% satisfied / 9% dissatisfied
- Furniture moves timeliness: 41% satisfied / 7% dissatisfied
- Mail personnel productivity: 59% satisfied / 5% dissatisfied
- Mail supervisors' performance: 43% satisfied / 9% dissatisfied
- Overall asset management satisfaction 61% satisfied / 12% dissatisfied

Please rate the degree to which you are satisfied with the following Asset Management & Delivery services:

Question	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		No Opinion/Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
Processes to request office/building keys	13	30.2	7	16.3	4	9.3	4	9.3	15	34.9	43
Timeliness of response to key requests	15	34.1	9	20.5	2	4.5	4	9.1	14	31.8	44
Timeliness of keys being provided	16	36.4	8	18.2	2	4.5	5	11.4	13	29.5	44
Timeliness of internal mail delivery	14	31.8	5	11.4	2	4.5	3	6.8	20	45.5	44
Timeliness of external mail delivery	11	25.0	4	9.1	3	6.8	2	4.5	24	54.5	44
Timeliness of package delivery	15	34.1	4	9.1	2	4.5	3	6.8	20	45.5	44
Processes to request package pickups/returns	11	25.0	2	4.5	1	2.3	4	9.1	26	59.1	44
Timeliness of package returns	10	23.3	2	4.7	1	2.3	2	4.7	28	65.1	43
Processes to request furniture and furnishings moves	17	39.5	2	4.7	2	4.7	2	4.7	20	46.5	43
Timeliness of furniture and furnishings moves	16	36.4	2	4.5	2	4.5	1	2.3	23	52.3	44
Attitude, appearance, and productivity of mail delivery personnel	22	50.0	4	9.1	0	0.0	2	4.5	16	36.4	44
Performance of mail delivery supervisors	18	40.9	1	2.3	1	2.3	3	6.8	21	47.7	44
Overall satisfaction with asset management and delivery services	20	46.5	6	14.0	1	2.3	4	9.3	12	27.9	43

Summary of Comments and Suggestions on Asset Management & Delivery Services

Strengths and Positive Feedback

- Staff was praised for his friendliness, helpfulness, and consistently going above and beyond.
- Appreciation was expressed for staff who assist with asset management and delivery services.

Suggestion for Improvement

- Key request processes were described as inefficient, inconsistent, and lacking transparency, and delays.
- Mailbox design raised accessibility concerns due to poor lighting, small numbers, and difficult-to-use locks.
- Requests for a keyless access system (e.g., badge system) to improve access for adjunct faculty and other staff.
- Delays noted in work requests for disposing of large paper volumes and inconsistencies in surplus item handling.

Please share any comments or suggestions regarding Asset Management & Delivery Services. (n=12)
Our mail boxes are across campus, I don't have information on those doing this service.
What is the process for getting keys? Who gets them and for what buildings and how? There is no process. We just decide who we are willing to give keys to and who we aren't. It's arbitrary and based on favoritism (e.g. you have to know the right people to even get to the request step.). Again, what's the "process" for requesting a package pick up? None of these processes are actually documented competently.
Disappointed in the ability to get keys from administration, not where i get my keys.. This district/college makes is supremely difficult to get keys. When it comes to requesting keys from asset management, they don't think outside the box,-like rekeying. Why is it so hard to get keys from anyone on campus?
[name] always greets with a smile.
Mail and packages to LRC was and is a major issue.
Can't say enough how much we appreciate [name] for everything he does. He goes over and beyond and always willing to give a hand where needed without saying "Not my job".
The location of the mailboxes is still horrible. The lock design on the boxes is not compliant by any means with any form of accessibility. the numbers are small and hard to read, the lighting is bad, the knobs on the boxes are impossible to manipulate. If anything those should be reported as an accessibility issue and not just the crosswalks.
It seems like the college would benefit from a keyless access system (badge system). Several adjuncts are used and keys are not made available for them, (Deans decision) so alternatives need to be considered. Request to open classrooms when building is unlocked have been required is adjuncts without keys can gain access to classrooms for instruction. Work requests for disposal of large volumes of paper appears delayed at times. Items have been surpluses and taken in the past but more recently required additional documentation. Practices are not consistent.
Deliveries are not timely at times and can be inconsistent. Key request are not done in a timely manner.
We don't get mail delivered to our offices. Package pickup is through courier at DSO not CHC, I requested my key be fixed four weeks ago and I still don't have it back.
multiple packages missing recently with confirmed on campus delivery
They are awesome!

Facilities Use Services Satisfaction/Dissatisfaction Rates

Note: "No Opinion/Not Applicable" percentages were excluded

- Facility request process: 52% satisfied / 19% dissatisfied
- Facilities timeliness: 50% satisfied / 21% dissatisfied
- Facility availability/reservation: 50% satisfied / 22% dissatisfied
- Accuracy of setups: 60% satisfied / 7% dissatisfied
- Timeliness of setups: 62% satisfied / 7% dissatisfied
- Adequacy of available facilities: 28% satisfied / 7% dissatisfied
- Etiquette of facilities: 44% satisfied / 9% dissatisfied
- Facilities professionalism: 41% satisfied / 7% dissatisfied
- Facilities supervisors' performance: 59% satisfied / 5% dissatisfied
- Overall facilities satisfaction 43% satisfied / 9% dissatisfied

Please rate the degree to which you are satisfied with the following Facilities Use Services:

Question	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		No Opinion/Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
Processes to request use of facilities for college business purposes	15	35.7	7	16.7	4	9.5	4	9.5	12	28.6	42
Timeliness of facilities use approval	16	38.1	5	11.9	6	14.3	3	7.1	12	28.6	42
Convenience of information for available and reserved campus facilities	13	31.0	8	19.0	7	16.7	2	4.8	12	28.6	42
Accuracy of facility and equipment set ups	17	40.5	8	19.0	1	2.4	2	4.8	14	33.3	42
Timeliness of facility and equipment set ups	21	50.0	5	11.9	1	2.4	2	4.8	13	31.0	42
Adequacy of facilities available for use	17	40.5	6	14.3	4	9.5	2	4.8	13	31.0	42
Phone etiquette of facilities use personnel	19	45.2	7	16.7	0	0.0	2	4.8	14	33.3	42
Attitude, appearance, and productivity of facilities use personnel	20	47.6	5	11.9	2	4.8	1	2.4	14	33.3	42
Performance of facilities use supervisors	19	45.2	2	4.8	0	0.0	1	2.4	20	47.6	42
Overall satisfaction with facilities use services	19	46.3	9	22.0	0	0.0	2	4.9	11	26.8	41

Summary of Comments and Suggestions on Facilities Use Services

Strengths and Positive Feedback

- Staff were praised for their excellence and positive attitude.
- Room scheduling generally works well, though availability may vary.
- Improvements in facilities for events have been addressed, such as Fire Academy graduations, who had past challenges.

Suggestion for Improvement

- Online request processes, especially the Facilities Use Request form, were described as repetitive, cumbersome, and time-consuming.
- Delays in request approvals and follow-up were highlighted as issues.
- Space constraints in the PSAH building limit class scheduling options.
- Challenges with the current booking system include single-semester limits and lengthy confirmation times.

Please share any comments or suggestions regarding Facilities Use Services. (n=10)
Almost every online request process available is a problem here.
Facilities [name] has an attitude problem. She is very rude on the phone.
I occasionally schedule rooms for things and I have never had an issue other than maybe the room of choice is already taken.
Occasionally, requests are not followed up with and take a long time for approval.
[name] is the BEST!
Seems like there is not enough space for the amount of classes that are wanting/needing to be held in the PSAH building, or need additional clarity on scheduling.
The current system is difficult. Need to put all the information in for each meeting, long time to get confirmation and can only book for one semester.
The Facilities Use Request form is a little repetitive.
There have been significant challenges with facilities for Fire Academy graduations in the past, it does appear as if this has been addressed
This form is the most annoying thing on our campus.