

Crafton Hills College - Outcomes Assessment Report

Program/Service Area: Custodial

Year: 2011-2012

a. Custodial has two SAOs that were developed in 2009. Two full assessment cycles have been completed. These SAOs are assessed by analyzing the results of two surveys--Administrative Services Satisfaction Survey and the Administrative Services Employee Satisfaction Survey. The following is a report on the individual SAOs. Reference the attached copy of the Administrative Services Outcomes 2011.

SAO #1 - The Administrative Services Satisfaction Survey asks the evaluator to rate "I am satisfied with the level of cleanliness provided by custodial staff." SAO #1 is to "Increase strongly agree/agree to 60%." Unfortunately, the difficulty with this SAO is the fact that the custodial staff has not been increased as compared to the 2008 staffing levels; however, the amount of area to clean has. The opening of the new LRC and Aquatics Center in 2010, and the opening of the MSA in 2011, has added square footage to the custodial cleaning responsibilities. The results of this SAO in 2009 showed that about 46.6% of respondents to the Admin Services Satisfaction Survey stated they were satisfied or mostly satisfied with the quality of housekeeping in their area. That percentage dipped to 41% in the 2011 assessment cycle.

SAO #2 – The second SAO is to reduce dissatisfied/highly dissatisfied to 15% on the "[employee's] ability to provide input into issues that affect [their] work." This SAO is assessed through the bi-annual Admin Services Employee Satisfaction Survey. The comparison between the 2009 results and the 2011 results showed a slight improvement from 19% dissatisfied in 2009 to 17% dissatisfied in 2011. The goal is to get to the dissatisfaction down to 15% and then continue from there.

b. In an effort to improve the cleaning on the campus (SAO #1), the custodial supervisor has developed an inspection form to use on a regular basis. This helps document cleaning issues and gives a means for the supervisor to communicate with the custodial staff in rectifying the issue. Monthly cleaning inspections are conducted on every custodian and corrections are made by custodians as needed. The custodial supervisor then follows up to ensure items have been corrected. This new inspection report was created because the custodian's were having trouble understanding the old inspection report. The new inspection report is easier to read and understand. The custodians were able to provide input, which helped ensure the new form covered all bases. See inspection report (Quality Control Custodial).

The M&O department has made some efforts to improve employee satisfaction and increase the opportunities for employees to provide input (SAO #2). Likely the slight improvement is a result of an increased effort to hold regular staff meetings, improve communication between the employees and the supervisor, the team building efforts that have occurred with department BBQ's and give-aways, and the increased regularity of safety meetings.

c. The assessment cycle will continue with the ongoing bi-annual administration of the surveys and the ongoing use of the monthly inspection reports with the main goal of improving custodial services on campus.