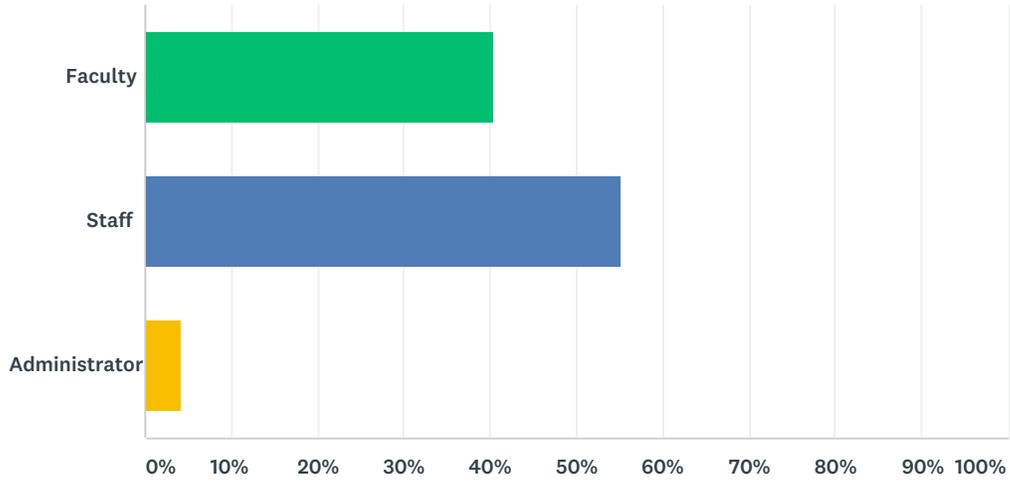


### Q1 Are you:

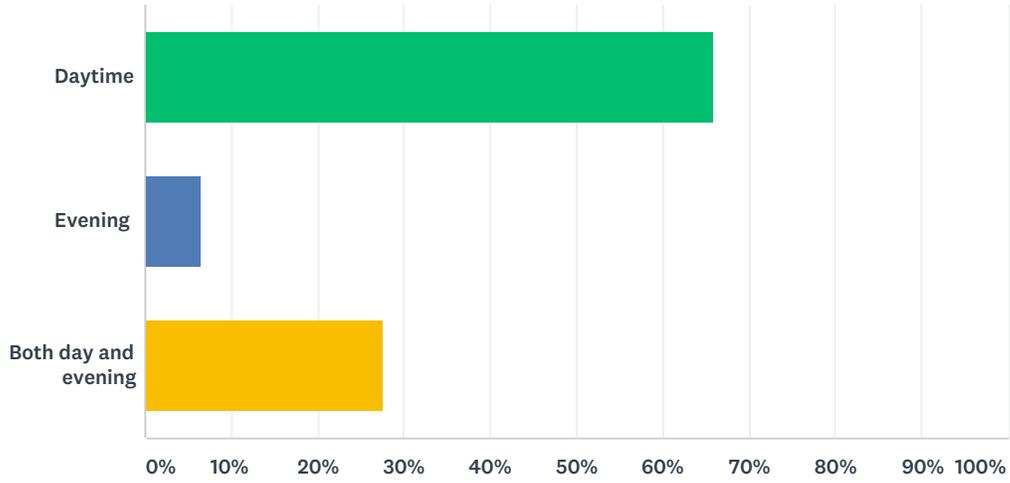
Answered: 47 Skipped: 0



ANSWER CHOICES	RESPONSES	
Faculty	40.43%	19
Staff	55.32%	26
Administrator	4.26%	2
<b>TOTAL</b>		<b>47</b>

## Q2 Are you primarily on campus during

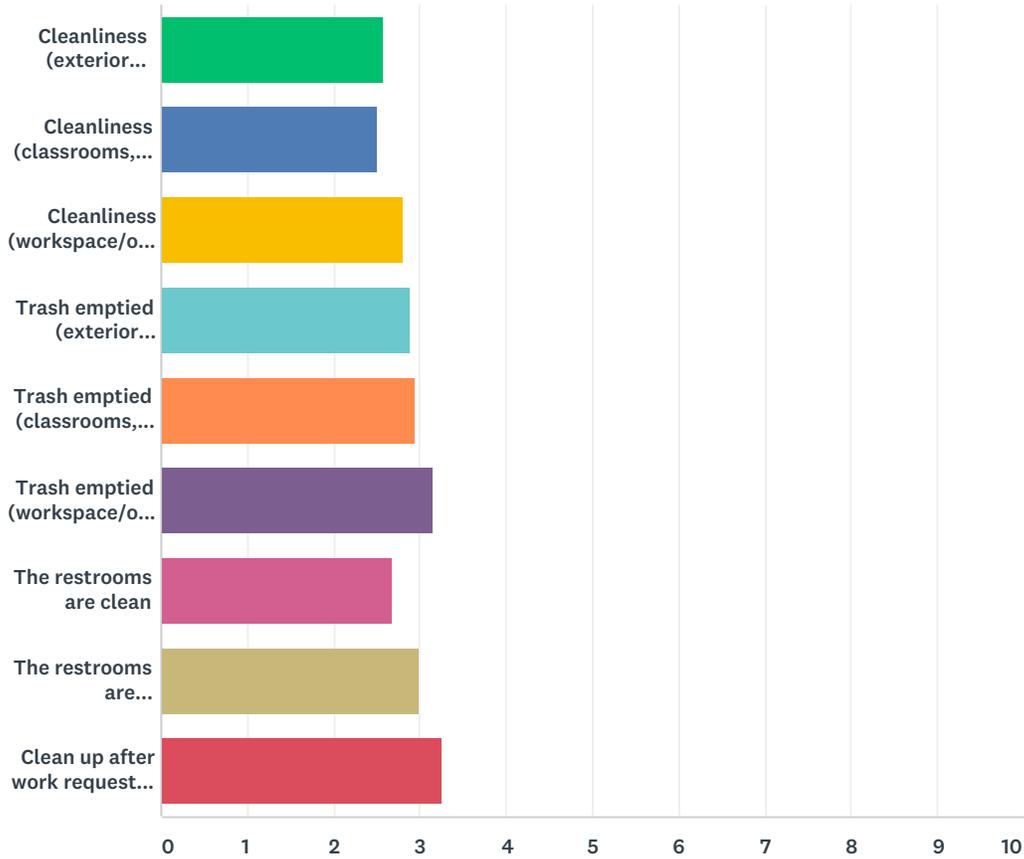
Answered: 47 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daytime	65.96%	31
Evening	6.38%	3
Both day and evening	27.66%	13
<b>TOTAL</b>		<b>47</b>

### Q3 How would you rate the following areas of campus cleanliness?

Answered: 47 Skipped: 0



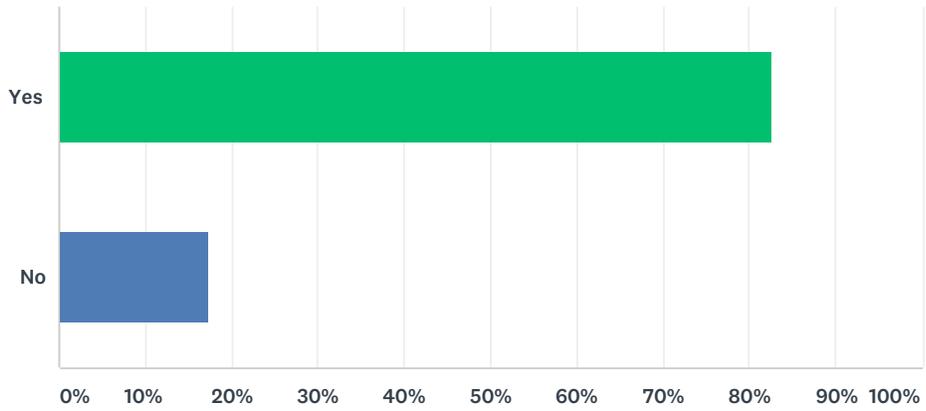
	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Cleanliness (exterior public area)	21.74% 10	19.57% 9	41.30% 19	15.22% 7	2.17% 1	46	2.57
Cleanliness (classrooms, labs, studios)	26.67% 12	22.22% 10	28.89% 13	17.78% 8	4.44% 2	45	2.51
Cleanliness (workspace/office)	23.91% 11	17.39% 8	23.91% 11	23.91% 11	10.87% 5	46	2.80
Trash emptied (exterior public area)	12.77% 6	19.15% 9	40.43% 19	21.28% 10	6.38% 3	47	2.89
Trash emptied (classrooms, labs, studios)	11.90% 5	14.29% 6	50.00% 21	14.29% 6	9.52% 4	42	2.95
Trash emptied (workspace/office)	10.64% 5	12.77% 6	42.55% 20	19.15% 9	14.89% 7	47	3.15
The restrooms are clean	22.22% 10	24.44% 11	24.44% 11	22.22% 10	6.67% 3	45	2.67
The restrooms are well-stocked with soap and paper goods	14.89% 7	21.28% 10	21.28% 10	34.04% 16	8.51% 4	47	3.00
Clean up after work request was complete	8.89% 4	13.33% 6	31.11% 14	35.56% 16	11.11% 5	45	3.27

## Service Area Survey - Maintenance & Operations

#	COMMENT	DATE
1	Floors need to be mopped and vacuumed. This campus is filthy and it is sad that other staff is helping with cleanign to keep classrooms and office space somewhat acceptable. We are bordering on deplorable in some areas. Tehre are insect, rodent infested areas adjacent to new buildings that are already showing a lack of care. Shameful.	6/19/2017 4:43 PM
2	Cleanliliness doesnt seem to be a priority.	6/14/2017 1:58 PM
3	Classrooms in particular are filthy.	6/12/2017 3:37 PM
4	Sometimes Thurs/Fri trash is still there Monday in exterior yellow trashcans outside buildings or in parking lot G.	6/9/2017 8:49 AM
5	Need more staff	6/8/2017 9:13 PM
6	Engineering Building needs more attention on Fridays - we receive complaints from Saturday classes periodically	6/7/2017 2:35 PM
7	sometimes trash is not picked up for a week.	6/7/2017 9:15 AM
8	Keep up the good work! [REDACTED] are awesome!	6/7/2017 8:37 AM
9	There is no excuse for our campus to be in such duty state. We need to remedy this if we are to serve our students and employees well. It is shameful that, as a student put it to me once, Ralph's can keep its floors clean, and LAVC cannot.	6/7/2017 6:28 AM
10	They are way way understaffed. The buildings are so dirty and 1 person can only do so much in one day. Hire more M&O people please	6/6/2017 5:13 PM
11	Paper towels seem to run out a lot	6/6/2017 1:58 PM
12	There is not enough staff available to do the required work for maintenance during day and none for the evening. If there is no toilet paper or an accident in the bathroom to be cleaned up, there is no one available.	6/6/2017 1:04 PM
13	Are these serious questions? Everyone knows the campus is filthy.	6/6/2017 12:12 PM
14	I know we are understaffed	6/6/2017 12:08 PM
15	I was in the Library not long ago and could not believe how dirty it was. We have all these new buildings, but the fact is the trash is all over the place. I don't use the restrooms in the campus. It's awful.	6/6/2017 11:49 AM
16	Need more staff. They do the best they can given the fact they have no staff. Need BShift!	6/6/2017 11:45 AM
17	Ridiculously understaffed. Bare minimum completed at best on most days.	6/6/2017 11:43 AM

### Q4 Have you ever submitted a work order request?

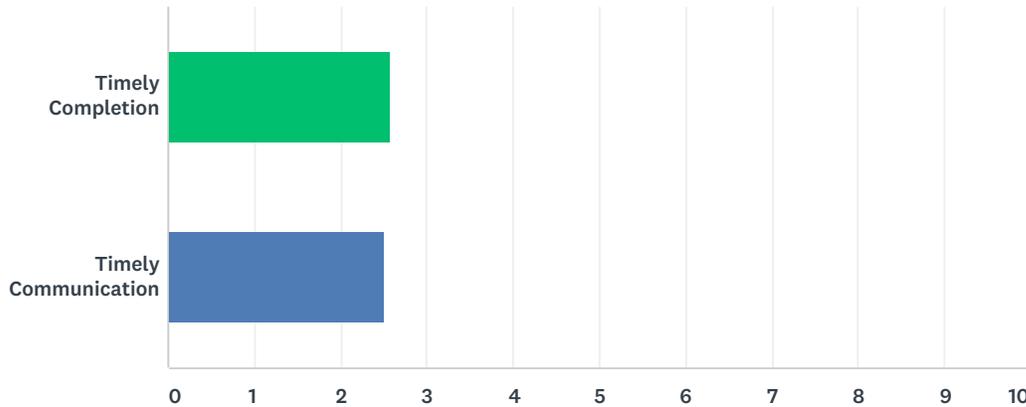
Answered: 46 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	82.61%	38
No	17.39%	8
TOTAL		46

## Q5 Rate the following related to your work order:

Answered: 36 Skipped: 11



	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Timely Completion	27.78% 10	11.11% 4	38.89% 14	19.44% 7	2.78% 1	36	2.58
Timely Communication	25.71% 9	17.14% 6	40.00% 14	14.29% 5	2.86% 1	35	2.51

#	COMMENTS FOR "TIMELY COMPLETION"	DATE
1	Many workorders just sit. I make contact with the staff and they take care of it before the issue becomes greater.	6/19/2017 4:46 PM
2	I complained about a strong noxious fumes coming from the floor drain. Lasted for several weeks.	6/14/2017 2:53 PM
3	Put in a few requests....Feb/Mar/Apr no word yet. Maybe a monthly review of all outstanding requests and update with comment.	6/9/2017 8:58 AM
4	set-up and take down are always efficient	6/7/2017 2:43 PM
5	Work orders closed before problem addressed	6/6/2017 8:42 PM
6	some never get filled and they just mark them as done on the work order request forms	6/6/2017 5:15 PM
7	Still has not been done.	6/6/2017 4:04 PM
8	Takes forever to get a light bulb replaced	6/6/2017 1:59 PM
9	two semesters to fix overhead lights in my office	6/6/2017 12:10 PM
#	COMMENTS FOR "TIMELY COMMUNICATION"	DATE
1	Not always sure what happens to the WSO. I make contact with the staff or supervisor and issues get addressed.	6/19/2017 4:46 PM
2	No communication.	6/14/2017 2:53 PM
3	I usually call and give detail. Otherwise, after the automatic computer reply of "your request has been received" I sit and wonder and wait.	6/9/2017 8:58 AM
4	They all respond quickly and are very polite	6/7/2017 2:43 PM
5	Only get notified after work order is cancelled or closed	6/6/2017 8:42 PM
6	For an event set-up they were given a map, but tables were set up differently and somehow they used a map from the previous year. We spent time rearranging the tables, taking us away from our other responsibilities.	6/6/2017 2:15 PM

## Service Area Survey - Maintenance & Operations

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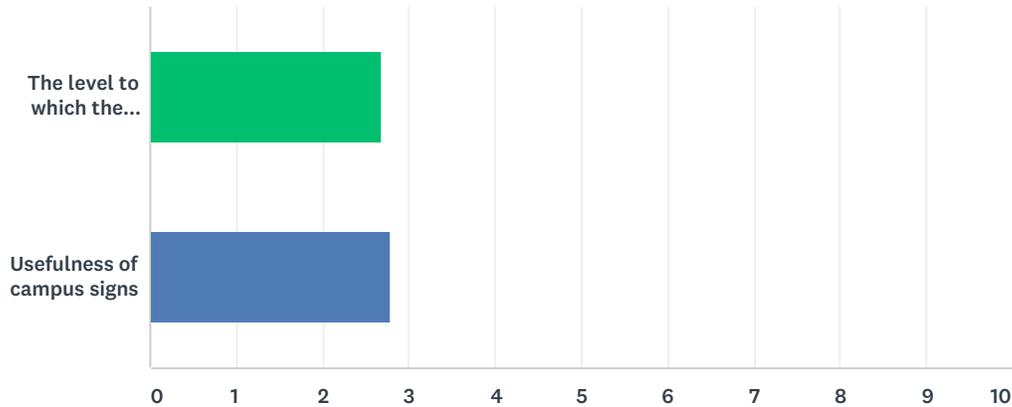
same as above -- I had given up then the lights were fixed!

6/6/2017 12:10 PM

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## Q6 How would you rate the following maintenance services?

Answered: 44 Skipped: 3

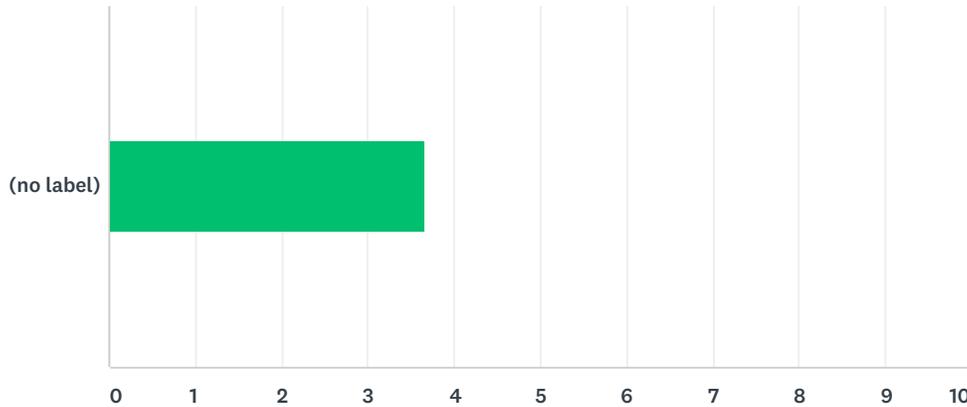


	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	TOTAL	WEIGHTED AVERAGE
The level to which the temperature and environment conditions in the buildings, offices, and classrooms are kept comfortable	13.64% 6	25.00% 11	40.91% 18	20.45% 9	0.00% 0	44	2.68
Usefulness of campus signs	13.95% 6	25.58% 11	32.56% 14	23.26% 10	4.65% 2	43	2.79

#	COMMENT	DATE
1	When I have an issue they address it. Teh temperature fluctuates quite a bit, usually warmer than comfortable, especially on hot dayas and we don't have good circulation with no windows to open.	6/19/2017 4:46 PM
2	The offices, hallways and classrooms have poor climate control.	6/14/2017 2:53 PM
3	No sign for Allied Health Science building, so we have to guess what is on what level.	6/9/2017 8:58 AM
4	It is usually very stagnant and warm in some buildings, even the new ones.	6/7/2017 2:43 PM
5	offices in ACA building are too hot -please turn down thermostat to at least 72 (preferably 70)	6/7/2017 8:38 AM
6	Air conditioning shut off before finals are over. Temperatures in 80's during final. Just get lip service from m&o. Don't want to address problem just blame some other office. Like they do not care [REDACTED] is not managed properly.clean offices.	6/6/2017 8:42 PM
7	The heating and air conditioner in my classrooms are always on pumpming heat ot cool air full placed	6/6/2017 5:15 PM
8	Maps and CLEAR signs are needed across the entire campus.	6/6/2017 4:04 PM
9	Too many people come into ACA thinking that it's Admissions and Records.	6/6/2017 2:15 PM
10	Impossible to get the temperature right and consistent	6/6/2017 1:59 PM
11	need a better sign for AHS and for smoking and non-smoking areas.	6/6/2017 1:19 PM
12	"inconsistent"	6/6/2017 12:14 PM
13	signs have little impact (but some!)	6/6/2017 12:10 PM
14	Not enough No Smoking signs. Need campus maps on south end of campus	6/6/2017 12:02 PM
15	What signs?	6/6/2017 11:47 AM

## Q7 How would you rate the customer service you received from the department staff?

Answered: 44 Skipped: 3



	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.55% 2	6.82% 3	27.27% 12	34.09% 15	22.73% 10	4.55% 2	44	3.67

#	COMMENT	DATE
1	Staff is very helpful and ready to do their work. They seem to have a lot to do.	6/19/2017 4:46 PM
2	The staff always seems to respond timely to the climate matters.	6/14/2017 2:53 PM
3	They respond very quickly	6/7/2017 2:43 PM
4	On the field staff is very rude, and does not respond to simple requests. I would say that they are invisible. No pride in doing their job.	6/7/2017 6:35 AM
5	great people, trying their best with limited staff.	6/6/2017 5:15 PM
6	no one seems happy at M&O anymore	6/6/2017 2:57 PM
7	there is not always someone available to answer the phone.	6/6/2017 1:19 PM
8	The woman who answers the phone is excellent. Everyone else? Meh.	6/6/2017 12:14 PM
9	people are great in M and O	6/6/2017 12:10 PM
10	██████ is helpful and always trys. Cannot cover whole campus with such low staff levels.	6/6/2017 11:47 AM

## Q8 What other services/improvements would you like to see from the department?

Answered: 16 Skipped: 31

#	RESPONSES	DATE
1	The classrooms in the campus center are very dirty and poorly maintained. There are broken pieces of old equipment, maps and random materials that clutter the podiums and floors surrounding the whiteboards.	6/14/2017 2:53 PM
2	Increase staffing, quality control, supervision and supervisory modeling of pride in purpose	6/11/2017 9:58 AM
3	Wash the outside of the windows that are above ground level.	6/9/2017 8:58 AM
4	More staff	6/8/2017 9:14 PM
5	More staff available in the afternoons and early evenings-clean restrooms for night students. Also, there needs to be brighter lights in the student bathrooms in the ACA building- it is very dark and could be a dangerous place.	6/7/2017 2:43 PM
6	More custodians to do more than empty trash cans. Wipe down areas and clean windows.	6/7/2017 12:56 PM
7	Need more employees to service needs of school	6/7/2017 10:00 AM
8	telephone assistance after 2:30 p.m.	6/7/2017 8:38 AM
9	We are all here to serve the students and other employees of the community. You need to foster an environment of respect and cooperation. We need to set an example for our students. Having a clean and safe environment to work in is essential in our profession. Yes, we have no money, but we can learn to live with less and respect each other. Working hard never killed anyone, look at our immigrant population for an example.	6/7/2017 6:35 AM
10	Clean offices and classrooms. I can remember when I first started working here all buildings were cleaned extraordinarily well. All floors mopped, waxed, and buffed. That has not been done in a very long time. I blame m&o	6/6/2017 8:42 PM
11	More M&O people hired.	6/6/2017 5:15 PM
12	Most of the buildings are filthy, which is unacceptable for a public institution.	6/6/2017 3:16 PM
13	need evening services and more help to clean more area thoroughly!!!	6/6/2017 1:19 PM
14	Seriously? Clean the damn classrooms. Treat the classrooms the same way you treat the admin building.	6/6/2017 12:14 PM
15	More support from the district to M & O	6/6/2017 12:10 PM
16	The people are wonderful. But they are expected to work miracles. Need more staff.	6/6/2017 11:47 AM

## Q9 Please share your comments and/or suggestions about the department.

Answered: 15 Skipped: 32

#	RESPONSES	DATE
1	I realize that we are all doing more with less resources, so I understand that you are probably working very hard and a bit short handed.	6/14/2017 2:53 PM
2	Vacations are scheduled without having staff in place to compensate for the time off. There was a 2 week period when no one cleaned or picked up trash. The library and all academic support areas and computer commons on the 2nd floor LARC especially bathrooms are not regularly cleaned. These are high-volume areas which are open 13 hours weekdays and 8 hours weekends.	6/12/2017 3:40 PM
3	Individual employees are very considerate, professional and well intended, but exhibit a culture in which their supervision is based on punitive reprimand rather than positive reinforcement in staffing, scheduling, quality of purpose and value in purpose.	6/11/2017 9:58 AM
4	People at M&O are great at customer service and very personal!	6/9/2017 8:58 AM
5	The department needs MORE custodians to service all of the new areas that have been built! Perhaps another locksmith because the hardware in the new buildings is failing! Basically, more people who work to keep the place in good working order!	6/8/2017 7:15 AM
6	They are very hard-working, polite and go out of their way to help with clean-up, water spills, etc.	6/7/2017 2:43 PM
7	more employees with the right attitude to work	6/7/2017 10:00 AM
8	Great work, M&O!!!	6/7/2017 8:38 AM
9	I know there are very good people in the department that feel frustrated because of budget situation, but somehow things do not get done.	6/7/2017 6:35 AM
10	It would be nice to see the areas around the Allied Health buildings cleaned more such as leaf cleanup and maintenance of weeds and plant trimming. It was finally done but as a newer employee the neglect was the first thing I noticed. Looks much better now.	6/6/2017 9:46 PM
11	Do your job. Stop letting people sleep in labs.	6/6/2017 8:42 PM
12	Clean up the buildings.	6/6/2017 3:16 PM
13	Treat the classrooms the same way you treat the admin building.	6/6/2017 12:14 PM
14	They need to schedule service and communicate the schedule adequately.	6/6/2017 12:02 PM
15	Need a B or C Shift.	6/6/2017 11:47 AM