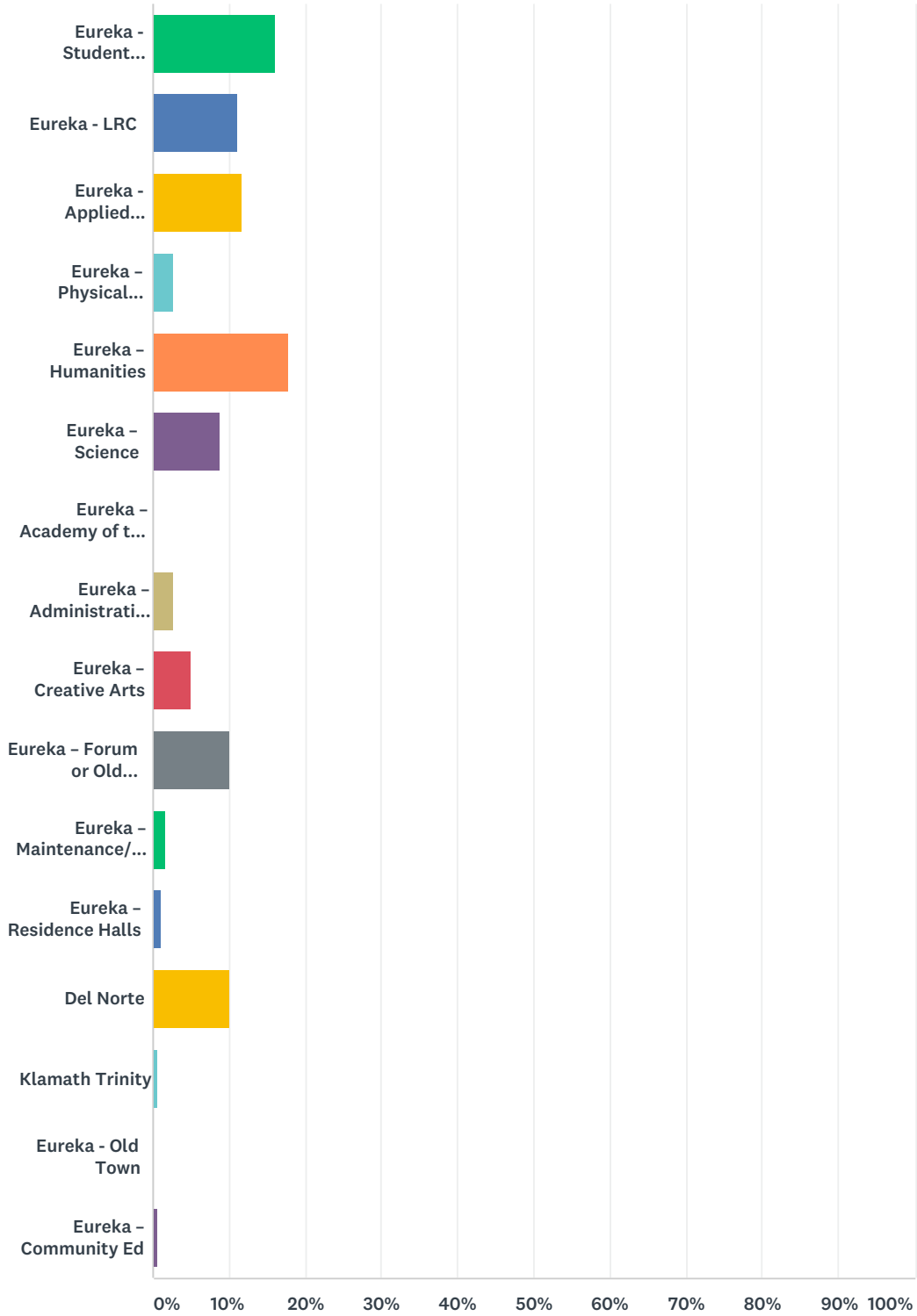


Q1 What Building do you primarily use?Note: Both students and employees typically utilize more than one building, classroom or office in a given year. Please identify the building you would most like to provide feedback on. Survey results will only be reported in the aggregate so that the privacy of the respondent is protected, however, in a few instances, identifying ta specific office may potentially increase the identification of the respondent.

Answered: 180 Skipped: 4

CR Facilities Survey 2018



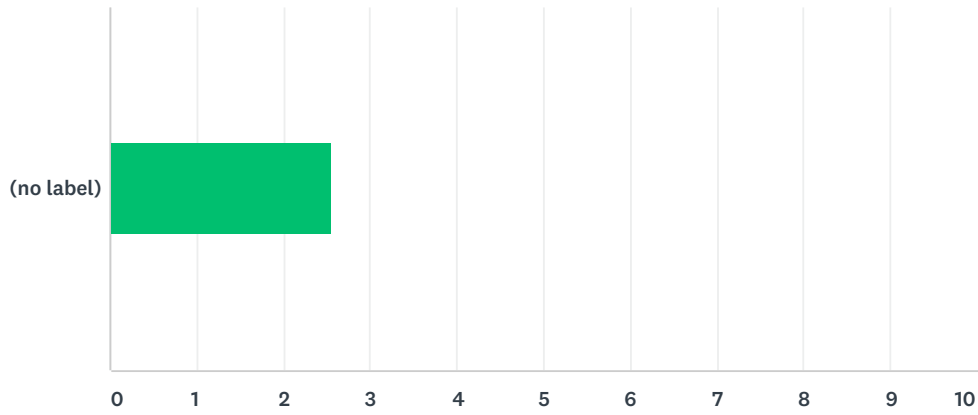
ANSWER CHOICES	RESPONSES	
Eureka - Student Services/Administration	16.11%	29
Eureka - LRC	11.11%	20
Eureka - Applied Technology	11.67%	21
Eureka – Physical Education	2.78%	5
Eureka – Humanities	17.78%	32

CR Facilities Survey 2018

Eureka – Science	8.89%	16
Eureka – Academy of the Redwoods	0.00%	0
Eureka – Administration of Justice	2.78%	5
Eureka – Creative Arts	5.00%	9
Eureka – Forum or Old Administration building	10.00%	18
Eureka – Maintenance/Warehouse	1.67%	3
Eureka – Residence Halls	1.11%	2
Del Norte	10.00%	18
Klamath Trinity	0.56%	1
Eureka - Old Town	0.00%	0
Eureka – Community Ed	0.56%	1
TOTAL		180

Q2 I am informed about changes college-wide to facilities.

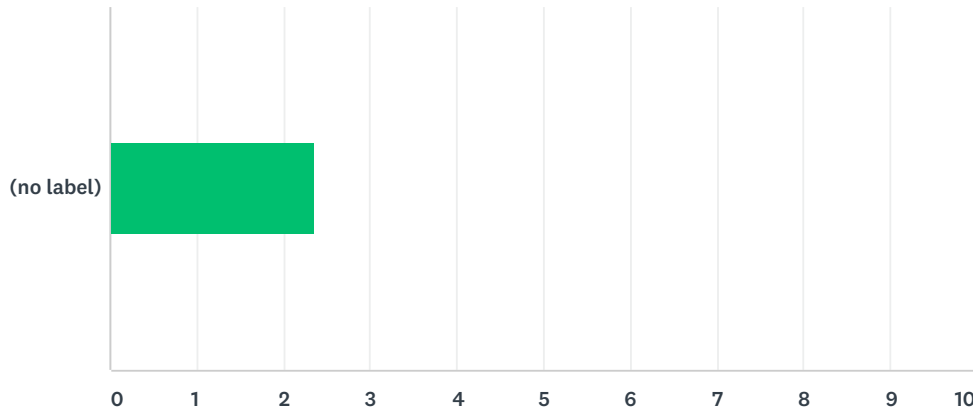
Answered: 184 Skipped: 0



	DISAGREE STRONGLY	DISAGREE	AGREE	AGREE STRONGLY	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	8.15%	33.15%	45.11%	8.15%	5.43%	184	2.56
	15	61	83	15	10		

Q3 I am consulted about facilities changes that will affect my program or area.

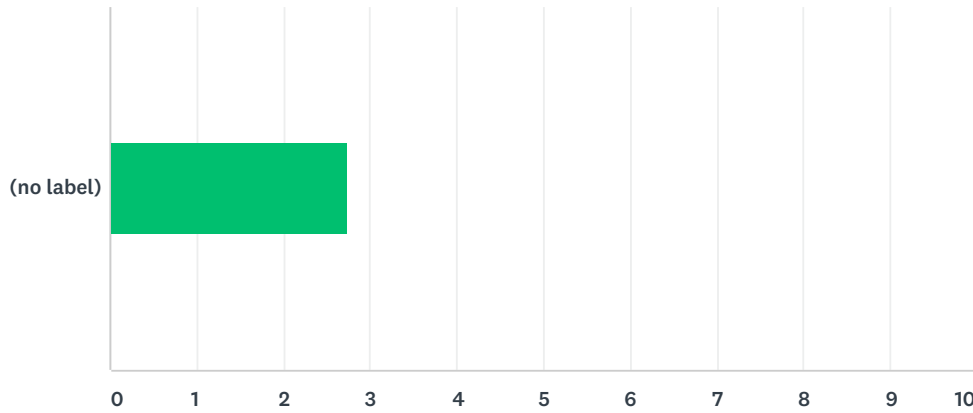
Answered: 183 Skipped: 1



	DISAGREE STRONGLY	DISAGREE	AGREE	AGREE STRONGLY	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	13.66%	37.70%	34.97%	6.01%	7.65%	183	2.36
	25	69	64	11	14		

Q4 I understand how to use the help ticket process to request facilities assistance

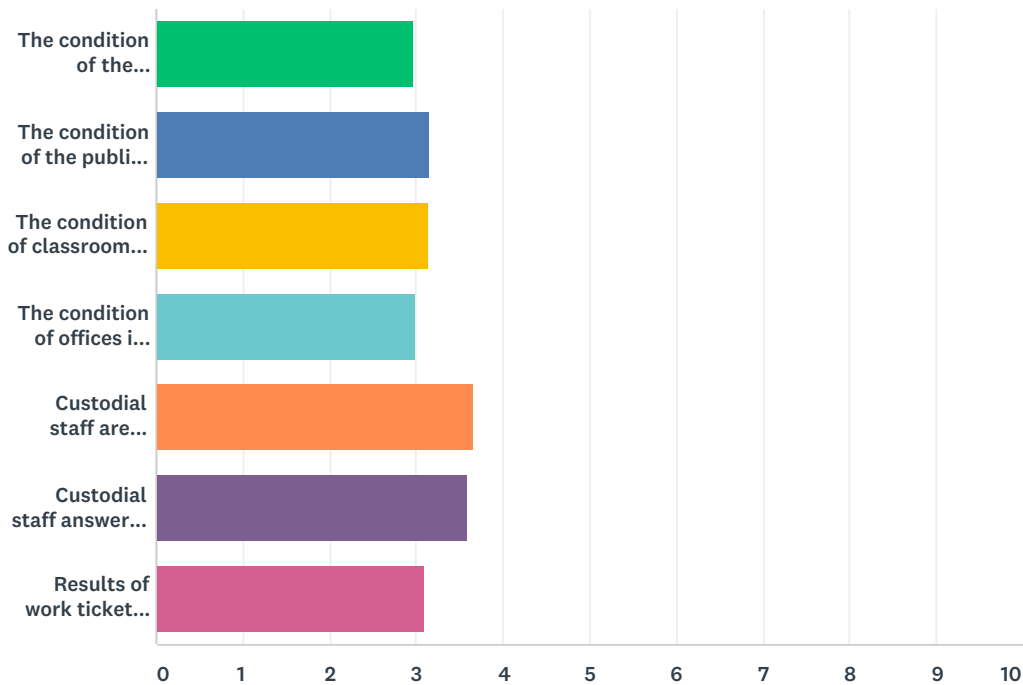
Answered: 182 Skipped: 2



	DISAGREE STRONGLY	DISAGREE	AGREE	AGREE STRONGLY	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	15.93%	23.08%	24.18%	31.32%	5.49%	182	2.75
	29	42	44	57	10		

Q5 Facilities Custodial Feedback Please indicate how satisfied you are or how much you agree with each of the following:

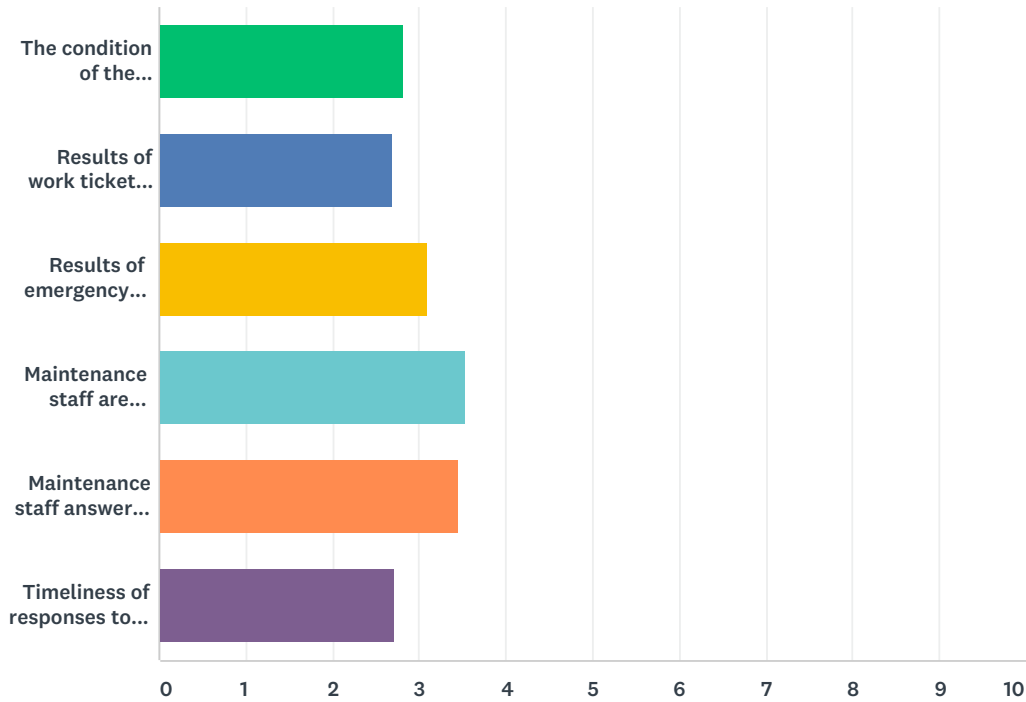
Answered: 184 Skipped: 0



	VERY DISSATISFIED OR DISAGREE STRONGLY	DISSATISFIED OR DISAGREE	SATISFIED OR AGREE	VERY SATISFIED OR AGREE STRONGLY	N/A	TOTAL	WEIGHTED AVERAGE
The condition of the restrooms in your specified building	7.07% 13	16.85% 31	45.11% 83	29.35% 54	1.63% 3	184	2.98
The condition of the public areas (hallways, stairs, lobby, etc.) in your specified building	1.09% 2	13.66% 25	51.91% 95	31.15% 57	2.19% 4	183	3.16
The condition of classrooms in your specified building	2.17% 4	14.13% 26	36.41% 67	28.80% 53	18.48% 34	184	3.13
The condition of offices in your specified building	3.83% 7	14.21% 26	44.26% 81	21.31% 39	16.39% 30	183	2.99
Custodial staff are courteous & professional	0.00% 0	2.75% 5	23.08% 42	59.89% 109	14.29% 26	182	3.67
Custodial staff answer my questions and are helpful	0.00% 0	3.87% 7	21.55% 39	47.51% 86	27.07% 49	181	3.60
Results of work ticket custodial requests	2.20% 4	9.89% 18	19.78% 36	19.23% 35	48.90% 89	182	3.10

Q6 Facilities Maintenance Feedback Please indicate how satisfied you are or how much you agree with each of the following:

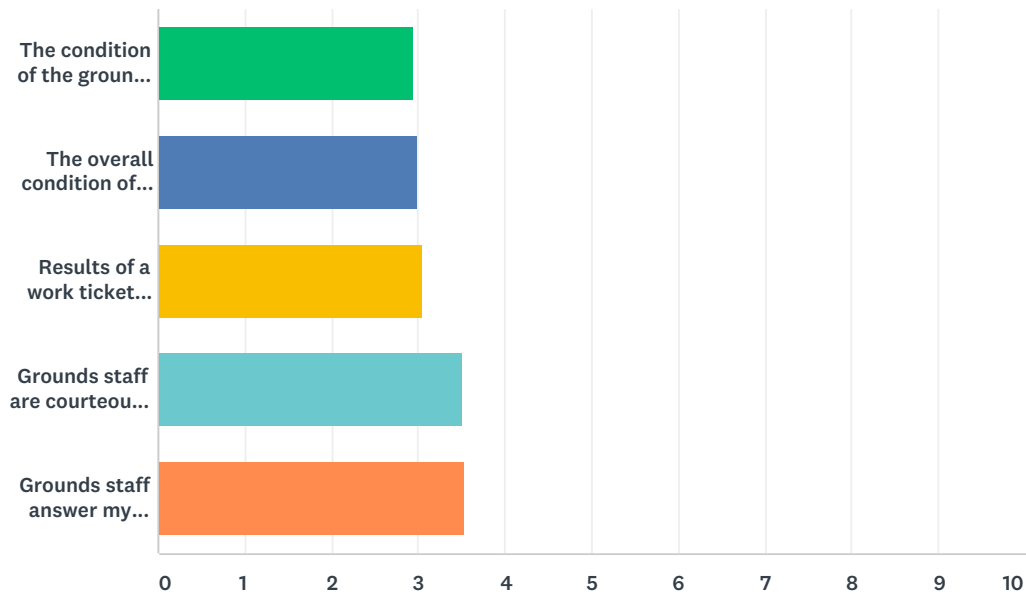
Answered: 183 Skipped: 1



	VERY DISSATISFIED OR DISAGREE STRONGLY	DISSATISFIED OR DISAGREE	SATISFIED OR AGREE	VERY SATISFIED OR AGREE STRONGLY	N/A	TOTAL	WEIGHTED AVERAGE
The condition of the maintenance of my building	6.63% 12	20.44% 37	53.04% 96	16.57% 30	3.31% 6	181	2.82
Results of work ticket maintenance requests	8.79% 16	13.74% 25	21.98% 40	13.74% 25	41.76% 76	182	2.70
Results of emergency maintenance issue requests	4.40% 8	6.59% 12	22.53% 41	20.33% 37	46.15% 84	182	3.09
Maintenance staff are courteous & professional	1.64% 3	1.64% 3	28.96% 53	49.18% 90	18.58% 34	183	3.54
Maintenance staff answer my questions and are helpful	1.64% 3	4.37% 8	24.04% 44	39.34% 72	30.60% 56	183	3.46
Timeliness of responses to maintenance requests, given the specific issue	12.09% 22	13.19% 24	19.78% 36	19.78% 36	35.16% 64	182	2.73

Q7 Facilities Grounds Feedback Please indicate how satisfied you are or how much you agree with each of the following:

Answered: 183 Skipped: 1



	VERY DISSATISFIED OR DISAGREE STRONGLY	DISSATISFIED OR DISAGREE	SATISFIED OR AGREE	VERY SATISFIED OR AGREE STRONGLY	N/A	TOTAL	WEIGHTED AVERAGE
The condition of the grounds surrounding your building	6.08% 11	20.99% 38	44.75% 81	27.07% 49	1.10% 2	181	2.94
The overall condition of the grounds on your campus	4.95% 9	17.58% 32	49.45% 90	27.47% 50	0.55% 1	182	3.00
Results of a work ticket grounds request	1.67% 3	5.00% 9	14.44% 26	10.00% 18	68.89% 124	180	3.05
Grounds staff are courteous & professional	1.64% 3	1.64% 3	28.42% 52	43.72% 80	24.59% 45	183	3.51
Grounds staff answer my questions & are helpful	1.10% 2	1.10% 2	19.23% 35	31.32% 57	47.25% 86	182	3.53

CR Facilities Survey 2018

Q8 Comments or suggestions for better service - please be as specific as possible with your examples:

Answered: 88 Skipped: 96

#	RESPONSES	DATE
1	A coffee shop on campus would not only be a great lucrative opportunity for the college but also expand drink options for faculty, staff, and student.	10/17/2018 4:23 PM
2	Coffee service in existing concession stand in gym. Dining services could contract out and get a percentage of profits. More options on campus would be an asset!	10/17/2018 4:23 PM
3	We should add a "Starbucks" type coffee business to campus, maybe in the gym concession stand. Just a thought	10/17/2018 4:17 PM
4	Maintenance Staff at CR are doing work at or above my expectations. This is most reflective in the simple fact that I rarely look around the campus and find anything other than a well-kept, highly functioning environment. Thanks for all your efforts on our behalf.	10/16/2018 10:56 PM
5	N/A Keep up the good work. Find a great replacement for Jack Surmani! Jack rocks!!!	10/16/2018 3:20 PM
6	fix the cracked pavement leading to the humanities building in the back. Fix the latch in the women's bathroom upstairs (handicapped stall), fix the dip in the walkway to the Humanities parking lot as it fills with water when it rains and there is no way around it.	10/16/2018 12:15 PM
7	Let people know when tickets are closed without any resolution	10/16/2018 11:40 AM
8	Overall, the campus could use a beautification strategy. The creative arts building, for example, is COVERED in bird shit.	10/15/2018 4:34 PM
9	Improve Ground Maintenance by the old Student Services Building (PG&E)	10/15/2018 2:44 PM
10	Sometimes the trash sits outside the welding lab for days next to the cans waiting to be picked up	10/15/2018 11:45 AM
11	The weeds in front of the Forum Building are the first thing I see every day when I get to campus, and they are terrible looking.	10/15/2018 8:16 AM
12	There are no vending machines near the creative arts department. During a 3 hour class, there is no time to run across campus for lunch, and so i go hungry and thirsty on school days if i didn't have time to pack a lunch (which is pretty much every school day).	10/14/2018 11:10 PM
13	N/A	10/13/2018 6:33 PM
14	I have never interacted with the grounds staff so i had no opinion on them. There was a time, where i was lost on campus, and someone from the grounds crew was in their CR van. I went up to him and ask him a question on where to located the building, but before i got there he rolled up his windows and closed the door. I don't know if he was on his lunch, and i did not want to bother him.	10/12/2018 7:50 PM
15	Increased clarification and consistency of facilities management policies and management roles would be wonderful	10/12/2018 3:33 PM
16	CR is a beautiful place to work.	10/12/2018 12:07 PM
17	Find it a little crazy that the lawn sprinklers were going off around 10. Even though Humboldt doesn't get that hot, if that's done at night or sunset, it makes the water go farther.	10/12/2018 10:48 AM
18	I understand that we are reducing paper waste in the Student Services building. We need more than one air dryer to accommodate for the many people that use the facility. Also, a more effective air dryer would cut down the line.	10/12/2018 10:17 AM
19	I think it is a good idea to vacuum perhaps on a weekly basis in the offices.	10/12/2018 9:55 AM
20	Some classrooms like D1 are very cold while others are very hot.	10/11/2018 9:08 PM

CR Facilities Survey 2018

21	The hand dryers in the bathrooms are too loud. There is a lower power one that isnt so bad, but if someone uses the higher power one while Im in the restroom my ears hurt for the rest of the day. I absolutely love the campus and think everything is as clean as it can be, my only gripe is the hand dryers.	10/11/2018 7:12 PM
22	Considering our staffing levels I am satisfied, it seems resources are being allocated better to help up here but I wouldn't call it equal.	10/11/2018 5:38 PM
23	Over on the west side of the campus there is several buildings that seem to be unused, or partially used. I've been curious as to why?! Also due to no being used the landscape overgrown.	10/11/2018 5:29 PM
24	The grounds around campus look as if they are not tended to. Lots of weeds, grass that needs trimming. Grass by the science building could use an edge trimmer. Lots of plants with dead parts. Some buildings are covered in cobwebs. The campus looks unsightly in areas and can use some attention.	10/11/2018 5:22 PM
25	Custodians should: Spot sweep the classrooms daily, mop periodically, wash windows periodically, fill paper towel and soap dispensers daily, leave white board rags in classrooms regularly, empty all trash cans daily, these things should be consistent	10/11/2018 5:20 PM
26	Our campus looks neglected and in disrepair. It is obvious that capital outlay has not been a priority of the District. Paint and Gutters need attention, windows are filthy, cobb webs and weeds everywhere. Not enough crew to maintain this campus.	10/11/2018 5:08 PM
27	Women's bathroom latches have been broken or missing for MORE THAN 8 weeks. The floors are filthy, the air-vents are covered in dust/mold. Air hand driers in both the science and the humanities buildings are poorly placed and ineffective. there are no paper towels at all and if hand driers do not work, hands remain wet. Often, smart boards and projectors do not work in classrooms. Teachers have submitted work tickets and weeks later no contact has been made by maintenance. Education suffers. CR Maintenance staff is either severely underfunded or completely ineffective.	10/11/2018 4:29 PM
28	It would be nice if the restrooms in the LRC were cleaned more frequently than they are currently.	10/11/2018 3:57 PM
29	Hire less managers and more custodians and pay more.	10/11/2018 3:21 PM
30	Regarding the grounds, the staff are doing the best they can, but there aren't enough of them to keep up with the work required	10/11/2018 3:08 PM
31	Our specific area (DSPTS) has been well maintained this semester. It seems that our particular custodian has been very attentive but in the past that wasn't necessarily the case. I believe the overall Student Services building needs improvement, and the overall grounds are not kept up. This could be a result of lack of staffing, but needs improvement.	10/11/2018 3:02 PM
32	It would be awesome if there were more water spouts available to fill water bottles.	10/11/2018 2:51 PM
33	I said disagree to the cleanliness because more can be done in the library and restrooms. The janitor does a very good job for surface clean but there needs to be deep cleans from time to time. If I were to come in as an inspector I would count things off as needing more attention. But considering I have taught people how to clean medical facilities to OSHA standards I may be seeing all the things that others believe are okay. Again the janitor here does the very best he can with the time and tools he is given.	10/11/2018 2:35 PM
34	Would like more custodians hired	10/11/2018 2:29 PM
35	At the college the maintenance workers are cutting gas or cleaning while classes are in session and it makes learning hard. They are walking around the grounds and bumping walls and other noises. Grass and rocks are always flying around.	10/11/2018 1:57 PM
36	The LRC bathrooms are often not very clean and it looks like the basic materials used were not very durable so maybe they are hard to keep clean or even if cleaned adequately they don't look clean because they are in fact corroded and/or falling apart. Ceiling vents are corroded. Footings of stalls are corroded. All the toilets are loose and seats are crooked and loose. Under sink rims are corroded and look dirty. Door handle is loose and sometimes not functioning. One stall in ladies' room has had no lock for almost a year.	10/11/2018 1:32 PM
37	Repairs to public lighting should be done promptly, not take months. Since I have been here, CR has destroyed 100's of trees with no attempt to replant. Invasives such as Scotch Broom and Pampas Grass are allowed to flourish. The "lakes" are now little more than swamps. Except for the areas around the new buildings, plantings are full of weeds. Nothing is replanted in the landscape, just cutdown and removed.	10/11/2018 1:11 PM

CR Facilities Survey 2018

38	Tear down the abandoned buildings. They are an eyesore. Put more money into having enough staff to maintain the college's grounds. They look extremely poor at present.	10/11/2018 12:58 PM
39	What is going on with the cordoned off strip of grass between FM and SC? What's the point? It hasn't been mowed and looks atrocious. That's the only area that looks terrible. Otherwise, the grounds are quite lovely.	10/11/2018 12:56 PM
40	Job is getting done.	10/11/2018 12:42 PM
41	I have never spoke with a custodian but the facility is always kept very clean.	10/11/2018 12:24 PM
42	Everything is great. The only issue I've experienced personally in LRC was our constant boiler/heating issues during the winter.	10/11/2018 12:06 PM
43	Bathroom lights are often out. Some landscaping looks dry and poorly kept. Signage could be better for building location for visitors. What about a WOW front entrance sign?	10/11/2018 12:05 PM
44	Improve the associate faculty room. It's sad.	10/11/2018 12:02 PM
45	On my first day of school, a groundskeeper told me where the creative arts building was. Another student asked me where it was, and I was able to tell him. I felt like a hero.	10/11/2018 11:53 AM
46	I wish the plantar area next to the stairs leading up to the Student Services/Administration building were planted with more "curb appeal" plants. I know there are low maintenance plants that are more pleasing to the eye and don't just look like weeds growing.	10/11/2018 11:50 AM
47	Hire more individuals, who can do the job, from management to grounds keepers.	10/11/2018 11:45 AM
48	We need electric vehicle charge stations! Other community colleges offer level 2 chargers for free with a parking permit (semester, annual Or day permits).	10/11/2018 11:09 AM
49	More custodians would significantly improve satisfaction. But the primary suggestion is that decisions involving my building need to be made with input from the programs and services IN THE BUILDING - not simply handed to us by administration without choice.	10/11/2018 10:33 AM
50	Custodial work is clearly understaffed. I think that my office floor has been cleaned once since we moved into HU. I see the custodians working like crazy, so I don't want to add to their workload by asking for simple things like floor cleaning or wiping down countertops.	10/11/2018 10:32 AM
51	Weeding and removal or trimming of dead plants around the LRC needs to be done.	10/11/2018 10:29 AM
52	Keep up the good work	10/11/2018 10:21 AM
53	Perhaps the agriculture, gardens, and pond could be restored. They all look kind of abandoned.	10/11/2018 10:14 AM
54	recycling bins in the woodshop, please. there is a broken stall latch in the women's bathroom next to the library.	10/11/2018 10:11 AM
55	So, this survey wants us to respond to conditions in "the building you would most like to provide feedback on". And then for Del Norte you only list "Del Norte": you didn't list any specific building. Del Norte is not "one building"... so how can your survey for us give you usable data? ?? !!! Just like Eka, DN has specific building-specific issues but you just ignored us in that regard. Not a surprise... we've been marginalized (again).	10/11/2018 10:08 AM
56	Love our maintenance person but there isn't enough of him to go around!	10/11/2018 10:02 AM
57	I would say AT 108 the main Agriculture classroom that is used every single day gets cleaned once every few months. The greenhouse which is also a heavily used classroom gets the overflowing garbage cleaned out every few weeks. Our students shouldn't be learning in a dirty environment.	10/11/2018 9:49 AM
58	Colds and flu tear through campus every year. Part of the reason for the rapid spread is that desktops and computers don't get wiped down for months at a time. Some of us do what we can to address the problem in our own areas, but cleanliness is still an issue, especially in classrooms.	10/11/2018 9:45 AM
59	Make all the grass green again	10/11/2018 9:45 AM
60	Certain people within the categories are outstanding, other not so much. So the survey wasn't accurate on the rating some would get 10s others 4s. Sean, Cinnamon, Charles and Kevin are outstanding. Sure would like to see the stairway opened back up behind locher room. It's been over five years. The ticket is still in.	10/11/2018 9:43 AM
61	Poor maintenance of grounds and garden areas trees not watered, weeds every where.. Used to be a beautiful campus, leaves seldom swept in quadrangle, lawn maintenance low.	10/11/2018 9:38 AM

CR Facilities Survey 2018

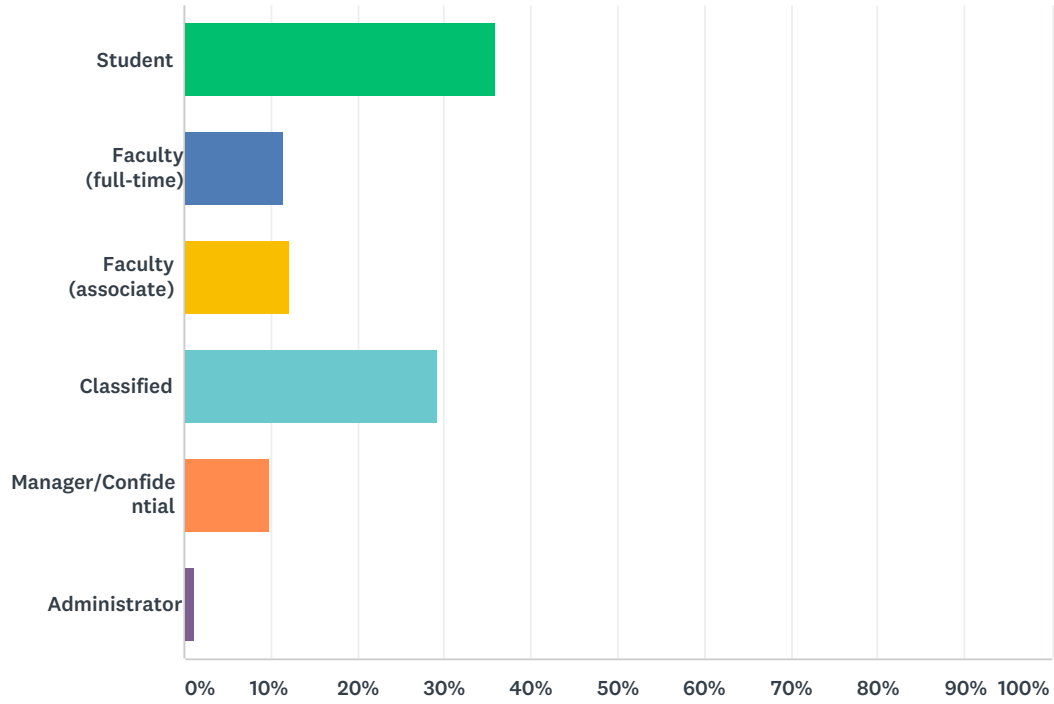
62	It's clear that XXXXXXXXXXXX very selectively responds to help ticket requests. It's very frustrating. Many tickets related to maintenance end up going nowhere, and it is widely believed that this is because XXXX doesn't respond to help tickets unless she likes the person submitting them. Also, XXXXXXXXXXXX is an unmitigated disaster, and I would bet \$1000 with anyone that you cannot find a single person at CR who believes he is competent or tells the truth. Seriously. I'll put up the money. Find one person who will say that XXXXXXX doesn't make stuff up and that he's competent for the job. People openly wonder what kind of dirt he has on the president since his job performance cannot possibly be the reason for his continued employment.	10/11/2018 9:37 AM
63	Clean outside of buildings better. Windows and spider webs are bad.	10/11/2018 9:36 AM
64	It would be great to have new plantings, more trees and flowers, sidewalks for walking areas, and regular grass mowing's. The computer area is always dusty and could be cleaned with anti bacterial/germ Lysol.	10/11/2018 9:33 AM
65	It's silly that we are not permitted to clean or maintain our own areas, yet simple upkeep (i.e. dusting, cleaning windows, removing trash or "lost" items and replacing furniture that gets moved during the day) is not completed on a regular basis - especially in the Student Service Lobby where appearances are of utmost importance.	10/11/2018 9:31 AM
66	All of the custodial staff in my building (and other buildings I have worked in at CR) are wonderful. Friendly, kind, positive attitude. They appear to want to help and makes things better for students and staff. I suggest that all of the staff in maintenance and facilities, if they don't already, consider adopting a more positive approach. Research indicates that employees are happier and more satisfied when they adopt a positive attitude, which in turn makes those around them happier.	10/11/2018 9:27 AM
67	Not sure how this relates to Facilities Planning Committee and their mission? This looks more like something the Maintenance Department would send out as a "satisfaction" survey.	10/11/2018 9:27 AM
68	The bathrooms downstairs are filthy and unsanitary. This morning, being the first to arrive in restroom, seat was up as always, indicating it was cleaned the evening prior. The odor so was intolerable, that it forced me to move to another stall.	10/11/2018 9:26 AM
69	Bathroom counters are always really wet and if I set my books or purse down they are really wet. Also every time I go into my classroom the table I sit at is very dirty	10/11/2018 9:22 AM
70	My office is in the DN (nursing portable). This portable has decaying issues. The maintenance staff does everything possible to keep it safe but these portables are falling apart. There is dry rot and rain gutter issues. Water gets in to the computer lab via a window (which was under a tarp most of the year). I am hoping there are plans to fix these two buildings in Del Norte.	10/11/2018 9:21 AM
71	Improvement of detailed cleaning on daily basis, thorough wiping down of surface with proper cleaner, cleaning of the floors including mopping and vacuuming, making sure bathrooms are properly and thoroughly cleansed including around the base of the toilet bowls, cleaning of the kitchenette, wiping of door handles, wiping down and disinfecting of conference room table AND chairs, disinfecting and wiping down railings.	10/11/2018 9:20 AM
72	I do not see why the FPC sent out a departmental survey? I could not find a single question regarding anything the FPC is tasked with. This reads like a Maintenance Department survey, yet NO ONE in Maintenance was consulted. This is a very flawed survey.	10/11/2018 9:20 AM
73	Please clear the fallen trees on campus near the campus roads, and the weeds around the old campus buildings should be cleared. It makes us look bad.	10/11/2018 9:19 AM
74	The hand dryers in the admin bathrooms could use an upgrade- They just blow water on the ground without making hands any drier. The admin building offices could benefit from a clearer recycling program.	10/11/2018 9:18 AM
75	Wheelchair ramps are nearly rusted through. Portable buildings (brought to Del Norte in 1960?) are getting near end of life. Are these going to be used until they completely collapse? Siding is peeling off outside of main building. In case it has been forgotten, Del Norte Campus is also part of CR.	10/11/2018 9:18 AM
76	Clean the cobwebs on the second story windows of the buildings. It makes the campus look lazy	10/11/2018 9:18 AM
77	Gender neutral restrooms in humanities building and other highly populated buildings	10/11/2018 9:18 AM
78	Maintenance tickets are not completed if submitted by faculty. Dean must submit ticket in order to get things done.	10/11/2018 9:16 AM

CR Facilities Survey 2018

79	Del Norte Buildings are in need of much maintenance that has been deferred. all over campus one can see needed repairs.	10/11/2018 9:15 AM
80	N/A	10/11/2018 9:15 AM
81	The only thing that is really needed is to have a responses to requests happened much sooner. Sometimes it is taking months to get even get a response on submitted tickets. Maybe some type of feedback loop that gives a timeline.	10/11/2018 9:13 AM
82	Custodial Service has taken extra steps to clean some areas that had unexpected issues while other areas that were marked by CR staff on 7/30/18 have not been cleaned, the date the CR staff wrote in the dust is now fading from additional dust collecting. I think I have seen facility maintenance in this building once, maybe twice since we located to this facility.	10/9/2018 4:36 PM
83	The custodian does not empty the trash every day. Sometimes it appears he has not vacuumed. He is always courteous, but sometimes not professional.	10/9/2018 9:17 AM
84	I don't interface much, have administrative staff that does most of that.	10/8/2018 4:21 PM
85	I did not see my building above. I am in RBC-A this building is never dusted. I am fine on Monday, but by Tuesday I will be sneezing, sniffing and coughing. Each day gets worse. It would sure be nice if our Janitor would dust once in awhile and also mop the floor in the bathrooms. I am part of the PG&E crew so I did not fill anything in for #9 below.	10/8/2018 3:56 PM
86	Maintenance ticket response time needs improvement (lights out). Our office break room floors, sinks, counters, conference tables very dirty. CR management came over end of July and took note but issues have not been resolved, i.e, Dust on window frames, carpets dirty, vacuuming sporadic, bathroom floors need to be mopped. Very disappointed in overall janitorial service.	10/8/2018 3:49 PM
87	The heating in these old buildings has been a challenge for years, the guys try but its either too hot or too cold.	10/8/2018 3:46 PM
88	keep up the good work	10/8/2018 3:42 PM

Q9 I am a:

Answered: 164 Skipped: 20



ANSWER CHOICES	RESPONSES	
Student	35.98%	59
Faculty (full-time)	11.59%	19
Faculty (associate)	12.20%	20
Classified	29.27%	48
Manager/Confidential	9.76%	16
Administrator	1.22%	2
TOTAL		164