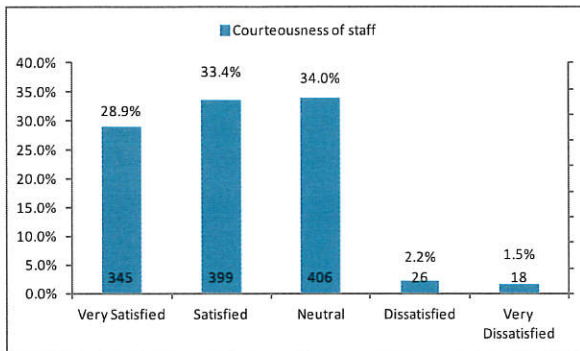


## Custodial Services

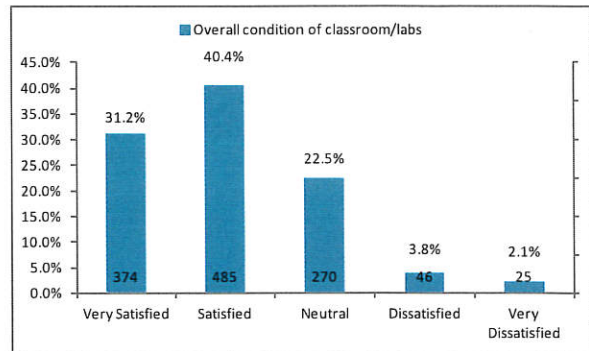
**Question 59.**

Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

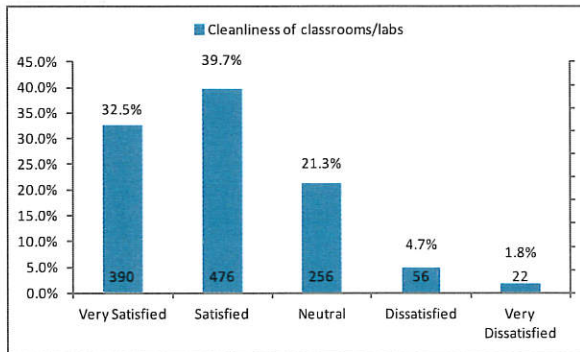
- Courteousness of staff
- Cleanliness of classroom\labs
- Overall condition of classroom\labs
- Level of supplies in the restrooms



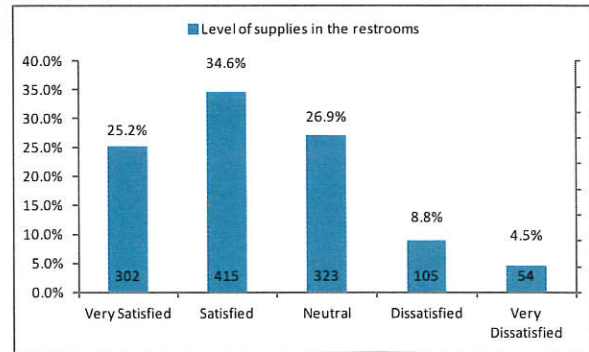
N=1194



N=1200



N=1200



N=1199

### Statistical Results: Custodial Services

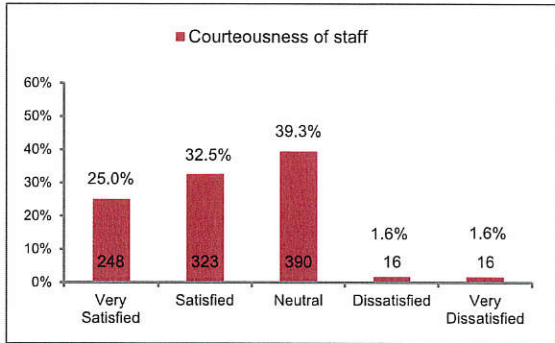
	<u>Item</u>	<u>Response Count</u>	<u>No Response</u>	<u>Response Percent</u>	<u>Average Score</u>	<u>Median Score</u>	<u>Standard Deviation</u>
<b>Question 59-1.</b>	Courteousness of staff	1194	170	88%	3.9	4	0.9
<b>Question 59-2.</b>	Cleanliness of classrooms/labs	1200	164	88%	4.0	4	0.9
<b>Question 59-3.</b>	Overall condition of classroom/labs	1200	164	88%	3.9	4	0.9
<b>Question 59-4.</b>	Level of supplies in the restrooms	1199	165	88%	3.7	4	1.1

Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

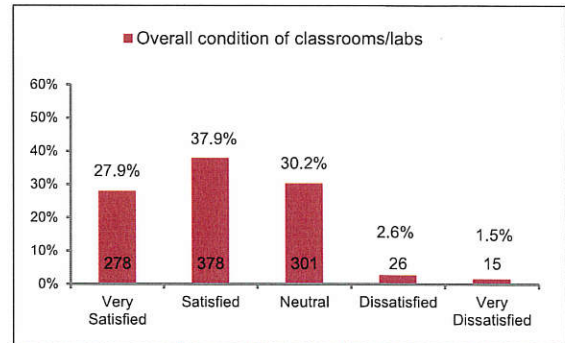
## Custodial Services

**Question 59.** Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

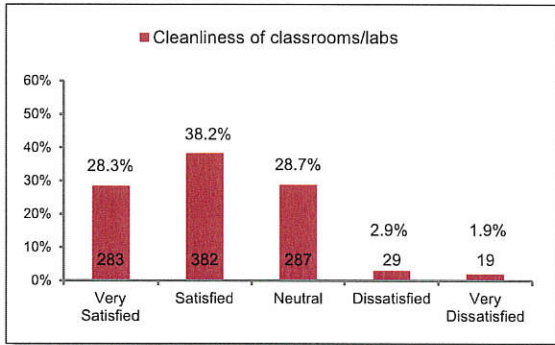
- Courteousness of staff
- Cleanliness of classroom\labs
- Overall condition of classroom\labs
- Level of supplies in the restrooms



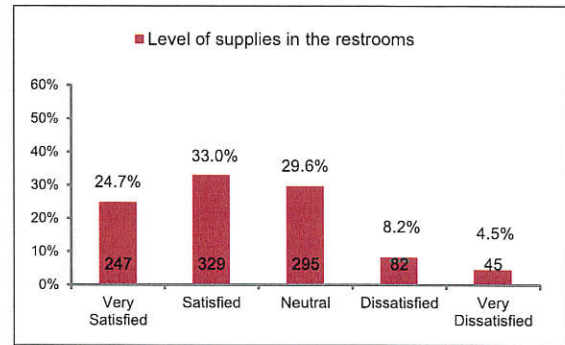
N=993



N=998



N=1000



N=998

### Statistical Results: Custodial Services

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 59-1.	Courteousness of staff	993	116	89.5%	3.8	4	0.9
Question 59-2.	Cleanliness of classrooms/labs	1000	109	90.2%	3.9	4	0.9
Question 59-3.	Overall condition of classroom/labs	998	111	90.0%	3.9	4	0.9
Question 59-4.	Level of supplies in the restrooms	998	111	90.0%	3.7	4	1.1

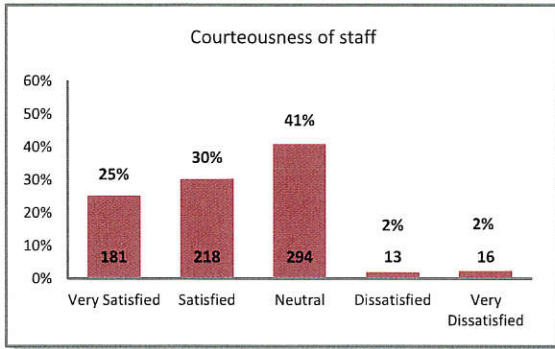
Scoring based on: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1

## Custodial Services

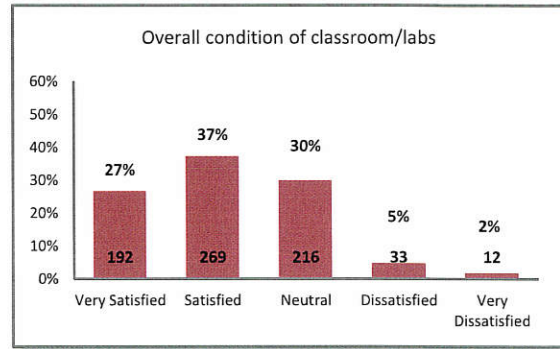
**Question 58**

Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

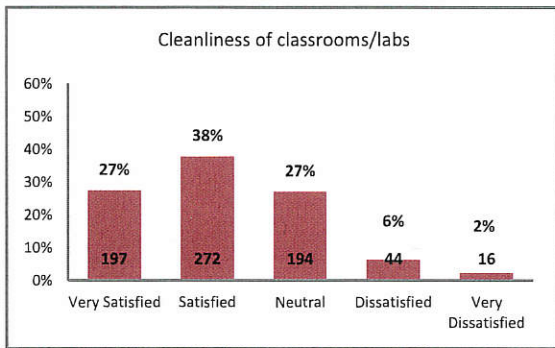
- Courteousness of staff
- Cleanliness of classroom\labs
- Overall condition of classroom\labs
- Level of supplies in the restrooms



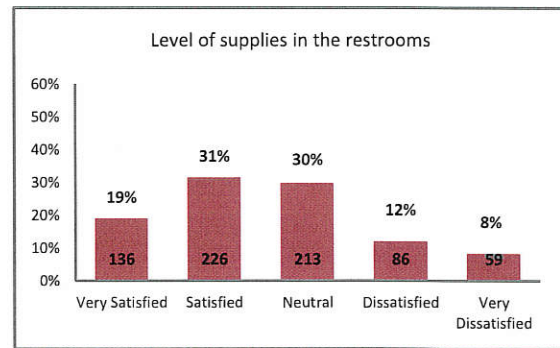
N=722



N=722



N=723



N=722

### Statistical Results: Custodial Services

Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 58-1 Courteousness of staff	722	111	86.7%	3.7	4	0.9
Question 58-2 Cleanliness of classrooms/labs	723	110	86.8%	3.8	4	1.0
Question 58-3 Overall condition of classroom/labs	723	110	86.8%	3.8	4	1.0
Question 58-4 Level of supplies in the restrooms	722	111	86.7%	3.8	4	0.9

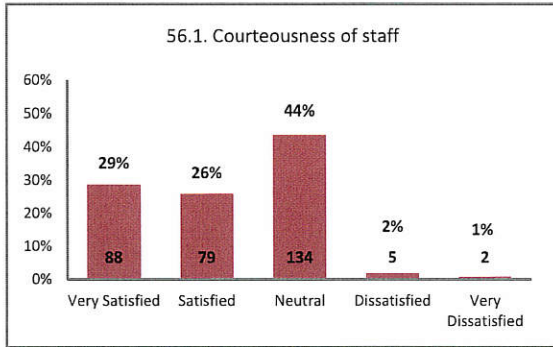
Scoring scale: Very Satisfied=5, Satisfied=4, Neutral=3, Unsatisfied=2, Very Unsatisfied=1, Not Applicable excluded

## Custodial Services

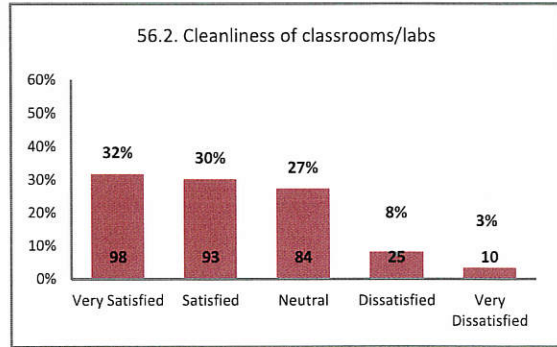
**Question 56**

Based on your experience with Custodial Services, please indicate your level of satisfaction with the:

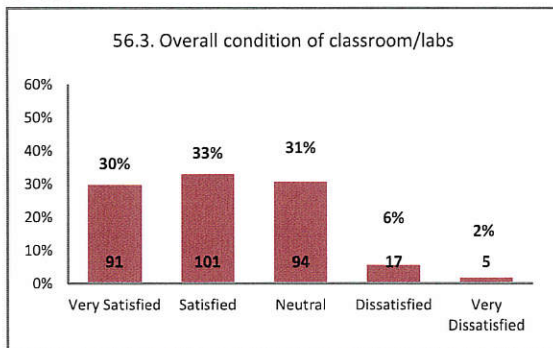
- Courteousness of staff
- Cleanliness of classroom/labs
- Overall condition of classroom/labs
- Level of supplies in the restrooms



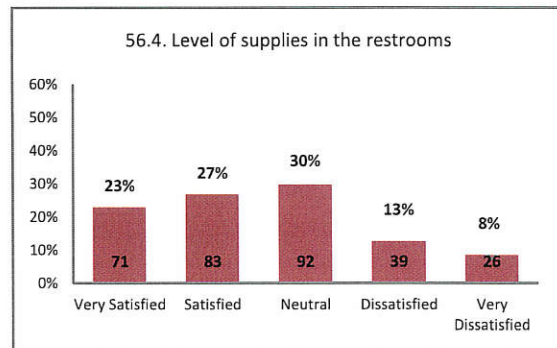
N = 308



N = 310



N = 308



N = 311

### Statistical Results: Custodial Services

	Item	Response Count	No Response	Response Percent	Average Score	Median Score	Standard Deviation
Question 56-1	Courteousness of staff	308	31	90.9%	3.8	4	0.9
Question 56-2	Cleanliness of classrooms/labs	310	29	91.4%	3.8	4	1.1
Question 56-3	Overall condition of classroom/labs	308	31	90.9%	3.8	4	1.0
Question 56-4	Level of supplies in the restrooms	311	28	91.7%	3.4	3	1.2

Scoring scale: Very Satisfied = 5, Satisfied = 4, Neutral = 3, Dissatisfied = 2, Very Dissatisfied = 1

## Facilities Services

### Satisfaction

Answer Options	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Rating Average
<b>Custodial Services: Cleanliness of classrooms</b>	3.0%	5.0%	20.8%	39.5%	31.7%	3.9
<b>Level of supplies in restrooms</b>	5.4%	12.7%	23.8%	34.7%	23.4%	3.6
<b>Cleanliness of student restrooms</b>	9.2%	15.8%	22.9%	30.5%	21.6%	3.4
<b>Overall Satisfaction of Custodial Services</b>	3.5%	6.4%	27.7%	36.4%	26.1%	3.8
<b>Grounds Services: College landscape (lawns, flower beds, etc.)</b>	2.2%	1.9%	16.7%	37.6%	41.6%	4.1
<b>Number of outdoor trash cans</b>	2.5%	6.8%	19.3%	38.6%	32.9%	3.9
<b>How frequently trash cans are emptied</b>	2.4%	3.7%	23.8%	36.8%	33.3%	4.0
<b>Overall Satisfaction of Grounds Services</b>	2.4%	1.8%	20.5%	38.7%	36.6%	4.0
<b>Maintenance Services: How quickly classroom repairs are made</b>	6.9%	10.6%	30.0%	29.6%	23.0%	3.5
<b>Overall Satisfaction of Maintenance Services</b>	5.0%	6.0%	29.1%	33.2%	26.7%	3.7
<b>Facilities Services: The degree to which buildings, classrooms, and labs accommodate your educational needs</b>	4.3%	6.1%	23.3%	36.5%	29.7%	3.8
<b>Level of comfort of classroom furnishings (chairs, desks, etc.)</b>	7.5%	10.3%	23.8%	33.5%	24.8%	3.6
<b>Condition of classroom furnishings (chairs, desks, etc.)</b>	6.8%	10.0%	25.1%	33.1%	25.0%	3.6
<b>Overall Satisfaction of Facilities Services</b>	4.0%	5.4%	26.0%	36.2%	28.4%	3.8

N = 2,230