Faculty and Staff Satisfaction with Support Services Provided:

Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined). The Campus Support Services standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

<table>
<thead>
<tr>
<th>Satisfaction with:</th>
<th>Percent Responding “Excellent”</th>
<th>Percent Responding “Good”</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>28.7</td>
<td>53.0</td>
<td>81.8</td>
<td>75%</td>
</tr>
<tr>
<td>Response time</td>
<td>22.9</td>
<td>33.0</td>
<td>55.9</td>
<td>75%</td>
</tr>
<tr>
<td>Restrooms stocked</td>
<td>14.3</td>
<td>62.9</td>
<td>77.2</td>
<td>75%</td>
</tr>
<tr>
<td>Restrooms clean</td>
<td>12.1</td>
<td>43.9</td>
<td>56.1</td>
<td>75%</td>
</tr>
<tr>
<td>Classroom lighting</td>
<td>17.2</td>
<td>63.0</td>
<td>80.2</td>
<td>75%</td>
</tr>
<tr>
<td>Classroom clean</td>
<td>17.9</td>
<td>52.2</td>
<td>70.1</td>
<td>75%</td>
</tr>
<tr>
<td>Offices clean</td>
<td>19.9</td>
<td>49.3</td>
<td>96.8</td>
<td>75%</td>
</tr>
<tr>
<td>Room temperatures</td>
<td>6.8</td>
<td>40.0</td>
<td>46.8</td>
<td></td>
</tr>
<tr>
<td>Landscape clean hazard-free</td>
<td>13.6</td>
<td>56.6</td>
<td>70.1</td>
<td></td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>46.1</td>
<td>36.7</td>
<td>80.8</td>
<td></td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>25.4</td>
<td>44.8</td>
<td>70.1</td>
<td></td>
</tr>
</tbody>
</table>
Narrative

Reflect on standards met and any standards not met.

Standards Met:

**Hours of operation, restrooms stocked, classroom lighting & staff helpfulness:** We have been able to improve on these areas by shifting schedules and adding personnel to manage these tasks. We have also made modifications to restroom dispensers in order to maintain the restrooms stocked, additional personnel and modifications are planned to incorporate all areas of the campus.

Standards Not Met:

**Response time:** The volume of requests and the impact of construction related issues make it almost impossible to keep up. We do not have people lined up waiting for work or service requests. There is always more to do than there is time, personnel and money to get the work accomplished. Yet, we have great staff that devotes many extra hours of their family time to work on weekends and holiday’s in order to get thing ready for classes.

**Restrooms clean, classrooms clean & offices clean:** The question on cleanliness needs to be better defined in order to assess the true nature of the problems. Yes, we have a limited amount of funds and personnel and that makes our jobs a bit more difficult. We have custodial areas that are double the size of what is considered average in the industry. That alone translates to about 50% efficiency. However, there has been much improvement made in recent months with the approval for additional personnel to reduce these work areas and perform additional tasks such as stripping and waxing floors and shampooing carpets as required to maintaining their lifetime warranties.

The cleanliness question also should identify what time of the day and what areas are being evaluated. All areas are nice and clean in the earlier part of the day. However, as classrooms and restrooms are used throughout the day, there is no time to clean or rearrange desks in the classrooms. If the cleanliness issues are early in the morning, we have a serious problem. On the other hand, if the responders are evaluating these concerns after thousands of students have used the facilities, there is no doubt they are correct. It takes only two hours in a restroom facility to get the use and abuse that would require cleaning. We have implemented a check list of the most utilized restrooms on campus to document the cleaning services and we have made major improvements. However, we only have one staff member providing such services. At times other emergencies, vacations, sick times and absences occur and these services get neglected. There is just too much going on at this time. Once all the construction and moves settle, we should be able to get back to the normal manageable workload.

**Room temperatures:** The issues regarding room temperatures have normally been associated with one building (Humanities). This building has a heating, ventilation and air conditioning system that can not be regulated to make the multiple areas comfortable. We have always tried to achieve a happy medium, but with the existing system we can not do much better than we have done. The entire system is being replaced in the summer of 2008.

Other areas may have also experienced temperature control issues during the remolds. It takes usually a month or two after people move in the new spaces to workout the air balance and temperature control issues. Once that work is signed off we have full control and monitoring of each space through a new computer system.

**Landscape clean/safe and overall quality of services:** Landscape cleanliness and safety is almost an impossible task in lieu of all the construction we have had and continue to have. We do the best we can do to address these issues. However, we continue to be on a reactive mode. We do meet challenges and make things
happen for special campus activities and events. However, our efforts are soon clouded with demolition and
destruction of the campus property associated with construction.

The summary of all these issues in general, impact the overall quality of our services. The pride and dedication
of our classified employees is what keeps us afloat.

**Long-range Plan and Objectives (required)**

In the following section, identify general goals and specific, measurable objectives your area plans to achieve
within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for
next year that require fiscal resources must also be submitted as a **Budget Request and Action Plan** (separate
form).

I. **Goal:** Establish and implement policies to protect and preserve upgraded facilities

   Supports Strategic Direction (if applicable):

   1. **Objective:** Post signs in all new buildings that prohibit food and drink in classrooms and hallways.
      1.1. Person(s) responsible: Physical Plant Director
      1.2. Timeframe: By June of 2008
      1.3. Fiscal resources needed: Have funding for pilot program.

   2. **Objective:** Post “no smoking” signs that indicate areas within twenty feet of a doorway are smoke
      free zones and place new ashtrays areas with congested smoking
      2.1. Person(s) responsible: Physical Plant Director
      2.2. Timeframe: By June 2008
      2.3. Fiscal resources needed: Have funding for pilot program.

   3. **Objective:** Review campus posting policy with deans and other managers provide bulletin boards
      where needed.
      3.1. Person(s) responsible: Physical Plant Director
      3.2. Timeframe: By June 2008
      3.3. Fiscal resources needed: Existing budget

II. **Goal:** Re-establish the building maintenance plan

   Supports Strategic Direction (if applicable):

   1. **Objective:** Develop schedule for backlogged maintenance requests by building and complete the
      requests.
      1.1. Person(s) responsible: Physical Plant Director
      1.2. Timeframe: By June of 2008
      1.3. Fiscal resources needed (if not applicable, indicate “NA”):
III. Goal: Have all Humanities classrooms and offices moved from the building to allow for construction and remodel of the structure.

Supports Strategic Direction (if applicable):

1. Objective: To identify existing spaces for swing space as it pertains to the Humanities building remodel.
   1.1. Person(s) responsible: Physical Plant Director
   1.2. Timeframe: By August 2007
   1.3. Fiscal resources needed: N/A

2. Objective: Work with architects to develop remodel plan for existing space and modulars.
   2.1. Person(s) responsible: Physical Plant Director
   2.2. Timeframe: By October 2007
   2.3. Fiscal resources needed: District to fund

3. Objective: Coordinate necessary moves, construction bids, contract work required to complete the swing space areas.
   2.4. Person(s) responsible: Physical Plant Director
   2.5. Timeframe: By July 2008
   2.6. Fiscal resources needed: District to fund

Reminder: If fiscal resources are needed for next year’s goals, submit a separate Budget Request and Action Plan for budget unit review.