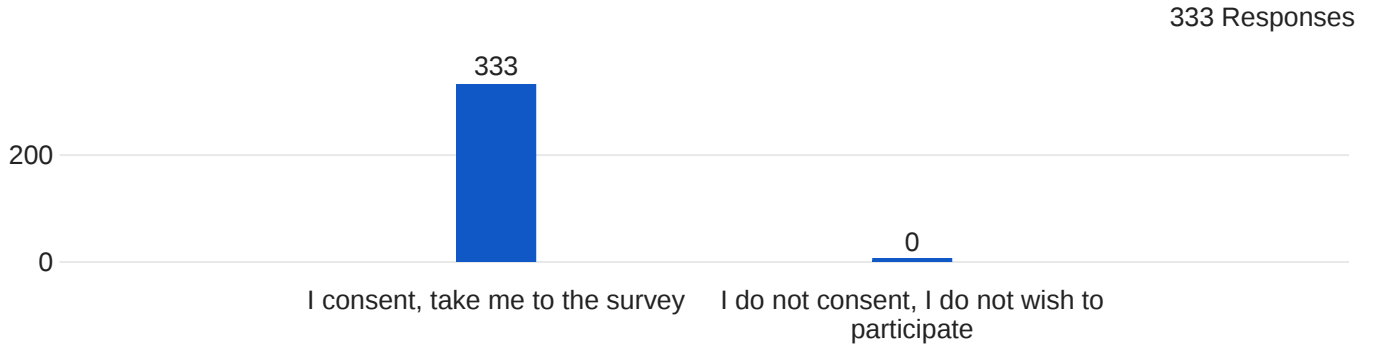
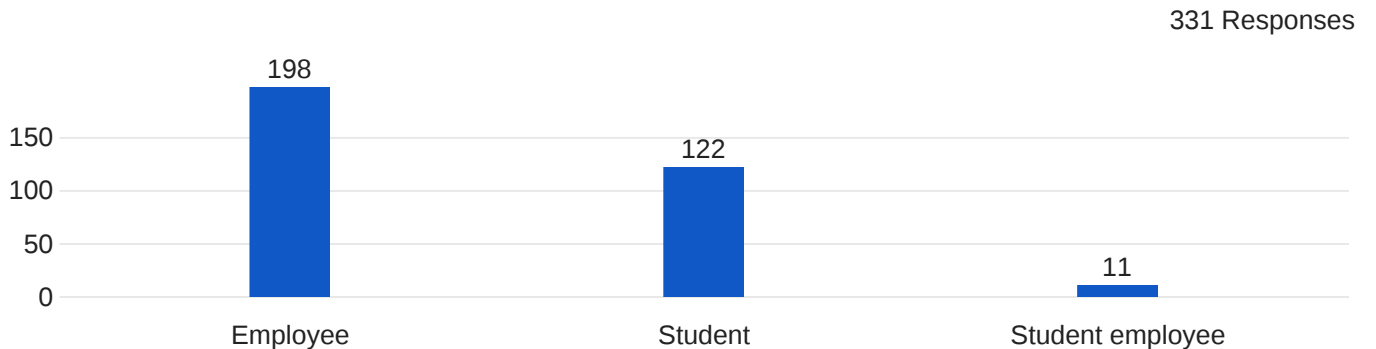


**Facilities
Program Review
Fall 2022
N = 333
All Campuses**

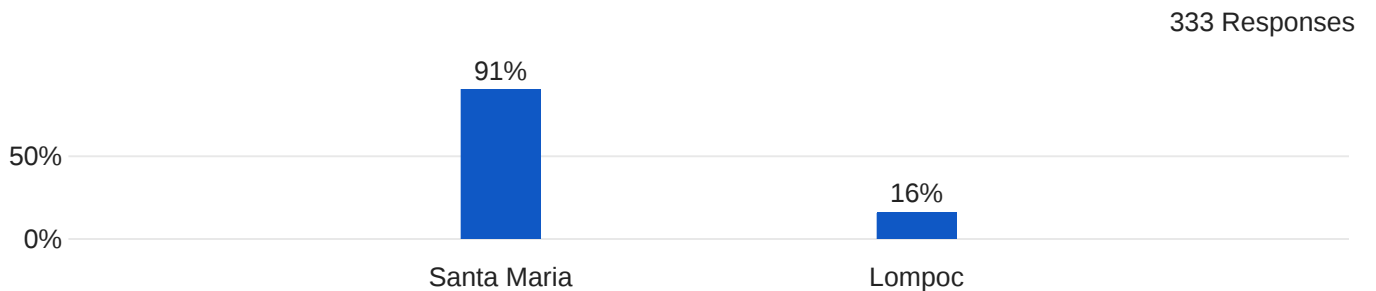
Consent



Are you an employee or student?



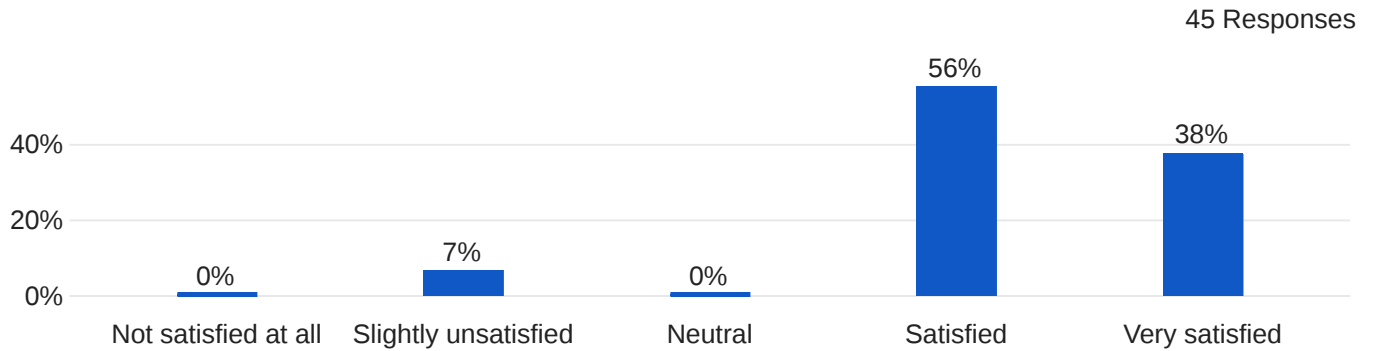
Please select the campus you are most familiar with to evaluate. You can select both Santa Maria and Lompoc if you are familiar with both.



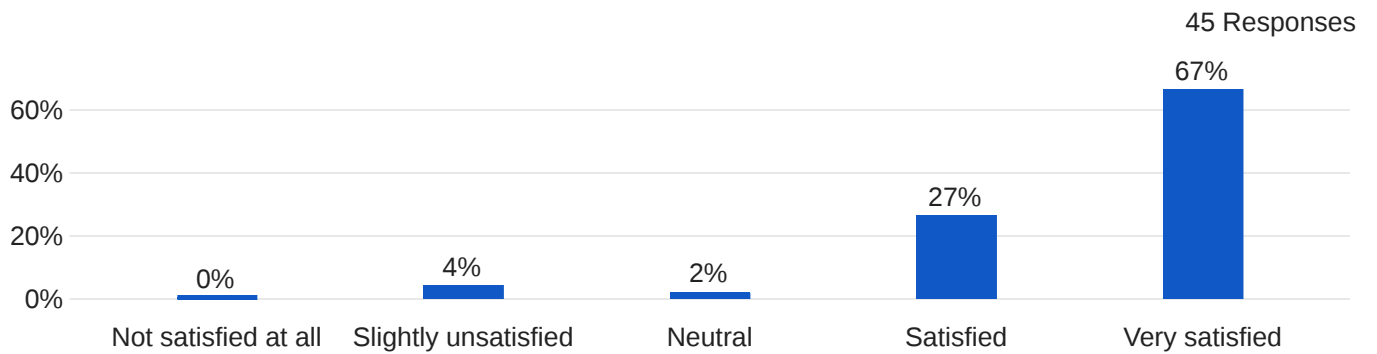
Facilities provides the following services. Please rate the

SATISFACTION of your experience with that service at the **Lompoc campus.**

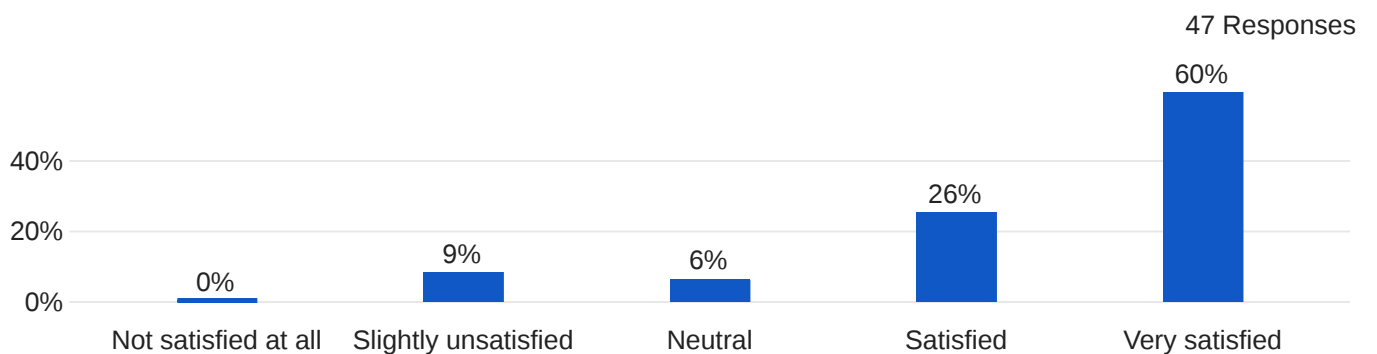
Building maintenance, repairs and changes



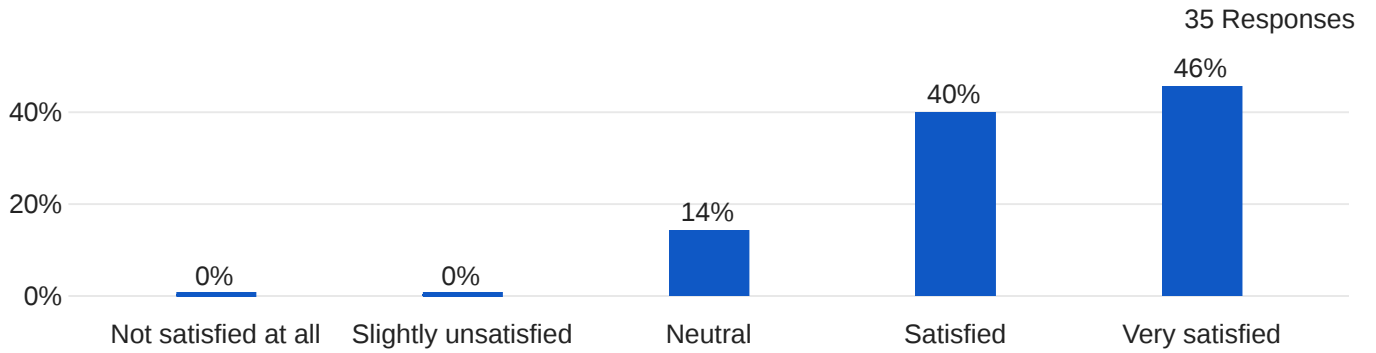
Grounds maintenance, repairs and changes



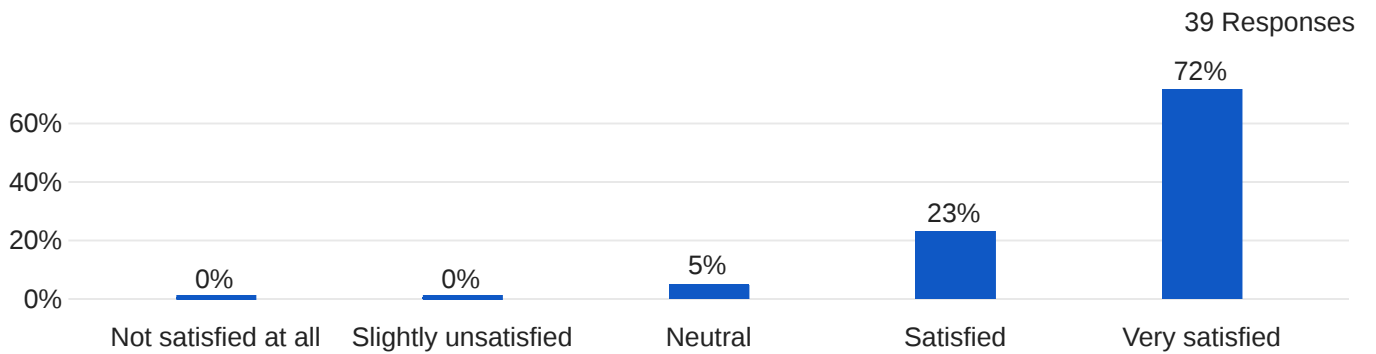
Custodial services - Buildings



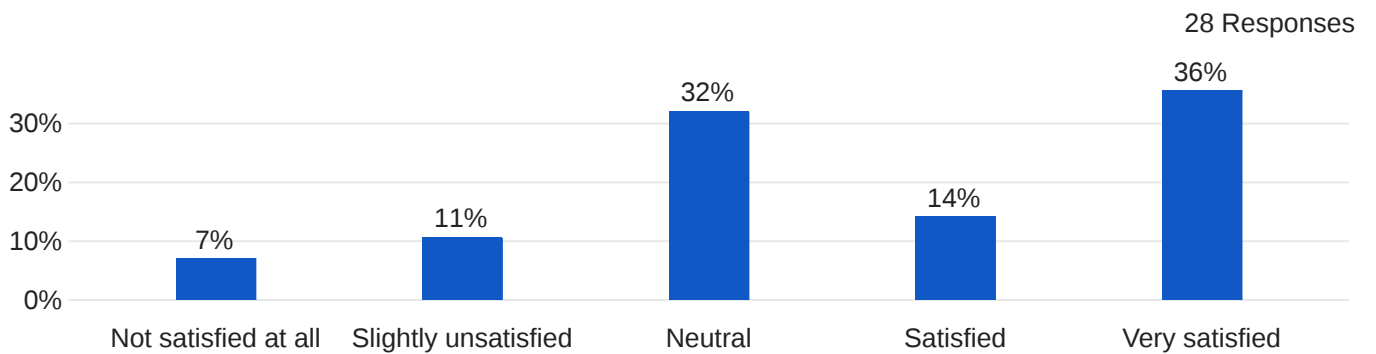
Facilities use and rentals



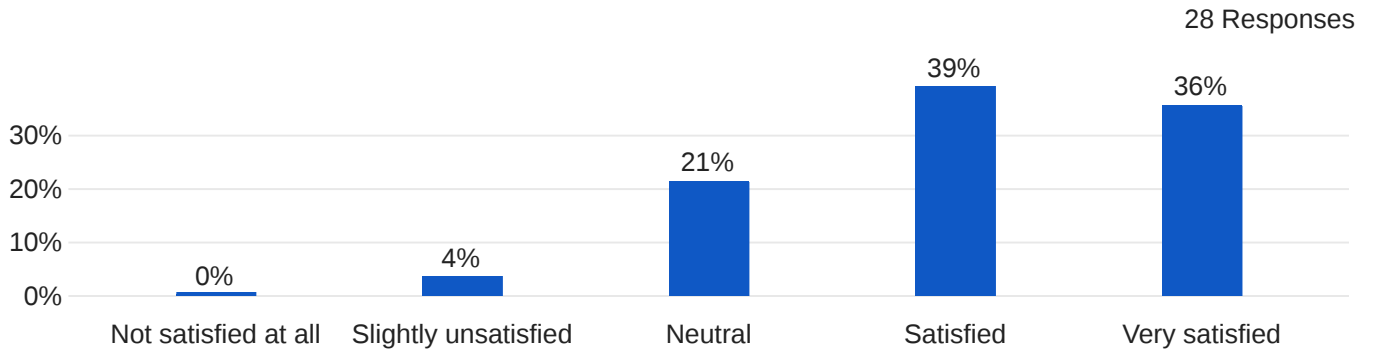
Event setup and tear down for campus and Facilities use events



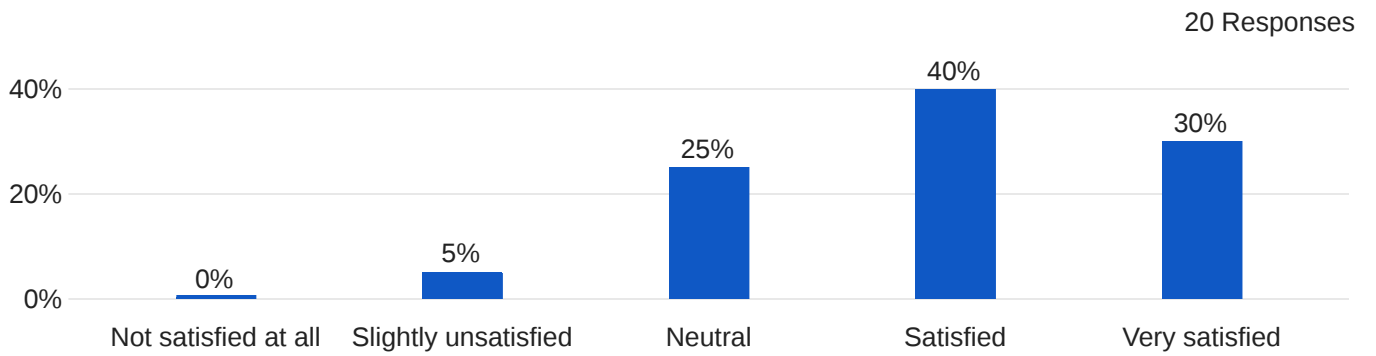
Transportation services for students and staff



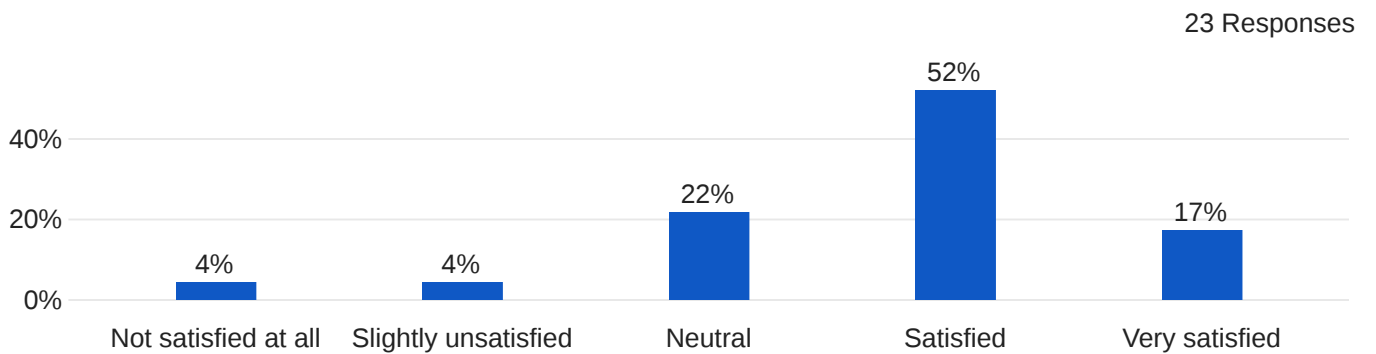
Shipping, receiving and mail room service



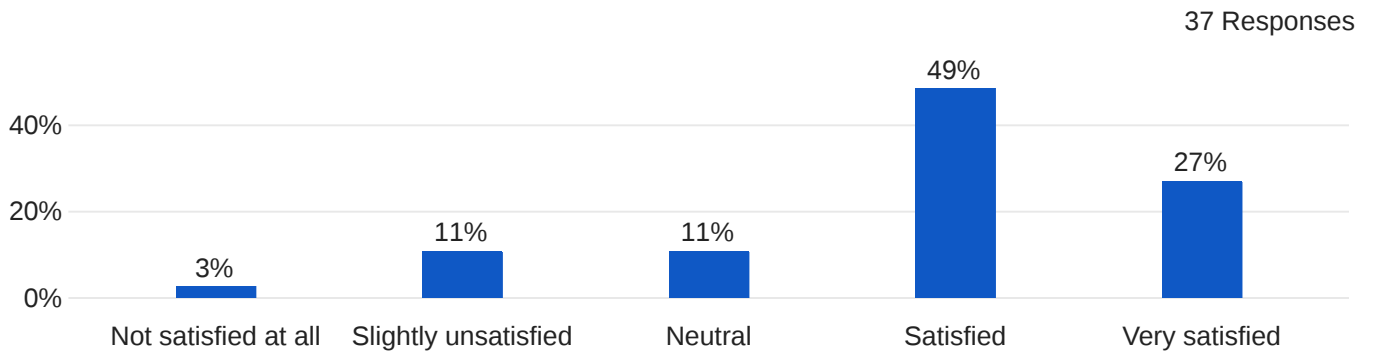
Hazardous materials services and removals



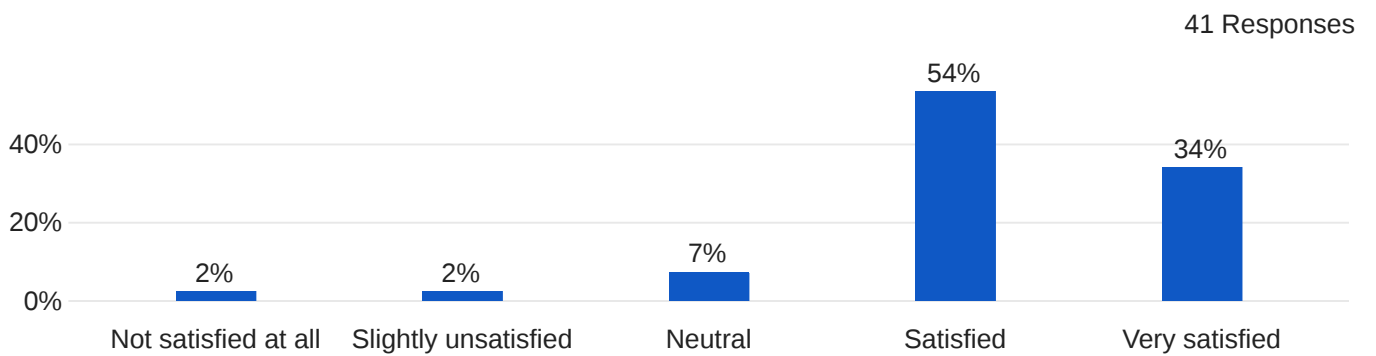
Surplus materials removal and disposal



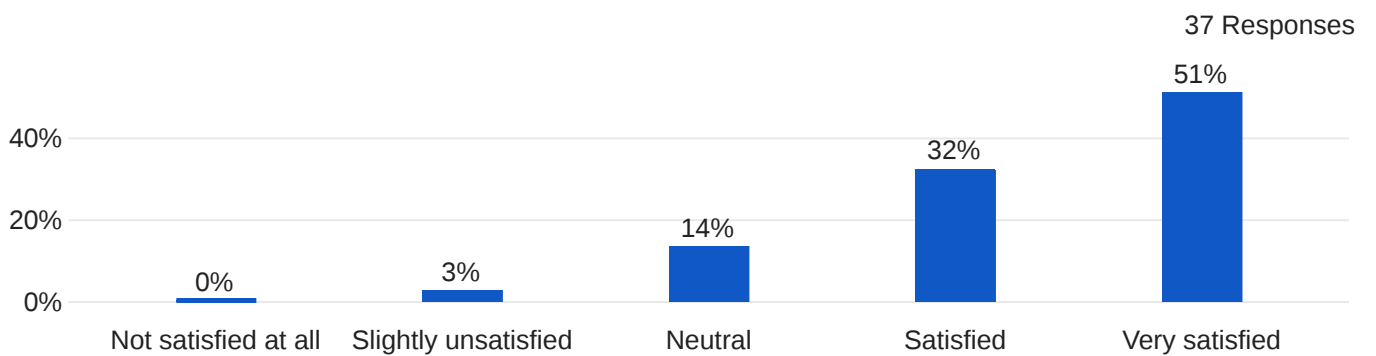
HVAC service, maintenance, repairs and controls



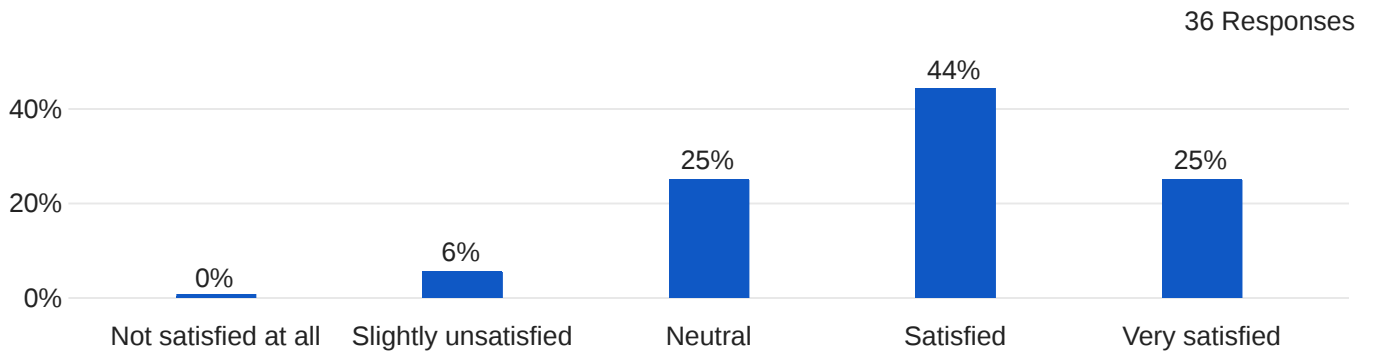
Lighting systems service, maintenance, repairs & controls



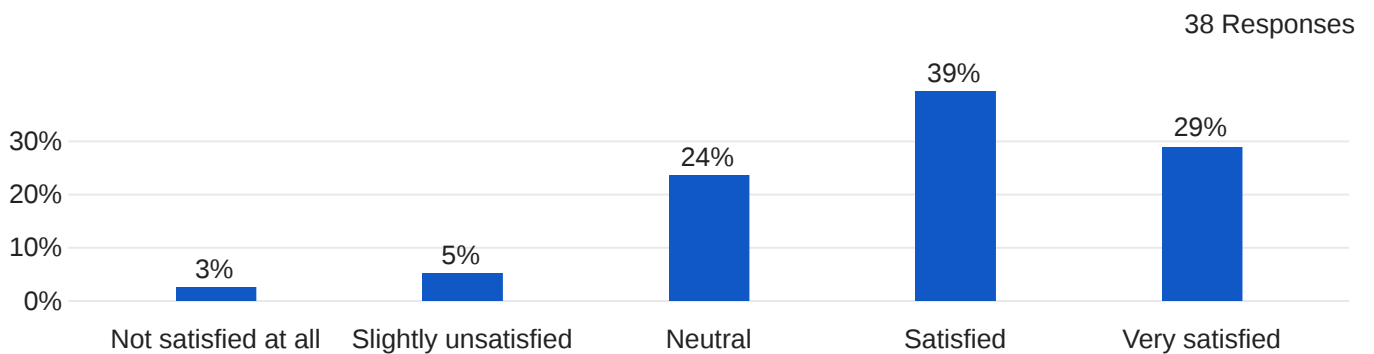
Irrigation system service, maintenance, repairs & controls



Construction project planning, development and construction

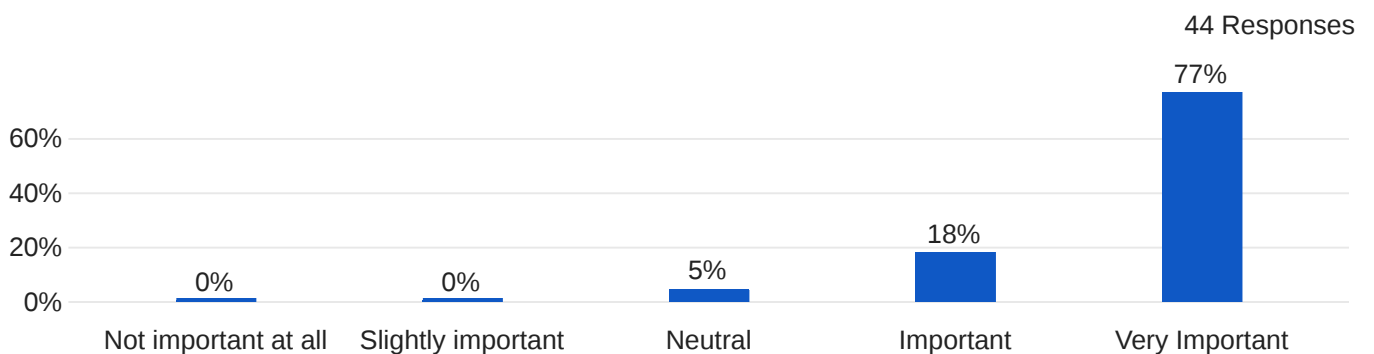


Completion of Schedule Maintenance projects

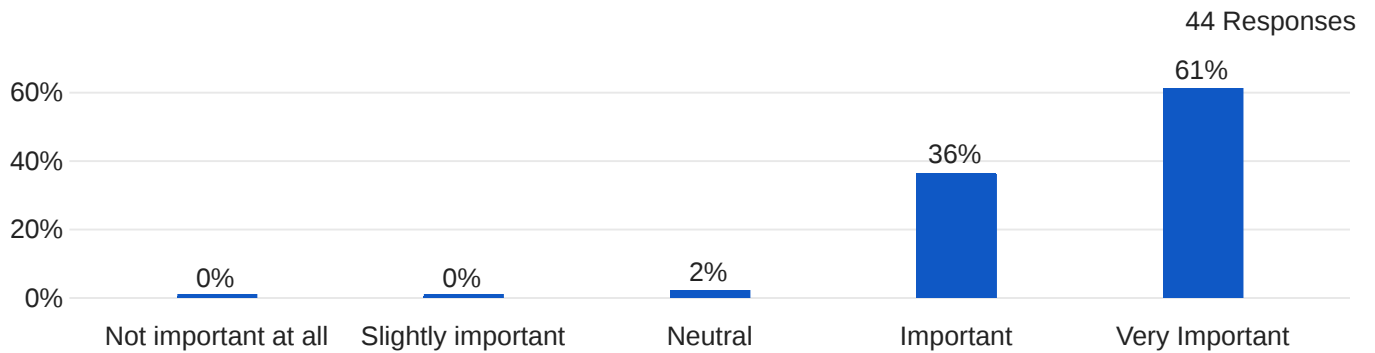


Facilities provides the following services. Please rate the **IMPORTANCE** of each service at the **Lompoc campus**.

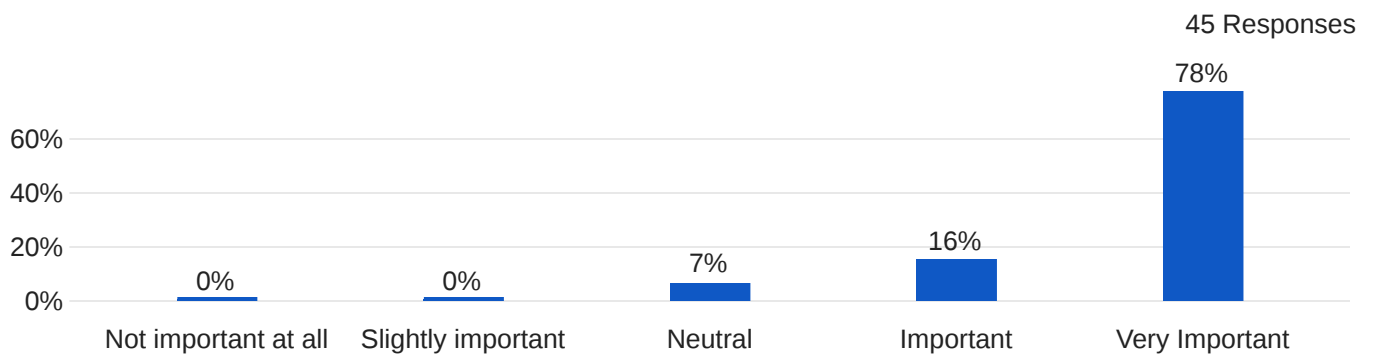
Building maintenance, repairs and changes



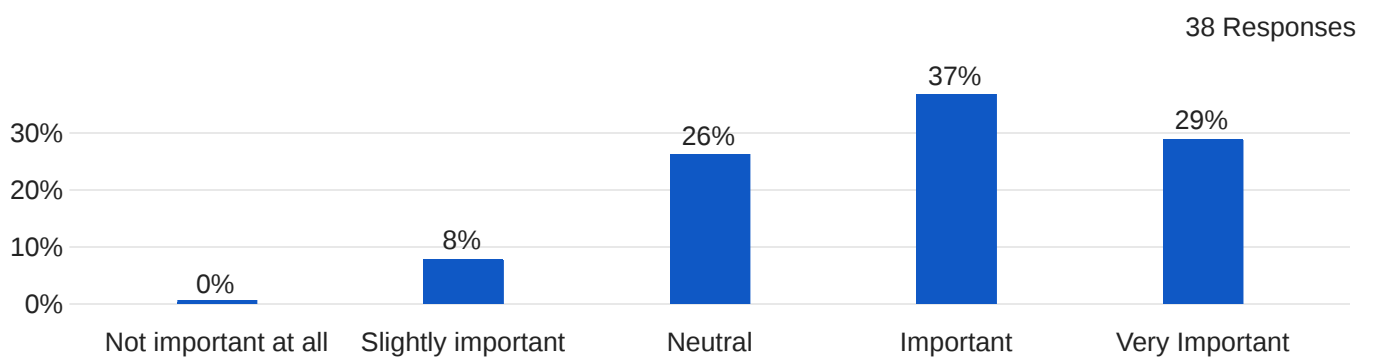
Grounds maintenance, repairs and changes



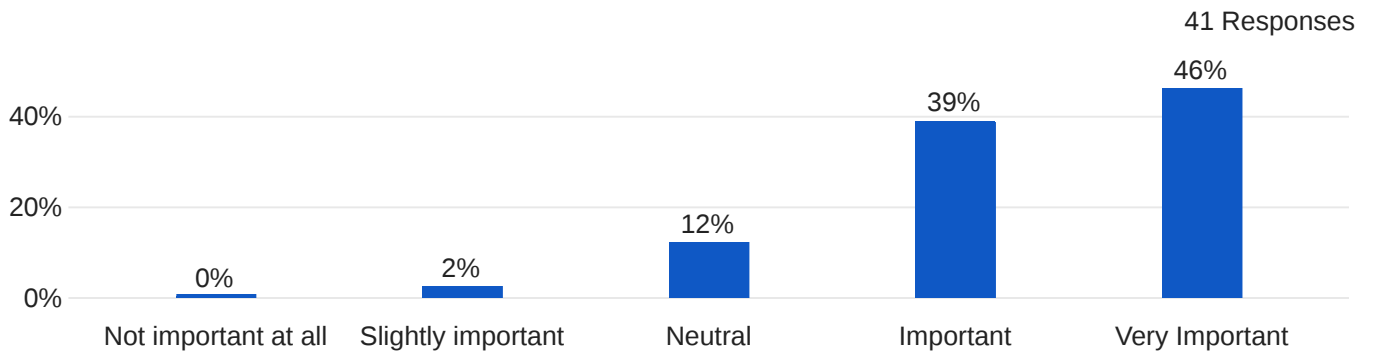
Q4_13 - Custodial services - Buildings



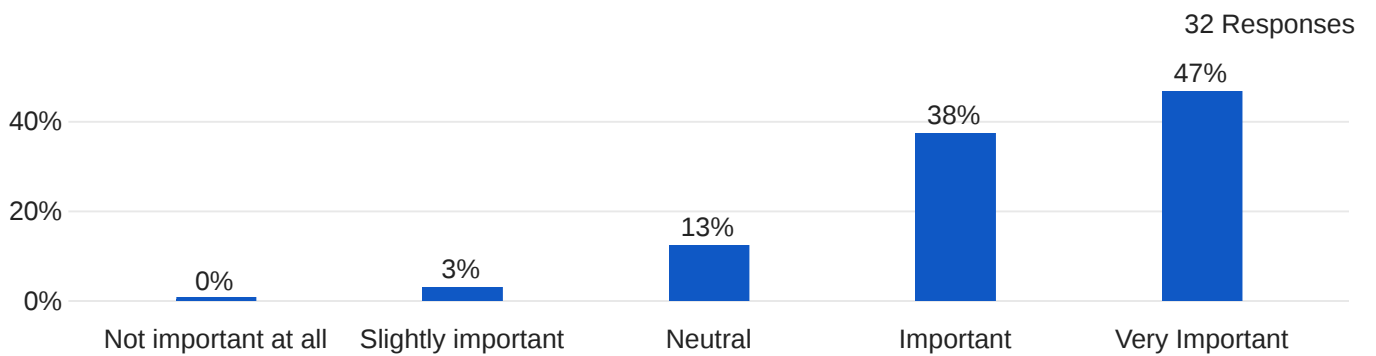
Facilities use and rentals



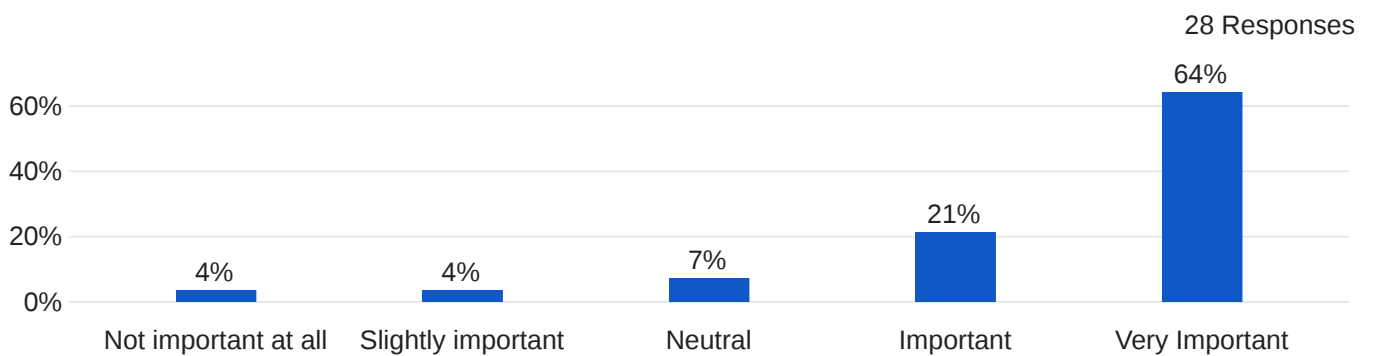
Event setup and tear down for campus and Facilities use events



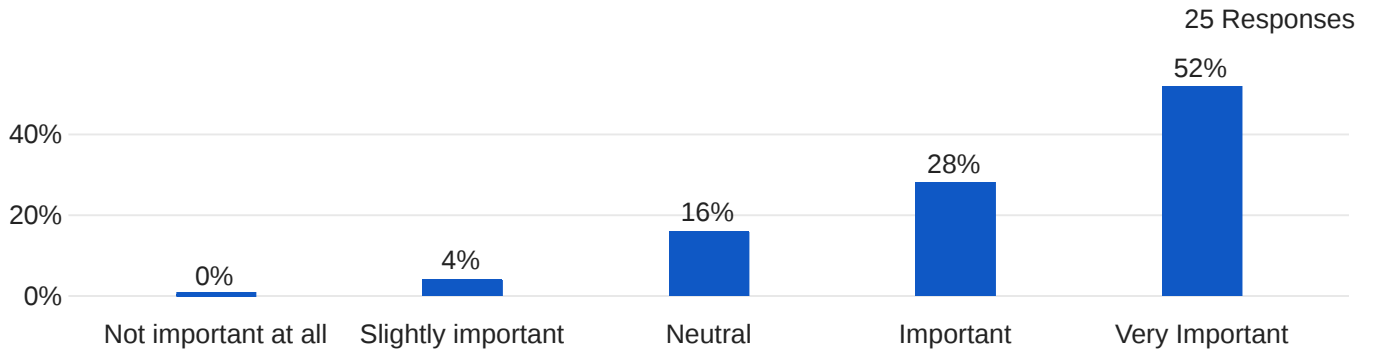
Transportation services for students and staff



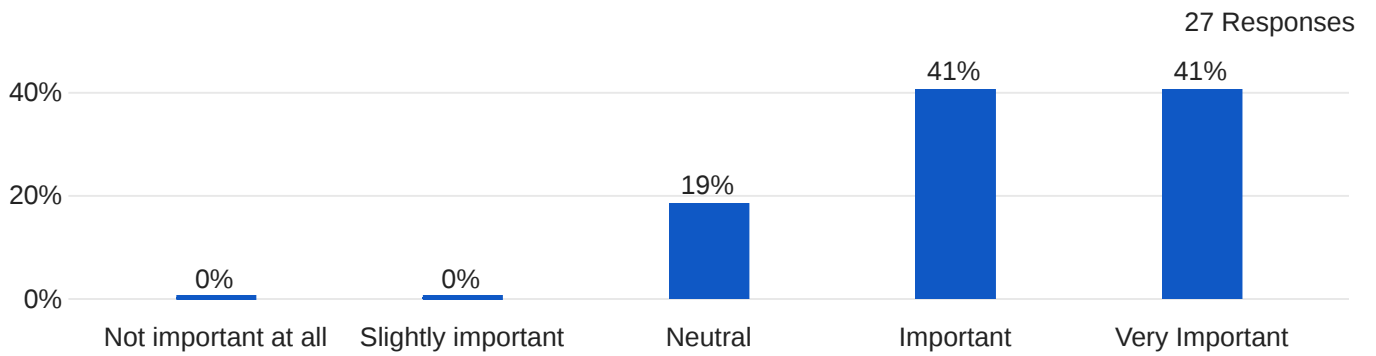
Shipping, receiving and mail room service



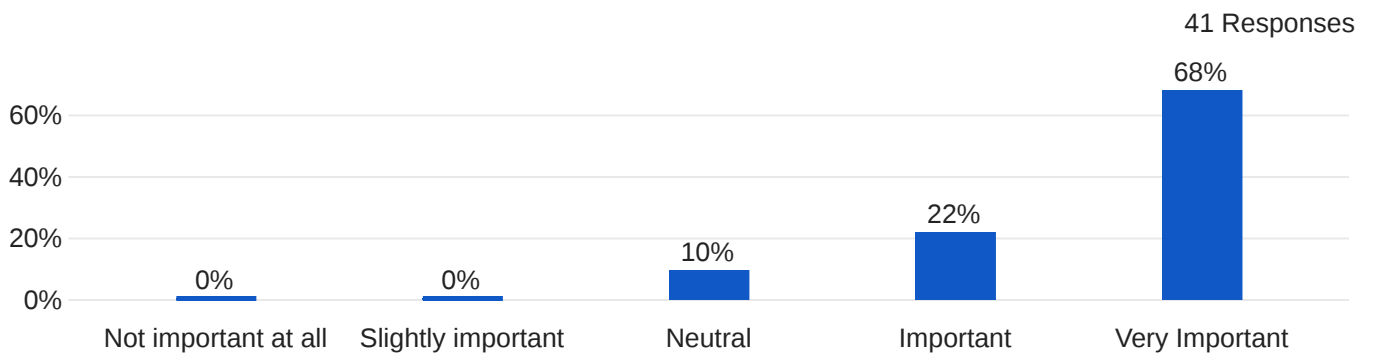
Hazardous materials services and removals



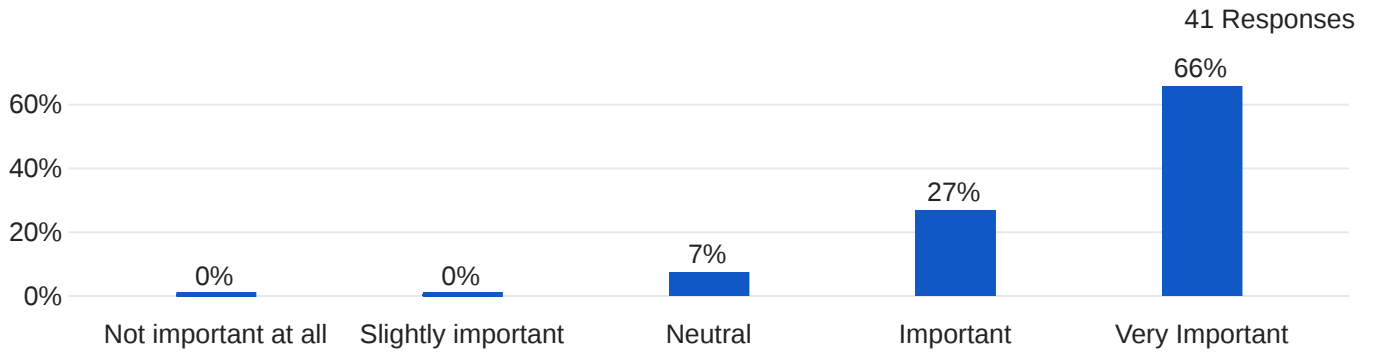
Surplus materials removal and disposal



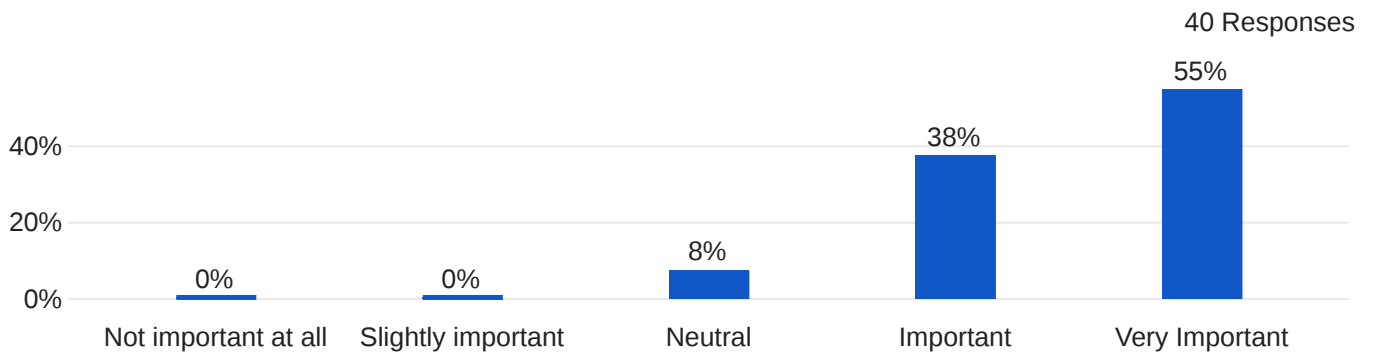
HVAC service, maintenance, repairs and controls



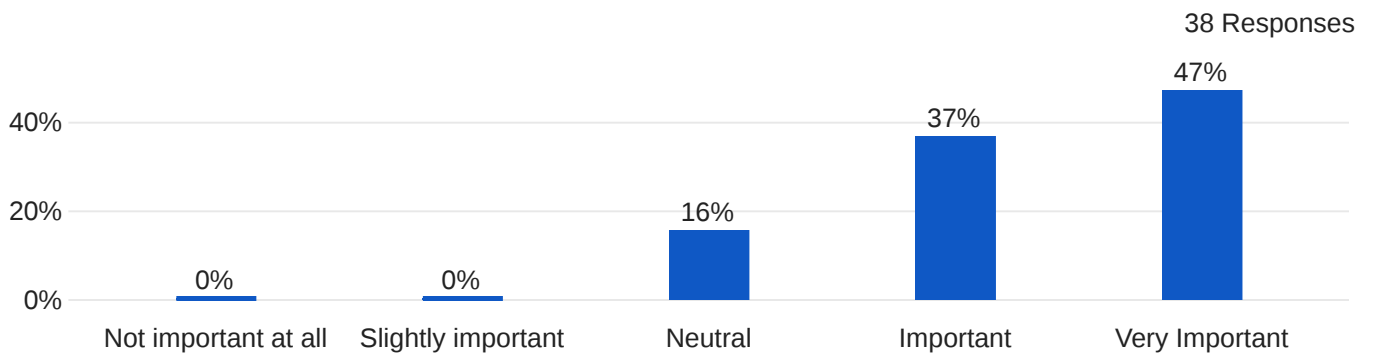
Lighting systems service, maintenance, repairs & controls



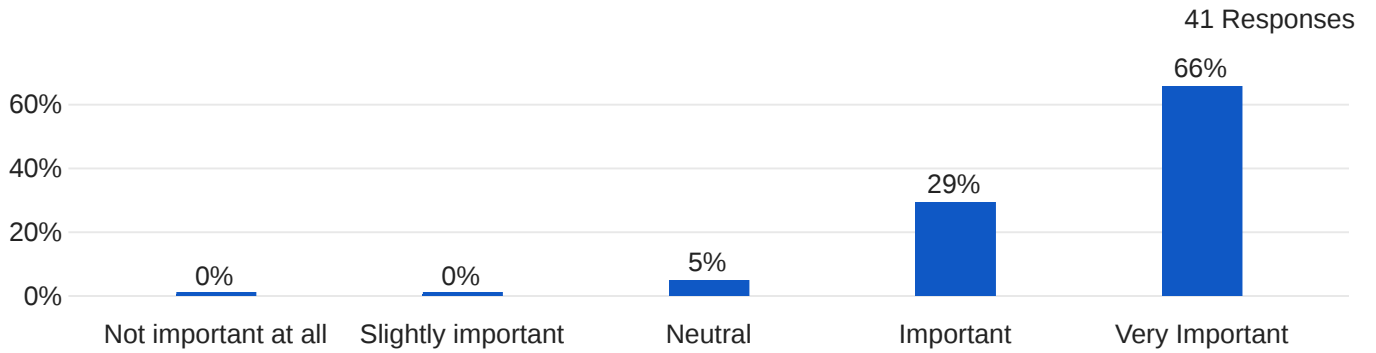
Irrigation system service, maintenance, repairs & controls



Construction project planning, development and construction

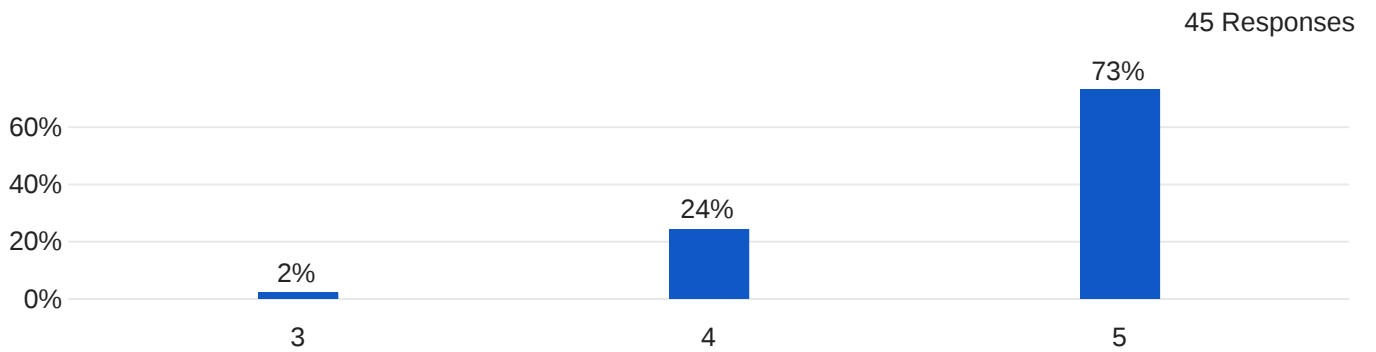


Completion of Schedule Maintenance projects

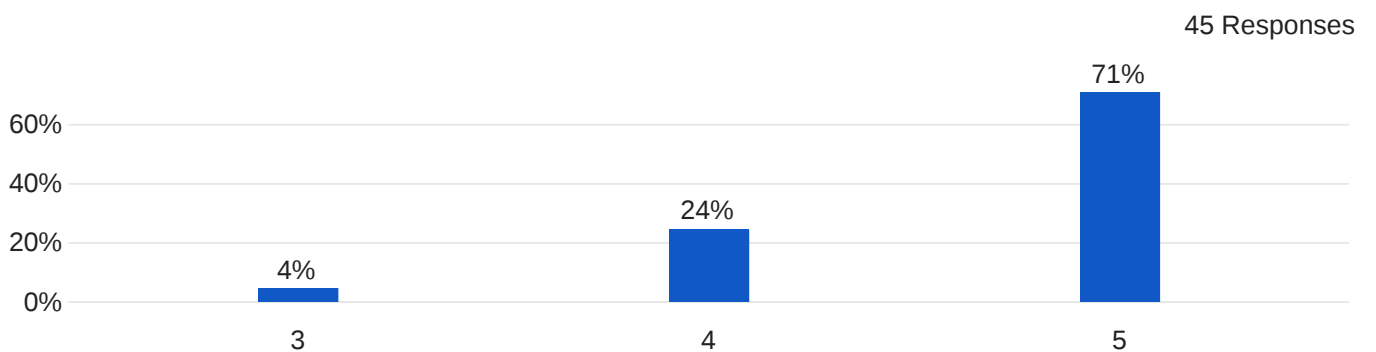


Please rate the following items for Lompoc campus (1 Star being poor and 5 stars being excellent)

Interactions with the Facilities Department.

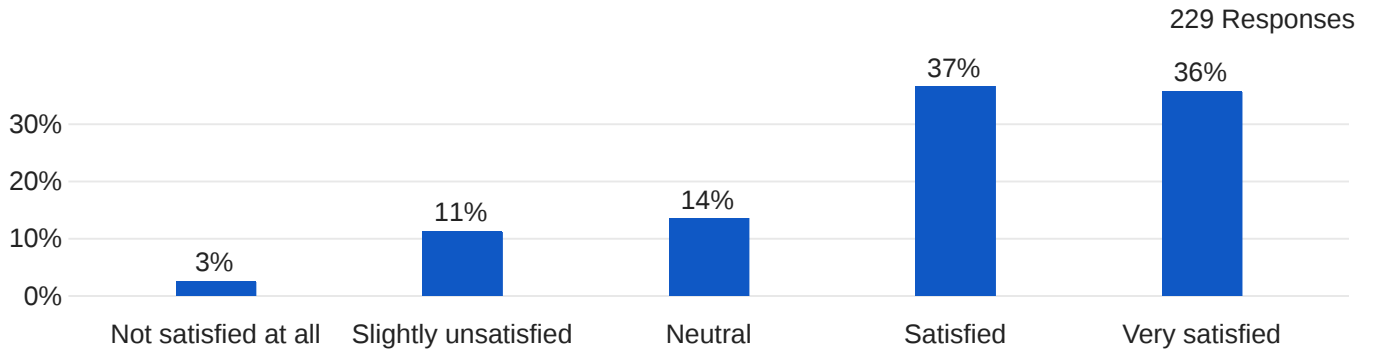


Facilities Department's customer service.

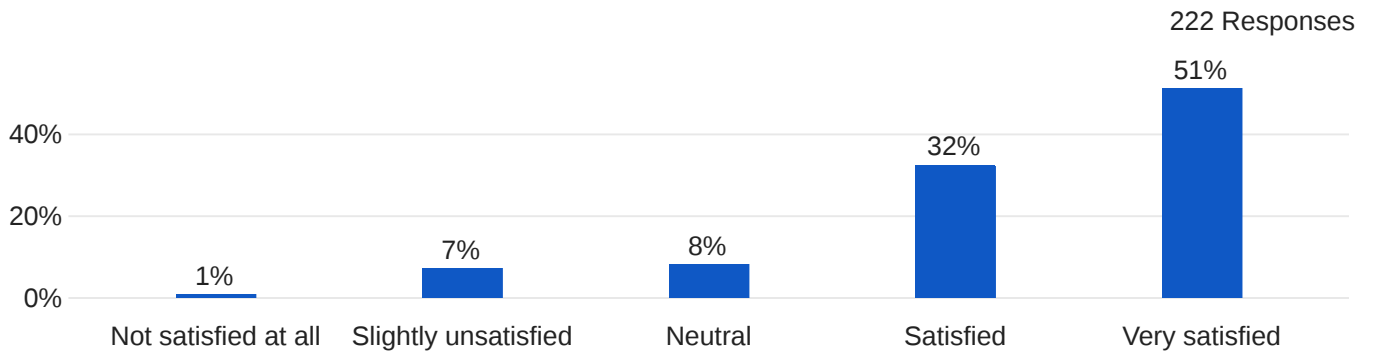


Facilities provides the following services. Please rate the **SATISFACTION** of your experience with that service at the **Santa Maria campus**.

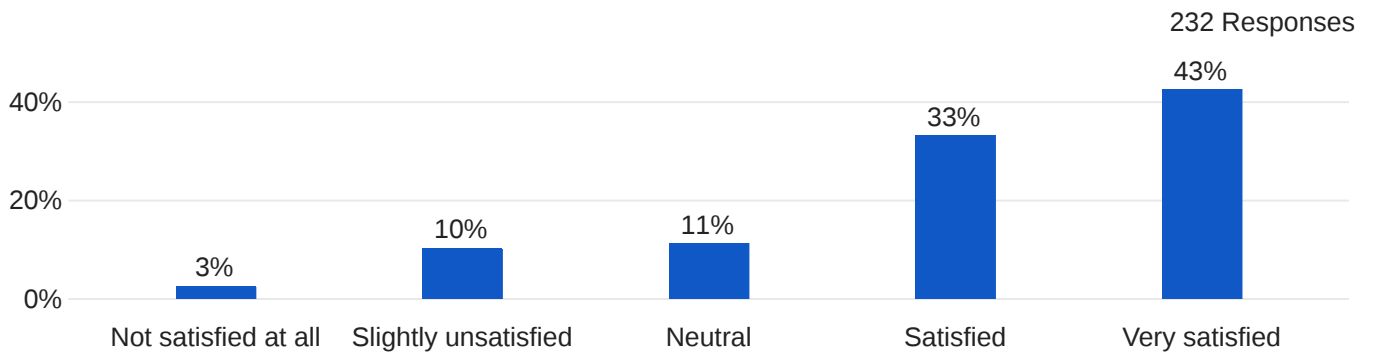
Building maintenance, repairs and changes



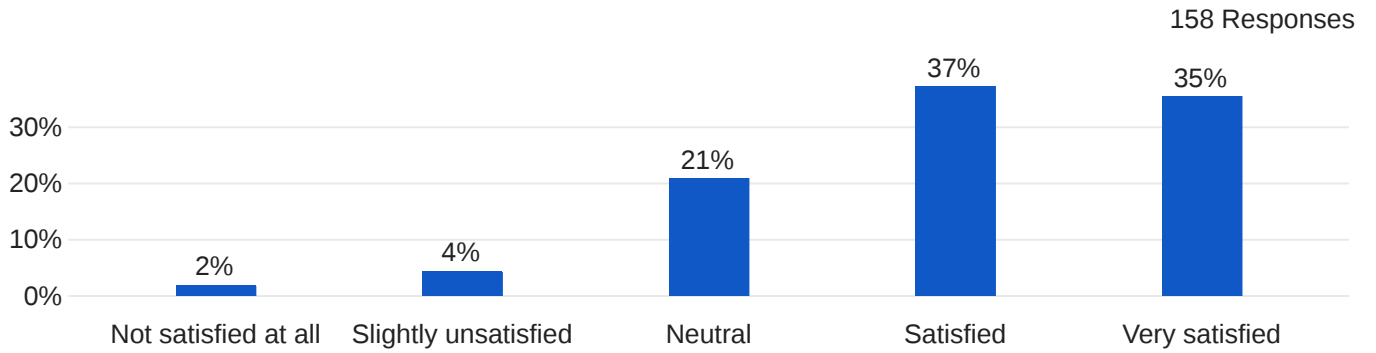
Grounds maintenance, repairs and changes



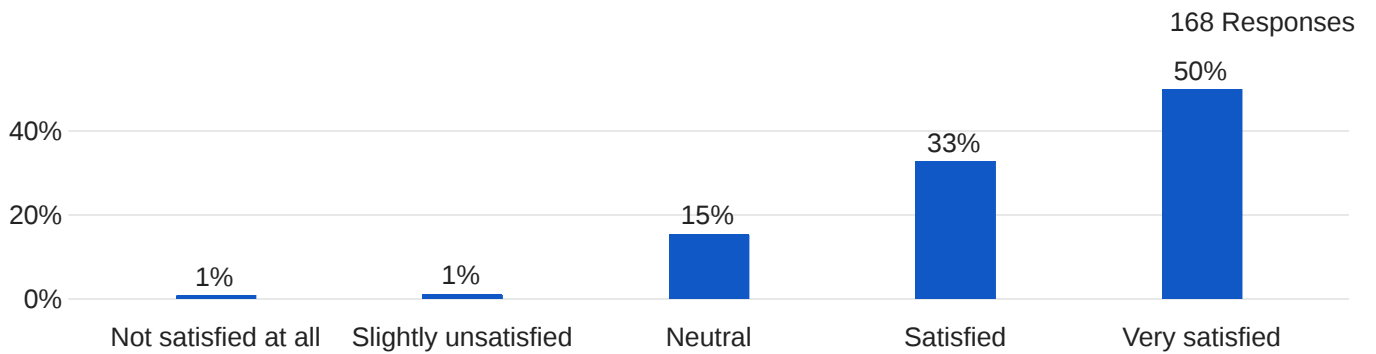
Custodial services - Buildings



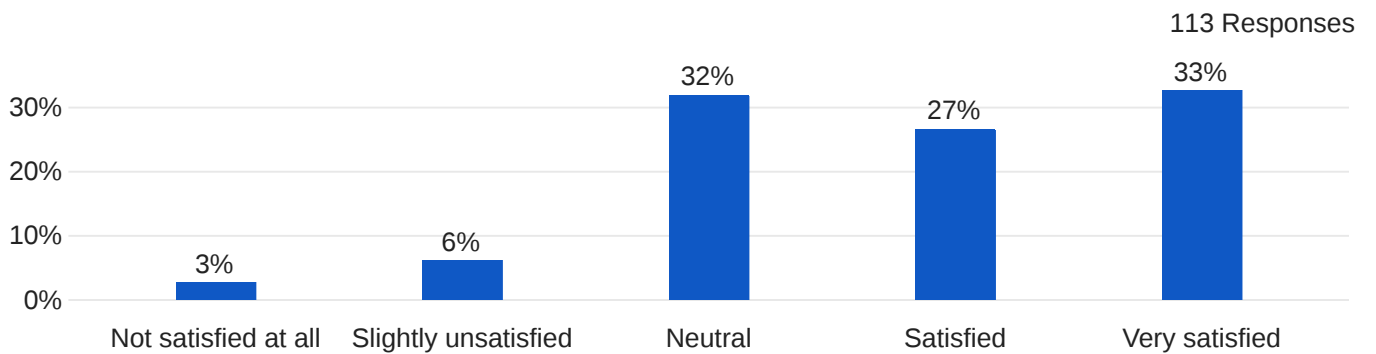
Facilities use and rentals



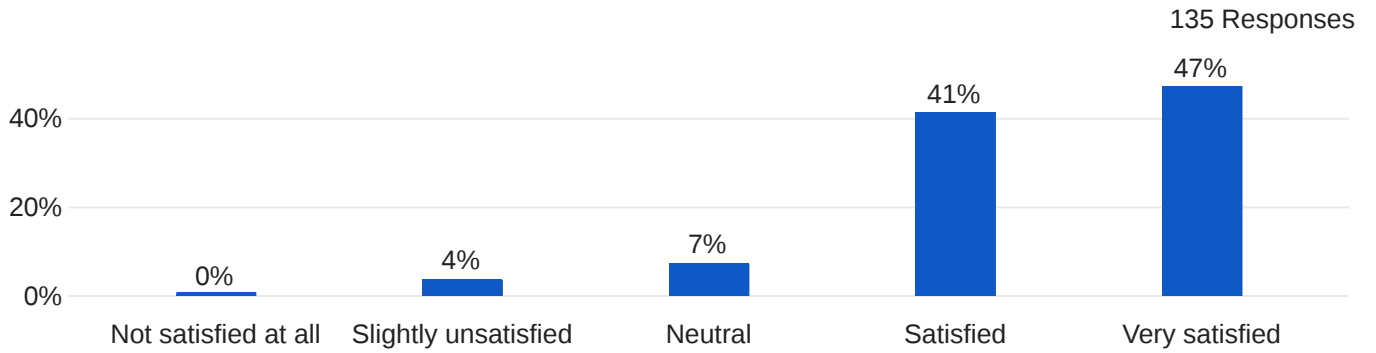
Event setup and tear down for campus and Facilities use events



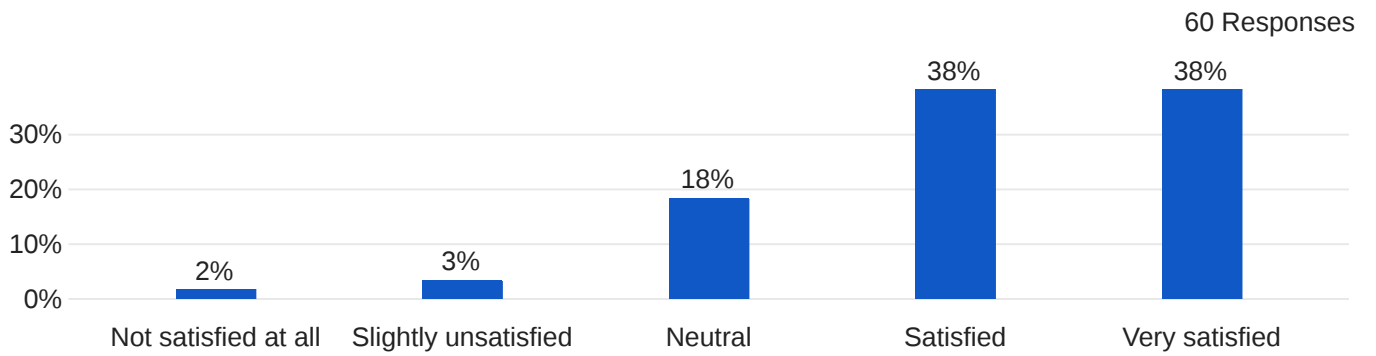
Transportation services for students and staff



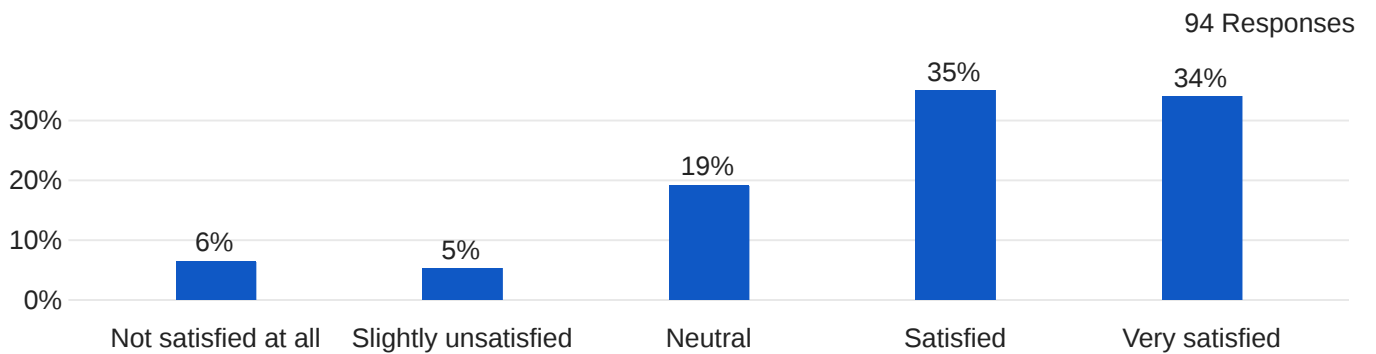
Shipping, receiving and mail room service



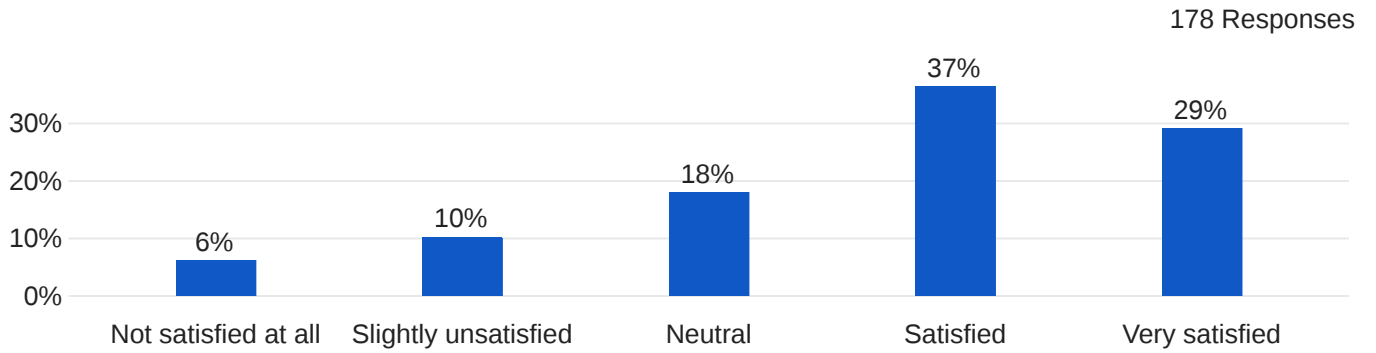
Hazardous materials services and removals



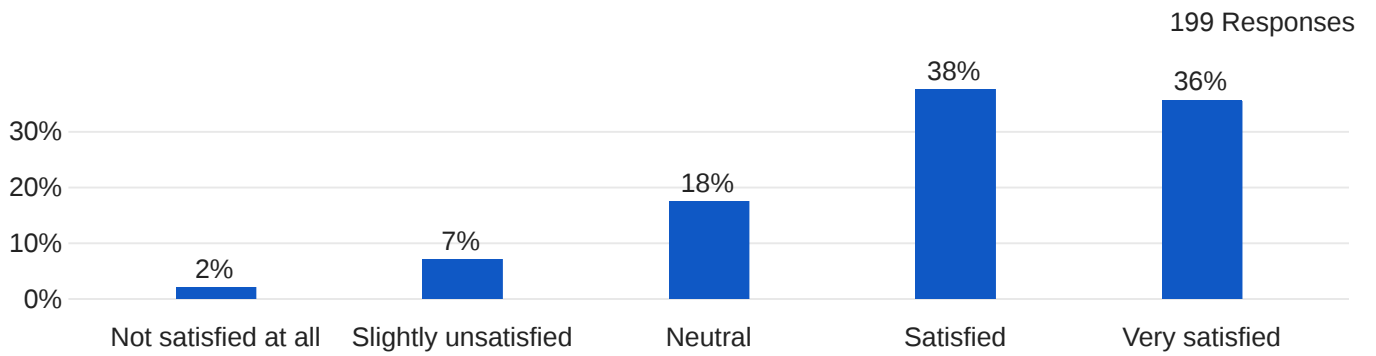
Surplus materials removal and disposal



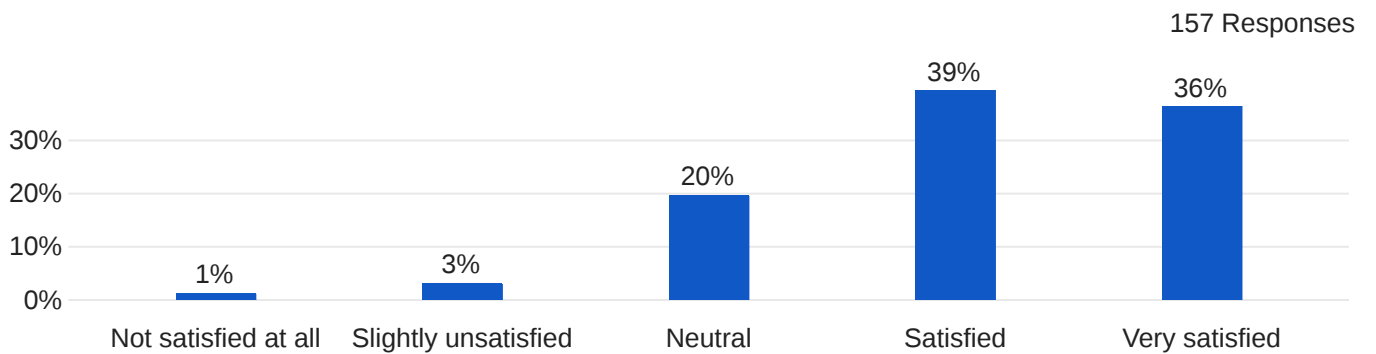
HVAC service, maintenance, repairs and controls



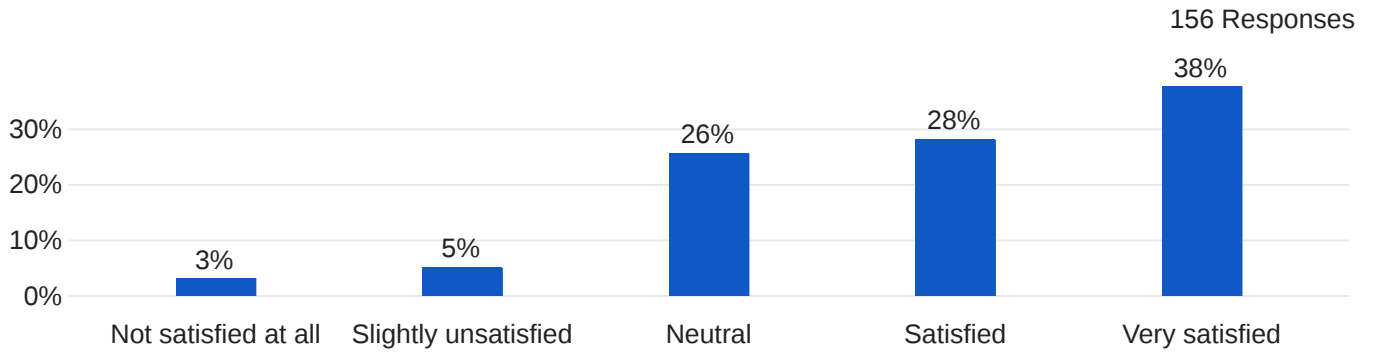
Lighting systems service, maintenance, repairs & controls



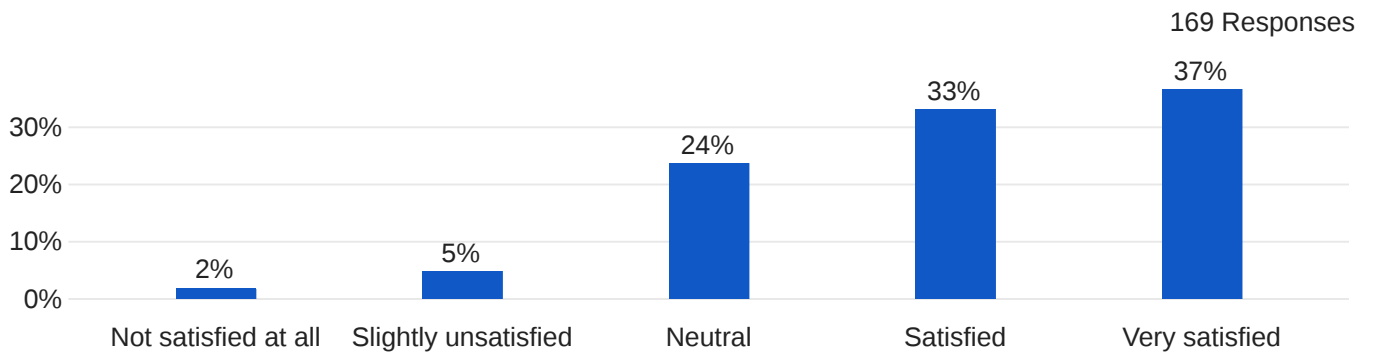
Irrigation system service, maintenance, repairs & controls



Construction project planning, development and construction

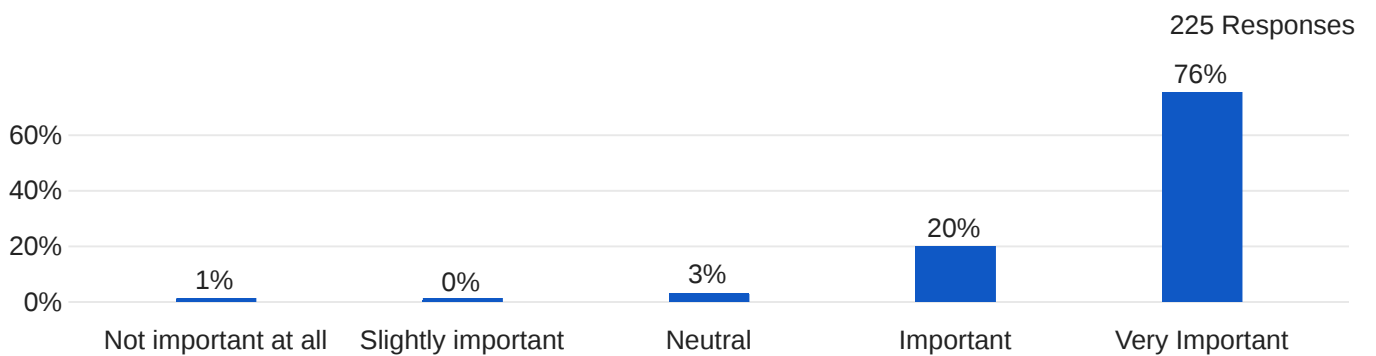


Completion of Schedule Maintenance projects

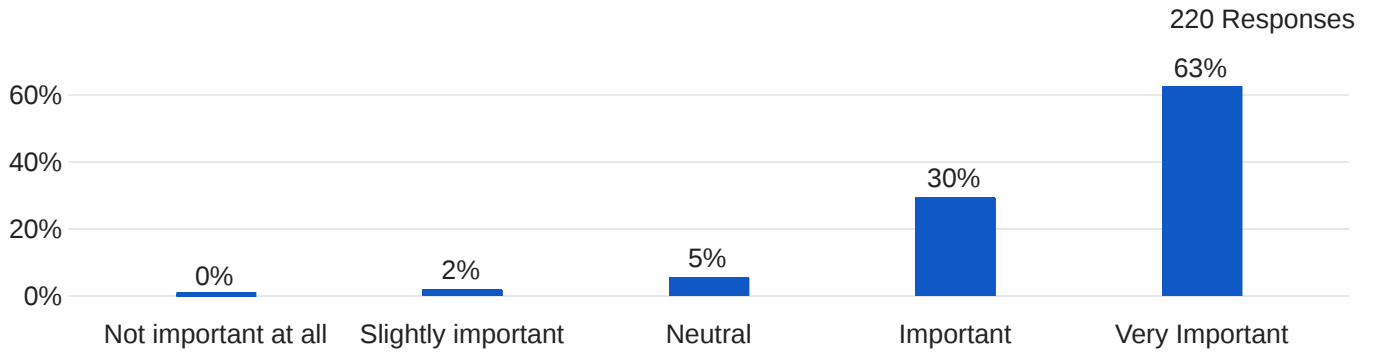


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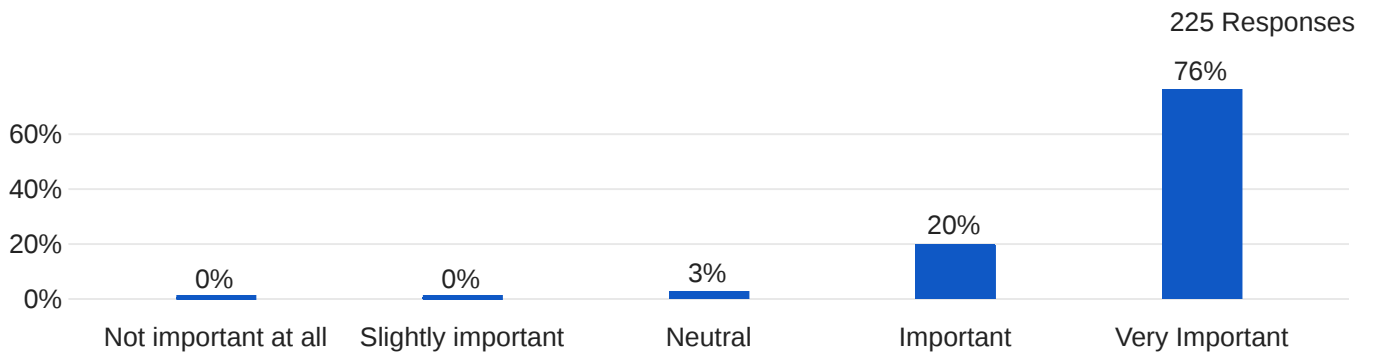
Building maintenance, repairs and changes



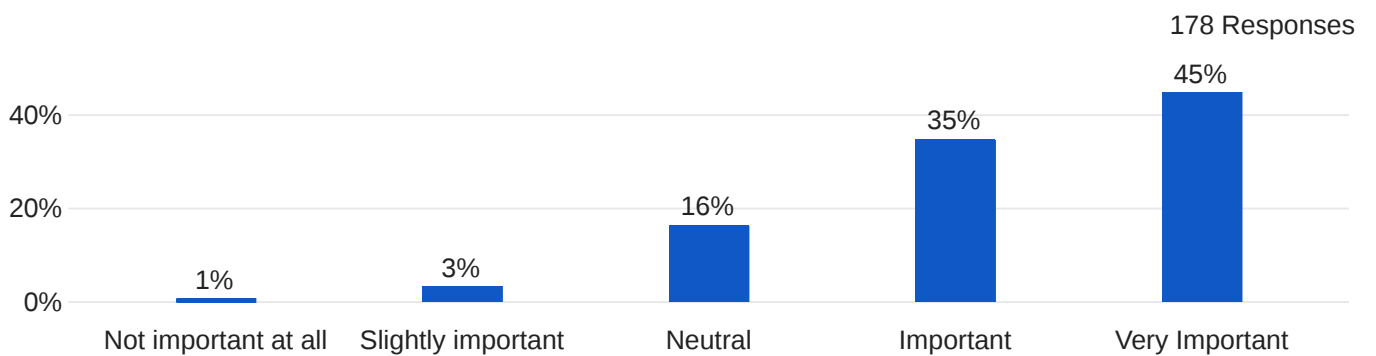
Grounds maintenance, repairs and changes



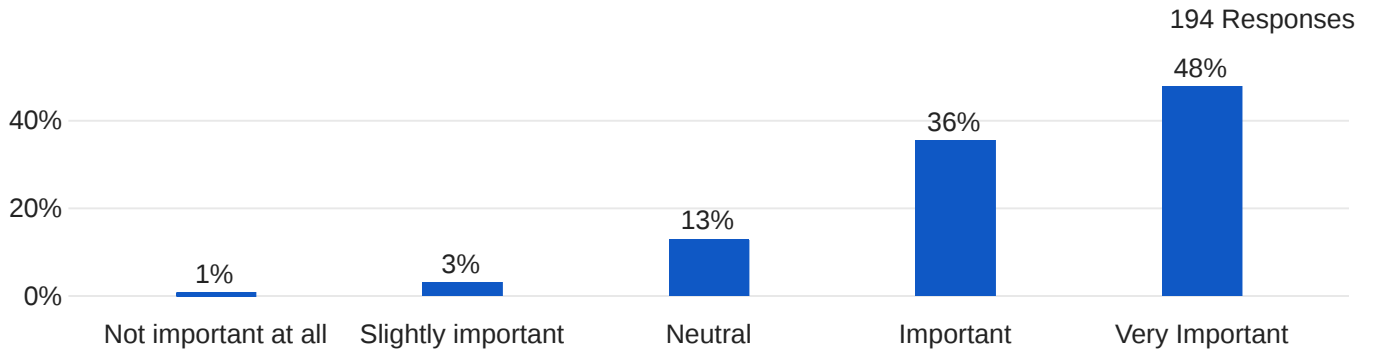
Custodial services - Buildings



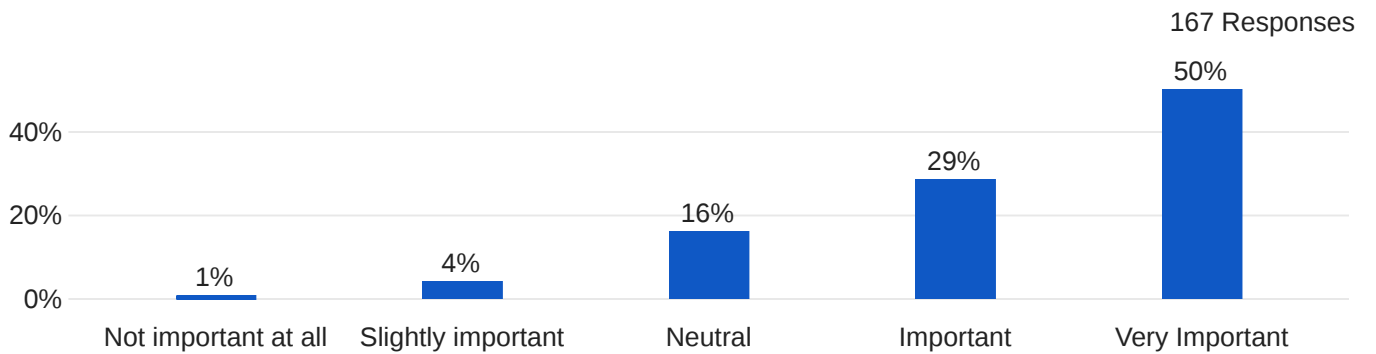
Facilities use and rentals



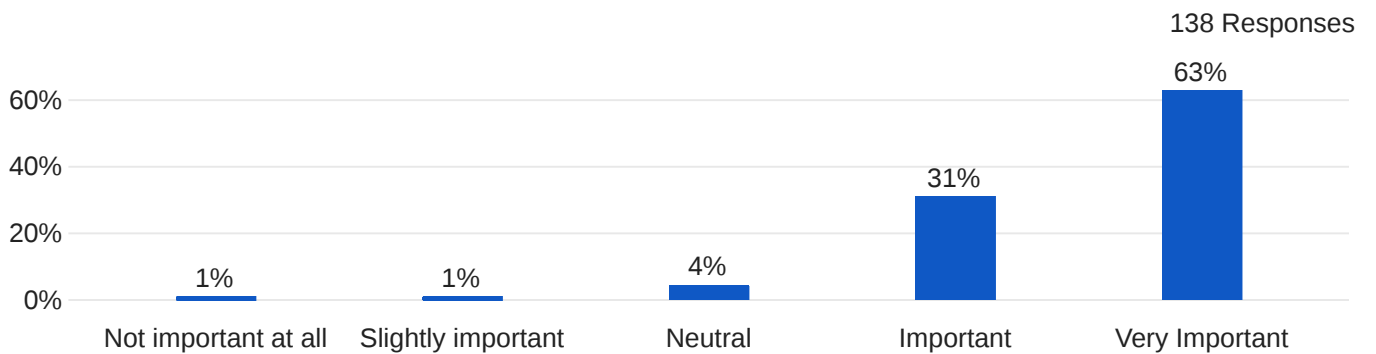
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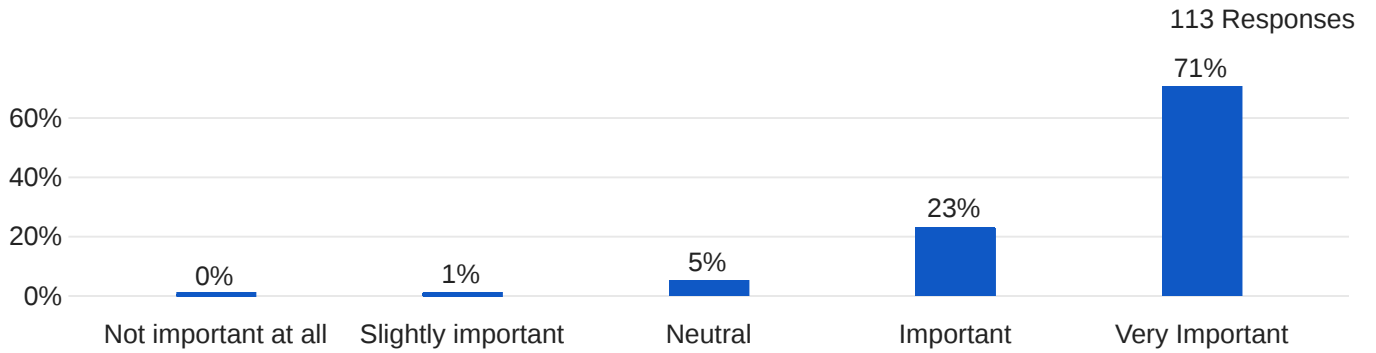
Transportation services for students and staff



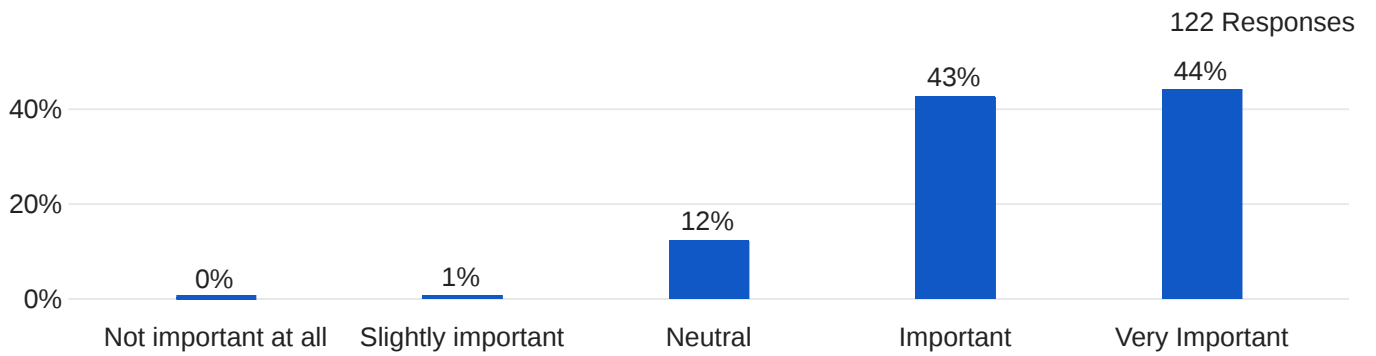
Shipping, receiving and mail room service



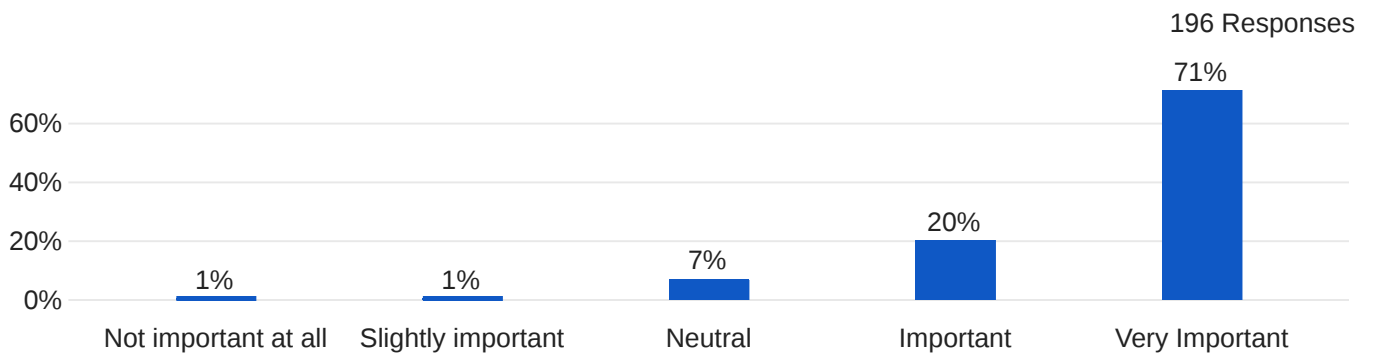
Hazardous materials services and removals



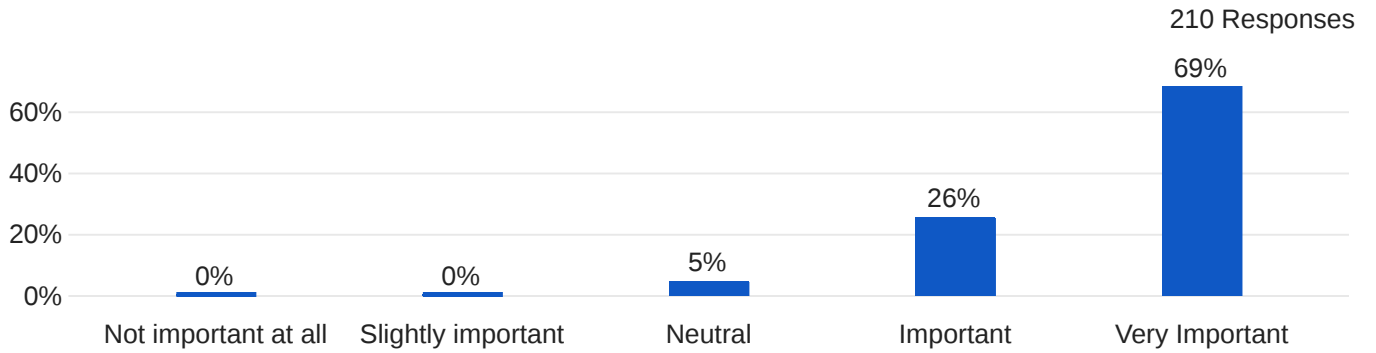
Surplus materials removal and disposal



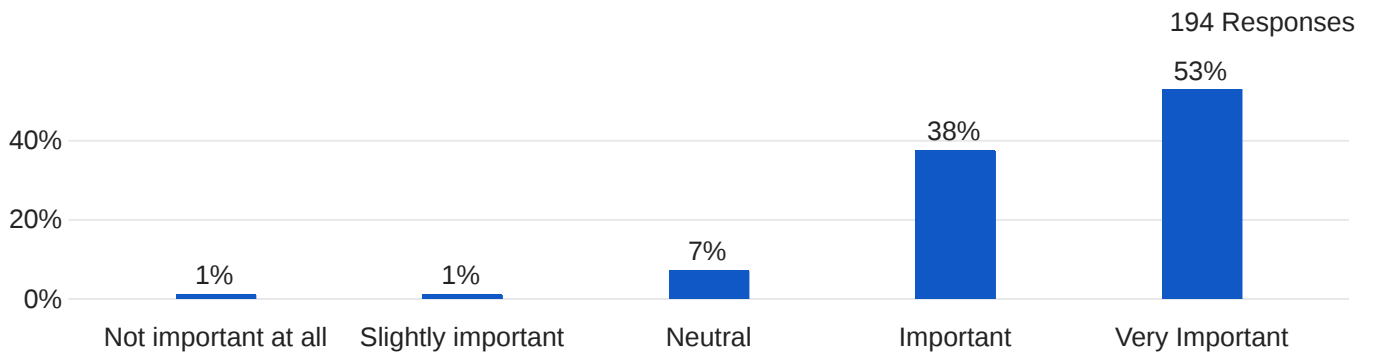
HVAC service, maintenance, repairs and controls



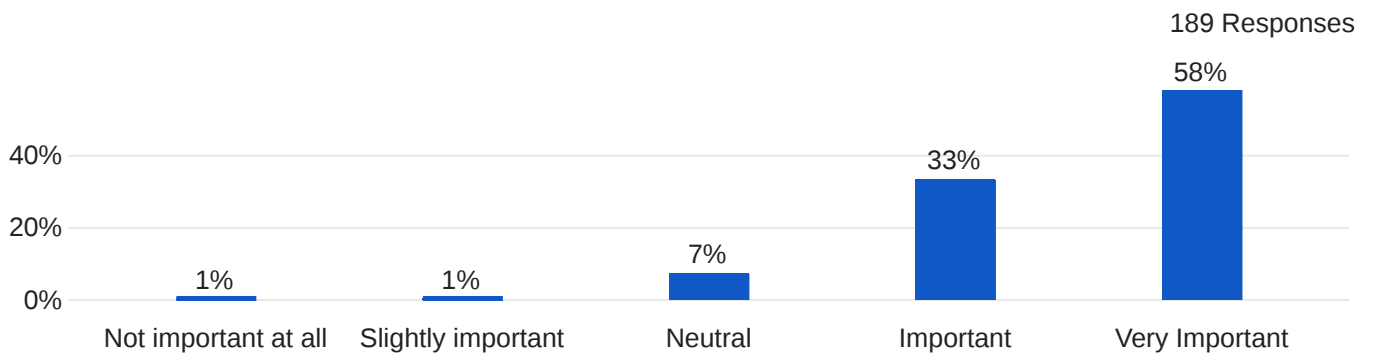
Lighting systems service, maintenance, repairs & controls



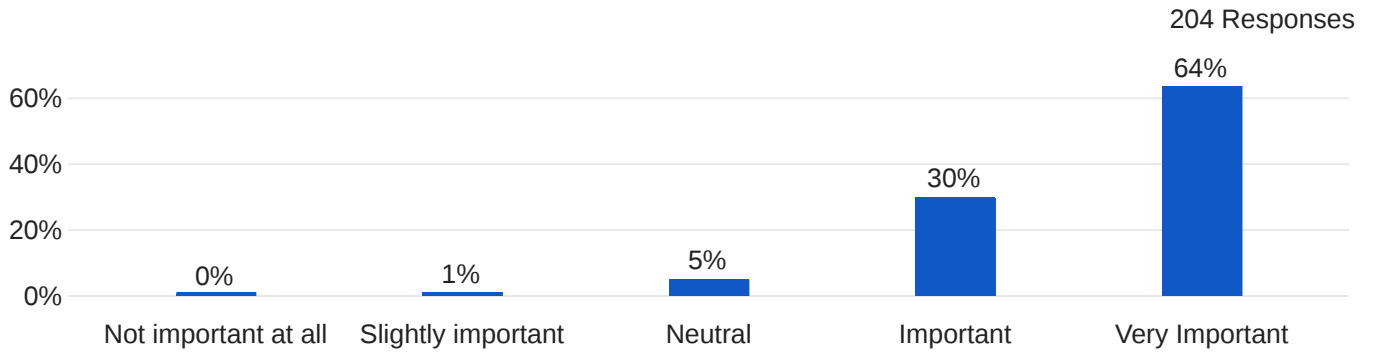
Irrigation system service, maintenance, repairs & controls



Construction project planning, development and construction

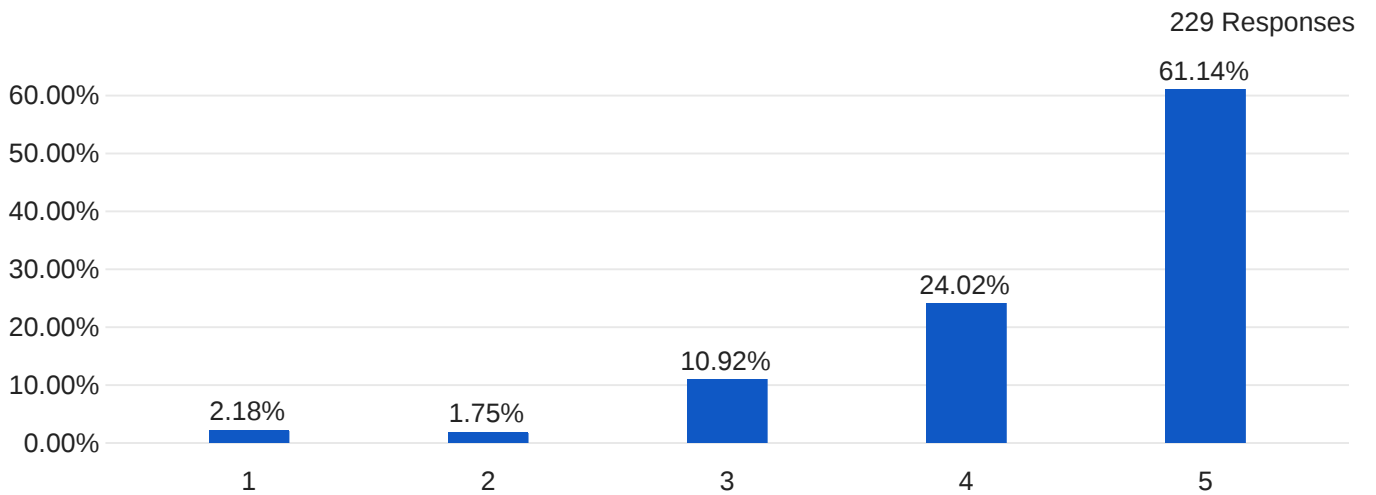


Completion of Schedule Maintenance projects



Please rate the following items for Santa Maria campus. (1 Star being poor and 5 stars being excellent)

Interactions with the Facilities Department.



Facilities Department's customer service.

Field	Min	Max	Mean	Standard Deviation	Variance	Responses	Sum
Facilities Department's customer service.	0.00	5.00	4.32	0.99	0.98	228	985.00

228 Responses

How can the Facilities Department improve services provided?

How can the Facilities Department improve services provided?

Our department is in a very old building (W), and there have been things that need to be repaired or replaced for a long time. Although we are supposed to be moving into a new building, site construction has not even started so our current building should not be neglected. When we first returned to campus after being shut down we were told the campus had improved air filtration and circulation. In reality, our air system didn't work at all for several months. It took a long time for anyone to come out and recognize this and fix this. The irony of this is as a clinic we bring people into our space who may be ill, so air filtration and circulation is very important.

The cleaning being done routinely in SHS is pretty shoddy. Floors are obviously not cleaned, sometimes trash is not emptied and toilet seat liners are not replaced.

No comment

I work at the Children Center in Lompoc. I believe that for the health and safety of the children, custodial and maintenance staff should be responsive and proactive when it comes to providing supplies such as toilet paper, paper towels, and clearing out trash cans. Often, I had to do this myself which resulted in one less teacher in the classroom. Having less teachers can impact the safety of children. In addition, since my staff is primarily female, the closest women's restroom was often visibility dirty and out of necessary supplies. I wish for more attention to detail in these two areas.

More bathroom cleanup

N/A

Install friendlier lighting in offices.

the size and the cracks

The facilities department, and school board need to seriously formulate a plan and a timeline for when to update the athletics facilities of building N. Holes in the PFL wall, crumbling side boards, lavatory doors that don't lock, while a new gymnasium floor is nice, you can't put lipstick on a pig. This whole facility needs renovation.

Bathroom cleaning needs to be more thorough and the bathrooms smelling fresh.

Respond in a timely manner, Some Work orders we put in over a year ago have not been completed

I think there needs to be more commitment from our custodial staff. "If you do a job, do it well" needs to be their motto. The instructor's desk/computer areas in the C building classrooms are covered with dust, liquid stains, small pieces of trash, etc. The windowsills in some of the classrooms have dust and cobweb collections. The C building hallways have cobwebs and gross messes in many the corners and along the walls and ceilings. It just looks like no one cares about it.

As a student, I was in ASL 3, and the room that we were in we were not able to control the heat/air because the controls were in another "Locked" room. On our finals night, the air conditioning was on and it was 45 degrees outside.

Custodial services in Building A need improvement, the lady's restroom is consistently out of toilet paper. Our carpets have not been vacuumed in a very very long time. Trash cans are often left in the elevator. Dust everywhere. The windows need cleaned inside and out.

Write out processes that facilities need on how to do standard operating items for their department.

Share them in a place on the Hancock college website that everyone can find easy to keep standardization across campus.

Keeping us informed is key and will reduce frustrations and mixed information.

N bldg is in great need of updates and and remodeling.

Maybe follow up after repairs. Facilities has in the past but not always.

I've seen some grounds areas that need cleaning up. The rain gutters around the Children's Center has weeds growing in them. This will damage the gutters and not allow the water to flow properly.

My concern is around custodial services--spaces don't seem to be cleaned other than having the trash emptied. It would be great if counter/tabletops were wiped down more consistently and if floors in the buildings were vacuumed more frequently. In Building A, I have never seen either of these two things happen, even when staying late on site.

Communication

n/a

Have you had a positive experience with the Facilities Department? Please describe.

Have you had a positive experience with the Facilities Department? Please describe.

The facilities staff member who came to install our eyewash station was wonderful. He made sure to get our input and collaborated to ensure it worked well with our current setup. Later he came back to check to see how everything was working.

No comment

Eric Lofstrand and Paul Betancourt have been beyond helpful. They meet the needs of the Children's center when needed and do not hesitate to help. They are respectful and responsive to the needs and concerns I shared with them. Paul goes above and beyond with additional cleaning.

The police dept was great and very helpful

Yes everything is great.

We love our custodian. Very friendly and hard worker.

it was still nice but earthquake incase

When the air-conditioning froze in room N-10, a crew promptly followed up and fixed the issue, aswell as instructing on how to prevent further issues.

n/a

Absolutely, the workers are great!

Yes. Everyone at facilities is helpful and knowledgeable. I especially appreciate when they are available to help with air conditioning issues when we have those really hot days. I am confident that the facilities team wants to do a good job for the students and staff at the college. I appreciate all they do for the various departments on campus.

Night classes does not seem to have access to this facility to fix any "potential" problems

Yes, everyone is super nice and usually will to help.

Most of my interactions have been very positive and I am very proud of our facilities department.

Yes.

They were very prompt in helping us out in the past with rain leaks.

New work order system is much improved from previous system. Major upgrade!

Everyone is always pleasant when I interact with them.

I've been working the LVC food share for two years. The facilities personnel, without fail, has always had the tables, canopies, etc. up and ready for the delivery of multiple pallets. They in turn help with unloading those pallets. This is true Bulldog spirit.

Most of my interactions with Facilities revolve around planning for events, especially set up and take down of equipment. My experience is that they always try to work with me to ensure my needs are met, and I am grateful for their helpfulness and flexibility.

What additional services, if any, would you like the Facilities Department to provide?

What additional services, if any, would you like the Facilities Department to provide?

Finish our new SHS clinic.

No comment

Extra deep cleaning in the children center.

I can't think of any

N/A

Occasional dusting? Occasional window cleaning?

Safety place.

Keep room/building temperatures more consistent. Especially during the winter the rooms tend to be very cold and even vents blowing a lot of cold air.

Leadership that addresses the issues and acts upon them

Maybe they could hire more custodial staff to do a deep cleaning a few times a year to the hall areas in building C. Also, have more general upkeep in the classrooms.

A contact number and have someone available while there are students and faculty on campus grounds.

Increase cleaning of the offices and main spaces.

My concern is around custodial services--spaces don't seem to be cleaned other than having the trash emptied. It would be great if counter/tabletops were wiped down more consistently and if floors in the buildings were vacuumed more frequently. In Building A, I have never seen either of these two things happen, even when staying late on site.

None

n/a

Too many vans go to PCPA and not available for fieldtrips.

No suggestions at this time.

I would like them to provide a quick and easy way to let them know when the room temperature is off.

pick ups for use of different programs alternatively.

Can't think of anything additional to the work that is already in place.