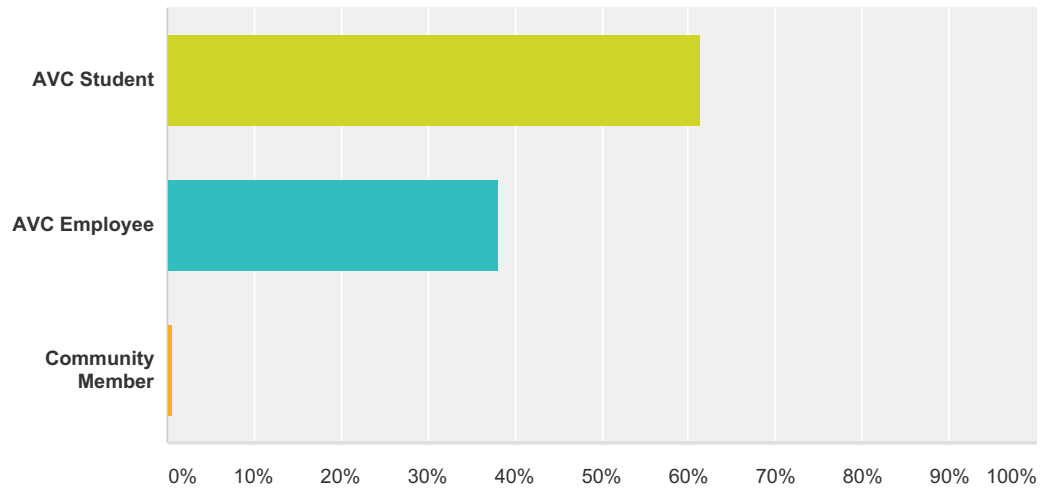


Q1 Your perspective is that of a(n):

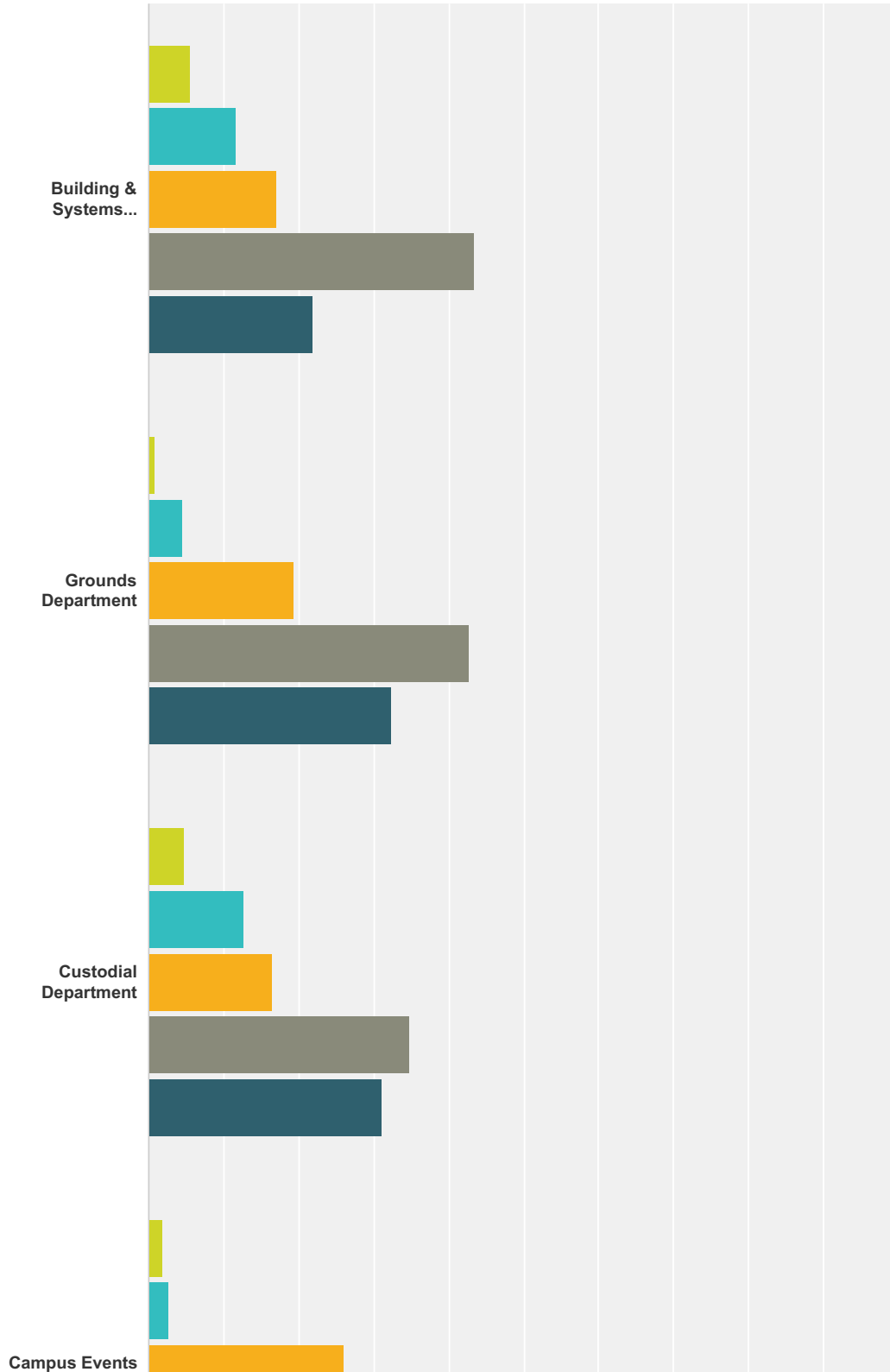
Answered: 328 Skipped: 14

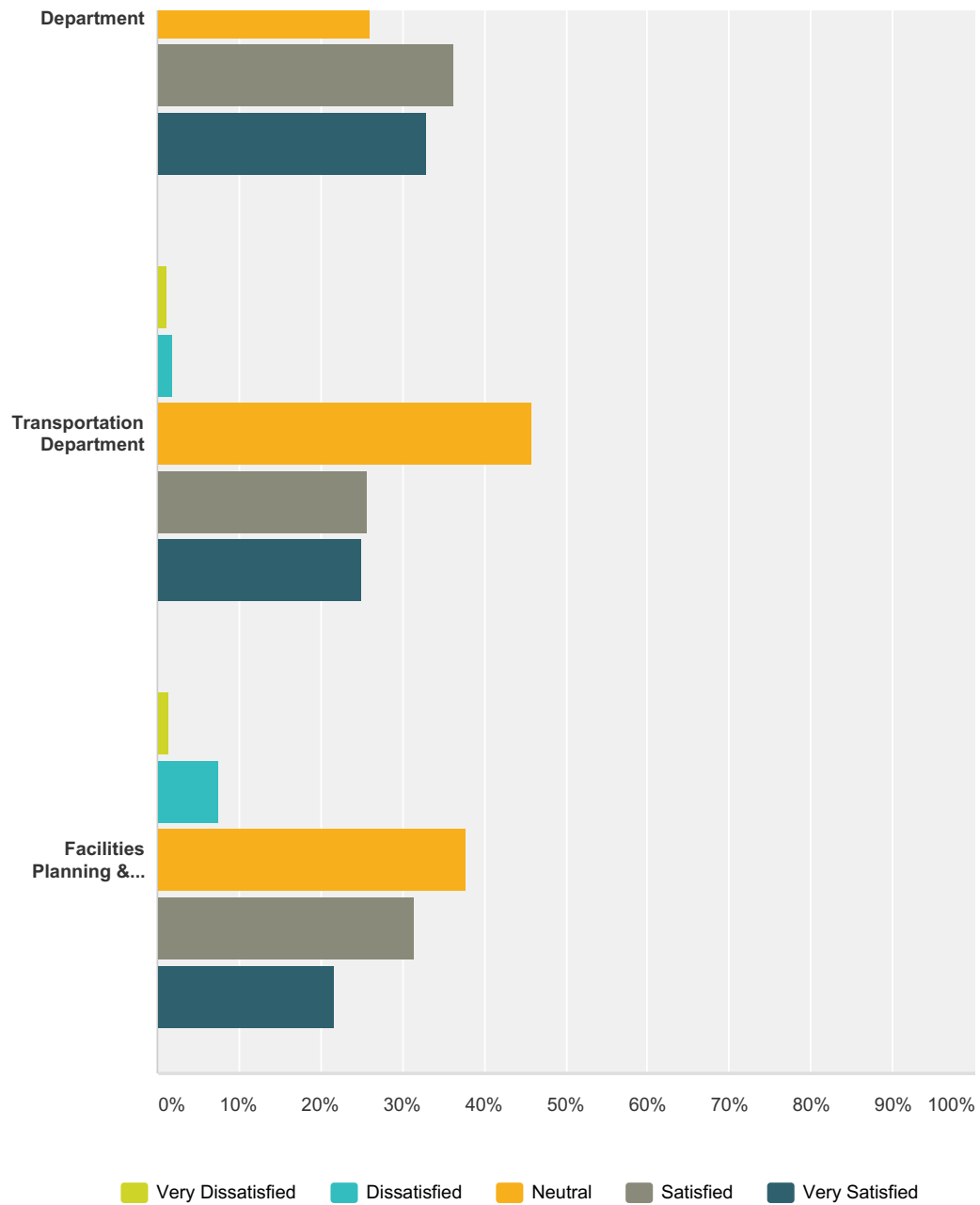


Answer Choices	Responses
AVC Student	61.28% 201
AVC Employee	38.11% 125
Community Member	0.61% 2
Total	328

Q2 Based on your selected perspective, please rate your level of satisfaction with the overall performance of each of the following departments:

Answered: 338 Skipped: 4

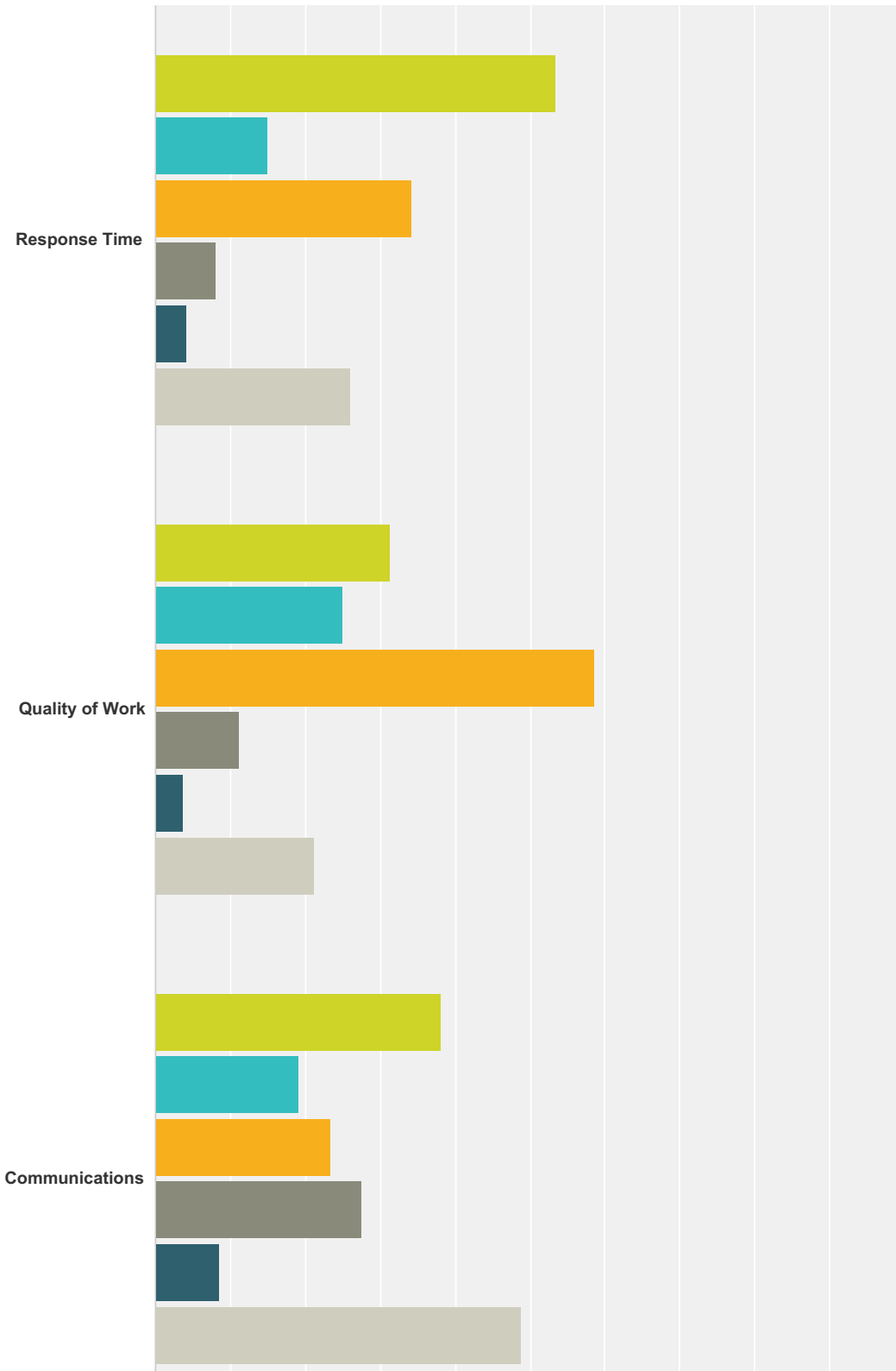


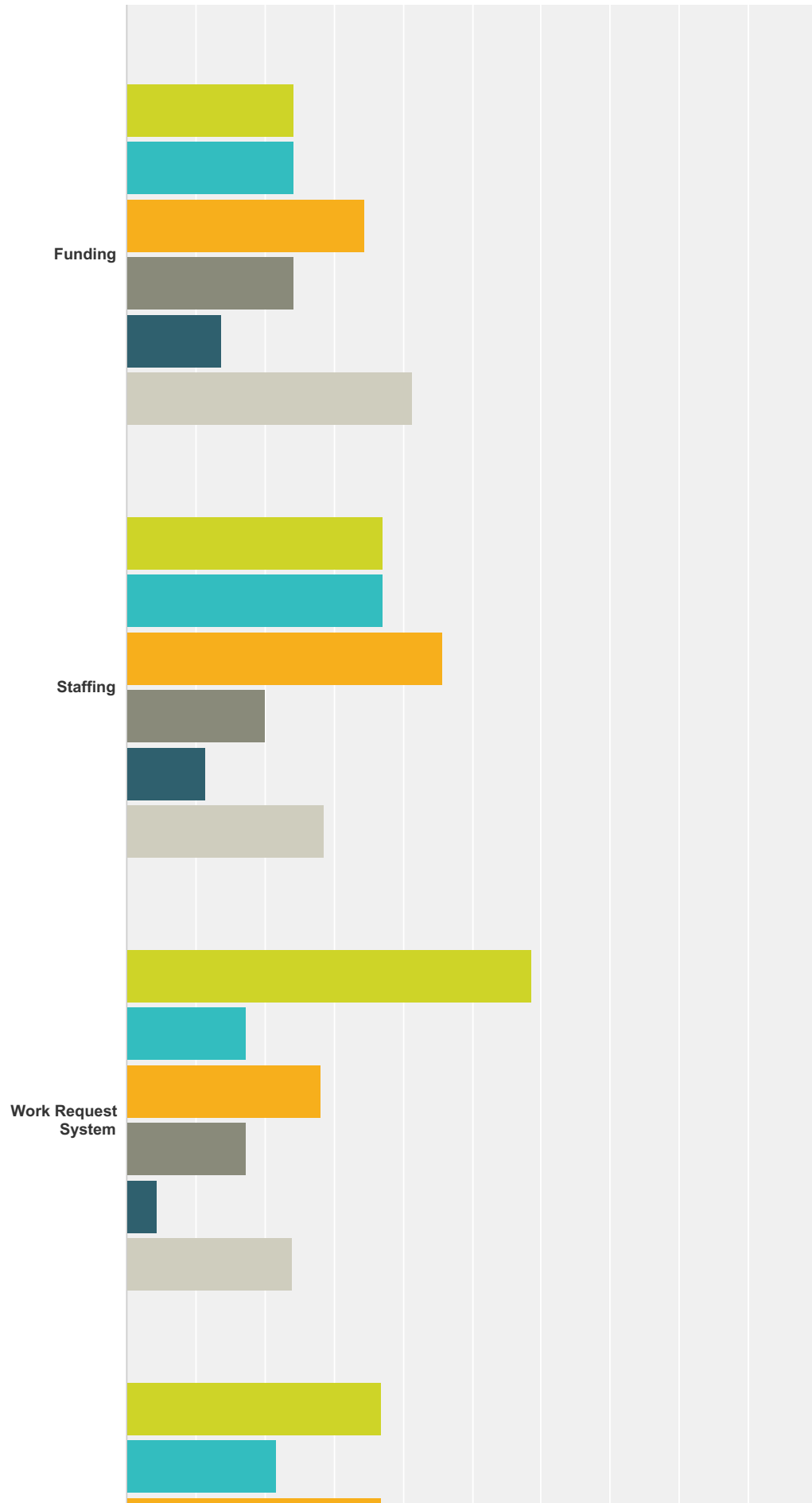


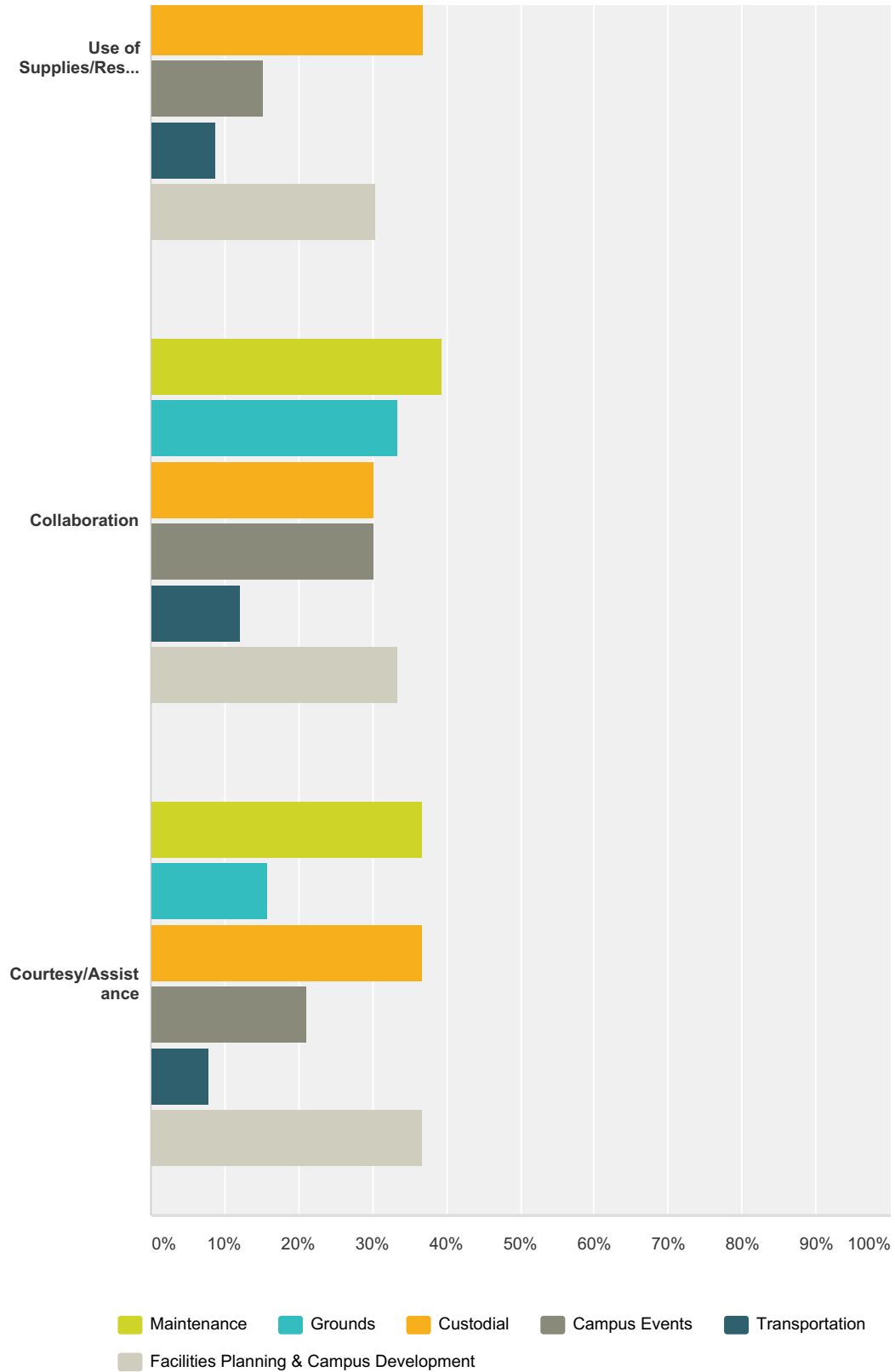
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Total
Building & Systems Maintenance Department	5.72% 19	11.75% 39	17.17% 57	43.37% 144	21.99% 73	332
Grounds Department	0.90% 3	4.49% 15	19.46% 65	42.81% 143	32.34% 108	334
Custodial Department	4.78% 16	12.84% 43	16.42% 55	34.93% 117	31.04% 104	335
Campus Events Department	1.83% 6	2.75% 9	25.99% 85	36.39% 119	33.03% 108	327
Transportation Department	1.24% 4	1.86% 6	45.96% 148	25.78% 83	25.16% 81	322
Facilities Planning & Campus Development Department	1.56% 5	7.48% 24	37.69% 121	31.46% 101	21.81% 70	321

Q3 If you selected very dissatisfied or dissatisfied on question# 2, please indicate the department(s) and check all applicable items below:

Answered: 116 Skipped: 226







	Maintenance	Grounds	Custodial	Campus Events	Transportation	Facilities Planning & Campus Development	Total Respondents
Response Time	53.42% 39	15.07% 11	34.25% 25	8.22% 6	4.11% 3	26.03% 19	73

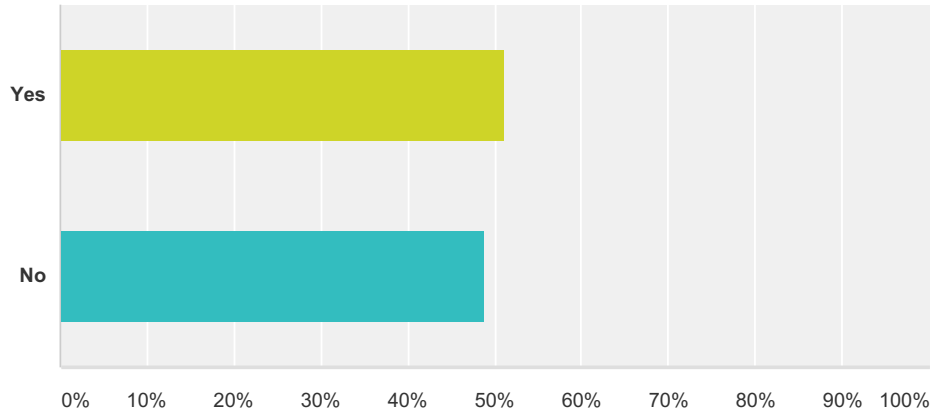
FACILITIES SERVICES SATISFACTION SURVEY 2014

SurveyMonkey

Quality of Work	31.25% 25	25.00% 20	58.75% 47	11.25% 9	3.75% 3	21.25% 17	80
Communications	38.30% 18	19.15% 9	23.40% 11	27.66% 13	8.51% 4	48.94% 23	47
Funding	24.14% 7	24.14% 7	34.48% 10	24.14% 7	13.79% 4	41.38% 12	29
Staffing	37.14% 13	37.14% 13	45.71% 16	20.00% 7	11.43% 4	28.57% 10	35
Work Request System	58.70% 27	17.39% 8	28.26% 13	17.39% 8	4.35% 2	23.91% 11	46
Use of Supplies/Resources	36.96% 17	21.74% 10	36.96% 17	15.22% 7	8.70% 4	30.43% 14	46
Collaboration	39.39% 13	33.33% 11	30.30% 10	30.30% 10	12.12% 4	33.33% 11	33
Courtesy/Assistance	36.84% 14	15.79% 6	36.84% 14	21.05% 8	7.89% 3	36.84% 14	38

Q4 Do you know how to contact the various Facilities Services departments to request service or information?

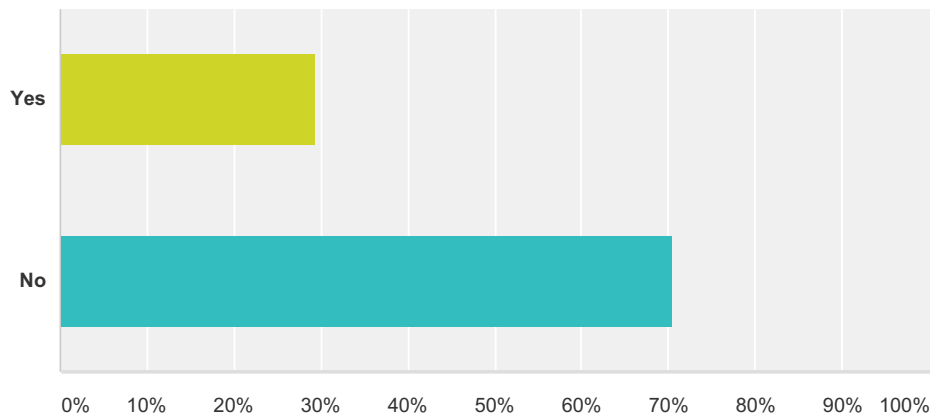
Answered: 331 Skipped: 11



Answer Choices	Responses
Yes	51.06% 169
No	48.94% 162
Total	331

Q5 Have you visited the Facilities Services web page in the past 12 months?

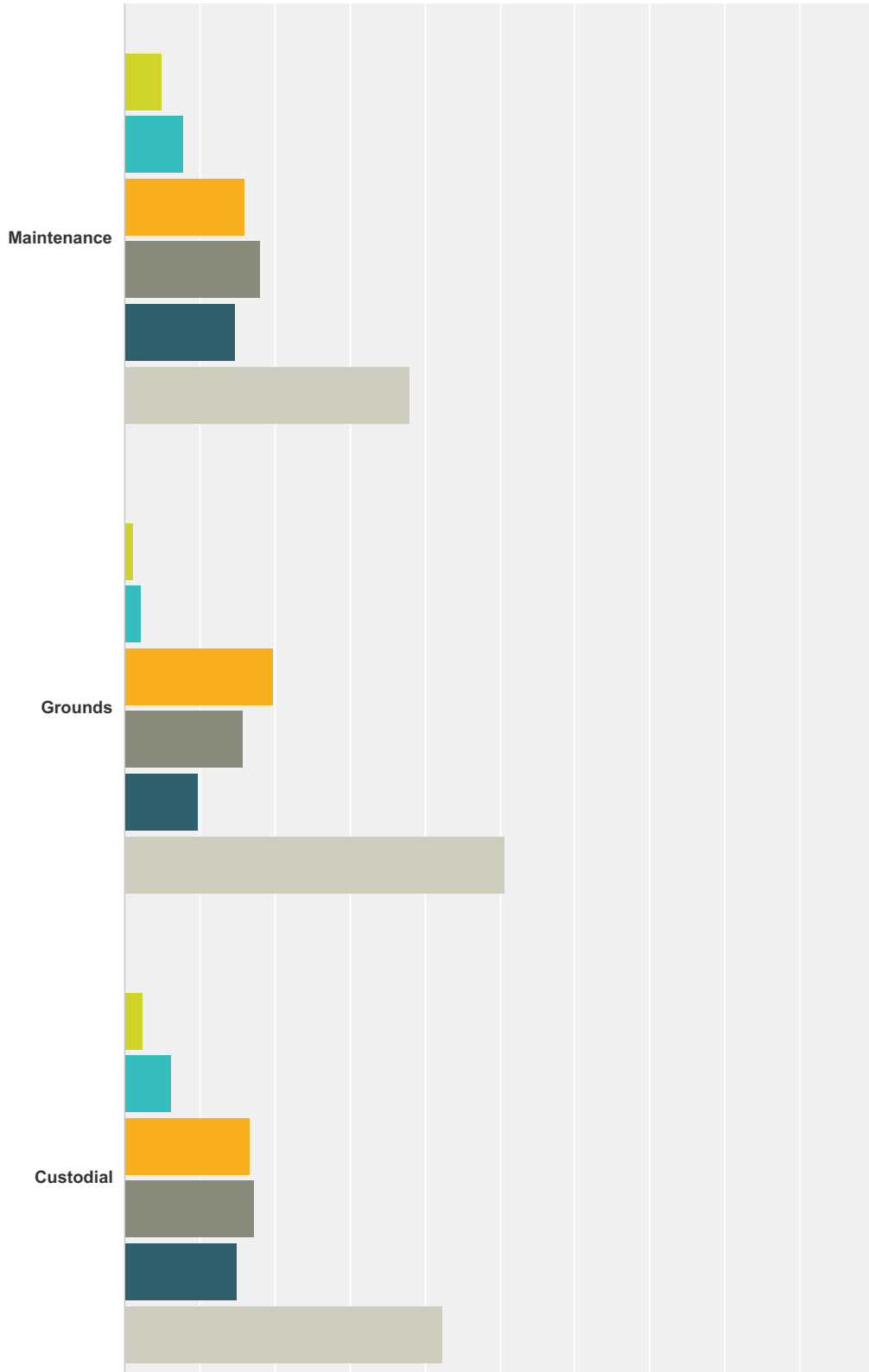
Answered: 337 Skipped: 5

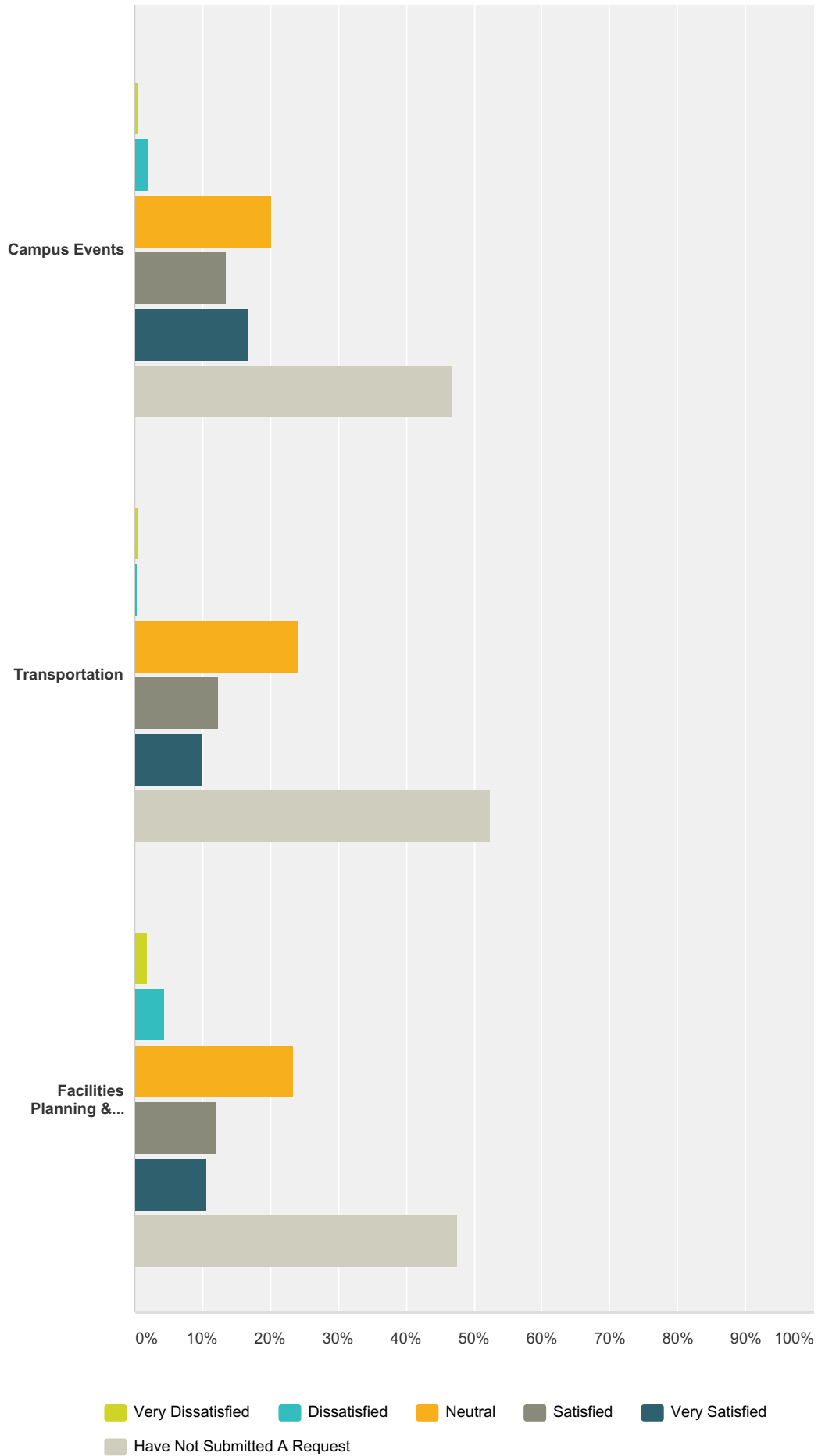


Answer Choices	Responses
Yes	29.38% 99
No	70.62% 238
Total	337

Q6 Please rate your level of satisfaction to the response(s) received for work or information requests from the following departments:

Answered: 320 Skipped: 22

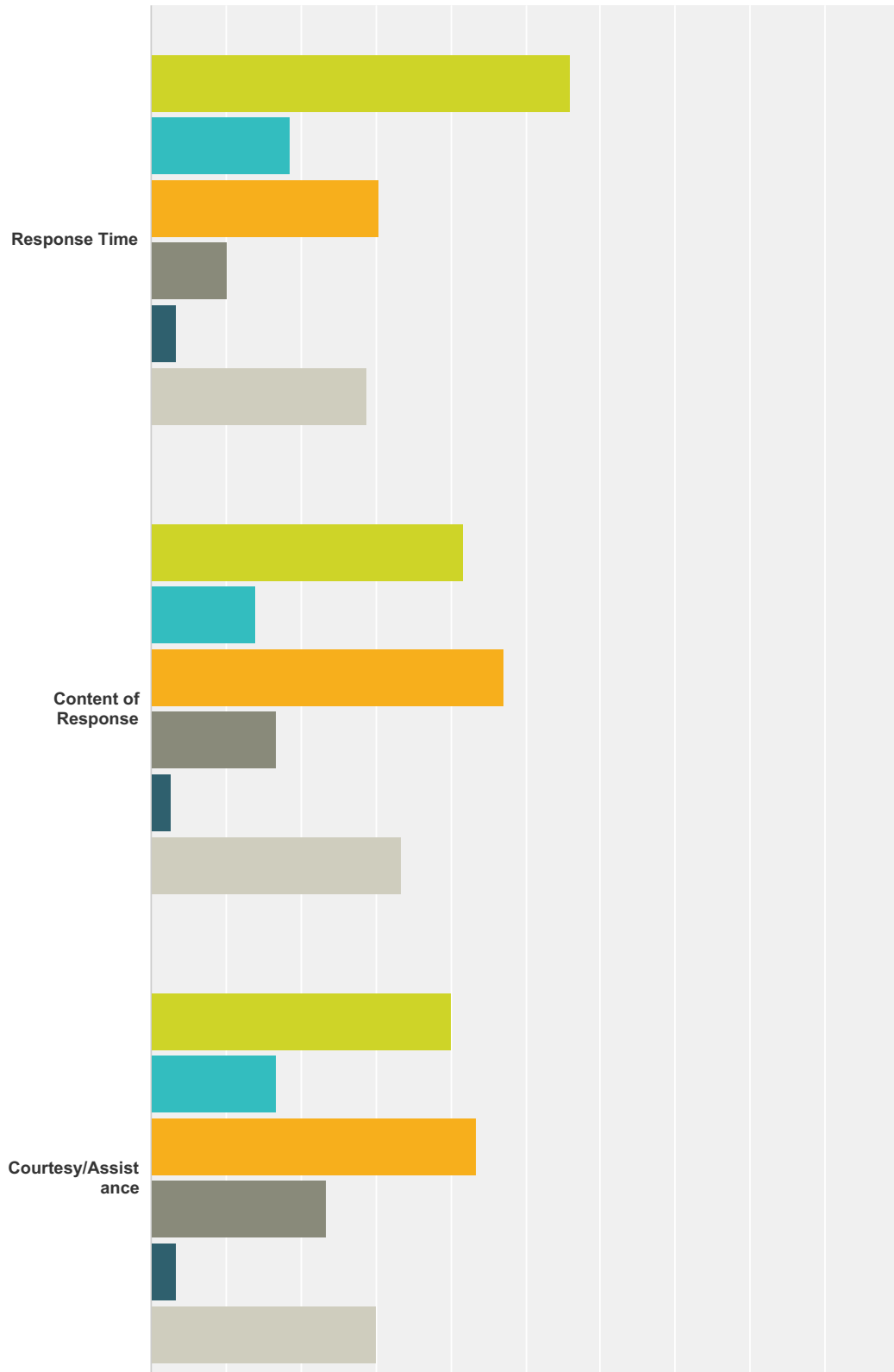


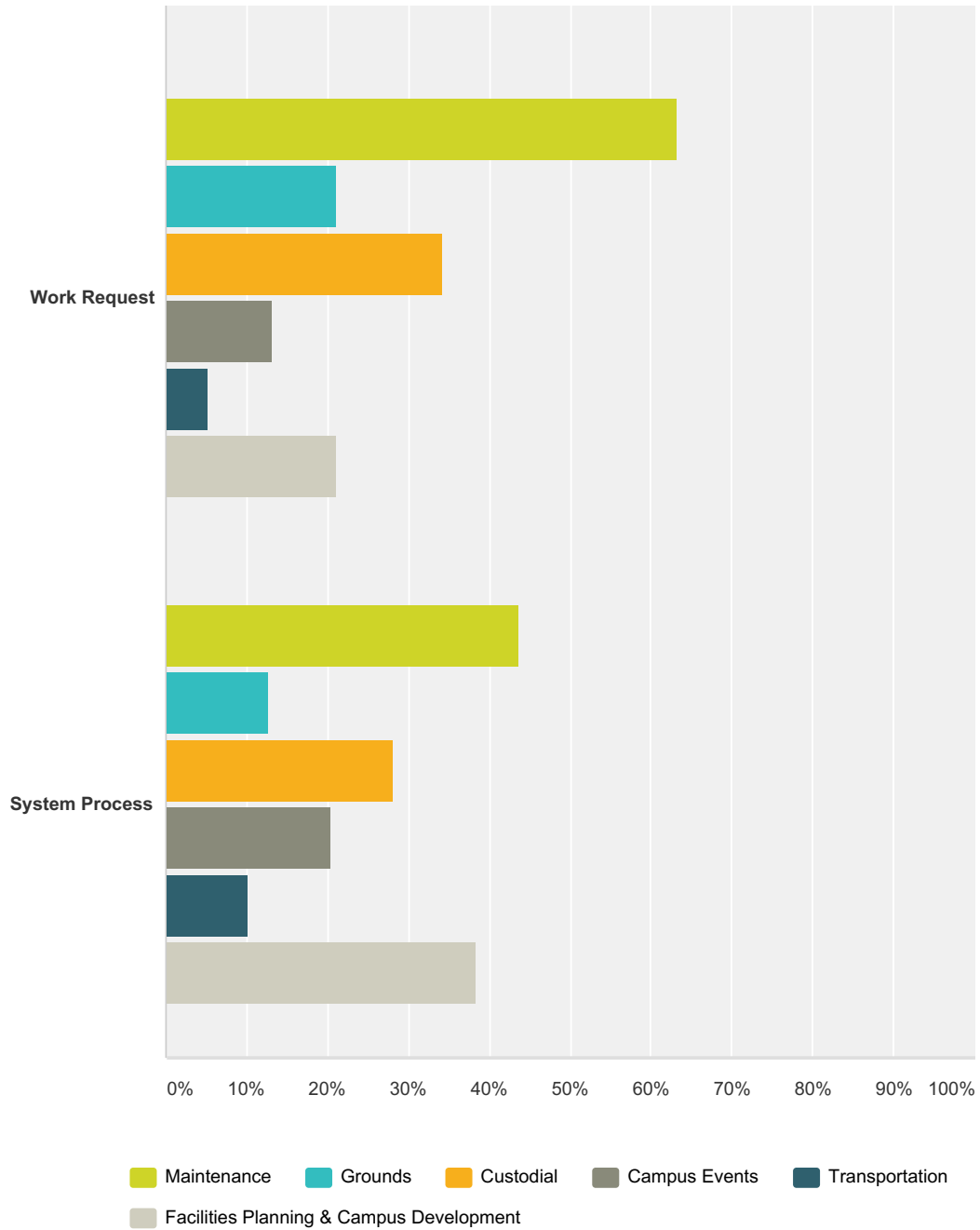


	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Have Not Submitted A Request	Total
Maintenance	5.03% 16	7.86% 25	16.04% 51	18.24% 58	14.78% 47	38.05% 121	318
Grounds	1.32% 4	2.31% 7	19.80% 60	15.84% 48	9.90% 30	50.83% 154	303
Custodial	2.61% 8	6.19% 19	16.61% 51	17.26% 53	14.98% 46	42.35% 130	307
Campus Events	0.66% 2	1.99% 6	20.20% 61	13.58% 41	16.89% 51	46.69% 141	302
Transportation	0.66% 2	0.33% 1	24.25% 73	12.29% 37	9.97% 30	52.49% 158	301
Facilities Planning & Campus Development	1.98% 6	4.29% 13	23.43% 71	12.21% 37	10.56% 32	47.52% 144	303

Q7 If you selected very dissatisfied or dissatisfied on question # 6, please indicate the department(s) and check all applicable items:

Answered: 72 Skipped: 270

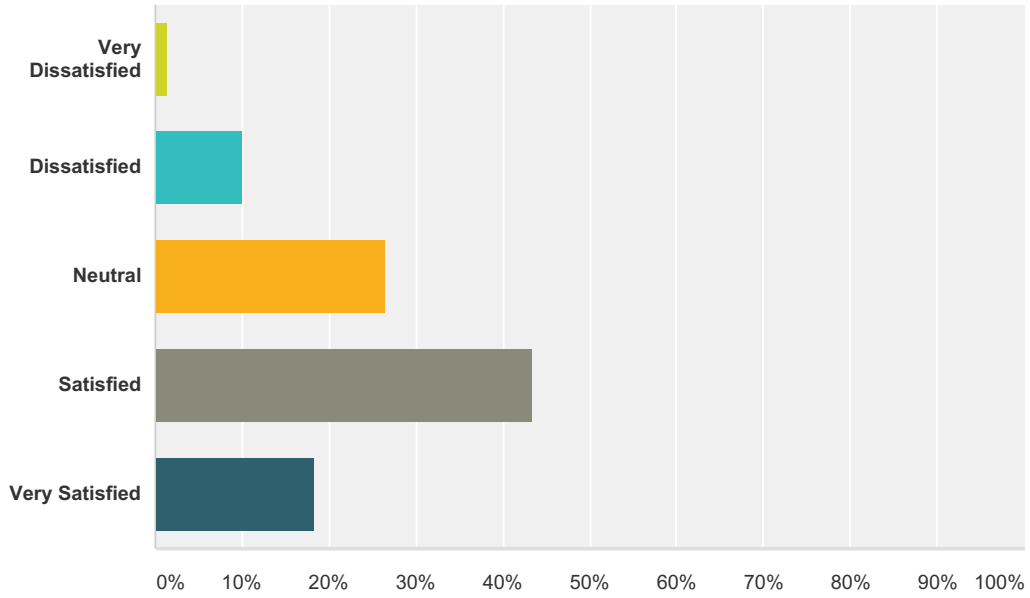




	Maintenance	Grounds	Custodial	Campus Events	Transportation	Facilities Planning & Campus Development	Total Respondents
Response Time	55.93% 33	18.64% 11	30.51% 18	10.17% 6	3.39% 2	28.81% 17	59
Content of Response	41.67% 15	13.89% 5	47.22% 17	16.67% 6	2.78% 1	33.33% 12	36
Courtesy/Assistance	40.00% 12	16.67% 5	43.33% 13	23.33% 7	3.33% 1	30.00% 9	30
Work Request	63.16% 24	21.05% 8	34.21% 13	13.16% 5	5.26% 2	21.05% 8	38
System Process	43.59% 17	12.82% 5	28.21% 11	20.51% 8	10.26% 4	38.46% 15	39

Q8 How would you rate the overall performance of the entire Facilities Services organization?

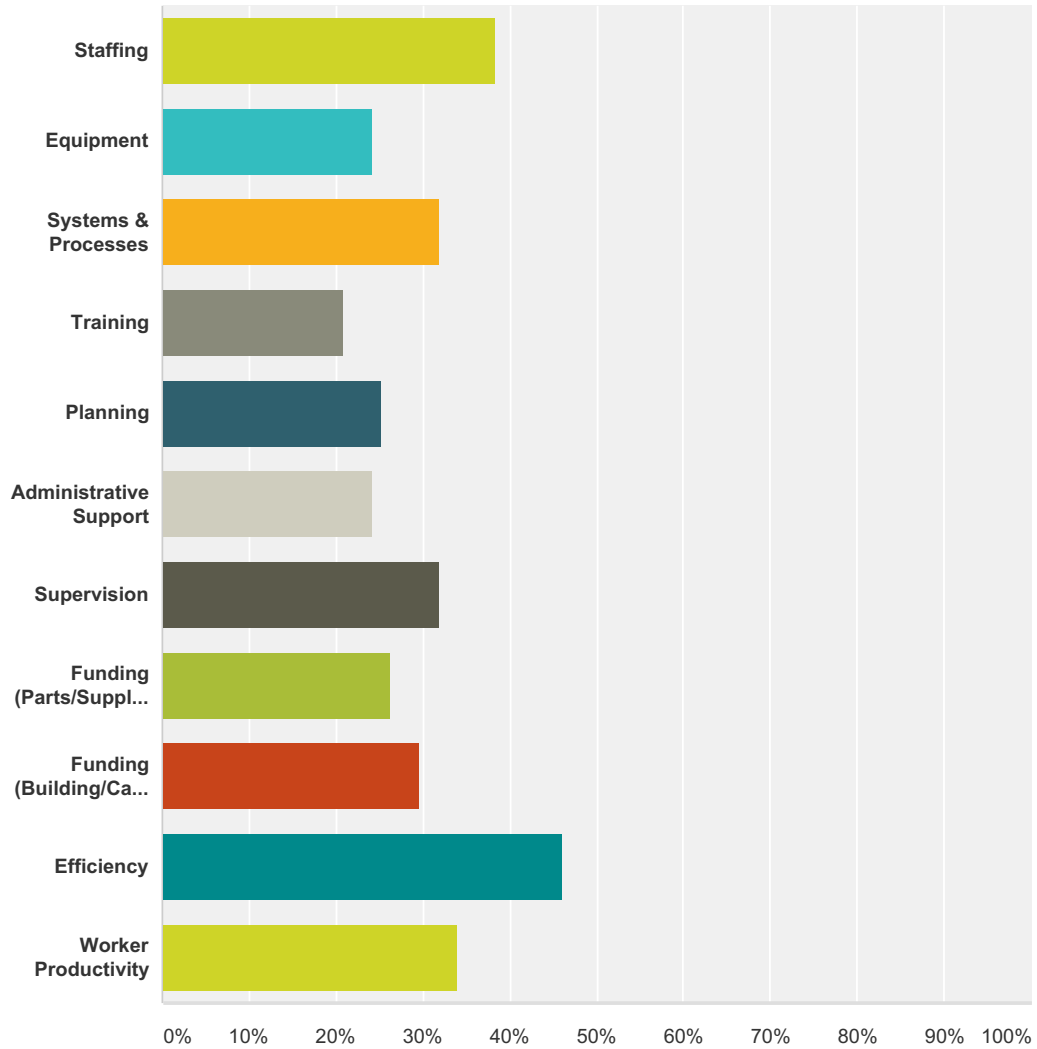
Answered: 327 Skipped: 15



Answer Choices	Responses
Very Dissatisfied	1.53% 5
Dissatisfied	10.09% 33
Neutral	26.61% 87
Satisfied	43.43% 142
Very Satisfied	18.35% 60
Total	327

Q9 If you indicated you are very dissatisfied, dissatisfied or neutral on question# 8, what do you think are the main reasons for the Facilities Services organization not receiving a satisfied or very satisfied response. Please check all applicable items:

Answered: 91 Skipped: 251



Answer Choices	Responses
Staffing	38.46% 35
Equipment	24.18% 22
Systems & Processes	31.87% 29
Training	20.88% 19

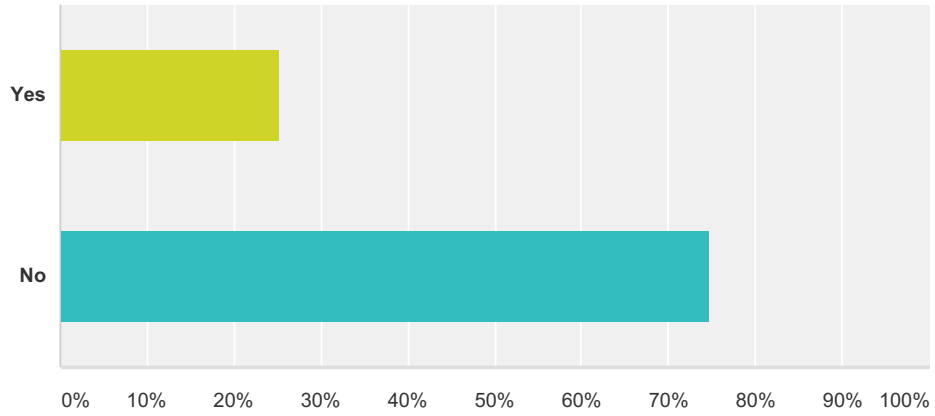
Planning	25.27%	23
Administrative Support	24.18%	22
Supervision	31.87%	29
Funding (Parts/Supplies)	26.37%	24
Funding (Building/Campus Improvements)	29.67%	27
Efficiency	46.15%	42
Worker Productivity	34.07%	31
Total Respondents: 91		

#	Other (please specify):	Date
1	Not responsive enough; Need better customer service	1/14/2015 10:20 AM
2	Bathrooms, hallways, stairways, classrooms are dirty all the time. As a student I have reported it to employees many times.	12/8/2014 9:21 AM
3	there is no custodian to clean the science center food court area during the day. my friend slipped on spilled soda!!!	12/7/2014 11:40 AM
4	Elevators not working	12/6/2014 8:42 AM
5	Aircondition in ME104 is too cold adjusted. Students got sick from that. 2) bathrooms in LC are pigstalls and they very filthy all the time. I wonder if they ever get cleaned. Applies to female bathrooms. The bathrooms just north of Learning Center (LC) are as equally filthy. And it would be nice to have soap and working water to wash hands. Not all bathrooms are working. Please fix that. Thank you	12/6/2014 2:03 AM
6	Wasting water	12/4/2014 8:40 AM
7	I want to be able to control my own door lock! The last few weeks there has been one night per week when my classroom door never unlocked!	12/4/2014 8:12 AM
8	Work tickets are not being addressed. It takes too long to complete a request	12/4/2014 8:10 AM
9	MAINTENANCE / CLASSROOM CLEANING	12/4/2014 8:04 AM
10	MAINTENANCE / CLASSROOM CLEANING	12/4/2014 8:04 AM
11	I haven't noticed much. The bathrooms just never seem very clean	12/3/2014 8:24 PM
12	After request has been made to fix or replace the classroom clock, four months later still nobody fix it	12/3/2014 4:51 PM
13	SLOW response time, no communication, bad attitudes	12/3/2014 4:10 PM
14	the restrooms are always filthy in the apl bld	12/3/2014 12:48 PM
15	handicapped bathroom on 2nd floor of arts building has been "temporarily closed for repairs" for THREE SEMESTERS!!!!	12/3/2014 10:19 AM
16	As a 4.0 honors student, I'd like to see more money go into hiring more professors so more in demand classes are available to take. It was very difficult for me to register for all the classes I need and then read signs about new development projects. I understand it allows for more classrooms to be made, however when few are occupied I can only wonder why more teachers are not present to make use of them and aid us students who are on track in graduating from our AA program in a timely fashion.	12/3/2014 7:08 AM
17	Elevators were out of order at both the Health Sciences building and the Palmdale Center	12/1/2014 7:33 PM
18	the water shortage causes a stench in Art building (p-trap not full of water and the stench seeps up into the classroom)	12/1/2014 5:04 PM
19	not familiar with facilities services	12/1/2014 4:21 PM

20	COMMUNICATION!!!! The majority of the time the campus is unable to contact a live person via telephone or cannot rely on expecting an immediate response.	12/1/2014 2:01 PM
21	complete computer system is not available in biology labs	12/1/2014 1:21 PM
22	Students need more lighting, especially by LH. This should be done without delay rather than prioritized.	12/1/2014 12:49 PM
23	Teachers are not up to date with new modern technology, specially in the graphic design and web design department.	12/1/2014 12:35 PM
24	It takes too long to get something fixed... Like the bathroom stall door across SSV 151, still NOT FIXED!!! It's been that way for MONTHS, even after numerous request!!	12/1/2014 12:22 PM
25	Long response time	12/1/2014 11:54 AM
26	Classroom walls and floors in LS-2 are extremely dirty. Why should faculty have to fill out a work request for cleaning that should automatically be done on a regular basis?	12/1/2014 11:46 AM

Q10 Have you submitted a work request in the Facilities Services Work Request system in the past 12 months?

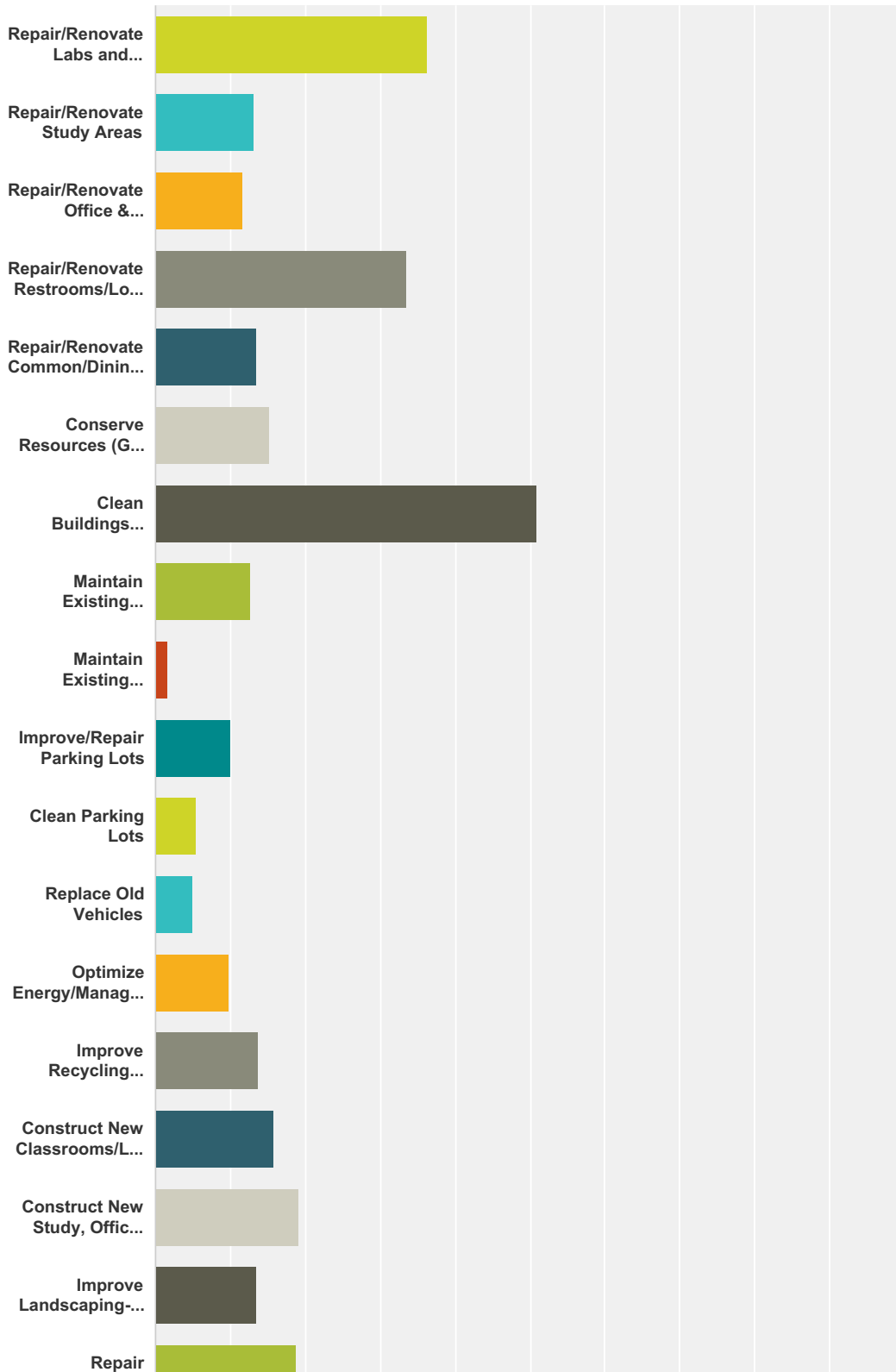
Answered: 321 Skipped: 21

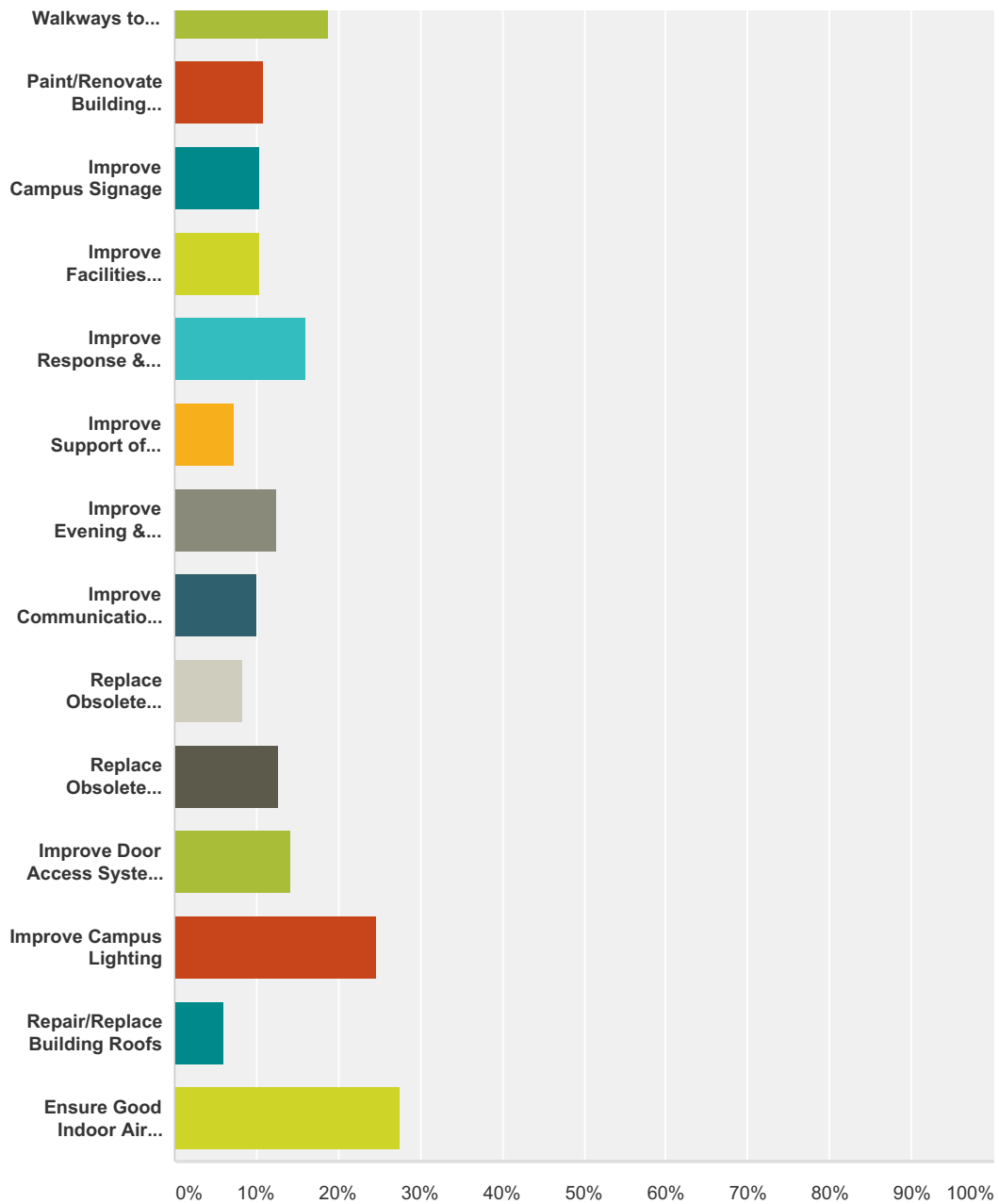


Answer Choices	Responses
Yes	25.23% 81
No	74.77% 240
Total	321

Q11 Please review the following list. Select the most important areas that the Facilities Services organization should be focused on. Select No More than SIX (6) items:

Answered: 297 Skipped: 45





Answer Choices	Responses
Repair/Renovate Labs and Classrooms	36.36% 108
Repair/Renovate Study Areas	13.13% 39
Repair/Renovate Office & Support Areas	11.78% 35
Repair/Renovate Restrooms/Locker Rooms	33.67% 100
Repair/Renovate Common/Dining Areas	13.47% 40
Conserve Resources (Gas, Electricity, Water)	15.15% 45
Clean Buildings (Restrooms, Classrooms, Offices)	50.84% 151
Maintain Existing Landscaping	12.79% 38

FACILITIES SERVICES SATISFACTION SURVEY 2014

SurveyMonkey

Maintain Existing Vehicle Fleet	1.68%	5
Improve/Repair Parking Lots	10.10%	30
Clean Parking Lots	5.39%	16
Replace Old Vehicles	5.05%	15
Optimize Energy/Management Systems	9.76%	29
Improve Recycling Program	13.80%	41
Construct New Classrooms/Laboratories	15.82%	47
Construct New Study, Office & Support, Student Areas	19.19%	57
Improve Landscaping-More Drought Tolerant Areas	13.47%	40
Repair Walkways to Reduce Trip Hazards	18.86%	56
Paint/Renovate Building Exteriors	10.77%	32
Improve Campus Signage	10.44%	31
Improve Facilities Services Processes	10.44%	31
Improve Response & Customer Service	16.16%	48
Improve Support of Campus Events	7.41%	22
Improve Evening & Weekend Support for Facilities Cleaning & Repairs	12.46%	37
Improve Communications of Facilities Related Information	10.10%	30
Replace Obsolete Exterior Doors	8.42%	25
Replace Obsolete Infrastructure	12.79%	38
Improve Door Access System Campus Wide	14.14%	42
Improve Campus Lighting	24.58%	73
Repair/Replace Building Roofs	6.06%	18
Ensure Good Indoor Air Quality	27.61%	82
Total Respondents: 297		

**Q12 Please provide any additional
comments with regard to the Facilities
Services organization and its' various
departments:**

Answered: 101 Skipped: 241

#	Responses	Date
1	1. It was impossible to just limit the selection to just 6. There's definitely more than 6 items that needs to be checked...at least 10-15. 2. The Administrative Assistant rarely responses to emails and phone calls. NEVER/RARELY followup on projects...it's been almost 2 years and still waiting on quotes. 3. The toilets and sinks are never cleaned well ...there are yellowish rings around the inside of the toilet bowls and sinks,	1/14/2015 11:02 AM
2	The Facilities Department at AVC does not respond to most requests in a timely manner and overall the department personnel are not customer friendly. The department seems to have a lot of people working in a very nice facility for their area, but do not do enough to help make it as nice for the rest of campus.	1/14/2015 10:20 AM
3	I have been a student at AVC since August 2012. I am a fall 2014 graduate and transfer student. I do not see any improvement needed. Only to stay on top of what is being done now. I love my school. This statement is coming from an experienced professional returning to school after 20+ years. Good job AVC. Keep it up.	12/17/2014 11:16 PM
4	Whenever instructors had problems in my classes, they got fairly immediate response.	12/13/2014 7:31 AM
5	As a fairly new employee, my proximity card does not work, and I have never received any keys. It has been four months now, and still cannot access my building.	12/13/2014 6:49 AM
6	THE M&O DEPT. DOES AN OUTSTANDING JOB FOR THE SIZE OF THE CAMPUS AND THE SMALL NUMBERS OF THE STAFF, THOSE PEOPLE OVER THERE ARE LIKE SUPER HEROES, WELL ALMOST. GREAT JOB.	12/12/2014 4:01 PM
7	Night lighting at some locations on campus is so dark that it is dangerous - we would be liable if someone were attacked. Have someone walk the campus!	12/12/2014 3:11 PM
8	The two big areas I have concernh with are the extremely slow time in duplicating keys and the less than clean conditions of the classrooms and restrooms on a daily basis.	12/11/2014 9:19 AM
9	The are of Registration and Administration needs to be clean and organize. The rest of the campus has to match with Health Building area. Improve the services processes for career and job search for the student = real jobs, no marketing strategics for new companies in the Antelope Valley	12/10/2014 10:43 PM
10	The elevator has been not working in the Health Science building for almost 3 months. It should be repaired.	12/10/2014 1:05 PM
11	Why has the elevator in the BE building been broken for the last 10 or so weeks in the fall semester without an explanation? I'm just glad we can afford to pay the Dean's salary.....	12/10/2014 7:46 AM
12	Bring back more than two boards for math classes.	12/8/2014 6:43 PM
13	There has been a lack of communication about what services are provided and how to go about requesting those services. I am aware of a new trouble ticket system but have no idea how to access it.	12/8/2014 11:19 AM
14	I have reported that especially the bathrooms are dirty most of the time. The campus is unsightly due to things like the stairs and around trash cans are very, very dirty. I have been here for a couple of years and it is getting worse rather than better. If you want students to be happy and have pride for this campus then something needs to be done.	12/8/2014 9:21 AM
15	Water waste in parking lot	12/7/2014 8:02 AM
16	BATHROOMS. PLEASE CLEAN RIGHT ON A REGULAR BASIS. Nothing nastier than being forced to use a dusty dirty bathroom when you've been at school all day.	12/6/2014 5:54 PM
17	N/A	12/6/2014 8:42 AM
18	Overall, I am very pleased with the school. Can't wait for next semester! Thank you!	12/5/2014 11:12 AM
19	Parking lot signage Improvement would assist in finding a car quickly.	12/4/2014 2:23 PM

20	I don't understand this survey, as a student I have no authority to request "anything".The only thing I care for is, the student's service department, for which I cannot say anything positive, long lines, attitudes, complete disinterest in the students concerns, and too much paper work on the student's part, stupid rules that delay and interrupt the flow of our day. You need to be better organized and make the student priority number one. Oh! Yeah, the garden is beautiful.	12/4/2014 9:05 AM
21	The air conditioning in the BE building is horrible. It has been absolutely freezing in the classrooms and in my office for most of the semester. I am miserable and it is a horrible waste of energy and money. The exterior of the BE and APL buildings, including the stairwells, is quite filthy and needs to be better maintained. The sprinklers in front of the BE building / Learning Center are broken and shoot water in the air every night (that I've been here) all semester long. It seems that one of your employees that is here at night should have reported it and done something about this waste of water.	12/4/2014 8:40 AM
22	Door locking in HS is the biggest issue.	12/4/2014 8:12 AM
23	When a request is made Facilities should be responded to it with-in 24 hours. It appears that request made are either being ignored or falling of deaf ears.	12/4/2014 8:10 AM
24	PLEASE ADVISE THE MAINTENANCE DEPARTMENT TO CLEAN THE PROJECTION SCREEN IN CLASSROOM ME-104.	12/4/2014 8:04 AM
25	PLEASE ADVISE THE MAINTENANCE DEPARTMENT TO CLEAN THE PROJECTION SCREEN IN CLASSROOM ME-104.	12/4/2014 8:04 AM
26	I watched a maintenance man get into a discussion on how it will be warm in a room filled with students and computers because that is just "the way it is." In the same building, APL, it is never clean, bathrooms are filthy and the locks to the stalls are busted. The hallway always has a odor and the doors to assist the disabled are continually breaking down.	12/4/2014 6:09 AM
27	Key cards are awful. Many people have told me they agree but that the 'guy in charge' really likes them. It is one of those 'cool' ideas that does not translate into effective reality. Metal keys have work for hundreds of years - don't waste money on something that was working so well. (Sorry to whomever 'that guy' is, I am sure he meant well.)	12/3/2014 9:33 PM
28	It seems that the organization is doing well. But when I go into the bathrooms in the LS building an some of the older building. They aren't clean. It seems like maintance to the older building are being ignored.	12/3/2014 8:24 PM
29	I have walked the halls of this college for ten years. Just like in our homes we do "SPRING CLEANING" and Repairs, so should the Maintenance Dept. There are areas where employees and students are subjected to thin layers of dust and dirt build-up due to laziness, not enough time, funds or all the above. The Campus is old and it shows and when you do not keep up the appearance it looks bad for everyone.	12/3/2014 6:28 PM
30	the aquatic facility should be taken care of no mater what the weather calls for. Took a water aerobic class and the men's locker room shower was very cold. Yesterday 12/2/14 water was very cold had bad weather raining hard outside. Their is no excuse for this. Hope somebody looks into this matter	12/3/2014 5:28 PM
31	need to remodel APL & LS1 & LS2 Bathrooms, repair or replace electronic equipment in APL, renovate Math, LS1 & LS2 classrooms	12/3/2014 5:15 PM
32	Bathrooms floors and toilet seats are dirty. It looks like it never been scrubbed and smells pretty bad. Paper towels are missing. Some toilet doors locking mechanism needs repair or replaced. Need better ventilation system in restrooms	12/3/2014 4:51 PM
33	We would love to have a functional cafeteria that is more centralized in the campus and witha better welcoming atmosphere.	12/3/2014 4:14 PM
34	Thoroughly clean bathrooms including under the toilet seats and floors. Train staff in customer service!!!!	12/3/2014 4:10 PM
35	I usually teach nights and just want to say that the night custodial staff are some of the nicest and friendliest people to talk to, and they do a great job helping this campus look great for students.	12/3/2014 1:41 PM
36	Accounting tutor	12/3/2014 1:32 PM
37	The chairs in my math class were all mismatched. Some were broken and students are constantly moving them around to get the comfortable computer chair. I believe they should all be the same so everyone could have the same comfort	12/3/2014 1:24 PM

38	Offices in student services are never seem to be cleaned - only trash emptied. Sometimes restrooms unclean. Patio area next to ASO office needs to be landscaped.	12/3/2014 1:12 PM
39	Keep the computer labs open until 7pm weekdays	12/3/2014 12:46 PM
40	Have had a request in for over 2 years and they never get done. Things like a drawer has always been missing in my office, name plate needs update.	12/3/2014 12:07 PM
41	Work mainly with campus events and have not had any problems with that department. Always very professional and take care of our needs in Job Placement. Well done guys!	12/3/2014 11:47 AM
42	Install a way to lock the HS classrooms without relying on the automatic system.	12/3/2014 11:31 AM
43	Bathrooms are frequently dirty and out of supplies	12/3/2014 11:03 AM
44	Build new Admin Bldg with start of the art offices and conference rooms.	12/3/2014 10:53 AM
45	I feel safe at AVC, the campus is clean, and the staff are always polite and kind when I or any of the organizations I take part in put on an event. I'm pleased with the service and the overall attitude of everyone working at AVC.	12/3/2014 10:43 AM
46	The administrative staff needs to answer their phones &/or respond to email and phone messages in a timely manner. They are generally unresponsive.	12/3/2014 10:37 AM
47	The bathrooms always stink, I can count on one hand the number of times the bathroom did not stink the entire semester, and I have a full load of classes in different buildings. The common areas in the APL building smell like B.O.	12/3/2014 10:35 AM
48	After submitting a maintenance request through my department's administrative assistant, I waited 8 weeks for light bulbs to be replaced/fixd in my classroom this semester. It never happened. That seems ridiculous!	12/3/2014 10:28 AM
49	My major complaint is the lack of communication. Also, I think there should be someone to answer the phones all day, not just specific hours, especially during emergency situations. Other than that, the guys do a wonderful job and work very hard.	12/3/2014 10:11 AM
50	Some water fountains don't work	12/3/2014 9:48 AM
51	In HS building, the classrooms are too small for the number of students that are assigned per class. Many students cannot see the whiteboards from their seats. At the start of the semester, there is insufficient seating for the registered students. The projector screens cover nearly the entire whiteboard. Bulletin boards (which are useless) are located where whiteboards should be installed. Overall, the design of the classrooms is incompatable with instruction. Break-ins to offices and classrooms have occurred. The offices are very easy to break into. The electronic key system actually increases theft in labs, because instructors cannot lock doors immediatly after they leave the room. On several weekends during semester breaks, the HS building is left unlocked and unoccupied.	12/3/2014 9:39 AM
52	The weight lifting room is horrible!!!! Equipment is out of date or broken. The weight room is also way too small for a class of 15 let alone 20 students to move freely about. It also smells in there, and is too warm for a workout area.	12/2/2014 7:23 PM
53	the grounds and the building look good. If there was anything wrong with them I could tell by just looking at them because of the way they upkeep them.	12/2/2014 2:20 PM
54	having more shelter against sun, wind, and rain in the smoking areas. plus a more helpful staff in all departments.	12/2/2014 2:17 PM
55	Great help to us on regular basis	12/2/2014 10:54 AM
56	A routine schedule should be made to touch up paint. Don't mow or blow leaves in the morning. The custodial staff has improved in HS. The restroom on floor 1 in HS & APL should be maintenaced a couple of times per day	12/2/2014 9:48 AM
57	Allan Gold is an outstanding asset to AVC. I know I can always trust him to get the job done. A+! The air quality in the SSV building is concerning. Each day we get a layer of dust in our work area. I can only imagine how much we are breathing in.	12/2/2014 9:11 AM
58	I am a handicapped student the front elevator in BE is in need if replacement and the repair of the back elevator has taken too long. The handicapped exit in APL building in still not fixed after at least 2 months. These repairs need to take priority not be put on the back burner. The ADA fines would be sizeable if it isnt taken care of soon.	12/2/2014 8:38 AM
59	I am not comfortable answering #11, as I don't know what is most important. The Campus is beautiful. The only thing I would like to see is better control of heat. It is always freezing in our offices	12/2/2014 8:19 AM

60	I am very pleased with all that the Facilities personnel do. We have a beautiful campus, and we have clean restrooms due to the custodial staff. The gardeners and courteous and place the students above their work area. I'm grateful.	12/2/2014 7:15 AM
61	Daytime custodians are rude and don't do much of anything but rude around on their carts irritated that students are in their way on the "walkways". The common areas are always a wreck and the women's bathrooms are always disgusting, in need of toilet paper and paper towels, and the stall doors are always broken. Some have been broken since I started as a student here, years ago. And the system to deal with these issues are unclear but with a clear lack of concern or customer service. It needs to be addressed.	12/2/2014 1:00 AM
62	Some trees need to be trimmed for better signage visibility.	12/1/2014 10:55 PM
63	The art classrooms ALWAYS smell gross	12/1/2014 9:19 PM
64	I have been exceptionally pleased with key card request from Joe Owens who has always answered emails promptly and has been helpful. And Erin Hitchman is the BEST of the BEST! Thank you all for your hard work - and also my office is kept nice and clean - not sure who my custodian is but I have never had anything missing or moved and it is clean as can be- thanks! (I'm on the second floor BE building)	12/1/2014 8:39 PM
65	N/A	12/1/2014 7:50 PM
66	for some reason the APL bathrooms are always gross	12/1/2014 6:43 PM
67	I do not submit facilities work requests, our Admin. Assistant or other classified employee does that. So, if I am concerned about something, it does not go out under my name. That doesn't mean I have not requested something, however. I favor maintaining the existing landscaping. I also support more drought tolerant landscaping. However, I do not support the use of nothing but large areas of decomposed granite surrounded by a few small plants. Xeriscaping can be stunningly beautiful--when done correctly. Too much decomposed granite just looks like dirt. Also, some plants and trees are obviously suffering from lack of water. I can see irrigation, but it doesn't seem to be on much--can't be if the plants, especially trees are half dead in some areas. Also, large trees surrounded by granite and a couple of big rocks are not attractive. As I said, I support xeriscaping, but I'm afraid it would not be done well here. It would just be done cheaply because no one wants to pay to do it right. One area looks really nice--the area around the facilities building. The white roses--Iceberg, looks like--are very beautiful. Care was taken with this landscaping. But, please, please, please avoid large areas of granite devoid of plantings. It just looks depressing. There is some of this around the APL building, and LS2. The new areas where the old science buildings were torn down are so-so. The amount of granite doesn't make them inviting. Also, the benches aren't under the large tree. I've never seen anybody sitting there, as it's not shaded. I see students sitting on the grass under the large old trees all over campus. It's inviting and beautiful.	12/1/2014 5:53 PM
68	The thing that stands out the most is the dirtyness of the restrooms.	12/1/2014 5:18 PM
69	my art classroom needs to be mopped at least once during the semester, the desks need to be scrubbed annually. I used to be a janitor and i haven't seen any cleaning in my art classroom.	12/1/2014 5:04 PM
70	As nice as it is to see all the water fountains on campus, it is very discouraging to find that only a few are in working order. As a student, I should not have to search around campus for a running water fountain. I should not have to pay for what should be readily available for all. I understand the west grounds have been under construction for several months, but this is no excuse to deprive patrons of fresh water.	12/1/2014 4:54 PM
71	Hello it would be nice if the woman's restroom can be clan better, because every time i go in there I walk back outside our bathroom need to be clean better. Thank you god bless	12/1/2014 4:42 PM
72	While I commend the attempt to update to electronic processes, the FUR still will not allow one to select anything in the right column under "Event Requirements" without it removing anything that was selected in the left column and vice versa. Also, some rooms are not available at all for selection, i.e., the Student Lounge, SCT 150.	12/1/2014 4:35 PM
73	please upgrade the parking lot lights, sometimes going to my cat after night class it is very dim.	12/1/2014 4:26 PM
74	Woman nighttime custodian on Thursdays would sit around and text on her phone for about an hour instead of cleaning in the FA3 building.	12/1/2014 4:21 PM
75	They never seem to fix the classroom problem and I have to do it myself or it does not get fixed.	12/1/2014 3:04 PM
76	much better supervision is needed.	12/1/2014 2:54 PM
77	The people who work within Facilities Services on the ground level all seem to be excellent. The same can not be said for their supervisors and administrators. There is a major lack of understanding how an educational system should work and how to assist faculty, staff and students achieve their mission of education.	12/1/2014 2:40 PM

78	Install easy/instant locking doors in case of active shooters.	12/1/2014 2:36 PM
79	In my opinion I think that the custodial and maintenance staff do the best job they can when the amount of staff they have on hand. We need to hire more staff for these areas.	12/1/2014 2:18 PM
80	The elevator in the BE building has been out for the entire semester. Please look into having that issue fixed for the upcoming semester to accommodate anyone with ambulatory issues.	12/1/2014 2:13 PM
81	We need to focus on the restrooms that we have on this campus. They are disgusting. They smell like urine and the odor is breathtaking, and not in a good way. There always seems to be paper towels on the floor, toilets that are dirty and look plugged. I also am a student worker, and was disappointed in the way my request was handled. I was doubted and basically called a liar when my request was submitted but it wasn't even addressed till 4 days after it was submitted. Whether I am a student or an employee, any request should be taken seriously and I shouldn't be ridiculed or asked to have my complaint verified by an instructor. Also, I understand that the campus grounds need to be maintained, but could you please not use the leaf blowers next to the classroom doors during peak periods. It is very hard to hear when they are blowing and very disruptive.	12/1/2014 1:54 PM
82	Faculty in HS building need to have the ability to lock and unlock their classrooms and labs. The Facility management has been dragging their feet. They have not shown any good faith on this issue and seem to treat us with disrespect. All the facility workers are great but the top management is not. I selected "satisfied" (Q.8) solely on the bases of the hard work these men and women do and not the management. So please do not take my vote as satisfied to be a statement showing that the management is doing anything right.	12/1/2014 1:51 PM
83	I think the service generally is very good. The restrooms need more service more often.	12/1/2014 1:40 PM
84	you should consider having a voice box to communicate with all staff and student for emergency situation only. instead of risking time and personal in going door to door about an emergency situation. if anything actually happens then how would everyone know. why risk a personal and time, while you can state the emergency on the voice box. ex. man with gun or knife, fire, earthquake, water leak, and or anything that may need to be announce quickly. thank you.	12/1/2014 1:16 PM
85	All the custodians that have worked in my area are great. The special request that I had this semester regarding desks and chairs for a classroom was handled brilliantly with ease. Overall they do a great job!	12/1/2014 1:00 PM
86	A little hard to get a response with maintenance. The best place to put in a request is Archibus?	12/1/2014 12:50 PM
87	The digital media department is VERY unorganized. Teachers are not teaching new modern design techniques specially on web design.	12/1/2014 12:35 PM
88	You do a lot with a small staff. Fewer forms, fewer byzantine processes.	12/1/2014 12:33 PM
89	Can you please make sure Steve Epps doesn't interrupt classes when he comes in during class and starts screaming at the Professors, thanks	12/1/2014 12:25 PM
90	You have a web site?	12/1/2014 12:24 PM
91	It takes too long to get something fixed... Like the bathroom stall door across SSV 151, still NOT FIXED!!! It's been that way for MONTHS, even after numerous request!!	12/1/2014 12:22 PM
92	Lots of gum and dirt on APL Stairs	12/1/2014 12:00 PM
93	Communication and response time of Facilities Planning & Campus Development staff needs improvement.	12/1/2014 11:55 AM
94	My main complaint is with LS1. The a/c went out twice during the hot weather. it took a long time to fix. The building itself has a lot of problems with temp controls. LS1-108 is a meat locker. My office, LS1-101 and our admin assistant's office (Lang Arts) both have blasting air vents which are on all the time, wasting energy. I am not aware of any plan to do a major renovation or replacement of this building. the other thing I wonder about is the watering of grass in the middle of the day. I wonder why there is grass at all, and why it is not watered at night. Where I live we are now only allowed to water our lawns once a week. I would like to see AVC take the lead in drought tolerant landscaping. It would be especially nice if Facilities could collaborate with students to make this happen. Thank you.	12/1/2014 11:54 AM
95	It took them for ever to have the drinking fountain replaced. There is a non-working toilet in children's bathroom for almost a month now.	12/1/2014 11:54 AM
96	Please see #9	12/1/2014 11:46 AM

97	There was an event that the Campus Events Department hasn't taken care of during the Fall semester 2014 - which is the Constitution Day Essay Contest Award. Several students have been waiting patiently for the outcome of that contest, and no winner has been published. Dr. Zimmerman has been asked about whom was the winner of the contest, and mentioned that the winner would be posted online. The contest winner should have been posted in September 21, 2014 through AVC website, but nothing has been posted about the contest winner. The semester is around the corner, and no winner ha been revealed.	12/1/2014 11:46 AM
98	AVC Facilities staff are extremely helpful, highly competent and very efficient. Staff is always eager to exceed all expectations in a timely and efficient manner.	12/1/2014 11:43 AM
99	This is a very large district and there is much to be done. Unfortunately, for many years, money and resources were not allocated and now you are playing catch up. I think that with what you have, you do an amazing job.	12/1/2014 11:41 AM
100	AVC is a food community college from my experience here. However, every time I use a ladies restroom, they are trashed. Toilet paper on the floor, trash and without trash bags, dirty walls, graffitied doors, and overflowing trash cans. This doesn't pertain so much to the BE building 2nd floor, but defiantly to the restroom by the bookstore, the SSV building restrokm, and the Language building. Thank you for considering making the restrooms much cleaner. Sincerely, Crystal	12/1/2014 11:41 AM
101	the restrooms are horrible. No ventilation.	12/1/2014 11:40 AM