



FGC Facilities Report

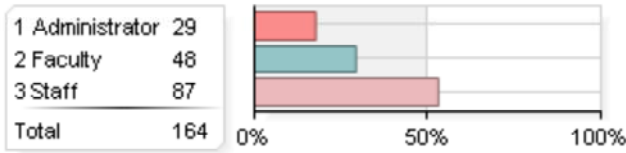
FGC Facilities Survey

Project Audience 197
Responses Received 164
Response Ratio 83.25%

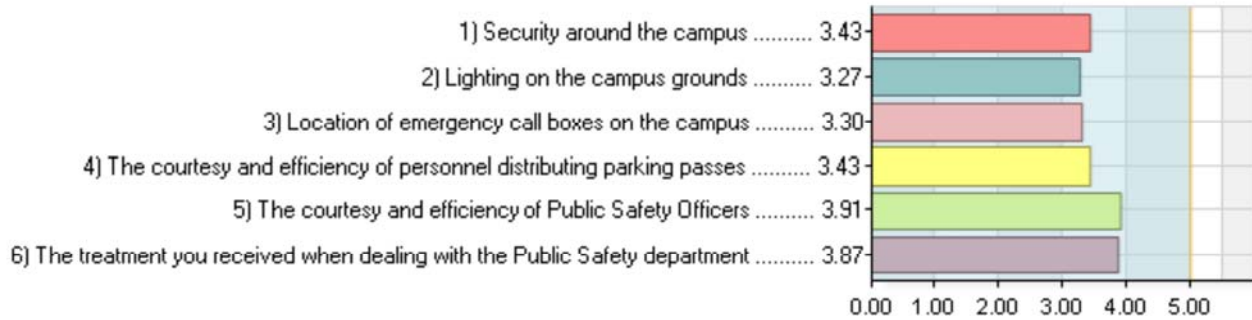
Prepared by Patty Anderson
Creation Date Tue, Apr 22, 2014



Position:

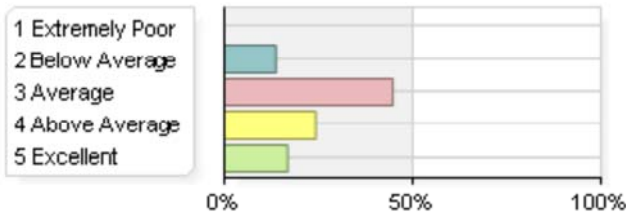


Security



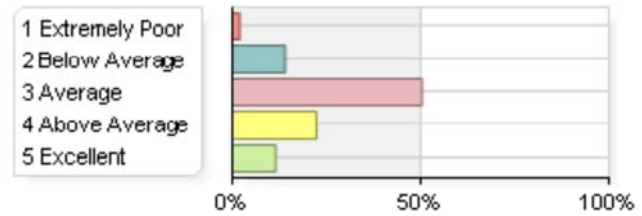
Security

1. Security around the campus



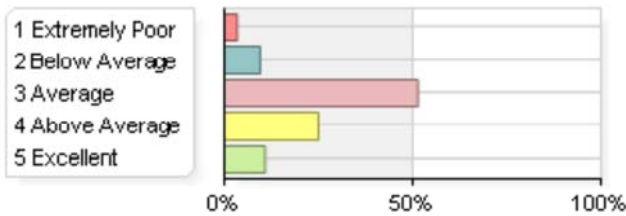
Statistics	Value
Mean	3.43

2. Lighting on the campus grounds



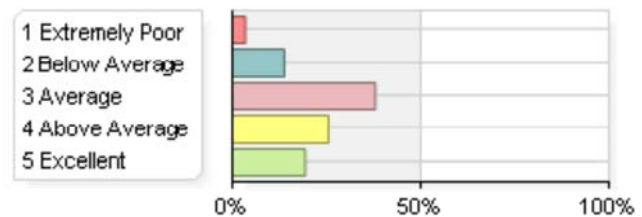
Statistics	Value
Mean	3.27

3. Location of emergency call boxes on the campus



Statistics	Value
Mean	3.30

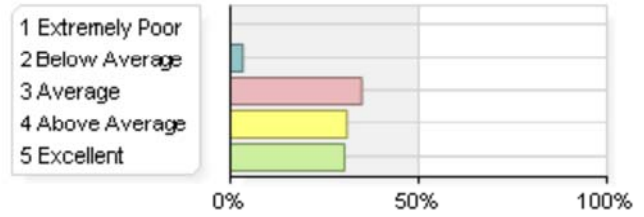
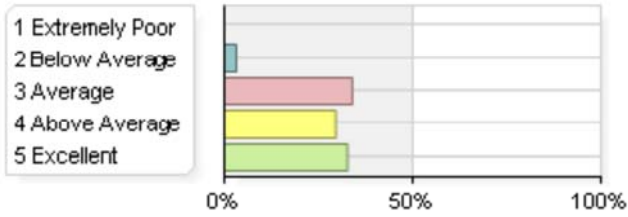
4. The courtesy and efficiency of personnel distributing parking passes



Statistics	Value
Mean	3.43

5. The courtesy and efficiency of Public Safety Officers

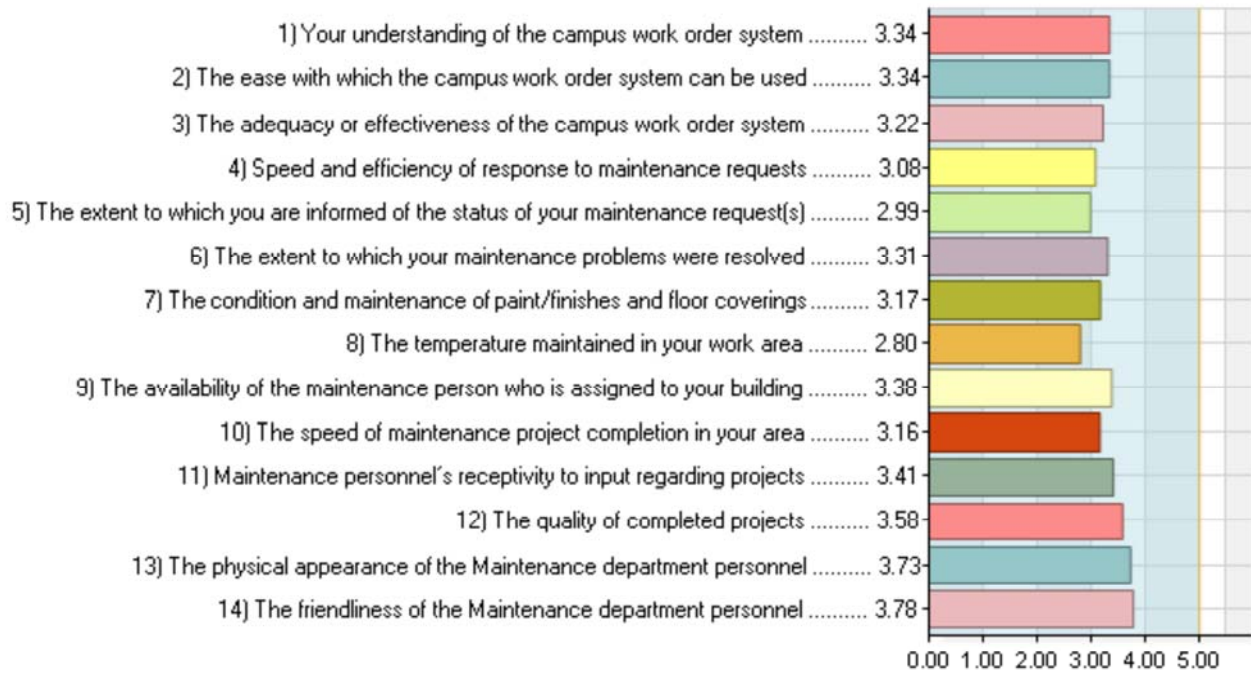
6. The treatment you received when dealing with the Public Safety department



Statistics	Value
Mean	3.91

Statistics	Value
Mean	3.87

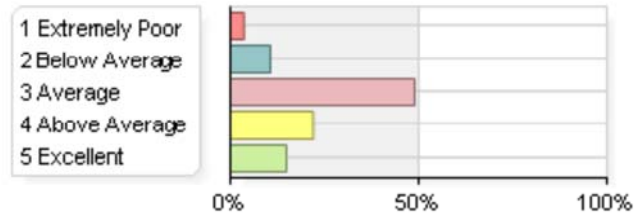
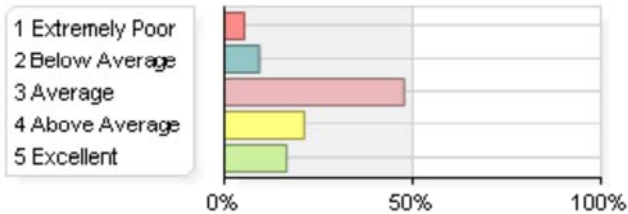
Maintenance



Maintenance

1. Your understanding of the campus work order system

2. The ease with which the campus work order system can be used

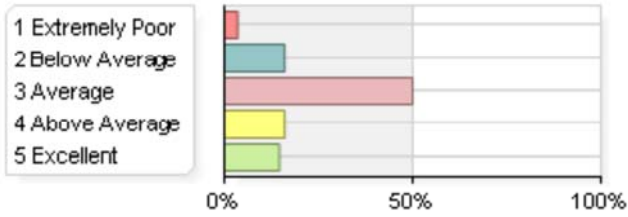


Statistics	Value
Mean	3.34

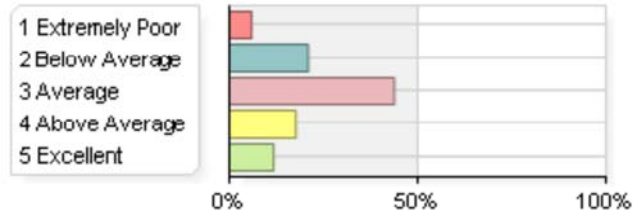
Statistics	Value
Mean	3.34

3. The adequacy or effectiveness of the campus work order system

4. Speed and efficiency of response to maintenance requests



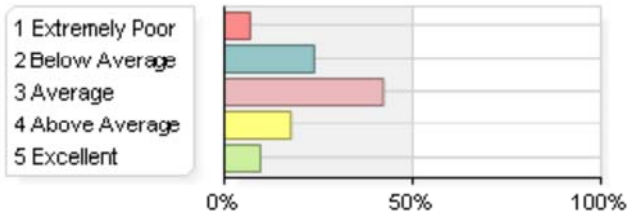
Statistics	Value
Mean	3.22



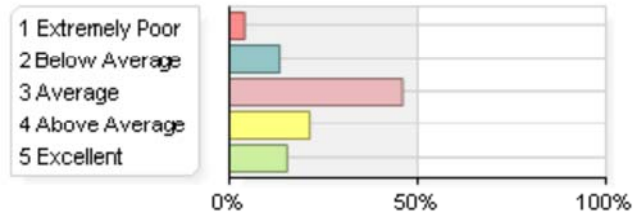
Statistics	Value
Mean	3.08

5. The extent to which you are informed of the status of your maintenance request(s)

6. The extent to which your maintenance problems were resolved



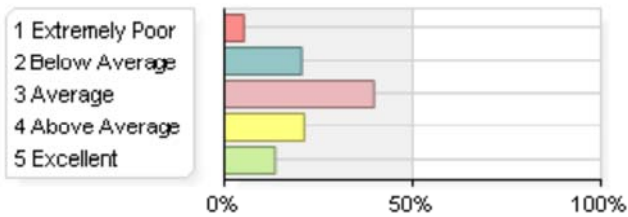
Statistics	Value
Mean	2.99



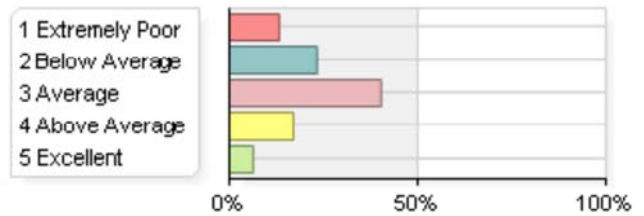
Statistics	Value
Mean	3.31

7. The condition and maintenance of paint/finishes and floor coverings

8. The temperature maintained in your work area



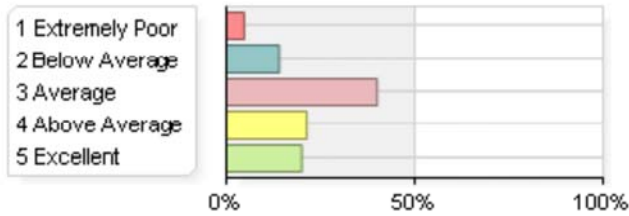
Statistics	Value
Mean	3.17



Statistics	Value
Mean	2.80

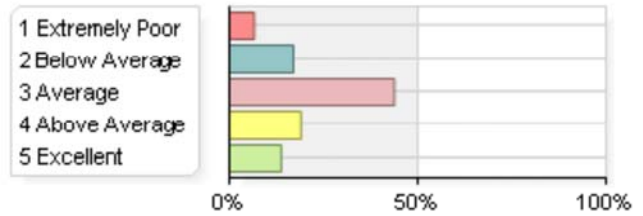
Maintenance (continued)

9. The availability of the maintenance person who is assigned to your building



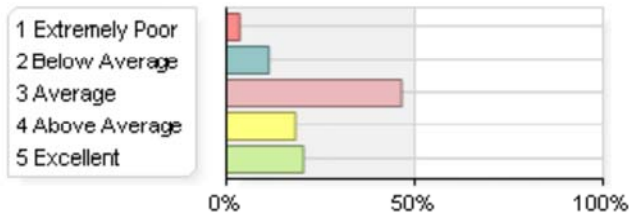
Statistics	Value
Mean	3.38

10. The speed of maintenance project completion in your area



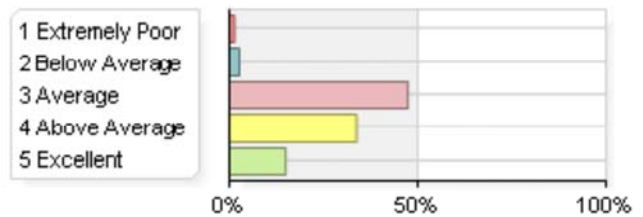
Statistics	Value
Mean	3.16

11. Maintenance personnel's receptivity to input regarding projects



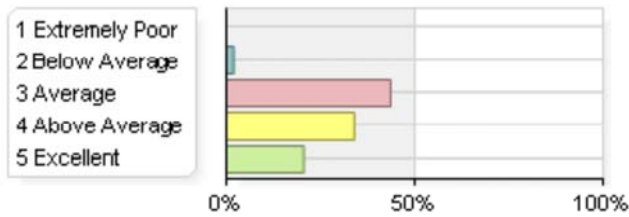
Statistics	Value
Mean	3.41

12. The quality of completed projects



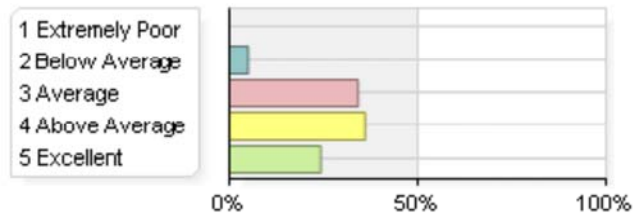
Statistics	Value
Mean	3.58

13. The physical appearance of the Maintenance department personnel



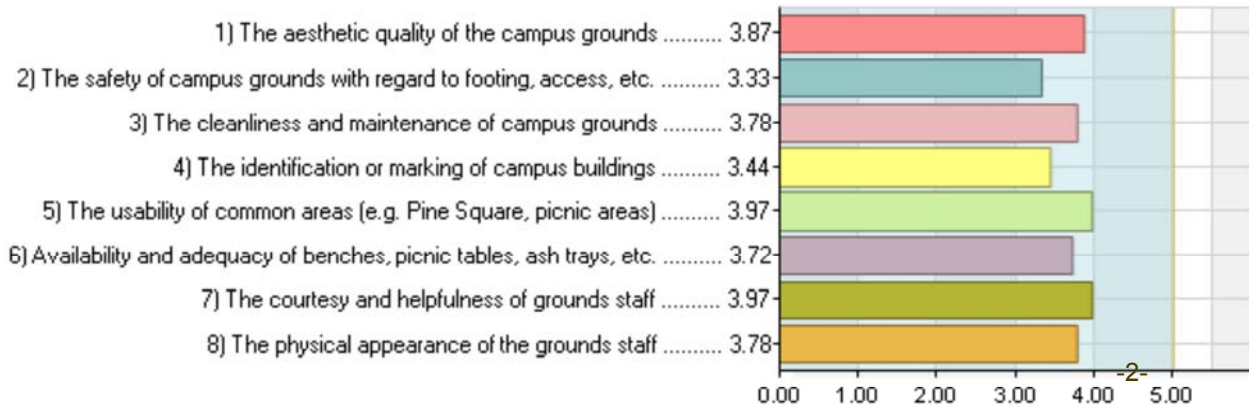
Statistics	Value
Mean	3.73

14. The friendliness of the Maintenance department personnel



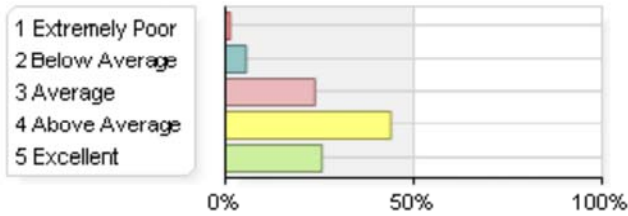
Statistics	Value
Mean	3.78

Grounds



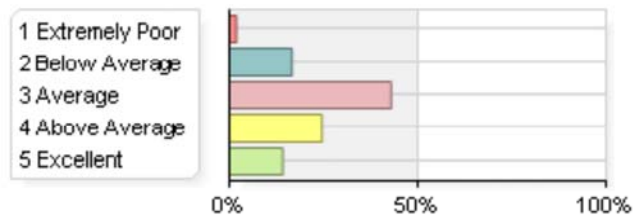
Grounds

1. The aesthetic quality of the campus grounds



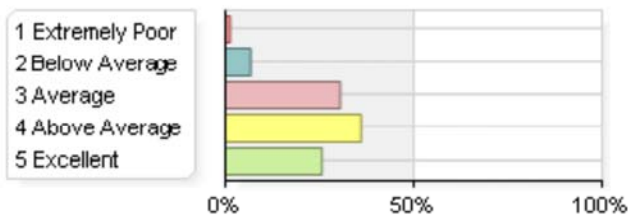
Statistics	Value
Mean	3.87

2. The safety of campus grounds with regard to footing, access, etc.



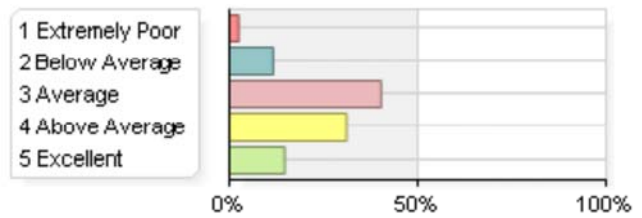
Statistics	Value
Mean	3.33

3. The cleanliness and maintenance of campus grounds



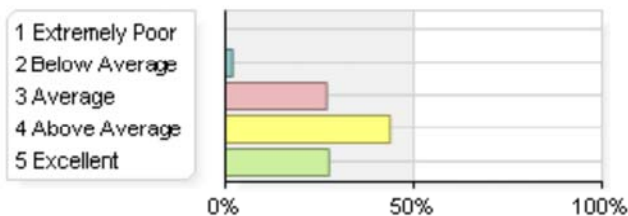
Statistics	Value
Mean	3.78

4. The identification or marking of campus buildings



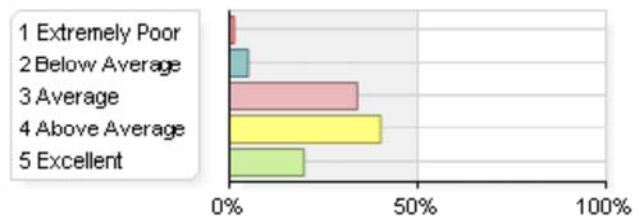
Statistics	Value
Mean	3.44

5. The usability of common areas (e.g. Pine Square, picnic areas)



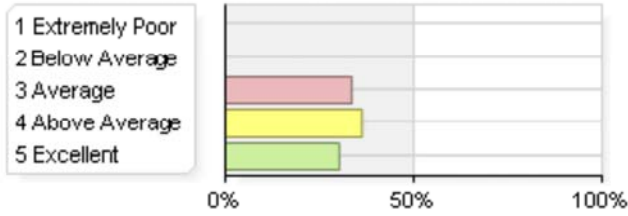
Statistics	Value
Mean	3.97

6. Availability and adequacy of benches, picnic tables, ash trays, etc.



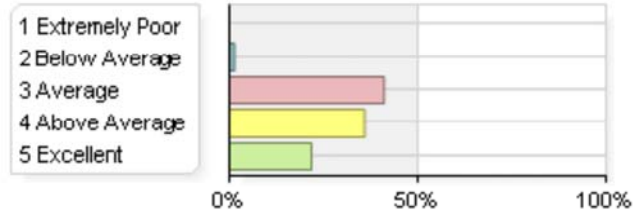
Statistics	Value
Mean	3.72

7. The courtesy and helpfulness of grounds staff



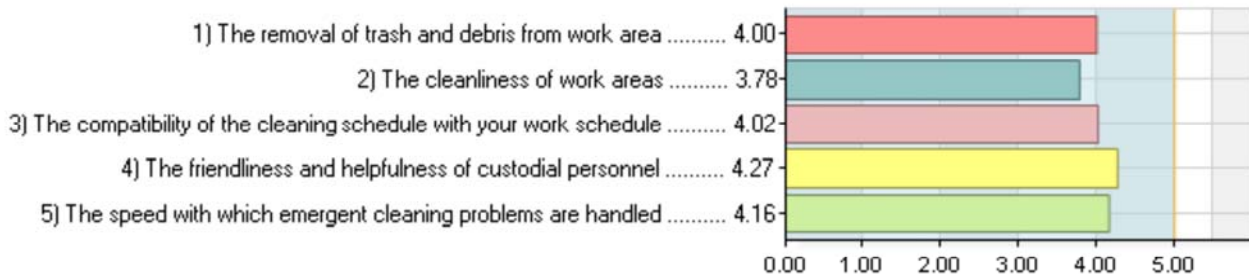
Statistics	Value
Mean	3.97

8. The physical appearance of the grounds staff



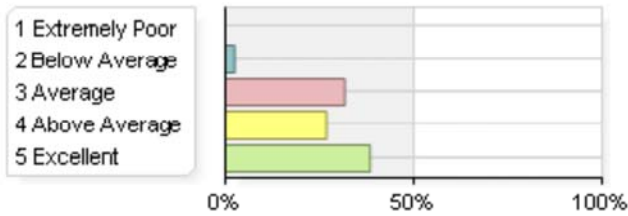
Statistics	Value
Mean	3.78

Custodial Services



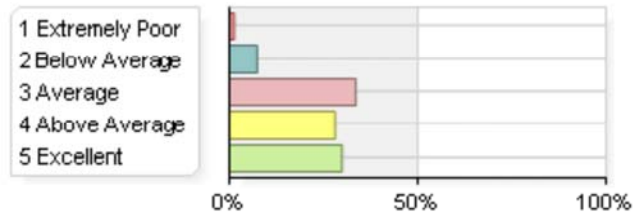
Custodial Services

1. The removal of trash and debris from work area



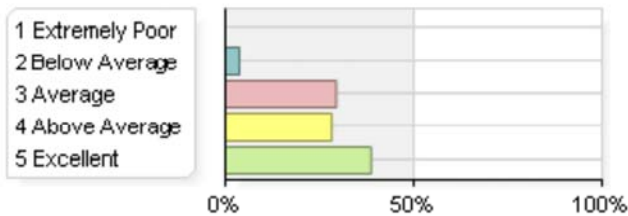
Statistics	Value
Mean	4.00

2. The cleanliness of work areas



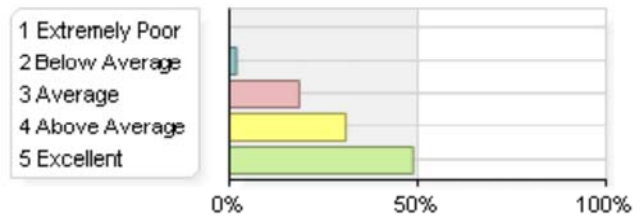
Statistics	Value
Mean	3.78

3. The compatibility of the cleaning schedule with your work schedule



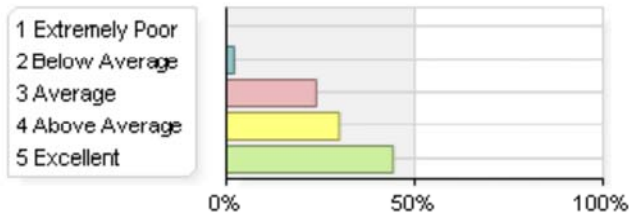
Statistics	Value
Mean	4.02

4. The friendliness and helpfulness of custodial personnel



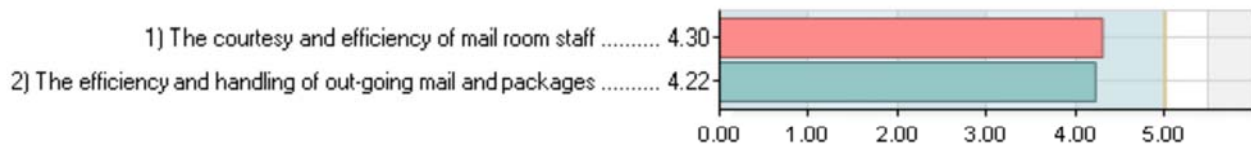
Statistics	Value
Mean	4.27

5. The speed with which emergent cleaning problems are handled



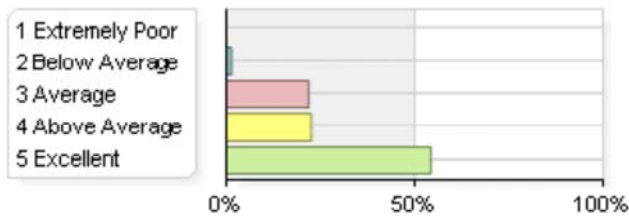
Statistics	Value
Mean	4.16

Mail and Stock Room



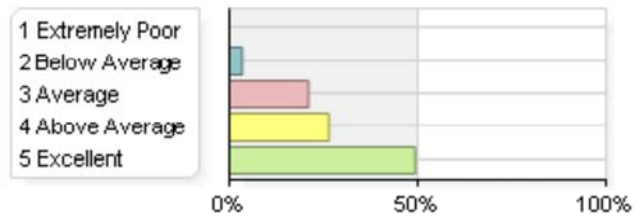
Mail and Stock Room

1. The courtesy and efficiency of mail room staff



Statistics	Value
Mean	4.30

2. The efficiency and handling of out-going mail and packages



Statistics	Value
Mean	4.22

Additional Comments:

Comment

If we are here to serve the students, then every aspect of this institution should focus on customer service. Everyone should feel like they "own" a piece of FGC because they are comfortable and know they will be treated well. There has been a diaper in a parking space outside of Building 27 since August. It is a used diaper--no one has bothered to pick it up. It looks disgusting and speaks to the level of detail (or lack thereof) that occurs while maintaining grounds.

I marked average on a number of questions relating to maintenance requests that I would like to clarify. Requests that involve "big" things are taken care of almost immediately and are done with excellence. Requests that are less pressing can take up to several weeks.

Drainage on campus needs serious improvements

I do not know where emergency call boxes are. I asked others in my work area and they do not know either. I asked one of the GCA employees and she was able to tell me where two boxes are located neither of which are near the building I work in.

If an emergency work request is phoned in it is handled quickly and efficiently. If a work request is filled out and filed on-line it may be weeks or months before we see results. Those that handle the requests are always pleasant, considerate of the students, and work quickly to complete the task.

I think the PO process takes way to long to be approved. Maybe it has to go through to many people. Alot of times jobs are delayed do to the fact that PO's are not being approved quick enough. The maintenance department seems to get frustrated. For the most part I think the campus runs pretty good. Everyone is helpful and friendly.

Crepe myrtle trees on campus are beginning to look ragged; they have not been pruned in at least three years. They should be cut back EVERY year between January and March 1 for optimal growth. I have asked the grounds crew about this for the last three years, and they say they will get around to it when they can.

Although great efforts have been made to reduce the amount of standing water on campus, a serious problem remains outside Building 7, where stagnant water has become a breeding ground for mosquitoes. Walking down the sidewalk between Building 7 and the PAC in the late afternoon results in multiple mosquito bites. I know that some sort of project was begun a month or so ago that has made the situation worse, and the problem may be resolved once the project is completed, but with no timetable for completion, according to the grounds crew, we could be dealing with this issue for the next year or more.

Work order requests sometimes require constant follow up. They even appear as resolved when they are not completely resolved. A work order should not be closed until every request on it has been satisfied. Responding and adjusting office thermostats because of freezing temperatures due to the AC unit or fans not shutting down should be handled rather than dismissed.

If it is 40 degrees outside why is the AC blowing full force freezing air inside the classrooms and offices. No one is asking for the heaters to be turned on we are asking for the fans and temperatures to be monitored properly. It just blows and blows and blows. This does not seem cost efficient for the college!!!

I don't have access to the work order system (as far as I know, so I could not evaluate. Also, I'm never on campus at night so I don't know about lighting. Although better than it used to be, there are still a lot of "foot trippers" around campus.

Custodial has one staff member who spends twice as much time just standing around talking as she does actually working. She also cuts down other custodians and is frequently rude to them. She would like to be in a position of higher authority but I think your staff turnover would escalate dramatically if she was running things. I'm not picking on her. In fact, as person, I actually like her. I just think someone needs to be aware that she's not what she talks herself up to be.

While the staff does a great job at emptying trash cans everyday, I'm not sure how much sweeping and mopping occurs outside of the bathrooms. It doesn't need cleaning everyday, but I don't believe my office has been swept or mopped in a while. I have not specifically requested this service, as its more of a regular maintenance request.

Work orders put in are never tended to from my experience. It would be nice if maintenance would call before coming over to complete a work order because they often get frustrated when staff are not in the office at that time. Scheduling it with the person who the order is for would be best. The office floors are rarely vacuumed and the only cleaning within the office seems to be taking out the trash. Carpets need cleaning. It's always very cold in my building. The air is constantly running and never shuts off even in the winter. The heat rarely comes on. Light bulbs in office are out and was told by GCA they would be replaced but never were. Work order to fix air vent in summer 2012 was never tended to but it's so cold in here that I'm not sure I want it fixed now. It's cold enough feeling the air vent from the hallway into the office. Miserably cold. From observation, work orders take a year or more to complete so sometimes it's just easier to do the work yourself. Ex. rearrange office furniture or hanging something up on the wall. Our break room needs spraying for bugs as well as offices. Fridge could use cleaning out and the break room should be sanitized more often. End rant!

Randy Frame is our maintenance worker for the Library. He is always friendly, and goes out of his way to help with any problem we may be experiencing. His workmanship is excellent, and he always has solutions to problems that seem to have no answers.

Mail Room personnel are always friendly and efficient.

Recommend:

- 1) More picnic tables/benches are needed throughout the campus, but most especially near/about areas common to students. All do not necessarily want to go to Pine Square as it is not centrally located. Additionally very shady area/ lots of mosquitoes there.
- 2) Low lying areas which hold water (including sidewalks and parking lots) make passage nearly impossible at times. Enhance drainage?
- 3) Increase call boxes, i.e., between building 14 and 1.
- 4) Paint doors (entry/exit door in building 14 has paint worn where people put hands to push door open). Very unsightly.
- 5) Signage lights have been out (electronic, big sign on main entrance half way out, etc.) - all of which "paint a picture".

Several times when I arrive to teach a class at night my classroom door has been locked with students standing in the hallway. I end up taking extra time to call and wait for security to unlock the door. I would like this to be resolved but understand it is a security issue.

The current Custodial staff is a huge improvement to last year's staff. Vivian is a very hard worker and goes above and beyond to make sure our building is clean. This is a very big change to what we had experienced in prior years.

There doesn't seem to be much follow-through from the director. His assistant also needs to work on her people skills.

I had a lot of NA because I do not deal with these people directly.

The items that I answered "N/A" on are items that I have not encountered as I have only been here eight work days.

Our Maintenance man assigned to our building - Ralph Medico is very helpful in solving our issues. He works well with us and accomodates us within the FGC guidelines.

Our main concern is the air never turning off in the financial aid office. We would like to be able to thaw out at times. Sent in numerous workorders but never seems to get corrected.

It always seems that maintenance does not wished to be bothered.

When we call the woman that answers the phone does not take the time to "listen" to what we are indicating the problem is.

Put more blue water in toilets.

Service may vary wildly: prompt and courteous for one request, delays of 3 wks for the following request. Some of the building roofs and gutters are full of weeds and debris, mold is apparent on some walls and sidewalks and even on some classroom ceilings. Yet flowers bloom prettily along a few main walkways and fresh mulch is visible around many trees. Inconsistent is the word that comes to mind.

Communication needs to be increased on major initiatives, problems, and the like. Rarely do we have any idea when maintenance requests will be completed or what the status of them is, unless we ask....many maintenance requests require two or three work orders, a phone call, and emails besides. Randy in maintenance gets the job done.....great example of how we all should be, and the campus grounds on our main campus look clean and well maintained.

Need to keep there people informed about what is going on and need some leadership all so a new director or someone who is a people person.

The individuals that deliver mail to building 21 are friendly and timely. Thank you for your dedication.

The low scores for the maintenance work request system is due to the fact that some requests are not going through the system.

In checking up on previous work requests, I very rarely if ever get a return call or email. I have never been given an update about requested work.

The grounds are always spectacular for graduation. The tree maintenance is really good. There have been good efforts at improvement over the years. Bathrooms in the older buildings remain a problem: hardly accessible and often smelly. Hallways in the older buildings are drab. Placement of towel racks seem high in handicap stalls.

One of the two faucets in the ladies room in building 002 has been broken for over a year. It was fixed twice last year after we reported it. We reported it the third time it broke and nothing has been done.

The lighting outside the buildings at night is not as bright as it could be and some areas are quite dim.

Basically, this campus is in a constant state of visual and physical decay. It is honestly embarrassing. Even though there may not be money for extensive renovations, very little is done in the way of pressure cleaning and simple repair work (missing bricks, broken sidewalks, etc.). Further, our offices are rarely vacuumed and have much dirt and debris on the carpets. There are frequently dead bugs on the floor (at least they are dead). The grounds, meanwhile, are often overgrown and/or covered with weeds.

I have not been on the campus at night so I do not know how adequate the lighting is.

The quality of work done in Olustee is great. The appearance of the grounds is great when recently done. The timeliness of getting work done sometimes is lacking, however the maintenance department does a good job of communicating with the Olustee staff on maintainance issues.

Everyone has been very kind and patient. I really enjoy it here.

Overall I think we have a beautiful Campus... To bad people can't see it from the Highway US 90...

Randy is in charge of my building, and is, as always, prompt, efficient, and friendly.

Custodial staff in recent months have been unreliable. There have been several staff changes recently, and now we suddenly have custodial staff vacuuming and washing our windows in the middle of the day instead of at night. My building is a fairly quiet one, so this is jarring.

Custodial staff are not cleaning Building 015 according to the contract. Routine cleaning that should happen weekly or even more frequently does not occur. Occasionally we're asked to clean everything off of our desks, so that the work areas may be dusted. The contract requires all horizontal surfaces to be dusted 3 times per week and that desks and desk tablets be cleaned 3 times per week. Windows, frames and ledges are to be cleaned weekly. Clean and sanitize telephones 3 times per week. Basically, all of the routine office cleanings are not occurring as required, if at all.

This holds true for the common areas & bathrooms, too.

When speaking with supervisors in College Facilities about possible issues, they do not seem receptive. The impression is that there's a reason not to consider the suggestion, rather than discussing it in more detail to see if it's possible to help in some way.

Facilities is doing a good job.

I cannot judge the value or the ease of use of the facilities work order system when I don't even have access to it. There are only a few people on campus who do have access.

The call boxes are another mystery. I have no idea where they are located, let alone what happens or who responds when one is activated.

none

For older facilities such as the bldgs. on campus, the amt of maint. increases but the staff seems to decrease. The maint. staff will take on the personality (dedication, passion, drive) of the leadership--need I say more!!

I work out at the Dixie Center and hardly go on main campus. However, the survey is in regards to my past trips to main campus.

Pine mulch would be more attractive and more environmentally friendly than the red bark. I appreciate the grounds staff - they work hard to keep things nice.

Overall I think the evaluation is good average or above, few thing can be improved like cleaning of floors, mantainance of paint and appearance of the exterior and interior of the buildings, as well as specific mantainance details requested that look ignored can be solved easy and not much money.

way too many questions!

The restrooms need airfreshner or an adequate ventilation system to purify the air.

Facilities will do everything they can to complete a project according to the specifications of that person/department. They are very also very resourceful in cutting costs while still doing a good job.

It would be nice to have more covered areas where people can sit outside when it's hot or raining. The cleaning crew for my building is AWESOME. They do a great job. Overall the entire campus just seems dark, it's not well lit and it can seem scary at night. The whole campus should be as well lit as the new library parking lot.

Ralph has done a great job in helping out whenever needed.