

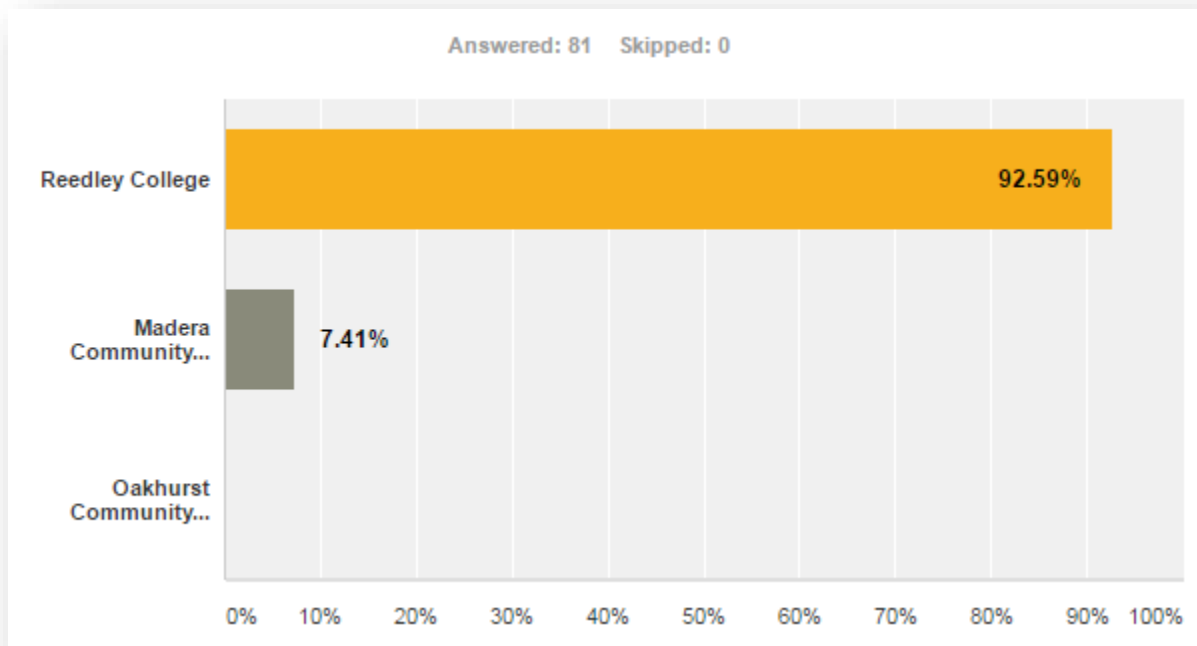
# 2017 Employee Administrative Survey Response

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CAMPUS WIDE SURVEY

College Office of Research and Evaluation  
REEDLEY COLLEGE | JUNE 2017

### Which is your primary work location?



### What is your affiliation with the college?

	Faculty - Full Time	Adjunct Faculty	Full Time Classified	Part-time Classified	Administration/Management	Total
Q1: Reedley College (A)	41.33% 31	17.33% 13	29.33% 22	0.00% 0	12.00% 9	92.59% 75
Q1: Madera Community College Center (B)	33.33% 2	16.67% 1	33.33% 2	0.00% 0	16.67% 1	7.41% 6
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Total Respondents	33	14	24	0	10	81

### Administrative Services

**Please indicate your level of satisfaction:**

<i>Overall impression of quality of service</i>						
	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
Q1: Reedley College (A)	16.18% 11	60.29% 41	20.59% 14	2.94% 2	93.15% 68	2.05
Q1: Madera Community College Center (B)	0.00% 0	60.00% 3	40.00% 2	0.00% 0	6.85% 5	2.40
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
<i>Switchboard telephones are answered in a timely and courteous manner</i>						
	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
Q1: Reedley College (A)	4.41% 3	19.12% 13	70.59% 48	5.88% 4	93.15% 68	2.70
Q1: Madera Community College Center (B)	0.00% 0	60.00% 3	40.00% 2	0.00% 0	6.85% 5	2.40
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
<i>Approachability/courtesy of staff</i>						
	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
Q1: Reedley College (A)	16.18% 11	47.06% 32	35.29% 24	1.47% 1	93.15% 68	2.19
Q1: Madera Community College Center (B)	0.00% 0	80.00% 4	20.00% 1	0.00% 0	6.85% 5	2.20
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
<i>Promptness of service</i>						
	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
Q1: Reedley College (A)	20.59% 14	44.12% 30	32.35% 22	2.94% 2	93.15% 68	2.12
Q1: Madera Community College Center (B)	0.00% 0	60.00% 3	40.00% 2	0.00% 0	6.85% 5	2.40
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
<i>Budget information is communicated in a timely fashion</i>						
	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average

–	25.00%	36.76%	19.12%	19.12%	93.15%	
Q1: Reedley College (A)	17	25	13	13	68	1.93
–	20.00%	40.00%	20.00%	20.00%	6.85%	
Q1: Madera Community College Center (B)	1	2	1	1	5	2.00
–	0.00%	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0	0.00

**Training on budget monitoring is helpful**

	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
–	27.94%	32.35%	13.24%	26.47%	93.15%	
Q1: Reedley College (A)	19	22	9	18	68	1.80
–	20.00%	40.00%	20.00%	20.00%	6.85%	
Q1: Madera Community College Center (B)	1	2	1	1	5	2.00
–	0.00%	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0	0.00

**Administrative processes are well defined**

	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
–	33.82%	48.53%	13.24%	4.41%	93.15%	
Q1: Reedley College (A)	23	33	9	3	68	1.78
–	40.00%	20.00%	20.00%	20.00%	6.85%	
Q1: Madera Community College Center (B)	2	1	1	1	5	1.75
–	0.00%	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0	0.00

**Administrative processes are transparent**

–	38.24%	38.24%	14.71%	8.82%	93.15%	
Q1: Reedley College (A)	26	26	10	6	68	1.74
–	40.00%	40.00%	0.00%	20.00%	6.85%	
Q1: Madera Community College Center (B)	2	2	0	1	5	1.50
–	0.00%	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0	0.00

**Please include any additional comments regarding Administrative Services**

This isn't a accurate survey since too many areas are clumped into one. What I am trying to say is where Switchboard is great and exceeds standards and then you have the budget area that needs improvement with communication and approachability type of situation. I would recommend to send this survey out again and break it out into each area and then ask these questions for each area. Just saying...

Overall, I believe that all services within this division are supportive to the department.

Suggestion: It would be helpful to have a workshop for all new employees, to assist them in the processes of the campus.

This department needs another budget monitor (a lot more grants now) and the Admin Asst. needs an OA I or II. The requisition process is long overdue for change. Half the time I never get the original.

the Administration Services is a very narrow drain that lets very little through. I have heard from numerous areas that this frustration has gone viral. Road blocks, lack of response, lack of concern for results and student benefits. Focus of concern is liability, control, and slowing any process. There is no outlined process nor is there a move to the 21st century with many processes. The VP is invisible on campus, RC used to be like a family, now it feels like a bureaucracy, impersonal and inefficient.

N/A

Need more training opportunities for managers/coordinators for budget processes.

Need to continue to increase police presence of assigned officers (community policing system) at Reedley campus. Same officers on a set schedule with more hours of coverage.

Please consider increasing the Classified support. There are several departments that are challenged with the work load.

RC is the only campus that requires visitors doing tours to provide proof of insurance and fill out facilities requests forms. CCCC and FCC do not have this requirement when we invite prospective students to their campuses. It would be helpful to have an easier process for our visitors when we invite them.

People are great. Processes are ridiculous.

I have not had any reason to interact with Adm Services.

As a part time instructor, I don't have a lot of contact with this department. It would be nice if part timers were treated more like actual employees.

Purchasing can take 6-8 weeks. This is to spend money that has already been approved by the Budget Committee. This is unacceptable.

The PO process is very slow and has always been slow. There has been no noticeable improvement in this process. A PO typically takes a month or more to process.

Rosa does an excellent job but there is a drastic drop when students are doing the job at switchboard.

I have always had great service from our Dept. staff and printing services

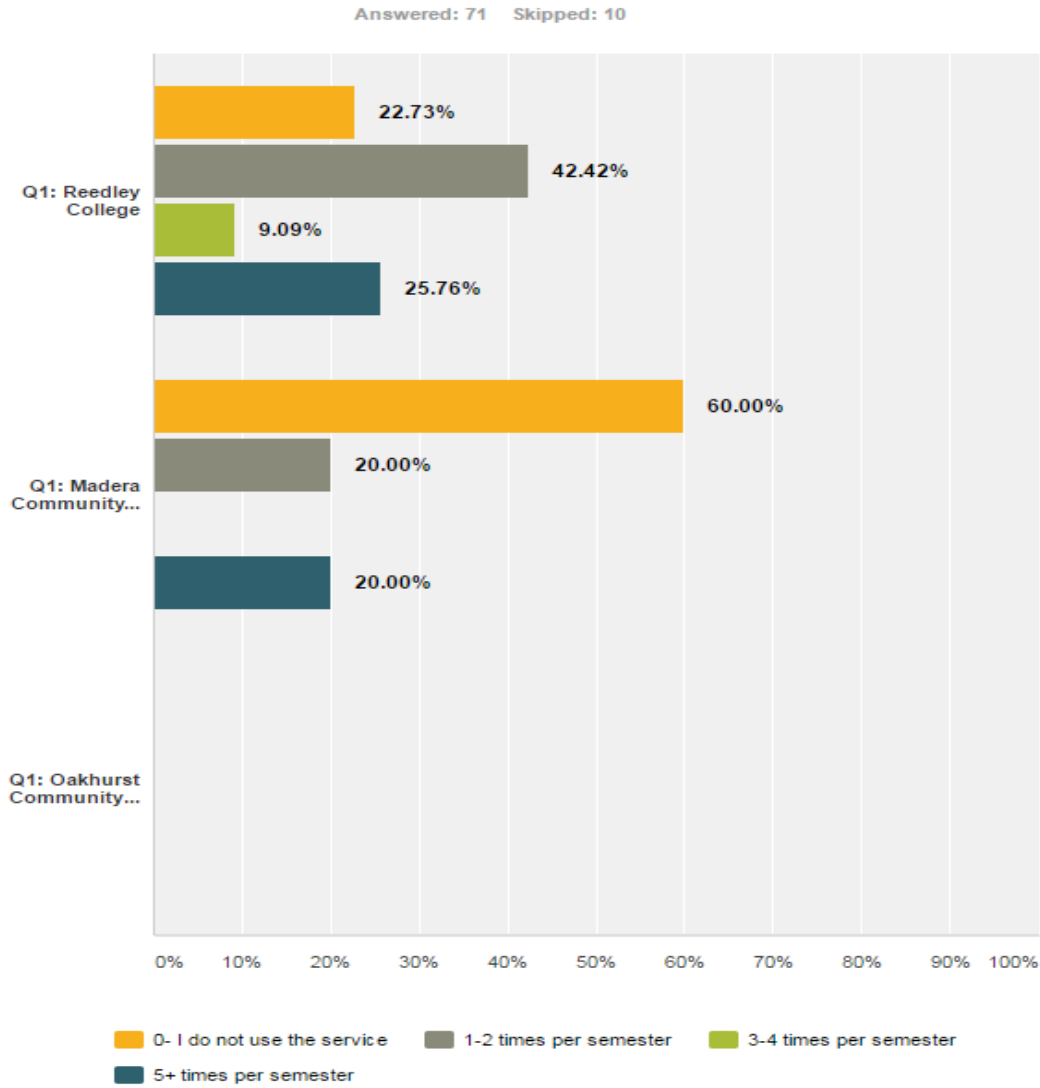
Purchase Order process is too slow.

Purchase Order process is too slow.

staff could be more friendly from accounting, building services does a fantastic job responding and is prompt in responding. Budget information is not communicated timely and training could be better. Very generic examples. She needs to be more detailed and address the audience in a professional manner.

Process for schooldude is great. Process for other paperwork such as contracts is unavailable.

**How often do you specifically use the identified service each semester? For instance, pick up a check or make a payment.**



**Business Services**

Please indicate your level of satisfaction

<b>Overall impression of quality service</b>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	3.92% 2	70.59% 36	25.49% 13	96.23% 51	2.22
Q1: Madera Community College Center (B)	0.00% 0	50.00% 1	50.00% 1	3.77% 2	2.50
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
<b>Approach-ability/courtesy of staff</b>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	3.92% 2	60.78% 31	35.29% 18	96.23% 51	2.31
Q1: Madera Community College Center (B)	0.00% 0	50.00% 1	50.00% 1	3.77% 2	2.50
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
<b>Promptness of service</b>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	9.80% 5	60.78% 31	29.41% 15	96.23% 51	2.20
Q1: Madera Community College Center (B)	50.00% 1	50.00% 1	0.00% 0	3.77% 2	1.50
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00

### Additional comments, concerns, questions or suggestions regarding Business Services:

Everytime I have needed assistance, they have been very approachable and helpful. Great Job!

A good crew who knows their stuff! Positive, efficient.

None

My comment on promptness of service is specifically regarding processing of student employment packets, but this problem may be an HR issue.

Business Services is well run, organized, and a pleasure to work with. I have used their services every semester to support student activities.

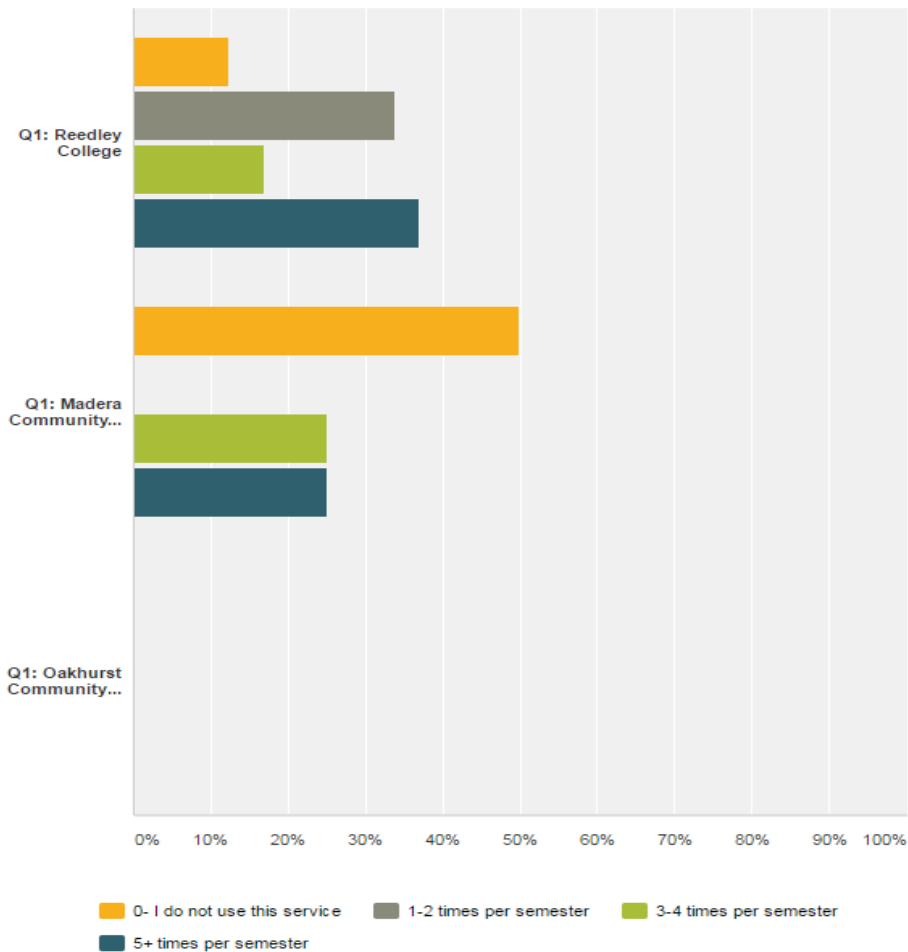
Again, people are great. Processes are...ugh!

It takes about 2 weeks to access money held in Club accounts. This seems unnecessarily long.

Getting students hired using FWS or xxo funds generally takes 4-6 weeks. Can this be sped up?

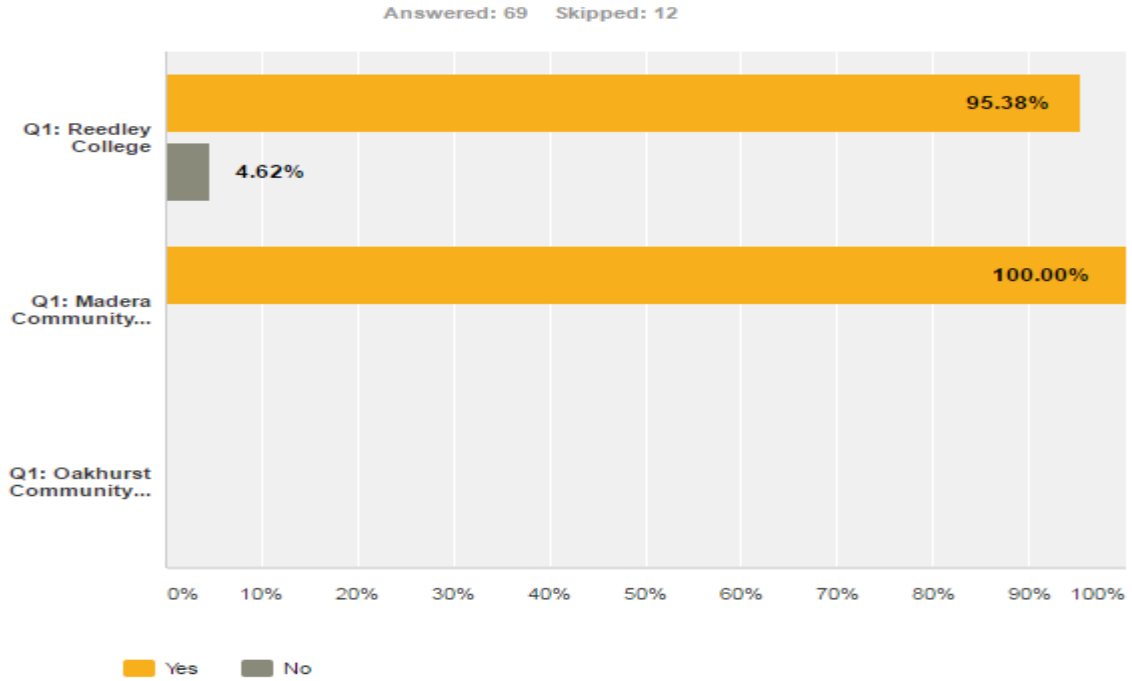
### How often do you specifically use the identified services during the semester? For instance, how often do you schedule setup for an event or request clean-up?

Answered: 69 Skipped: 12

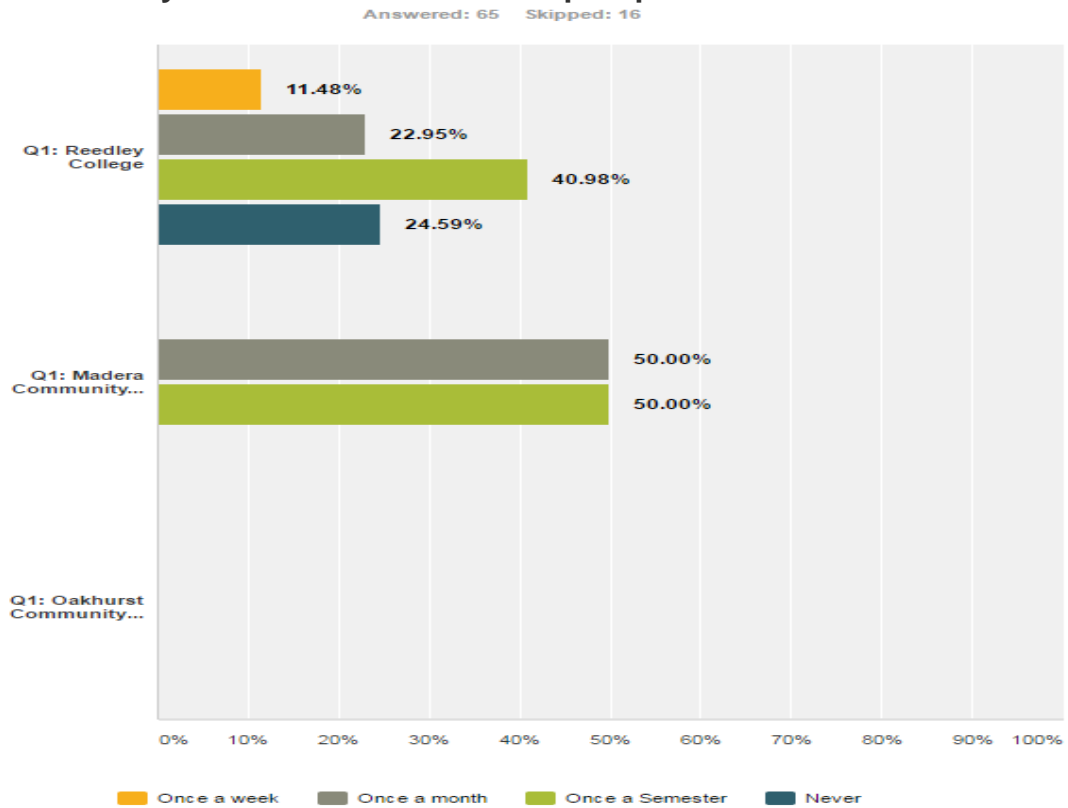




### Are you aware of the School Dude process to request services?



### How often do you use School Dude to report problems about classrooms?



For the following section, please indicate your level of satisfaction.

<b>Quality of service</b>						
	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
Q1: Reedley College (A)	11.48%	54.10%	31.15%	3.28%	93.85%	2.20
	7	33	19	2	61	
Q1: Madera Community College Center (B)	0.00%	50.00%	25.00%	25.00%	6.15%	2.33
	0	2	1	1	4	
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00
	0	0	0	0	0	
<b>Response time</b>						
	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
Q1: Reedley College (A)	11.48%	52.46%	31.15%	4.92%	93.85%	2.21
	7	32	19	3	61	
Q1: Madera Community College Center (B)	0.00%	50.00%	25.00%	25.00%	6.15%	2.33
	0	2	1	1	4	
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00
	0	0	0	0	0	
<b>Approachability</b>						
	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
Q1: Reedley College (A)	8.20%	34.43%	52.46%	4.92%	93.85%	2.47
	5	21	32	3	61	
Q1: Madera Community College Center (B)	0.00%	50.00%	25.00%	25.00%	6.15%	2.33
	0	2	1	1	4	
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00
	0	0	0	0	0	
<b>Promptness of service</b>						
	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
Q1: Reedley College (A)	13.11%	45.90%	34.43%	6.56%	93.85%	2.23
	8	28	21	4	61	
Q1: Madera Community College Center (B)	0.00%	50.00%	25.00%	25.00%	6.15%	2.33
	0	2	1	1	4	

–	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00
Q1: Oakhurst Community College Center (C)	0	0	0	0	0	0	0.00

**Condition of room furniture**

	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
–	18.03%	67.21%	8.20%	6.56%	93.85%	1.89
Q1: Reedley College (A)	11	41	5	4	61	1.89
–	0.00%	75.00%	0.00%	25.00%	6.15%	2.00
Q1: Madera Community College Center (B)	0	3	0	1	4	2.00
–	0.00%	0.00%	0.00%	0.00%	0.00%	0.00
Q1: Oakhurst Community College Center (C)	0	0	0	0	0	0.00

**Classrooms are neat**

	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
–	21.31%	54.10%	8.20%	16.39%	93.85%	1.84
Q1: Reedley College (A)	13	33	5	10	61	1.84
–	25.00%	50.00%	0.00%	25.00%	6.15%	1.67
Q1: Madera Community College Center (B)	1	2	0	1	4	1.67
–	0.00%	0.00%	0.00%	0.00%	0.00%	0.00
Q1: Oakhurst Community College Center (C)	0	0	0	0	0	0.00

**Restrooms are kept neat and clean**

	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
–	37.70%	52.46%	8.20%	1.64%	93.85%	1.70
Q1: Reedley College (A)	23	32	5	1	61	1.70
–	0.00%	75.00%	0.00%	25.00%	6.15%	2.00
Q1: Madera Community College Center (B)	0	3	0	1	4	2.00
–	0.00%	0.00%	0.00%	0.00%	0.00%	0.00
Q1: Oakhurst Community College Center (C)	0	0	0	0	0	0.00

**Restrooms are well stocked**

	Needs Improvement	Meets Standards	Exceeds Standards	N/A	Total	Weighted Average
–	40.98%	45.90%	11.48%	1.64%	93.85%	1.70
Q1: Reedley College (A)	25	28	7	1	61	1.70
–	0.00%	75.00%	0.00%	25.00%	6.15%	2.00
	0	3	0	1	4	2.00



**Please elaborate on any item above, especially if you noted 'Needs improvement'.  
Please be as specific as possible (include room number and item that needs  
attention).**

Minimal staff equals minimal services. Enough said.

what a great crew! The room furniture is more a reference to the old office chairs and furniture used in some of the buildings which are in very poor repair and ergonomically bad.

We need more facilities on campus for events.

At Madera we use a different group of people who do not work under the RC unit.

The bathroom in the art building tends to be very dirty. The entrance to the bathrooms in the Forum building seem to be locked in the mornings and we cannot access the services.

Building services are great people and really respect the work they do.

The restrooms need more attention. It should be mopped with bleach to remove the foul smell. There should be stocking of paper towels and toilet paper every day.

School Dude requires three sign-ins and two passwords (if I can remember correctly) which I NEVER remember. Just give me a link under Faculty on the RC Webpage and let me log in with my same ID and Password. Computer Services has done this and it seems to work well. MANY MANY people do not use School Dude because it is ridiculous trying to log in.

The men's restroom in the SOC building always has roaches in the urinals, one of the hand dryers doesn't work, the other one requires the user to hold the button down to make it work, there are no hand towels to compensate for non-working hand dryers. These restrooms seldom look clean. Other restrooms are considerably better, but this particular one is just plain dirty even first thing in the morning any day of the week.

Tables in the classroom are often not wiped down and cleaning supplies (spray & paper towels) are not left unless specifically asked for even in wet labs where they are needed.

It has been a constant problem of getting restrooms and office cleaned on a regular basis. The trash is usually emptied but restrooms, floors, sinks, towels and toilet paper are not serviced regularly.

Women restrooms are not always stocked with paper towels or toilet tissue.

The restrooms in the IT building need improvement or at the least more frequent servicing.

The bathrooms on this campus are frequently unclean and smelly. They frequently remind me of a gas station restroom.

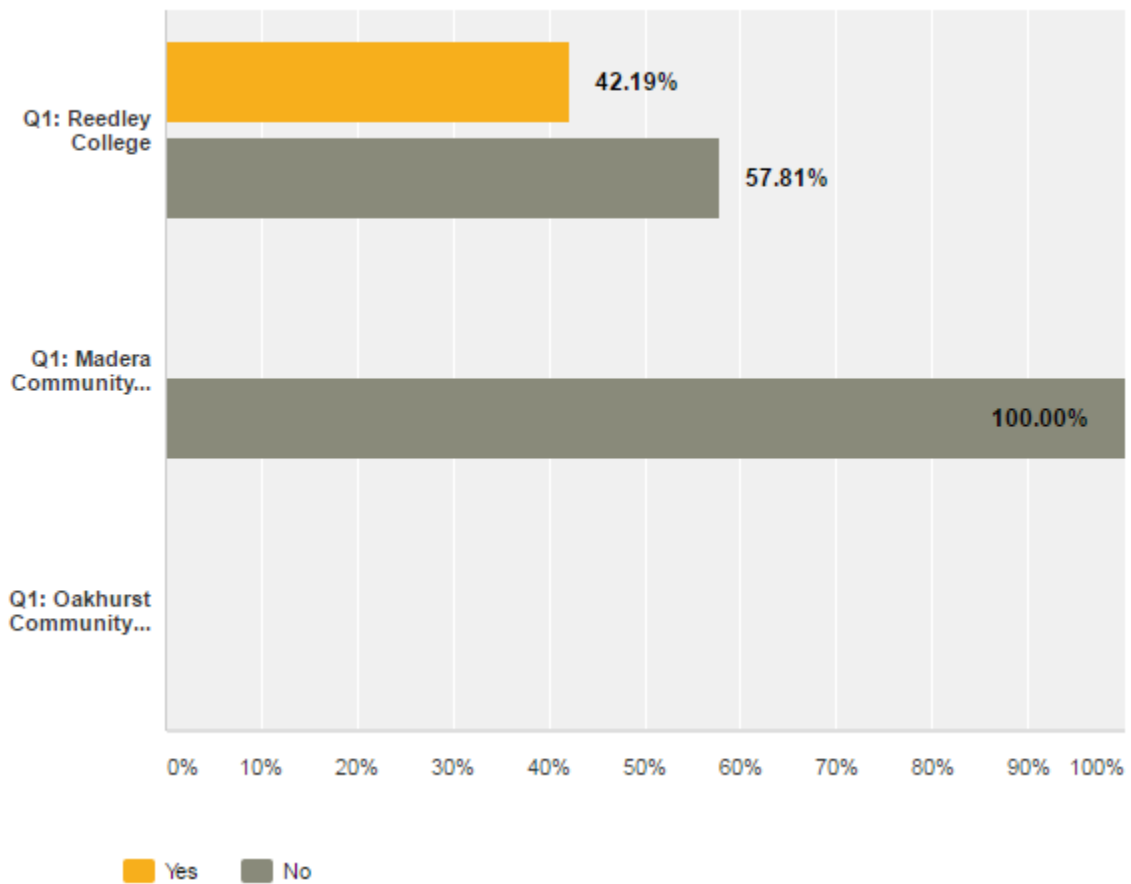
Classrooms and bathrooms seem to always be dirty. Often times putting a schooldude for something that should have been done.

### Food Services

How often do you specifically use the identified service during the semester? For instance, how often do you make a purchase in the Cafeteria?

Are you aware of the online ordering system offered by Food Services?

Answered: 67 Skipped: 14



## Please indicate your level of satisfaction with the Food Services:

<i>Overall impression of quality of service</i>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	7.41% 2	62.96% 17	29.63% 8	100.00% 27	2.22
Q1: Madera Community College Center (B)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
<i>Approachability/courtesy of staff</i>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	3.70% 1	29.63% 8	66.67% 18	100.00% 27	2.63
Q1: Madera Community College Center (B)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
<i>Speed of service</i>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	14.81% 4	51.85% 14	33.33% 9	100.00% 27	2.19
Q1: Madera Community College Center (B)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00
<i>Hours of operations</i>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	18.52% 5	59.26% 16	22.22% 6	100.00% 27	2.04
Q1: Madera Community College Center (B)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00

Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00
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**Inviting Environment**

	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	14.81%	62.96%	22.22%	100.00%	2.07
Q1: Madera Community College Center (B)	0.00%	0.00%	0.00%	0.00%	0.00
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00

**When ordering a fresh made menu item there can often be a 5-10 minute wait while food is being prepared. While no one likes waiting, is there something that we could do specifically to address this issue?**

	Use a number system to know how long the wait may be.	Prepay for orders and have them delivered to the dining room.	Make no changes; services are good as is.	Total
Q1: Reedley College (A)	25.93%	18.52%	55.56%	100.00%
Q1: Madera Community College Center (B)	0.00%	0.00%	0.00%	0.00%
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%
Total Respondents	7	5	15	27

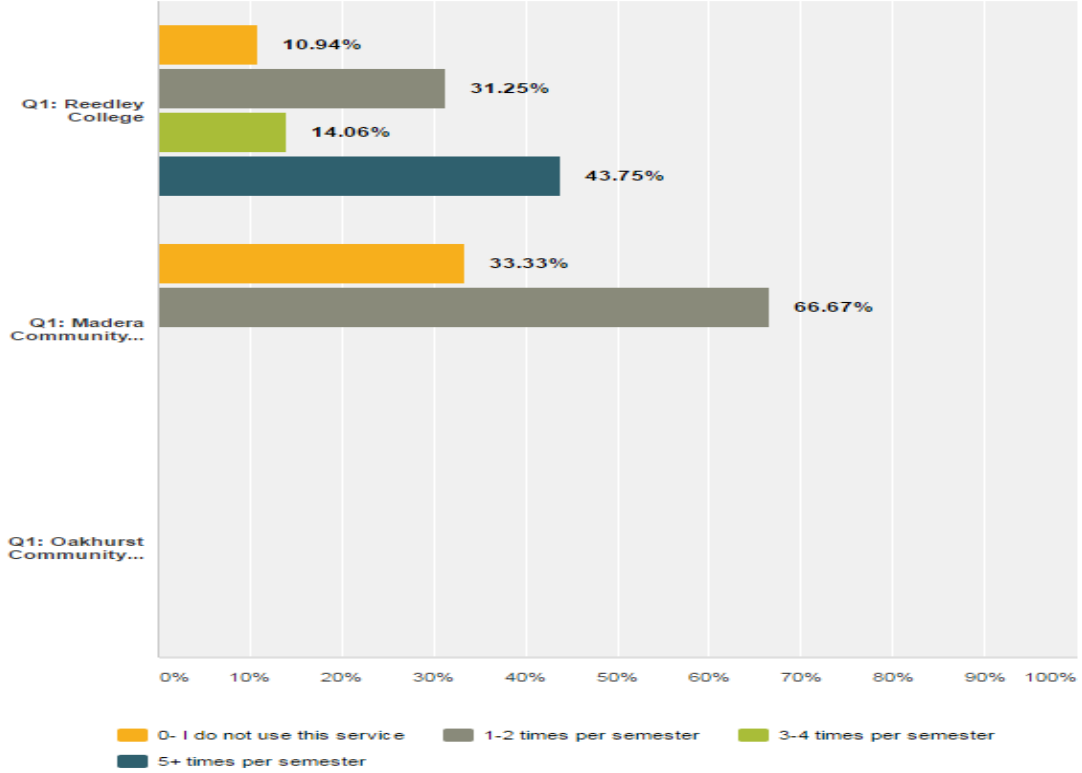
**Additional comments, concerns, questions or suggestions regarding Food Services:**

Service is slow. Portions are small for the price.  
 John has really improved the Food Service Operation and it is a very good place to eat.  
 In regards to service, considering they are often short-staffed they get the job done (fantastic!). Would love to see additional help for them.  
 It's not always clear what is available and prices each day for various items.  
 John does a great job in the cafeteria and the food is usually great. It's so nice to have our own, fresh food services. They are also awesome with catering.  
 The cafeteria needs an update. I have visited many other CC campuses and each has a very refreshing décor; modern and clean and colorful.  
 I would like to see a better option for iced coffee.  
 Offer more variety in grab and go items!! Have sandwiches for example, available every day. Soup each day. Many programs take their break at 10:00 am, our day started at 7:00am. We would like something other than just made to order burrito or pizza to eat.



### Printing Services

How often do you specifically use the identified service during the semester? For instance, how often do you request custom printing or binding?



### Please indicate your level of satisfaction:

Overall impression of quality of service					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	0.00%	35.09%	64.91%	96.61%	2.65
Q1: Madera Community College Center (B)	0.00%	100.00%	0.00%	3.39%	2.00
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00
Approach-ability/courtesy of staff					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	3.51%	29.82%	66.67%	96.61%	2.63
	0.00%	100.00%	0.00%	3.39%	

Q1:	0	2	0	2	2.00
Madera Community College Center (B)					
	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0.00

**Promptness of service**

	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
	1.79%	28.57%	69.64%	94.92%	
Q1: Reedley College (A)	1	16	39	56	2.68
	0.00%	100.00%	0.00%	3.39%	
Q1: Madera Community College Center (B)	0	2	0	2	2.00
	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0.00

**Hours of operations**

	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
	5.26%	57.89%	36.84%	96.61%	
Q1: Reedley College (A)	3	33	21	57	2.32
	0.00%	100.00%	0.00%	3.39%	
Q1: Madera Community College Center (B)	0	2	0	2	2.00
	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0.00

**Location of service**

	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
	0.00%	68.42%	31.58%	96.61%	
Q1: Reedley College (A)	0	39	18	57	2.32
	0.00%	100.00%	0.00%	3.39%	
Q1: Madera Community College Center (B)	0	2	0	2	2.00
	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0.00

**Additional comments, concerns, questions or suggestions regarding Printing Services:**

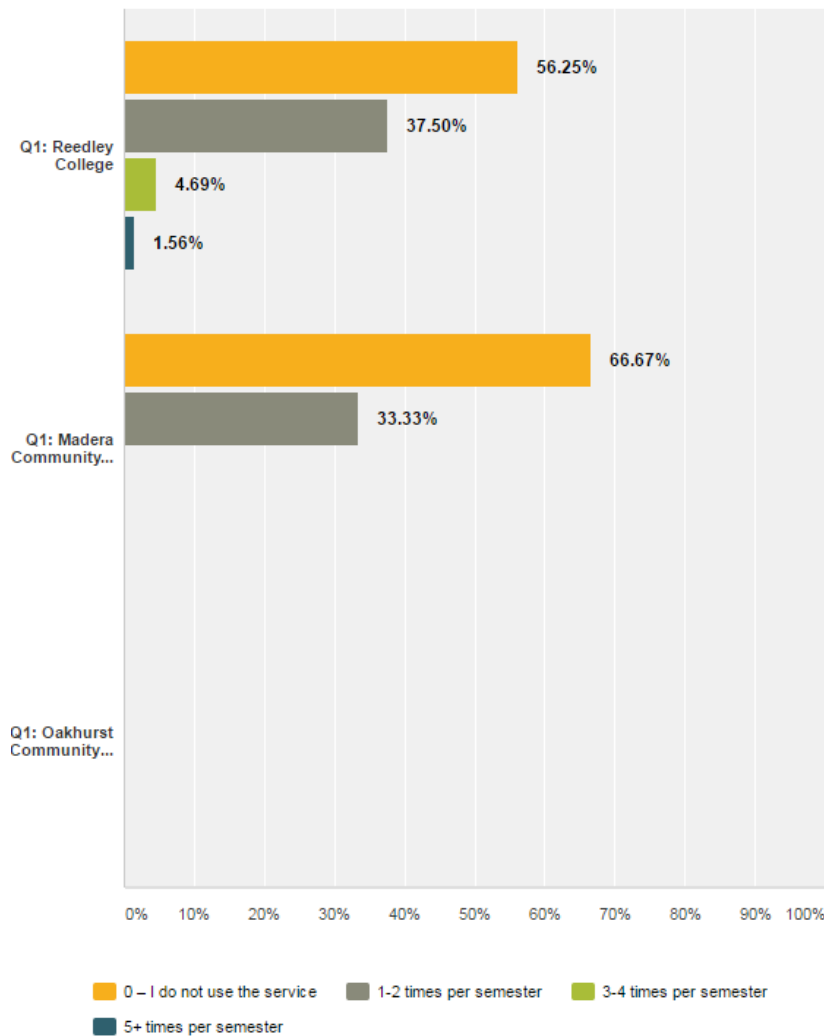
Awesome and Keep doing what you are all doing!!! =)

Great job!  
 Fast, efficient, helpful.  
 They're awesome!!!  
 Charlotte and Linda are so great!! They are easy to work with, always professional, and get our jobs done even sooner than we request. Really excellent.  
 Linda and Charlotte have always done an outstanding job and are greatly appreciated.

**Ground Services**

**How often do you specifically use the identified service during the semester? For instance, how often do you request assistance with pest control or landscape upkeep in your area?**

Answered: 67 Skipped: 14



Please indicate your level of satisfaction for each of the following:

<b>Overall impression of quality service</b>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	21.43% 6	57.14% 16	21.43% 6	96.55% 28	2.00
Q1: Madera Community College Center (B)	0.00% 0	100.00% 1	0.00% 0	3.45% 1	2.00
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00

<b>Approachability/courtesy of staff</b>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	10.71% 3	50.00% 14	39.29% 11	96.55% 28	2.29
Q1: Madera Community College Center (B)	0.00% 0	100.00% 1	0.00% 0	3.45% 1	2.00
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00

<b>Promptness of service</b>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	17.86% 5	64.29% 18	17.86% 5	96.55% 28	2.00
Q1: Madera Community College Center (B)	0.00% 0	100.00% 1	0.00% 0	3.45% 1	2.00
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00

<b>Hours of operation</b>					
	Needs Improvement	Meets Standards	Exceeds Standards	Total	Weighted Average
Q1: Reedley College (A)	10.71% 3	71.43% 20	17.86% 5	96.55% 28	2.07

Q1: Madera Community College Center (B)	0.00%	100.00%	0.00%	3.45%	2.00
	0	1	0	1	
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00
	0	0	0	0	

**Do you have any comments, concerns, questions or suggestions regarding Ground Services?**

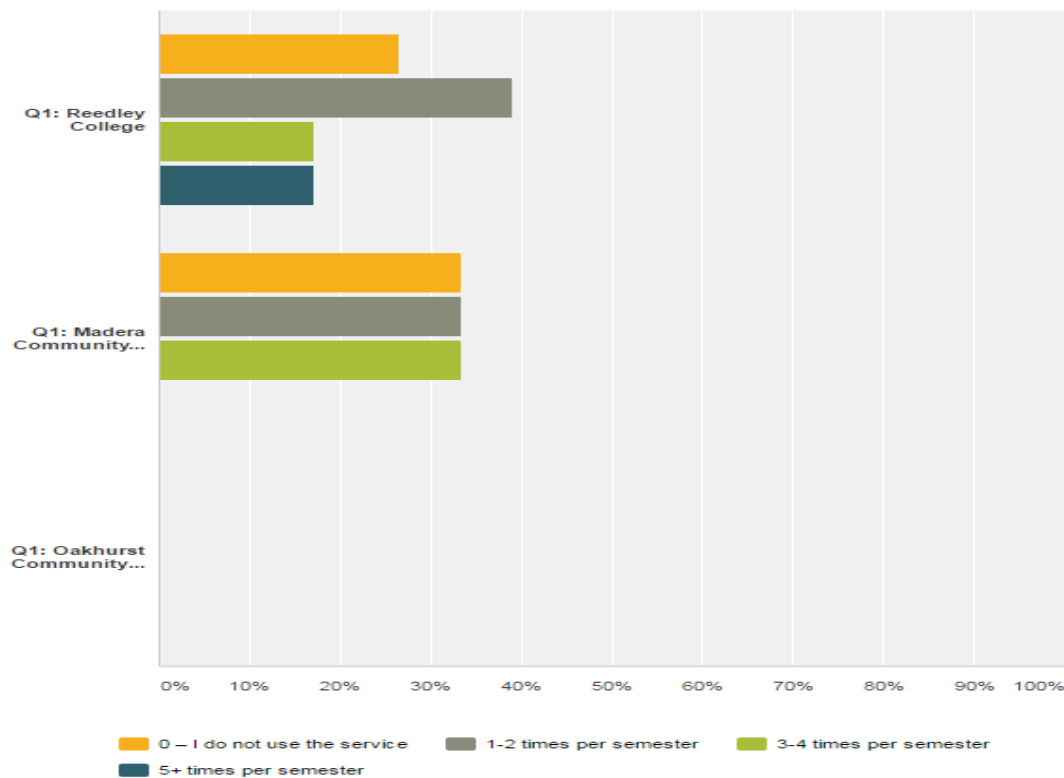
I am concerned about the trees on campus. Many of them are new plants because of the AMAZING number of trees removed in the last two years. But these new plants are being girdled because it seems no one is removing the very tight support ties. When Ron Nishinaka was on campus, our trees were always healthy. I wish we had at least one of our grounds keepers be an arborist. If we HAVE to have ten thousand crepe myrtles (because they require NO attention), at least they should be taken care of.

The grounds crew may be short-handed. Flower beds are weedy which is noticeable. Grass is maintained, sidewalks are generally blown off. Many of the plants and shrubs look ratty.

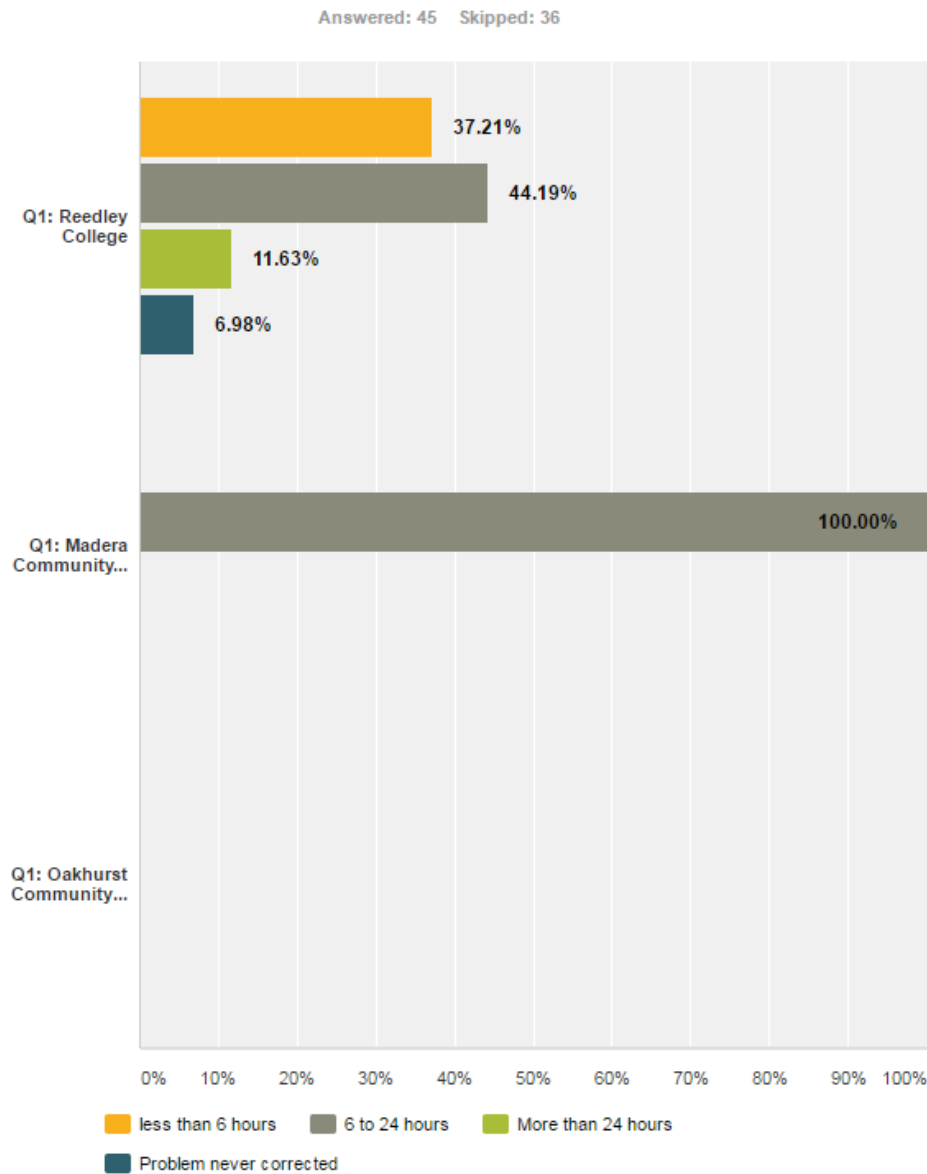
**Maintenance**

**Over the past semester, how many times have you called maintenance or submitted a SchoolDude for maintenance related needs?**

Answered: 67 Skipped: 14



**If you have requested emergency maintenance repairs such as roof leaks, smell of gas, flooding, electrical malfunctions, the work was usually completed in:**



## Please indicate your level of satisfaction for each of the following:

*Which is your primary work location?*

<i>Answer Options</i>	Reedley College	Madera Community College Center	Oakhurst Community College Center	Rating Average	Response Count
<i>Promptness of service</i>					
<i>Exceeds standards</i>	8	0	0		8
<i>Meets standards</i>	21	2	0		23
<i>Needs improvement</i>	8	0	0		8
<i>Does not apply to me</i>	1	0	0		1
	5	0	0		5
	2.40	2.00	0.00	2.38	45
<i>Overall impression of quality service</i>					
<i>Exceeds standards</i>	6	0	0		6
<i>Meets standards</i>	22	2	0		24
<i>Needs improvement</i>	8	0	0		8
<i>Does not apply to me</i>	1	0	0		1
	5	0	0		5
	2.45	2.00	0.00	2.43	44
<i>Approachability/courtesy of staff</i>					
<i>Exceeds standards</i>	11	0	0		11
<i>Meets standards</i>	18	2	0		20
<i>Needs improvement</i>	6	0	0		6
<i>Does not apply to me</i>	2	0	0		2
	5	0	0		5
	2.33	2.00	0.00	2.32	44
<i>Hours of operation</i>					
<i>Exceeds standards</i>	3	0	0		3
<i>Meets standards</i>	26	2	0		28
<i>Needs improvement</i>	8	0	0		8
<i>Does not apply to me</i>	1	0	0		1
	4	0	0		4
	2.45	2.00	0.00	2.43	44
				<b>answered question</b>	<b>45</b>
				<b>skipped question</b>	<b>36</b>

## Do you have any comments, concerns, questions or suggestions regarding Maintenance Service?

Couldn't answer #26. There weren't labels for the columns.

There are no titles above to know which bubble is rating at which level

Cannot answer #21 due to lack of subtitles over dots.

No rating labels for #21 so didn't know what the boxes indicated so just marked down the right line.

Maintenance is AWESOME! They love to help, seek to satisfy the customer, respond quickly and have always been good-natured and understanding with me. I would give them all "5"s.

Question 21 had no labels on the choices, but I have been very satisfied with the maintenance department.

We've had cat and flea problems. Maintenance was able to take of it, but it took some time. They knew what they were doing and it all worked out--no more fleas, although I've recently noticed cats in the area.

I almost marked the wrong response because these are not in the same order as the previous. Please keep that in mind when you review the results. Others may have made the same mistake.

Again, I have to go through School Dude. Heck! I'll just open my windows.

I think they do a great job, however, I just want to make one comment. When they repaired a leak in the roof it took a long time and that's fine, the leak got fixed, but when they left they didn't put the furniture (table) back and left some insulation on the floor.

## Police Service

**How often do you specifically use the Police service during the semester? For instance, how often do you request assistance with a report of crime or assistance with a citation?**

	0 – I do not use the service	1-2 times per semester	3-4 times per semester	5+ times per semester	Total
Q1: Reedley College (A)	65.00% 39	25.00% 15	3.33% 2	6.67% 4	95.24% 60
Q1: Madera Community College Center (B)	66.67% 2	0.00% 0	0.00% 0	33.33% 1	4.76% 3
Q1: Oakhurst Community College Center (C)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Total Respondents	41	15	2	5	63

**If you have ever called upon an SCCCD officer for their assistance, please indicate your level of satisfaction for each of the following:**

Promptness of service					
	Needs improvement	Meets standards	Exceeds standards	Total	Weighted Average
Q1: Reedley College (A)	45.00% 9	45.00% 9	10.00% 2	95.24% 20	1.65
Q1: Madera Community College Center (B)	0.00% 0	100.00% 1	0.00% 0	4.76% 1	2.00



Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00
	0	0	0	0		

**Overall impression of quality service**

	Needs improvement	Meets standards	Exceeds standards	Total	Weighted Average
Q1: Reedley College (A)	30.00%	65.00%	5.00%	95.24%	1.75
	6	13	1	20	
Q1: Madera Community College Center (B)	0.00%	100.00%	0.00%	4.76%	2.00
	0	1	0	1	
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00
	0	0	0	0	

**Approachability/courtesy of officer**

	Needs improvement	Meets standards	Exceeds standards	Total	Weighted Average
Q1: Reedley College (A)	10.00%	60.00%	30.00%	95.24%	2.20
	2	12	6	20	
Q1: Madera Community College Center (B)	0.00%	100.00%	0.00%	4.76%	2.00
	0	1	0	1	
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00
	0	0	0	0	

**When calling SCCCD police for assistance, whether emergency or non-emergency in nature, please indicate your level of satisfaction with our Dispatch for each of the following:**

**Dispatcher answered my questions and/or directed me to someone who could help**

	Needs improvement	Meets standards	Exceeds standards	Total	Weighted Average
Q1: Reedley College (A)	10.00%	75.00%	15.00%	95.24%	2.05
	2	15	3	20	

Q1: Madera Community College Center (B)	0.00%	100.00%	0.00%	4.76%	2.00
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00

**Dispatcher was knowledgeable and confident**

	Needs improvement	Meets standards	Exceeds standards	Total	Weighted Average
Q1: Reedley College (A)	10.00%	75.00%	15.00%	95.24%	2.05
Q1: Madera Community College Center (B)	0.00%	100.00%	0.00%	4.76%	2.00
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00

**Dispatcher was calming and gave me appropriate directions**

	Needs improvement	Meets standards	Exceeds standards	Total	Weighted Average
Q1: Reedley College (A)	5.00%	75.00%	20.00%	95.24%	2.15
Q1: Madera Community College Center (B)	0.00%	100.00%	0.00%	4.76%	2.00
Q1: Oakhurst Community College Center (C)	0.00%	0.00%	0.00%	0.00%	0.00

### How safe do you feel from crime:

**In your classroom, office or shared space?**

	Safe	Unsafe	N/A	Total	Weighted Average
Q1: Reedley College (A)	84.75%	13.56%	1.69%	95.16%	1.14

—	66.67%	0.00%	33.33%	4.84%	
Q1: Madera Community College Center (B)	2	0	1	3	1.00
—	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0.00

**In your parking area?**

	Safe	Unsafe	N/A	Total	Weighted Average
—	83.05%	15.25%	1.69%	95.16%	
Q1: Reedley College (A)	49	9	1	59	1.16
—	33.33%	33.33%	33.33%	4.84%	
Q1: Madera Community College Center (B)	1	1	1	3	1.50
—	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0.00

**Outdoors on campus?**

	Safe	Unsafe	N/A	Total	Weighted Average
—	84.75%	13.56%	1.69%	95.16%	
Q1: Reedley College (A)	50	8	1	59	1.14
—	66.67%	0.00%	33.33%	4.84%	
Q1: Madera Community College Center (B)	2	0	1	3	1.00
—	0.00%	0.00%	0.00%	0.00%	
Q1: Oakhurst Community College Center (C)	0	0	0	0	0.00