

Response Report by Item

Question: Please give specific examples for any item above with which you Strongly Disagree.

Respondent	Response
7	The restrooms in the library are frequently without soap and bathroom tissue
9	The Men's bathrooms are always a mess and are constantly out of toilet paper. At times I've had to go to 3 different bathrooms to find one with toilet paper. I've reported graffiti in the bathrooms and it takes months to get addressed.
18	Some of the restrooms are not clean or well-maintained with trash cans overflowing. This is not always an issue but when it is it really is problematic.
23	There have been a few instances where I have had to go to another bathroom because there is no toilet paper in any of stalls.
26	not in rooms to determine that functionality
27	Trash are not collected on a timely manner and restroom supplies are not always available during class breaks.
30	Since CMS opened the restrooms have not had a deep cleaning. Floors are dirty, trash doesn't get collected.
31	The temperature in classroom often fluctuates between hot and cold which makes it uncomfortable
35	There's been a few times when there is no toilet paper in the staff or student restrooms.
36	Our facility has an accumulation of dust, the floors never get vacuumed. In many occasions staff has assisted in dusting and vacuuming the floors and desks for students. Restrooms are not cleaned on a daily basis.
39	There have been issues with bird poop outside the Child Development Center. There have been on going issues with equipment/lighting in CMS 30.
40	trash not emptied on daily basis, I empty my own trash, restrooms filthy, sticky floors, no trash cans in restrooms
42	LRC lower level. Feminine boxes overflowing. No/or sparse tissue in stalls, never have paper towels. Freezing temps in offices, sweltering heat in staff room. Above all, the mold, the smell of the mold combined with the sewage is entirely unbearable.
43	The cleanliness of the campus is atrocious. Windows, desks, floors, bathrooms are filthy and never cleaned. The exception are the classrooms/bathrooms in HFAC.
45	Campus buildings and classrooms are rarely, if ever, vacuumed. Food and dirt are on the carpet most places you look.
47	parking structure needs to be clean and free from bird droppings, debris, old vehicles, and old vehicular machines.
49	It's a large campus, with many buildings. The cleanliness, and attention to the classrooms, and restrooms is unacceptable. Yes, the students and faculty are much to blame, but the lack of custodial personnel and resources is inexcusable.
50	Temperatures are freezing in office and labs.
59	Classrooms and restrooms are disgusting. They are not cleaned thoroughly. Classrooms are never vacuumed. Desks, walls, equipment is never wiped down or sanitized and the filth of the rooms contributes greatly to the health of our students.
65	It takes too long for the trash and receptacles to be emptied. I've seen trash around the receptacles for days.
66	Ceiling tiles in Instructional Building are stained, chairs/tables in the commons room are filthy, floors in the hallways and stairways are dirty. Whiteboards need to be cleaned; student bathrooms in CMS are often dirty even first thing in the morning.

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Respondent	Response
71	Classrooms are often messy. Furniture isn't very comfortable, especially for long classes. There are too many desks crammed into the classrooms. The temperature in many rooms (especially in CSB) is inconsistent and often produces discomfort in the room.
72	The bathrooms are always so dirty and the campus buildings have dirty floors and the walls need painting. In my office the carpet has not been cleaned in years!!!!!!!
73	the same dirty marks are still on the walls and the corners of the bathroom floors are filthy so are the sinks and mirrors with no paper towels everything looks and feels filthy.
75	Typically classroom is dirty like tables, floors, dust can be seen around the classroom. Sometimes air conditioner is not on so classroom becomes hot and stuffy.
85	Poor circulation along with high humidity exasperate the inability to control the temperature. Graffiti in the bathrooms is unfortunately and there are no towels are present. There are no trashcans in classrooms.
88	Bathrooms are not clean and always run out Toilet papers.
89	with no paper towels air dryers for your hands are unsanitary!!!! With no paper towels and with no automatic door openers on most restrooms... you must hope the all the others who have used the restroom are fastidious and laden door to exit.
97	The stairwells are not cleaned on a regular basis. More then a sweep is required. Many times, toilet paper is low or out in the men's faculty bathroom in the Instructional building.
100	There are NO trash cans in the bathrooms - we need them.
103	Bathroom
104	Restrooms are not cleaned on a regular basis or restocked. Includes both student and employee restrooms.
107	Andres used to be assigned to clean the Instructional Building, when he worked there EVERYTHING was spotless. He was professional, thorough and dependable.
113	Paper towels in restrooms should be available for spills in the restrooms and outside areas. Many classrooms are dirty. Not sure if this is our students who drop food, paper, hair finger nails and other material on the floor.
115	Occasionally there are exceptions but problems are quickly resolved
117	Many times we empty out our trash.
118	CIA bathrooms are never clean, and never have soap. Students often complain about the bathrooms.
122	Some piles of leaves on this campus have not been swept since I started here.
123	Trash receptacles are often overflowing with trash.
124	The is an area of the campus that need to be taken care of for the health of the employees. The campus center lower level. This area has been flooded more than twice.
127	Restrooms I have been in have long construction/repair situations, not just for months, but years. Parts of ceiling incomplete in one case. Office dividers in basement near ITV clutter things up, as well as banners and papers.
128	Wonder if some signs in the restroom to maintain bathrooms in good standards, trash place in the proper containers, etc. This should be a universal precautions rule.
129	The work environment is not pleasant. The faculty offices are never cleaned and I have to clean it myself, which I don't have time for it. We deserve better treatment.

Question: Please give specific examples for any item above with which you Strongly Disagree.

Respondent	Response
138	teaching online
142	Restroom stalls with no toilet paper; counters that have not been wiped down and are turning black; spider webs and critters that required me to call Facilities as well trash bins are not emptied. Campus Center lobby floors are gray and dingy.
149	Restrooms are offer not clean
151	Bathroom regularly out of TP Classroom trash can too full Recycling should be available. Microscopes are broken. Mitosis slides are very bad.

Question: Please give specific examples for any item above with which you Strongly Disagree.

Respondent	Response
7	Library / LRC building often has litter inside and out and the carpet is not vacuumed
8	There should be more signs posted saying "detour" I am still in the habit of walking the same way the garage is block off. There should be a should sign posted right there because when I walk back to my car I for get I have to walk around.
10	I usually find out about construction plans the day before by email when traffic needs to be rerouted.
13	Chairs outside the CAI need a quality finish, chairs look run down.Stairway lighting must be repaired.
28	the cleanliness of the interior and exterior of the college is way below acceptable. Largely due to the fact that the custodians who are hired to clean do not clean and are generally impossible to find.
31	For faculty parking on Eldridge outside of the instructional building there is very little lighting outside of the building which makes it dangerous at night. It is safer to park closer to the building (ie street) at night but it's very dark
32	I never know what is going to take place regarding construction activities.
33	The library underwent interior ADA remodeling, and the service counters were altered without notifying or consulting the librarians; as a result, seating at the service counters is uncomfortable for librarians.
35	Student lounge area is not clean or maintained. there is always dirty tables. a lot of the campus exterior areas are not being kept clean or maintained, specially the exterior landscape.
36	The staff lounge in the basement of LRC looks like it has never been cleaned. The lounge has not been well maintained that it is uninviting for faculty.
39	Tables in food areas could be wiped down more often. Lights on campus have been an issue. Facilities Planning Committee needs a Co-Chair, who needs to report out to Senate.
42	New construction "patterns" daily and no notifications. Dust, debris & noise levels intolerable.
44	You get a notice the day before it starts. Loud construction causes lake of hearing, interrupts classes. Air quality is also bad.
47	there is no directive communication on construction updates.
49	Because of construction activities, the campus, the facilities, and overall appearance is unacceptable.
51	1. Campus lighting is inadequate for the amount of walkways we have on campus. 2. No regular, consistent messaging is sent to faculty and staff regarding both major and regular/repeating construction activities across campus.

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Respondent	Response
53	Examples? Advise us of how faculty and staff are notified when construction work will start and the projected end date.
62	I never receive any intel regarding the construction plans on campus.
70	Both faculty and students have reported complains about the health state of the facilities, not healthy, dirty, and garbage accumulates in the classrooms for weeks at a time.
71	Need better lighting at night
73	classified lounge is the dirtiest place on earth, go check for yourself.
78	many times the lighting in the area from the library towards the parking lot is dark and non-functioning and it does not feel safe especially for those of us that teach until 10 pm.
85	Classroom lighting has been turned off several times during a class. No notice was give and as Facilities is unavailable checking with the Sherriff's personnel were unable to assistance.
95	North and South Atrium of the Instructional Building are not mopped on a daily, weekly or monthly basis. Stairways are very very dirty. Restrooms are well stocked in the morning but are deplorable by 5 pm in most buildings.
103	No information on areas that are going to be closed.
114	lighting in some areas is nonexistence, too much litter on campus, parking lots not patrolled, construction is a nightmare, never informed of what is being done where. This disturbs employees with the noise and inconvenience of walking around barriers.
115	We have an outstanding plant facilities staff
117	We have need to pick up spills.
122	We get no updates on construction until the workers show up in our offices. We never know what's going on around campus until a sidewalk is being jackhammered, etc. Discouraging.
123	We are almost NEVER informed of local construction issues. Ex: the 2 INST front door concrete (We were not informed of this ahead of time, even though it included jackhammering and lack of access.
127	Tables in the cafeteria, and chairs, could use a good cleaning periodically during the day.
129	During our special event, we put the requests for set up and during the event nothing has been set up.
138	teaching online courses
142	There are not enough signs for main events and people are struggling to find where to go. I as staff have been challenged with were to direct attendees. Parking is not labeled correctly as well.
143	There have been several situations requiring PF assistance that have taken an inordinate amount of time to address sufficiently. The lighting around campus is particularly poor and creates an unsafe environment.

Question: Other comments regarding campus facilities/operations:

Respondent	Response
5	it is either they are under-staffed or some are not doing their jobs
35	Plant Facilities needs to hire more janitors, gardeners and maintenance personnel.
36	Facilities department does not respond to request in a timely manner. Some request take months to be addressed.

Question: Other comments regarding campus facilities/operations:

Respondent	Response
41	Staff Lounge in Campus Center needs attention. Pots, pans and dishes are displayed. There is a distinct odor that lingers in the room. Tables need to be disinfected daily. Thanks.
45	We need more custodians, and to fill empty vacancies for workers like painters.
47	the culinary arts eating areas are not constantly being cleaned. the trash piles up and starts to smell and attract flies.
49	More people, more resources are needed. Mission College should be a jewel, an oasis in Sylmar, not a blight. Some of the areas are uninhabitable. Bathrooms are graffiti'd, and supplies are lacking. The campus needs a "Mr. Clean" type of mentality and upkeep.
51	Overall the F&O staff are highly responsive to our needs. Communication from the department to the rest of campus needs to be both increased and kept up on a regular basis.
53	Not enough custodians that work. Transfer out the ones that don't.
59	Facilities staff doesn't seem to want to work after 2 pm and causes a lot of stress and conflict in scheduling campus events.
70	Have the people actually doing their jobs, not just completing paperwork that said they did, but never get it done.
72	Plant facilities has a lot of absences so I believe that is why the campus does not look well maintained.
73	the back area where all smoker's go to smoke is littered with ciggerette butts I guess smoker's don't know they are toxic they are littering and the second hand smoke infringes on the rest of us.
85	Parking is very limited for CMS as staff parking holders using the Gym, utilize parking spaces for teaching faculty in the evening.
86	Craft trades are understaffed should have more trades people
95	Some janitorial staff are present but not functioning.....
103	Confused signs.
115	I've hosted many events here and the staff always does a great job setting up
116	Facilities and Operations is under staff making it difficult to meet overall expectations.
121	Parking lots need to be better monitored especially on East Campus
123	I pick up trash off the ground, every day, all day. Sometimes the outside of INST is pitch black when leaving the building late.
126	I feel like we can have more lighting around the campus
138	teaching online courses
139	It would still be nice to get notification school wide if the elevator in the LRC is going to be out of commission.
142	Seating area between business office and presidents office is too dark at night.

Question: Comments regarding the campus services listed above:

Respondent	Response
10	-We need to keep our department and office websites up to date. The website is great and navigation is constantly improving.
15	I couldn't do my job with out each of these departments!
29	Receiving needs more accuracy when doing deliveries.

Question: Comments regarding the campus services listed above:

Respondent	Response
33	My Outlook account developed a problem, such that campus emails stopped getting delivered to me without senders having to take extra steps in order to get something to me. The redesign of the website removed the convenient link to the library. A link can still be found, but it is no longer easy to find. Mission is virtually unique in this regard; other campuses have a prominent link to the library on their campus home pages. The EMS system still lists LRC205, which should have been removed a long time ago.
36	Sheriff office needs to communicate more effectively with faculty on emergency procedures.
39	Contracts have been very difficult this year in creating new vendors. When contracts/purchasing communicates budget short falls they should let us know a bit more detail, so we know how much we need to transfer. Contracts should advocate more for faculty in the process of creating vendors. Jerry Huang has been great.
43	mailroom/repro are not helpful. They close early oftentimes
45	Business office needs more hours to meet student needs. EMS needs classrooms taken off that are not for faculty use. Sheriff's office needs to support faculty more than campus visitors.
46	Copies are too expensive (especially color) and there is no service to bring copies (or mail) to east campus which would be nice.
48	What is the "Office of Communications"?
49	Sheriff's are unresponsive, and unwilling to assist faculty. You're on your own....Campus Police were superior to the Sheriff's. Other facilities should be given new offices, to match their needs. Carpets, facilities, office space, etc., is deplorable.
53	The entire Administrative Services division is great.
54	email space is too limited!!!
57	My outlook email runs out of space quickly even after deleting most unessential emails.
62	Offentimes, I rarely receive feedback from various departments after leaving a voicemail message. I usually have to contact a department several times or visit the department in person before I can receive a reply to my question. Since I am a travelling adjunct professor, this can present a strain on my time. Many of my questions via email have gone unanswered as well. Sometimes I have sent dozens of emails before the same question was answered. The communications needs to improve so that the campus can reach it's greatest potential.
70	Poor services, and often over aggressive to intimidate people so they don't have to serve them.
72	The mailroom always seems to be closed early
73	If we are just giving levels of satisfaction for what the Sheriff's Office does, well there is nothing good that I can see that they do.
82	Campus switchboard should provide the option of speaking to a pleasant human being M-F from 8:00 am to 7:00 pm. Menus are very frustrating and many times do not have the information or direction one needs.
85	Both the Reprographics and Sherriff personnel are wonderfully helpful and responsive. They help tremendously with the day-to-day activities and behind the scenes help.
89	What switchboard, we have been stuck with a robo system for year! Bring back a human operator.
95	There has been a slow down in the process of PO orders.
100	IA building Room 2006 is NOT a classroom, it is a CoSci LAB and should not be scheduled for classes other than CoSci classes

Question: Comments regarding the campus services listed above:

Respondent	Response
107	I called the LACCD Payroll office. The person who answer was less than helpful. She tried to give me other phone numbers to answer my questions. Once I asked for a Supervisor then my issue was completed solved.
115	Email doesn't have enough space and faculty needs to be trained to update web pages for departments, programs, and disciplines
122	Campus services are as responsive as they can be given the financial realities on the campus.
123	EMS is unwieldy and needs to have Tara assist too often. We also cannot reserve past a certain date, which is a pain.
129	As I mentioned, during our special 2 events, the set up wasn't done.
138	teaching online courses
142	Trouble finding items that are received. Vendor says its delivered, receiving has signed off but items are not found.
151	The reprographics staff is fine. Needs a backup copy machine.

Question: Comments regarding LAMC's student support services and programs:

Respondent	Response
10	-Need more student services on Fridays. Offices that normally don't work with students are often the only places that are open on Fridays, and it is frustrating that we can't help the students because our units are not set up for that purpose.
39	Orientation Services could more clearly involve department chairs in activities.
49	Need improvement... These services are at the core of a college. First thing, make sure students know about them. Second, staff them with people who care, and work, not occupy seats or cubicles, and have attitudes.
54	wish there's a coffee shop in CMS
89	The new computerized system for adds allows for fewer personnel in A & R and shifts work load to faculty.
95	A & R needs to be revamped to increase efficiency and productivity.
96	DSPS does wonderful work for students and is very responsive to concerns. The office needs to be open evenings more though and to help students get tutoring that is targeted for the DSPS students. Computer labs need to be more available. I'd like to reserve computer time for my students in a classroom at times. It seems though that the situation is up in the air--just grab whatever computers are available in the Learning Center, which is not an ideal arrangement.
100	We need to have tutors for CoSci.
114	Food service is expensive for some students. They need to have daily specials and items to choose from. It would be helpful to have a link on the main webpage so students and others can access it quickly.
115	We don't have enough tutors but the ones we do have are great. ASO does a great job; DSPS has an outstanding staff
121	Our campus needs to prioritize face-to-face tutoring and allocate enough \$\$ to provide adequate hours (including weekends) to accommodate ALL students.
127	Admissions answers questions extremely timely, just a little confusing whom to get a hold of for specific needs, like grade changes, and so on.
138	teaching online courses

Question: Comments regarding LAMC's student support services and programs:

Respondent	Response
139	I've had students have trouble with counseling, tutoring help, etc. who were treated as though they had one type of issue (for example, special needs) when they actually had a different type of issue (for example, physical 'handicap'). Better understanding of the challenge a student faces would facilitate better help.
142	Food services should be available in the summer and early morning hours to accommodate staff as well as students.
151	The branch of the bookstore in the CMS building. It is not open enough. The selection of food is primarily snacky junk food. There is no coffee nor real food for students. Students taking lab classes are there for 5 hours and the walk to the campus dining is too far. Students need a microwave in the CMS building. The Biology tutors in MECHA are weak. One is very good Isabelle. I have had certain tutors tell my students to watch Crash Course on Youtube.

Question: Comments regarding the services provided by the Library/LRC:

Respondent	Response
31	Library needs more early morning and evening hours for working students
36	The library has outdated books for students. Student want more library hours.
45	New tutors need to be hired.
49	It's a beautiful library. It should be open longer, if not "longer." The hours should be for student times--night time. It should be available to certain community members. It's a college, not the province of certain employees and staff.
66	Ashley is amazing!
70	The institution is far more concern with allocation of funds to self serve than with betterment of services for students.
96	Library hours are very prohibitive for evening students. Are there any tutors in the evening at all? I realize my concern is budgetary, but to retain and prepare evening students, more resources need to be available.
107	Library staff is the best!
114	In tutoring not all subjects are available.
115	Great tutors but not enough. Weekend hours (more) for the Library Research librarians are a fantastic resource
126	I feel like the Library can have longer hours for students that like studying in the evening
129	Excellent communication with the departments and great support to our students.
138	teaching online courses

Question: Comments:

Respondent	Response
46	My department is not currently using open source materials but we plan to start experimenting with this in the fall.
70	The department chair does that.
74	Excelent customer service!
102	The OER text I use is only available online.
115	My text is available in the bookstore and online as a pdf file

Question: Comments regarding LAMC's technology, financial and/or physical resources:

Respondent	Response
33	Student printing on campus is complex and semi-functional, and it has been a problem for a few years. There needs to be an overhaul of this basic need. There is expensive equipment sitting idle because an implementation plan was incomplete or non-existent. Staff time is used ineffectively on troubleshooting printing for students.
39	Seems that our software is a bit outdated.
42	Need more IT staff.
49	Come on. This is an attempt to pat oneself on the back. Not buying it. The college is for learning, and career advancement. That's the goal, now seek the means to do it. Little things, like coffee stands, or Starbucks, or other little courtesies will buy you more satisfaction than building new edifices for outdated programs.
51	In 8 years here I have yet to have PCs, printers, and other IT items replaced by general funding (all thru categorical). No apparent plan in place to replace/upgrade non-IT items (i.e., chairs, cubicles, etc.).
64	As an adjunct with varying assignments each semester, it is very difficult to find out just how much I will be paid each semester before I get my first paycheck.
73	this part of the survey speaks for itself.
85	The security of our network is regarded as unsafe by 3rd party organizations (i.e. Google.com & Microsoft.com). Using standard web browsers may or may not be able to connect to our intranet due to these classifications. Multimedia equipment various in their state of readiness based upon which classroom is used. Some work and some have "issues".
95	Classrooms need real desks that match our adult student population.
96	I believe Mission has excellent resources; however, they are not regularly available to all students due to time constraints. As an evening adjunct instructor, I have not had access to training of any sort. I would like, for example, to take canvas training in the evening or on weekends. I have taught myself everything about the equipment and programs but would benefit from more thorough training, especially for Canvas.
114	Facilities has several storage areas, those for reuse and those for disposal. Sometimes it is difficult or takes a long process to have furniture or other needed items for our areas.
115	We still have a ways to go to link allocations with planning and program review