

## **CCEA End of Year Survey: 2019**

### **Please elaborate with any (custodial) comments you wish**

1. After special work is done, return the room to working order, the way it was found please
2. Again, Hector and Maria are amazing custodians...
3. Air conditioning in our buildings was inconsistent all year, and maintenance did not respond adequately. By the end of the year, the building manager set the thermostats so that they could not be adjusted. The rooms were incredibly hot. It's possible this was mandated by the principal; however, the environment was difficult to teach in, especially during the testing month of May.
4. Already stated above
5. As stated before our daytime staff has been wonderful. I have experienced problems with the staff that cleans my room daily, especially with haphazardly mopping the floors and wiping the surfaces of the classroom.
6. Because they don't do their job, by the 4th quarter there are ants everywhere
7. Campus is clean at first appearance, grime and dirty. I had plant manager ask for chalk trays to be wiped down - 5 days later I cleaned them myself.
8. Can't wait to see how my new school works out
9. Classrooms need to be swept and dusted/cleaned at least twice a week.
10. Considering the shortage of cleaning staff, the company does a decent job.
11. Counters, floors, and dusting are not being done Regularly
12. culinary lab floors need to be washed once a week.
13. Custodial staff is amazing, but the company needs to improve their benefits in order to keep them
14. Custodians are hardworking people. Thank them, for all that they do for us.
15. Custodians only empty trash cans
16. Do your job. We have to.
17. Done
18. Floors aren't swept or mopped. Also, the linoleum floors and the white walls are very clinical and cold. It makes for a very unpleasant classroom experience. I worked in a district that had carpeting and the difference is night and day.
19. Floors should be mopped regularly, and desks disinfected. Polished during breaks.
20. For schools with outside classroom doors, there is not enough help to keep rooms, hallways, rugs, floors clean. One manager who works from 6 to 2 does not help. Training workers needs to be ongoing and checked from time to time. Custodial managers are also pulled in many directions when the leadership team gets a bright idea for yet another moneymaker and pulls the custodial manager away from his schedule.
21. Frequently our restrooms have no soap and paper towels. Again, it is not the custodians' fault. They are required to do too much work per person per day. The company does not appreciate them and does not treat them well.
22. Have someone on the staff that can speak English - at least broken English.

23. I am the FAC lead at my school and custodial issues usually come up at every meeting. We keep a log of all CBM complaints. Many teachers' biggest concerns were they had to take time away from preparing for their day to clean their room since the custodian didn't do an adequate job the night before.
24. I am tired of being told by our administration that we are 5 custodians short and the turnover is extreme. If this is the case, then the school district needs to hire a different company.
25. I am tired! So many issues to deal with, at this point it's not even about the money, it won't help me, or hold any meaning, if I am burnt out by mid-year. I am not happy with the direction and level of expectations of my profession. At what point do I stop calling myself an Educator. It isn't fair, our workload is astronomical.
26. I am very lucky to work at such a beautiful location.
27. I don't have any elaborations at this time.
28. I don't know about other buildings in our school, but in building two the custodial staff rarely does an appropriate job. The bathroom is only cleaned once a month, and often our floors are not swept, nor is trash taken away.
29. I don't know if it is district wide or just my school, but I am deeply ashamed of the fact that when the custodians come in to clean the AC is turned off! Having to do manual labor in the Florida heat without AC is miserable. I know I couldn't do my best work in those conditions. It shows a complete lack of respect for other human beings!
30. I feel they are very understaffed!
31. I feel we are very capable of being an A school, but the climate and priorities have changed.
32. I have a person on my team that speaks Spanish and can translate what we need done but this is not always the case.
33. I have come in early and found trash on the floors and counters still there from the day before. I pick it up before the students come in. This does NOT happen daily, but often enough, shouldn't happen at all!
34. I have heard about the hardships our custodial crew go through... they have hard, long hours -cheap supplies (ex: gloves they are provided rip and don't provide adequate protection to custodian's hands) -low pay -few/no benefits I believe these outside companies that have been hired to provide custodian services need to treat their employees better; give them a reason to stay with the company and clean the best they can.
35. I have never worked so hard on my own keeping my room clean. I shouldn't have to beg for services we had in previous years. My job should be teaching.
36. I have noticed ever since we privatized the custodial staff the quality of our schools has declined...floors are filthy, quality of paper towels are atrocious, dust on baseboards/shelves/counters rarely is cleaned unless I take time to do it myself.
37. I just wish my room was cleaned properly. I should not have to clean and sanitize it.
38. I live our cleaning lady, but this company is doing her wrong. Too much to do for not enough money.
39. I really love my job. Some things need to change... Fast. We are losing teachers. No one is coming in from the local colleges to observe or student teach. It's a shame. It was never like this.
40. I think custodians should be school district employees with higher pay and better benefits.
41. I think it's a shame that we privatized custodial staff. We are supposed to be role models in the community, yet these folks get no sick days or retirement.
42. I want to reiterate that the daytime staff is amazing. The afterschool staff has limited time and limited supplies to clean each room. We have 1 person to clean the 1st floor, the stairs and 1 person to clean the 2nd floor and the stairs. This provides very little time to accomplish what needs to be done When we have complained in the past the custodians have yelled at us and sought revenge in subtle ways.

43. I was embarrassed allowing visitors or parents into my room this year because it was filthy. There were days that the bathroom wasn't cleaned. My students killed countless roaches found in the classroom. There was always at least one student sick and I ended up with pneumonia this school year.
44. I would like the bathrooms to be cleaned better. I would like for doorknobs to be sanitized daily.
45. I would love if they would be able to dust (I understand the teacher desk is my responsibility but my whole room is dusty) and to mop more often.
46. I've asked for an optional checklist that teachers can fill out. We had it in Broward County. Teachers don't know what is expected of custodial staff. Are they supposed to mop daily? Weekly? Dust? This also gives teachers an opportunity to thank the custodial staff and give compliments as well if warranted. There was a place for comments on the monthly survey for teachers to do so.
47. I'd like them to be consistent the entire year
48. If the employees were paid better, then maybe the quality of their services would be better...?
49. Immokalee schools are just as important
50. Improved cleaning in the classroom. When the floors are done, do a better job at arranging the desks the way they were.
51. It is true. It's the staff. I think most do the best with the time they have. They are not paid well, don't have benefits and aren't rewarded for longevity. If they were part of the CCPS team it would most likely be different.
52. It is very difficult to keep custodial staff. They are not paid properly and do not stay at the job very long.
53. It would be nice to know what the "regularly scheduled tasks" are and what the schedule is.
54. Jose wants to do his best. He needs leadership and support.
55. My room is horribly dirty unless I personally clean it. The cleanliness is a problem for anyone with asthma or other respiratory issues.
56. My room this year has been the filthiest yet out of the 3 years I've been teaching. Perhaps if there is more communication between teachers and cleaning staff as to what is needed from Teachers to make sure cleaning staff are able to clean the areas needed, such as moving chairs out of the way so floors can be cleaned.
57. Need to go back to having our own custodians.
58. no vacuuming, floors are dirty, tables are dirty, spider webs in the ceiling corners, bathrooms smell like a barn
59. Nothing is ever dusted. Or desks are never wiped down. And the trash stays on the floor for days
60. One custodian is responsible for a large area
61. Our bathroom was RARELY cleaned. Supplies such as soap were NEVER replenished. Had to have our school maintenance man replace it during school time.
62. Our building was filthy
63. Our classroom bathrooms are the only thing that is ever cleaned. They touch things and go through closets but never actually clean anything. My classroom was filled with dust, dirt, and bugs. They go through what we put in the trash, picking out things they want and leave it on the desks. They play with the computers and change settings. They leave the classroom without toilet paper and paper towels frequently. They take trash bags before the end of the day and leave us without anywhere to put trash.
64. Our crew is very efficient and friendly:)
65. Our custodial staff does a fine job, the problem is more with the district work-order system. I teach Biology and I am the director of the biomedical program at BCH. I have placed work orders for the past 3 years to

have my sinks stop leaking onto the floors, causing puddles of water to build up. Additionally, I have electrical sockets on these same lab tables, most of the time, they do not work. Also, my projector screen randomly fell off of the wall and came crashing down only inches away from my face while I was in the front of the class teaching. I had to directly address this to my principal before anything was ever done, even after the work order was submitted. So I teach oversized classes of 35 students in a science classroom that leaks puddles of water onto the ground and am unable to plug in less than 6 microscopes at a time because the "old" circuits trip and everything shuts off. The work orders are always carried out when I am away, and often return to my class to find an email saying the work order was closed. 3 years later, the issues continue.

66. Our custodial staff is friendly and prompt when alerted to needed areas but with the culture of the school being one that does not show respect for the campus the abundance of repairs in restrooms student primarily, is a reflection
67. Our facilities manager is amazing and has picked up a lot of the slack...District needs to go back to hiring the custodial employees and not source it out.
68. Our office doors are often left not only unlocked, but open. This cannot be the case with all of the confidential material we have.
69. Our plant manager is fabulous!! We love him, and he is prompt to help us and fix issues. He is great about having us email him if things are unsatisfactory. It is the cleaning company. I just wanted to clarify this.
70. Our previous facility/plant manager did a sweep of parking lot/entire campus for trash each morning. Also had a weekly schedule for checking on lightbulbs etc. - while I can appreciate the need to document work via workorders - it appears that these workorders are printed out and assigned to nighttime custodial help (no wonder our rooms aren't clean) instead of being taken care of in a timely manner - many times after GCHS baseball games or even LOE night events - our parking lot is noticeably littered and it remains so until it blows away on the wind or disintegrates :( Walkways have been sometimes difficult to accommodate two classes at once due to overgrown vegetation that is not trimmed until landscapers
71. Our school respects and appreciates our custodians as our own, regardless if they are part of a company.
72. Our school turns the air off at 4. I do not blame the staff for not getting to everything every night. They work in the heat, with poor equipment, and they do not get paid very well. The turnover rate is very high. There is no consistency.
73. Our students are not supplied soap, and some restrooms smell like gas station restrooms of the 80's.
74. Parents would be embarrassed to come into some of these rooms every day. If the details were out about it, some of the trash bags unchanged for days or weeks... they would not be happy.
75. People may complain about the student bathrooms at MMS, but it's really the students who are trashing them all day, and sometimes because of drugs, we have to lock some of them, and the entire student body only has access to two restrooms.
76. Please note that my Dissatisfied marks are based on our plant operator. Some of our custodians are wonderful - Duvany and Dorie truly care about our school. They do the best they can with the help that constantly changes because they aren't paid enough.
77. pretty stuffed up throughout this year-- sinus infections, allergy issues more so than the previous years. wondering if the room needs a deep clean
78. See above. Thanks for the opportunity to express opinions.
79. Side note...the energy conservation thing is a huge issue for our cleaning crews. My school turns the ac off at 4:00 when the teacher day ends, so the cleaning crew is working with no ac all evening. How is that even allowed?! Someone needs to stand up for them and fight for that nonsense to stop. Saving money at the expense of our team isn't right.
80. Staff do not have a way to contact them directly for an emergency.
81. Staff is pleasant and does the best they can but are given unrealistic times to truly clean a classroom.

82. Sweeping the floors, emptying trash daily and wiping down tables and desk as needed.
83. Teachers are bringing in their own vacuum cleaners because the custodial staff says theirs doesn't work. Something is very wrong with this situation.
84. Thank you
85. Thank you for all you do to help the teachers!
86. Thank you for reading.
87. Thank you.
88. Thanks for the opportunity to share my views. :-)
89. Thank-you for your concern.
90. The air conditioning seems to shut off around 3:30. By 4:00, when the custodial staff begin their routine, it is stifling. They are sweating and miserable. This is not only unfair, it is unhealthy. It affects all of us who often remain after hours to attend to responsibilities impossible to complete during our contractual hours.
91. The appearance of our school façade inside and out is "rundown"
92. The bathroom sinks are not scrubbed, the outside of the toilets are nasty. The floors in the classrooms are not mopped weekly.
93. The company does not pay them enough, so we cannot get anyone to do the job. When the owner or manger has come to the school he thinks it is funny. Until the teachers started to complain the company was not going to buy replacement vacuums.
94. The custodial company treats the schools like if it was a hotel. The custodian are given too many rooms and just have time to sweep and pick up trash every day. Every other day to mop or spot check the floors.
95. The custodial staff at our school are all very nice people. However, the company makes them use crappy equipment (e.g. vacuum cleaner) which makes their job all the harder. It is not fair to these people.
96. The custodial staff has too much to do with the amount of people. When the custodial employees worked for the school district, they were awesome-rooms were clean.
97. The custodial staff is a joke. Next to nothing gets done and I can't believe the district even spends money to pay them.
98. The custodial staff needs to dust and sweep/mop much better.
99. The custodians do not dust and rarely wipe the desktops. I do both of these tasks myself. I cannot communicate with the custodial staff because none of the custodians speak English. Our staff bathroom in my building is a tiny room with one toilet for both males and females that abhorrent.
100. The daytime cleaning and staff are doing their job. The night staff is pathetic.
101. The school looks like it is old and deplorable. If the plant operator and cleaning staff took pride in our school, our school would shine. I have been to other schools that look amazing and inviting,
102. The staff does what it can, but their moral is down because of pay and hours and dealing with absences.
103. the staff is polite
104. There has been a big drop in cleanliness of the school and the same drop in quality is showing in the maintenance of the school grounds.
105. They really should go back to employing custodians through the school district. That's why we have these problems...
106. They should be held accountable for completing their work to the quality of work that is required for us to do our teaching job.

107. this campus now staffs 1.5 person to do the job that was 2.5 people before the district began with the subcontracted company - the campus has not changed size or dimension
108. this company needs to be fired!!
109. This is the only place where many of us cough and try to clear our throats during the day, we believe it is due to mold or other issues not correctly addressed. This has been brought up numerous times for several years, yet it remains the same. HEALTH ISSUE.
110. This school year we all noticed the decline in overall cleanliness of the school. We lost some very dedicated custodians to other schools, because of low wages. Our custodians work very hard, but they cannot keep up with the demands. We have a huge school and very open, so it gets nasty very quickly.
111. This type of survey should be sent out midyear to address issues.
112. This year sucked on many levels. Our leadership basically hid in their respective classroom with a locked door. EVEN though I knew that they were in there. Come on!
113. Those custodial staff that we have try - they too are in the situation of not enough time
114. To use an old phrase from my mom.... CCPS has "too many Chiefs and not enough Indians".
115. We are getting a new plant manager next year. Hopefully that will bring improvements.
116. We had poop smeared on our walls even after speaking with custodial staff, putting a note up, and putting a work order in for several weeks.
117. We have had a huge roach problem at our school. Not sure that the district has been taking every initiative to correct the problem.
118. We have had a rough year with our turn over on cleaning people. I have asked countless times to have our tables and desks wiped and they are never done. Teaching First Grade, the children tend to make messes and spills. I make my students clean up but they should clean and wipe or desks or supply us the cleaning supplies, so we can do this.
119. We have had multiple student toilets covered in black garbage bags for months. Faculty bathroom door locks are always broken. All classroom surfaces are always covered in dust. All desks are shoved against one wall whenever the custodians get around to sweeping. No response or empathy derives from the plant manager, although he is VERY chummy with admin, whose areas are spotless.
120. We have lost several great custodial staff members to jobs that pay more. The ones that are hard workers can't clean every building. The substitute people don't care. Our school and plant manager pride themselves on a nice looking school, but again, 1 or 2 can't do it all. This company needs to find a way to retain employees.
121. When custodians were part of our school, we felt the connection between us and appreciation was shared.
122. when the custodians were privatized the same employees remained, took a pay cut and lost benefits. The district may have saved money, but non-paying ER visits still cost the taxpayers more resulting in community increased costs.
123. White boards were rarely cleaned. The limited staff bathrooms at IMS were not stocked. The custodians often de-organized classroom materials and moved student desks without moving them back.
124. Wish staff was trained and given basic English class
125. You get what you pay for.