

CCEA End of Year Survey: 2019

What area of custodial services provides the most opportunity for improvement?

1. Ability to speak English.
2. Actually, clean our classroom. Most time the trash is picked up and that is it. Floors are not swept.
3. After going without soap for a week in the bathroom I had to put in a workorder to get it filled. My boards are not cleaned... EVER. Even over the weekends. I have asked repeatedly to have it done- nothing. Dust is everywhere- marker trays etc..... We are not given notice when they are going to wax floors over long breaks etc... We come in and desks are all rearranged, stuff that I had out for the day we returned is all piled up when I had it ready to go for the day. That gives us little time to prepare for students to walk in the door.
4. After hours custodial staff can improve on cleaning of tables, cleaning of bathrooms and not going through trash cans and taking things out.
5. After special work is completed in a room, i.e. waxing floors or installing equipment, staff needs to ensure all equipment is properly hooked back up...Twice this year I returned from a break to my work station unhooked and disheveled.
6. all
7. All
8. ALL
9. All
10. all areas
11. all areas
12. all areas
13. All areas
14. All areas need improvement. I don't think this would happen in Naples
15. All of it!
16. All of it.
17. As a company they need to ensure ALL staff members are completing their assigned tasks. They also have frequently run out of necessary products, such as, soap. They also need to provide staff with necessary equipment, such as, a working vacuum for our carpets. We have been without one for many weeks.
18. bathroom cleaning
19. Bathroom cleanliness
20. Bathroom cleanliness.
21. Bathrooms
22. Bathrooms
23. Bathrooms
24. bathrooms and classrooms
25. Bathrooms and white boards.

26. bathrooms are not cleaned daily. My classroom sink started to grow mold. My room had an overall bad smell to it and I was told I could not use an air freshener. My carpets were filthy many times throughout the year. I was coughing and sneezing a lot due to the dust. I could go on....
27. Bathrooms in classrooms that have after school programs.
28. Bathrooms MUST be cleaned every day. The floors should be vacuumed at least once a week. Soap MUST be refilled. This year the students were sick constantly and the building needs to address the cockroach issues.
29. Bathrooms need a better cleaning.
30. Being able to effectively communicate with staff. Most of custodial staff barely speaks English, and most of staff does not speak fluent Spanish.
31. better cleaning of rooms / areas
32. Better training for the employees and better supervision
33. Building maintenance- air quality/cleaning of filters/water fountains- only one with a filter
34. can't think of any
35. carpet vacuum could improve greatly
36. Carpets, floors
37. Changing toilet paper, paper towels, and soap in restrooms
38. Class rooms and bath rooms
39. classroom cleaning
40. classroom cleaning of tables, boards, floors
41. Classroom cleanliness
42. Classroom cleanliness
43. classroom cleanliness and overall school appearance
44. Classroom cleanliness and student bathrooms.
45. Classroom cleanliness on a daily basis
46. classroom cleanliness, especially the floors.
47. Classroom cleanliness. My classroom is often a mess every morning.
48. Classrooms
49. Classrooms
50. classrooms
51. Classrooms and bathrooms
52. Classrooms dusting is never done. only vacuum and sometime wipe down the desk. I left something under my desk to see how long it would take to get cleaned.... August to winter break.
53. CLEAN ALL AREAS EVERYDAY
54. Clean floors and shelves. Boards too
55. Clean my room!!!
56. Clean, bathrooms with more detail.
57. Cleanliness Very unhealthy very dirty and extremely dust Kids cannot seat on the floor

58. Cleaning
59. Cleaning
60. Cleaning and dusting non-visible areas
61. cleaning around windows and corners for spider webs
62. Cleaning bathrooms
63. Cleaning bathrooms and classrooms. We have to email our plant operator when bathroom supplies need to be restocked
64. Cleaning desk tops
65. Cleaning floors in staff restrooms and classrooms.
66. Cleaning of classroom floors thoroughly and on a daily basis.
67. Cleaning of desks, tables, door handles and restrooms. Also, the supplies in the restrooms are sometimes empty at 8am!!!
68. cleaning of my science student tables at least 1x wkly w/o having to ask.
69. cleaning of the classroom and hallways
70. cleaning of the overall classroom especially the floors
71. cleaning of white boards and floors
72. cleaning our rugs in our room!!!!
73. Cleaning the bathrooms.
74. Cleaning the floors
75. Cleaning the floors and desks regularly.
76. cleaning the floors and rugs and wiping down desks/tables to disinfect....
77. cleaning the floors and stocking the bathrooms.
78. cleaning the hallways
79. Cleaning the table tops with dirty rags.
80. Cleaning toilets and sinks, dusting window sills, and consistently wiping down desks, keyboards, and door handles.
81. Cleaning washrooms, checking and restocking paper products each day.
82. Cleaning whiteboards periodically. Designated / transparent schedule.
83. Cleaning, and restocking of basic supplies.
84. Cleaning/dusting window sills and blinds and shelves - these are never cleaned. This don't help w allergies and sickness. Also cleaning desktops and tables, fountains, etc. I've seen how they use the same rag over and over and don't change water for mopping floors.
85. Cleanliness
86. Cleanliness in the classrooms.
87. Cleanliness of classrooms and bathrooms
88. cleanliness of classrooms and bathrooms
89. Cleanliness of classrooms and supplies used
90. Cleanliness of desks. They should be sanitized every Friday.

91. Cleanliness of rooms. We had lice breakouts, stomach flus, and other issues that if the rooms were being cleaned properly would not have spread like it did. Bathrooms were like using porta johns.
92. Cleanliness of the classrooms and restrooms.
93. COBWEBS
94. communication
95. Computers are filthy.
96. consistency - need consistency in employees and in spot checking their work to see that all is completed
97. Consistency in employees
98. Consistency of employees and quality of work.
99. Consistent classroom cleaning. Some days, not even the trash gets emptied.
100. Consistent cleaners of floors desks boards sinks of classroom.
101. Custodial staff should be allowed more time to complete their duties.
102. Custodial staff us constantly changing and they are unable to keep good staff because they do not have benefits or health insurance. Any "good" custodial staff leave because they can find better working conditions at other places. At our school we only had 2 custodial staff for both campuses. It was sad to see how much they had to cover for 2 people. Many things were put to the side or not done with quality because it was too much for one person to accomplish. I ended up trying to help as much as I could in my classroom, wiping my own desks, sweeping at the end of the day, pulling the trash to help out. I would also have my students recycle in a paper bag which I would take home and recycle myself. Although we have recycle bins the "recycle" end up in the trash at school and in plastic bags. You cannot recycle in plastic bags. If we want to help our environment and save our planet it starts in the school.
103. custodian pay and retention
104. Custodians need to go back to being district employees. This company and the previous company were horrible.
105. Daily better cleaning
106. Daily cleaning and sanitation.
107. Daily cleaning pest control
108. Daily cleaning-whiteboards, floors, tabletops and restocking supplies.
109. daily tasks. our classrooms and bathrooms are gross.
110. deep cleaning during the school year--it IS necessary
111. desks should be sanitized daily
112. Do not know
113. Doing the daily task every day.
114. Dumping trash cans
115. Dust
116. Dusting
117. Dusting
118. Dusting
119. dusting and floors need mopping a little more often
120. Dusting is not happening... Just awful.

121. Dusting the rooms on a regular basis. My room is always dusty.
122. Dusting, mopping, and wiping down all areas with bleach. I recently heard that the janitors use toilet water to mop the bathroom floors, and I am sick thinking about it. A teacher who witnessed it told me about it.
123. Dusting. Cleaning sand that accumulates under rugs.
124. Dusting... everything that is not a whiteboard, desk, or floor has at least an inch of dust by the end of the year.
125. Dusting/mopping classroom floors
126. Emptying garbage cans in all rooms
127. Enough custodial staff to keep the school clean, especially if we are receiving students from other countries, or from homes that could barely qualify as homes...are we at risk?
128. evening crew
129. Everything outside of emptying waste baskets, which is about all that is ever done.
130. Everything!
131. EVERYTHING!! They need to clean!!
132. Everything.
133. Facility upkeep.
134. faculty restrooms are filthy
135. faculty restrooms go days without soap or paper towels
136. Fill paper towels in staff bathrooms
137. fill the soap, paper towels, and toilet paper and clean the bathrooms daily
138. Fixing ceiling when tiles are out, and dust.....dust is everywhere sometimes, and the filters in the A/C are sometimes not changed.
139. Floor cleaning
140. floor cleaning
141. Floor cleaning
142. Floor cleanliness
143. Floors
144. Floors
145. Floors
146. Floors - the floors are filthy and rarely even swept in the classrooms.
147. floors and bathrooms and restocking items
148. Floors and desks in the classroom.
149. floors and wiping down surfaces
150. Floors are very dirty.
151. Floors mopped and desks wiped down
152. Floors. Quick dusting doesn't get it done.
153. Following directions from admin. Plant manager is never visible. Not very cooperative either.
154. general cleanliness of the rooms

155. Get rid our Plant Operator. He is very difficult to work with and makes things difficult for our custodians.
156. Getting things done in a timely manner
157. give them more time to clean. they need more time
158. hallway cleanliness
159. I am very satisfied.
160. I can't think of any.
161. I don't believe the staff are given enough time to complete the necessary tasks.
162. I don't think they get enough time in each room to properly clean. Overall my room is clean, but a few items get missed. This might just be me but I try to avoid germs as much as possible in the lab so I have the students wipe the table with antibacterial wipes every afternoon because they are not cleaned every day because the chairs are on the lab tables at the end of the day so you have to decide the floor or table based on where the chairs are put at the end of the day. If CCPS can afford to pay me for weekend training and give me \$5,000 in IDI equipment I think they should be able to hire a company or have their own department that could pay the custodial staff an appropriate wage and give them enough hours to be able to properly clean instead of overextending the custodial staff. All school staff deserves better, instructional and non-instructional, custodial and food service. etc.
163. I had many students sick this year. Desks would have to be cleaned by me because they were filthy.
164. I have heard that their wages in comparison to their bosses has a HUGE discrepancy. These ladies and gentlemen BARELY make minimum wage and their bosses are "rolling in the Benjamins." They work way too hard and are often overlooked by their staff. They are part of the work/school family, at least at VOE we treat them as equals.
165. I have to ask for paper towels when I run out
166. I ran out of paper towels and soap a couple of times in the year and they took a couple of days to realize it.
167. I think custodians should be school district employees with higher pay and better benefits.
168. I would like more done like dusting teacher desks and shelves as it's never done and always see a thick amount everywhere in the classroom. Only floors are cleaned and garbage cans are emptied. Desks need to be sanitized
169. I would like to see the floors mopped more than once every few weeks. Kids track in a lot of dirt and grime.
170. IDK
171. If the workers were once again part of CCPS, they might get health coverage and decent pay.
172. if there are issues then an open dialogue between the affected party the custodial manager and the ap d/c should meet to address a specific concern
173. I'm curious about the air quality - mold/dust/air condition filter cleaned
174. IMS does not get more custodians than other schools. That is CRAZY! We are huge, we obviously need more custodians!
175. Increasing the time allowed to be spent per classroom, they are working so quickly they cannot really clean it is just maintaining.
176. Individual classroom maintenance.
177. Indoor pest control
178. It appears we could use one or two more on staff. Our custodians work so hard all day long. They should be paid a much better wage with benefits. Also, they should get some type of compensation when they can't work due to summer shortened hours. Bonuses would be helpful to them as well.
179. it is difficult for me to communicate needs because they don't speak English.

180. It is obvious that there isn't the time for the staff allotted to get things done. They need more support.
181. janitorial: mopping and dusting
182. Just be aware of things and duties
183. Just more consistent and thorough cleaning.
184. Keeping employees and paying them better.
185. Keeping paper towels and toilet paper stocked in the restrooms.
186. Language barriers can be improved
187. Let just start little and ask for toilet paper, soap and paper towels each time I go to the restroom.
188. Look at the restroom floors and you can immediately tell the quality of the work. They are filthy with month of buildup. The grout lines are black and the tile is stained.
189. Making sure bathrooms are stocked
190. making sure supplies are stocked in ALL areas of the school - especially staff bathrooms
191. Management, supervision and training of their staff.
192. mop the floors with clean water.
193. mopping floors
194. Mopping the classroom floor with water that has not been used to mop the bathroom floor, vacuuming my area rug instead of sweeping it, sweeping the classroom floor would be fantastic, and wiping off the classroom tables. All this should be done DAILY. Honestly, the bathroom in my classroom smells SO BADLY that it causes me to gag. This is our place of safety when we have lockdown drills. It's nearly a health hazard breathing the air in there.
195. Mopping the floors more
196. more custodians needed
197. more frequent checking of bathrooms
198. More frequent mopping is needed.
199. more people
200. more staff
201. more staff to cover entire school and provide thorough cleaning
202. More staff to maintain a school building...
203. More workers.
204. My classroom was full of cockroach feces, dust, and dirt all year with photographs to prove it. I was promised that my floor would be cleaned in December and it never did. My floor was never mopped. I ended up mopping my own classroom floors with the pad being black every time.
205. My door has been left unlocked frequently, and tables never cleaned. I have brought it up and discussed it with the representative. I know a new staff member was hired, and it has improved so far. Perhaps they just need more time per room?
206. My floor was rarely cleaned or mopped
207. My floors are not always swept, urine smell is in the bathrooms, bathroom walls are dirty, door knobs are not clean, white boards are not cleaned with proper solution and have to be recleaned before using...
208. my floors are not mopped, I had coffee left on the floor for over a week, doors are left open to my office and my classroom, bathrooms have had not toilet paper in them

- 209. My floors have been dirty all year. There are sewer flies coming out the drains in student and staff bathrooms.
- 210. My floors never get cleaned. I moved my teacher desk and realized my floor actually used to be white. Sometimes my door gets left unlocked overnight. I've had my trash cans left outside my room or put in another room, so I've had to hunt them down.
- 211. My sinks never cleaned and never had paper towels need it for art should never have to ask I work orders in
- 212. need consistent and reliable janitors. We have 2 that are incredible, but I see it as the company's fault. What quality person would want to work for 30 hours with no benefits.
- 213. Need to dust classrooms from time to time. Don't leave rags and vacuum cleaners in the classrooms.
- 214. need to take more care with hallways and common areas, especially removing gum from walls
- 215. Nightly cleaning of the bathrooms and classrooms. They never wipe down tables or vacuum or anything. Germs everywhere!
- 216. nightly cleaning of the rooms. Oh and my rug is disgusting!
- 217. No opinion
- 218. None
- 219. None
- 220. none
- 221. None
- 222. none
- 223. none noted
- 224. None of them speak English.
- 225. None that I've seen.
- 226. none, they just need more help
- 227. None.
- 228. not cleaning floors on a daily basis
- 229. not coming in to sweep and clean during our planning periods.
- 230. Not enough personnel to do a good job. It doesn't help that kids are eating, drinking, and throwing trash all over the school.
- 231. Not hiring outside custodians that aren't contracted within the school during the summers. Our own custodians are great. These outside people don't respect the furniture, or classrooms often taking items from classrooms and leaving them with masses of BROKEN FURNITURE.
- 232. Not my call - I think it's fine.
- 233. Not sure if this is custodial services, but our school is old and has many issues with electrical and plumbing. Our science classrooms have lab areas with leaking faucets and electrical sockets that don't work. Despite putting in requests to have these things fixed, it has now been several years with the same issues.
- 234. Not sure.
- 235. Nothing needs to be improved.
- 236. Our floors need to be swept and cleaned. My students have jobs and we leave our rooms tidy but it is so dirty.
- 237. Outdoor spaces.

238. Overall Classroom cleanliness & promptness in clean ups called in to the office
239. Overall cleanliness of the school and checkup for proper stocking and refilling paper and soap.
240. paper towels in restrooms
241. Pay them more.
242. Paying them more money so they can retain quality people.
243. pest control
244. Planning area bathroom cleanliness and supplies
245. Professionalism...stay off your phone and remember that teachers are working in their rooms they are too loud and distracting.
246. provide enough staff to actually clean!
247. Provide more time & more bodies.
248. Provision of supplies. There have been times when our clinic has been out of cleaner.
249. Recycling and mold inspection throughout the ventilation systems.
250. Recycling properly.
251. Refill soap and paper towels in the classrooms. LOCK classroom doors when they leave the room.
252. Regular cleaning including sweeping and mopping of the classroom every single day and wiping desks and chairs on a weekly basis. There are stains on the floor and dirt built up and I've had to request desks be wiped down or the floor be mopped, and they asked why. It's disgusting how dirty the room is.
253. Regular dusting and cleaning of corners/under furniture, and up high. There are always spider webs and cobwebs everywhere with a lot of dust flying around.
254. regular wiping of tables and dusting windows and floors/corners/under counters.
255. Remembering to fill paper towel dispensers and soap
256. Replacing soap and paper products before being told there is none.
257. Responding to requests for better classroom cleanliness. Floors are filthy. Ants all over room. Nothing done when requested
258. Response time. Don't close out a work order when the job hasn't been completed!
259. Restocking soap regularly in teacher bathrooms
260. Restocking supplies, putting things back where they were gotten from.
261. restrooms and classrooms!!!!
262. Restrooms!
263. room cleanliness
264. Room cleanliness is not the best, but I feel like the company should hire an additional custodian. The custodians do the best they can in the time they have, but they don't always have the time to do a good job in each and every room.
265. Routine Cleaning of the rooms
266. Routine cleaning to keep the floors clean and bathrooms sanitized. Way too many illnesses resulting from the poor cleaning. I bought my own supplies but the dirty wax on the floor shouldn't occur if properly maintained. Mike at Osceola is definitely a role model for other building managers.
267. Routine filling of soap, paper towels etc.
268. Sanitizing daily and sweeping/mopping. Wiping down desks.

269. Setting up for after school activities.
270. Sidewalk
271. Soap in the bathroom. There have been days without it being refilled.
272. Speaking English
273. Staff bathrooms are an issue. The Maintenance bathroom is disgusting, and teachers need to share it with that staff.
274. Staff is spread too thin; therefore, they cannot spend a decent amount of time cleaning.
275. Staff often inconsistent and understaffed
276. staffing
277. Staffing! where are the workers?
278. Stocking bathrooms and cleaning whiteboards regularly, while trying to leave the rest of the classroom (desks, supplies etc.) unchanged.
279. Student restrooms and hallway stairways
280. Supplies
281. Surfaces students touch aren't cleaned regularly (good soap and water scrubbing)
282. Sweep and dust
283. Sweeping (and actually sweeping under things) and dusting. Staff also use moldy and dirty rags to clean tables. They also use those same rags in the bathroom...
284. sweeping and mopping and dusting and table cleaning and Bathrooms!
285. Sweeping the floor and washing the boards.
286. Sweeping.
287. Teacher mailroom/lunchroom combined area.
288. The bathroom closest to my classroom was frequently out of necessary cleaning products - toilet paper, paper towels, soap, etc. Further, my classroom floor was cleaned a total of twice this year.
289. The bathroom smell is unacceptable. Table tops are barely wiped each day. Cleaning needs to be deep and thorough.
290. The Company
291. The custodial company needs the means to hire more employees. Room floors are not cleaned, and bathrooms go weekly without cleanings.
292. The custodial services in general. Too often things are either overlooked or ignored.
293. The custodial staff is overworked. Too few people are required to do too much work in too little time. They need more help. Unless they cut corners, they can't get all the work done. I don't think that classroom tables are ever wiped down with disinfectant. It is not their fault. The company requires too much of them, doesn't pay them enough, offers nothing in benefits, and doesn't give them enough hours. When the custodial staff was employed by CCPS the school was much cleaner, and we were all part of the school's team and the CCPS family.
294. The custodial staff needs to do a better job on dusting the classrooms and wiping/disinfecting desks on a regular basis. I have to do those things a few times a week.
295. The custodians need same benefits as CCPS employees.
296. The evening cleaning crew needs training on what to do...

297. The evening staff simply vacuum our carpets once or twice a week and empty the garbage each day. We have been out of paper towels and soap in our classroom and our class restrooms for 3 weeks. I have purchased my own paper towels and hand soap. Our desks and floors are only cleaned once a week.
298. The floor in my room is hardly ever mopped and the room looks dirty when I arrive in the morning.
299. The floors and surface areas are filthy. I consistently had to clean the floors myself with disinfecting wipes in order to remove build up and sticky, stained areas.
300. The floors in my room were disgusting for the entire year. They did partially sweep, but there was always a layer of grime on the surface. There was no cleaning of boards or dusting. I did all of the above.
301. The floors in the classrooms are always dirty.
302. the floors. they don't do a good job sweeping. I a pretty sure they don't sweep under my desk at all
303. The head of maintenance does not work well with teachers. He is confrontational, aggressive, and sways the principal in not believing the teachers who have legitimate requests.
304. The majority of the classroom custodians do not do a sufficient job. The desks don't get wiped down, the rugs get vacuumed but not consistently. The floors are filthy. Many times, paper towels are not refilled.
305. The plant manager here is a do-nothing work dodger, except for giving special attention to Hispanics and admin.
306. The plant operator should walk around the campus and notice things that need to be cleaned or repaired.
307. The quality of cleanliness they provide is sometimes lacking. Dust was a problem in our classroom because it seems they mainly focus on wiping top surfaces and sweeping, then mopping the floors.
308. The staff isn't given enough time, support, and resources.
309. The way they treat their employees.
310. Their hours have been cut too short. They need additional time to clean at all properly
311. There is not enough staff to complete tasks to a high level of quality. The staff is also changing frequently because they are worked so hard and not compensated fairly.
312. There is obviously something wrong with the company when they have the high turnover that they do. Poor management? Too many tasks not enough man power? I don't know, but it is terrible.
313. There were cockroach issues in many classrooms at my school. Much of this is out of the hands of custodial staff as students kept food in lockers, but regular treatment for pests would be appreciated.
314. They are spread too thin and are unable to adequately do the job
315. They are under staffed and over worked. The school could be cleaned much better than it is being cleaned.
316. They can improve the training about what they are expected to do in every classroom
317. They claim to be understaffed and therefore unable to perform daily responsibilities
318. They do not clean the tables, never sweep the floor, steal things from classrooms (inhaler, glasses, student papers), dig through the trash to take things out and leave it on your desk.
319. They don't usually mop the floors. Also, there is this black gunk on the floor that they claim can only be removed during the summer. Additionally, submitted work orders are often closed without completing them.
320. They need more people hired so they can spend more time cleaning in each classroom.
321. They need to clean, not just empty the garbage.
322. They need to provide enough staff REGULARLY so that classrooms can be properly cleaned and sanitized.
323. They rarely clean the boards or sweep the floor

324. They should actually clean the rooms.... My room hasn't been mopped all year- there is literally a dirty water mark that has been on my floor since October. I cleaned everything off my desk last Wednesday- it was never dusted or wiped- all of the dust that was under my file holders just sits there.
325. They should mop the floors daily and dust weekly.
326. Things were taken out of my classroom, food, cell phone accessories, etc. I lack trust for the current custodians. They have not even met minimal requirements to uphold cleanliness in classrooms this year.
327. Time allocation for scheduled deeper cleanings.
328. Time and money
329. Timely cleaning of vomit, and toilet issues
330. To my knowledge, nothing is ever cleaned in my office. The garbage is emptied. That is it.
331. Tons of trash and small debris in sidewalk cracks and litter in the beds between sidewalks.
332. Tops of students' desks cleaned thoroughly at least once a week.
333. trash collection
334. Turnover
335. Understaffed! Cleaning classrooms!!! They empty trash - that's about all they have time for because there are not enough staff to do things properly. Again, another statement as to what our District thinks of their teachers!
336. Using teacher supplies and cleaning the bathroom properly. They do their best. But they have a lot to do in a short amount of time.
337. vacuum
338. vacuuming and dusting
339. vacuuming rugs cleaning offices
340. wait until the room is empty before cleaning
341. Washing the floors.
342. We need more custodial staff to keep the school clean. Also, we need more bathroom supplies (i.e.. toilet paper, paper towels, soap) and better quality of these supplies.
343. We need more staff and better vacuums for the carpets.
344. We ran out of hand soap and paper towels quite frequently throughout the school year. I put in at least a dozen workorders to get these things. Once we were out for 3 days straight and I had to buy my own soap.
345. We were severely understaffed this year and as a result, cleaning suffered. Soaps were never restocked, floors were not mopped, it was gross and unsanitary. A band aid was stuck to the sidewalk outside the office for several weeks.
346. When they clean the boy's bathroom, it smells like urine was spread everywhere. The paper towels are not checked often. There are roaches in lights etc... Their run through to clean is very quick.
347. White boards are not cleaned. Furniture is not regularly dusted. Student desks are not cleaned regularly.
348. Wiping the desks, cleaning and sanitizing the bathrooms EVERY DAY. Rooms need to be dusted.
349. Workorders for paper/soap/toilet paper should be unnecessary.