

CCEA End of Year Survey: 2019

What attributes and/or services of the custodial company are you most pleased with?

1. absolutely none.
2. all
3. all of them
4. All the custodians that I have been in contact with have been pleasant and courteous.
5. always clean out trash
6. Always willing to assist
7. Appear to be doing their best!
8. Attention to detail and their promptness to respond to immediate issues
9. availability
10. Bend over backwards to help everyone
11. changing trash
12. Classroom floors are swept regularly
13. Classrooms are full of dust and spider webs. restrooms smell, classroom floors are not mopped regularly, Desks and boards are not wiped down daily.
14. Cleaning boards and desks.
15. cleaning of rugs
16. Cleanliness in common areas
17. consistency
18. Consistent cleaning.
19. Cordial and polite
20. Custodial staff is friendly and helpful.
21. custodians respond promptly when there is an issue, my office looks great
22. Daily cleanliness of the classroom. The bare minimum is done and even that isn't always done.
23. Day custodial staff is very clean and very responsive to needs if there are accidents/sicknesses.
24. day staff
25. Don't know the company, but the workers are generous and gracious and underpaid for what is required.
26. During the school day, quick to clean ups. Regular maintenance cleaning: awful.
27. Ehhh....
28. Employees
29. employees are pleasant
30. Ernesto cleaned my room until he retired. I loved him. He went above and beyond. His replacements are wonderful but will never be him.
31. For the most part the custodians are hard working people. Sometimes they are short or understaffed and get stressed to get everything done with the added work load.

32. For the most part the rooms are cleaned
33. Friendliness
34. Friendliness
35. Friendliness
36. friendliness
37. Friendliness
38. Friendliness
39. Friendliness of custodians
40. Friendliness Trash is removed daily
41. Friendly
42. Friendly
43. Friendly
44. friendly
45. FRIENDLY
46. Friendly
47. Friendly
48. Friendly and helpful
49. friendly and helpful
50. Friendly and kind staff make "staying late" frequently to grade and plan a more pleasant experience...
51. friendly and understanding staff
52. Friendly employees who work hard, but do not have the tools and materials to do their jobs effectively.
53. Friendly staff
54. Friendly staff
55. Friendly, but understaffed. Our plant operator is wonderful. Our custodial staff during the day does the job well. It is the night shift that is lacking.
56. Friendly, hardworking employees who are unfortunately spread too thin.
57. General areas, hallways. . .
58. general overall work is OK
59. good staff
60. hard working
61. hard working
62. Hard working people.
63. Hector and Maria are fabulous and wonderful and their work is incredible. However two people cannot clean the whole school on 30 hours each. All the others come and go.
64. Hector should be our Facilities Manager. Our current one does nothing he puts it all on the cleaning company. In every other school the FM joins in, not at ours. He also leaves early and the principal covers for him!!!! They cannot keep help at all in Immokalee!! Thanks Dr. Thompson for screwing us over!!!! Last year I cleaned my own room so it would be actually clean to start the school year!

65. Hector works really really hard for the betterment of our school. He should be made the Facility Manager because the one we have is awful. He does nothing to improve the school and he leaves work early which is covered up by the Principal!!!!
66. Hector, our leader, is wonderfully reactive to situations and needs. He works his hardest to accommodate and help even when they are so short staffed that he is the only worker.
67. How pleasant they are to work with.
68. How quickly they respond to or cleaning emergencies, and how dedicated they are!
69. I absolutely love our leader Jay at our school. he is amazing. If there is an issue or we need anything, he is there for us. He is by far the best custodial leader I have ever worked with.
70. I am not pleased with anything that they do. All they do is dump my trash and vacuum my rug.
71. I cannot name a single service I am most pleased with.
72. I find that the person who is here during the day is very responsible and responsive. She has a good relationship with or facilities mgr. The night time staff is careless. Things don't get done. Things were better when the Custodial Staff is CCPS employed. There is an ownership and pride that has been missing with the staffing companies.
73. I know that or building manager keeps our custodial staff accountable. His excellent leadership and high expectations on both teachers and custodial staff keep us all accountable and working together. We are very fortunate for Mr. Magana's commitment to our school.
74. I like that my trash is taken out every day and my floors are swept every day.
75. I think custodians should be school district employees with higher pay and better benefits.
76. I think our head custodians are AMAZING! They go out of their way to help even when it's not on their job description. Amable, Daniel, and the other one are seriously THE BEST we have! So thankful for them!
77. IF teachers would act like adults in the buildings and enforce simple school/ common sense rules then we wouldn't be addressing custodial issues.
78. If we need something cleaned right away they are available to do it.
79. If you speak Spanish, you can get whatever you need done and quickly. If you don't speak Spanish, you can't get anything without a translator present.
80. I'm sure they try but are overworked...
81. It seems to me that the custodians work hard but that the level of cleaning is not as good as it used to be when the custodians were employed by the district.
82. Its workers are excellent human beings
83. I've seen the floors mopped with toilet water, they use the same rags to wipe down every surface of the classroom/bathroom. sweeping and vacuuming does not happen often enough. Tops of cabinets very dusty. Terrible work environment for people with allergies.
84. JUNK
85. Leadership
86. Like the promptness of the manager at our school.
87. Listening to feedback
88. maintaining classroom cleanliness
89. Mike our plant manager is the best.
90. Miss Rose who takes care of our Pod is amazing, however when she has been out for health reasons or when I was in a different building the classroom was dirty many days.
91. Most of the staff is incredibly friendly and reacts quickly in emergency situations.

92. Most of the staff left and that is why we are dissatisfied
93. Most people are very friendly despite the language barrier (most speak only Spanish).
94. Mr. Jorge does an amazing job, however he does not clean our rooms at night. The room is very dusty, dirty (with physical sand on the floor), and bathrooms are rarely cleaned, almost never restocked with soap and paper towels, floors are always dirty.
95. My custodian is the best.
96. My custodian is very friendly and always helpful.
97. My custodian, Oneida, is the hardest working person I have ever seen! Wish I could say that about the other custodians but I cannot.
98. My floors have never been cleaned this year. Desks never wiped down. All they do is empty the garbage.
99. My office is always cleaned.
100. My plant manager does try to get the big work orders done in a timely manner. Just not the cleaning issues.
101. My room hasn't been cleaned in 2 weeks and when it does get cleaned, they don't mop or vacuum the floors under the teacher desks or by computers
102. My school is one of the cleanest and best maintained in the district! Our Facilities Manager is FABULOUS!
103. Nice people
104. Nice people
105. No comment
106. No comment.
107. No idea
108. None
109. None
110. None
111. None
112. None
113. none
114. NONE
115. None
116. None
117. None
118. none
119. None really
120. none, I never have supplies for toilet paper, soap, and paper towels. I have to call for a refill. Bathrooms are not cleaned daily
121. None, only that some of our good custodians are still employed with them, but the overall quality is horrible.
122. None, we are under staffed.
123. None. And the school based "leader" thinks he's an administrator and not a custodian.
124. none. They likely pay poorly and therefore cannot keep people in these jobs. I do not hold my building supervisor in any way responsible. We just can't keep custodians. Always short.

125. None. This was the dirtiest and most unclean school I have ever seen.
126. Not refilling bathroom supplies, not dusting in classrooms, cleanliness of carpets and floors.
127. Nothing
128. Nothing
129. Nothing
130. Nothing Day after day the room was never cleaned
131. Nothing- I cannot communicate with most of them.
132. nothing in particular
133. Nothing is ever cleaned!
134. nothing right now
135. Nothing, my room is filthy
136. Nothing.
137. Once a complaint or work order is made they do complete the task.
138. One person in particular who did a great job
139. Our building manager is fantastic and frustrated with the cleaning like we are
140. our cleaners are wonderful people who don't seem to have the time or supplies to do the job the best way they can.
141. Our custodians are the best! Would love for them to be paid a fair wage from the district.
142. Our custodians work so hard!!!! It's not them! When they are shorted staff, they do the basics: empty trash, fill soap...that's it Floors don't get swept, boards never wiped, sink never cleaned. It's a staffing problem...the custodians try to take pride in their work!
143. Our daily staff member, Mr. George, works hard.
144. Our daytime custodial staff and our "head" person are attentive to our needs and work closely with us to ensure satisfaction.
145. Our head custodian is extremely lazy. This position is crucial in making a building run smoothly. He emailed teacher on last student day to relocate all of their things to storage room. This is not our job and I, for one, would have been happy to do it if I were given enough time to do so.
146. Our leader of the custodial crew is the BEST
147. Our main custodian is phenomenal!
148. our particular janitor is very cooperative and has learned our quirks to make our rooms feel as clean and comfortable as possible
149. Our plant manager is incredible and I have never seen a person more attentive and dependable. He does his best to fill in any gaps in custodial needs but I know the custodians have a difficult time keeping people, especially well trained ones.
150. Our plant manager is outstanding
151. Our regular 3 custodial staff are great, we have a couple doing the job of 20 people. This year I have seen the bigger turnover in custodial staff. It's been hard to establish a relationship with them and often times the new staff, not the regulars complain to us about how much work and little pay. Remember, at the end of they day when we are tired, we also have to listen to new custodial staff complain. I often offered to sweep or wipe down because I know they are short handed. Only the bare minimum cleaning was done usually. Trash, restroom and maybe restock. Quick sweep and hardly ever was the floor mopped.
152. Our supervisor comes every week. I do like that.
153. Overall good workers and very friendly

154. Overworked staff with impossible goals. I clean my room regularly so that it is not dusty.
155. People are hard working and want to do a good job
156. People are hardworking but the company does not support them one bit. Custodians and teachers are having to purchase cleaning items!!!!
157. personal touches by the individual custodial staff
158. Pick up of trash, pencils, etc.. Friendly and try their best.
159. Positive employees
160. Professional, courteous, helpful, hardworking
161. Quick to respond
162. Response time
163. Responsive quickly when needed help.
164. Responsive to request during school hours
165. Responsiveness to specific request.
166. Right now we are short-staffed at our school and have only 3 members of our custodial staff that have made it all year! They do a phenomenal job with what they can do and are always fulfilling our requests and work orders as fast and as best they can.
167. rooms tidied
168. Rosa, my custodian, is very friendly, but she doesn't seem to go out of her way to clean anything or restock anything.
169. Sadly, nothing.
170. Several of them work hard and take pride in their work. Plant manager is great!
171. Showing up and remaining on the job.
172. Some are friendly
173. Some of our custodians are really good - Dusvany is excellent and cares about our school. He goes out of his way to try to get things done for us. He has to work with our plant operator that is so unprofessional and lazy! All of my answers above are based on our Plant Operator! It is not fair to lump our custodians in with him.
174. Some of the custodial staff work hard and it shows. In my school, specifically the custodian in charge of the cafeteria. She is extremely hard working and does a fantastic job.
175. Some of the custodians are really great and work hard. They are just overworked.
176. Some of the janitors are amazing while others are not.
177. Staff are kind & part of the greater school community.
178. Staff bathrooms are clean and restocked but student bathrooms are appalling
179. Staff is friendly considering they are stretched thin and work with no AC...I find that unacceptable and unethical.
180. Staff is generally happy and healthy but definitely overworked. The building manager doesn't do his part to keep the building clean.
181. Staff is pleasant
182. Taking trash out
183. The addressing of emergency situations.
184. The clean up the vomit and urine promptly.

185. The cleaning ladies are wonderful and helpful.
186. The common areas seem clean. My room floors and desktops are dirty.
187. The constancy
188. The custodial staff always appear to be on task and to care about their work.
189. The custodial staff is friendly.
190. the custodial staff that are here during the school day, they do a good work, but the ones coming in the evening are seem to have no idea on how to do the task
191. The custodial staff works very, very hard. They do their best to accommodate everyone.
192. the custodian for my building was awesome! She always went above and beyond. The custodial staff at OMS had more challenges this year than in past years because of RECESS at the middle school level (so much trash) but they persevered and were always working diligently!
193. The custodian who cleans my room is friendly and helpful.
194. The custodian who has been cleaning my room for the past month is doing a nice job. Prior to that, my room had not been consistently cleaned for 3 years. They are consistently shorthanded and overworked. That is a reflection of the company who hires them.
195. The custodian who is responsible for my particular area is a very responsive and effective person.
196. The custodians are very friendly
197. The custodians themselves will address any issue a teacher has if they can, but there have been days when staff shortages prevent complete cleaning. Also, time allowed per room limit extensive dusting.
198. the day staff is good, the nightly cleaning is terrible and ineffective
199. The daytime custodial staff is AMAZING! They are quick to respond to our needs and highly effective in all that they do.
200. The detention center does not employ a company.
201. They do come to classrooms right away when a mess needs to be cleaned up.
202. The employees are good people.
203. The employees are wonderful people who help me with my room.
204. The employees that we have are wonderful and do an outstanding job of keeping our school clean.
205. The employees, very cordial and attentive to our needs.
206. They emptied the trash every day.
207. The floors and tables are always dirty
208. The full time employee who work during school hours is efficient and friendly.
209. The hallways were very clean
210. The head of our custodial staff is very responsive.
211. The individual who cleans my space is excellent.
212. The lady who cleans my classroom is excellent, but that is not true for all of the them.
213. The lady who works during the day at least tries to make up for what the night staff doesn't do. Overall it is a horrible company and a COMPLETE waste of money. They do NOTHING!!!! I have even had to empty my own trash before.
214. The language barrier makes it almost impossible to get anything done quickly. The high turn over rate among our custodial staff is a problem. Once they understand the work you want done they work very quickly to getting it done.

215. The only reason I gave "satisfied" is because our Head of Maintenance at our school works very well with our custodians. When we complain, there is instant change, things get done because of our head and how he respectfully treats the custodial staff. They are part of our school and are treated like the rest of the staff. When they first changed over to the company, this was not the case. Our custodians do take pride in our school and their jobs.
216. The people care nice
217. The people have all been friendly but just do not clean tables (weekly), boards, floors.
218. The person that cleans my room even empties out my pencil sharpener when I or my students have forgotten to empty it.
219. The person who is in charge in the school is SUPER helpful. Unfortunately his hands are tied by his boss.
220. The rooms are not cleaned. The floors are rarely mopped, the sinks are not clean, and the desks and tables are not cleaned. The outside is just as bad. Windows and sills are never cleaned.
221. The school office sure looks nice and clean. I wish my room looked that nice.
222. The staff are always so friendly and are truly trying their best, considering how much they are asked to do.
223. The staff is friendly and cordial
224. the staff is friendly and interactive
225. The staff is friendly and they work hard for as much as they have to do.
226. The staff is friendly and works hard, but there are not enough employees to clean really well. I don't blame the staff for that, that is the company not wanting to lose profits.
227. The staff is part of the school...they work hard for very little pay. They do their best to accommodate our needs. However, the company is like a sweat shop run business.
228. The staff is very friendly.
229. The staff on campus are very kind and work very hard at their jobs.
230. The staff restrooms are always extremely clean!
231. The staff that works on my floor are very pleasant and polite.
232. The staff. They want to do what's best. I fear answering questions because I don't want them to lose their job. It's the leadership and structure; not the workers.
233. The staff..not the company
234. The trash is taken out each and every day. That is a big help!
235. The woman who clean daily are hard working.
236. The woman who was responsible for cleaning my classroom was great!!
237. The workers are kind and work hard.
238. The workers are nice people.
239. The workers are very polite and respectful to all. They work very hard at our school.
240. The workers themselves try to do a good job. I don't feel there is enough of them to properly get everything done adequately.
241. Their friendliness and they are accommodating.
242. Their friendly personality
243. Their personality and attitude.
244. Their quick response to a request
245. Their support of the students.

246. Their willingness to provide me with cleaning supplies when needed. They are a friendly and caring group of people.
247. There is a problem with the Shortage of staff to do sufficient work.
248. THERE SHOULD BE NO OUTSIDE CONTRACTED COMPANY. OR GET A BETTER ONE that pays better. We have great custodians but they many extra jobs for school activities and need extra pay.
249. They are always consistent and helpful.
250. They are conscientious
251. They are courteous.
252. they are friendly
253. They are friendly
254. They are friendly
255. they are friendly and they work hard
256. They are friendly and will always help
257. they are friendly when I see them.
258. They are friendly.
259. They are friendly.
260. They are kind.
261. They are nice and helpful when I ask.
262. They are personable
263. They are personable and willing to assist.
264. they are pleasant and seem to be dependable
265. They are pleasant to speak with. However, some of the custodial staff really work well, whereas, others do bare minimum.
266. They are pleasant. I know they focus more on my room because I keep mine cleaner so they appreciate me.
267. They are polite
268. They are quick to fix anything I ask for or bring to their attention.
269. They are responsive to our needs, and although there were occasionally issues with things like paper or soap being restocked, they did a nice job overall.
270. They are responsive when asked for help.
271. They are super nice, helpful people.
272. They are the kindest people and they do work hard. But they are using "my" supplies". The water fountain had mold growing. I asked if she had something to clean it with. She walked over and took my container of Clorox wipes and cleaned it. Is that procedure? She often uses my Clorox wipes to clean the student desks each evening also. AT least I know they were clean. If there was an issue that needed attention in the restroom ASAP, we could wait at least an hour for a response. Then there would be a language barrier. I would have to stop teaching, try to show and explain and they would leave, come back and it still wasn't cleaned properly. I would cringe. If it were my child---I wouldn't use the restroom.
273. They are trying their best, I believe they are understaffed.
274. They are under staffed
275. They are very courteous.

276. they are very friendly and kind
277. They are very friendly people.
278. They are very kind and like the children. Their hearts are in the right place, but the company is not run well- they should be getting more pay for what they do, and benefits.
279. They are very personable. They seem like good people, and are very courteous when I'm in the room and they come to clean.
280. They are very pleasant when on campus
281. they come if you call them for serious clean ups immediately
282. They definitely take out the trash.
283. They do a good job of daily cleaning, BUT they continue to empty the recycle bins into the regular garbage bins, and it does not get recycled. We have a club that goes around every Friday to pick recycling and most of the bags were picked up the day before by the custodial staff, even when they were told NUMEROUS TIMES THROUGHOUT THE SCHOOL YEAR NOT to pick up the recycling.
284. They do take care of the daily cleaning of the bathroom and sweeping up of the floor
285. They emptied the trash.
286. They empty my garbage cans consistently.
287. They empty the garbage.
288. They empty the small trash cans in the room.
289. They empty the trash
290. they empty the trash on a regular basis
291. They have a nice group of people working for them. Nevertheless, they cannot keep up with everything. They need more personnel.
292. They hired good people
293. They keep the bathrooms stocked with soap and paper products.
294. They keep the hallways and library relatively clean.
295. They keep the hallways and restrooms looking good.
296. They respond quickly if needed.
297. They seem happy.
298. They seem to be dedicated
299. they seem to be friendly and as helpful as possible. hard to have a conversation with them though.
300. They speak and are nice to staff. The problem is no one stays at the job. They are always hiring
301. they stopped stealing my soda out of my refrigerator
302. they try their best with a schedule that is impossible to do
303. They try very hard to keep the school clean, but they are overworked, underpaid and have to lague a workload.
304. they usually come quickly during the day to deal with messes and accidents
305. They wipe off my desk daily and empty the trash.
306. They work so hard but can't speak English and so you can't raise concerns. When a work order is done, it doesn't get fixed just put bandaids on it!
307. They work very hard to keep our school clean!

308. Towards the end of the year they started to sweep everyday.
309. Trash and recycle bin is taken out regularly.
310. trash disposal
311. Trash pick-ups
312. Used to be pleased with the thoroughness of cleaning classes but new staff are not performing.
313. Vacuuming rugs
314. Very friendly
315. very friendly
316. Very friendly and accommodating. It is not their fault that their bosses or company does not supply them with adequate equipment or realistic expectations to clean x- number of classrooms in an x- number of hours. I do not see how any human being can get so much done in so little time. It does not help when Teachers/staff themselves do not pick up after themselves. Some teachers/staff/students think they are our maids and they are NOT. Shame on many of them and especially Principals for allowing teachers to treat custodial staff as if they were our maids.
317. Very friendly and always smiling
318. Very friendly and go above and beyond their assigned duties.
319. Very friendly and helpful
320. Very friendly and responsive
321. very friendly and try to be accommodating
322. Very friendly staff!
323. Very kind when passing in the halls.
324. Very pleasant personalities but some of the above concerns may be out of their hands due to being understaffed.
325. Very pleased with the staff at our school
326. very respectful to staff and help out whenever asked. The custodial staff work hard to do the best they can
327. We have a good lady- Maritza. She has enough for THREE people and yet she does what she can. I see what she does for \$10 an hour. Who would work that hard for that amount of money? She is exhausted.
328. We have one very hard working custodian who does an excellent job
329. We have very pleasant custodial staff
330. When they wipe down desks and straighten them if they stray
331. Willingness to help when asked directly
332. work ethic
333. Workers are hard workers.
334. Yolanda at our school is amazing and when she was cleaning our building, it was clean! But then we got a new person, and the building is so dirty. I have been sick the last 2 weeks due to the amount of dust (I am highly allergic). I have dusted and breathing all the dust in has added to my cold!