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Unit Name: Campus Mgt NRG

1.

What improvements have been planned/implemented:

Achieving a consistent high level of campus cleanliness as the result of adherence to custodial contract specifications relating to cleaning standards, frequency and staffing levels.

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

Our goal at the Northridge Campus Administration Office is to present a professional and welcoming environment at all times. We consistently strive to maintain and improve the physical appearance of the campus to meet the educational and support services needs of our campus community.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

- 1) Inspection reports conducted by the ACC Building Services Supervisor/Campus Manager
- 2) Inspection reports conducted by the ACC Custodial Contractor (ISS)
- 3) Reduction in the number of requests for routine custodial services logged in CleanTelligent (custodial services inspection, tracking and communication software)
- 4) Assessment of feedback provided by students, faculty, staff and visitors to the campus

3a. Baseline data: the data used to determine improvements were needed

- 1) Visual appearance of classrooms, hallway corridors, restrooms and common areas on campus.
- 2) Inconsistent level of cleanliness performed by custodial contractor.
- 3) Cleaning requests from campus staff.

3b. Target goals: the data that shows your improvements have achieved your goals

- 1) A healthy and attractive environment for our students, faculty and staff and one that is conducive to learning and working.
- 2) Campus appearance.
- 3) Feedback from campus community.

3c. Current data: where you are currently in reaching your target

Achieving a consistent level of cleanliness on campus is an ongoing challenge. Custodial contractor routinely faces staffing shortages and it is not apparent that custodial contractor cleaning staff routinely receive adequate training prior to reporting to the Northridge campus to complete cleaning assignments. There has been a noticeable improvement in the appearance of the campus and acknowledgement. At this time, we are midway in accomplishing our goal.

Narrative:

As a result of the hiring of a ACC Custodial Services Contract Manager and extensive collaboration, enforcement of the specifications outlined in the custodial contract has strengthened and contract compliance enhanced. The use of custodial software CleanTelligent has also proven beneficial in this effort.