

**Principals' Customer Satisfaction Survey
Facilities Services**



DUVAL COUNTY PUBLIC SCHOOLS

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January 2004

Overview

This summary provides a brief analysis of the results of the Principals' Customer Satisfaction Survey of the Facilities Department that was administered in December 2003 through January 2004. The Facilities Department consists of three major operations: Maintenance, Custodial, and Planning and Construction. Survey participants were given the opportunity to rate each separately. Unlike previous Customer Satisfaction Surveys, this survey was conducted online through the District website and was administered to the principals of Duval County Public Schools. Comparisons were made between this survey and the last Principals' Customer Satisfaction Survey, which was conducted in the Summer of 2002. Approximately 155 principals were invited to participate in this survey, of which 65 (42%) responded. The survey was made available December 9, 2003, and principals were notified by e-mail. A reminder was sent to all principals on January 2, 2004, and the survey was closed on January 9, 2004.

The survey was rated by using the A – F standard grading scale. Marking an A would indicate excellent, B is above average, C is average, D is below average, and F is failing. Participants were asked to include comments to explain any items that they rated either D or F. N for Not Applicable was also included as an option and participants were instructed to select N if they chose not to respond to a particular item. Although the survey was voluntary, respondents had the option of submitting their names if they wished to receive a response to any negative comments. Comments from principals who identified themselves (see Attachment A) have been forwarded to the Assistant Superintendent for Facilities.

The results were converted to a numerical value in which A is equal to 4 points, B to 3 points, C to 2 points, D to 1 point, and F was given a value of 0 points. These values were entered into an Excel spreadsheet and averages were calculated. Results reported are based on the averages obtained.

Maintenance Department

Principals were asked to respond to twelve items in this portion of the survey. The overall ratings for the Maintenance Department were positive with averages ranging from a low of 2.64 to a high of 3.60. The overall rating for this department was 3.23.

Areas of Greatest Satisfaction

- The Maintenance Department treats school administrators and staff with courtesy and respect. Rated 3.60
- Maintenance employees are knowledgeable of their craft and require minimal instructions in order to complete their duties and responsibilities. Rated 3.45
- Maintenance works collaboratively with school leaders to solve problems. Rated 3.43

Area of Concern

- Grounds are maintained at an appropriate level and within the 10-day maintenance cycle. Rated 2.64

Comments

Of the 65 principals who responded to the survey, 15 chose to complete the comments section regarding the Maintenance Department. Of the 15 responses, nine were positive. A representative sample of the comments follows:

- “The maintenance staff that supports my school provide overall quality and prompt service.”
- “The maintenance folks have been wonderful to us. The grounds men have added extra touches without being asked.”
- “Great group to work with.”
- “I am very impressed with the caliber of craftsmen that we employ in maintenance.”
- “I have received extraordinary support bringing a facility up to standard as a transferred principal.”

Five of the respondents felt that improvements could be made in the Maintenance Department. These comments included those below:

- “Often requires several calls, repeated visits, and weeks.”
- “Mowing should never take place during the school day. Sometimes it takes longer than the 10 days.”
- “Too often maintenance work orders have to be called in more than once in order to get something repaired or serviced. We’ve been told at least twice this year that a problem was fixed when no one from maintenance ever reported to the school.”

Principals' Customer Satisfaction Survey: Facilities Department

Survey Results

Please refer to Table 1 and Figures 1-2 for complete survey results.

Table 1

Number	Item	N *	Average
1	The Maintenance Department treats school administrators and staff with courtesy and respect.	62	3.60
2	Maintenance provides clear guidance and direction as appropriate.	63	3.21
3	Maintenance works collaboratively with school leaders to solve problems.	63	3.43
4	Maintenance responds promptly to requests for information or service.	63	3.11
5	Schools are maintained in a manner that supports an appropriate learning environment.	64	3.05
6	The Maintenance Department responds to work requests in accordance with the established response guidelines. (30 days for Routine, 24 hours for Emergency requests)	64	3.13
7	Grounds are maintained at an appropriate level and within the 10-day maintenance cycle.	64	2.64
8	Maintenance services are completed in a manner that provides for the least interference with school operations.	64	3.22
9	Work order requests are received and recorded by Maintenance Dispatch in a prompt and courteous manner.	62	3.21
10	Maintenance administrators and staff respond to questions and request for services in a timely manner.	63	3.33
11	Maintenance employees are knowledgeable of their craft and require minimal instructions in order to complete their duties and responsibilities.	64	3.45
12	Overall rating for Maintenance.	64	3.23

* N = Number of respondents (does not include responses designating "N/A")

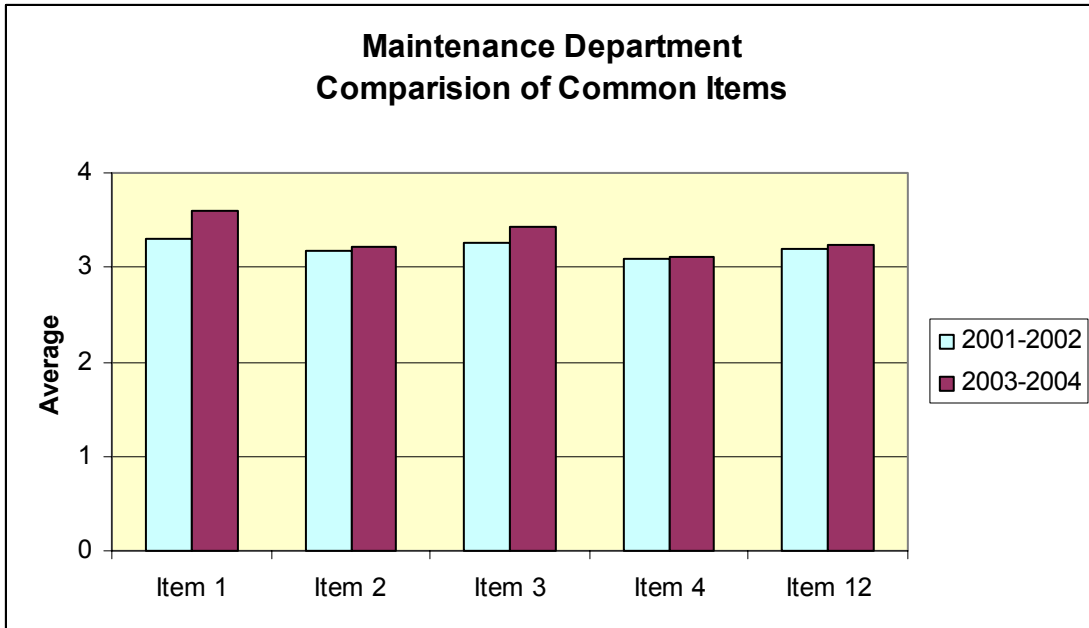
Figure 1



Comparison to Previous Survey

The Customer Satisfaction Survey has five items that are common to all surveys administered for each department. The common items are the first four items and the last item on each survey. These items are also common to the previous version of the annual survey. These common items enable comparisons of a department to other departments, as well as to itself over time. Figure 2 compares the common items of the current survey to the 2002 Customer Satisfaction Survey.

Figure 2



Item 1: The Maintenance Department treats school administrators and staff with courtesy and respect.

Item 2: Maintenance provides clear guidance and direction as appropriate.

Item 3: Maintenance works collaboratively with school leaders to solve problems.

Item 4: Maintenance responds promptly to requests for information or service.

Item 12: Overall rating for Maintenance.

Custodial Department

On this portion of the survey principals were asked to respond to 16 items. The overall ratings for the Custodial Department were positive with averages ranging from a low of 2.81 to a high of 3.54. The overall rating for this department was 3.10.

Areas of Greatest Satisfaction

- The appearance of the on-site Custodial Team is neat and appropriate. Rated 3.54
- The Custodial Department treats school administrators and staff with courtesy and respect. Rated 3.47

Principals' Customer Satisfaction Survey: Facilities Department

- The Custodial Services Department Management treats their staff with dignity and respect. Rated 3.33

Areas of Concern

- The on-site Custodial Services Department maintains the cleanliness of the restrooms. Rated 2.81
- The on-site Custodial Services Department maintains the cleanliness of the classrooms. Rated 2.97

Comments

Of the 65 principals that responded to the survey, 18 chose to complete the comments section regarding the Custodial Department. Of the 18 respondents who made comments, six were positive. A representative sample of the comments follows:

- "I have a really good custodial staff. They do what they can with an old facility."
- "The on-site custodial services for this school are exemplary."
- "I have an incredible custodial team – 2 being DCPS employees."

Eleven of the respondents felt that improvements could be made in the Custodial Department. These comments included those below:

- "Lots of turnover."
- "We have had some difficulties keeping a full staff. Also some problems in the school being ready."
- "A major problem with the custodial department is the constant turnover of personnel."

Principals' Customer Satisfaction Survey: Facilities Department

Survey Results

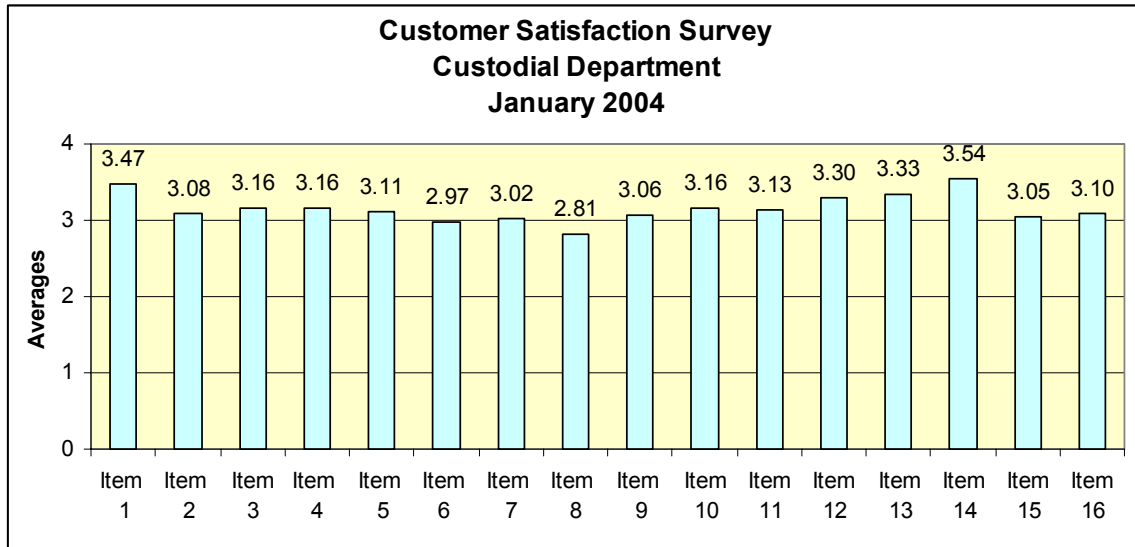
Please refer to Table 2 and Figures 3-4 for complete survey results.

Table 2

Number	Item	N *	Average
1	The Custodial Department treats school administrators and staff with courtesy and respect.	64	3.47
2	The Custodial Department provides clear guidance and direction as appropriate.	64	3.08
3	The Custodial Department works collaboratively with school leaders to solve problems.	64	3.16
4	The Custodial Department responds promptly to requests for information or service.	63	3.16
5	The on-site Custodial Services Department maintains the cleanliness of the corridors and entrance ways.	64	3.11
6	The on-site Custodial Services Department maintains the cleanliness of the classrooms.	64	2.97
7	The on-site Custodial Services Department maintains the cleanliness of the cafeteria, media centers, gymnasiums, etc.	64	3.02
8	The on-site Custodial Services Department maintains the cleanliness of the restrooms.	64	2.81
9	The on-site Custodial Services Department maintains the cleanliness of the offices.	64	3.06
10	The Custodial Services Department Management promptly responds to concerns and complaints.	64	3.16
11	The Custodial Services Department Management provides information to administrators about their operational process.	63	3.13
12	The Custodial Services Department Management maintains a fair disciplinary process.	57	3.30
13	The Custodial Services Department Management treats their staff with dignity and respect.	60	3.33
14	The appearance of the on-site Custodial Team is neat and appropriate.	63	3.54
15	Overall rating for the district Custodial Services Department	62	3.05
16	Overall rating for the on-site Custodial Services Department	62	3.10

* N = Number of respondents (does not include responses designating "N/A")

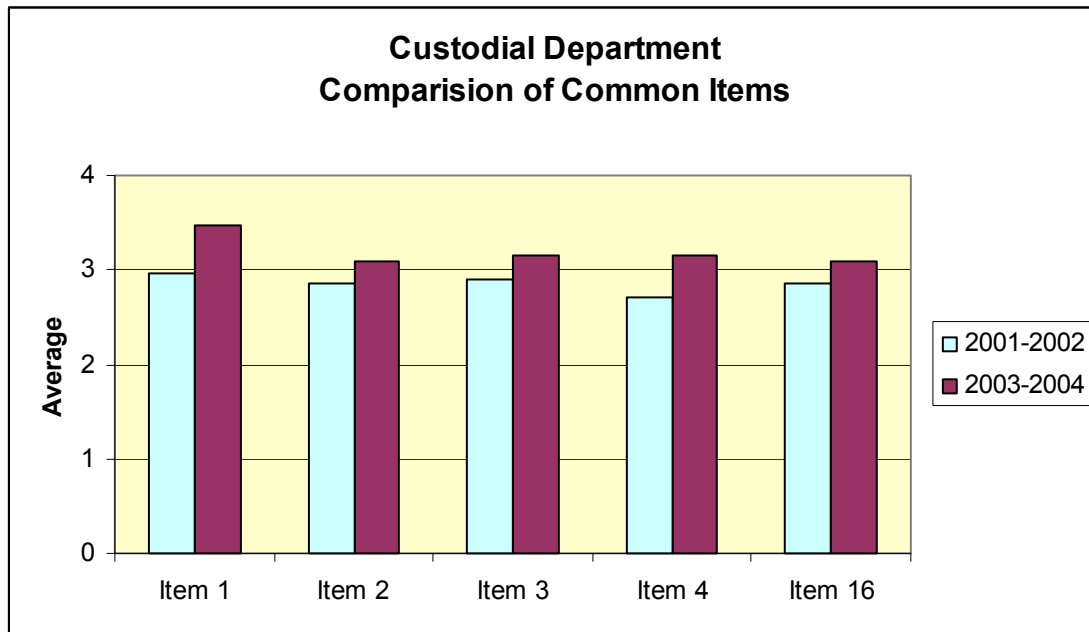
Figure 3



Comparison to Previous Survey

The Customer Satisfaction Survey has five items that are common to all surveys administered for each department. The common items are the first four items and the last item on each survey. These items are also common to the previous version of the annual survey. These common items enable comparisons of a department to other departments, as well as to itself over time. Figure 4 compares the common items of the current survey to the 2002 Customer Satisfaction Survey.

Figure 4



Principals' Customer Satisfaction Survey: Facilities Department

- Item 1:** The Custodial Department treats school administrators and staff with courtesy and respect.
- Item 2:** The Custodial Department provides clear guidance and direction as appropriate.
- Item 3:** The Custodial Department works collaboratively with school leaders to solve problems.
- Item 4:** The Custodial Department responds promptly to requests for information or service.
- Item 16:** Overall rating for the on-site Custodial Services Department.

Planning and Construction Department

There were 9 items on this portion of the survey to which principals were asked to respond. The overall ratings for the Planning and Construction Department were positive with averages ranging from a low of 2.90 to a high of 3.48. The overall rating for this department was 3.16.

Areas of Greatest Satisfaction

- The Planning and Construction Department treats school administrators and staff with courtesy and respect. Rated 3.48
- Calls to Facilities Planning and Construction were answered promptly and courteously. Rated 3.36
- Major maintenance requests were handled in a professional manner by your assigned Project Manager. Rated 3.25

Area of Concern

- Completed major maintenance projects met your expectations. Rated 2.90

Comments

Of the 65 principals that responded to the survey, 13 chose to complete the comments section regarding the Planning and Construction Department. Seven of these comments were positive. A representative sample of the comments follows:

- “The facilities department has a knowledgeable and supportive staff.”
- “Very professional, helpful, and courteous!”
- “I have always found this department to be helpful.”

Three of the respondents felt that improvements could be made in the Planning and Construction Department. Representative comments are as follows:

- “I am still waiting for a project to begin. It was supposed to be finished by now.”

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- “The quality of tiling in the renovated restrooms was not the best. Does not represent a quality job.”

Survey Results

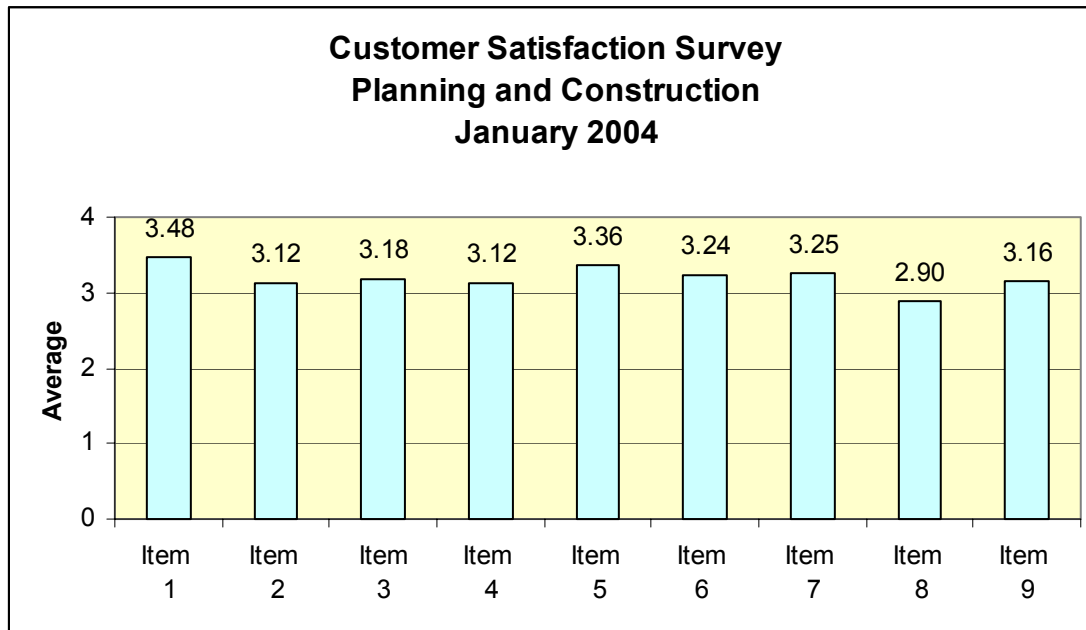
Please refer to Table 3 and Figures 5-6 for complete survey results.

Table 3

Number	Item	N *	Average
1	The Planning and Construction Department treats school administrators and staff with courtesy and respect.	52	3.48
2	Planning and Construction provides clear guidance and direction as appropriate.	52	3.12
3	Planning and Construction works collaboratively with school leaders to solve problems.	49	3.18
4	Planning and Construction responds promptly to requests for information or service.	51	3.12
5	Calls to Facilities Planning and Construction were answered promptly and courteously.	50	3.36
6	When your party was unavailable, calls were returned in a timely manner.	49	3.24
7	Major maintenance requests were handled in a professional manner by your assigned Project Manager.	48	3.25
8	Completed major maintenance projects met your expectations.	48	2.90
9	Overall rating for Facilities Planning and Construction Department	52	3.16

* N = Number of respondents (does not include responses designating “N/A”)

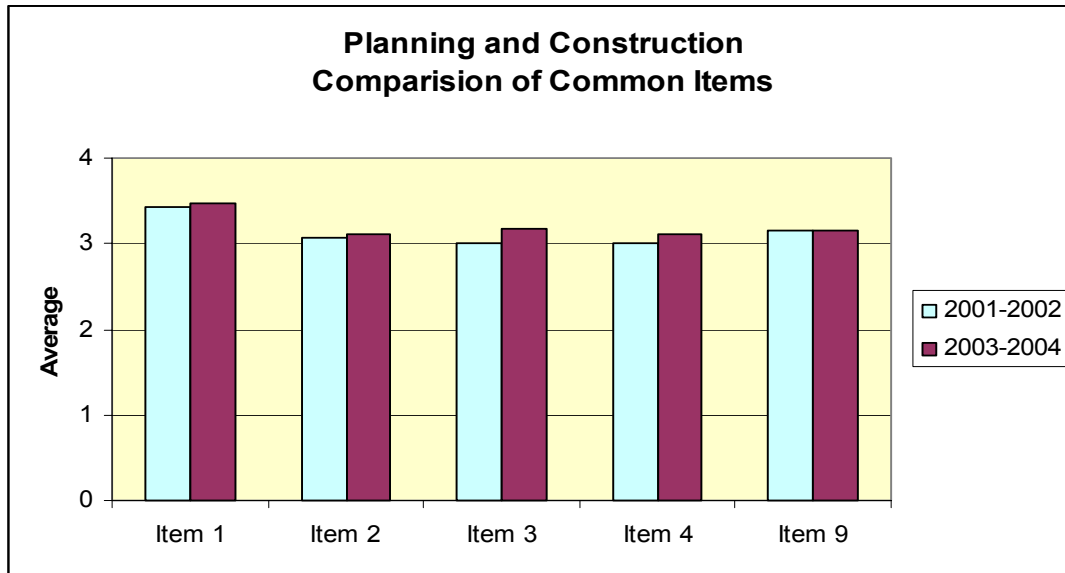
Figure 5



Comparison to Previous Survey

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Figure 6

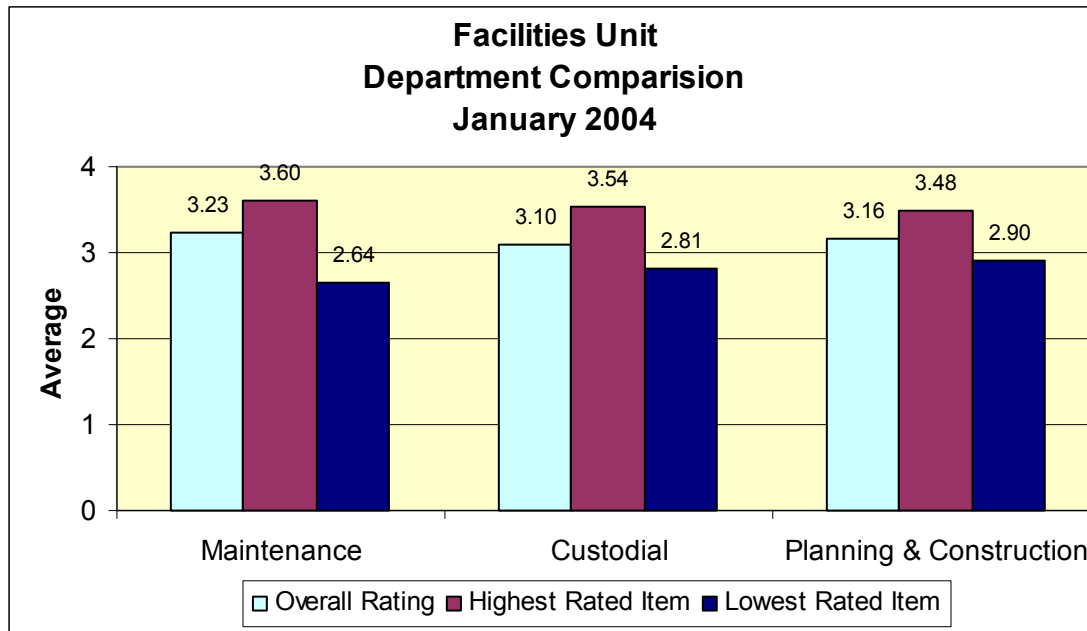


- Item 1:** The Planning and Construction Department treats school administrators and staff with courtesy and respect.
- Item 2:** Planning and Construction provides clear guidance and direction as appropriate.
- Item 3:** Planning and Construction works collaboratively with school leaders to solve problems.
- Item 4:** Planning and Construction responds promptly to requests for information or service.
- Item 9:** Overall rating for Facilities Planning and Construction.

Summary

The Customer Satisfaction Survey for the Facilities Unit was positive overall. Figure 7 shows the overall rating, highest rated item, and lowest rated item for each of the operations in Facilities.

Figure 7



Highest Rated Items

Maintenance: The Maintenance Department treats school administration and staff with courtesy and respect.

Custodial: The appearance of the on-site Custodial Team is neat and appropriate.

Planning and Construction: The Planning and Construction Department treats school administrators and staff with courtesy and respect.

Lowest Rated Items

Maintenance: Grounds are maintained at an appropriate level and within the 10-day maintenance cycle.

Custodial: The on-site Custodial Services Department maintains the cleanliness of the restrooms.

Planning and Construction: Completed major maintenance projects met your expectations.

Conclusions

Duval County Public Schools' district staff take customer satisfaction very seriously and are well aware of the importance of providing quality service to schools and principals. In order to be of maximum assistance, therefore, each report of survey findings will end with a summary of issues that the data indicate are areas of particular efficacy and areas that need attention from the department in question.

The Principals' Customer Satisfaction Survey responses indicate that noteworthy services from the Facilities Department are as follows:

- ❑ The Maintenance and Planning and Construction Departments' courteous and respectful treatment of school administrators and staff
- ❑ The neat and appropriate appearance of the Custodial Team

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The following areas require attention:

- ❑ The level of maintenance on school grounds
- ❑ The cleanliness of restrooms maintained by the on-site Custodial Services Department
- ❑ The quality of completed major maintenance projects