

Institutional Effectiveness: Facilities & Grounds
Administrators and Staff
Spring 2010

1. Which of the following best describes your employment status at NECC?

	# Responded	%
Full-time	121	70%
Part-time	50	29%
Contract (03)	3	2%

2. With respect to conference rooms... the conference rooms I use are adequate in size, furnishings, and other amenities.

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate
Bentley Library (A)	2	4	55	26	58
General Services (B)	3	5	33	8	93
Spurk (C)	5	10	24	2	100
General Sciences (E)	2	8	18	4	104
Technology Ctr (TC)	2	3	38	70	32
Behrakis One Stop (SC)	2	6	50	51	39
45 Franklin (LAW)	6	12	38	12	79
Amesbury (LAW)	5	4	12	6	113
Total all	5%	10%	51%	34%	

30 comments

3. N/A for Staff and Administrators

4. Your primary office is located in which building?

Bentley Library (A)	9%	Technology Ctr (TC)	3%
General Services (B)	16%	Behrakis One Stop (SC)	20%
Spurk (C)	21%	45 Franklin (LAW)	14%
Sports & Fitness Ctr (D)	2%	Amesbury (LAW)	3%
General Sciences (E)	9%	No response	3%

5. With respect to your primary office space... My office is adequate in size, furnishings, and other amenities.

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
My office	17	26	76	30	3	152
Total all	11%	17%	51%	20%	No response	24

55 comments

6. Offices and hallways are generally clean on the ...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	3	4	53	22	59	141
Haverhill campus	2	12	90	30	11	145
Total all	2%	7%	66%	24%	No response	26

7. Temperatures in offices and conference rooms are generally comfortable on the...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	5	17	44	4	69	139
Haverhill campus	24	40	62	4	13	143
Total all	15%	29%	53%	4%	No response	26

8. Bathrooms are generally clean and have adequate supplies (paper, toilet tissue) on the ...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	1	9	52	15	61	138
Haverhill campus	17	28	75	14	11	145
Total all	9%	18%	60%	14%	No response	26

9.A. Grounds and parking lots are generally free from litter on the...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	2	5	54	24	55	140
Haverhill campus	2	9	82	45	5	143
Total all	2%	6%	61%	31%	No response	26

9.B. Grounds generally are tidy, with grass mowed at regular intervals (summer) and snow removed within a

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	0	3	38	26	71	138
Haverhill campus	3	12	59	60	8	142
Total all	1%	7%	48%	43%	No response	26

10. I am usually aware of major Facilities and Grounds projects, prior to the work being done.

	# Responded	%
Yes	120	81%
No	28	19%
Comments	No response	28

11. I feel Security's presence enhances the overall level of safety on campus on the...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	3	8	43	19	64	137
Haverhill campus	11	27	67	22	14	141
Total all	7%	18%	55%	21%	No response	27

39 Comments

12. I know the procedures to follow if I see or encounter...

	Yes	No	Not sure	# Responded
suspicious behavior in the classroom or elsewhere	118	6	25	149
a medical emergency on campus	114	11	23	148
theft, damage or misuse of College property	116	8	22	146
			No response	27

13.A. Have you ever made a request to Facilities & Grounds for non-routine services?

	# Responded	%
Yes	81	54%
No	69	46%
No response	26	

13.B. My most frequent means of requesting non-routine service is...

	# Responded	%
Phone call directly to Facilities and Grounds (x-3922)	44	38%
Email to Facilities and Grounds	9	8%
Face-to-face (with a Facilities & Grounds employee)	11	10%
Work order (Banner)	36	31%
Contact with my division/department admin assistant	13	11%
Other (please specify below)	2	2%
No response	61	

*11 Comments***14.A. Have you ever made a request directly to Facilities & Grounds related to General Services?**

	# Responded	%
Yes	63	81%
No	15	19%
No response	98	

14.B. With respect to General Services...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
The anticipated schedule for the work is communicated effectively.	0	10	38	20	68
The time frame in which the work is completed is generally acceptable.	0	3	44	21	68
The work performed meets my expectations.	1	2	43	22	68
				No response	108

15.A. Have you ever made a request directly to Facilities & Grounds related to Grounds Services?

	# Responded	%
Yes	24	31%
No	54	69%
No response	98	

15.B. With respect to Grounds Services...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
The anticipated schedule for the work is communicated effectively.	0	2	16	7	25
The time frame in which the work is completed is generally acceptable.	0	4	14	6	24
The work performed meets my expectations.	0	4	15	6	25
				No response	151

16.A. Have you ever made a request directly to Facilities & Grounds for Mechanical Services?

	# Responded	%
Yes	64	80%
No	16	20%
No response	96	

16.B. With respect to Mechanical Services...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
The anticipated schedule for the work is communicated effectively.	1	9	39	15	64
The time frame in which the work is completed is generally acceptable.	1	4	42	17	64
The work performed meets my expectations.	1	12	37	12	62
I am generally aware of the cost implications of my request.	6	24	25	7	62
				No response	112

17.A. Have you ever made a request directly to Facilities & Grounds for Structural Services?

	# Responded	%
Yes	12	15%
No	67	85%
No response	97	

17.B. With respect to Structural Services...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
The anticipated schedule for the work is communicated effectively.	0	1	10	2	13
The time frame in which the work is completed is generally acceptable.	0	0	11	2	13
The work performed meets my expectations.	0	0	10	2	12
I am generally aware of the cost implications of my request.	1	1	8	2	12
				No response	163

18.A. Have you used Banner to submit a work order request?

	# Responded	%
Yes	39	51%
No	38	49%
No response	99	

18.B. With respect to work request processing...The Banner system meets my needs...

	Disagree	Disagree	Agree	Strongly Agree	# Responded
	2	5	27	8	42
				No response	134

18.C. With respect to work requests...The time taken to respond is generally appropriate...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
	2	4	27	10	43
				No response	133

Facilities & Grounds Survey Results Staff Respondents' Comments

Part II

1.1 With respect to conference rooms... the conference rooms I use are adequate in size, furnishings, and other amenities.*

**Note: Conference room comments include references to the college libraries.*

Lawrence Campus Response

Technology

- 45 Franklin: ... the equipment [in the videoconferencing room is] in need of updating. L 244 is better.
- Presidents dining room needs ... better computer accessibility (so the computer can be used at the conference table)

Lighting

- Presidents dining room needs lighting updates ...
- Several of the conference rooms especially in Lawrence seem dark and dreary.

Furnishings/ Amenities

- In SC203, and in the Library, there are some chairs in the conference room that are low and not easily (or able to be) adjusted up. Replacing them would be better, so no one gets the "bum seat"
- Conference rooms in Lawrence are a general embarrassment to the College.
- Lawrence facilities are not as nice as Haverhill. They need to be updated. Color schemes/rugs/furniture remind me of the 1980's.

Room size

- Larger conference room with computer needed
- 45 Franklin: The videoconferencing room is too small ...
- Would be helpful to have at least one larger (and more visually appealing) meeting space on the Lawrence campus to accommodate occasional college-wide meetings there.
- Lawrence Campus Library too small ...

Space

- Wish we had more space available in the Lawrence campus

Location

- Lawrence Campus Library ... [is] hidden.

Haverhill Campus Response

Technology

- B202 [should have] fixed audio/video equipment if budget allows
- It would be beneficial to have better equipped video conferencing rooms between Hav/Law
- Library: The Pailes Room is fine; ... the equipment [in the videoconferencing room on the first floor (112)] is in need of updating.
- The library conference and the Pailes room might benefit by having technology more available in it.

HVAC

- Some of them (B304, C314) are a trifle stuffy but they work.
- The whole HVAC system needs an overhaul. The temperature is rarely comfortable no matter what season we are in.
- Have had issues with too hot or too cold...usually never a happy medium.

Lighting

- It's hard to show a power point or video in rooms upstairs in the student center due to the fact that there are no blinds.
- SC213 needs shades
- The conference rooms in the student center are great, however they need blinds. It is difficult to see a screen with the strong morning sun.

Furnishings/ Amenities

- It would be helpful to have clocks on the wall in the rooms on the second floor of Student Center
- E building- furnishings are adequate...
- TC103 is a great room but it lacks an adequate prep area for events. A counter space with a regular sized sink would make a huge difference in the events we hold in that room.

Room size

- Library: The Pailes Room is fine; the videoconferencing room on the first floor (112) is too small ...
- B202 should be larger
- B202 is quite small but it serves its purpose for a small group.
- B202 is too small!
- B202 seems small/crowded
- Conference room on 3 in Spurk-near mail boxes, is too small for much use
- E building- furnishings are adequate but not the size
- I do not have any negative to say about the conference room sizes.

Spaces

- The college lacks small and medium size meeting space and the large meeting space in the TECH Center is often booked.

- It would be great to have more space for meetings in the C building.
- It is sometime difficult to book TC103 A and B. I wish there were more options for smaller good spaces.
- We conduct many conferences and workshops in our office that require the use of large spaces. TC103AB is the only place available that accommodates this and I think this can be an issue when other areas are competing for space. It is always an issue on EVERY Thursday when the space is dedicated to serving Life Long Learning. LLL is certainly willing to change their schedule to accommodate other meetings, but it would be nice to have more than just this one option for meetings of this size.
- Only complaint is that there are not enough of them.

2.3 With respect to your primary office space... My office is adequate in size, furnishings, and other amenities

Lawrence Campus Response

Technology

- ... computer is lacking [in my office]

HVAC

- I sit in the basement with no windows. Air quality in this office is the driest I've ever experienced
- The office is decent, but the air quality in the building is horrible. Wish windows could open.
- The major issue is lack of temperature control
- Temperatures in our office are too hot or too cold

Sound

- ... VERY noisy ... environment

Furnishings/ Amenities

- cubicle office provides no ... storage
- chairs are dirty & falling apart ...

Office size

- Space is fine ...
- ... space is cramped
- ... cramped office space on Lawrence Campus

Privacy

- cubicle office provides no privacy ... because of the VERY noisy dirty environment
- Cubical- no privacy

Other

- I am happy with my office in Haverhill, but not so for Lawrence
- Despite a great need, I do not have a dedicated, enclosed office

- We need more space, especially for students waiting.

Haverhill Campus Response

Building A (Bentley Library)

HVAC

- poor air circulation
- My office is adequate but due to West side of building location, is sweltering in the afternoon when sun shines in.

Lighting

- no natural light, inadequate overhead light

Office size

- The space is fine; would be great if I could fit people in my office comfortably for a small meeting.

Other

- No windows

Building B (General Services)

HVAC

- The office space that the rest of the staff occupies has insufficient air flow and is very hot in the summer time.
- Ventilation is poor, especially in summer.
- little to no heat.
- It's often really cold in here.

Sound

- We could use walls for ... noise. Otherwise acceptable.

Furnishings/ Amenities

- It would be good to have a center drawer in the desk as well as a keyboard & mouse tray to help with the ergonomics.
- We have no water in the sink.
- While I am happy to have my own office, I am in basically an old closet with no windows, no natural light, little to no heat, so it does often feel quite drab and dungeon-like.

Pests

- We often have mice and request traps and they don't come or we get one.

Custodial

- It doesn't get cleaned very well.

Privacy

- We could use walls for privacy ... Otherwise acceptable.

Other

- Too many doors so much traffic that isn't intended for me passes through.
- Great flow

Building C (Spurk)

Technology

- Need computer at my desk to work more efficiently.

HVAC

- Extremely hot in the summer months C314T
- Heating is an ongoing problem
- The heating system is inadequate and room is poorly insulated

Furnishings/ Amenities

- Furnishings are old and need updating.
- furnishings and amenities are old

Office size

- Office is small, difficult to have private meetings with students and faculty
- my office is tiny but the location is great so that balances out
- The desks fit, but it is very hard to have meetings and/or meet with students. We often meet in the hallway.

Other

- Don't have an office
- My office space is part of a student-support lab, so it's not typical.

Building D

Sound

- I share a space with two other people. Sometimes the attached classroom through a glass wall can be loud or distracting.

Other

- My office is an old closet. In case of an emergency, I do not have any way I could escape.

Building E (Sciences)

Technology

- [I have] no computer

HVAC

- issues with heat

Furnishings/ Amenities

- The desk is very small

- where my office is located now (after reorg??) furnishing need updating

Pests

- issues with mice

Building TC (Technology Center)

No comments

Student Center

Technology

- No phone

HVAC

- The office/cubicle is always cold
- there is no vent and I use a fan from outside of door to ventilate office air
- Many issues with too hot/too cold never a happy medium
- The office is very often too cold: not enough heat in winter and too much AC in summer.
- The only problem is either heating or air conditioning
- Climate control is lacking, often.
- freezing temps

Lighting

- Need blinds to block the sun for about 10 months of the year or I can barely see my computer screen.

Furnishings/ Amenities

- Furnishings are very nice.
- Could use more desk file space

Office Size

- We meet with students and parents, and the offices are often not big enough to accommodate everyone. We have students in wheelchairs as well and it is a tight fit.
- However layout office space in is not adequate; too cramped ...

Space

- ... no personal space; work space causes immense confusion for students and visitors.
- Our office is on the border of being inadequate considering the number of students we serve and the maneuvering space for those in wheelchairs or using other assistive devices.

Privacy

- Not enough privacy in LAC, to protect the confidentiality of disabled students. (case managers have cubicles)
- The nature of my position requires that I work with a lot of confidential information as well as secure testing materials, so working in a public area with a high level of student

traffic makes it difficult to maintain the records in a secure and confidential manner. On the other hand, it is helpful to students who wish to learn more about the services my area provides to be in a location that is accessible to them. It is indeed a bit of a "catch 22."

- However layout office space in is not adequate ... no privacy.

Other

- The student center is more than adequate, it is exemplary.
- It would be helpful to be able to have visual access to our front & back offices.
- No closet for coat is at the other end of the bldg ...
- Rugs are a mess in CPAC...bad choice of colors for this amount of traffic

Part III

6. 6. I am usually aware of major Facilities and Grounds projects, prior to the work being done.

Lawrence Campus Response

Notification re projects

- Didn't know that certain rooms in Lawrence were being converted to smart rooms last summer.

Parking

- Inadequate parking in Lawrence,

Custodial

- Both buildings at Lawrence campus are clean and comfortable

Snow and ice removal

- parking lots oftentimes are full of snow

Other

- I've only worked here for 4 months and haven't experienced summer on this campus yet.

Haverhill Campus Response

Notification re projects

- Unaware of projects that happen in the summer
- Maintenance does an excellent job notifying of upcoming jobs
- In the past couple of months we have not been as informed as previously to projects in the building

HVAC

- Also, last Monday, it was 78 degrees in our office; too hot to work.

- I work in the One-Stop Student Center and the temperature is always FREEZING no matter what time of year. I have to wear layers of clothing to feel comfortable.
- Temperature in SC is consistently an issue too hot or too cold. When we call, the issue is usually quickly remedied.
- It's too cold in the winter and too cold in the summer!!!
- the office temps on Monday mornings can be extremely chilly!
- The office tends to be a little to cold ...
- The temperature in the room is not comfortable for working.
- The heat comes on too late in the fall and goes off too early in the spring. Some days it's really cold in here.
- Some buildings are absolutely freezing; offices are different from office to office. Some are too cold and others too hot, no in between.
- It is FREEZING in the Summer, not comfortable AT ALL

Restrooms

- Restrooms in B building could be kept up better throughout the day with trash removal and restocking.
- The bathrooms in C building are disgusting! The sinks leak and the bathrooms smell horrible!
- The bathrooms in C building are sometimes unusable. The smell from the floor drains is disgusting. Sinks/toilets leak. Feminine product disposal boxes are a health hazard!
- The bathroom floors in the C building are often wet. I strongly feel we need paper towels instead of the outdated dryers.
- With regards to bathroom, the SC bathrooms are typically immaculate right around 4pm when Andy is cleaning.
- Think bathrooms could be cleaned more frequently and attention to cleaning the back/inside of stall doors as well. Most of my experience regarding this is in the Behrakis Student Center.
- Bathrooms are clean but SMELL like outhouses
- Paper towels in the bathrooms
- Bathrooms are filthy in Haverhill; some people do not flush toilets. Why don't we have faculty bathrooms like other schools?
- There is NEVER hot water in bathrooms and that is what helps kills germs. Hand sanitizer stations were never installed in my area and students often wrote on the flyers on the wall about the H1N1 prevention -- as they know you need hot water and paper towels to be effective. Bathrooms need updating !!!!!
- The air dryers in bathrooms are insufficient--it would be useful to replace them with dryers that work, or to switch to paper towels.
- The bathroom in the hallways is not always clean
- My only "complaint" would be the cleanliness (or lack thereof) of the bathrooms.
- No toilet tissue, soap or paper towels in ladies room
- The bathrooms are adequate (at best); however, the cleaning crew is not responsible for users inconsideration (I don't know how they stand picking up after some people who use the bathrooms). There are paper towel dispensers on some floors, not on all, some door locks don't work.
- Be mindful of access for handicapped faculty, staff, and students in restrooms. There should be dedicated restrooms for staff and faculty.

- ... the restrooms are always dirty.

Custodial

- Accumulation of dust around office equipment is awful. Office staff are often seen cleaning
- Any particular reason the custodians have to mop or wax floor while classes are in session?
- Overall, I believe that our janitorial staff to an excellent job of keeping the buildings clean ...
- Prior to that minimal is done to keep them clean beyond emptying trash bins - at times it is less than adequate. There is a very distinct difference in the procedures followed for cleaning during the day and the evening which is unfortunate because most students/staff/visitors are here during the day.
- It took 6 months for a small piece of trash to be swept from office (I left it there to see...)
- I've been here in the evening and seen the custodian dumping "recycled" bins into the same large trash bin as other trash.
- Maintenance people work very hard to keep NECC tidy.
- The [evening cleaning] women are polite and hardworking. Most have limited English skills so I find myself using my rusty Spanish or pointing out what I would like them to do. It would be helpful to be able to talk with their supervisor on a regular basis about our priorities and have more of a definitive cleaning plan. Some areas never get vacuumed unless we ask. It makes sense for them to divide the area and make sure they hit certain areas on a regular basis. Again, they do a great job but communication is lacking.

Snow and ice removal

- Snow removal in parking lot and path to Spurk (very icy)
- The parking is absolutely terrible during the winter. The snow is never removed at a reasonable time and as result, my car always gets stock in the parking lot. Last year, I hit my car in the curve and needed some one to help me get it out because there was so much snow that I could not back up.
- We have had a few days where the snow was pretty deep in the parking lot and between buildings when the school was open.
- Snow/ice removal during large storms could be better.
- Sanding walkways in winter could be improved.
- Snow removal needs to be better in the winter, especially in the parking lots
- With regards to snow removal, for the most part it is removed very timely and maintained. A few times a year, it is not and the ice builds up in the visitor lot and becomes treacherous. Overall though, the maintenance staff is wonderful.
- Snow Removal is terrible; there is always ice on the walkway. I had back surgery and I worry a lot about falling.
- Snow removal is not adequate on walkways, even in areas utilized by people with disabilities. (After one storm last December, there was snow completely covering a walkway that was used as a handicapped bus stop.) Ice is a problem every winter.
- Snow removal in parking lots can be substandard and sometimes sight can be impaired by tall mounds of snow.

- One-Stop Center parking lot often in need of sanding in the winter.
- The snow mounds are sometimes a visibility issue.

Parking lot lighting

- Lights being out in parking lots sense of security issue.
- Lights in parking lots should not all be turned off at 11 pm, as on several occasions they were turned off and I right into an obstacle. At night, one just can not see in the parking lots, particularly when it is cloudy, and the lights are out.

Landscaping

- The Haverhill Campus has beautiful landscaping and great care is taken for its upkeep. One area that is neglected is the landscaping outside of the TC's main entrance from the parking lot which is over grown with weeds. It's a shame that it is not kept up and this is a beautiful building.
- The front of SC building needs two more azaleas to balance out the other side.

Grounds Maintenance

- I have to agree but there are occasions when there is litter - it stays there for awhile before it gets attended to.
- The parking lots look like ashtrays.
- I had to disagree about the grounds being tidy because of co-workers falling due to debris
- Overall, I believe that our janitorial staff does an excellent job of keeping the ... grounds in beautiful condition.
- I think it's a beautiful and well maintained college and find the Haverhill campus especially attractive.
- I think the grounds keeping crew does an outstanding job of managing as large a campus as Haverhill - KUDOS to Paul, Phil and Mike.
- F and G do SUCH an excellent job keeping our campus beautiful!
- The overall environment of the campus as maintained by facilities and grounds is attractive and welcoming.

Water drainage

- Also, there is a lack of water drainage which causes deep puddles around the Spurr bldg.
- The "lake" by the "C" bldg during wet weather is a bit much.
- There are serious puddles and rivers that form in heavy rains or when it rains on top of snow which should be addressed. I've stepped in puddles that completely covered and soaked my feet just trying to cross the street to the parking lot.

Part IV

1. 1. I feel Security's presence enhances the overall level of safety on campus on the...

Lawrence Campus Response

Positive

- It's necessary and helpful to have them; they are welcoming and always available, but it's not really an "enhanced level of safety" feeling--more of a helpfulness when you need them.
- Having security desk as you walk in the Lawrence buildings give a sense of security.
- Lawrence Security folks - very pleasant, helpful and responsive to needs of the campus
- We run a program on the weekends in Lawrence (Franklin St.) Security is extremely helpful!

Areas of concern

- most security staff are physically unable to be of much assistance in a real emergency
- The campus can't get any deeper into the scum of Lawrence, and you try to provide security for several buildings & parking lots with 3 guards? Who is the idiot that decided that?
- There are times like the beginning of the semester when more security may be beneficial.

Haverhill Campus Response

Positive

- I feel safe but I may be naive in this regards as I believe in the inherent goodness of others.
- Security force at both campuses is polite and helpful.

Skills/ Qualifications/ Duties

- I believe that to a certain degree, the idea of security being present on campus probably does enhance it to a certain degree...however, there is the perception that it is not made up of the most qualified individuals with the exception of a few members of security.
- Security is "OK", but I'm not so sure about how effective they will be when it comes to a serious matter. Most of the crew are very low paid and are basically traffic coordinators.
- I am not convinced that they are adequately trained or paid to handle all levels of emergency. We have no one who can respond to mental health emergencies after hours and the procedures during the day are murky at best.
- Most security officers seem pretty good however, one female officer in particular who is quite heavy set and can be found sitting on the bench or in the security vehicle while waiting to help people cross the street doesn't inspire much confidence given her weight issues and ongoing need to sit unfortunately.
- I suppose that having ANY security staff enhances the level of security, but the number of elderly "guards" and the apparent lack of skill seem problematic. A number of faculty have said they would never rely on Security to make them feel safe.
- I think overall there is a perception that Security in Haverhill does not always have the skills necessary to deal with emergencies, although there have been specific

instances of them doing a great job when called on - not sure how much this is perception vs. fact. I think people would be more comfortable with a campus police dept.

- They direct traffic, nothing more.
- Mainly seem to direct traffic
- Why don't we have police trained security as does Salem State?
- They are great for traffic control but they do not enhance the level of safety in my mind.
- Would not trust my safety and well being to the security staff we have on the Haverhill campus. They are good for directing traffic.

Visibility/ Presence

- There are pockets on the Haverhill campus where security rarely ventures and students are often times smoking there and speaking out usually gets me a lot of foul language in return.
- Need more presence of security in parking lots and around campus in Haverhill.
- not much of a presence of security other than as crossing guards in the morning and evening
- Very rarely do I see security. They need to be more visible and stationed in key places like at the entrance of the one stop building to monitor cars that fly on the road. Also in the cafeteria where students get rowdy and indecent; or when students park in the staff parking lot after security leaves in the morning.
- There doesn't seem to be many security folks. I think they do what they can.
- We need more people to cover parking lots.
- Not enough presence especially the night ours 6:00pm - 7:00pm
- Need a stronger presence
- I feel we need more presence on the Haverhill Campus
- It would be nice to have more security for the main parking lot in front of the library for a longer period of time / to not allow students to park in there.
- There should be another guard on duty in the evenings and visible.
- In Haverhill it's rare to see a security guard
- I have only been to Haverhill twice for meetings only. I didn't notice any security
- I don't think that there is a "visible" security presence on the Haverhill Campus
- Agree that any security enhances safety; I just don't see any active display of enforcement, security.
- "Security, it's a tough subject, but here goes: It is clear to me that we have security issues at NECC when it comes to the overall campus safety. Security here reminds me of security in the sense of if you need your office door unlocked, they can open it for you. If you need traffic directed, they can do that, etc. I worked at an organization where security was EXACTLY like this and then someone plowed into the front lobby of the company with their truck, got out wielding a large knife and started running down the halls. This person stabbed and nearly killed one of my co-workers. This was a random attack in the middle of the day. The police and SWAT teams arrived and had to take him out. This was in Methuen back in the 1990s, so I know all too well that it does happen, right in our own neighborhoods. The day after this happened, the organization quickly started to re-address their understanding of what it means to provide security. While I know it is very low statistically for

something like this to happen, I don't necessarily think of NECC security as a place where, if there were a true emergency on campus, I would feel safe. I just don't know that we are all organized and on the same page about what security measures are in place (beyond calling security or the police) if something like this did happen. There was a Campus Safety Response Team created (a few years ago) and I think it would be helpful to keep the community informed of its existence. It has sort of faded to the background - there are a few participants that were given specific tasks and they are all in different locations of the college (marketing communications, student activities, learning accommodations center, etc.). While I do applaud their commitment and efforts and am hopeful they communicate, I think it would be best if this felt more like a real entity on campus and follow-up communication was given to the college community – even if it's to say, 'yes, we are here if you need us.' There was talk a while back about using the bells as a warning system. What happened with that? There was a time when marketing communications did a survey on using cell phone numbers to alert participants of a danger on campus. What happened with that? And, so on...

On another note, I believe we are down to just three guards on duty during the day (and one of these is generally located in the security office); however, this isn't always the case when you call security. The last thing a person wants to receive in a true emergency is a voice mail messaging system. I think campus security is a very serious matter and how we view security on campus demands an overhaul; however, given budget constraints, it is often seen as residual and cut. I also know that this has been an on-going matter here at NECC. I know the day guards by name, see them every day, and know they do their best with what limited resources they have at their disposal. I've talked with the guards. They are making upwards of \$10.00 an hour (and that's a GOOD salary). Security cameras in all areas of the parking lot would be beneficial. On a separate note, I think it would be interesting to inform the campus of more about what the training is of the security guards at NECC through the contracted vendor. Are they all CPR certified? What is their prior security work experience? Does our security contractor train those with little to no security experience in how to be a security guard and react to various situations? I have no idea what the contracted security company requires of its staff to serve us!

My overall point is that I do want to feel safe and I realize there is no prescription to entirely stop an unexpected situation, but we can take precautions. I found out recently that many years ago, there were one or two people designated as safety monitors in each building so that, in case of an emergency, they would be notified immediately and be responsible for certain tasks and they had access to first aid supplies. I thought this was a great idea! Train a few people on staff in each physical area to be that person(s). Basic training would be an initial cost, but this training would far outweigh costs down the road if something should happen here."

Area of concern – Car break-ins

- It is ridiculous that so many cars in Haverhill get broken into in the student parking lot. My nephew had his laptop and cell phone stolen - window smashed right in the 2nd row.

- There have been too many stolen cars for anyone to argue that security is making a difference in campus safety.
- Car break ins increasing

Area of concern – Smoking

- Better enforcement of no smoking policy on Haverhill Campus would be welcome, although I do realize it is a thankless task.
- Would be great if they could better control the no smoking on campus policy

Part V

2.2. My most frequent means of requesting non-routine service is...

Lawrence Campus Response

- Phone call followed by work order in Banner to document.

Haverhill Campus Response

- Sometimes in emergency situations a direct phone call has to be made to facilities and grounds
- I can think of one instance, and it was a number of years ago.
- Depending on the service we use Work orders thru Banner, emails and phone calls.
- If there is some urgency, we call Facilities and always receive a prompt return call
- I might also email or make a phone call
- Our office has also used banner requests.
- As well as email Linda and phone call directly. They do a good job.

Part VI

2. 2. With respect to work request processing...

Haverhill Campus Response

- The Banner work order process works well but there is one disconnect. When I place a work order, I generally indicate what needs to be done and who to see. Often the guys just “show-up” ready to move on something.

It would be more efficient if they communicated to us in advance as to when they are coming. They have come to do moves when I am at an off campus meeting or when we are teaching a class and it is too disruptive. This causes confusion and is a waste of everyone’s time.

They do a good job and communication could really move that rating to an excellent.

**Institutional Effectiveness: Facilities & Grounds
Faculty (full-time and adjunct)
Spring 2010**

1. Which of the following best describes your employment status at NECC?

	# Responded	%
Full-time	34	43%
Part-time, adjunct	46	58%
No response	1	

2. With respect to classrooms...The classrooms I use in the following buildings are adequate in size, furnishings and other amenities.

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	
General Services (B)	1	4	17	3	38	
Spurk (C)	1	16	25	12	14	
General Sciences (E)	1	6	8	1	45	
Technology Center (TC)	1	3	17	15	25	
45 Franklin (LAW)	0	10	18	6	32	
Amesbury (LAW)	2	3	8	1	48	
Total all	3%	23%	52%	21%	No response	7

40 comments

3. With respect to specialized instructional spaces, like laboratories and dance, art and music studios... The specialized instructional spaces I use in the following buildings are adequate in size, furnishings, and other amenities.

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	
Bentley Library (A)	0	0	16	11	40	
General Services (B)	0	0	12	2	51	
Spurk (C)	0	6	11	4	45	
Sports & Fitness Ctr (D)	1	1	6	1	57	
General Sciences (E)	2	4	5	0	55	
Technology Ctr (TC)	0	3	7	11	46	
Behrakis Student Center (S)	0	1	7	4	54	
45 Franklin (LAW)	0	5	11	0	51	
Amesbury (LAW)	1	1	4	0	65	
Total all	4%	19%	57%	20%	No response	10

19 comments

4. Your primary office is located in which building?

Bentley Library (A)	0%	Technology Ctr (TC)	4%
General Services (B)	3%	Behrakis One Stop (SC)	0%
Spurk (C)	45%	45 Franklin (LAW)	11%
Sports & Fitness Ctr (D)	3%	Amesbury (LAW)	3%
General Sciences (E)	4%	No response	27%

5. With respect to your primary office space... My office is adequate in size, furnishings, and other amenities.

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
My office	6	12	25	6	19	68
Total all	12%	24%	51%	12%	No response	13

32 comments

6. Classrooms and hallways are generally clean on the ...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	0	1	19	21	23	64
Haverhill campus	1	6	36	18	5	66
Total all	1%	7%	54%	38%	No response	10

7. Temperatures in classrooms and offices are generally comfortable on the...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	6	17	15	1	24	63
Haverhill campus	2	20	30	7	6	65
Total all	8%	38%	46%	8%	No response	11

8. Bathrooms are generally clean and have adequate supplies (paper, toilet tissue) on the ...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	1	4	26	7	23	61
Haverhill campus	0	14	35	12	3	64
Total all	1%	18%	62%	19%	No response	13

9.A. Grounds and parking lots are generally free from litter on the...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	0	2	22	14	23	61
Haverhill campus	0	1	39	24	2	66
Total all	0%	3%	60%	37%	No response	10

9.B. Grounds generally are tidy, with grass mowed at regular intervals (summer) and snow removed within a reasonable timeframe (winter) on the...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	0	2	21	15	21	59
Haverhill campus	0	2	34	28	2	66
Total all	0%	4%	54%	42%	No response	10

29 comments

10. Question 10 was not included in the Faculty Survey.

N/A

11. I feel Security's presence enhances the overall level of safety on campus on the...

	Strongly Disagree	Disagree	Agree	Strongly Agree	No experience – Cannot rate	# Responded
Lawrence campus	0	6	16	19	23	64
Haverhill campus	3	9	23	17	13	65
Total all	3%	16%	42%	39%	No response	10

10 comments

12. I know the procedures to follow if I see or encounter...

	Yes	No	Not sure	# Responded
suspicious behavior in the classroom or elsewhere	49	3	19	71
a medical emergency on campus	49	2	70	121
theft, damage or misuse of College property	49	6	71	126
			No response	10

13.A. Have you ever made a request to Facilities & Grounds for non-routine services?

	# Responded	%
Yes	27	38%
No	44	62%
No response	10	

13.B. My most frequent means of requesting non-routine service is...

	# Responded	%
Phone call directly to Facilities and Grounds (x-3922)	9	19%
Email to Facilities and Grounds	4	9%
Face-to-face (with a Facilities & Grounds employee)	7	15%
Work order (Banner)	2	4%
Contact with my division/department admin assistant	18	38%
Other (please specify below)	7	15%
No response	34	

8 comments

14.A. Have you ever made a request directly to Facilities & Grounds for General Services?

	# Responded	%
Yes	15	56%
No	12	44%
No response	54	

14.B. With respect to General Services...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
The anticipated schedule for the work is communicated effectively.	0	4	8	2	14
The time frame in which the work is completed is generally acceptable.	2	3	6	4	15
The work performed meets my expectations.	1	1	10	3	15
				No response	66

15.A. Have you ever made a request directly to Facilities & Grounds for Grounds Services?

	# Responded	%
Yes	1	4%
No	25	93%
No response	55	

15.B. With respect to Grounds Services...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
The anticipated schedule for the work is communicated effectively.	1	0	1	1	3
The time frame in which the work is completed is generally acceptable.	0	1	1	1	3
The work performed meets my expectations.	0	0	1	2	3
				No response	78

16.A. Have you ever made a request directly to Facilities & Grounds for Mechanical Services?

	# Responded	%
Yes	10	37%
No	17	63%
No response	54	

16.B. With respect to Mechanical Services...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
The anticipated schedule for the work is communicated effectively.	2	1	5	2	10
The time frame in which the work is completed is generally acceptable.	1	2	5	2	10
The work performed meets my expectations.	1	2	4	3	10
I am generally aware of the cost implications of my request.	1	5	2	1	9
				No response	71

17.A. Have you ever made a request directly to Facilities & Grounds for Structural Services?

	# Responded	%
Yes	1	4%
No	25	93%
No response	55	

17.B. With respect to Structural Services...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
The anticipated schedule for the work is communicated effectively.	1	0	0	0	1
The time frame in which the work is completed is generally acceptable.	0	0	1	0	1
The work performed meets my expectations.	0	0	1	0	1
I am generally aware of the cost implications of my request.	0	1	0	0	1
				No response	80

18.A. Have you used Banner to submit a work order request?

	# Responded	%
Yes	5	19%
No	22	81%
No response	54	

18.B. With respect to work request processing...The Banner system meets my needs...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
	2	1	1	1	5
				No response	76

18.C. With respect to work requests...The time taken to respond is generally appropriate...

	Strongly Disagree	Disagree	Agree	Strongly Agree	# Responded
	1	1	1	2	5
				No response	76

July 7, 2010

Facilities & Grounds Survey Results Faculty Respondents' Comments

1.1. *With respect to classrooms...* The classrooms I use in the following buildings are adequate in size, furnishings and other amenities.

Lawrence Campus Response

Technology

- All classrooms need to be upgraded to be smart classrooms with the same technology (projector, DVD players, document cameras, etc.)

HVAC

- HVAC is inadequate ... too hot or cold
- Biggest issues are temperature ...
- Students complain about the ventilation ...

Lighting

- Biggest issues are ... large windows which interfere (because blinds don't make room dark enough) with ability to see .ppt presentations on screen
- The lighting due to old vertical blinds that are in disrepair is an interference with the ability to display power point/ video images when the outside light cannot be blocked out.
- 45 Franklin, lighting in the classrooms always a problem,

Sound

- Students complain about the ... acoustics and noise distraction ...
- Biggest issues are ... noise from adjacent classrooms ...
- 45 Franklin, noise in the classrooms always a problem,

Ventilation

Furnishings/ Amenities/ Room set-ups

- Students complain about the ... seating arrangements. Some classes still have students desk and chair seats combined.
- Classrooms need to have tables and chairs on wheels that can be re-arranged for group activities.
- The facilities in Lawrence are spartan, but probably adequate.
- L146 on Franklin Street is not adequate in ... furnishings or other amenities

Number of classrooms

- Really need better room availability in Lawrence, the new health sci building needs to be pushed forward faster than the projected 2013. We are out of room.

Classroom size

- Biggest issues are ... space during exams...
- L146 on Franklin Street is not adequate in size ...

Haverhill Campus Response

Technology

- well equipped, technology wise - would welcome Smartboards
- Despite numerous requests for a "smart classroom" - PI have repeatedly had to deal with cart requests and or arranging equipment for classes due to none being available at that time.
- Happy to see upgrade to "Smart" classrooms! Yeah!
- The smart classrooms in the Spurk building are great.
- well, it's only the technology aspect of the classrooms that I have complaints about

HVAC

- I do believe all classrooms need air conditioning.
- Spurk in particular needs renovation in terms of HVAC ...
- Temps vary too much - third floor classrooms in Spurk have no AC.

Lighting

- Spurk in particular needs renovation in terms of ... lighting.

Sound

- ... many classrooms have poor acoustics making it difficult for many students to hear the instructor and trying to stay focused.
- acoustics are terrible ...

Furnishings/ Room set-ups

- Chairs in C 209 have the attachment to put books on, but many students have a hard time getting into them. Not useful. Need to have long table and chair set ups
- Spurk desks are torture
- C213 is very difficult to use; there are too many desks that make it almost impossible to get from student to student to check their work and very difficult for students to work in groups; TC 211 the desks are too big or there are too many-- difficult for students to work in groups
- Individual chairs vs. long tables would be preferred
- In some classrooms the student tables are too big. The room is crowded and it is difficult to work in groups. The new arrangements of many rooms put the instructor or student speaker far from the door so that late arriving students cannot see if they are interrupting and come barging in. The instructor can not see the clocks, either.
- Old metal chair/desks need to go!
- Although I am in one of the smart classrooms, it would be nice to move the chairs and desks around for circle discussions but it isn't possible
- In classrooms with tablet top desks, the students find it uncomfortable trying to balance textbook, notebook, calculator, and their coffee cup.

- ... student seats are uncomfortable, in some rooms desks can't be easily maneuvered for small group work

Classroom size

- Some rooms, C311, way too big for small classes.

Classroom condition

- they are dirty
- well equipped & very clean

1.2. With respect to specialized instructional spaces, like laboratories and dance, art and music studios...The specialized instructional spaces I use in the following buildings are adequate in size, furnishings, and other amenities.

Lawrence Campus Response

HVAC

- room is either too hot or too cold -mostly too cold
- 45 Franklin, the temperature is always a problem
- Once again students complain about ventilation (too hot/too cold)

Furnishings

- Seating is not always adequate.

Space

- As mentioned we really need more space in labs and versatility. The new building will give us that.
- lab space is small
- Computer labs need to be able to accommodate more than 20 students.
- ... I know the Lawrence reading center is inadequate space-wise--and is shared with other centers

Haverhill Campus Response

Technology

- The computing labs are adequate with good services; however the software is a bit old and out-of-date.
- TC129 computer lab poorly set out ...should be arranged like B309
- If all classrooms are not smart rooms, they should be

Number/ Adequacy of ... (specialized instructional spaces)

- It would be nicer if there were two dance studios so that the students did not have to rehearse in the hallway.
- the labs in the Building E need smoke detectors and sprinklers

- Twice a year we put on performances in the gym. It is an expensive and difficult job to try to convert the gym into a theater for dance. We have to hire a company to hang the drapes and rent a lift for them to do it as the college's lift is no longer safe. The Main Drape has disintegrated, so we can no longer close a curtain between numbers. The lighting system was purchased in 1984 and much of it no longer works correctly. The music concerts have a lovely looking space to perform in the Tech. Center, but the acoustics are poor. It is also awkward to set up microphone stands and there are not enough platforms for all the singers. The Top Notch Theater has new seats and a new lighting system, but we still need a better space to perform for theater, dance and music.
- older science labs and bad chairs in all
- I wish the gym space for cardio equipment was larger and had more than just that one fan.
- I only use the Haverhill reading center, which is ok ...

1.4. With respect to your primary office... My office is adequate in size, furnishings, and other amenities.

Lawrence Campus Response

Furnishings/ Amenities

- No privacy to conduct meeting with students of a confidential nature. The cubicles are not full to the ceiling and since faculty offices are contained in a section where faculty share cubicles of either 2 or 4 it is difficult for students to locate their particular faculty member as there is no signage on the individual cubicles.
- More storage space would be helpful.

Ventilation

- Basement location has no ventilation

Office size

- Size is OK

Condition

- Office space is adequate but rug is very dirty in B265
- Carpets filthy

Haverhill Campus Response

Technology

- How I wish I had a more modern, fast computer at my office desk.
- The computer is rather slow.
- Can someone do something about the wires and cables that trail on the floor?
- I don't have much use for office space. While I share my office with three other adjuncts, I do wish that we had a computer so I could do work in my office.
- ... computer slower than....fill in the blank.

HVAC

- No air conditioning
- ... it's cold in winter and hot in summer
- ... no AC ...

Lighting

- I really dislike the light sensors. If I'm at my computer, the lights go out and I have to get up and walk across the room to activate them

Furnishings/ Amenities

- Offices need to be updated with bookcases and files if none is in the office.
- everything is circa 1970; could use an upgrade
- Spartan but adequate.
- Adequate, yes. Amenities? It's cake, no frosting.
- Computer desk needed.
- My office consists of nothing more than a shared table in a large, shared room. There is no realistic possibility of storing things there or using it to meet with students.

Office size

- I share a small office for two people--can't meet with students when office mate is there
- small office with four others...so small that I never use it
- Quite small and share space. Thankfully we get along quite well.
- I share my office, and it is small, but I am happy there
- I share an office, and the space is cramped for two people.
- No place to work because my computer is on my desk
- I like my office but there are 4 of us in it

Insects

- There are bugs in the office, ...
- Bug infested since day 1, (years and years) ...
- constant problem with flies and bees

Other

- My primary space shifts to different locations each semester but usually does not include an office (unfortunately)
- I just work out of the math lab

6. Please say more about Routine Services; we encourage your comments here

Lawrence Campus Response

Parking

- Parking is always an issue in Lawrence; more space needs to be explored there. There is a rental store across the street with a large almost always vacant lot...sign a contract with them for parking for faculty/staff and look at similar options in the area

Grounds/Facilities maintenance

- Lawrence grounds and maintenance is fantastic

Restrooms

- Ladies room on first floor of Technology Center either needs to have paper towel dispensers added or additional hand dryers. There is only 1 hand dryer which is not adequate especially during functions such as convocation when there are a number of individuals using the facilities at the same time.

Other

- Lawrence campus needs to be provided with some type of food services for day/evening classes.

Haverhill Campus Response

HVAC

- Controlling temperature in classrooms in warm weather is extremely difficult as the noise from air conditioners is very distracting and the rooms have poor airflow.
- I have made repeated complaints about the heat -- or lack thereof -- in my office. During the times of day when maintenance are available to check (e. g., around late morning/early afternoon), the room is very nicely heated. By around 4:30/5 P.M. during the winter, there is an insufferable blast of cold air coming out of the vents, reducing the temperature to the low 50's (serious approximation). I have stood up on the desk and felt the blast of frigid air pouring out. NOTHING has been done about this for several years.
- Many of the classrooms I teach in are too hot. Opening windows in February doesn't seem like the greenest way to cope.
- As for the heating situation. My office is in the back of the Spurr bldg. and is FREEZING in the winter. I have cold to cool air blowing on my back.
- sometimes I find the rooms too cold

Lighting

- Halls in C Bldg needs more light ...

Snow/ Ice removal

- Snow and slush removal is NOT done in a timely manner...several times I have waded/slipped and slid to my car after work or driven into unplowed parking lots when school was not cancelled

Restrooms

- the bathrooms are pretty bad and don't have hot water in the B building
- Some of the bathrooms stink. This is particularly true about the central Women's room on the third floor.
- ... bathrooms in C need to be replaced they just are old and outdated
- I wish we were supplied with paper towels to dry our hands with instead of the hot air blowers.
- Haverhill Bathroom should have hand towels

Custodial

- The custodian in the Sports and Fitness Center is really great!
- Faculty lounge in Haverhill could use some serious cleaning.
- C113 is used on weekends, but not cleaned before my 8 a.m. Monday class. Sometimes it is a pig sty.
- The stairwells to the Top Notch Theater are seldom swept. (We clean the theater ourselves.)
- Not at all clean. Dirt, dust, cobwebs, dead bugs everywhere while maintenance people sit on benches and chat.
- ... all the janitorial crew I have met have been friendly and do a great job.

Grounds

- Paul and other groundskeepers do an amazing and consistently professional job of always maintaining a very clean and beautiful campus. They should be commended for their hard work!!!
- lots of cigarette butts outside of entries
- Something needs to be done about all the smoking that still happens (and as a result the cigarette butts that litter the parking lot).
- Grounds crew does an excellent job!
- I love crossing the small bridge from the TECH Parking lot to the Spurk Building! It reminds me of the famous painting by Monet in Giverny, France. Seeing the cat-nine tails and the wild grass growing in addition to the better manicured grass is pure pleasure.
- landscaping/pruning needs in Haverhill badly especially in quad
- Think the campus at Haverhill always looks very nice ...

Other

- It would be nice to have a place to recycle paper on the 3rd floor of C bldg.

1. 1. I feel Security's presence enhances the overall level of safety on campus on the...

Lawrence Campus Response

Positive

- Both campuses in Lawrence have excellent security guards
- They do a great job. But need more.

Visibility/ Presence

- I think we need some more security officers in Lawrence, they always seem short staffed. Given the number of incidents on college campuses we need to have officers that have the ability to defuse a situation. They should also have at least mace/pepper spray to deal with violent people.
- Only 2 security guards on duty at Lawrence. They do a great job. But need more.
- The security staff manages to the best of their ability but through no fault of their own (not enough staff and no real way to check each person's ID before proceeding through the buildings. The safety concerns of faculty and staff are not adequately

addressed. This is especially of concern in the evening when only one security person is stationed inside the building and that same person must leave their post to make rounds throughout the building. Essentially anyone can enter and wander.

- I have never had to rely on security in an emergency situation. The general age of the older security personnel would lead me to believe they might not be of much help in a situation that requires speed or strength.
- I would not feel comfortable working in Lawrence without the presence of a security force.

Haverhill Campus Response

Positive

- Very polite! Very helpful!
- Bill and the other security do an amazing job and have also been available any time needed.
- Security people are helpful in many ways
- Billy (Spurk Bldg., Haverhill, mornings) is a great resource and asset to the NECC community.
- Security is almost always there for me. It is only when there are new people, which happens frequently, that they turn off hall lights while we are still working in the theater.
- Security does a great job.
- I like the fact that Bill (Head of Security) knows the personnel and has his eyes open to what is going on around him.
- I appreciate that security personnel are friendly and alert.
- Security has always responded very quickly when I've had questions or needed to get into a room or anything

Visibility/ Presence

- By the end of evening classes there is no visible security around buildings or (especially) in parking lots. In winter, when snow banks prohibit visual monitoring from buildings, one feels particularly vulnerable.
- too understaffed to be a significant presence
- I never see them unless I go to their office and there is usually 2 or 3 there reading the newspaper...I've heard them tell students who are smoking to go around the corner where they can't see them
- I don't really see much of a Security presence in Haverhill.
- we need more
- Inadequate numbers of patrols, etc

Skills/ Qualifications/ Duties

- I am often late in my office at night and honestly the security guard scares me more than the thought of being in the building alone. On more than one occasion he has entered my office without knocking and frightened me and then lingered for an extended period of time

Area of concern – Car break-ins

- I consistently hear about cars being stolen and fear for my own car.

Area of concern – Smoking

- I saw a security guard smoking outside the building, chastised him, and he yelled at me.

2. 2. My most frequent means of requesting non-routine service is...

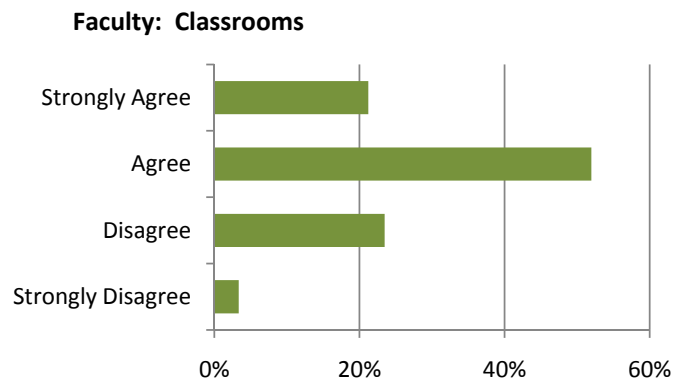
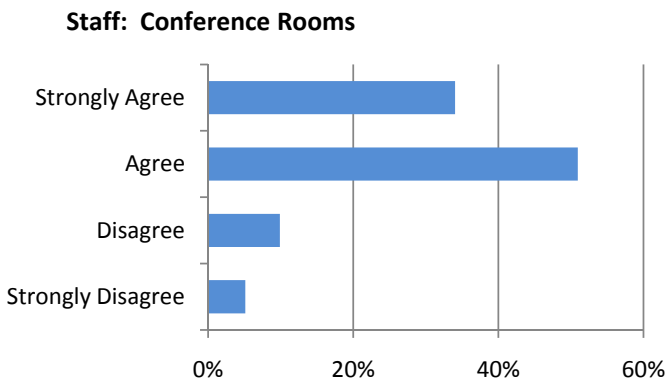
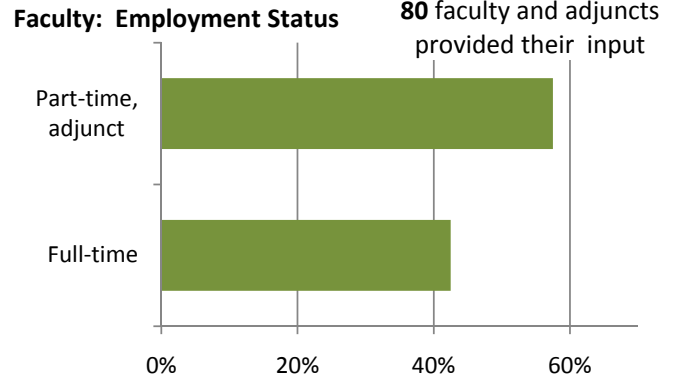
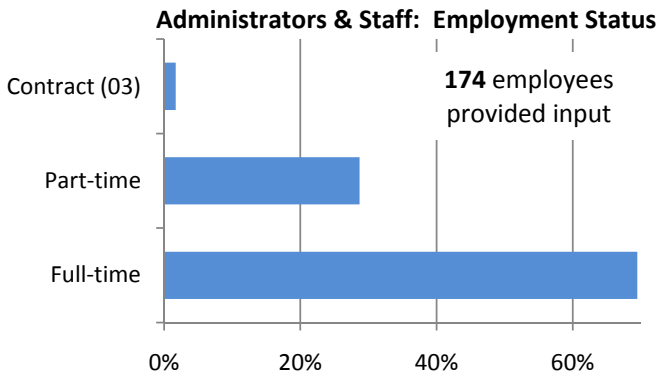
Lawrence Campus Response

- [I call] Security
- Domingo is always available and is courteous and helpful

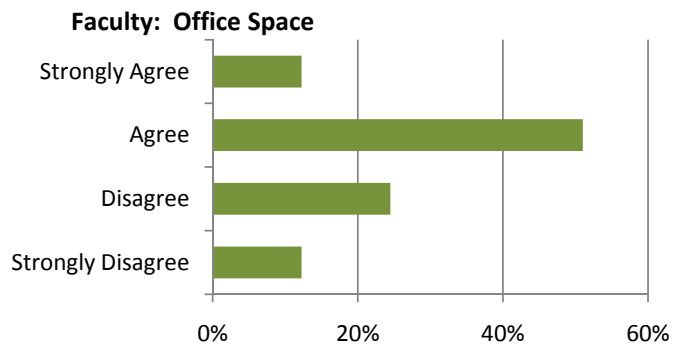
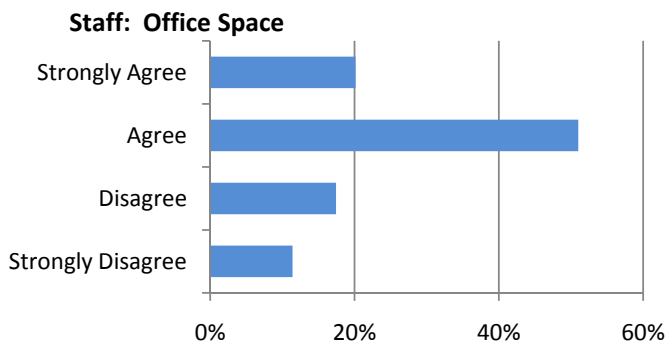
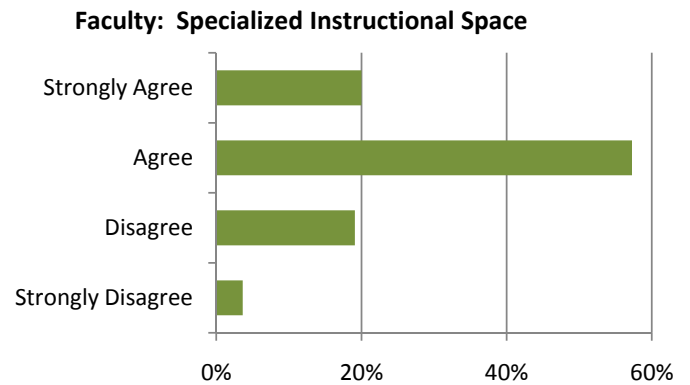
Haverhill Campus Response

- It has been frustrating having to go to a different campus where my Division Administrator/Dean is to request assistance in work order paperwork and then later have that resubmitted to Haverhill, etc.... seems excessive in both time and energy.
- [I] call Linda Hudson
- [I] notify security
- I don't think I've ever had to request anything from Facilities and Grounds

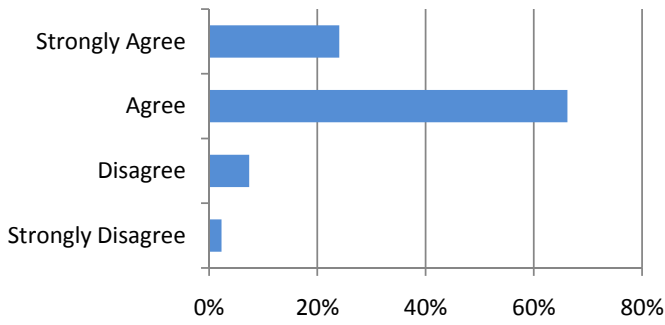
Survey Results: Faculty & Staff Responses



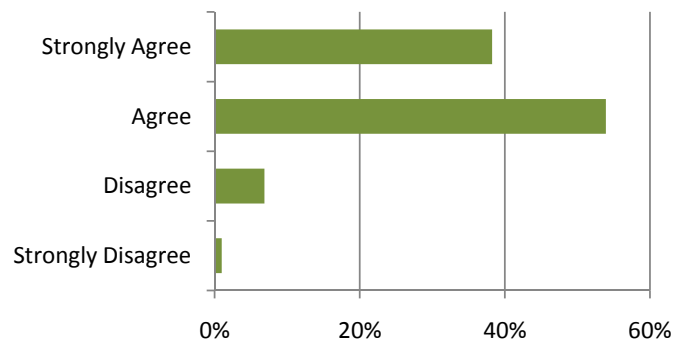
Staff: N/A. Question only asked on Faculty Survey



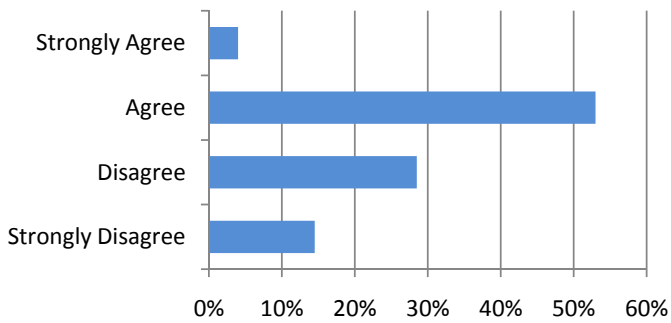
Staff: Offices and Hallways



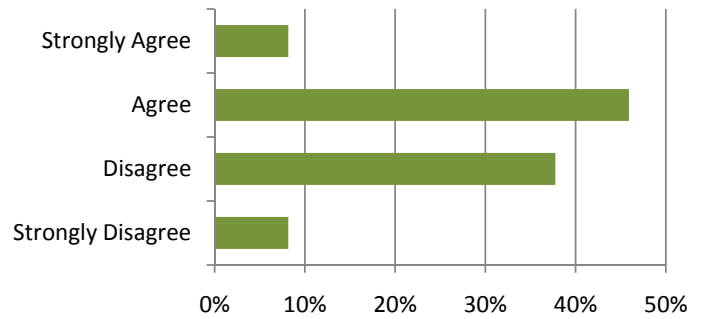
Faculty: Classrooms and Hallways



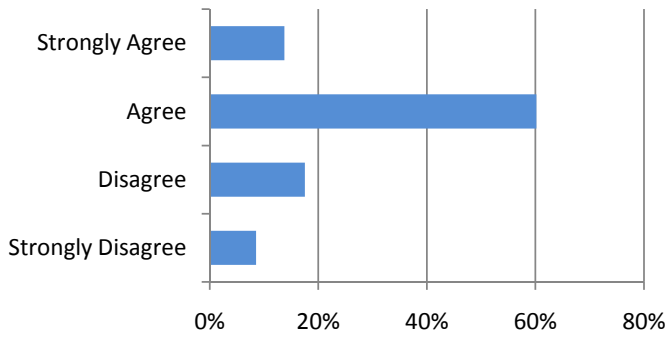
Staff: Temperature Control



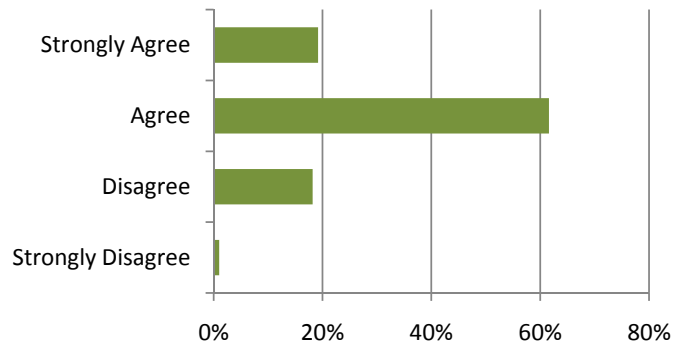
Faculty: Temperature Control



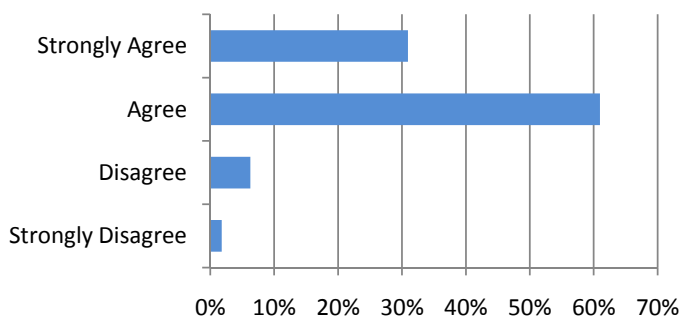
Staff: Rest Rooms



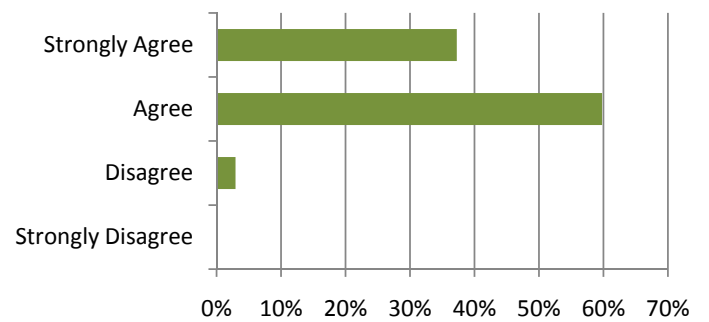
Faculty: Rest Rooms



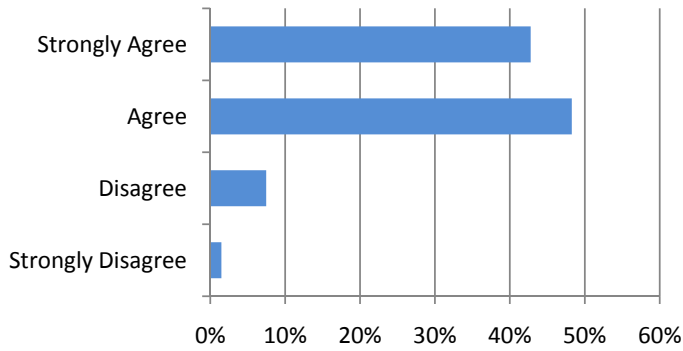
Staff: Litter



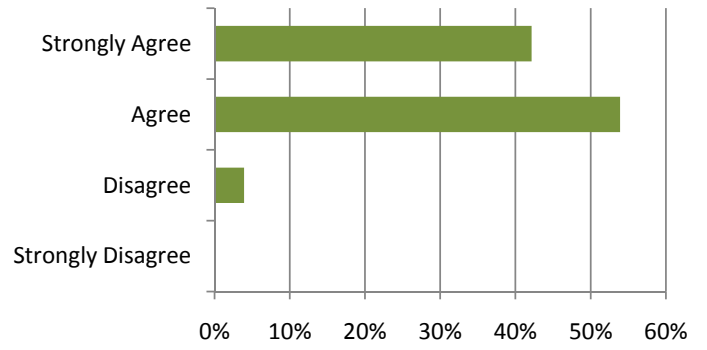
Faculty: Litter



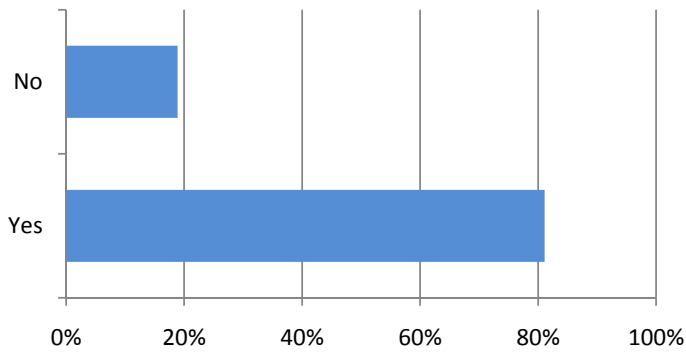
Staff: Grounds and Snow



Faculty: Grounds and Snow

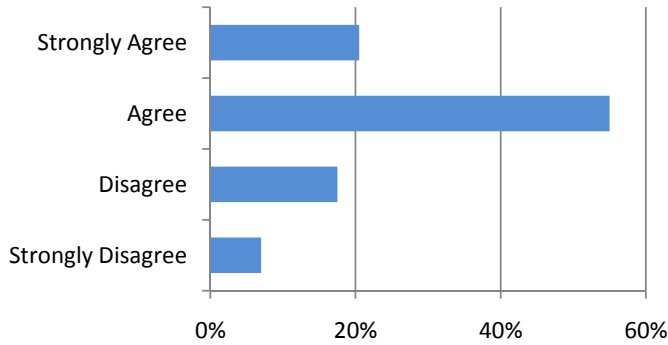


Staff: Project Communication

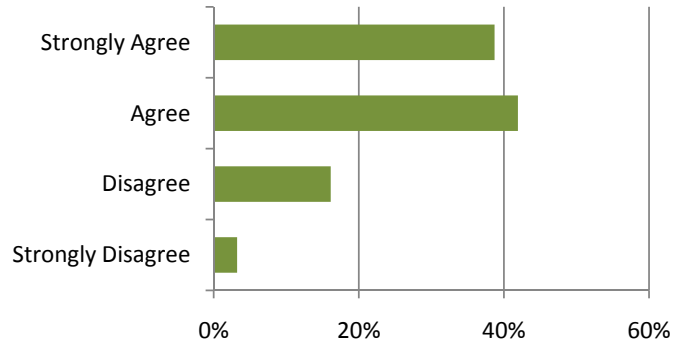


Faculty: N/A. Question only asked on Staff Survey

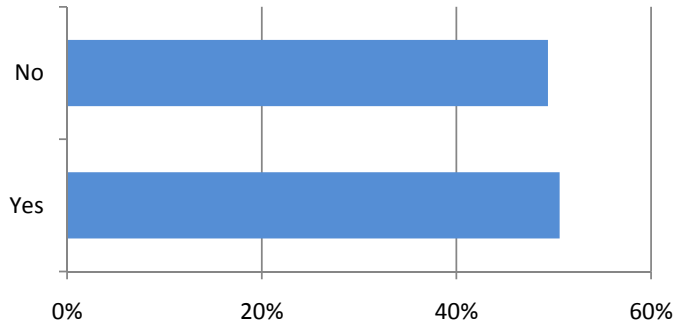
Staff: Campus Safety



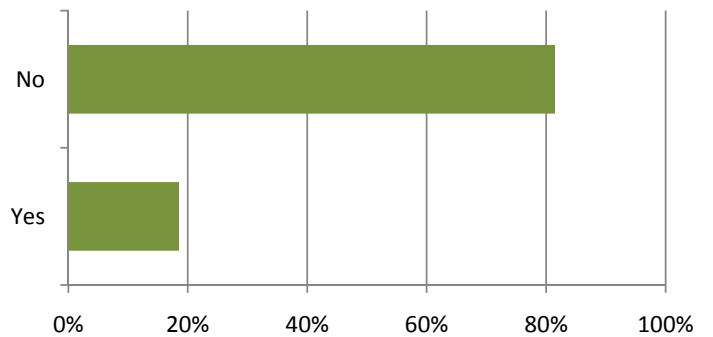
Faculty: Campus Safety



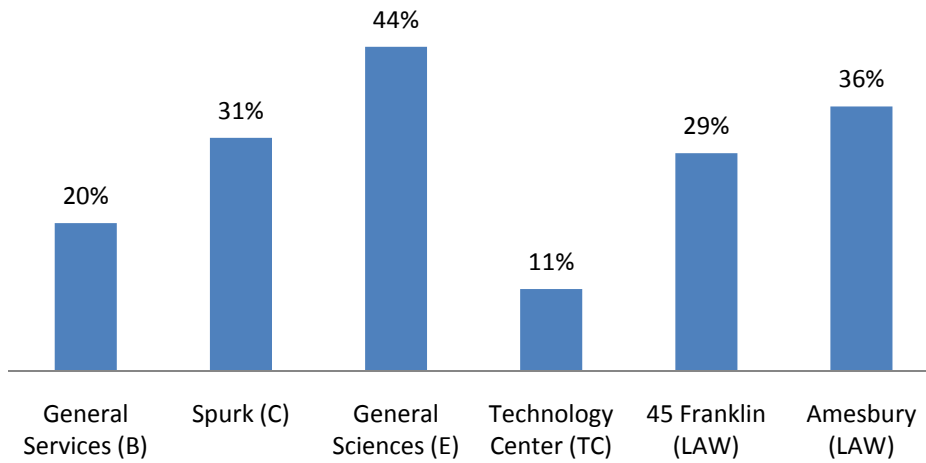
Staff: Use of Banner Work Order System



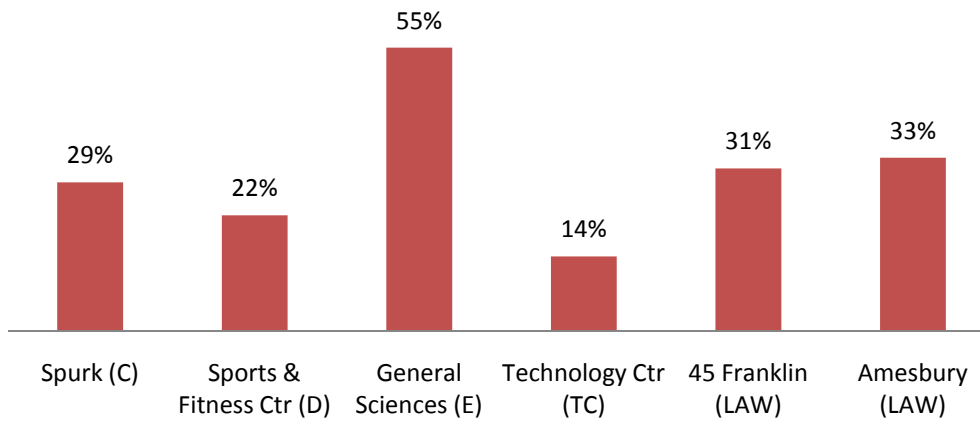
Faculty: Use of Banner Work Order System



% Faculty Respondents Dissatisfied with Classrooms in

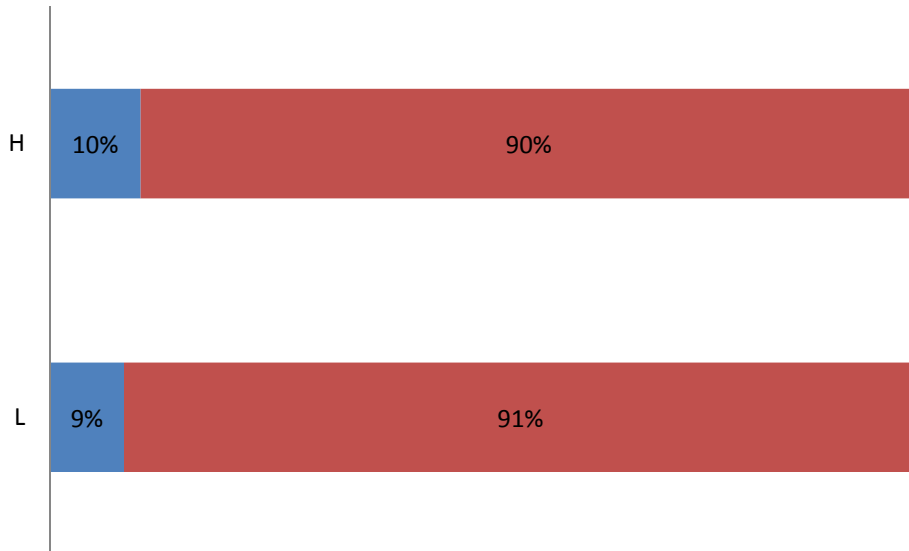


% of Faculty Respondents Dissatisfied with Specialized Instructional Space in



Offices and hallways are generally clean...

■ Disagree ■ Agree



Grounds are generally clean and tidy...

■ Disagree ■ Agree

