FY13 Customer Satisfaction Survey Results

Gateway Community College

Presented by: Caroline Johnson and Gayle Perez
Customer Satisfaction Survey results

Background and scoring process

| Total surveys viewed: 238 |
| Total surveys started: 190 |
| Total surveys completed: 150 |
| **Completion rate:** 78% |

Unless otherwise noted, all of the multiple choice questions in the survey had the following responses and were graded on the scale below:

- Strongly agree = 5
- Agree = 4
- Undecided = 3
- Disagree = 2
- Strongly disagree = 1
- Not Applicable = N/A

Survey sent to 942 individuals, open for a two week period.
Demographics
Campus Participation

Highest responses from administrative support and staff; ten or fewer years tenure

Survey Demographics

- Dean/VP: 35%
- Academic Department Head: 33%
- Building Manager: 12%
- Administrative Support Staff: 6%
- Faculty: 9%
- Other: 2%
- Not Answered: 3%

Number of Years at Gateway

- 0-5: 8%
- 6-10: 24%
- 11-15: 13%
- 16-20: 17%
- 20+: 28%
- Not Answered: 10%
Response by Campus Building

Highest response from South Floors 2 and 4

Please Indicate in Which Part of the Building You Reside or Predominantly Work

- **South Floor 2**: 19%
- **South Floor 4**: 19%
- **North Floor 2**: 14%
- **North Floor 3**: 12%
- **South Floor 3**: 10%
- **I prefer not to answer**: 8%
- **South Floor 1**: 6%
- **North Floor 4**: 6%
- **North Floor 0**: 3%
- **North Floor 1**: 2%

Please Identify the Department in Which You Work

- **Academic Affairs**: 36%
- **Other**: 34%
- **Student Affairs and Development**: 15%
- **Administrative Affairs**: 10%
- **Workforce Development & Continuing Education**: 2%
- **Development & Community Partnerships**: 2%
- **Public Affairs**: 1%
- **Executive Staff**: 1%
- **Enrollment Management**: 1%
- **Human Resources**: 0%

‘Other’ responses: Academic Department, Allied Health, Finance, Humanities, Information Technology, Instructor, Math and Science, North Haven Automotive, Nursing, Temp in President’s Office
Where Respondents Spend Their Time

On Average, How Many Hours Per Week Do You Spend in Classrooms?

- 1-10: 37%
- 11-20: 15%
- 21-30: 15%
- 31-40: 3%
- More than 40: 2%
- I do not utilize the classrooms: 2%

On Average, How Many Hours Per Week Do You Spend in Your Workspace?

- 1-10: 20%
- 11-20: 17%
- 21-30: 15%
- 31-40: 15%
- More than 40: 9%
- No response: 17%
Service Request Process & Facilities Performance
Aligning Performance Expectations & Satisfaction

Higher expectations than satisfaction levels

Expectation Level for the Facilities Department Performance

- Very Low Expectations: 11%
- Low Expectations: 5%
- Moderate Expectations: 12%
- High Expectations: 31%
- Very High Expectations: 41%

General Satisfaction for the Facilities Department Performance

- Very Unsatisfied: 11%
- Unsatisfied: 14%
- Neutral: 26%
- Satisfied: 48%
- Very Satisfied: 1%

Legend:
- Very Low Expectations
- Low Expectations
- Moderate Expectations
- High Expectations
- Very High Expectations
- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied
Service Request Process

Notification of work request status is most important to respondents

The Most Important Component of the Work Request Process is:
- 45%: Work requests are performed in a timely manner
- 14%: Clear communication of work request schedule
- 11%: Work requests are performed completely
- 8%: Work requests are performed courteously and professionally
- 3%: Notification of work request status (i.e. pending, in progress, complete)
- 19%: The process to requisition work requests is effective

Frequency of Formal Work Request Submission:
- 26%: Never
- 27%: 1 tim/year
- 17%: 2-5 tim/year
- 11%: 6-10 tim/year
- 8%: 11-20 tim/year
- 6%: Over 20 tim/year
- 6%: N/A
Service Request Process

Routine Service Request Process

Scale of 1 - 5

<table>
<thead>
<tr>
<th>Statement</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>I understand the procedure for submitting work requests</td>
<td>4.3</td>
</tr>
<tr>
<td>I utilize the proper procedure for submitting work requests</td>
<td>4.3</td>
</tr>
<tr>
<td>The work request process meets my needs</td>
<td>3.5</td>
</tr>
</tbody>
</table>

- Strongly agree = 5
- Agree = 4
- Undecided = 3
- Disagree = 2
- Strongly disagree = 1
Service Request Process

Most Frequent Means of Requesting Service
- Email: 57%
- In Person: 5%
- Other: 7%
- Phone: 31%
- Web: 8%

Most Effective Means of Requesting Service
- Email: 47%
- In Person: 16%
- Other: 6%
- Phone: 14%
- Web: 17%
Facilities Management: Comments

Work order efficiencies and cleanliness: largest areas for improvement based on comments

- Individual maintainers are very nice and accommodating when approached for assistance.
- I think PR is not great from Facilities. Temperature should also have more control and variability within individual offices and classrooms.
- I assume they are unstaffed and are working with what they have.
- I am not confident that room requests will be taken care of because there have been many times when they haven't. Most of the time, I must follow up with administrative staff and by hunting personnel down. Can not reach by phone or radio so this involves a lot of walking throughout the building and crucial time wasted when preparing for an event.
- Floors need to be swept and washed nightly. Garbage bags should be replaced when there is liquid or other garbage stuck to them. Windows in the offices are filthy. Tables in classrooms should be washed with a disinfectant nightly. At this time, the faculty provide wipes for the students to clean their own work space.
- The maintenance request system stinks. It has not been updated since it was purchased and suggestions are never submitted. Online updates are done a month after the request was completed. Room set ups are rarely completed properly and there are no attempts to find long term solutions. It seems that here are a lot of managers and not a lot of productivity or positive change.

*Entire set of comments available in separate document*
I find that service requests are done wonderfully, professionally and timely. It is the room set up requests that we fail often. It is especially concerning when we fail off campus guests and students.

Sometimes they are completed immediately. Sometimes they are completely ignored.

No complaints

When submitting a work request through School Dude, my requests do not get acted on. Only when I meet or call Sandi do my requests get fulfilled.

I have work requests that were made months ago, for which I have also received verbal confirmation, but the work is still not done.

*Entire set of comments available in separate document*
General Maintenance Services

Performance
- Work is performed courteously/professionally: 4.08
- Work is performed competently: 3.88
- Once work has begun, staff is timely: 3.93
- Work meets my expectations: 3.67

Communication
- Work order schedule is communicated effectively: 3.36
- Schedule is adhered to/I am made aware of changes: 3.43
- The work schedule is generally acceptable: 3.81
- I am asked for or receive feedback: 2.52

Scale of 1 - 5

- Always = 5
- Often = 4
- Sometimes = 3
- Rarely = 2
- Never = 1
General Maintenance Services: Comments

Hot/Cold issues

Joe, Brian and Rich are a pleasure to work with. They are timely and troubleshoot issues which I really appreciate.

When the work is done, it is always great. It's getting started that is often a challenge.

Still waiting on locks for library offices on first floor of the Library.

HVAC is an issue - South building is cold.

*Entire set of comments available in separate document*
Custodial Department

Performance
- Work is performed courteously/professionally: 4.2
- Work is performed competently: 3.8
- Once work has begun, staff is timely: 3.9
- Work meets my expectations: 3.6

Communication
- Work order schedule is communicated effectively: 3.4
- Schedule is adhered to/I am made aware of changes: 3.4
- The work schedule is generally acceptable: 3.7
- I am asked for or receive feedback: 2.3

Scale of 1 - 5

Always = 5
Often = 4
Sometimes = 3
Rarely = 2
Never = 1
Campus Condition
Campus Condition & Overall Satisfaction

**Importance of Campus Building Condition**
- Very Unimportant: 3%
- Unimportant: 14%
- Neutral: 26%
- Important: 58%

**Overall Satisfaction with the Downtown Campus**
- Very Unsatisfied: 4%
- Unsatisfied: 7%
- Neutral: 14%
- Satisfied: 55%
- Very Satisfied: 20%
Building Condition Assessment

Condition and cleanliness where respondent primarily spends time

Building Condition and Cleanliness

Scale of 1 - 5

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>General appearance of the exterior of the building</td>
<td>4.29</td>
</tr>
<tr>
<td>General repair of the interior building shell (i.e. wall, floors, ceiling)</td>
<td>3.72</td>
</tr>
<tr>
<td>General repair of the furnishings of interior space</td>
<td>4.06</td>
</tr>
<tr>
<td>Cleanliness of interior spaces</td>
<td>3.43</td>
</tr>
<tr>
<td>Cleanliness of restrooms</td>
<td>3.03</td>
</tr>
<tr>
<td>Availability of consumable resources in restrooms</td>
<td>3.19</td>
</tr>
</tbody>
</table>

Legend:
- Excellent = 5
- Good = 4
- Fair = 3
- Poor = 2
- Very Poor = 1
Building Condition and Cleanliness

General Appearance of Interior Building Shell Average Score: 3.83

General Repair of Interior Building Shell: Average Score By Floor

- North Floor 4: 4.56
- North Floor 1: 4.33
- South Floor 3: 4.31
- North Floor 0: 4.00
- South Floor 2: 3.95
- North Floor 3: 3.67
- South Floor 1: 3.56
- South Floor 4: 3.48
- I prefer not to answer: 3.30
- North Floor 2: 3.10

1 = Very Poor
2 = Poor
3 = Fair
4 = Good
5 = Excellent
Building Condition and Cleanliness

General Appearance of Furnishings of Interior Space Average Score: 3.03

General Appearance of Furnishings of Interior Space: Average Score By Floor

- North Floor 4: 4.00
- North Floor 0: 4.00
- South Floor 3: 3.46
- I prefer not to answer: 3.10
- North Floor 1: 3.00
- South Floor 2: 2.95
- South Floor 1: 2.78
- North Floor 3: 2.58
- South Floor 4: 2.48
- North Floor 2: 1.90

1 = Very Poor  2 = Poor  3 = Fair  4 = Good  5 = Excellent
Building Condition and Cleanliness

Cleanliness of Interior Spaces Average Score: 3.56

Cleanliness of Interior Spaces: Average Score By Floor

1 = Very Poor  2 = Poor  3 = Fair  4 = Good  5 = Excellent

- North Floor 4: 4.22
- North Floor 0: 4.00
- South Floor 3: 3.92
- I prefer not to answer: 3.78
- North Floor 3: 3.67
- South Floor 2: 3.58
- South Floor 1: 3.33
- North Floor 1: 3.33
- South Floor 4: 3.00
- North Floor 2: 2.75
Building Condition and Cleanliness

Cleanliness of Restrooms Average Score: 3.03

Cleanliness of Restrooms: Average Score By Floor

North Floor 4: 4.00
North Floor 0: 4.00
South Floor 3: 3.46
South Floor 2: 2.95
South Floor 1: 2.78
North Floor 3: 2.58
South Floor 4: 2.48
North Floor 2: 1.90
I prefer not to answer: 3.10

1 = Very Poor, 2 = Poor, 3 = Fair, 4 = Good, 5 = Excellent
Building Condition and Cleanliness

Availability of Consumable Resources in Restrooms Average Score: 3.37

Availability of Consumable Resources in Restrooms: Average Score By Floor

<table>
<thead>
<tr>
<th>Floor</th>
<th>Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Floor 0</td>
<td>4.67</td>
</tr>
<tr>
<td>South Floor 3</td>
<td>4.00</td>
</tr>
<tr>
<td>North Floor 4</td>
<td>4.00</td>
</tr>
<tr>
<td>North Floor 1</td>
<td>3.33</td>
</tr>
<tr>
<td>South Floor 2</td>
<td>3.10</td>
</tr>
<tr>
<td>I prefer not to answer</td>
<td>3.10</td>
</tr>
<tr>
<td>South Floor 1</td>
<td>3.00</td>
</tr>
<tr>
<td>North Floor 3</td>
<td>3.00</td>
</tr>
<tr>
<td>South Floor 4</td>
<td>2.96</td>
</tr>
<tr>
<td>North Floor 2</td>
<td>2.55</td>
</tr>
</tbody>
</table>

1 = Very Poor  2 = Poor  3 = Fair  4 = Good  5 = Excellent
Building Condition & Cleanliness: Comments

Bathrooms are noted as needing additional attention

Beautiful building

Cleanliness is variable. Perhaps more staff is needed.

I feel the staff does not do a great job with keeping all areas clean. It is a great space so keeping the building clean and maintained should be a priority.

I have noticed a marked decline in the cleanliness of the bathrooms this academic year, making me wonder if this is due to understaffing.

If we had hand dryers in the rest rooms, they would stay a lot cleaner, we wouldn't have pieces to cheap paper towel all over.

I work at night a lot and I see them in the faculty lounge or hanging in the front a lot.

Bathrooms are 90% of the time in need of cleaning or replacement. I think the use is just so high they need to be cleaned every couple of hours.

This is based on the main entrance/South, stairs, elevator and Fairway Bridge - It is very unclean. There is no maintenance what so ever. The elevators need to be clean - floors or put rugs. The bridge change the benches/tables. It is a very visible area - you need better tables and furniture.......@ the present time it takes a lot away from the bldg...looks disgusting.

Restrooms need more & larger trash containers and need more frequent cleaning to ensure sanitary conditions. Sink counters need service and towels often litter the floor.

The bathroom floor drains are covered in mold on both the 3rd & 4th floors. Bathroom stall doors are smeared with cleaner, but not clean. Several soap dispensers are usually out of soap.

Bathroom (at least 3 or 4 sinks) was out of soap for almost a week on a few occasion over the past year. Bathroom stall walls have not been cleaned--some stalls have had the same handprints and smudges for months.

*Entire set of comments available in separate document
Overall Satisfaction: Comments

Survey responders note desire for non-smoking zone outside of entrances

- Please clean the bathrooms the floor and the elevators!
- The facilities are great it is the cleanliness that I think needs work. Outside areas are often filthy with cigarette butts.
- The Downtown Campus is beautiful, and I am proud to work there. The 'Orwellian' LED board of faces is disturbing, though.
- Would be completely satisfied if temperature in classrooms was more comfortable. Always have to wear summer clothes to stay cool while teaching.
- Security and parking is usually very good. Cleanliness is poor.

*Entire set of comments available in separate document*
Building Comfort Assessment

Comfort level where respondent primarily spends time

Building Comfort

Scale of 1 - 5

<table>
<thead>
<tr>
<th>Question</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature is frequently at a reasonable level</td>
<td>3.42</td>
</tr>
<tr>
<td>The air quality in my building is good</td>
<td>3.82</td>
</tr>
<tr>
<td>My building is free of undesirable odors</td>
<td>3.60</td>
</tr>
<tr>
<td>My building is free of stuffiness</td>
<td>3.66</td>
</tr>
<tr>
<td>My building is free of distracting noises</td>
<td>3.61</td>
</tr>
<tr>
<td>My building has good acoustic quality</td>
<td>3.65</td>
</tr>
<tr>
<td>My building has an adequate amount of light</td>
<td>3.97</td>
</tr>
<tr>
<td>Light type is comfortable</td>
<td>4.05</td>
</tr>
</tbody>
</table>

Strongly Agree = 5
Agree = 4
Neutral = 3
Disagree = 2
Strongly Disagree = 1

Survey questions unique to Gateway
Building Comfort

Temperature Level Average Score: 3.42

Temperature is Frequently at a Reasonable Level: Average Score By Floor

- North Floor 1: 4.67
- North Floor 0: 4.33
- South Floor 3: 3.85
- South Floor 4: 3.22
- South Floor 2: 3.20
- South Floor 1: 2.89
- North Floor 3: 2.83
- North Floor 2: 2.75
- North Floor 1: 2.75
- North Floor 0: 2.00
- South Floor 3: 1.00

Survey questions unique to Gateway

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree
Building Comfort

Air Quality Average Score: 3.82

The Air Quality in My Building is Good: Average Score By Floor

North Floor 1: 4.67
North Floor 0: 4.33
North Floor 4: 4.11
South Floor 3: 4.08
South Floor 4: 3.81
South Floor 1: 3.78
South Floor 2: 3.65
I prefer not to answer: 3.44
North Floor 3: 3.17
North Floor 2: 3.15

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree

Survey questions unique to Gateway
Building Comfort

Free of Undesirable Odors Average Score: 3.60

My Building is Free of Undesirable Odors: Average Score By Floor

North Floor 1: 4.33
South Floor 3: 4.08
North Floor 4: 4.00
South Floor 2: 3.95
I prefer not to answer: 3.89
South Floor 4: 3.59
South Floor 1: 3.56
North Floor 2: 3.47
North Floor 0: 2.67
North Floor 3: 2.50

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree

Survey questions unique to Gateway
Building Comfort

Free of Stuffiness Average Score: 3.66

My Building is Free of Stuffiness: Average Score By Floor

- North Floor 4: 4.33
- North Floor 3: 4.33
- South Floor 3: 3.85
- South Floor 2: 3.67
- North Floor 0: 3.67
- North Floor 1: 3.63
- South Floor 4: 3.50
- South Floor 2: 3.35
- North Floor 3: 3.18
- North Floor 2: 3.05

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree

Survey questions unique to Gateway
Building Comfort

Average Score: 3.61

My Building is Free of Distracting Noises: Average Score By Floor

North Floor 1: 4.67
North Floor 4: 4.44
South Floor 3: 4.17
South Floor 4: 3.68
South Floor 2: 3.45
South Floor 1: 2.89
South Floor 0: 3.00
North Floor 0: 3.44
North Floor 3: 3.17
North Floor 2: 3.20
North Floor 1: 4.67

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree

Survey questions unique to Gateway
Building Comfort

Acoustic Quality Average Score: 3.65

My Building has Good Acoustic Quality: Average Score By Floor

<table>
<thead>
<tr>
<th>Floor</th>
<th>Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Floor 1</td>
<td>4.33</td>
</tr>
<tr>
<td>North Floor 4</td>
<td>4.22</td>
</tr>
<tr>
<td>South Floor 3</td>
<td>4.15</td>
</tr>
<tr>
<td>North Floor 3</td>
<td>3.92</td>
</tr>
<tr>
<td>South Floor 4</td>
<td>3.91</td>
</tr>
<tr>
<td>North Floor 2</td>
<td>3.47</td>
</tr>
<tr>
<td>South Floor 2</td>
<td>3.45</td>
</tr>
<tr>
<td>I prefer not to answer</td>
<td>3.44</td>
</tr>
<tr>
<td>South Floor 1</td>
<td>2.89</td>
</tr>
<tr>
<td>North Floor 0</td>
<td>2.67</td>
</tr>
</tbody>
</table>

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree
Building Comfort

Average Score: 3.97

My Building has an Adequate Amount of Light: Average Score By Floor

- North Floor 1: 4.67
- South Floor 3: 4.38
- South Floor 2: 4.30
- South Floor 4: 4.18
- I prefer not to answer: 4.00
- North Floor 4: 4.00
- North Floor 2: 3.84
- North Floor 3: 3.83
- South Floor 1: 3.78
- North Floor 0: 2.67

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree
Building Comfort

Average Score: 4.05

Light Type is Comfortable: Average Score By Floor

North Floor 1: 4.67
South Floor 3: 4.38
North Floor 4: 4.22
North Floor 3: 4.18
South Floor 4: 4.00
I prefer not to answer: 4.00
South Floor 2: 3.90
South Floor 1: 3.88
North Floor 0: 3.67
North Floor 2: 3.60

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree

Survey questions unique to Gateway
Comfortable: free of glare, contrast, etc.
Building Comfort: Comments

*Entire set of comments available in separate document*

**Temperature variability of concern**

The heating and cooling situation needs to be fixed. It is extremely uncomfortable to be teaching and working in rooms that vary from 82 degrees down to 60 degrees.

My office is always very cold. South building; 4th floor.

South is FREEZING. Lobby stinks of all the smoke that comes in every time the doors open.

Classrooms are way too hot

On numerous occasions, the temperature was unbearable in the classrooms. The office space seems to be on the cold side (at least in the winter).

Its either too cold or too hot.

Always way too stuffy and warm in all the rooms. It feels very unhealthy.

Without fresh air from outside, the air is kind of stuffy.

The smell of burgers from the cafeteria is still overwhelming in the N213 suite.
Building Features
Respondent’s Building Features Assessment

Satisfaction levels considering the entire Downtown Campus building

Building Features: Lighting

Scale of 1 - 5

Automatic Daylight Controls: 3.66
Light Switches: 3.50

Very Satisfied = 5
Satisfied = 4
Neutral = 3
Unsatisfied = 2
Very Unsatisfied = 1

Survey questions unique to Gateway
Respondent’s Building Features Assessment

Satisfaction levels considering the entire Downtown Campus building

Building Features: Restroom Facilities

Scale of 1 - 5

1. Low Flow Faucets: 3.64
2. Low Flow Toilets: 3.79
3. Waterless Urinals: 2.97
4. Temperature of Faucet Water: 3.05

Very Satisfied = 5
Satisfied = 4
Neutral = 3
Unsatisfied = 2
Very Unsatisfied = 1

Survey questions unique to Gateway
Building Features: Lighting Comments

Give us regular light switches!!!

Lights don't stay off during lockdown.

Light controls do not work in all areas.

The light switches are actually mind-boggling, and I've read the manual...

I have several colleagues who are still having trouble with their office lights shutting off randomly. This sometimes occurs multiple times in a day.

*Entire set of comments available in separate document*
Building Features: Restroom Facilities Comments

Issue with water temperature and urinal odor

The water never even gets warm.

The water temperature is on the lukewarm side.

Urinals often smell. H2O always cold.

Water from bathroom faucet is ALWAYS cold.

*Entire set of comments available in separate document*
Campus Safety

Respondents reported feeling safe on campus and in surrounding areas

- I feel safe in the building: 4.15
- I feel safe in the parking garage: 3.48
- I feel safe in areas surrounding campus: 3.87

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree
Campus Safety: Comments

Issues highlight security attention and Temple Street Garage

Gateway security does a excellent job!!

Security needs to be visible-& look up! Security should be available in garages.

I see a lot of security staff with ear buds in or paying attention to their cell phones than who is coming in and out of the building. If students withdraw or is dismissed from a program/college their ID should be turned in.

Guards should actually check IDs rather then let you flash the ID. Better yet. We should have to scan the ID as we do when we enter the Temple garage.

I prefer to park in the attached garage but since I teach in the daytime on Saturday the Temple Garage is ok. But if, I had to park there at night, I would NOT feel safe.

The security guards do not make eye contact. Often I walk in the building and I am not sure they have even looked at my badge.

Are there cameras in the garage? Would be great if a person patrolled the garage. Weather is cold (or sticky, depending on season,) but guard at gate stays mostly in little buggy off to the side.

During the evening I do not feel as safe when going to the Temple garage, would like to see security walking around inside the garage. I feel very safe in the GWCC garage at all times.

Make sure the lights in the parking garage are all working. sometimes they are out for extended periods of time.

Students can enter building using expired I.D.'s even if they are no longer students or have been banned from campus. Suggest I.D.'s must be current for access. When there is only one security guard at a busy station, others can pass by without being checked. (Have seen this happen often.)

*Entire set of comments available in separate document*
Recycling
Recycling

Room for education about campus recycling policies

Recycling Procedures on Campus

1. I understand the procedure for recycling on campus
   - 3.42

2. The recycling receptacles are accessible
   - 3.87

3. I utilize the recycling receptacles on campus
   - 4.09

1 = Strongly Disagree  2 = Disagree  3 = Undecided  4 = Agree  5 = Strongly Agree

Survey questions unique to Gateway
Recycling on Campus: Comments

Question with the visibility of recycling program

Are we recycling or is it just disposed of with the trash?

Each classroom needs a paper recycling bin. Interestingly, ECSU has 'streamline recycling' where all recyclables go into one bin and gets sorted by the vendor picking it up. Works great.

Just worried still about the strong rumors that folks have seen recycling being dumped into trash by maintenance workers and so recycling efforts come to naught.

I ALWAYS see maintainers empty my recycle bin in the trash - It INFURIATES me. I work hard to recycle but they take the easy way out.

What recycling? All the recyclables are dumped in the trash except the cans and bottles that the maintainers confiscate.

I think we need to streamline recycling - one bin for trash and another (of a different color) for recycling. This will reduce the amount of trash that gets thrown into the recycle bin and vice versa. Also, one shouldn't be placed in a spot without the other.

Was informed that there is no recycling program

*Entire set of comments available in separate document*
Questions & Discussion