Please use our ratings form (attached) as your feedback is always welcome.

Campus Custodial Services Department provides professional cleaning services to all athletic and academic facilities. To service academic, sports and administrative buildings, Campus Custodial Services keeps very busy with a wide range of daily, monthly, and periodic cleaning tasks as well as providing services for special events. To put their daily duties in perspective, each custodian is responsible for cleaning eight to ten 2000 square foot homes each night.

Typical services include cleaning, sanitizing, floor care, stocking paper products, changing interior light bulbs, and collecting and disposing of refuse. Custodial services are scheduled between 10:00 pm and 6:00 am Sunday through Thursday or 6 pm and 2 am during summer sessions (see following pages for frequency of custodial cleaning). Campus Custodial Services provide, as needed, custodial services daily from 7 am to 10 pm in all buildings (see Daily Restroom Care and Daily General Cleaning on following pages).

Campus Custodial Services appreciates input from the occupants of the buildings we maintain. We have attached a custodial services ratings sheet that may be submitted anonymously at any time. It helps us to hear from the occupants of the buildings in order to provide better services to the entire campus community. Please rate areas from A to F utilizing the following as the levels of cleanliness for each:

A - Excellent ...............All areas free of dust, clean & bright. Reflects new appearance.
B - Good ....................Floors shine with no buildup in corners. May be light build up of dust.
C - Average ................Floors are swept, but dirt, stains and buildup are visible. Obvious dust and smudges on surfaces.
D - Below Average ......Floors swept, but dull. Obvious buildup on floors and molding. Dust and dirt on all surfaces.
F - Failing ...................Does not meet standard. All surfaces are dirty with visible signs of spots and stains.

The custodial services rating sheet and levels of cleanliness are based on APPA Guidelines. APPA is the Association of Physical Plant Administrators, a national organization that sets standards for maintenance and custodial in higher education facilities (www.appa.org). According to APPA guidelines, based on square footage, usage and personnel available, our campus buildings should be receiving high C or low B ratings but they are consistently rated at an A or B level.

We recently posted “Weekly Restroom Cleaning Checklists” in most campus restrooms (copy attached). The checklists will allow those utilizing the restrooms to see how recently the restrooms have been cleaned. If you note a restroom is dirty or needs restocked, please let us know.

Please note that Campus Custodial Service employees have been directed to only clean tops of desks, shelves or tables if they are empty. We do not clean monitors, keyboards, knick knacks, inside of refrigerators, coffee pots or dishes.
Frequency of Custodial Cleaning

Daily Cleaning in Offices (Sunday-Thursday)

- Vacuum traffic patterns (where people walk) and/or spot clean floors as needed.
- Empty trash receptacles and replace plastic liners that are torn or obviously soiled.
- Replace light bulbs as needed.
- Check office floors for spills.
- Damp wipe and disinfect contact surfaces such as push plates, light switches, door handles and hand rails.

Weekly Cleaning in Offices (Sunday-Thursday)

- Dust mop or sweep non-carpeted floors completely.
- Vacuum carpeted floors completely.
- Damp mop non-carpeted floors completely.
- Spot clean inside/outside of trash receptacles.
- Dust desks or other furniture if tops are cleared by occupant.

Daily Cleaning in Classrooms and Laboratory Areas (Sunday-Thursday)

- Empty trash receptacles and replace plastic liners.
- Dust mop and sweep non-carpet floors completely.
- Spot clean aisles and seating areas.
- Replace light bulbs as needed.
- Clean chalk board trays as needed.
- Spot vacuum carpet as needed.
- Empty pencil sharpeners as needed.

Weekly Cleaning in Classrooms (Sunday-Thursday)

- Wet mop classroom completely.
- Spot clean inside/outside of trash receptacles.
- Vacuum entire classroom completely.
- Remove carpet stains.
- Wipe down desks, chairs, and tables.
- Damp wipe and disinfect contact surfaces such as push plates, light switches, door handles, and hand rails.

Daily Restroom Care (Monday-Friday)

- Flush toilets and urinals. Check for stoppage.
- Remove trash, empty sanitary napkin receptacles and replace paper bags.
- Replenish supplies (soap, paper towels, toilet paper, and toilet seat covers.)
- Dust tops of mirror frames, top edge of tiles, top of toilet stall partitions, all containers, lights, vents, and shelves.
- Spot clean doors, walls, partitions, and waste receptacles.
- Clean sink basins, rise and polish chrome, clean mirrors.
• Clean toilets and urinals including underneath, sides, edges and urinals throat with a disinfectant solution. Use bowl cleaner only on the inside of toilet and urinals.
• Clean tile around and behind bowls, toilets, and urinals.
• Check lights and change burned out lights as needed.
• Wet mop floor, remove all scuff marks, and clean in corners.

Daily General Cleaning (Monday-Friday)

• Hallways and Corridors: Mop and/or vacuum all carpeted floors.
• Entrance Areas: Clean inside entrance areas and vacuum entrance mats,
• Elevators: Clean floors, walls and tracks.
• Conference Rooms: Spot clean as needed.
• Light Bulbs: Replace burned out bulbs and tubes.
• Lobby and Public Areas: Vacuum carpet and mop tile floors.
• Drinking Fountains: Cleaned and disinfect.

Weekly General Cleaning (Sunday-Thursday)

• Stairway Areas: Sweep and mop steps, handrails, sills, horizontal surfaces and complete cleaning of spots on walls.
• Hallways or Corridors: High speed buffing, burnishing of hard floors, and extraction of carpet in main thoroughfares is done weekly as needed.
• Conference Rooms: Deep clean as needed.
• Upholstered furniture: swept and dusted.

Monthly General Cleaning (Sunday-Thursday)

• Window sills, ledges and chair rails cleaned and/or dusted.
• Light fixtures cleaned.

Semi-Annual Cleaning (usually during Christmas and summer breaks)

• Steam cleaning of all carpets.
• Re-coating and buffing of tile floors.

Building Security

Every attempt is made to assure all building doors and windows are locked nightly. Custodians keep a watchful eye on campus buildings and quickly report any suspicious activity to Campus Police. This helps reduce incidents of vandalism, vagrancy and building theft. Custodians are not permitted to give access to any member of the campus community. If access is needed to any area, please call Campus Police, ext. 4157.

Building Maintenance

Custodians ensure that their buildings receive immediate attention from Physical Plant staff when situations such as broken water pipes, power outages, stuck elevators, backed up drains or broken lights occur. Please call Physical Plant, ext. 4110, with any emergency repair needs.