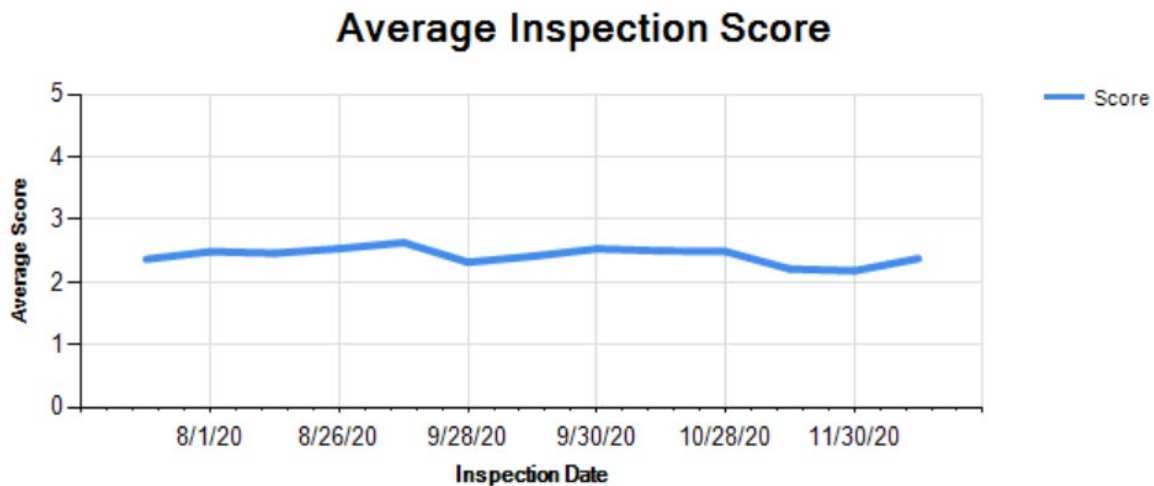


## Executive Summary

The purpose of this report is to provide a six-month follow up status summary on the Facilities Management custodial quality control assessment plan. Although the Coronavirus (COVID – 19) pandemic has limited face-to-face instruction, Facilities Management continues to improve upon the quality of campus custodial cleaning services. As such, the focus has been on COVID – 19 daily disinfecting of spaces, deep cleaning, floor care, and special projects.

More importantly, Facilities Management has kept abreast on COVID – 19 guidelines, procedures, and protocols. Facilities Management, in collaboration with the Environmental Health & Safety Department, has provided numerous training opportunities to custodial staff pertaining to COVID – 19 disinfecting and cleaning, safety measures, new equipment, and cleaning products. The department also implemented a notification process to inform custodial staff of possible COVID – 19 exposures before entering to disinfect campus spaces. A new daily log records frequency of custodial cleaning services to ensure spaces have been cleaned after each use.

However, the monthly inspection report continues to be the tool of choice to collect data to assess custodial service levels while simultaneously training staff. As observed in Figure 1, the



average-cleaning score was 2.43, which equates to an overall satisfactory rating. While the months of September and November showed a slight oscillation, there were no drastic spikes during the last six months. This illustrates Facilities Management’s training efforts to ensure consistency in custodial cleaning while dealing with staffing challenges associated with COVID – 19. Facilities Management will continue to monitor custodial operations and make process improvements to increase campus custodial service levels.