

Residence Cleaning

&

Student Behavior



Presenters:

Maurice Anderson - Facility Services Manager

University of Alberta – Residences

7 complexes housing over 4000 students

Ron Ewanchuk – Assistant Facility Manager

Grant MacEwan College – Residence

Housing 900 students

Who are we?

We are University & College housing professionals who are responsible for facilities that are expected to meet the needs of our students, staff and visitors.

What is our purpose?

To provide a safe, clean and comfortable living & learning environment that fosters the growth of our students personally, socially and academically.

Synopsis:

This is not a “How To” presentation! It is an **interactive information sharing** opportunity to discuss what works or doesn't work in our respective areas. Hopefully, we will establish a **network** that will grow and allow all of us to **share** our experiences and possibly form creative solutions to the challenges we are about to discuss.

Expectations of the group who attended our session:

To learn about and gain a better understanding of how other institutions handle the unique challenges of Residence cleaning in regard to frequency, staffing, maintenance scheduling, conferencing, impact of other departments, accountability and student behavior.

What we strive for!

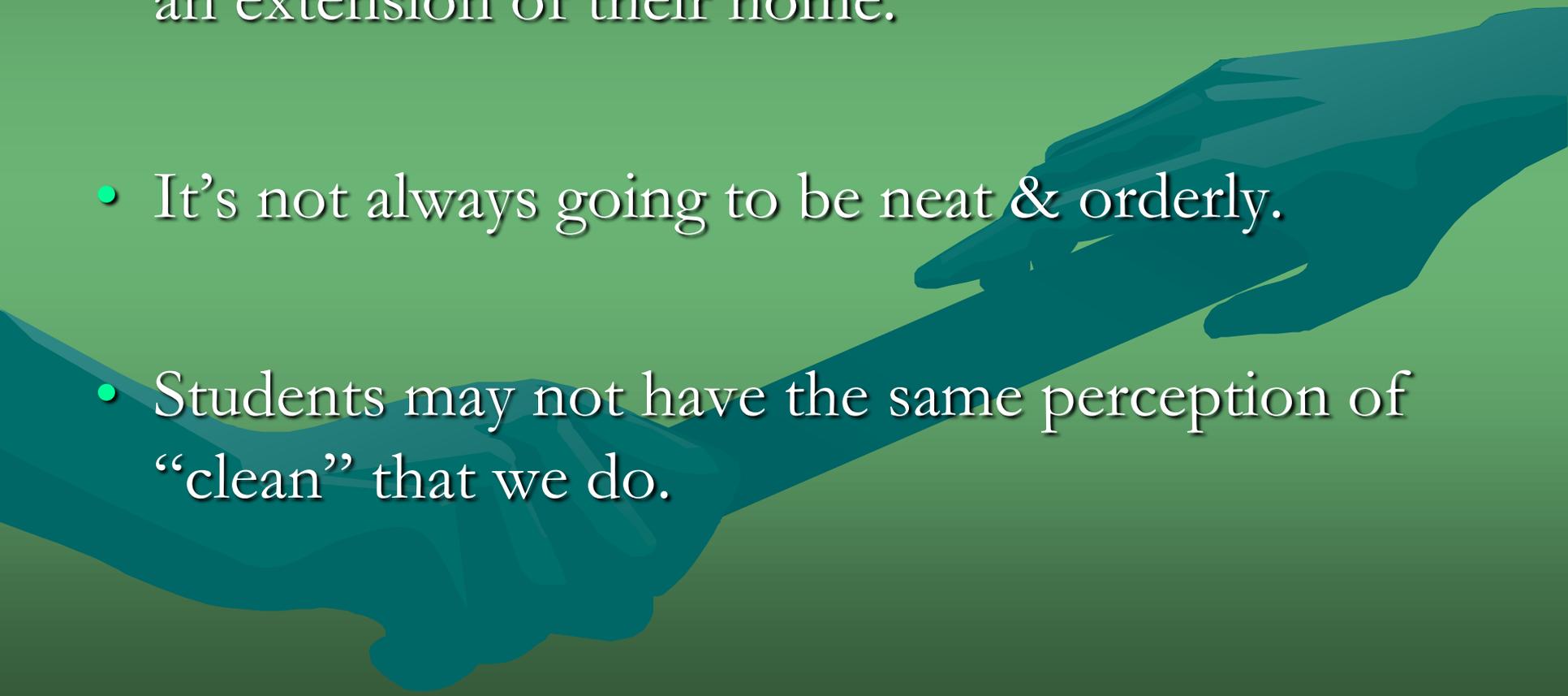
A standardized, visually appealing & easy to maintain facility that is welcoming to students, staff and visitors.

A stylized illustration of two hands shaking, rendered in shades of teal and blue, positioned diagonally across the lower half of the slide. The background is a gradient of green.





What we would accept:

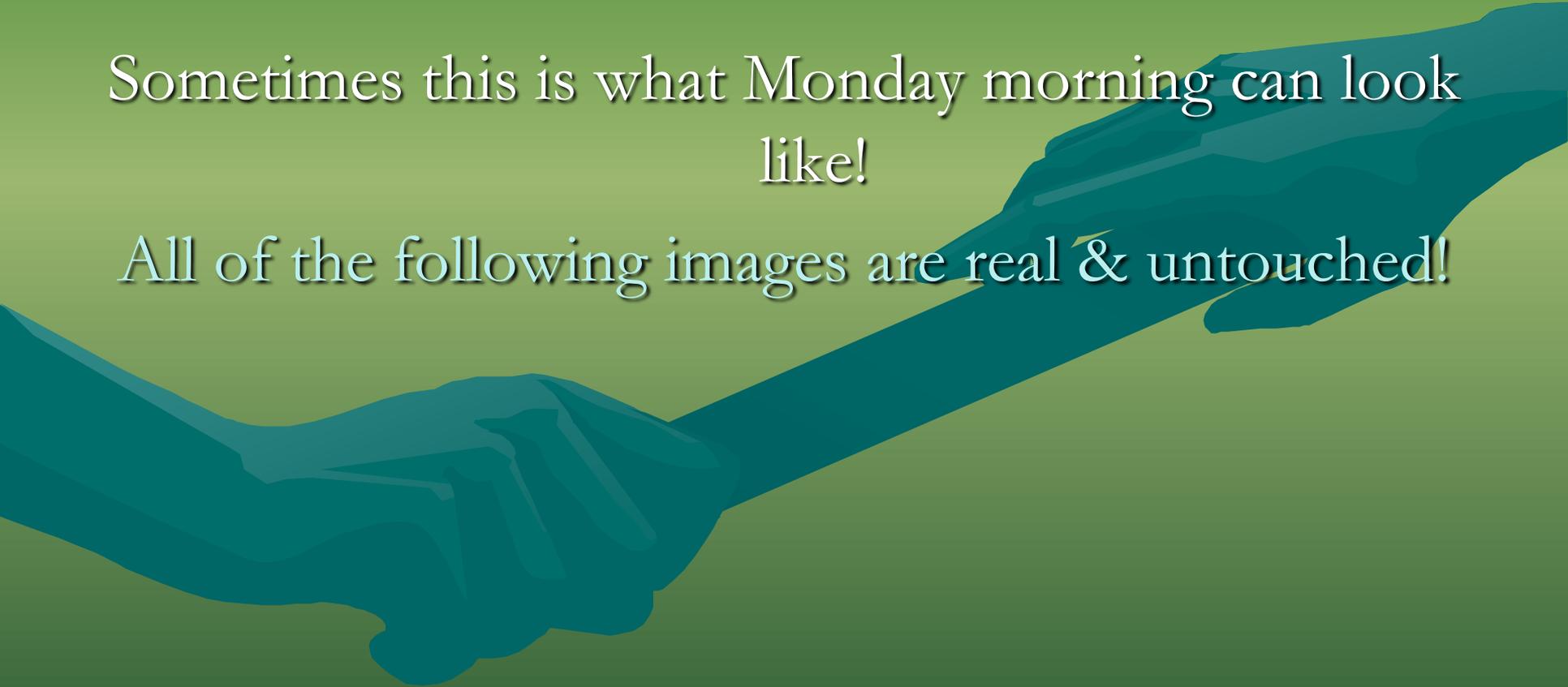
- Students live here and consider the environment an extension of their home.
 - It's not always going to be neat & orderly.
 - Students may not have the same perception of “clean” that we do.
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- A large, stylized teal graphic of two hands shaking, positioned diagonally across the lower half of the slide. The hands are rendered in a flat, blocky style with a gradient from light to dark teal.



And then Reality kicks in!

Sometimes this is what Monday morning can look like!

All of the following images are real & untouched!















This is “after” cleaning by students!



What “challenges” do we all face?

- Resources
 - Communication
 - Age & condition of buildings
 - Student Behavior!
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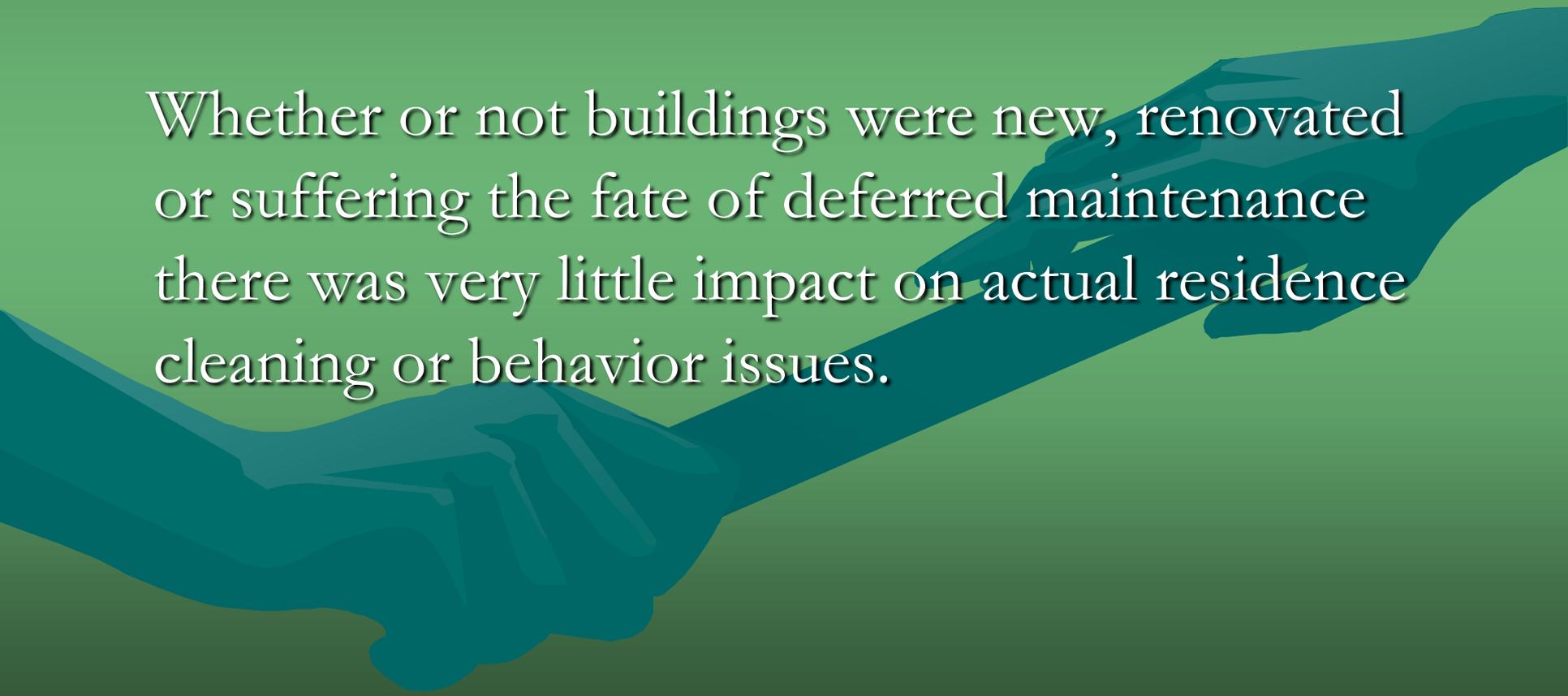
During the presentation the amount of times we referred back to the initial challenges discussed in the slide presentation was documented as follows:

- **Student Behavior:** 5 times
- **Communication:** 4 times
- **Resources:** 3 times
- **Age of Buildings:** 1 time



Age & condition of buildings

Whether or not buildings were new, renovated or suffering the fate of deferred maintenance there was very little impact on actual residence cleaning or behavior issues.

A large, stylized graphic of two hands shaking in a firm grip, rendered in various shades of teal and blue. The hands are positioned diagonally across the lower half of the slide, with one hand on the left and the other on the right, meeting in the center. The background is a solid green color.

Resources

Staffing levels, frequency of cleaning & cleaning practices brought forward the following queries & observations:

- Common area cleaning 7 days a week would significantly improve cleaning standards as opposed to 5 days a week.
- Cleaning student rooms on a regular basis during the school year is identified by all as a much needed & desired process that would benefit Students, Housekeeping, Maintenance, Housing & Res Life, yet is done by very few institutions.
- In-house staff tend to bond with students more readily than contract staff.
- Smaller institutions are better off with in-house staff while larger ones favor out-sourcing with a few using both models.

Communication

- Have we clearly defined our expectations?
- Do the students understand our cleaning standards?
- Do our expectations work with those of Res Life, Housing, Conference Services & Maintenance or do they conflict?

While Housekeeping & Maintenance are focused on maintaining the physical plant to the best of their ability, this can be hampered by the expectations of Conference Services to have rapid turn-over at full capacity and Res Life's concerns for quality of life for & input from the students in residence. Although we may never have a perfect balance, **TEAMWORK & COMMUNICATION** is essential to fulfill our mission and vision statements as a group!

Student Behavior

- Discipline and enforcement of rules is a weak point at most institutions.
- Alcohol policies vary from school to school with tighter guidelines, rules & security diminishing related behavioural issues. The more liberal the alcohol policy, the higher the incident rates for vandalism, violence and custodial issues.
- Acceptance of student behaviour is a concern and sometimes appears to be the route taken.
- A formal hiring process for student-staff fosters a better leadership model thus reducing the volume of student behaviour issues & incidents.

General Comments

- While “Green Cleaning” is better for the environment , safer for the staff and the preferred path of most institutions, it is labour intensive and not as effective as the “old fashioned” cleaning products.
- Communication & teamwork amongst Housekeeping, Maintenance & Grounds staff is essential to achieving desired standards in our residences particularly during the Winter months.
- Students should be held accountable for the condition of their own rooms during the entire school term not just at the end of the year.
- Most University & College residences appear not to have a handle on all of the issues discussed here but are doing some things that work to varying degrees. Our goal is to create an information sharing network that may help all of us improve our Residence Cleaning abilities while possibly avoiding costly pitfalls & processes.

Thank You!

