

O. Evaluation of Custodial Services

1. Context Evaluation

<b>Questions</b>	<b>How to Answer the Questions</b>	<b>Resources</b>
1. Are the funds provided for custodial services adequate?	Interview school principal	Questions such as: What percentage of the total budget goes into custodial services? Do the funds provided for custodial services meet the student and staff needs? Are any services neglected?
2. Is the quality of custodial services adequate?	Interview administration, staff, faculty, students, and any community members who utilize the facilities	Questions such as: How would you rate the cleanliness of this facility? What could be done to improve the cleanliness of the facility? Are custodial services implemented in a timely and efficient manner?
3. Are the guidelines for custodial service performance clearly understood?	Interview custodians	Questions such as: What are your primary duties as custodian? How were you informed of these duties? Are there ramifications for nonperformance of your duties? How are your duties prioritized?
4. Are the support services for custodians adequate?	Interview school administration and custodians	Questions such as: What kind of support is offered to the custodial staff? Are custodians treated with respect by teachers and administrators?
5. How are the custodial services selected?	Review selection procedures, interview principal	Procedural handbook. Questions such as: What is the school or district policy regarding the hiring or selection of a custodial service?

## 2. Input Evaluation

Questions	How to Answer the Questions	Resources
1. What is the custodian to student ratio?	Examine student enrollment in comparison to custodial staff size	Student enrollment documents, custodial employees on staff (person hours worked per week)
2. How do the funds spent on custodial services at this school compare with other schools of similar size?	Document review	School budget; school size, i.e., enrollment, square feet, number of facilities
3. Are the goals of the custodial service staff congruent with those of the school?	Document review	Job description, school guidelines/policy, school mission statement
4. How are resources allocated for custodial services?	Document review	School board policy

## 3. Process Evaluation

Questions	How to Answer the Questions	Resources
1. Is the custodial staff properly trained and equipped to perform their duties?	Interview custodial staff	Questions such as: What type of training have you received for this position? Have you been trained to operate all the necessary equipment involved in the performance of your job? Are you aware of any school or state guidelines involved in the storage or usage of chemicals or solvents?
2. Are custodians able to perform all the tasks/duties required in a typical shift?	Interview custodial staff	Questions such as: What percentage of your shift involves each of the listed duties? What duties or activities are omitted, if any, in a typical shift? What can stop you from performing any of your duties?

3. Is there a process for communication between custodial staff and administration?	Review formal and informal procedures for communication between both parties	Review informational meeting schedule; determine the degree to which information is shared through meetings, memoranda, informal conversation, etc.
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4. Product Evaluation

<b>Questions</b>	<b>How to Answer the Questions</b>	<b>Resources</b>
1. Do the custodial services meet the needs of the students and staff?	Interview students and staff	Questions such as: Are you satisfied with the custodial services provided? Is the learning environment clean and safe? Are accidents rectified in a timely and efficient manner?
2. What effect does the environment provided by the custodial staff have on the students?	Interview students and teachers	Questions such as: Have the conditions of the facilities affected student performance?