

# Program Review Comprehensive Report



## Program Review - Administrative: Facilities - Maintenance

### Area Overview

#### 2014 - 2017

The mission of the Norco Facilities Department is to provide a clean, well-maintained, and attractive environment for students that are conducive to learning, mechanically sound, and free of health and safety hazards and unpleasant distractions that might compromise learning.

The Facilities Department acts as the communication link between the college, community, the District Office, and State and College officials and the various custodial, grounds, and maintenance units. It is the administrative arm that directs the work of these units and provides the resources and information for their function.

Function Continual and aggressive preventative maintenance throughout the college

Repair of vandalism (broken glass, windows, mirrors, graffiti, etc.)

Repair or re-keying of door locks Respond to "hot" jobs with a diverse assortment of work orders. Coordinate testing and service of all fire extinguishers and fire suppression systems Maintain student areas to create a safe, pleasant environment.

Comply with a multitude of regulations set forth by the ADA, EPA, SCAQMD, and other agencies. Maintain/repair pathways and lighting around college Identify and correct safety issues, conduct regular safety meetings.

Actively seek new ways to conserve college resources and coordinate the college's efforts towards this end.

Assist in the development of specifications for roofing and other construction projects Painting Plumbing Electrical work and low-voltage maintenance Office relocations

[2014-17\\_ADMINServices\\_FACILITIES\\_MAINTENANCE\\_ResourceRequests.xlsx](#)

[2014-17\\_FACILITIES\\_MAINTENANCE\\_SAO\\_AdminSvcsUnit.pdf](#)

### Goal: Work Request implementation "FootPrints"

Increase campus use of FootPrints including key requests and automate hard key management system

In Progress  
2014 - 2017

Increasing the use of Foot Prints will give us the opportunity to be more effective and efficient in our response time to the maintenance request of our facilities, which will make the college environment for our student inviting and inclusive.

Goal 2 Objective 4:

#### Updates

2014 - 2017

04/30/2018

Goal Partially Completed

We are continuing to promote the implementation of FootPrints and will also review the incorporation of the recent upgrades to this software.

#### Improvement Recommendations

We are reviewing the software upgrades and will be attending training to maximize its utilization. Additional training will be made available to all our campus staff. (04/30/2018)

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## Mapping

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| Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018                  |
| Increase student satisfaction and importance ratings for student support services.         |
| Implement programs that support the safety, health, and wellness of our college community. |

## Goal: Cross training to include EMS Irrigation, Domestic H2O and backflow

Cross training to include EMS Irrigation, Domestic H2O and backflow

In Progress  
2014 - 2017

moving forward in the automation technology direction and training our Facilities personnel will bring our college facilities management strategies to a higher level. It will also provide professional development to our staff to keep their skills in line with the industry.

Goal 6 Objective 1: , Goal 7 Objective 1:

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| <b>Updates</b>   |
| 2018 - 2021<br>Goal Not Started  |
| 05/01/2018   |
| Due to the shortage of personnel we did not have the opportunity to work on this. we will make it apriority this year. |

## Mapping

Implement programs that support the safety, health, and wellness of our college community.

# Program Review - Administrative: Facilities - Maintenance

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Implement programs that support the safety, health, and wellness of our college community.

## Goal: Parking Lot Maintenance

Increase annual maintenance of parking lots and access roads

In Progress

2014 - 2017, 2018 - 2021

Providing adequate parking to our students and staff makes our campus inviting and easily accessible which in return allows everyone to maximize their time.

Goal 7 Objective 5:

### *Updates*

2014 - 2017

04/30/2018

Goal Partially Completed

Parking lot maintenance to lots A and B is scheduled for this year.

### *Improvement Recommendations*

We will be setting up a five year plan for sealing and stripping of all parking lots. (04/30/2018)

### *Mapping*

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Increase student satisfaction and importance ratings for student support services.

Implement programs that support the safety, health, and wellness of our college community.