

# NORCO COLLEGE ANNUAL ADMINISTRATIVE PROGRAM REVIEW

Unit: Facilities Department (Maintenance) – Norco Campus

Please give the full title of your unit.

Contact Person: Steve Monsanto

Due: AUGUST 31, 2016

Ž † f • † • † • † f • † Ž † ... – ” ‘ • ‹ ... ... ‘ ’ ‹ – ‘ ‹ – ” f ” † f ‹ ... † ” † • ‹ † † • –

Form Last Revised: JUNE 2016

Norco College

Web Resources <http://www.norcocollege.edu/about/president/strat>



## Mission

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career technical education, certificates and degrees.

## Vision

Norco – creating opportunities to transform our student community for the dynamic challenges of tomorrow.

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

## Goal 1: Increase Student Achievement and Success

### Objectives:

1. Improve transfer preparedness (complete 60 transferable units with 2.0 GPA or higher).
2. Improve transfer rate by 10% over 5 years.
3. Increase the percentage of students who complete the basic skills pipeline by supporting the development of alternatives to traditional basic skills curriculum.
4. Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).
5. Increase completion rate of degrees and certificates over 6 years.
6. Increase success and retention rates.
7. Increase percentage of students who complete 15 units, 30 units, 60 units.
8. Increase the percentage of students who begin addressing basic skills needs in their first year.
9. Decrease the success gap of student online courses as compared to face-to-face instruction.
10. Increase course completion, certificate and degree completion and transfer rates of underrepresented students.

## Goal 2: Improve the Quality of Student Life

### Objectives:

1. Increase student engagement (faculty and student interactive learning, student effort, support for learners).
2. Increase frequency of student participation in co-curricular activities.
3. Increase student satisfaction and improve ratings for student support services.
4. Increase the percentage of students who consider the college environment to be inclusive.
5. Decrease the percentage of students who experience unfair treatment based on diversity-related characteristics.
6. Increase current students' awareness about resources dedicated to student success.

## Goal 3: Increase Student Access

### Objectives:

1. Increase percentage of students who declare an educational goal.
2. Increase percentage of new students who develop an educational plan.
3. Increase percentage of continuing students who develop an educational plan.
4. Ensure the distribution of our student population is reflective of the communities we serve.
5. Reduce scheduling conflicts that negatively impact student completion of degrees and programs.

## Goal 4: Create Effective Community Partnerships

### Objectives:

1. Increase the number of students who participate in summer bridge programs or boot camps.
2. Increase the number of industry partners who participate in industry advisory council activities.
3. Increase the number of jobs available through scholarships for Norco College students.
4. Increase institutional awareness of partnerships, internships, and job opportunities established with business and industry.
5. Continue the success of Kennedy Partnership (percent of students 2.5 GPA+, number of students in co-curricular activities, number of students who are able to access courses; number of college units taken).
6. Increase community partnerships.
7. Increase institutional awareness of community partnerships.
8. Increase external funding sources which support college programs and initiatives.

## Goal 5: Strengthen Student Learning

### Objectives:

1. 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
2. Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
3. Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.
4. Increase assessment of student learning in online courses to ensure that it is consistent with student learning in face-to-face courses.
5. Increase the number of faculty development workshops focusing on pedagogy each academic year.

## Goal 6: Demonstrate Effective Planning Processes

### Objectives:

1. Increase the use of data to enhance effective enrollment management strategies.
2. Systematically assess the effectiveness of strategic planning committees and councils.
3. Ensure that resource allocation is tied to planning.
4. Institutionalize the current Technology Plan.
5. Revise the Facilities Master Plan

## Goal 7: Strengthen Our Commitment To Our Employees

### Objectives:

1. Provide professional development activities for all employees.
2. Increase the percentage of employees who identify the college environment to be inclusive.
3. Decrease the percentage of employees who experience unfair treatment based on diversity-related characteristics.
4. Increase participation in events and celebrations related to inclusiveness.
5. Implement programs that support the safety, health, and wellness of our college community.

COLLEGE ADMINISTRATIVE UNIT ANNUAL REVIEW WORKSHEETS  
DUE: AUGUST 31, 2016

3. List the major functions of your unit.

<u>Function</u>
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 and 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

4. Briefly comment on the status of your 2016 goals and objectives.

1. Improve the response to work orders  
 Status: Efficiency has increased due to going paperless. This method has decreased time between receiving and closing work orders. A weekly e-mail is sent to maintenance staff as a reminder to notify the administrative office when work orders have been completed during the week. In addition, maintenance staff were equipped with smart phones so they can receive work orders automatically. They are also able to notify administrators when work orders have been completed.
2. Focus on quality of work performed  
 Status: Monthly meetings are held with maintenance staff regarding

their assignments and customer service. In addition, a survey has been implemented with the close of each work order to inquire on the overall service received.

3. Increase professionalism in maintenance staff – Status forms have been provided to staff so that students can identify them.
4. Feedback to constituents on work orders – Work with maintenance staff to communicate with constituents on work performed and answer any questions. In addition, a survey has been implemented with the close of each work order to inquire on the overall service received.

5. MAJOR Goals and Objectives 2016 – 2017 (do not include normal functions of your unit). In order from 1 – 5 is best. With 1 as the most important.

Before writing your goals and objectives, be sure to review other Program/Unit Review documents related to your unit to determine there are service needs you wish to address.

Major Goal and/or Objective	Start Date	Status: ongoing, completed, or date completion anticipated	Need Assistance in order to complete goal or objective (reference applicable resource request page)	EMP GOALS
1. The staff in the maintenance department will establish a benchmark tie frame for completing work orders within five (5) business days	7/1/15	Ongoing	Using FootPrints the work order system, we will review how many work orders were submitted and completed within 5 work days	2,5,6,7
2. Focus on servicing AC/HVAC units throughout the campus	2015-16	Ongoing	Maintenance mechanics will focus on the maintenance of AC/HVAC units to avoid malfunctions during summer and winter seasons.	1,5,6,7
3. Increase customer service techniques maintenance staff	2015-16	Ongoing	Work with maintenance staff to communicate with constituents on work performed and answer any questions	2,5,6,7



## Previous Year's Assessment

SAO Assessed:	Assessment method used:	What was your target or benchmark?	What were the results?		How do you anticipate using these results?
To monitor efficiency levels in the maintenance Department	Perpetual survey on work orders and time efficiency (FootPrints) was implemented.	To increase favorable rate in each area of the previous survey by at least 10%	Survey 2015: Total 81 responses	Survey 2016: Total 88 responses	To monitor efficiency levels in the Maintenance Department
			Prompt response to maintenance requests: 67.47% Strongly Agree & Agree Quality of work done: 66.26% Outstanding & Very Good Courteousness & professionalism: 57.45% Outstanding Answered questions & provided help: 74.39% Strongly Agree & Agree	Prompt response to maintenance requests: 77.28% Strongly Agree & Agree Quality of work done: 77.47% Outstanding & Very Good Courteousness & professionalism: Not asked in this year's survey Answered questions & provided help: 82.96% Strongly Agree & Agree	

Reflective Question: What did you learn that will impact your unit for the future?

The maintenance department has implemented many changes to e



6. Staffing Profile (Please indicate the number in terms of FTE. In other words a full time staff person is a 1, and a half time person is a .5)

7. Staff Needs

NEW OR REPLACEMENT STAFF (Adminis trator, Faculty or Classified)<sup>1</sup>

List Staff Positions Needed for Academic Year <u>2016-2017</u> Place titles on list in order (rank) or importance.	Indicate (N) = New or (R) = Replacement	Annual TCO*	EMP GOALS
1. N/A <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

\* TCO = "Total Cost of Ownership" for one year is the cost of average salary plus benefits for an individual. Use space language or linking resources to assessment.

TCO: <http://www.norccollege.edu/about/business-services/Pages/index.aspx>

<sup>1</sup> If your SERVICE AREA OUTCOMES (SAO) assessment results make it clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

8. Equipment (including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair & Technology Needed for Academic Year <u>2016-2017</u> Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO**			EMP GOALS
	Cost per item	Number Requested	Total Cost of Ownership	
1. Redesign Upstairs Library Air Conditioning System <u>Reason:</u> Current system cannot handle heat load	██████████	Job	\$350,000	2,4,6,7

<sup>2</sup> If your SERVICE AREA OUTCOMES (SAO) assessment results make it clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

10. Electric Car Charger	\$8,000	1	\$8,000	
11. New LED sign for soccer field	\$3,000	1	\$3,000	
12. Replace kick board logo for soccer field	\$4,000	1	\$4,000	
13. Lighting upgrade Atec 114	\$18,000	Job	\$18,000	
14. Campus wide new signage	\$25,000	Job	\$25,000	
15. Pressure Sprayer for air conditioning coil cleaning	\$4,500			

\*\* TCO = "Total Cost of Ownership" for one year or the cost of an average cost for one year.

TCO: <http://www.norcocollege.edu/about/business-services/Pages/index.aspx>

Unit Name: Facilities - Maintenance

9. Space Needs Not Covered by Current Building or Remodeling Projects\*3

List Space Needs for Academic Year\_\_\_\_\_



10. Professional or Organizational Development Needs\*

List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.	Annual TCO		
	Cost per item	Number Requested	Total Cost of Ownership

1. Energy Management Training

11. OTHER NEEDS<sup>5</sup>

List Other Needs that you are certain do not fit elsewhere.  
Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current funds. Place items on list in order (rank) or importance.

Annual TCO\*

## 12. Long Term Planning Needs

If your unit anticipates significant additional needs for personnel, equipment or facilities will occur two to five years from now please list those here*			
	Fiscal Year Needed	Number Requested	Total Cost of Ownership
1. District Moving Truck <u>Reason:</u> This vehicle will be used to pick up and drop off supplies campus wide and the warehouse personnel.		1	\$50,000
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

TCO: <http://www.norcocollege.edu/about/business-services/Pages/index.aspx>

*\*Significant needs are generally those with annual costs over \$20,000. They may be the result, for example, of institutionalizing a grant, anticipated growth, or major equipment coming to the end of its life.*

<sup>6</sup> If your SERVICE AREA OUTCOMES (SAO) assessment results make it clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

## Assessment

Why Administrative Units Conduct Assessments: Research indicates that collecting and analyzing evidence leads to improvement of institutional or unit level effectiveness. In addition it:

- Ensures units are examining their services and programs
- Documents outcomes assessment and internal improvement efforts
- Allows each unit to demonstrate how well it is performing
- Allows for requesting resources
- Relies on fact, not perception
- Allows unit staff to prioritize improvements.

### Steps to Developing Assessment Plans & Reports

1. Unit develops measurable Service Area Outcomes (SAO). An SAO is a “specific statement that describes the benefit that a [unit] hopes to achieve or the impact [.] that is a result of the work that your unit performs. Outcomes should be:
  - Challenging but attainable”
  - Articulate what the unit wants to achieve
  - Indicate end results for the unit rather than actions
  - Relate to the unit’s mission and vision
  - Focus on the benefit to the recipient of the service
  - Be stable over a number of years. If it is time dependent, it is most likely a goal not an outcome; and
  - Be measurable and directly related to the work of your unit.<sup>7</sup>

Stems for writing outcomes can include:

- “In support of student learning, staff will \_\_\_\_\_”
- “Students are aware of \_\_\_\_\_”
- “Administrators (or staff) have the \_\_\_\_\_”

---

<sup>7</sup> Source: The American University in Cairo. A guide to developing and implementing effective outcomes assessment: Academic support and administrative units.” December 1, 2007. Retrieved on the internet <http://ipart.aucegypt.edu>

2. Unit defines how it will assess progress (on-evaluative) towards the outcomes. The unit might consider taking an inventory of current tools being used. For example:

What information is being collected already?

What assessment are you already using?

Methods that can be used to measure progress include, for example:

Student satisfaction surveys

Number and type of complaints

Growth in a specific function

Comparisons to professional organizations' best practices

Focus groups

Opinion surveys

Time to complete a task

3. Unit completes the assessment plan and carries out the assessment in order to ensure the plan is completed:

Designate a coordinator for the assessment project and/or assign responsibility for individual components.

Develop a timeline indicating when work will be collected, results tabulated, analysis completed, and subsequent dialogues.

Unit gathers information, analyzes results, communicates findings, and takes action. This step is important as it is used to identify changes needed to improve efficiency, effectiveness, and unit performance. It should also be applied to for planning budgeting and resource allocation requests (short term and long term). Ultimately may be tied to the institution's ability to achieve its mission.