



Barstow Community College

Program Review

Non-Instructional

Name of Service Area:

Department:

Academic Year:

Date Submitted:

By:

Lead

Members

-
1. [Mission and Vision](#)
 2. [Description and Overview](#)
 3. [External Factors](#)
 4. [Policies and Processes](#)
 5. [Status](#)
 6. [Data](#)
 7. [Prior Goals/Objectives](#)
 8. [Goals/Objectives/Actions](#)
 9. [Resources](#)

1. Service Area Mission and Vision

A. Service Area **Mission**

Maintenance and Operations Department of Barstow Community College District will provide services for the purpose of ensuring high quality learning, teaching and work environments for all who come in contact with the District, by maintaining all facilities and grounds, and provide a safe and clean interior set forth by District standards.

B. Service Area **Vision**

Maintenance and Operations areas of service include Barstow Campus and the students of off-sites, 1, the CTE program located off campus at State Street and 2, Fort Irwin Base.

C. Describe how your Service Area mission and vision align with and contribute to the College's **Mission** and **Vision**.

The vision of Maintenance and Operations Department of Barstow Community College aligns itself by providing services for the purpose of ensuring high quality learning, teaching, and work environments. Our support to that common goal will provide an environment for a well-rounded student outcome.

2. Service Area Description and Overview

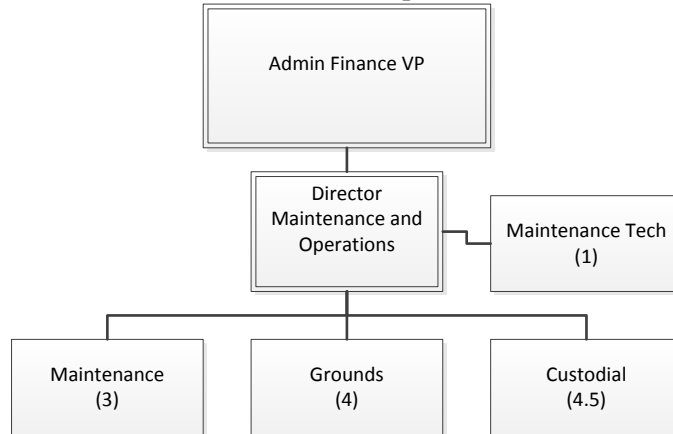
Assume the reader does not know anything about the Service Area. **Describe** the Service Area, including—but not limited to—the following:

- A. Organization, including staffing and structure
- B. Who do you serve (including demographics)?
- C. What kind of services does your Area provide?
- D. How are the services provided? (*Including alternative modes and schedules of delivery; for example, online, hybrid, early morning, evening services.*)

Barstow Community College consists of 13 buildings with total assignable square footage (asf) of 120,338 (177,265 outside gross square footage (ogsf). 9 of the 13 buildings were built in 1957. Two current capital construction projects will increase the gross square footage by 50,000 sq ft. With this addition to our campus, the need for increased operational funds and the need for additional maintenance staff create a challenge. Staff/Faculty/Administrators for Fall 2012 - 57 classified employees, 19 administrators, directors, managers and confidential employees, 107 adjuncts, 32 full time faculty, including counselors & librarian.

A. Maintenance and Operations Current Structure: 13 staffing the M/O dept.

Director of Maintenance and Operations (1)
 Maintenance and Operations Technician (1)
 Maintenance Mech (3)
 Grounds (4)
 Custodians (4.5) Fort Irwin has a part time custodian



B.Serving Barstow Community College District campus and two off-site centers (CTE and Fort Irwin).

C.Types of service: Maintenance to all physical structures and landcape to include daily function set up for student activities and all other meeting needs.

D. These types of service are on a schedule maintenance and workorder schedule on a daily basis.

3. External Factors

What external factors have a significant impact on the Service Area? (*External factors are those issues which the college **does not** have control over.*) Include the following, as applicable:

- A. Challenges and/or opportunities presented by grants, federal, state or categorical funding
- B. Requirements of four-year institutions
- C. Requirements imposed by regulations, policies, standards, and other mandates
- D. Job Market
 - Requirements of prospective employers
 - Developments in the field (both current and future)

A. Grants do affect this department by increasing space inventory and operational cost without the long term consideration. Example: A million dollar grant will cost two million (operational, electrical, hvac, maintenance) over the life of the program(s).

- B. N/A
- C. We are under the State regulations such as OSHA, Department of Health and Safety, DSA, and local Fire Marshall.
- D. N/A

4. Service Area Policies & Processes

- A. What are the policies, procedures and processes that impact your Service Area (*BCC BP/AP; Federal, State & local regulations; departmental guidelines*)

Maintenance and Operations are under multiple state and local regulatory agencies. We conform to all of the necessary regulatory agencies.

Current local policies are as follows:

BP 3500, 3505, 3540 BP 6700, 6750, 6800, 7600

AP 3500, 3570, 3575

- B. What policies, procedures and processes need to be updated or deleted?

The Board Policies and Procedures followed by all employees at Barstow Community College. Maintenance and Operations staff is familiar with the Board Policies and Procedures that pertain to our department, and when the policies and procedures are updated or modified staff amends their policies and procedures to remain in accord with the Board Policies and Procedures.

- C. What impact have changes or updates in policies and processes had on the workflow of the Service Area?

None at this time.

5. Service Area Status

- A. What is going well and why?

Currently Maintenance and Operations is able to provide, from a 1-10 scale, about a 6/7. The department goal would be 8/9 scale, with room to improve. To achieve the desired goal would in fact require the increase in our staff, Maintenance (1), Grounds (1) and Custodial (2) at current square footage.

B. What is not going well and why?

As noted previously, we are growing in square footage with the introduction of our two new capital projects. This will add 50,000 asf to our existing 120,000asf. With this addition of space to maintain the 8/9 level of service we need a increase in our staff of Custodial Manager (1), Maintenance (1), Grounds (2) and Custodial (3), for a total of

Director and Custodial (Night) Mgr. (2)

Maintenance (4)

Grounds (6)

Custodial (7)

6. Service Area Data

A. Performance Data

Discuss the area’s performance on the specific data items listed below, *(if applicable)*:
 1) Completion Rate; 2) Success/Retention Rate; 3) Full-Time/Part-Time Service Professional ratio; 4) FTES Targets; 5) Student Engagement; 6) and any other representative measurable data, to be considered.

(If you have already discussed your area’s performance on one or more of these components, then refer to that response here, rather than repeating it.)

We do stand by our mission statement to ”provide services for the purpose of ensuring high quality learning, teaching and work environments for all who come in contact with the District, by maintaining all facilities, grounds and provide a safe and clean interior set forth by District standards”. We believe by adhering to the mission we can do our part to increase success and retention rates.

B. Progress on Service Area Outcomes (SAOs) and Student Learning Outcomes (SLOs)

1) Summarize the progress your Service Area has made on programmatic and service level SAO/SLO measures you have applied since your last program review.

N/A

- 2) Describe any program/service improvements made by your Service Area as a result of the outcomes assessment process.

N/A

- 3) What is your plan for continuously completing the assessment cycle?

N/A

C. Supporting Assessment Data

- 1) Provide a list of any quantitative or qualitative measures not provided in 6.A. that you have chosen to gauge your program’s effectiveness (e.g.: transfers, degrees, certificates, satisfaction, student contacts, student headcount, Perkin’s data, etc.)

N/A

- 2) Summarize the results of these measures

N/A

- 3) What did you learn from your evaluation of these measures, and what improvements have you implemented, or do you plan* to implement, as a result of your analysis of these measures? (*List any resources required for planned implementation in #9: Resources.)

N/A

7. Prior Goals/Objectives

Briefly summarize the progress your Service Area has made in meeting the goals and objectives identified in the most recent Program Review.

We are currently meeting the minimin goals and objectives for the District. As a department we have a desire to not only meet our goals but to exceed the goals and set new goals and standards as we evolve from a “small” campus to a large campus.

With the continued increase in cost of energy the Objective of the District is to explore alternative “Green” resource (co-gen, photobataic, wind ect.)

Campus standards need to be adopted by the District to continue the direction and vision set out by the Board of Trustees.

8. Goals/Objectives/Actions

Reflect on the responses to all the previous questions.

- A. Formulate Service Area **Goals** to maintain or enhance program strengths, or to address identified weaknesses.
- B. Indicate how each Goal is **Aligned** with the College's **Strategic Priorities**.
- C. Identify explicit **Objectives** for reaching each goal.
- D. Create a three-year **Action Plan** consisting of a coherent set of specific steps that must be taken to achieve each objective.
- E. Develop **Outcome** statements and appropriate measures for each objective.
- F. The **Comments** area provides for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to **Institutional Planning**. This may include references to other institutional documents, such as **governing or compliance documents** (*i.e. Board Policy, BAM, Title V*), **institutional planning documents** (*i.e. Strategic Plan, Educational Master Plan, Facilities Plan, Technology Plan*), or **Board, Presidential, Supervisory or Departmental recommendations or goals, etc.**

As you create your Service Area **Goals, Objectives, Outcomes** and **Action Plan**, it might be helpful to think about some of the following questions:

- Imagine your Service Area three years from now in an ideal future. You and your colleagues have done everything you possibly can to make the Service Area excellent. Look around: What do you see?
- Describe the colleagues and partners inside and outside the institution with whom you would like to work in the ideal future.
- In the ideal future, what specific innovations, best practices, or other accomplishments would you share with a visiting out-of-state colleague?
- What long-term impact would you like your Service Area to have on the College and the community?
- What strengths, opportunities, or new directions now exist on which you can capitalize in three years' time?

Complete the following table with your Service Area's **Action Plan**.

Action Plan					
GOAL	ALIGNMENT	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE		OUTCOMES/MEASURES
#1 New Staff and Current Staff Performance	<input type="checkbox"/> 1. Foster innovative learning environment <input type="checkbox"/> 2. Provide Successful college learning experience <input type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making	#1 To elevate the current quality and quantity of work being performed.	a)	evaluate	Enter text
			b)	motivate	
			c)	execute	
		#2 To ensure that the needs of the District are being met by the hiring of needed positions.	a)	Request to fill the needs asap	Enter text
	b)	Enter text			
	c)	Enter text			
		#3 Enter text	a)	Enter text	Enter text
			b)	Enter text	
			c)	Enter text	
Comments:		Enter text			
#2 Training	<input checked="" type="checkbox"/> 1. Foster innovative learning environment <input type="checkbox"/> 2. Provide Successful college learning experience <input type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making	#1 To bring innovative ideas to foster an environment for all to appreciate.	a)	Bring trainers in for all areas	Enter text
			b)	Bring a level of confidence to the department.	
			c)	Evaluate pride in work completed.	
		#2 Enter text	a)	Enter text	Enter text
	b)	Enter text			
	c)	Enter text			
		#3 Enter text	a)	Enter text	Enter text
			b)	Enter text	
			c)	Enter text	
Comments:					
#3 Sustainable Resources "Going Green"	<input checked="" type="checkbox"/> 1. Foster innovative learning environment <input type="checkbox"/> 2. Provide Successful college learning experience <input type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making	#1 Sustainability to maintain the level of Districts standards for cost saving benefits for continual fiscal support.	a)	Enter text	Enter text
			b)	Enter text	
			c)	Enter text	
		#2 Enter text	a)	Enter text	Enter text
	b)	Enter text			
	c)	Enter text			
		#3 Enter text	a)	Enter text	Enter text
			b)	Enter text	
			c)	Enter text	
Comments:		Enter text			

9. Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 6.C.

Rationale*: For each resource listed, enter the reason(s) the resource is needed to achieve the objective.

Goal #	Objective #	Resource Required	Rationale*	Estimated Cost
1	1	Department Leadership	<i>Enter text</i>	\$0
1	2	Hiring of new staff	Completion of increased sqft of projects	\$267,000
2	1	Outside vendor for trainings	To elevate and create accountability	\$0
3	1	Sustainability "Green"	Operational cost savings	\$0
4	3			

A [BUDGET ALLOCATION PROPOSAL](#) must be completed and submitted for EACH new resource requested.