



Barstow Community College  
**NON-INSTRUCTIONAL  
 PROGRAM REVIEW**

**PROGRAM:**

**Academic Year:**

**Date Submitted:**

**By:**

*Lead:*

*Members:*

1. Mission and Vision
2. Description and Overview
3. Data
4. Policies & Processes
5. Internal Factors
6. External Factors
7. Continuing Education and Professional Development
8. Prior Goals and Objectives
9. Action Plan: Goals/Objectives/Actions
10. Resources

## 1. Mission and Vision

### A. Service Area/Administrative Unit 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/Administrative Unit Vision *(Where would you like the Program to be three years from now?)*

To provide in-house long term plans and limit spending resources to outside vendors. Maintenance and Operations areas of service include Barstow Campus and the students of two off campus sites, 1, the CTE program located off campus at State Street and 2, Fort Irwin Base. The vision of the college is to bring the CTE function to the main campus. And to create an energy efficient campus. To create a safe environment for the campus would be the request of a full time security person.

### C. Describe how 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 within a safe environment.

DATE: 10/22/13 First Submittal

ANNUAL UPDATE #1: Maintenance and Operations Program Review is an annual update which the first review is being submitted this year. We will provide an update on the results and effects next year.

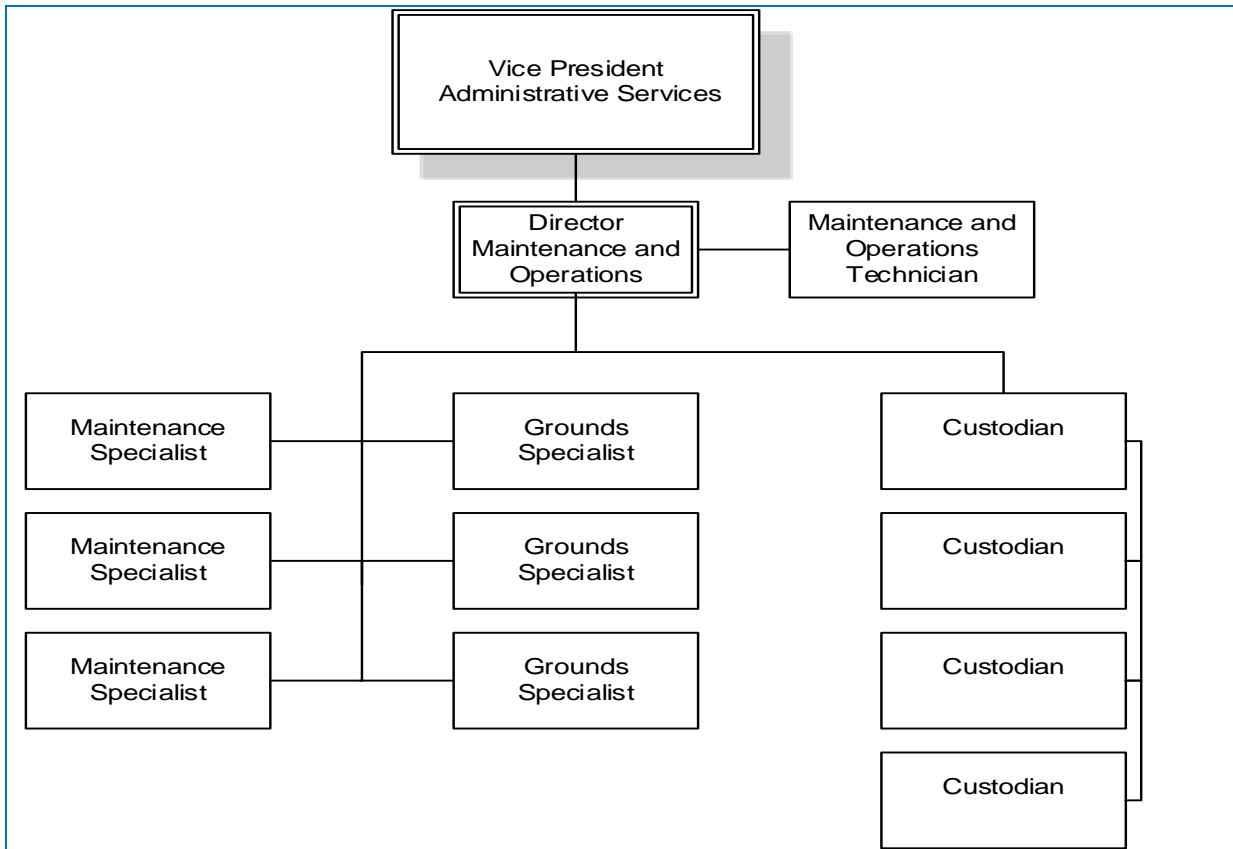
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ANNUAL UPDATE #2: N/A

## 2. Service Area/Administrative Unit Description and Overview

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

- Organization, including staffing and structure
- Who do you service (including demographics)?
- What kind of services does your unit provide?
- How do you provide them?



B. Maintenance and Operations services the Barstow College Campus, State St. CTE, and Fort Irwin sites.

C. Maintenance and Operations is a full service unit that will take care of all facilities need to include, but not limited to, Mechanical service, Electrical service, Plumbing service, Grounds service and Custodial services.

D. One full time Director, Maintenance Technician. M, E, and P are provided by 3 full time Skilled Maintenance personal, Ground services are provide by 3 full time staff and Custodial services are provided by 4 full time staff

E. 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.

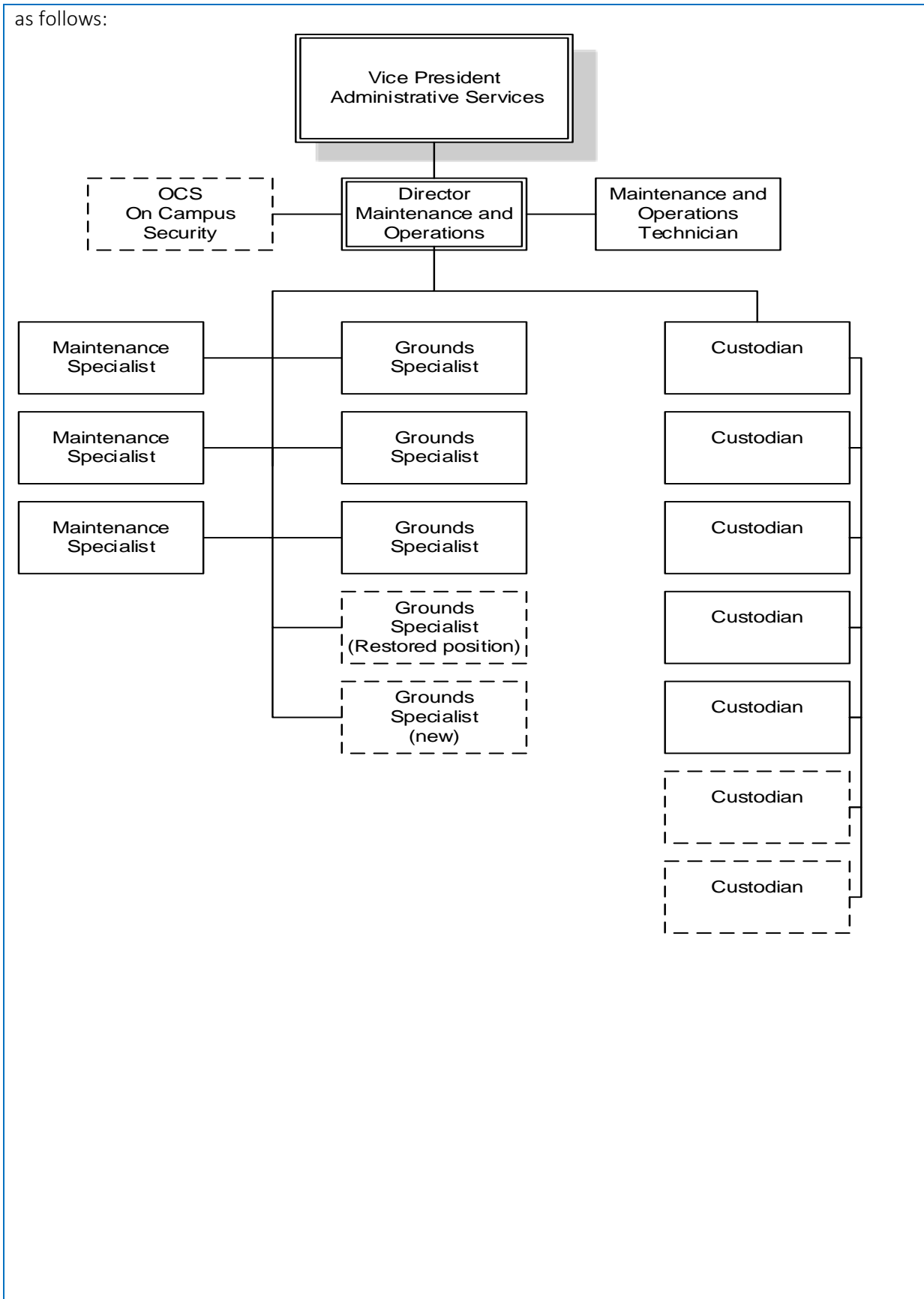
The functions of our department are to provide:

- Continual preventive maintenance program throughout the campus
- Repair of any and all vandalism
- Repair or re-key of locks
- Respond to work orders and other needed calls
- Testing of all fire extinguishers
- Maintain student areas
- Comply with all regulations
- Maintain pathways and lighting

- Identify and correct safety issues
- Assist in construction specifications
- Mechanical maintenance
- Electrical maintenance
- Plumbing maintenance
- Paint
- Office moves

With the added increase of two new buildings the recommended/ideal organizational chart should be

as follows:



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### 3. Data

#### A. ASSESSMENT DATA

- 1) List all quantitative and/or qualitative measures that you have chosen to gauge the effectiveness of your unit.

Maintenance and Operations is an email work order driven operation that also provides preventive maintenance and reactive maintenance service.

- 2) Summarize the results of these measures.

Our assessment data is daily work orders. The outcome of work orders are measured in a multitude of ways i.e., The possibility to complete multiple and numerous orders in a month does not necessarily measure the size of the work orders time and effort.

#### B. PROGRESS ON SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES (SAO/AUO)

- 1) Summarize the progress your unit has made on SAO/AUO measures you have applied since your last program review.

N/A, We will provide a progress update the next year.

- 2) Describe any improvements made by your unit as a result of the outcomes assessment process. 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 #10: Resources.*)

N/A, We will provide a progress update the next following year.

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#### 4. Policies & Processes

- A. What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit? (BCC BP/AP; Federal, State & local regulations; departmental guidelines)

Maintenance and Operations are under multiple state and local regulatory. 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. Describe the effect the changes or updates in policies and processes in 4.A have had on the unit.

N/A

- C. In addition to (or in response to) those listed in 4.A, what in-house policies, procedures, and processes need to be updated, created, or deleted?

N/A

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#### 5. Internal Factors (see Handbook for worksheet)

- A. Strengths

Maintenance and Operations' objectives have not changed: We are currently meeting the minimum 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. We currently try to meet the standards and objectives with a minimal work crew. With the recent layoff in our grounds unit the need to restore the position is a must. With the continued increase in cost of energy the Objective of the District is to explore alternative "Green" resource (co-gen, photovoltaic, wind etc.). Campus standards need to be adopted by the District to continue the direction and vision set out by the Board of Trustees.

**B. Weaknesses**

In year 12/13 Maintenance and Operation lost 1 full time grounds position due to layoffs last year. Last year's review reflected the need for additional positions to bring the campus to a higher standard and the rehire of the grounds position would only bring to staff level back to previous years with the need to increase staffing for a higher district standard. 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 120,000 asf. With this addition of space to maintain the 8/9 level of service we need an 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)

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**6. External Factors** *(see Handbook for worksheet)*

**A. Opportunities**

Outside grants such as Mojave Water Agency help provide additional opportunities for funding special projects and reviewing future possible water conservation.

**B. Threats**

No foreseen threats at this time.

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**7. Continuing Education/Professional Development**

**A.** What continuing education and/or professional development activities have program/unit members participated in during the current cycle?



Maintenance and Operations department is providing professional development by bringing in qualified vendors to educate our different department units (maintenance, grounds and custodial) with up to date approaches on different applications of industry standards practice.

**B. What are the continuing education and/or professional development plans for the upcoming cycle?**

Maintenance and Operations will continue to provide in-service training in all units of the department.

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### 8. Prior Goals/Objectives

Briefly summarize the progress your program/unit has made in meeting the goals and objectives identified in the most recent Program Review or Annual Update. *(Include measurements of progress or assessment methods.)*

We will continue to work well with the resources provided to the department and monitor efficiency levels in the Maintenance Department.

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### 9. Goals/Objectives/Actions (ACTION PLAN)

- A. **GOALS:** Formulate Goals to maintain or enhance unit strengths, or to address identified weaknesses.
- B. **ALIGNMENT:** Indicate how each Goal is aligned with the College's [Strategic Priorities](#).
- C. **OBJECTIVES:** Define Objectives for reaching each Goal.
- D. **ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE:** Create a coherent set of specific steps (Actions/Tasks) that must be taken to achieve each Objective.
- E. **OUTCOMES:** State intended Outcomes and list appropriate measures and assessment methods for

each Outcome.

- F. **ADDITIONAL INFORMATION:** This provides space 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, Administrative Procedures, 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. (*See Handbook for additional examples.*)

Complete the following table with your Program's **ACTION PLAN**, which must include a **minimum of 3 goals**:

ACTION PLAN				
GOAL	ALIGNMENT WITH <a href="#">BCC STRATEGIC PRIORITIES</a> <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	New staff and current staff performances	<i>List all that apply:</i> <ul style="list-style-type: none"> <li>Develop excellent employees.</li> <li>Strengthen college planning.</li> </ul>	#1 Restore grounds position that was eliminated as a result of layoffs.	Request reinstatement of grounds position.
			#2 To ensure that the needs of the District are being met by the hiring of needed positions.	The request of a night manager and a full time security person.
			#3 To elevate the current quality and quantity of work being performed.	Evaluate Motivate Execute
<i>Additional Information:</i>				
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#2	Training	<i>List all that apply:</i> <ul style="list-style-type: none"> <li>Professional Development</li> <li>Vendor Training</li> </ul>	#1 To introduce the new M&O techniques.	Bring trainers for all units to introduce new approaches to MO issues.
			#2	
			#3	
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ACTION PLAN				
GOAL	ALIGNMENT WITH <a href="#">BCC STRATEGIC PRIORITIES</a> (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
<b>#3</b> Sustainable Resources "Going Green"	<i>List all that apply:</i> <ul style="list-style-type: none"> <li>Sustainability to maintain the level of District standards for cost savings benefits for continual fiscal support.</li> </ul>	#1 Meet with various vendors to develop long term plans.		Met with Southland energy to identify green goals. We will have the evaluation soon.
		#2		
		#3		
		<i>Additional Information:</i>		
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<b>#4</b>	<i>List all that apply:</i>	#1		
		#2		
		#3		
		<i>Additional Information:</i>		
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<b>#5</b>	<i>List all that apply:</i>	#1		
		#2		
		#3		
		<i>Additional Information:</i>		
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ACTION PLAN					
GOAL		ALIGNMENT WITH <a href="#">BCC STRATEGIC PRIORITIES</a> (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#6		<i>List all that apply:</i>	#1		
			#2		
			#3		
<i>Additional Information:</i>					
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## 10. 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 3.C.

**IMPORTANT:** A [BUDGET ALLOCATION PROPOSAL](#) must be completed and submitted for **EACH** new resource requested. *(Click the link to access the form.)*

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
1	1	The restoring of laid off grounds personal.	47,500K year	Yes	
1	2	Hiring of new staff to sustain new sqft growth of completed construction. And the addition of a security guard.	Should have been identified in the FPP that was submitted to the State.		
2	1	Professional Development	No cost in some cases	No	Internal existing budget

ANNUAL UPDATE #1:

DATE:

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source

ANNUAL UPDATE #2:

DATE:

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source