



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

**PROGRAM:** Maintenance & Operations

**Academic Year:** 2014–15      **FULL PROGRAM REVIEW**      **Date Submitted:** 10/6/14

**Academic Year:** 2015–16      **ANNUAL UPDATE #1**      **Date Submitted:**

**Academic Year:** 2016–17      **ANNUAL UPDATE #2**      **Date Submitted:**

**By:**

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*Members:* Terri Walker, Ken Hernandez, Jeff Bowen, Luke Majourau, Carlos Zetina, Daniel Norman, Jesse Ramirez, Bruce Fries, Gene Lopez

## 1. Mission and Vision

### A. Service Area/Administrative Unit Mission

Maintenance and Operations Department of Barstow Community College District 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?)*

The Maintenance and Operations department will continue to provide a safe, clean, and inviting campus to students, staff and the community.

### 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

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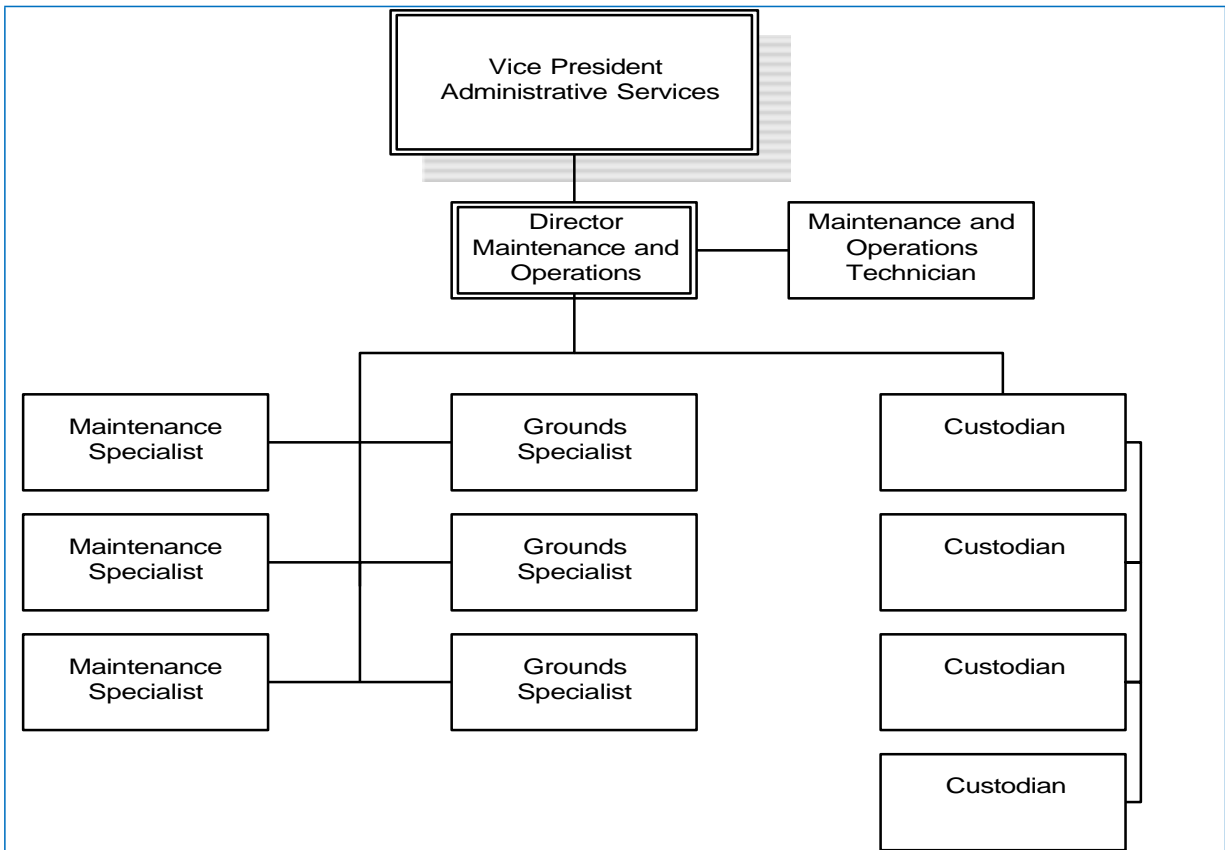
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## 2. Service Area/Administrative Unit Description and Overview

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

- A. Organization, including staffing and structure
- B. Who do you service (including demographics)?
- C. What kind of services does your unit provide?
- D. 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

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- 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

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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. Work orders will be tracked to include total work orders, ranked by complexity, and time to resolution/completion. This will include all set ups and facilities use forms.

- 2) Summarize the results of these measures.

These measurements of these activities will begin this year for support documentation.

#### B. PROGRESS ON SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES

- 1) a. List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit.
- b. Summarize the progress your unit has made on SAO/AUO measures you have applied since your last program review.

No outcomes were listed in prior years.

- 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.)

No assessments were conducted in prior years.

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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)

None at this time, The new buildings that will be online soon on campus may require update as to the use of the facilities.

- B. Describe the effect the changes or updates in policies and processes in 4.A have had on the unit.

- 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?

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

### A. Strengths

1. Cross trained employees
2. Efficiency of processes
3. Seasoned maintenance department staff
4. Performance and availability of department staff
5. Maintain and support the events in a timely manner
- 6.

### B. Weaknesses

1. Turnover at key custodial and grounds positions.
2. Use of temporary employees
3. Availability of time to plan short term and long term
4. Need additional employees for growing District
- 5.

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

### A. Opportunities

New buildings will justify additional staff. State Bond funding and Grants may be available to help offset costs of renovation and grounds improvements.

### B. Threats

New buildings are going to increase the workload of the entire M&O staff. Trees have not been trimmed in several years and are beginning to create hazards and safety concerns. The pathways are lifting for overgrowth of tree roots and may cause an access issue in the future.

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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. Some of the training topics include: Wood floor refinishing sponsored by Waxie

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

The training scheduled this year includes; one maintenance staff member is participating in the district leadership academy and vendor sponsored cleanliness standards, blood borne pathogens awareness. These trainings will produce certificates for those who complete the end of training questionnaire.

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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.)*

Goals listed in previous years were vague and didn't reflect district needs. The department will reevaluate the needs and report progress.

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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 <u>BCC STRATEGIC PRIORITIES</u> (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Provide a clean campus for students, staff and the community.	<b>List all that apply:</b> Expand and sustain an efficient, attractive and welcoming campus environment that supports teaching and learning.	#1 Increase cleanliness of the facilities	Frequent monitoring documenting of facilities.	10% fewer complaints regarding cleanliness.
			#2 Increase cleanliness of the grounds	Cross training employees to attend immediate needs.	Fully staff existing positions with permanent employees
			#3	Create a tool to track cleanliness complaints.	
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#2	Stay in compliance with the Chancellor’s office	<b>List all that apply:</b> Maximize physical, human, fiscal and technological resources using program review and outcomes assessment results.	#1 Improve timeliness of reports	Clearly outline the work needed to stay in compliance.	Fewer late notices and reminders for fusion reports.
			#2 Memorialize all planning in appropriate documents	Schedule meetings to meet the need of the project.	Meetings are scheduled and followed through with.
			#3 Provide documentation to use as evidence, such as meeting minutes.	Develop a timeline for work needed to complete the update in the time allowed.	Planning documents such as the facilities master plan and the 5 year construction plans are updated and submitted prior to the timelines outlined in our planning cycle.

## ACTION PLAN

	GOAL	ALIGNMENT WITH <u>BCC STRATEGIC PRIORITIES</u> <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
	<b>Additional Information:</b>				
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<b>#3</b>	Reduce water usage district wide.	<b>List all that apply:</b> Expand and sustain an efficient, attractive and welcoming campus environment that supports teaching and learning.	#1 reduce water usage by 20%	Create a plan to use less water.	Reduced water consumption district wide by 20%.
			#2	Provide guidance to the business and finance committee regarding water use data.	Develop a report to be used for internal and external use.
			#3	Implement a strategy to reduce water consumption.	Reflect the strategy on a map system to have tangible documents.
	<b>Additional Information:</b>				
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<b>#4</b>	Reduce unscheduled shut downs and repairs.	<b>List all that apply:</b>	#1 to identify and document the causes of equipment failure and try to prevent or estimate the life cycles.		
			#2		
			#3		

## ACTION PLAN

	GOAL	ALIGNMENT WITH <u>BCC STRATEGIC PRIORITIES</u> <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
	<b>Additional Information:</b>				
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<b>#5</b>	District Facilities Standards	<b>List all that apply:</b>	#1 To create a document that records the standards for construction, i.e. lighting type and equipment.	Meet with professionals that will help determine the current standards and who can create a living document.	
			#2		
			#3		
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<b>#6</b>		<b>List all that apply:</b>	#1		
			#2		
			#3		
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**ACTION PLAN**

GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
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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

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

### ANNUAL UPDATE

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