

INSTITUTIONAL PROGRAM REVIEW 2010-2011

Program Efficacy Phase, Spring, 2011

Purpose of Institutional Program Review

Welcome to the Program Efficacy phase of the San Bernardino Valley College Program Review process. Program Review is a systematic process for evaluating programs and services annually. The major goal of the Program Review Committee is to evaluate the effectiveness of programs, and to make informed decisions about budget and other campus priorities.

The Institutional Program Review Committee is authorized by the Academic Senate to develop and monitor the college Program Review process, receive unit plans, utilize assessments as needed to evaluate programs, recommend program status to the college president, identify the need for faculty and instructional equipment, and interface with other college committees to ensure institutional priorities are met.

The purpose of Program Review is to:

- Provide a full examination of how effectively programs and services are meeting departmental, divisional, and institutional goals
- Aid in short-range planning and decision-making
- Improve performance, services, and programs
- Contribute to long-range planning
- Contribute information and recommendations to other college processes, as appropriate
- Serve as the campus' conduit for decision-making by forwarding information to or requesting information from appropriate committees

Our Program Review process is two-fold. It includes an annual campus-wide needs assessment in the fall, and an in-depth review of each program every three years that we call the Program Efficacy phase. Instructional programs are evaluated the year after content review, and every three years thereafter, and other programs are placed on a three-year cycle by the appropriate Vice President.

An efficacy team of two disinterested committee members will meeting with you to carefully review and discuss your document. You will receive detailed feedback regarding the degree to which your program is perceived to meet institutional goals. The rubric that the team will use to evaluate your program is included with this e-mail

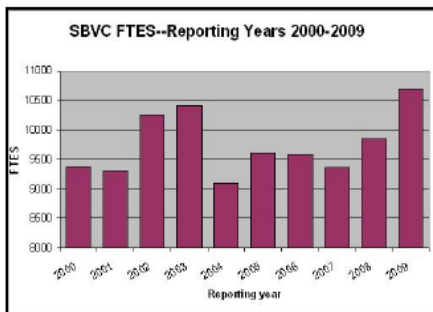
When you are writing your program evaluation, you may contact efficacy team assigned to review your department or your division representatives for feedback and input. The list of readers is being sent to you with these forms as a separate attachment.

Forms are due back to the Committee Chairs, Reviews and Division Dean by **March 17, 2011.**

It is the writer's responsibility to be sure the Committee receives the forms on time.

In response to campus wide feedback that program review be a more interactive process, the committee piloted a new program efficacy process in Spring 2010 that included a review team who will interviews and/or tour a program area during the efficacy process. Another campus concern focused on the duplication of information required for campus reports. The efficacy process will incorporate the Educational Master Plan One-Page Summary (EMP Summary) and strive to reduce duplication of information while maintaining a high quality efficacy process.

Custodial Maintenance

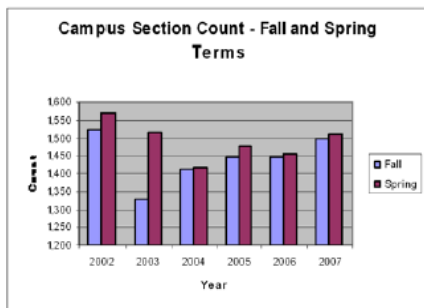


Description:

The Custodial Maintenance Department is staffed by one supervisor, three lead custodians and 22 custodians. The department currently staffs two separate shifts. In addition to cleaning all the campus facilities, the department is asked to provide necessary set-ups for campus special events and outside user groups.

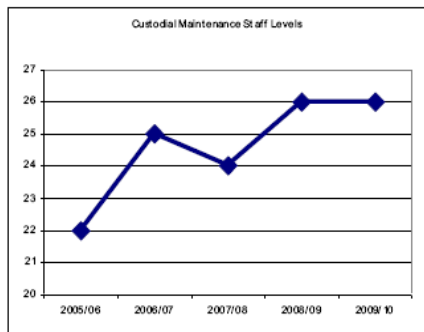
Assessment:

Assessment of Custodial programs is based on campus surveys, direct customer feedback, and Community suggestion boxes located at the department service desk.



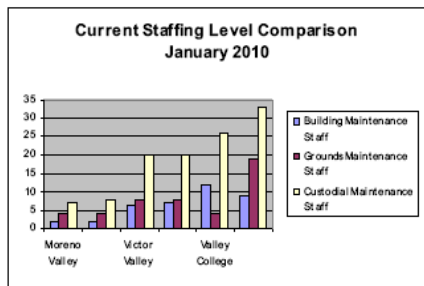
Program Goals:

- To maintain campus facilities for functionality and aesthetics
- Develop funding strategies based on essential campus needs
- Develop staff training opportunities and improve overall department efficiency



Challenges and Opportunities:

- Annual custodial maintenance budgets have been inadequate to fund essential supplies
- Funding to maintain existing custodial equipment is non-existent and no funding is available to procure new and more efficient custodial equipment
- The volume and cost of custodial supplies continues to escalate without additional fiscal support



Action Plan:

SBVC Custodial Maintenance will continue to assess the quality of service provided to the community, ensuring that outstanding customer service will be provided at a reasonable cost. New cleaning methods and equipment will be evaluated for improving program efficiencies.

Program Efficacy, Spring 2011

Please complete and attach this cover sheet as the first page of your report.

Name of Program:

Custodial

Name of Division

Administrative Services

Name of Person Preparing this Report

Fernando Martinez

Extension

8662

Name of Department Members Consulted

Name of Efficacy Team

Denise Knight, Kevin Kammer, Cory Schwartz

Program Review Committee Representatives

Dena Murillo-Peters, Caleab Losee, Rose King, Rocio Delgado

Work Flow	Due Date	Date Submitted
Date of initial meeting with department		
Final draft sent to the dean		
Report submitted to Program Review Team		
Meeting with Review Team		

Staffing

Please list the number of full and part-time employees in your area.

Classification	Number Full-Time	Number Part-time, Contract	Number adjunct, short-term, hourly
Managers	1		
Classified Staff	22		
Total	24		

Part I. Questions Related to Strategic Initiative: Access

Access

How does the department provide access to the college for students, staff, and the community?

By keeping offices, classrooms, restrooms, meeting rooms and other areas throughout the campus clean and free of obstacles.

Pattern of Service

Describe the pattern of service and/or instruction provided by your department, and how it serves the needs of the community.

N/A

Hours of operation/pattern of scheduling

Monday - Thursday = 5:00 pm to 1:30 am, Fridays 2:00 – 10:30pm Day shift = 7:00am to 3:30 pm

Alternate Delivery Methods

Subs are employed for coverage in the absence or call ins of classified employees.

Weekend and evening services

One member of the staff works on Saturdays from 10:00 am to 6:30 pm

Part II. Questions Related to Strategic Initiative: Student Success

Describe the services and/or instruction provided by your program and how the services in your program support student learning.

The department supports and carries a program that enables students and staff to come and utilize well maintained facilities, therefore it provides an environment that is conducive for quality learning . Listed below are some of the duties that the custodial staff performs:

- Sweeps and mops rooms, halls, stairways offices and restrooms; strips, sands, refinishes, waxes and buffs floors; vacuums and shampoos rugs and carpets.
- Empties and cleans trash receptacles, dusts and polishes furniture, countertops and fixtures; changes light bulbs and fluorescent tubes.
- Cleans chalkboards and arranges classroom furniture; restocks classrooms with necessary supplies.
- Cleans and disinfects restrooms, floor mats, drinking fountains and fixtures; restocks and order supplies as needed.
- Performs facility function setups, i.e. table and chair setups for campus requirement setups. Among other duties.

Part III. Questions Related to Strategic Initiative: Institutional Effectiveness

Mission and Purpose:

SBVC Mission: San Bernardino Valley College provides quality education and services that support a diverse community of learners.

What is the purpose of the program?

To provide students and staff the utilization of clean safe and well maintained facilities where students and staff will enjoy a quality environment for learning

How does this purpose relate to the college mission?

We provide quality of service to students and staff by providing clean safe and well maintained facilities while complying with state, federal and local regulations.

Productivity

How does you department measure productivity and customer satisfaction? Provide a chart or table with three-years of data. What does the data reveal about the productivity of your program over a three year period? Relevant data to your program might include:

- Relative status of the department at SBVC in comparison to the same department at other multi-campus districts in terms of
 - i. staffing levels
 - ii. compliance with state, local, and federal regulations
- Average time to respond to requests for service

- Average time to respond to complaints
- Results of user satisfaction surveys
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department, and department standing relative to these benchmarks of excellence

Current staff consists of one Maintenance & Operations Coordinator, one custodial supervisor and 22 custodial personnel.

We stay in compliance with state, local and federal regulations by examining and upgrading as needed also by reviewing and staying up to date with current local codes applicable to our maintenance trades i.e. electrical, plumbing and HVAC trades, upgrading when needed our chemical station areas, properly disposing of hazardous materials, staying current with the MSDS sheets and staying current with all OSHA requirements as needed.

All service requests and complaints are handled in a timely manner via work orders, currently we are in the process of upgrading our work order process by fully automating it via software.

All work requests and complaints are prioritized in the following order:

- Health and safety first.
- Student and Learning Disruptions
- Available or accessible materials needed to respond
- Available budget

No available surveys at the present moment

No available benchmarks at the present moment.

Part IV. Planning

What are the trends, external to the institution, impacting your student enrollment/service utilization? How will these trends impact program planning?

With upcoming budget impacts, most likely we will not be able to fill three vacant positions, this in it self will impact our program planning, with new building coming on line and the need to maintain and upkeep such buildings which has not proven to be custodial friendly and The cost of living keeps increasing, this will be of significant impact, in the ability to purchase the necessary supplies to accomplish our objectives

Accomplishments and Strengths

Referencing the narratives in the EMP Summary, provide any additional data or new information regarding the accomplishments of the program, if applicable. In what way does your planning address accomplishments and strengths in the program?

Response to individual staff needs have improved therefore creating a positive reciprocal response from supervisors and staff.
Open door policies have been established to foster a work environment that will raise a good level of communication and establish a relationship of trust between staff and supervisors.
Equipment is being submitted continuously for repairs to provide the custodial staff the needed tools and supplies to better their efforts in maintaining a clean and safe environment for students and staff.
We are exploring ways and methods to develop a plan to offer an equitable and fair work load for all the staff, considering that current staffing levels are inadequate and funding to purchase new equipment is limited.

Weaknesses

Referencing the narratives in the EMP Summary, provide any additional data or new information regarding planning for the program. In what way does your planning address trends and weaknesses in the program?

As previously mentioned, not having the sufficient staff due to budget, challenges the ability to provide the quantity and quality of service needed, to counteract this challenge, we try to keep and maintain our existing equipment in operating mode to somehow compensate for understaffing.

Currency

Follow the link below and review the last college catalog data. Is the information about your program correct? If not, how does the program plan to remedy the discrepancy? *[In lieu of College Catalog entry, please verify that information on Research and Development website is correct]*

http://www.valleycollege.edu/Instruction/Files/Catalog/2010-2011/SBVC_Catalog_1011_Complete.pdf

N/A

**Part V. Questions Related to Strategic Initiatives:
Technology, Campus Climate and Partnerships.**

Describe how your program has addressed the strategic initiatives of technology, campus climate and/or partnerships.

Currently a Computerize Maintenance Management System is being considered and to be implemented in the next 2 to 4 years, based on funding availability.