**Program Efficacy Report  
Spring 2011**

**Name of Department**: Custodial

**Efficacy Team: Celia Huston, Cory Schwartz, Denise Knight, Kevin Kammer**

**Overall Recommendation (include rationale): Conditional**

**Next Report: Update Spring 2012**

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| **The program meets in the areas of: patterns of service, mission & purpose, trends, & accomplishments. The following categories were ranked N/A: demographics, student learning outcomes & relevancy/currency & articulation. The areas of student success, productivity, weaknesses and technology did not meet. There was inconclusive data analysis, no employees or supervisors were consulted and there was no plan to incorporate challenges into the operations of the program. The document sites severe budget constraints and it is advisable that the department work with the vpas to develop a plan based on service needs and constraints. It is suggested that tracking productivity in the future may assist the department to determine needs and as an assessment tool (refer back to the 2007 document that was submitted.**  **The coordinator is to be commended on positive changes indicated in the document such as: open lines of communication, open door policies to “foster a work environment that will raise a good level of communication and establish a relationship of trust between staff and supervisors”.**  **This is a needed area of service to all at SBVC.** |

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
| **Part I: Access** | | |
| ***Demographics*** | *The program does not provide*  *an appropriate analysis regarding identified differences in the program’s population compared to that of the general population* | *The program provides an analysis of the demographic data and provides an interpretation in response to any identified variance.*  *If indicated, plans or activities are in place to recruit and retain underserved populations.* |
| **Efficacy Team Analysis and Feedback: N/A for Administrative Services** | | |
| ***Pattern of Service*** | *The program’s pattern of service is not related to the needs of students.* | *The program provides evidence that the pattern of service or instruction meets student needs.*    *If indicated, plans or activities are in place to meet a broader range of needs.* |
| **Efficacy Team Analysis and Feedback: Meets**  By keeping offices, classrooms, restrooms, meeting rooms and other areas throughout the campus clean and free of obstacles.  Monday - Thursday = 5:00 pm to 1:30 am, Fridays 2:00 – 10:30pm Day shift = 7:00am to 3:30 pm  One member of the staff works on Saturdays from 10:00 am to 6:30 pm  Subs are employed for coverage in the absence or call ins of classified employees. | | |
| **Part II: Student Success** | | |
| ***Data demonstrating achievement of instructional or service success*** | *Program does not provide an adequate analysis of the data provided with respect to relevant program data.* | *Program provides an analysis of the data which indicates progress on departmental goals.*  *If applicable, supplemental data is analyzed.* |
| **Efficacy Team Analysis and Feedback: Does Not Meet**  **The data is not adequately analyzed.**  “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.” | | |
| ***Student Learning Outcomes*** | *Program has not submitted student learning outcomes for all courses certificates or degrees. Does not have a three-year plan on file.*  *Program has not analyzed assessment results and implemented changes where appropriate.* | *Program has submitted student learning outcomes for all courses certificates or degrees. Program has a three-year plan on file.*  *Program has analyzed assessment results and implemented changes where appropriate* |
| **Efficacy Team Analysis and Feedback: N/A**  **Program uses SAO’s which at this time are not available** | | |
| **Part III: Institutional Effectiveness** | | |
| ***Mission and Purpose*** | *The program does not have a mission, or it does not clearly link with the institutional mission.* | *The program has a mission and it links clearly with the institutional mission.* |
| **Efficacy Team Analysis and Feedback: Meets**  **The program has a mission and purpose statement that links with the institutional mission. Consider more tightly identifying with the college mission and purpose.**  “Quality of service is provided to students and staff by providing clean safe and well maintained facilities while complying with state, federal and local regulations.” | | |
| ***Productivity*** | *The data does not show an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.* | *The data shows the program is productive at an acceptable level.* |
| **Efficacy Team Analysis and Feedback: Does Not Meet**  **The issue of productivity is not adequately addressed. Recommend tracking data right awy.**  “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. “ | | |
| ***Relevance, Currency, Articulation*** | *The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.* | *The program provides evidence that curriculum review process is up to date. Courses are relevant and current to the mission of the program.*  *Appropriate courses have been articulated with UC/CSU or plans are in place to articulate appropriate courses.* |
| **Efficacy Team Analysis and Feedback: N/A** | | |
| **Part IV: Planning** | | |
| ***Trends*** | *The program does not identify major trends, or the plans are not supported by the data and information provided.* | *The programidentifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provides data from internal research or research from the field for support.* |
| **Efficacy Team Analysis and Feedback: Meets.**  **Trends are identified. Address how planning has progressed or changed since submitting in 2007.**  **“**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*** | *The program does not incorporate accomplishments and strengths into planning.* | *The program incorporates substantial accomplishments and strengths into planning.* |
| **Efficacy Team Analysis and Feedback: Meets**  **The plan should be implemented. Consider tracking the data that was presented in 2007 or alter the data to meet the current needs of the program for review and assessment purposes.**  “Open lines of communication between staff and mangers continue to improve 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/challenges*** | *The program does not incorporate weaknesses and challenges into planning.* | *The program incorporates weaknesses and challenges into planning.* |
| **Efficacy Team Analysis and Feedback: Does Not Meet.**  **There is no evidence of planning for the weaknesses described below and elsewhere in the document (page 7). Consider exploring new vendors for fiscal reasons. Follow up on data that is available from 2007 document.**  **“**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.” | | |
| **Part V: Technology, Partnerships & Campus Climate** | | |
|  | *Program does not demonstrate that it incorporates the strategic initiatives of Technology, Partnerships or Campus Climate.*  *Program does not have plans to implement the strategic initiatives of Technology, Partnerships or Campus Climate* | *Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate.*  *Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.* |
| **Efficacy Team Analysis and Feedback: Does Not Meet.**  **Program shares that a computerized maintenance system is being considered but is based on funding which has been listed as an issue for minimal service. Custodial department contributes to the campus climate in many ways that could have been documented here such as event/activity set up which implies partnerships throughout campus.**  **“**Currently a Computerize Maintenance Management System is being considered and to be implemented in the next 2 to 4 years, based on funding availability.” | | |