

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.

Program Efficacy, Spring 2011

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

Name of Program:

Maintenance

Name of Division

Administrative Services

Name of Person Preparing this Report

Fernando Martinez

Extension

8662

Name of Department Members Consulted

Name of Efficacy Team

Sheri Lillard, Andee Alsip, Larry Buckley

Program Review Committee Representatives

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

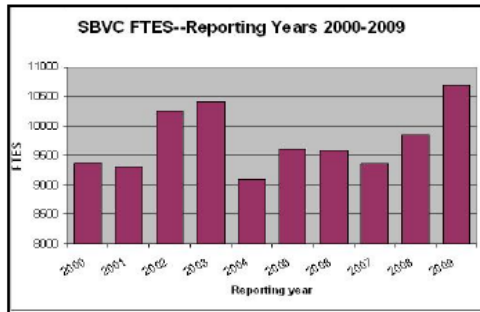
Work Flow	Due Date	Date Submitted
Date of initial meeting with department		
Final draft sent to the dean		
Report submitted to Program Review Team		
Meeting with Review Team		

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	2	N/A	N/A
Classified Staff	9	N/A	N/A
Total			

Maintenance

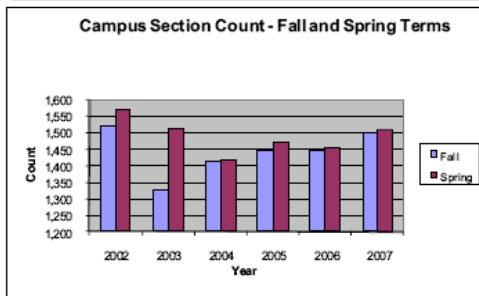


Description:

The Maintenance Department consists of 9 skilled trade employees, one professional manager, a shared supervisor, and a department secretary. Maintenance functions include plumbing, electrical, and HVAC repairs, painting and campus lock/hardware maintenance.

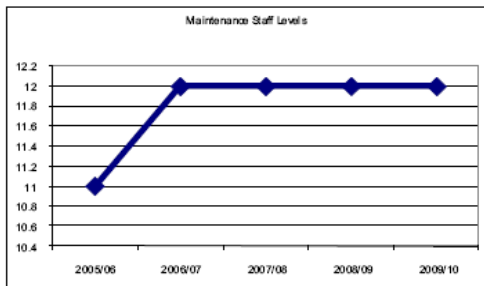
Assessment:

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



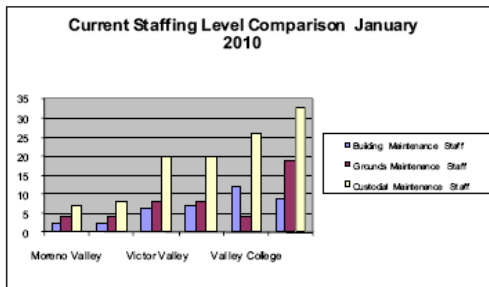
Program Goals:

- Ensure that all campus facilities are ADA accessible
- To maintain campus facilities for functionality and aesthetics
- Develop funding strategies based on essential campus needs.
- Continue to provide support for the SBVC capital improvement program



Challenges and Opportunities:

- Technologies found in new facilities will require our staff to secure additional training to properly maintain campus facilities.
- Costs of maintenance supplies and materials continue to escalate without offsetting budget augmentations.
- Support budgets have been reduced over the past 3 fiscal years to compensate for State budget shortfalls.



Action Plan:

SBVC Maintenance will continue to assess the quality of service it provides to the community, ensuring that outstanding customer service will be provided at a reasonable cost. Planning and support will continue to be rendered to the capital improvement program

Part I. Questions Related to Strategic Initiative: Access

Access

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

The department provides access to the college for students, staff, and the communities by maintaining the buildings which include making sure that pathways are maintained, safe lighting, trip hazards are taken care of, signage for the campus and that there handicapped doors

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 – Friday 7:00 am to 3:30pm

Alternate Delivery Methods

We employ Substitute helpers to cover for employee absences

Weekend and evening services

Maintenance and Operations Coordinator works Mon.- Friday 12:00 pm to 9:00pm to cover and oversee the day time and night time operations. Supervisors are subject to call outs.

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 the student learning environment through the effects of the Maintenance staff in maintaining the buildings in a way that is expected by and for a higher learning student environment. Listed below are just some of the duties that the Maintenance does to help support the student learning environment

1. Diagnoses, repairs, and maintains electrical equipment, including such items as motors, pumps, bearings and seals; works with high voltage; installs and repairs electrical wiring and lighting circuits in connection with the repair or alteration of buildings and facilities; troubleshoots electrical malfunctions making necessary repairs to a large variety of equipment; maintains outdoor lighting and automatic time clocks.
2. Makes diagnoses, repairs, and maintains boilers and related equipment such as valves, pumps, gauges, tubes and controls; may work on pneumatic controls and air compressors.
3. Performs rough in, top out, and finish plumbing to replace broken pipes, clean plugged drains, perform routine maintenance on valve fittings, ballcocks, Sloan flush valves, vacuum breakers, and other fixtures; make sweat joints on copper pipe; cut and thread iron pipe.
4. Diagnoses, repairs, and maintains refrigeration and air conditioning equipment, including such items as air handlers, motors, compressors, pumps, valves, electrical components, electric and pneumatic controls; treats cooling towers with chemicals; maintains ice machines.
5. Cuts keys; repairs and installs locks in doors and cabinets; rekeys locks; maintains records of keys and key systems; adjusts and maintains door closers; installs doors and door hardware.
6. Builds cabinets; constructs or repairs walls, stairs, shelves and platforms; hangs doors; installs chalk or bulletin boards; finishes or repairs a variety of wooden and plastic laminate objects; replaces windows.
7. Maintains swimming pool and chlorination system; checks boilers, circulating pumps and gauges; tests water chemistry and makes necessary chemical adjustments; vacuums and scrubs pools; backwashes pool filters; maintains and repairs pool tiles and deck; installs lane lines, fixtures and furnishings for swim meets; installs or removes pool covers as needed.
8. Prepares surfaces for painting; applies paint, varnish, shellac, enamel, or other protective finishes to various surfaces; may lay out stencils and construct signs.
9. Performs preventive maintenance; assists co-workers in other trade specialties; may install and maintain roofing or tile floors or pour concrete; may perform arc and/or oxyacetylene welding.
10. Requisitions supplies, materials, and equipment through supervisor; cleans and maintains tools and equipment; may prepare and/or maintain work records and logs.

We deal with hand written, phone calls and e-mailed problems as soon as possible, the response time varies depending on the actual problem or request, for example: A request to replace a light fixture in a building will be the same day, if not within an hour or two, based on staff and materials availability; repairs that are under contractor's warranties will take at least a couple of days.

We evaluate the department by written complaints and verbal feedback. We compile all the written and verbal feedback and review the areas in which we are able to expand and improve upon.

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?

The purpose of the Maintenance program is to:

- Provide support services for the purpose of maintaining a well functioning and safe facility that is conducive to a quality learning and work environment for all who come in contact with the college. The maintenance department will conduct all its business in a manner that is integral to the overall mission of the San Bernardino Valley College and provide assistance to all who require the services of the maintenance department.
- Provide and follow a developed preventive maintenance plan through out our facilities, systems, roads and parking lots and other areas as needed.

How does this purpose relate to the college mission?

Provide support services for the purpose of maintaining a well functioning and safe facility that is conducive to a quality learning and work environment for all who come in contact with the college.

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

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

We currently are working with Campus Technology Dept. to implement a software program that will assist in the tracking and collection of data to better identify benchmarks so we can better the department.

Part IV. Planning

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

Budget crisis affecting enrollment, there is no impact for our program planning, due to the fact that the usage of our facilities and systems.

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?

A major strength is the ability to respond 24/7 to emergencies and last-minute situations that continuously arise on our campus. The level of communication and trust between staff and supervisors that has been and continues to be developed has enable us to respond and attend to the work demands from campus staff, the staff understands the nature of the work demands and are able and capable of changing direction on a moments notice. Our department has received many verbal appreciations for our continuous efforts. We also respond to construction mishaps so that we can help them come up with correct solutions to what ever mishap there is.

General planning is geared towards the understanding and in accordance with the college mission, open lines of communication with the staff are enabled and maintained to continue working towards the same goals, input from the staff is evaluated and in most cases put in to practice.

Again this has created a level of trust and a work environment that has facilitated the department to be in accordance and to contribute to the college mission.

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?

Due to new construction with state of the art technology and complex building systems, additional off-site training, on-site training, and cross-training of our current staff is needed and planned, currently we are developing a training plan with an existing HVAC systems control contractor, this training will be schedule to start by mid April 2011. Such plan will include an upgraded HVAC control computer system, and electrical system training. This training will allow us to stay in compliance with equipment manufacturers, federal, state, and county regulations.

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 Computerized Maintenance Management System is being considered and will be implemented in the next 2 to 4 years, based on funding availability. Program software is being considered to help us manage the maintenance department; we are currently working with the campus technology services to accomplish this goal.