

Program Efficacy Report Spring 2013

Name of Department: Custodial

Efficacy Team: Andee Alsip, Michael C. Mayne

Overall Recommendation (include rationale): Continuation

Continuation is recommended. The Custodial/Maintenance department of Administrative Services is functioning adequately with an under-staffed under-budgeted department. They have documented their weaknesses and have a plan in place to operate efficiently the constraints currently affecting them. They are in line with the mission of the college and recognize the importance of their success to the overall mission of the college.

Strategic Initiative	Institutional Expectations	
	Does Not Meet	Meets
Part I: Access		
Demographics	<i>The program does not provide an appropriate analysis regarding identified differences in the program's population compared to that of the general population</i>	<i>The program provides an analysis of the demographic data and provides an interpretation in response to any identified variance. If warranted, discuss the plans or activities that are in place to recruit and retain underserved populations.</i>

Efficacy Team Analysis and Feedback: Meets

The Custodial/Maintenance department has listed as its population the entire school population which accurately represents the demographics served by them. From every building on campus to maintaining the grounds of the campus, this department truly serves them all.

Pattern of Service	<i>The program's pattern of service is not related to the needs of students.</i>	<i>The program provides <u>evidence</u> that the pattern of service or instruction meets student needs. If warranted, plans or activities are in place to meet a broader range of needs.</i>
---------------------------	--	---

Efficacy Team Analysis and Feedback: Meets
 Custodial/Maintenance staffs 1 manager and 22 classified workers. The custodial staff primarily functions between the hours of 5 pm – 1:30 am, Monday thru Thursdays to function optimally without the interruption of classes and administrative services. Fridays the hours are earlier as the campus load is lighter providing more opportunity for deep cleaning in daylight hours. 3 custodians are scheduled during the day for emergency response and maintenance of restrooms and restocking purposes. 1 custodian is scheduled for Fridays and Saturdays because of the lighter populous. This schedule is effective but far from optimal. Weaknesses include not having a pool of qualified adjunct or replacement custodians in the event of illness. Also, on campus events necessitate custodial services outside the general building maintenance requiring more staffing.

Part II: Student Success		
Data demonstrating achievement of instructional or service success	<i>Program does not provide an adequate analysis of the data provided with respect to relevant program data.</i>	<i>Program provides an <u>analysis</u> of the data which indicates progress on departmental goals. If applicable, supplemental data is analyzed.</i>

Efficacy Team Analysis and Feedback: Meets
 The department provides very little data to support progress; however detailed information is presented documenting problems, plans and changes that have been made along with the rationale and benefits of those changes. Planning includes addressing: lower morale, increasing accountability, reducing customer complaints, developing cleaning standards, improving organization, inventory management and increasing training. Although the data component lacks credibility and could be much more detailed, enough information was disseminated to offer a rationale for all the goals listed.

Student Learning Outcomes and/or Student Achievement Outcomes	<i>Program has not demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.</i>	<i>Program has demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.</i>
--	---	---

Efficacy Team Analysis and Feedback: Does Not Meet

No SAOs were listed unless the previous discussion was meant to cover both plans and outcomes. Box was blank and no information was listed officially.

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 Custodial Program supports quality education through service that provides safe, clean, and functional campus environment for a diverse community of learners.” The college cannot succeed in its mission unless the custodial program succeeds in its profession.

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: Meets (marginally)

Very little data is given with respect to customer satisfaction or productivity; however, the report documents the construction of standards aimed at providing data in the future. Data given was comparative between the number of complaints given in September of 2012 with the number of complaints given in February 2013. The new standards have only been in place since January 2013.

Relevance, Currency, Articulation

The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.

Out of date course(s) that are not launched into Curricunet by Oct. 1 may result in an overall recommendation no higher than Conditional.

The program provides evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses have been articulated or transfer with UC/CSU, or plans are in place to articulate appropriate courses.

Efficacy Team Analysis and Feedback: NA

Part IV: Planning

Trends

The program does not identify major trends, or the plans are not supported by the data and information provided.

The program identifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provide data or research from the field for support.

Efficacy Team Analysis and Feedback: Meets

Four major trends have been noted including: regular and routine custodial services are a necessity to improving the lifespan of buildings, inventory management is essential to help meet budget constraints, safety protocol must be in place and practiced to reduce worker’s compensation claims and going green is not only beneficial to the environment but also to the budget.

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 (marginally)

This document really identifies one strength and that is the dedicated and hard-working staff. The other points referred to as strengths are goals perpetrating as strengths. The truth is the strength is the cornerstone for which all other strengths can build upon. The accomplishments listed are again the goals already listed in this document. Important to note, having goals is an improvement upon previous reports from this program. The goals listed will be strengths when accomplished and thus accepted as strengths aiming this program in the right direction.

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: Meets

The program identifies many weaknesses but none more glaring than low morale which supports substandard work performance. Many weaknesses are listed with plans in place to improve them all.

Part V: Technology, Partnerships & Campus Climate

Program does not demonstrate that it incorporates 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 does not have plans to implement the strategic initiatives of Technology, Partnerships, or Campus Climate.

Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.

Efficacy Team Analysis and Feedback: Meets

The program does comment on its partnerships with every entity on campus and its involvement with all campus activities. It also mentions that it is involved with campus climate as the mission of the college cannot be accomplished with custodial services fulfilling their mission; how integrally the twain work together. More should be said about partnerships with the community and growth by duplicating the success of other business models. Very little is said about truly integrating technology.

Part VI: Previous Does Not Meets Categories

	<i>Program does not show that previous deficiencies have been adequately remedied.</i>	<i>Program describes how previous deficiencies have been adequately remedied.</i>
--	--	---

Efficacy Team Analysis and Feedback (N/A if there were no “Does not Meets” in the previous efficacy review): Meets

The writer of this document believes that previous deficiencies have been remedied by discussing and planning a process to meet all the aforementioned deficiencies. Technically, that is true that having a plan is better than no plan. In the future, more tangible data will be necessary to meet the constraints of the word “remedied”.