Program Efficacy Report
Spring 2014

Name of Department: Maintenance

Efficacy Team: Michael C. Mayne, Edward Millican, Christie Gabriel, Berchman Kent Melancon

Overall Recommendation (include rationale): Conditional

Conditional is recommended. The Maintenance department of Administrative Services seems to be functioning adequately with an under-staffed under-budgeted department. They are in line with the mission of the college and recognize the importance of their success to the overall mission of the college. It is unfortunate that this document does not provide the data necessary to substantiate those claims. Plans are in place to generate data in the future, which merits that this document be revisited in a year to allow time to generate such documentation and present the opportunity for analysis of said data. Until data can be generated, this document will continue to fall short of the necessary requirements to meet the standard of Continuation.

Strategic Initiative	Institutional Expectations	
	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 <u>analysis</u> 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.*

Efficacy Team Analysis and Feedback: Meets

The 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. It would have been appropriate to include the demographics as opposed to just mentioning them.

Pattern of Service	*The program's pattern of service is not related to the needs of students.*	*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.

Efficacy Team Analysis and Feedback: Does Not Meet

Maintenance staffs 1 supervisor and 6 classified full-time workers. The Maintenance staff primarily functions between the hours of 7 am – 3:30 pm, Monday thru however work orders can be submitted anytime. Maintenance staff includes two (2) electricians, a HVAC technician (heating, ventilation, and air-conditioning), a painter and a carpenter. Vacancies exist for a plumber and another HVAC technician. There is an all around general Maintenance worker also. This team is effective but far from optimal. Weaknesses include not having enough skilled workers which requires contractors to be called. The use of contractors also can impair the speed with which the needs are met. Unfortunately, no evidence was provided to support or contradict whether the work done meet institution or student needs. No data was given to address the institution or student needs. How many requests are received weekly? How many were adequately resolved? How many outsourced? There is no data given although mention was made to start a process to gain some data further on in the document.

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 <u>analysis</u> of the data which indicates progress on departmental goals.*
		If applicable, supplemental data is analyzed.

Efficacy Team Analysis and Feedback: Does Not Meet

This is a comprehensive list of services, but there are no data showing how often these services are performed. Service tracking data would be helpful. The program does not provide an adequate <u>analysis</u> or any data with respect to what the program does. Evidence of data collection, evaluation, and reflection/feedback, and/or connection to institution or student needs is markedly missing. A list of services is not acceptable.

Student Learning Outcomes and/or Student Achievement Outcomes	*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.*	*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.*

Efficacy Team Analysis and Feedback: Meets

No SAOs were given in previous reports; however the writer of this document included three (3) outstanding SAOs demonstrating progress. More needs to be developed including maintaining a safe work environment for both students and staff free from harmful distractions and aesthetic maladies (as reflected in the mission statement).

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 mission of…Maintenance Department is to provide a safe and comfortable environment to support the pursuit of academic excellence at SBVC." 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: Does Not Meet

No data is given with respect to customer satisfaction or productivity; however, the report documents the construction of a survey aimed at providing data in the future. Until data can be collected and analyzed, productivity at its best is just speculative.

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: Does Not Meet

No major trends in the field of Maintenance were given which could include drought-resistant landscaping and green cleaning products; however, trends were noted with respect to the number of workers employed in the Maintenance Department. Once again, no data was given.

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: Does Not Meet (marginally)

Although a comprehensive list of accomplishments and strengths is provided, there is no discussion of how this will be implemented into the planning process. The program does not incorporate accomplishments and strengths into planning or weaknesses and challenges into planning. An impressive list nonetheless, but how will these accomplishments be repeated or improved upon without planning?

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 (marginally)

Although a list of weaknesses is provided, there is no discussion of how this will be implemented into the planning process. The most prominent of weaknesses being the 41% decline in staff over the last six (6) years. Optional plans should be included other than increased staffing; something that can be implemented now such as a chart of shifts and duties that will allow the best use of time with the current staff.

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: Does Not Meet

The program does comment on its partnerships to include Technology to help install ever changing needs such as Wi-Fi and outsourced construction companies working on the Business building and the Auditorium. It also mentions that it is involved with campus climate as the mission of the college cannot be accomplished with Maintenance Department fulfilling their mission; how integrally the twain work together. Nevertheless, 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	
Program does not show that previous deficiencies have been adequately remedied.	*Program describes how previous deficiencies have been adequately remedied.*

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

The writer of this document believes that previous deficiencies have been remedied by discussing and referring to previous sections to meet all the aforementioned deficiencies. "Adequately remedied" is at best subjective without data. Since no data was provided, it is impossible to demonstrate that "Does Not Meet" has been satisfactorily addressed. In addition, no detailed information was given with respect to prior "Does Not Meet".