

Program Efficacy

2013-2014

Program Being Evaluated

Maintenance

Name of Person Preparing this Report

Guillermo Parra

Extension

1608

Name of Department Members Consulted

Name of Reviewers

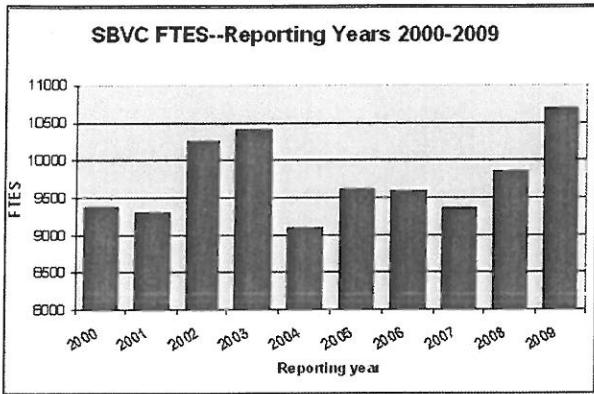
Michael Mayne, Ed Millican, Kenny Melancon, Christie Gabriel

Work Flow	Due Date	Date Submitted
Date of initial meeting with department	3-4-2014	
Final draft sent to the dean & committee		4-4-2014
Report submitted to Program Review Team		4-14-2014
Meeting with Review Team		
Report submitted to Program Review Co-Chair		

Staffing

Classification	Number Full-Time	Number Part-Time, Contract	Number Adjunct, short term, Hourly
Managers	0	0	0
Faculty	0	0	0
Classified Staff	7	0	0
Total	7	0	0

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:

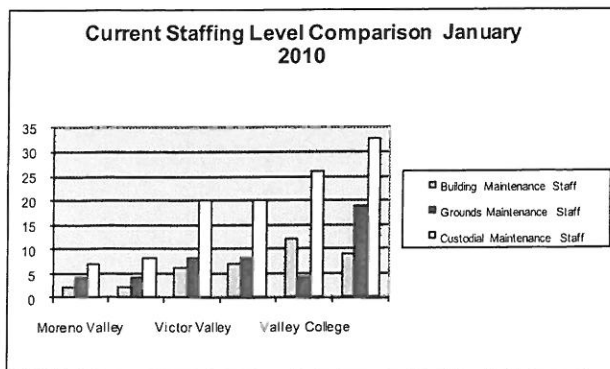
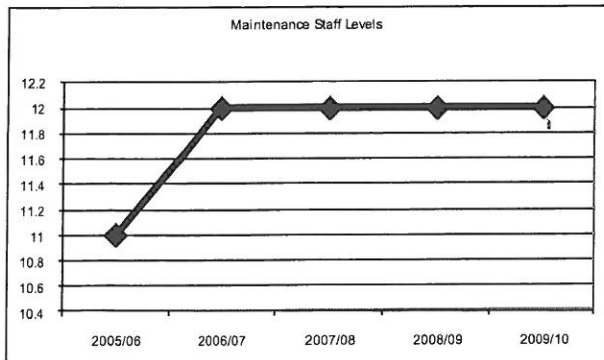
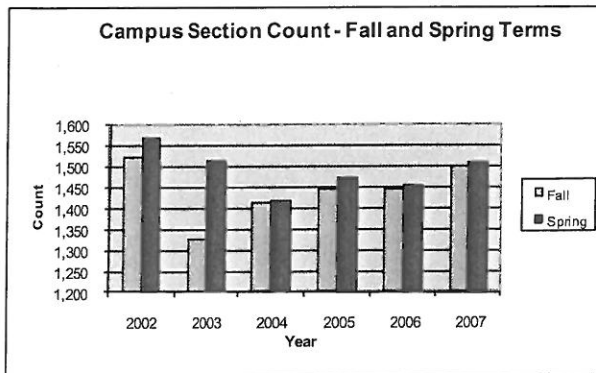
- Ensure that all campus facilities are ADA accessible
- To maintain campus facilities for functionality and aesthetics
- Develop funding strategies based on essential campus needs.
- Continue to provide support for the SBVC capital improvement program

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

Use the demographic data provided to describe how well you are providing access to your program by answering the questions below.

Demographics

Provide an analysis of how internal demographic data compare to the campus population. Alternatively provide demographics relative to the program that are collected. If internal data is not collected, describe plans to implement collection of data.

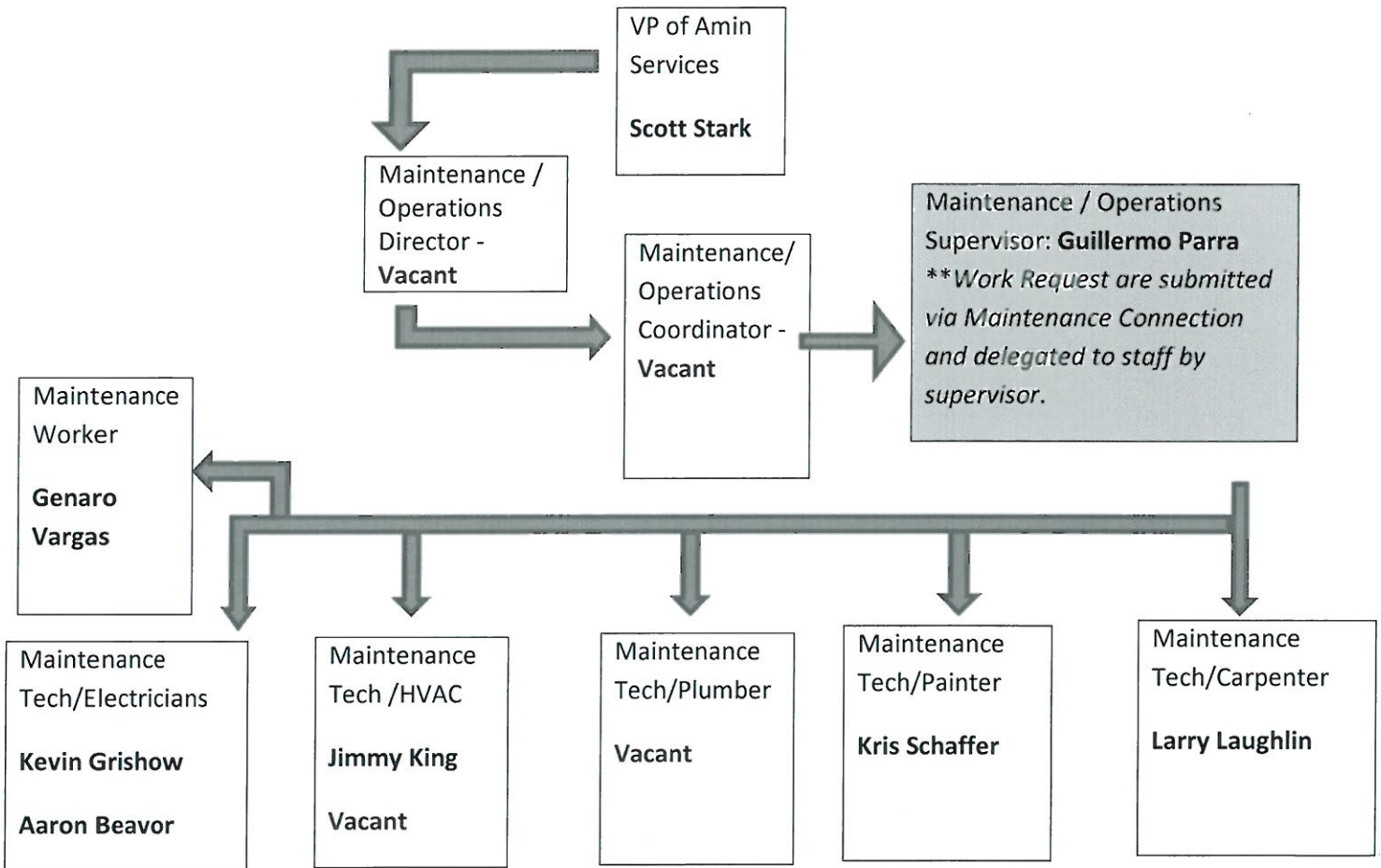
The collecting of demographics data is not essential to our department, since we serve all students and community members equally with high maintenance and repair standards. The Maintenance Department supports the college's mission by providing students, staff, and community with a functioning, clean, and safe environment in which to learn. Without functioning and usable classrooms, teaching and learning becomes more difficult and less effective. The Maintenance Department utilizes the resources available to ensure that the facilities are kept to the highest standards possible.

Pattern of Service

How does the pattern of service and/or instruction provided by your department serve the needs of the community? Include, as appropriate, hours of operation of scheduling, alternate delivery methods, weekend instruction/service.

Please see next page

Part I. Questions Related to Strategic Initiative: Pattern of Service



The above flow chart shows the process that the Maintenance Department follows when a work request is submitted. Work requests are submitted by campus staff via Maintenance Connection, and are prioritized and delegated by M&O Supervisor Guillermo Parra. The large number of vacant positions hinders our operations. We are obligated to rely on contractors, which can be cost effective. However, at times it compromises effective teaching and learning. When utilities like HVAC (Heating, Ventilation, Air Conditioning) or plumbing are inoperable, even if it's for an instant, discomforts and inconveniences to students will occur. We are at mercy of our contractor's availability to come to our campus and make the repairs.

Part I. Questions Related to Strategic Initiative: Pattern of Scheduling

Hours of Operation/ pattern of scheduling

Monday-Friday 7:00am to 3:30pm

- The Maintenance Department wants to provide the best possible customer service within our capabilities
- Existing priorities may limit how quickly work orders can get addressed
- When Staff or students have a maintenance question, concern, or complaint:
 1. Contact Maintenance Department via Maintenance Connection; Submit work order and give the Maintenance Department an opportunity to respond
 - a) Maintenance staff will communicate within 2 days of receiving work order to communicate status of work order and schedule the work to be done.
 - b) Once work order has been completed the Maintenance Tech will notify staff member that submitted work order with a notice (Business Card) stating that work has been completed.
 2. If the issue is not resolved in a timely manner, send an email or call the Supervisor of the Maintenance Department (Guillermo Parra)
 - a) Cell Phone (951)377-5268
 - b) E-mail gparra@valleycollege.edu
 3. Please limit phone calls to the VP of Admin Services Office to only the most serious or time-sensitive issues
 - a) Scott Stark (VP of Admin Services) (909)384-8958

Part I. Questions Related to Strategic Initiative: Alternative Delivery Methods

Alternative Delivery Methods

Because this department is currently understaffed, contractors and substitute workers have been used to cover vacant positions.

Weekend and evening services

The M&O Supervisor is on call weekends and evenings. Contractors and Maintenance Staff can be contacted and asked to cover a maintenance emergency or problem.

Part II: Questions Related to Strategic initiative: Student Success

Student Success

Explain how the services in the program support student success.

Maintenance contributes to student success by working as a team to provide high quality facilities support, including:

1) Maintenance and Repair

- a) Repairs of roofs, drains, walls, floors, ceilings, electrical, lighting systems, electronics, plumbing, waste systems, heating, ventilation, and air conditioning (HVAC) systems, and more
- b) Grounds maintenance of large fields and playgrounds
- c) Removal of graffiti from building surfaces

2) Environmental Services

- a) Hazardous waste removal and disposal
- b) Indoor Air Quality
- c) Coordinates integrated pest management
- d) Coordinates air quality management for heating and cooling systems

3) Capital Improvement Replacement

- a) Replacement of capital assets and systems (Done primarily by contract due to project size)
- b) Asphalt & concrete surfaces
- c) Bleachers, student lockers
- d) Heating, ventilation, and cooling (HVAC) systems
- e) Boilers; lighting systems

4) Automated Energy Management

- a) Monitor and control automated heating and cooling systems in facilities
- b) Schedule building heating and cooling to support campus and community activities (Work with Tom, Energy Specialist from Cenergistic)
- c) Provide input with lighting retrofits and other upgrades to increase energy efficiencies

Part II: Questions Related to Strategic initiative: Student Success

Service Area Outcomes (SAOs)

Demonstrate that your program is continuously assessing Service Area Outcomes (SAOs) based on the plans of the program since the program's last efficacy report; refer to the data provided. Include evidence of data collection, evaluation, and reflection/feedback and describe how the SAOs are being used to maintain and improve area services (e.g., discussions, revisions, assessments, etc.)

At this time the Maintenance Department does not have SAOs established. No SAOs were submitted last review; however I would like to propose some for next review.

SAOs

1) Striving to be proactive

The goal is to provide proactive programs that complete the required maintenance and replacement of equipment at the manufactures recommended service intervals, rather than after the equipment has failed. The Maintenance Department is challenged with a lack of staff to be fully proactive. The Maintenance Department has shown some improvement since the last review. They have moved from a classic reactive mode where SBVC staff report most failures and M&O issues, to primarily having the Maintenance Department detect the failures and completing the repairs before campus operations are affected.

2) Provide staff training

The goal is for Maintenance staff to complete the proper tools and equipment use, and required safety training. The Maintenance Department strives to stay current with applicable codes and regulations.

3) Maintain positive interpersonal relations with students, staff and the public

The nature of maintenance work is often disruptive. The creation of dust, dirt, noise, odors, and temporary area closures can disrupt campus activities. The Maintenance Department strives to maintain positive interpersonal relations between faculty, staff, students and our community as one of the department's priorities.

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 mission statement of the program?

Currently Maintenance Department doesn't have a mission statement; however I would like to propose the following one:

The mission of San Bernardino Valley College Maintenance Department is to provide a safe and comfortable environment to support the pursuit of academic excellence at SBVC.

How does this purpose relate to the college mission?

This purpose relates to the college mission by supporting quality education by providing a safe and comfortable environment to our community, staff and students.

Part III: Questions Related to Strategic Initiative: Institutional Effectiveness

Productivity

Explain how your program defines and measures satisfaction and productivity. What do these measures reveal about your program over a three year period?

The Maintenance Department's productivity is not currently being measured. I will propose that a survey be sent out to the campus staff via e-mail, once a year, so we can gather data for the next program review. The results of a survey for the most part would reveal data rating of the facilities relative to the condition and functionality of buildings, as well as responsiveness to work requests and helpfulness of staff. See proposed survey below.

M&O Survey	Never Used/Don't Know	Dissatisfied	Neutral	Satisfied
Safety/functionality of rooms/buildings				
Cleanliness and appearance of rooms/buildings				
Campus accessibility for the disabled				
Ease of using Maintenance Connection				
Timeliness of response to maintenance request				
Helpfulness and attitude of M&O staff				
Comments regarding M&O				

With the data acquired by the survey the Maintenance Department will be able to measure the satisfaction of campus staff and community in regards to the maintenance being done in campus grounds.

Part III: Questions Related to Strategic Initiative: Institutional Effectiveness

Staffing Data

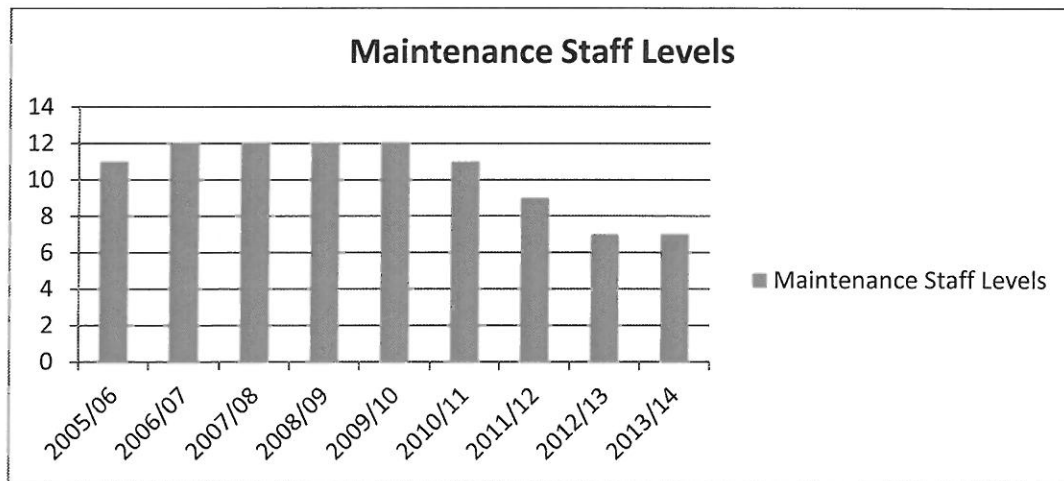
Maintenance Staffing levels have decreased and equipment, buildings to service have increased. In 2008 the Maintenance Department consists of 12 Maintenance Staff vs in 2014 there is a total of 7 including M&O Supervisor.

<u>2008 Maintenance Staff</u>	<u>2014 Maintenance Staff</u>
1-Locksmith Tech (Guillermo P.)	1-HVAC (Jimmy K.)
2-HVAC (Jimmy K, Sergio T.)	2-Electricians (Aaron B., Kevin G.)
2-Electricians (Frank M., John)	1-Painter (Kris S.)
1-Plumber (Jim K.)	1-Carpenter (Larry L.)
1-Painter (Kris S.)	1-Maintenance Worker (Gino V.)
1-Carpenter (Larry L.)	1-M&O Supervisor (Guillermo P.)
1-Maintenance Worker (Gino V.)	
1-M&O Secretary (Karol P.)	
1-M&O Supervisor (Greg F.)	
1-Director of M&O (Bill R.)	
<u>Total =12 Maintenance Staff</u>	<u>Total = 7 Maintenance Staff</u>

Part III: Questions Related to Strategic Initiative: Institutional Effectiveness

Staffing Data

Below is the bar chart reflecting Maintenance Staff Levels throughout the years.



The data on the graph shows that the Maintenance Department Staff has been reduced by 41.6%. A number of maintenance manager's positions such as Maintenance Director and Maintenance Coordinator are currently vacant and a few Maintenance Technicians such as Plumber, Locksmith and HVAC are also vacant which may hamper effective performance of the Maintenance Department. I would propose to recover the vacant positions to better serve the demands of the college needs.

Part III: Questions Related to Strategic Initiative: Institutional Effectiveness

Compliance with State, Local, and Federal Regulations

With the help of Whitney Fields (District Environmental Health Officer) the Maintenance Department is able to incorporate safety training and state local codes to their work practices thus, reducing injuries and making it a safer place for our students and staff. The Maintenance Department stays 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.

Average time to respond to service request and complaints

The Maintenance Department's work requests are electronically submitted. These requests follow a three step process .First the request is created by staff. Second the request is approved by the Maintenance Department Supervisor. And third the approved request is forwarded to Maintenance Technicians. Additionally, Maintenance Staff create written work requests as they observe facility needs throughout their workday. Clear and present safety issues are the Maintenance Departments first priority. Safety issues with a high probability of injury, or significant health risk, are addressed immediately. The remaining work requests are prioritized using the following criteria. First priority includes repairs necessary to insure health, safety and security. Second priority included requests necessary for the continuance of college classes, programs or scheduled activities. And the third priority includes cosmetic and or improvement request. No written work request is ever disregarded.

Relevance and Currency, Articulation of Curriculum

The Maintenance Department does not directly work with student's curriculums, currency and articulation, therefore it's not applicable to the Maintenance Department and no input is provided for this section of the Program Review.

Part IV: Planning

Trends

What are the trends, in the field or discipline, impacting your student enrollment/service utilization? How will these trends impact program planning?

The Maintenance Department's new mission statement will give the department a benchmark and will give staff a vision and a sense of accomplishment and pride when completing their task, which in turn will reflect on campus grounds and buildings. Cleaner, better functioning buildings will create a better climate of learning and teaching for students and staff, thus attracting students to campus grounds and positively impacting student enrollment.

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 accomplishments and strengths in the program?

Accomplishments

There are many accomplishments and strengths that the Maintenance Department has. Some accomplishments and strengths are;

- 1) Contributing and making a successful 2012-2013 Commencement
- 2) Working, assisting and completing the Central Plant Project, and not having any injuries to staff throughout the Project.
- 3) Working, assisting and completing with the Business Building Retrofit Project
- 4) Completing painting project of the Sunroom and Cafeteria in the Campus Center
- 5) Completing installation of electrical cart charging stations for CTS.
- 6) Coordinating with contractors for installation of Fence for CTS.
- 7) Creating and setting up of Master Key Systems for Auditorium, Business Building, New Gyms and Central Plant.
- 8) Completion of ADA automatic door closers on all campus buildings.
- 9) Assisting with compressor upgrades/ replacements in the Tech Building.
- 10) Painting and some restoring on the Observatory

Part IV: Planning

Accomplishments

- 11) Assisting and coordinating with Tree Trimming Company to trim all trees on campus without having any injuries to patrons and damages to cars or buildings.
- 12) Connecting electrical to welders in the Welding Department
- 13) Coordinating and assisting with the Annual Earthquake Evacuation.
- 14) Staff being proactive despite of having vacant positions
- 15) Painting of the Book Store
- 16) Repairing of CTS portables, ramps, tile floors and interior walls.
- 17) Assisting with completing of Signage Project
- 18) Painting of the Exterior of Tech Building
- 19) Completing striping and signage project for CDC
- 20) Completing and Assisting with the installation of the Information Booths
- 21) Organizing the Hazmat Container and keeping it to code
- 22) Installation in new Buildings of AED and Evacuation Chairs, keeping inventory
- 23) Installation of extra electrical circuits for Consoling Department
- 24) Installation of Wi-Fi boxes for IT, still presently ongoing
- 25) Installation and Coordination of Hydration Stations (ASG)

Strengths

- 1) Quick and flexible responses to emergencies
- 2) High level of institutional knowledge
- 3) Familiarity with campus, equipment, and staffs
- 4) Wide range of trade and service capabilities
- 5) Collaboration among the trades
- 6) Positive labor-management relations

Part IV: Planning

Challenges

- 1) Persistent personnel vacancies in technical trades
- 2) Some wages not competitive with private sector
- 3) Age, and condition of maintenance cart fleet
- 4) Increasing workload vs. limited staff size
- 5) Inadequate space for personnel/equipment/supplies, need to store in cargo containers
- 6) Maintenance Connection training for supervisor and staff

The Maintenance Department has many unique strengths and talents, characterized by the collective qualifications, knowledge, experience, teamwork, loyalty, and cost effectiveness of the work force. It will have better data and rapport when fully staffed and vacancies have been filled.

Part V: Questions Related to Strategic Initiative: Technology, Campus Climate and Partnerships

Describe how your program has addressed the strategic initiatives of technology, campus climate and/or partnerships that apply to your program. What plans does your program have to further implement any of these initiatives?

The Maintenance Department has worked with IT Department to place Wi-Fi boxes in strategic locations within campus grounds to expand Wi-Fi connections for exterior use for campus patrons. The Maintenance Department also works with Maintenance Connection software to expedite work request. Maintenance Connection is a wonderful tool however better training to operate the software is needed to use it to its full potential.

VI: Previous Does Not Meets Categories

Listed below, from your most recent Program Efficacy document, are those areas which previously received “Does Not Meet” Address each area, by either describing below how your program has remedied these deficiencies, or, if these areas have been discussed elsewhere in this current document, provide the section where these discussions can be located.

Note: the previous report did not identify each section as Meets or Does Not Meet; however, these two areas, based on the comments, seemed to be leaning toward Does Not Meet.

Pattern of Service calls: The committee would have liked to know what the services patterns and numbers are, for example, electrical, plumbing, water service, etc.

For Pattern of Service calls please refer to sections **Part I: Questions Related to Strategic Initiative Access, Pattern of Service** and **Part III: Questions Related to Strategic Initiative: Institutional Effectiveness, Productivity**. For data of electrical, plumbing and water service repairs I have proposed more training of Maintenance Connection software to be able to provide data information for next program review, see section **Part V: Questions Related to Strategic Initiative: Technology, Campus Climate and Partnerships**. Do to management turnover limited data was available.

Data demonstrating achievement of instruction or service success: Data would be nice [Data seemed to be missing]

For data demonstrating achievement of instruction or service success, please see section **Part IV: Planning, Accomplishments**