

Program Review Comprehensive Report



Program Review - Administrative: Facilities - Maintenance

Area Overview

2014 - 2017

Mission: The mission of the Norco Facilities Department is to provide a clean, well-maintained, and attractive environment for students that are conducive to learning, mechanically sound, and free of health and safety hazards and unpleasant distractions that might compromise learning.

Identify or outline how your unit serves the mission of Norco College: The Facilities Department acts as the communication link between the college, community, the District Office, and State and College officials and the various custodial, grounds, and maintenance units. It is the administrative arm that directs the work of these units and provides the resources and information for their function.

List the major functions of your unit: Function Continual and aggressive preventative maintenance throughout the college
Repair of vandalism (broken glass, windows, mirrors, graffiti, etc.)
Repair or re-keying of door locks Respond to "hot" jobs with a diverse assortment of work orders. Coordinate testing and service of all fire extinguishers and fire suppression systems Maintain student areas to create a safe, pleasant environment.
Comply with a multitude of regulations set forth by the ADA, EPA, SCAQMD, and other agencies. Maintain/repair pathways and lighting around college Identify and correct safety issues, conduct regular safety meetings.
Actively seek new ways to conserve college resources and coordinate the college's efforts towards this end.
Assist in the development of specifications for roofing and other construction projects Painting Plumbing Electrical work and low-voltage maintenance Office relocations

Attachments:

[2014-17_ADMINServices_FACILITIES_MAINTENANCE_ResourceRequests.xlsx](#)

[2014-17_FACILITIES_MAINTENANCE_SAO_AdminSvcsUnit.pdf](#)

Goal: Work Request implementation "FootPrints"

Increase campus use of FootPrints including key requests and automate hard key management system

Goal Status: In Progress

Goal Year(s): 2014 - 2017

How do your goals support the Educational Master Plan?: Increasing the use of Foot Prints will give us the opportunity to be more effective and efficient in our response time to the maintenance request of our facilities, which will make the college environment for our student inviting and inclusive.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 2 Objective 4:

Update on Goal

Updates

Reporting Period: 2014 - 2017

04/30/2018

Conclusion: Goal Partially Completed

We are continuing to promote the implementation of FootPrints and will also review the incorporation of the recent upgrades to this software.

Improvement Recommendations

Improvement Recommendation: We are reviewing the software upgrades and will be attending training to maximize its utilization. Additional training will be made available to all our campus staff. (04/30/2018)

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Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.

Goal: Cross training to include EMS Irrigation, Domestic H2O and backflow

Cross training to include EMS Irrigation, Domestic H2O and backflow

Goal Status: In Progress

Goal Year(s): 2014 - 2017

How do your goals support the Educational Master Plan?: moving forward in the automation technology direction and training our Facilities personnel will bring our college facilities management strategies to a higher level. It will also provide professional development to our staff to keep their skills in line with the industry.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 6 Objective 1: , Goal 7 Objective 1:

Update on Goal

Updates

Reporting Period: 2018 - 2021

05/01/2018

Conclusion: Goal Not Started

Due to the shortage of personnel we did not have the opportunity to work on this. we will make it a priority this year.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.

Goal: Emergency call-in system

Develop after hours emergency call-in system

Goal Status: In Progress

Goal Year(s): 2014 - 2017

How do your goals support the Educational Master Plan?: having our staff respond to after hours calls will eliminate major problems during the pick times of classes improving the overall support to our students. It will also assist the department in the preventative maintenance.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 2 Objective 3: , Goal 7 Objective 5:

Update on Goal

Updates

Reporting Period: 2018 - 2021

05/01/2018

Conclusion: Goal Not Started

We follow the protocol set up in the CSEA hand book. Turn over in staff did not allow to develop an after hours emergency call-in system.

Mapping

Program Review - Administrative: Facilities - Maintenance

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.

Goal: Parking Lot Maintenance

Increase annual maintenance of parking lots and access roads

Goal Status: In Progress

Goal Year(s): 2014 - 2017, 2018 - 2021

How do your goals support the Educational Master Plan?: Providing adequate parking to our students and staff makes our campus inviting and easily accessible which in return allows everyone to maximize their time.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 7 Objective 5:

Update on Goal

Updates

Reporting Period: 2014 - 2017

04/30/2018

Conclusion: Goal Partially Completed

Parking lot maintenance to lots A and B is scheduled for this year.

Improvement Recommendations

Improvement Recommendation: We will be setting up a five year plan for sealing and stripping of all parking lots. (04/30/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.