

Program Review Comprehensive Report



Program Review - Administrative: Facilities - Admin Support

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: To work with contractors (various repairs and construction)

To work with the District Facilities Department on various projects

To assign, respond to, and track the progress of work orders

To participate in the planning and oversight of major construction projects on campus

To coordinate and oversee 6226 Remodeling and Scheduled Maintenance work

To purchase supplies and equipment, and obtain quotes for services.

To supervise custodial, grounds, and maintenance personnel, including performance evaluations

To provide regular safety and content-specific training

To support Federal, State, Local, and District Safety Regulations and Standards

To care for classrooms, labs, offices, and public spaces

To maintain developed and undeveloped acreage

To maintain building systems

To coordinate special event set-ups

To coordinate new semester facilities prep

Attachments:

[2014-17_FACILITIES_ADMIN_SUPPORT_SAO_AdminSvcUnit.pdf](#)

[2014-17_ADMINServices_FACILITIES_ADMIN_SUPPORT_ResourceRequests.xlsx](#)

Goal: Improvement in managing the key request system

Implementation of key log to keep records of key blanks and a list of Master Keys with appropriate approvals issued by Facilities as well as perpetual approvals on the card access system.

Goal Status: In Progress

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

How do your goals support the Educational Master Plan?: Improving the management of our resources is critical to maximize the use of our facilities and support of the master educational plan.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 2 Objective 3: , Goal 2 Objective 4: , Goal 5 Objective 2: , Goal 6 Objective 3: , Goal 6 Objective 5:, Goal 7 Objective 2: , Goal 7 Objective 5:

Update on Goal

Updates

Reporting Period: 2014 - 2017

04/30/2018

Program Review - Administrative: Facilities - Admin Support

Conclusion: Goal Partially Completed

implemented a key log to keep records of all request and approvals of keys and access card for all our Norco college facilities.

Improvement Recommendations

Improvement Recommendation: The college and the district need to develop a board policy to establish proper control of the brass keys. (04/30/2018)

Mapping

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

Goal 5 - Objective 5.2 - Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.

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

Goal: Work order productivity

Further benchmark work order productivity

Goal Status: In Progress

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

How do your goals support the Educational Master Plan?: this goal allow us to improve the student support services, become effective planner and strengthen our commitment to our employees.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 2 Objective 3: , Goal 2 Objective 4: , Goal 6 Objective 2: , Goal 6 Objective 3: , Goal 6 Objective 4: , Goal 6 Objective 5:, Goal 7 Objective 2: , Goal 7 Objective 5:

Update on Goal

Updates

Reporting Period: 2014 - 2017

05/01/2018

Conclusion: Goal Partially Completed

Footprints has recently gone over an upgrade and we set up the new reporting protocol and benchmarking.

Improvement Recommendations

Improvement Recommendation: Need to have access to modify structure of the footprint software to better serve our Norco campus. (05/01/2018)

Mapping

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

Goal 6 - Objective 6.3 - Ensure that resource allocation is tied to planning.

Goal 7 - Objective 7.3 - Decrease the percentage of employees who experience unfair treatment based on diversity-related characteristics.

Goal: Provide Manager coverage for Saturdays

Improvement in service delivery on Saturdays

Goal Status: In Progress

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

How do your goals support the Educational Master Plan?: Providing coverage on Saturdays, will be very beneficial to the many programs our college offer to students as well as the community support activities.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 4 Objective 6: , Goal 7 Objective 5:

Mapping

Program Review - Administrative: Facilities - Admin Support

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

Goal 4 - Objective 4.6 - Increase community partnerships.

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