



Program Review Request

Administrative Services – Maintenance and Operations

Program Review Purpose

“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” –Academic Senate for California Community Colleges, 2009

DATA

Workorders received in 2022-2023:	844
Workorders completed in 2022-2023:	761
Campus and external facility events served in 2022-2023:	1029
Number of projects in addition to workorders in 2022-2023:	87+

List the Administrative Service Outcomes (ASOs) for Maintenance and Operations services: <i>If you have not defined your ASOs, please describe how you will define them in 2023-2024.</i>	Institute an online work order system
Describe how you assessed your ASOs this year? (e.g., survey, document review) <i>If you have not assessed ASOs, describe your plan to assess in 2023-2024.</i>	Was it developed and implemented and used by employees, it was, we had 844 work orders entered into the system.
What were the findings of your ASO assessment?	The online work order system (Footprints) has been well received by the campus as it allows people to see the progress of their request.
How do you plan to strengthen practices/policies to improve your outcomes?	By using the system to track ongoing issues and run reports to look for efficiencies.

Outside of hiring new faculty or staff, please discuss the data trends above, and your plans for serving more students.
Through assesment of the work orders we will have the ability to anticipate potential issues and be proactive to make corrections in our buildings which, allows students to not be affected by concerns.



Program Review Request

Administrative Services – Maintenance and Operations

PROGRAM-SPECIFIC QUESTIONS

Describe the functions of Maintenance and Operations?
Maintenance and Operations encompasses many facets including, maintenance, grounds, custodial, shipping and receiving, recycling, event set up, moving and facilities. Each area has multiple components to it that require different skill sets.

What does Maintenance and Operations do exceptionally well?
Responding to emergencies/last minute requests, Cross training, assisting each other to complete tasks, working with other departments to accomplish projects and work orders. The ability to negotiate with vendors to stay within budgetary restraints. Working with staff, encouraging a one team environment, ultimately resulting in meeting departmental & college goals.

How does Maintenance and Operations help GWC meet its mission?
<i>Golden West College provides an intellectually and culturally stimulating learning environment for its diverse student population. The College provides enriching and innovative programs that help students: transfer to four-year institutions, earn associate degrees, complete certificates in career and technical education, advance their careers, and demonstrate college readiness. The College is committed to continuous assessment and improvement of student learning and institutional effectiveness.</i>
By providing a clean and organized facility for the students, routine maintenance . Maintaining healthy indoor air quality and staying on top of other planned maintenance tasks.

How can Maintenance and Operations adapt to handle the increased volume in programs requiring additional tracking and reports?
Through our work order system we are able to run reports related to specific requests.

What are the most impactful changes in processes to the Maintenance and Operations that can improve service to students and the campus community?
We have implemented an online work order system to allow end users to see the status of their requests.

What are the biggest challenges facing the Maintenance and Operations in completing its role?
We face a staffing shortage like many departments and budgetary issues.

How can the department keep the campus informed of projects and schedules, so they better understand the departments responsibilities?
Sustainability and Facilities Committee Agenda and Minutes via SharePoint

How is the online Maintenance and Operations workorder system used to monitor and complete projects? How can this information be utilized to better serve the campus community?
Streamline M&O tasks and improve overall operational efficiency. Work order can be viewed and tracked by all parties involved.



Program Review Request

Administrative Services – Maintenance and Operations

GOALS AND REQUESTS FOR FUNDING

Requests – If you are requesting any of the following, they MUST be addressed within your goals. These forms must be submitted separately from the Program Review.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

GWC Strategic Plan Goals Legend

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of the College Goals.
7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

GOALS FROM PREVIOUS PROGRAM REVIEW CYCLE

Please refer to your previous Program Review cycle and summarize all outcomes for each goal.

Summary and Outcomes of Previous Goals (from the last Program Review) including resource requests and if they were funded or not.
Goal one. Maintain campus buildings and equipment in a safe condition to support instructional and Student Support services. We were able to perform preventive maintenance on equipment and oversee the assessment of all HVAC equipment to ensure it was at its peak performance and air filtration to allow a safe return to campus. Goal Two. Keep the campus interior facilities clean for faculty, staff and students to promote an atmosphere and environment conducive to learning and support.



Program Review Request

Administrative Services – Maintenance and Operations

The department was able to deep clean and maintain the campus in a state of readiness during COVID which allowed the slow return to campus of students. Staff and faculty.

Goal Three. Maintain a safe, clean and secure learning and working environment. In response to the recent California Assembly Bill 1346 signed by Governor Newsom which bans gasoline-powered equipment, M&O will work towards transitioning the current grounds maintenance equipment to zero-emissions by 2024. This includes our common landscaping tools such as leaf blowers, trimmers, edgers, weed eaters, chain saws, and push mowers. As committed stewards of the environment, the upgrade to zero-emissions equipment will assist the Grounds Department with continuing to provide the college with a well-maintained, safe, clean and secure campus.

The equipment to achieve this goal has not been effectively developed at this time hence, we have not been able to make the transition.

GOALS FOR CURRENT PROGRAM REVIEW CYCLE

Current goals should be connected to GWC's Strategic Plan Goals.

GOAL 1 (Required)

Description of goal:
Improve the quality of service the department provides to the entire campus community

What actions will be taken to accomplish the goal?
Purchase of new equipment to allow work that we are already accomplishing to be done more efficiently and at a higher level of quality.

What metric will you use to measure your goal?
Completing the work with the new equipment and showing the difference in time and quality.

Which of the College's missions and goals does this goal support? (check all that apply)

- ☒ Enrollment
- ☒ Equity and Success
- ☒ Completion
- ☐ Workforce Preparation
- ☒ Facilities
- ☐ Professional Development
- ☐ Communication

GOAL 2 (Required)



Program Review Request

Administrative Services – Maintenance and Operations

Description of goal:

Increase staffing levels to improve response time to work orders, requests for assistance with events and everyday maintenance to the campus buildings and grounds.

What actions will be taken to accomplish the goal?

Staffing requests have been made in this years program review cycle and an assessment was conducted based on APPA (American Physical Plant Associations) recommended staffing levels for maintenance, grounds and custodial (see attached spreadsheet).

What metric will you use to measure your goal?

With increased staffing we would analyze turn around time for work orders and other requests and work that we currently hire out to contractors that we could perform ourselves.

Which of the College's missions and goals does this goal support? (check all that apply)

- ☒ Enrollment
- ☒ Equity and Success
- ☒ Completion
- ☐ Workforce Preparation
- ☒ Facilities
- ☐ Professional Development
- ☒ Communication

GOAL 3 (Required)

Description of goal:

Increase training for staff to reduce work place injuries and improve knowledge of equipment.

What actions will be taken to accomplish the goal?

Hold training sessions with District EH&S, outside vendors and current equipment manufacturers.

What metric will you use to measure your goal?

Compare work place injuries from year to year along with number of training sessions.

Which of the College's missions and goals does this goal support? (check all that apply)

- ☒ Enrollment
- ☒ Equity and Success
- ☒ Completion
- ☐ Workforce Preparation
- ☒ Facilities



Program Review Request

Administrative Services – Maintenance and Operations

- ☐ Professional Development
☒ Communication

OTHER INFORMATION

What additional information would you like to share about your program?

The Maintenance and Operations department provides services to everyone on campus, students, staff, faculty and the local community in one form or another, many times it's behind the scenes and people do not even realize we have made an impact or a difference. We touch the entire campus, all buildings, grounds, parking lots and events.

Submitter's Signature: *Joseph Dowling*

Date: 10/4/2023

Supervisor's Review

As the supervisor of this program, I have reviewed this request.

- ☒ No concerns
☐ I have concerns

Comments: Click or tap here to enter text.

Supervisor's Signature: *Joseph Dowling*

Date: 10/4/2023

Vice President's Signature: *Rick Hicks*

Date: 10/5/2023