Comprehensive Program Review Report (Narrative)
College of the Sequoias
Program Review - Facilities

What are the strengths of your area?: The Facilities Services department is dedicated to proactive planning and excellence in customer service. We support our institutional mission by providing the College of the Sequoias campuses with a safe, secure, accessible and aesthetically pleasing environment, one that enables our college campuses to achieve excellence in teaching and learning. Our departmental strengths and successes are:

• Dedicated staff who respond quickly
• Friendly staff with a customer service attitude
• In 2013-14, the department successfully completed 3,358 work orders
• The department received commendations from the accreditation commission during their last visit
• The department successfully secured $107,860,000 in State capital outlay money since 2002

A customer satisfaction survey revealed the following achievement data:

• 90% of respondents were satisfied or very satisfied with the condition of the grounds at COS
• 83% of respondents were satisfied or very satisfied with the condition of the public areas
• 85% of respondents were satisfied or very satisfied with the temperature in their building during the winter months
• 86% of respondents were satisfied or very satisfied when requesting a district vehicle
• 82% of respondents were satisfied or very satisfied with the department's work order process
• 81% of respondents were satisfied or very satisfied with the timeline for getting a work order completed
• 84% of respondents strongly agree or agree that the office staff are professional and courteous
• 81% of respondents strongly agree or agree that the maintenance staff are professional and courteous
• 85% of respondents strongly agree or agree that the custodial staff are professional and courteous

What improvements are needed?: There are a few areas where improvements are needed:

• The Maintenance department has been without a painter for 3 years now and very little maintenance painting is occurring.
• Our vehicle replacement plan has not been able to be fully implemented and the fleet is aging
• Maintenance staffing levels at all sites need to be improved
• A customer satisfaction survey showed that more than a few stakeholders (25.6%) are dissatisfied or very dissatisfied with the condition of many restrooms on the Visalia campus

Describe any external opportunities or challenges.: There are several external mandates, plans, policies and codes that drive local policies and procedures and require resources from the Facilities Services department to comply with. Some of the annual plans and inspections are listed below.

• Annual Space Inventory due to the Chancellors Office
• Annual energy usage calculator due to the Chancellors Office
• Annual Five Year Scheduled Maintenance Plan due to the Chancellors Office
• Annual Five Year Capital Construction Plan due to the Chancellors Office
• Annual Fire Inspections from the Fire Marshall
• Annual Safety inspections from our insurance carrier
• Annual inspections from the Air Pollution Control District
• Annual inspections from the County Health Department

Some of the external opportunities are:

• State capital outlay money when a statewide education bond passes
• Scheduled maintenance money from the State has increased in the last two years

Overall Outcome Achievement: In reviewing the outcome assessment results for the facilities services area, we are satisfied with overall levels of achievement. In SAO #1-Temperature Control Proficiency: Faculty and staff will know how to adjust the temperature in their work area in order to make more climate friendly spaces. The outcome was that twelve individuals asked for help with adjusting the thermostat in their area. Of these 12, five were faculty members, two were adjunct instructors and five were classified staff. In addition, six were first time users and six needed to be refreshed on the procedure. Instruction was given verbally or through an e-mail.

In SAO #2-Work Order Accessibility: Faculty and staff will know how to access and utilize the District's work order system when requesting non-emergency requests for service. Twenty-two individuals asked for help with submitting a work order. Of these 22, seven were faculty members, one was an adjunct instructor,
three were administrators and 11 were classified staff. In addition, ten were first time users and 12 needed to be refreshed on the procedure. Instruction was given verbally or through an e-mail.

**Changes based on outcome** Based on the outcome achievement, SAO #1 will not be continued. We feel that the measures that were implemented, to increase customer knowledge of how to adjust the temperature in their area, were successful.

For SAO #2, we will continue to look for ways to increase faculty and staff access and use of the District's work order system when requesting non-emergency requests for service. To date, we were successful in changing the work order system from an intranet based system to an internet based system. This allows staff with off site computers to submit work orders. We created a "How to" video and placed it on our website in addition to sending to all campus constituents. We have and will continue to conduct one on one training as users call in service requests which suggest that they do not know how to use the work order system. We now proactively add each new employee to the work order database and send them their username and password along with a link to watch the How to video. We attend division meetings as requested, but none were requested in 2014.

**Action: District Maintenance Painting**
Reinstate a maintenance painting program throughout the District.

**Implementation Timeline:** 2015 - 2016  
**Start Date:** 07/01/2015  
**Completion Date:** 07/01/2015  
**Status:** Proposed

**Identify related course/program outcomes:** 1

**Person(s) Responsible (Name and Position):** Ralph Mallouf, Manager, Maintenance and Operations

**Rationale (With supporting data):** Approximately three years ago, the Districts only painter retired and the position was not refilled. As a result, no maintenance painting is occurring throughout the District. The District owns just over 700,000 gross square feet of buildings spread across three campuses. As with any institution, painting is continually needed to not only maintain a positive aesthetic look to the facilities, but to protect the surfaces from deterioration. Metal products rust and wood products deteriorate which increases maintenance costs because the items need to be replaced when they could have been repainted. This is an impossible task with no employees.

**Priority:** High  
**Safety Issue:** No  
**External Mandate:** No

**Add Resource Request for Action**

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<th>Resource Description</th>
<th>Why is this resource required for this action?</th>
<th>Notes (optional)</th>
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<td>This request is to fill the vacant full time Maintenance Painter position. This position has been vacant for three years now and several areas throughout the district are slowly deteriorating. The District currently has zero painters.</td>
<td>This requests supports District objective #1 - Provide effective academic support services as measured by an increase in the rate at which students successfully complete courses.</td>
<td>The Association of Physical Plant Administrators (APPA) Maintenance staffing standards recommends a baseline of one painter per 300,000 gross square feet. COS has over 700,000 gross square feet of buildings spread across three sites. The AHEFO (Association of Higher Education Facilities Officers) recommends one painter per 200,000 gross square feet.</td>
<td>Yes</td>
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**Action: District Vehicle Replacement Plan**
Replace the most worn out vehicles in the Districts fleet as identified in the Districts Vehicle Replacement Plan.

**Implementation Timeline:** 2015 - 2016  
**Start Date:** 07/01/2015  
**Completion Date:** 07/15/2015  
**Status:** Proposed

**Identify related course/program outcomes:** The department will be able to provide reliable transportation so other District departments can transport students to and from field trips and athletic events. This item supports District Objective number 1.
Recent budget cuts have eliminated the campus vehicle replacement plan with no plans to reinstate the budget in the future. The Transportation department would like to continue to provide reliable transportation for students to athletic events and field trips. The department strives to maintain the fleet to avoid possible vehicle breakdowns on roads and freeways. But as a vehicle ages and the mileage increases, breakdowns become inevitable.

**Priority:** High  
**Safety Issue:** No  
**External Mandate:** No

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<td>Recent budget cuts have eliminated the campus vehicle replacement plan with no plans to reinstate the budget in the future. If funded, this request will replace the vehicle in the fleet that is in the worst condition (1999 with 128,000 miles) and allow the department to continue to provide reliable transportation for students to athletic events and field trips. The Transportation department strives to maintain the fleet to avoid possible vehicle breakdowns on roads and freeways. But as a vehicle ages and the mileage increases, breakdowns become inevitable.</td>
<td>Traveling offsite is part of most students' curriculum. Field trips and cocurricular activities frequently require the use of a vehicle from the Districts fleet. Reliable transportation is a necessity for any event that transports students and staff.</td>
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| Recent budget cuts have eliminated the campus vehicle replacement plan with no plans to reinstate the budget in the future. If funded, this request will replace the Toyota Prius in the fleet that is in the worst condition (2008 with 135,000 miles) and allow the department to continue to provide reliable transportation for faculty and staff. The Transportation department strives to maintain the fleet to avoid possible vehicle breakdowns on roads and freeways. But as a vehicle ages and the mileage increases, breakdowns become inevitable. | Traveling offsite is part of many faculty, staff and administrator's job duties. Offsite meetings, conferences and professional development training activities frequently require the use of a vehicle from the Districts fleet. Reliable transportation is a necessity for any event that transports faculty and staff. | | Yes |
| Resource Type: Non-instructional equipment | | | |

**Action: Cleaner Restrooms**

This action will involve identifying and implementing multiple ways to create and keep our restrooms cleaner throughout the district.

**Implementation Timeline:** 2015 - 2016  
**Start Date:** 07/01/2012  
**Completion Date:** 07/01/2018  
**Status:** Continued Action

**Identify related course/program outcomes:**

This action will support District Objective number 1.

**Person(s) Responsible (Name and Position):** Ralph Mallouf, Manager, Maintenance and Operations

**Rationale (With supporting data):** A customer satisfaction survey was administered in May 2014. One question asked customers to indicate their level of satisfaction of the condition of the restrooms in their specified building. While more than 72% of respondents were satisfied or very satisfied, 25.6% of respondents were dissatisfied or very dissatisfied. Other than the availability of parking spaces, this was the highest number of dissatisfied responses for the entire survey.

**Priority:** High  
**Safety Issue:** No  
**External Mandate:** No

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<td>This project will renovate the restroom in the worst condition on the campus, which is the mens restroom at the Altopeak building. In addition to being in horrible condition, this restroom does not meet current Americans with Disabilities Act (ADA) codes since the entrance door is too narrow for wheelchair access.</td>
<td>The Districts Maintenance and Operations budgets are not budgeted for capital improvements and all State scheduled maintenance funds have been allocated for higher priority projects.</td>
<td>The facilities department has constructed new or renovated nearly all restrooms within the District in the last 9 years. The restrooms in the Alto Peak building are the last known public restrooms to be renovated.</td>
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**Resource Type:** Facilities