

## **COMPTON COLLEGE PROGRAM REVIEW ADMINISTRATIVE SERVICES AND HUMAN RESOURCES**

### **WHY CONDUCT A PROGRAM REVIEW?**

Program review is a process that asks members of a department to critically assess their programs, identify necessary adjustments, and design a mechanism to institute and evaluate proposed changes.

Desired outcomes from the program review process include evaluation of program effectiveness, program development and improvement, clarification and achievement of program goals, linkage of planning and budgeting by posting the recommendations in the Compton College planning software, and compliance with accreditation and other mandated reviews.

### **WHAT IS THE PROGRAM REVIEW PROCESS?**

The program review process for Compton College will consist of four steps: *initial planning, program review documentation, approval, and dissemination*. It is expected that these four steps of the program review process will take less than one academic year to complete and that each program/department will be reviewed on a scheduled 4-year cycle.

#### Initial Planning

A training workshop will be held for program representatives the semester preceding the scheduled program review. The workshops should include as many of the members of the program as reasonably possible. The training will cover an orientation to the process, dissemination of basic research data, discussion of timelines and expectations, and answers to program review questions. Each program under review will need to select two representatives to oversee the program review process. At least one representative must be from within the program.

#### Program Review Documentation

Program representatives will collect and report documentation to describe the program's current status and to create a basis for all program improvement recommendations. If additional data is required, program representatives will request data from Institutional Research. Program representatives will work with Institutional Research and Planning to design and conduct a customer/client satisfaction survey to gain insight from others who are outside of the program. All program personnel should be given the opportunity to review and comment on a draft of the report prior to the submittal of the report to the Compton College Institutional Effectiveness Committee.

#### Approval

The Vice President of the area will review and provide comments to the program manager prior to approval and dissemination.

#### Dissemination

Approved program reviews must be made available in the department/division offices. Recommendations from program improvements in the form of objectives and success indicators must be linked to the Compton College strategic goals and be entered into the Compton College's planning software before the end of the fiscal year in which the review is conducted.

## **PROGRAM REVIEW SCHEDULE**

### **2017-2018**

Accounting  
Human Resources  
Facilities, Planning and Operations  
Facilities Rental

### **2018-2019**

Community Relations  
Foundation for Compton Community College District  
Information Technology Services  
Purchasing

### **2019-2020**

Auxiliary Services (Bookstore, Vending, Cafeteria)  
Police Services

## **PROGRAM REVIEW OUTLINE**

The Compton College program review has four sections: *Overview*, *Program Data*, *Program Requirements*, and *Recommendations*. Each section seeks information that will aid program personnel with describing the program, environmental factors that might impact the program, and recommendations for program improvement. An outline of the program review is listed below. Instructions have been listed in each section throughout this document.

### **I. Overview**

- Program Profile: Provide descriptive information about the program including objectives, funding source, customer/student/client profile, etc.
- Status of Previous Recommendations: List the current status of recommendations that were made in the last program review.
- Continuing Recommendations: List prior recommendations that are expected to continue.

### **II. Program Data**

- Customer/Student/Client Satisfaction: List and analyze customer/student/client satisfaction survey data. Work with Institutional Research and Planning to create and disseminate a customer satisfaction survey in order to complete this portion of the program review.
- Customer/Student/Client Outcome Data: Provide trend analysis of program data (metrics) and recommendations for program improvement.
- Customer/Campus/Community Collaboration: List collaborative efforts, ways to strengthen program efforts, and what new effort should be pursued for program improvement.
- Customer/Program Data Recommendations: List all recommendations made in the three Program Data sections (Customer/Student/Client Satisfaction, Customer/Student/Client Outcome Data, and Campus/Community Collaboration).

### **III. Program Requirements**

- **Program Support**: List campus departments that are essential to the success of the program, the impact of those departments on the program, and what is being done to strengthen the partnership with those departments.
- **Facilities and Equipment**: Comment on the adequacy and immediate- and long-range facilities and equipment needs of the program.
- **Staffing**: Describe the adequacy/inadequacy of the program's current and future staffing levels and list personnel training needs.
- **Planning**: Analyze external and internal information to determine changes or trends that will impact the program within the next five years. Explain how the program's planning process involves program staff, ties into the institution's goals and student learning outcomes, and is linked to budgeting.
- **Program Requirement Recommendations**: List the recommendations from the four Program Requirement sections (Program Support, Facilities and Equipment, Staffing, and Planning).

### **IV. Recommendations**

Provide a prioritized list of all recommendations made throughout this program review. List strategies program personnel will utilize to aid in the achievement of each recommendation. Create objective statements and success indicators for each recommendation and enter into the Compton College's planning software.

## I. OVERVIEW

### A. Program Profile

*Instructions: The program profile should contain the program name, primary objectives, funding source(s), a profile of the students or clients served, and any other information that will provide the reader with a more complete understanding of the program. Please contact Joshua Meadors in Institutional Research to obtain some of this preliminary data if you do not already have access to it.*

**Maintenance and Operations – This department is responsible for maintaining the district’s buildings and grounds for a safe, clean, and functional environment. The department consists of one Director, that oversees Maintenance and Operations as well as Facilities Planning. Under the Director are one Assistant Director and one Utility Maintenance Supervisor. The Assistant Director was recently hired to work the night shift. The Utility Maintenance Supervisor currently works on the day shift. The unit is comprised of skilled trades that include a carpenter/locksmith and a painter. The unit also contains a Senior Groundskeeper and Senior Utility Maintenance Workers as lead persons. Eighteen Utility Maintenance Workers are spread into custodial and grounds assignments. The unit has four provisional/part-time workers that assist with set-ups, custodial and grounds assignments. Administrative support is provided by an Administrative Assistant and a Shipping & Receiving Clerk.**

### B. Status of Previous Recommendations

*Instructions: List the current status of recommendations that were provided in the last program review.*

N/A

### C. Continuing Recommendations

*Instructions: List the recommendations that are expected to continue as a result of the program review.*

N/A

## II. PROGRAM DATA

### A. Customer/Student/Client Satisfaction

*Instructions: List and analyze the results of the student or client satisfaction survey. Based upon the analysis what program improvements should be made. Assistance from Institutional Research and Planning will be necessary to create, distribute, and tally the survey.*

**An online ten-question survey is being generated with the help of Joshua Meadors in Institutional Research. A preliminary survey (hard copy) was issued to the Facilities Committee for them to fill out. We are still waiting for those results.**

### B. Customer/Student/Client Outcome Data

*Instructions: This section requires the analysis of customer, student or client program data (i.e., metrics) that has been collected over the past three years. Metrics should be thought of as program specific data such as the number of customer/students/clients who utilized various segments of your service over a specific period of time.*

Analyze program data. Identify and list trends found in the data.

**Facilities does not have any program related metrics from over the past three years. However, moving forward, we would like to monitor the following ratios:**

- **Square footage of buildings/Utility Maintenance workers**
- **Track toilet stoppages in new versus old buildings**
- **Utilize future software for work orders and preventative maintenance metrics**
- **Utilize future software to track shipping and receiving metrics**

*Based upon the trends and performance indicator data (e.g., metric) what changes, if any, should be made to improve the program? All program improvement must be tied to the data.*

**The maintenance staff has been increased over the last few years. However, there has been much turnover. Due to attrition, the Facilities Department will continue to see staff with more longevity retire every year. Quite a few construction projects are underway that will increase the number of new facilities. (overall square footage will not increase). The current**

**number of staff is expected to remain the same in order to adequately maintain the facilities. One or two more groundkeepers would help maintain exterior grounds.**

### **C. Campus/Community Collaboration**

*Instructions: List collaborative efforts with the campus and external community that are designed to benefit the program. List how the collaborative efforts should be strengthened and what new collaborations or partnerships should be pursued to improve the program.*

What collaborations or partnerships have been established with other programs on campus or in the community? Describe the effectiveness of each collaboration or partnership.

**We are currently sharing the facilities maintenance program, SchoolDude, with the Torrance campus. By fall 2018, we are anticipating having the full SchoolDude program (or something similar) within Compton. SchoolDude offers work order maintenance and tracking. They also offer a preventative maintenance program that will allow us to track our major HVAC equipment, pumps and other items.**

How can program personnel strengthen these collaborations or partnerships?

**The facilities maintenance program is managed from the Torrance campus, so our staff has limited access. Our ability to maximize the program's capabilities and potential is minimized. Full access to SchoolDude would strengthen the Department.**

What other collaborations or partnerships should program personnel pursue for program improvement and why?

**N/A**

## D. Program Data Recommendations

*Instructions: Compile all program data recommendations from A-C.*

1. **Increase Staff: one or two more groundskeepers.**
2. **Separate Facilities Management Program or System (SchoolDude)**

## III. PROGRAM REQUIREMENTS

### A. Program Support

*Instructions: List campus departments that are essential to the success of this program, the impact of those departments on the program, and what is being done to strengthen the partnership between each.*

All programs depend upon the support of other departments on campus. What is the impact of those departments on this program and what can program personnel do to further strengthen those relations?

**The Facilities Planning and Operations Department relies heavily on the support of the Business Office. Establishing and maintaining good lines of communications and processes expedites vendors' invoice payments and contract problems are easily resolved.**

**We have established a weekly meeting between the departments, specifically for Facilities Use - Rental, to discuss upcoming events and need for/scheduling of provisional staff.**

**In the future, Facilities will need support from IT to upload various software for SchoolDude, and Key Issuance Maintenance.**

### B. Facilities and Equipment

*Instructions: Provide a summary of the current state of the program's facilities and equipment and list recommendations if appropriate.*

Describe the adequacy/inadequacy of the facilities and equipment available to the program.

**The Maintenance & Operations building (Bldg J) is in disrepair. In the summer it is excessively hot and in the winter it is extremely cold. Although electric carts for trades and grounds were recently replaced; both utility trucks have been removed from service. Staff have to use their personal cars to pick up parts and supplies. Grounds equipment is old and**

breakdown is frequent. Equipment (i.e. vacuums and floor machines) are in need of updating every one to two years depending on use.

Other buildings on campus have various needs. Annually Facilities prepares and submits a 5 Year Plan for campus upgrades to the State. The District has plans for new buildings on campus to replace old row buildings. Plans also include renovations to several existing buildings.

List recommendations regarding facilities and equipment.

1. Add HVAC system.
2. Install new computers and automate offices.
3. Purchase new Grounds maintenance equipment (mowers, sweepers)
4. Purchase two new flatbed, gasoline operated ½ ton trucks.
5. Purchase equipment to continue to maintain buildings.

### **C. Staffing**

*Instructions; Describe the adequacy/inadequacy of the program's current staffing level and the training needs of program personnel. List recommendations based upon question responses.*

Describe the adequacy/inadequacy of the program's current staffing level.

**The M&O department understaffed in grounds maintenance. One or two more staff would be adequate to maintain existing grounds.**



Fill in the personnel status data below and answer the following questions.

Name	Reassigned time (show in %)	Currently on leave*	Retired in the last 2 years	F/T hired in the last 3 years	Anticipated to retire in the next 3 years
Linda Owens					
Octavio Salas				X	
Roger Stuart					X
Alice Hawkins					X
Alice Mitchell					X
Homero Anaya					X
Milton Harris					X
Mark Romero		X		X	
Chris Reece					
Jessie Murry					
Preston Saddler					X
Charmaine Nowlin					
Janean Moore				X	
David Faulkner					
Reggie Fleming					X
Michael Riggins					X
John Person					
Judge Walker					
Gerald Warren					
Jimmy Chris		X			
Chris Gilmore					
Jimmy Thomas					
Kenneth Washington					
Ulises Perez				X	
Daniel Cisneros				X	
Nicolas Crenshaw				X	
Artnel Whyte				X	

Includes sabbaticals.

How does this data impact the program or the future of the program?

**The data above does not show our current need for grounds staff. However, as more new buildings come online, staff currently assigned to buildings may be re-assigned to grounds if buildings are adequately staffed.**

Are program personnel current in their field? If not, describe what is needed to maintain currency and how it will improve the program.

**In general, the staff needs computer literacy training to access information and complete reports. Essential personnel need additional in-depth training and understanding of SCHOOLDUDE (our current facilities maintenance program), Microsoft Office programs**

**Key Issuance software and EMS systems (Alerton- building monitoring). This will enable us to generate needed reports for analysis and planning. UMW Staff are constantly receiving training on equipment use and will continue to receive training.**

List and prioritize all staffing recommendations.

- 1. Hire additional Utility Maintenance Workers (grounds).**
- 2. Fill all vacant positions due to attrition.**
- 3. Purchase equipment to continue to maintain buildings.**
- 4. Create a plan to replace future staff members that will be retiring.**
- 5. Train current staff on latest software for reporting assistance.**
- 6. Continue to train staff as needed.**

#### **D. Planning**

*Instructions: Analyze external (advisory committee input, academic/trade journal articles, or other appropriate sources) and internal information to determine changes or trends that will impact the program within the next five years. Explain how the program's planning process involves program staff, ties into the institution's goals and student learning outcomes, and is linked to budgeting.*

What major changes or trends might impact the program in the next five years? What program plans are in place or will be created to respond to major changes or trends?

**The construction of new, larger and technologically advanced buildings requires an increase in advanced training to handle new technology.**

**Also, the Molina Health Center is scheduled to be operated by the District. Facilities will need more details on expectations.**

What data, not currently provided, would be needed to improve program development planning? Explain the type of data desired, why it will be useful, and list the possible sources, if known.

**Campus survey concerning level of satisfaction will help in setting program's benchmarks. In progress.**

**Hospitals and clinics have a higher expectation of cleanliness. My staff would need specialized training, unless the District outsources the cleaning of this modular building.**

Describe how program personnel are made aware of what is happening in the program, future program plans, external/internal changes affecting the program, and changes that need to be made to enable the program to adapt and continue to be successful.

**Daily meetings are held in the maintenance department trailer for attendance accountability, work assignments, and dissemination of information. Additional staff training on new technology (along with computer upgrades) would enable the program to adapt and continue to be successful.**

Explain how program personnel are involved in the creation and implementation of program plans.

**As information is exchanged in the daily meetings, input from the staff is encouraged and welcomed. Currently, the Supervisor and Assistant Director meet with the Director to discuss future changes to generate ideas for future program plans.**

Describe how the program's plans tie into the institution's goals?

**The Program's Plan supports Strategic Initiative Goal 1, Objective 4: Facilities maintains the campus environment for student-centered learning**

Describe how the program's plans tie into student learning outcomes?

**Same As Above**

Describe how the program's plans are linked to the program's budgeting activities.

**The Program's Plan is directly driven by budgeting support.**

## **E. Program Requirement Recommendations**

*Instructions: List all recommendations made in the program requirement section.*

- 1. Purchase of Facility Management Program such as Schooldude with the appropriate modules to collect, plan, organize, implement, and monitor maintenance and operations functions.**
- 2. Hire more grounds staff.**
- 3. New computer systems and office automation.**
- 4. Repairs and modernization for comfort (heating and cooling) in M&O building.**
- 5. New Grounds equipment.**
- 6. Two New gasoline or diesel fueled, flat-bed, full-sized utility trucks.**
- 7. Computer literacy training for staff.**
- 8. Advance Facilities Management Program and Building Management Software training for staff.**

## **IV. Recommendations**

*Instructions: Provide a prioritized list of all recommendations made throughout this program review and the cost associated with each recommendation. List the strategies program personnel will pursue to aid in the achievement of each recommendation.*

- 1. Staffing \$200,000**
- 2. Two new trucks \$65,000**
- 3. New Computer Equipment \$10,000**
- 4. SchoolDude implementation \$14,000 (approximately \$7,500 annually)**
- 5. Key Issuance software \$10,000**
- 6. New Grounds Equipment \$46,000**
- 7. M&O building upgrade \$200,000**
- 8. Staff Training \$15,000**

Show the linkage to the institution's goals by stating each program review recommendation as an objective statement with corresponding success indicators. *Enter this section into the campus planning software.*