

Maintenance and Operations Department

AUP for Academic Year 2020-2021

October 2019

Describe Department/Unit

Connection to College Mission

The mission of the Cerro Coso Community College Maintenance and Operations Department is to assure that the physical resources at all locations where it offers courses, programs, and services are constructed and maintained to assure access, safety, security and a healthful learning and working environment to all students, staff, faculty and the community at large.

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity: Actions Taken

None, at this time there are no equity gaps identified with the M&O department. The department will work with the research department to review all equity areas for gaps.

Student Equity: Gaps to be Addressed

Outcomes Assessment: Actions Taken

Actions taken in the prior academic year

AUO #2

School Dude work requests will be completed in a timely manner.

TARGET:

With the exception of emergencies, work requests will be assigned to a Maintenance and Operations staff member within two days and M&O staff will respond via School Dude within an additional two days. Work will be completed within ten days, with the final resolution updated in School Dude.

Assessment Method:

This will be assessed in two ways. First will be the data from School Dude showing response and completion rates. Second would be a staff/ faculty satisfaction survey to be determined

Assessment Date:

School Dude data can be extracted once a year and the satisfaction survey would be every two years beginning Spring 2018

Assessments completed in the prior academic year

Working with IR and School Dude we were able to gather data from the past 9 months of 2019 and additional 3 year trend of completed work orders. For 2019 the data shows for the first nine months we start at 75-78% range and and climb well above 85% and level off right at 80% of completion within the a one week period. 2018 it was determined that the percentage of work orders completed in a one week period was near 75% of completion. For the full year of 2017 the rate was closer to 78% and 2016 the completion rate was closer to 76% for the same time period.

Outcomes Assessment: Gaps to be Addressed

Program Review: Actions Taken

Maintenance and Operations

Year of Last Program Review:

2018

Actions Taken in the Prior Year to Address Strategies:

Two Year Department Strategies.

Complete Main building modernization project - Specifically relocating all offices back into the building and restoring the grounds after removal of the modular buildings.

Create plan for staff to move back into the Main building by coordinating with contractors, managers and faculty to get settled into the new spaces. This is now completed and the college has moved back into the building. (October 2018)

Coordinate the removal of temporary modular buildings and restore grounds. Modular buildings have been removed. (October 2018)

Ensure classrooms and labs are ready for instruction. Coordinate with Science, Nursing to make sure all equipment is connected properly and is ready when needed. This has been completed and instruction is taking place.

Coordinate training on new building equipment such as Heating Ventilation Air Conditioning, controls, and operating systems. This training has been completed.

Working with Office of Institutional Research, develop a better process for gathering and reporting data that can be captured in School Dude as a means to better assess the work of the unit and Administrative outcomes.

Met with IR and was able to gather data from the past 12 months and additional 3 year trends. As of June 2018 IR was able to gather information on the number of work requests submitted and completed. They were able to breakdown the data to include how many work orders per enrollment year, how many per square foot, work orders by month, percentage of completed work with data quality, percentage of work orders complete in less than a week / month and annually.

Five year Department Strategies.

Implementation of Facilities Master Plan as it relates to facilities, maintenance and grounds.

With the completion of the Facilities Master Plan, projects have been identified and planning meetings are taking place.

Manage and complete projects associated with Measure J.

Projects have been identified and priorities have been established. Architects and engineers have been hired for initial projects. Planning meetings are in progress.

Strategies Still to be Addressed:

Complete updating of grounds and outside common space, making them inviting and creating spaces for student life/learning

We have the watering system under pretty good control. The next step would be to start working on a long term landscape plan that utilizes drought tolerant plants and is inviting to our students, staff and public community by creating outdoor spaces that are inviting to use. as outlined in the Facility master plan was completed. (February 2019)

The next steps are in progress with hiring a landscape engineer to help and identify what is needed to complete this strategy.

Develop a inventory of all equipment and resources and develop a schedule for short term and long term replacement and maintenance plans.

The Director of M&O has gathered needed data on building age, equipment age, and replacement dates. This will be an ongoing strategy as new equipment is installed it's important to keep data base up to date. This data is housed in several spreadsheets.

Develop a tool for gathering input and satisfaction from college service recipients.

Working with the IR dept. develop questions for the Climate survey that would solicit information from employees and students. This is ongoing and should be reviewed periodically.

Renew and refine communication strategies to make all college constituents are aware of how to access, submit and initiate such a process as, School Dude, Event Planning Form, Incident/Accident form, etc.to increase usage.

Work with the PIO dept. to develop a communication plan for new employees, students and staff to access these forms.

Replace aging and mechanically failing M&O vehicles to better facilitate the work of the unit.

Some work was accomplished on this strategy with the addition of the new truck added this year. The M&O needs to continue to include these replacements in the planning process.

Initiate the project to improve the facilities and learning environment at the Kern River Valley campus.

Architect and engineering firm has been hired to get the process started and budget has been identified.

Work with Information Technology department to develop professional development opportunities to improve basic computer literacy as needed for the M&O employees.

All M&O computers have been upgraded to Windows 10. Work with the Director of IT to develop specific training's needed to support the M&O dept needs.

Annual Planning: Actions Taken

Complete (IWV) Main Building Modernization

With the guidance of Vice President Couch a plan was created to guide us back into the main building. The plan included new furniture being built and put together in each office space, movers moving belongings into space, IT setting up technology and finally space clean up by custodians prior to the occupant moving into the office space.

The modular buildings were moved out as the modular buildings were emptied by movers. The coordination of having the buildings taken apart and readied for transporting happened at the same time.

Science and nursing classrooms and labs were included in the plan. Coordination to move back into the building was required by instruction and other to ensure the space was ready for instruction.

In some cases we have received training on the systems of the new building. In others we are still waiting for completion and proper training; such as the exterior doors with access control, building alarms, cameras, lighting and HVAC.

Water Conservation

Water conservation and the landscape plan was included in the bond Measure J. To date the college as interviewed landscape architects and made recommendations to contract for services. We are exploring calibrating all landscape meters.

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Main building support

There is still some work that needs to be accomplished with this initiative, but for the most part is completed. People have settled into their new offices and spaces. We have a few furniture issues which we have addressed on a case by case basis using School Dude to assign and track each concern involving M&O services. As mentioned under actions taken once areas are completed additional training will be provided on systems such as exterior lighting, HVAC, door access, cameras and building alarms to name a few.

Implement event planning software

There have been several district wide meetings regarding event planning software but nothing solid has come from them yet. With all of the outreach and events planning this initiative is very important to keep people from scheduling events on top of each other and stretching resources to the limit. Initiative is on going until software can be identified and implemented.

The importance of this is elevated due to our current solution (Outlook) will no longer support shared calendars.

Develop replacement plans for college wide systems

This initiative is still in progress. We have created a multiple spreadsheets with information updating our buildings and equipment with current information.

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Lighting

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

For all sites which Cerro Coso Community College owns and operates. Continue assessing the indoor and outdoor lighting, lighting controls that were not addressed by PROP 39 and replace with LED energy efficient lights, fixtures and controls that integrate into our systems.

Lead Measure of Success:

Secure funding now that PROP 39 funding is no longer available. Identify spaces needing updated.

Are any of the lead measures identified above lacking assessment instruments?

No

Does the department request help to develop these instruments?

No

Lag Measure of Success:

Lights and controls replaced and all are working.

Person Responsible:

Director M&O

It addresses a program review strategy

Which strategic goal does this initiative address?

Goal 5: Strengthen Organizational Effectiveness

Water conservation

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Work with architects and landscape engineers to identify what is needed for the college as programs expand. Once design is completed implement plan accordingly.

Lead Measure of Success:

Completed design plan.

Are any of the lead measures identified above lacking assessment instruments?

No

Does the department request help to develop these instruments?

No

Lag Measure of Success:

Decrease water usage. Increase campus beauty and appearance using drought tolerant landscaping.

Person Responsible:

Director Maintenance and Operations

It addresses a program review strategy

This goal is part of the two year strategies. Complete updating of grounds and outside common spaces, making them inviting and creating spaces for student life / learning.

It is also part of the department five year strategies. Manage and complete projects associated with Measure J bond.

Which strategic goal does this initiative address?

Goal 5: Strengthen Organizational Effectiveness

Evaluate Resource Needs

Facilities

IWV Campus:

These are large ticket items that will require a couple of years of planning and in some cases engineering such as the LRC chiller, boilers and VFD's.

Replace chiller / boilers for the LRC these units are coming to the end of their life cycle of 20 years. These units are currently operational as long as we keep the factory service on them and the experts do the annual maintenance. As the units age it becomes harder to find parts for them.

Replace aging Variable Frequency Drive (VFD) units in the LRC, these units drive the air flow throughout the building. While there haven't been many issues with the existing unit they are reaching the end of their life cycle.

Replace carpet in the LRC which was identified in previous years planning documents. The carpet is nearing the end of it's life cycle and will start becoming a hazard as it ages further.

Replace all roll up doors on the warehouse and M&O shop buildings these doors are over 30 years old broken and bent from years of service.

ESCC Bishop Campus

Clean and re certify fire water storage tank. (included this in my budget request)

Paint interior of building.

Add external hose bibs to supply water for cleaning sidewalks and other uses.

ESCC Mammoth Campus

Paint interior of building.

Information Technology

At this point in time our technology is part of Information Technology replacement plan. Most of our equipment has been updated. Continue with the overall replacement as needed and guided by the Information Technology folks.

Marketing

Nothing required here.

Professional Development

Please send the new Director of Maintenance and Operations to the annual California Community College Facility Coalition conference usually held in November of each year. This is and important to learn what's new in the world of facility maintenance. It's important that this new person attends the School dude training and conference to be able to issue work requests. I would also include some sort of leadership class possibly the PAS or ACCCA 101 training that was provided to us years ago.

Research and Data

As the new Director takes hold of this position they will need to co-ordinate with the Research folks to draw out data that others may want to use. For example how many work requests did M&O support last year or how many events did the M&O Team support and were they successful events.

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff