



Campus Services Quality Review Report Maintenance and Operations

Manager: Albert Miranda

Names of people who contributed to this report: Robert Riffle, Mario Gaspar Cathy San Roman, Angie Rios, Marcia Jeffredo, Dan Fangmeyer, Brian Gomber, Dan Kawahara

Date: 1/12/17

Date of previous quality review: Spring 2013

Part 1. Satisfaction with Support Services Provided

Summarize the results below from the Campus Services Quality Review Survey. You may also incorporate any other information from the survey results in your response.

The following ratings are from 139 respondents who have used the services offered by Maintenance and Operations.

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in 2012-13	Difference between 2012-13 and 2015-16
Hours of operation	45.3%	46.0%	91.2%	86.7%	+4.5%
Timeliness of response	44.5%	35.0%	79.6%	79.0%	+0.6%
Clarity of procedures	41.3%	39.7%	81.0%	---	---
Quality of materials	48.7%	38.7%	87.4%	---	---
Staff helpfulness	65.4%	28.7%	94.1%	86.4%	+7.7%
Staff knowledge	63.9%	30.8%	94.7%	---	---
Overall quality of service	48.5%	40.4%	89.0%	86.7%	+2.3%

Response: Over all the survey shows improvements in most areas. We would attribute these positive outcomes to the institutional financial support and the proactive approach of the department to provide and maintain a safe, clean and healthy learning environment.

Part 2. Changes since last Quality Review

Provide a comparative analysis of the survey results with the results from the previous cycle. Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has faced since the last review, particularly in relation to the survey results.

Response: **The Hours of Operation** seemed to have significantly improved. As we noted on our previous cycle, many times the type of issues or problems we face during that cycle could have an impact on the responses we get on the survey. Some problems are easier to resolve. Having the funds needed to complete the task in a timely fashion is also critical. We are here to provide the needed services and support of the instructional programs and the educational facilities.

The Timeliness of response continues to show some improvements. The department's proactive approach to the maintenance and upkeep of the facilities have been a total success. The facilities Scheduled Maintenance and capital improvements have certainly helped minimize the amount of service requests and work orders. This reduction in turn allows us to be more effective and efficient in our response time.

The Staff helpfulness was rated at a much higher level than all other areas. We have a great team of devoted employees. The campus culture, leadership, and financial support are great contributors to this success. We can do more when we have the financial and administrative support. The campus community certainly appreciates having their needs met.

The Overall quality of service improved by 2.3%. This was certainly a much better result compared to the 1% reduction on our previous cycle. We attribute this success mainly to the campus leadership and overall support of the department's needs.

Part 3. Mission Statement and Administrative Unit Outcomes

Provide the mission statement of your department/program and summarize the administrative unit outcomes (AUOs) for the department/program.

Mission Statement: Our mission is to provide and maintain a clean, safe, and healthy learning environment.

AUOs: Still being developed.

Part 4. Faculty/Staff Involvement

Summarize the involvement of faculty/staff in the review process.

Response: The staff responded very positively to the results of the survey. They also took to heart the constructive criticism we received.

Part 5. Review Previous Goals and Objectives

Describe whether the goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.

Response: **Water consumption was significantly reduced.** A new Central Irrigation Control System has been installed. A \$30,000.00 rebate was received from the water district for our conservation efforts. **The energy saving conservation** efforts was also a successful accomplishment. We've also received recognition from the State Chancellor's Office for our efforts. The new Thermal Energy Storage Tank is under construction. The project is scheduled to be completed by June of 2017. **Campus Signage has been improved** throughout the campus. The new Marquee has been on line since 2014. New parking system and signage was also added during the summer of 2016.

Part 6. Long-Range Goals and Objectives

Identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Departments should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form). Also, identify if and how the goal is aligned with any of the following plans:

Educational Master Plan, Student Services Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, Strategic Plan, Distance Education Plan, Technology Plan, Basic Skills Plan, or another plan

Note. Please modify the number of goals and objectives outlined below as needed.

Goal 1: Improve Cypress College Sustainability Plan

Supports plan(s): Strategic Plan Area B

Objective 1: Reduce overall campus energy by 15%

Person(s) responsible: Physical Plant Director

Timeframe: Summer of 2019

Fiscal resources needed (if not applicable, indicate N/A): Resources may be required to retrofit and upgrade inefficient equipment and lighting

Objective 2: Install 4 Electric Car Charging Stations

Person(s) responsible: Physical Plant Director

Timeframe: Summer of 2018

Fiscal resources needed (if not applicable, indicate N/A): Funding will be required for this project in conjunction with rebate from the CCC/IOU

Objective 3: Increase total waste diversion by 15%

Person(s) responsible: Physical Plant Director

Timeframe: Summer of 2019

Fiscal resources needed (if not applicable, indicate N/A): Minimal resources may be needed that could be covered within our existing budgets.

Goal 2: Improve the level of cleanliness throughout the campus

Supports plan(s): Strategic Plan Area B

Objective 1: Custodial staff will periodically monitor, check, service and clean the restroom facilities throughout campus during the morning and afternoon shifts.

Person(s) responsible: Custodial Service Manager / Maintenance Manager

Timeframe: Summer of 2018

Fiscal resources needed (if not applicable, indicate N/A): NA

Objective 2: All carpets and hard floor areas of the campus will be on a regular schedule to be stripped and wax or shampooed regularly (minimally once per year).

Person(s) responsible: Custodial Service Manager

Timeframe: December 2017

Fiscal resources needed (if not applicable, indicate N/A): Additional funding may be needed for supplies in order to keep and maintain this level of service

Objective 3: Campus windows will be on regular annual cleaning schedule (some areas will be service in between semesters)

Person(s) responsible: Custodial Service Manager / Maintenance Manager

Timeframe: December 2017

Fiscal resources needed (if not applicable, indicate N/A): NA

Goal 3: Improve the Maintenance level of service

Supports plan(s): Strategic Plan Area B

Objective 1: HVAC temperature controls and filter replacement plan will be closely monitored and reconfigured to minimize disruptions and temperature adjustments complaints.

Person(s) responsible: Maintenance Manager / HVAC Staff

Timeframe: December 2017

Fiscal resources needed (if not applicable, indicate N/A): Some funding may be required to improve the computer system that manages the temperature controls (EMS Upgrades)

Objective 2: The maintenance department will continue to implement a proactive approach to service and preform preventive maintenance on existing facilities and equipment.

Person(s) responsible: Maintenance Manager

Timeframe: December 2017

Fiscal resources needed (if not applicable, indicate N/A):

Objective 3: Continue the implementation of the preventive maintenance plan for the High Voltage Electrical System, Roof Service, Tree Service, and Asphalt /Parking Lot Repairs.

Person(s) responsible: Physical Plant Director

Timeframe: December 2018

Fiscal resources needed (if not applicable, indicate N/A): Funding is essential to the implementation of these ongoing plans.

Reminder: If fiscal resources are needed for next year's goals, submit a separate **Budget Request and Action Plan** for budget unit review.

Part 7. Additional Resources Needed

Identify the resources needed by the department. Resource needs typically fall under three distinct categories: facilities, technology, and personnel. Please remember that the resource identification process should link the findings of the survey with the mission and AUOs of the department/program.

Facilities: The implementation and continuation of many of the goals and existing preventive maintenance plans will require a significant amount of annual funding. For example: High Voltage PM \$50,000.00 / Asphalt parking lot repairs \$150,000.00 / Tree trimming Service \$35,000.00, etc.

Technology: The Improvement to the HVAC monitoring system may require upgrades to the Energy management System (computer software and hard ware). \$50,000.00 to \$100,000.00.

Personnel: We have submitted two positions on the classified needs assessment for a grounds/field maintenance worker and a skilled maintenance assistant. These two positions would help us improve the level of service, quality of work, efficiency and response time.

Part 8. Fiscal Resources and Planning

Describe how the department wants to utilize these resources to accomplish its goals. Additionally, provide an analysis of how the department plans to achieve its goals if the resources identified are not available immediately.

Response: The resources will be essential to the success and expediency of the implementation of these goals and objectives. We will certainly continue our devoted efforts to keep the campus clean, safe and healthy for our students and staff regardless. However, if funding is not there to support the department objectives and goals, we will soon see the campus facilities deteriorate and become unhealthy, unattractive, and unsafe.

Part 9. Reviewer and Reviewer's Comments

Reviewed By: Karen Cant

Reviewer's Comments: N/A