COMPTON COMMUNITY COLLEGE DISTRICT PROGRAM REVIEW

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 El Camino College planning software, and compliance with accreditation and other mandated reviews.

WHAT IS THE PROGRAM REVIEW PROCESS?
The program review process for Compton Community College District 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 3-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. 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 Chief Executive Officer.

Approval
The Chief Executive Officer 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 El Camino College strategic goals and be entered into the El Camino College's planning software before the end of the fiscal year in which the review is conducted. Additional reports will be provided to the El Camino College for review upon request.

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PROGRAM REVIEW SCHEDULE

2012-2013
Accounting
Fiscal Affairs
Human Resources
Information Technology Services
Maintenance & Operations

2013-2014
Community Relations
Facilities Planning & Operations
Facilities Rental
Foundation

PROGRAM REVIEW OUTLINE

The Compton Community College District 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 El Camino 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.

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 and two Utility Maintenance Supervisors that share responsibilities as an electrician, plumber, custodial and grounds supervisors. The unit is comprised of skilled trades that include a carpenter/locksmith and a painter. The unit also contains seventeen Utility Maintenance Workers that are spread into 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

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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.

N/A

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 <u>number</u> 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.

N/A

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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.

Due to the recent increase in building maintenance square footage, and the expected increases in the near future, we continue to recommend an increase in maintenance staff to adequately maintain the facilities.

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.

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 partnership.

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. **Resources: increase budget to order addition supplies to handle new buildings coming on line.**
2. **Increase Staff: Losing employees due to attrition.**
3. **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 Maintenance 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 contracts problems are easily resolved.

We have established a weekly meeting between the departments, specifically for Facilities Use - Rental, to discuss upcoming events, regulations and assignment of overtime.

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. The roof leaks. In the summer it is excessively hot and in the winter it is extremely cold. The computer systems for daily use are slow and outdated. Electric carts for trades and grounds are limited and old. Grounds equipment is old and breakdown is frequent. Units remain down for prolonged periods due to dependence on outside vendors.

List recommendations regarding facilities and equipment.

1. **Repair leaking roofs on maintenance building and repaint.**
2. **Update HVAC system.**
3. **Install new computers and automate offices.**
4. **Purchase new Grounds maintenance equipment (mowers, sweepers)**

5. **Purchase new electric carts to transport equipment and supplies**
6. **Purchase new flatbed, gas ½ ton truck.**

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 has been understaffed for several years due to budgetary cuts in the past and attrition.

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
E.A. Florimon					x
Harold Green			x		
Carlos Garcia					x
Ruben Delgado					x
Floyd Powers					x
Homero Anaya					x

*Includes sabbaticals.

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

The future attrition of staff and the increase of the cleaning workload due to the construction of new buildings will negatively impact the ability of the department keep the campus clean, safe, and functional.

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

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SCHOOLDUDE (our current facilities maintenance program), Microsoft Office programs and EMS systems (Alerton- building monitoring). This will enable us to generate needed reports for analysis and planning.

List and prioritize all staffing recommendations.

1. **Hire additional Utility Maintenance Workers.**
2. **Fill all vacant positions.**
3. **Create a plan to replace future staff members that will be retiring.**
4. **Train current staff on latest software for reporting assistance.**

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 staff members and advance training to handle the extra workload and new technology.

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.

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 two Supervisors 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 E, F and G.

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. **New computer systems and office automation.**
3. **Repairs and modernization for comfort (heating, cooling, wireless connectivity) in M&O building.**
4. **New Grounds equipment.**
5. **New electric carts for transport of equipment and supplies.**
6. **New gasoline or diesel fueled, flat-bed, full-sized (½ to ¾ ton) utility truck.**
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. **New Computer Equipment $10,000**
3. **SchoolDude implementation $14,000 (approximately $7,500 annually)**
4. **New Grounds Equipment $46,000**
5. **M&O building upgrade $50,000**
6. **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.*

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