**Bakersfield College**

**Program Review – Annual Update**

**I. Program Information:**

Program Name: Maintenance & Operations

Program Type:  Instructional  Student Affairs  Administrative Service

***Bakersfield College Mission****:* Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission: The Facilities Maintenance & Operations Department’s primary role is to ensure the campus facilities allow Bakersfield College to provide an effective core student learning process.

Program Mission Statement:

Facilities and Operations is a building and maintenance service provider, which is dedicated to excellence in customer service. We support our institutional mission by providing Bakersfield College with a safe, secure, pleasant and accessible environment, an environment that supports our college in achieving excellence in teaching and learning and we do that with pride, integrity, and respect.

**II. Progress on Program Goals:**

1. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.

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| --- | --- | --- | --- |
| **Program Goal** | **Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)** | **Progress on goal achievement**  **(choose one)** | **Comments** |
| 1.  Fully Utilize the School Dude Program | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | 1. All work request are going through school dude 2. We are in the process of setting up key request using the school dude software 3. We have incorporated our preventative maintenance program into school dude |
| 2.  Utilize our Irrigation technician to water more efficiently | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Completed: 9/1/16 (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | We have reduced the amount of water used on campus. |

1. List new or revised goals (if applicable)

|  |  |  |
| --- | --- | --- |
| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
| **Become more efficient as a department** | 1: Student Learning  2: Student Progression and Completion  3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Our department will work to become more efficient with our time management, financial management, and daily activities. This will help us to be more effective in meeting the needs of the campus. |

**III. Trend Data Analysis:**

Highlight ***any significant changes*** in the following metrics and discuss what such changes mean to your program.

1. Changes in student demographics (gender, age and ethnicity).
2. Changes in enrollment (headcount, sections, course enrollment and productivity).
3. Success and retention for face-to-face, as well as online/distance courses.
4. Other program-specific data that reflects significant changes *(please specify or attach).* All Student Affairs and Administrative Services should respond.

**IV. Program Assessment (focus on most recent year):**

Use attached **Assessment Report Form AU Tab**

1. Describe *any significant changes* in your program’s strengths since last year. Able to complete work orders quicker and begin completing the backlog of work orders.
2. Describe *any significant changes* in your program’s weaknesses since last year. We have restructured and added a Director.

1. If applicable, describe any unplanned events that affected your program.

**V. Assess Your Program’s Resource Needs:** To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

1. Human Resources and Professional Development:
2. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled.

* Add Additional Skilled Craftsman: With the growing enrollment, increased staff, and the addition of new buildings on campus the workload had increased, This position will allow us to be able to complete more work orders and keep up with our preventative maintenance program.
* Add additional Custodian: With growing enrollment, increased staff, additional buildings and a large increase in the number of events being held on campus we need this position to keep the buildings clean and operating daily. This position will also be key in setting up and tearing down from events on campus.
* Would like to reclassify our DA III to an Office Supervisor: As the campus and the department grow we will need a highly skilled office supervisor to review and assign work orders, create reports, issue PO’s, create ICA’s, and assist with budget control.

1. Professional Development:
2. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success.

* Manager attended School, Dude training, to learn more about features and expanding the program onto our campus.

1. What professional development opportunities and contributions can your program make to the college in the future?
2. Facilities:
3. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success?
4. How will your Facilities Request for next year contribute to student success?

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success?
2. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?
3. Discuss the effectiveness of technology used in your area to meet college strategic goals.

Budget: Explain how your budget justifications will contribute to increased student success for your program.

We will be able to maintain the buildings and the campus in a safer and more efficient manner to create a better learning environment for our students.

**VI. Conclusions and Findings:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

The department is feeling the growing pains of increased enrollment, additional staff, new buildings, and increased events on campus. The campus continues to grow which is a good thing, but we need to expand our department in order to keep up with the growth. The amount of work orders, key request, event set-ups, are constantly increasing. In order to keep the campus operating and ensure success of our new preventative maintenance program we need to have manpower and tools necessary to get tasks completed.