Cypress College  
Campus Support Services Quality Review Report  

Department:  **Physical Plant & Facilities**  
Manager:  **Albert Miranda**  

Names of those participating in the report:  **Jose Recinos**  

Date:  **August 4, 2010**  
Date of previous quality review:  **April 2007**  

**Satisfaction with Support Services Provided:**  
*Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined).*

<table>
<thead>
<tr>
<th>Student satisfaction with:</th>
<th>Percent Responding</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Percent responding Good/Excellent in 2007</th>
<th>Change between 2007 &amp; 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>35.8</td>
<td>51.7</td>
<td>87.5</td>
<td>81.8</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>29.1</td>
<td>38.6</td>
<td>67.7</td>
<td>55.9</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>x</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>x</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>47.4</td>
<td>39.8</td>
<td>87.2</td>
<td>80.8</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>x</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>36.0</td>
<td>51.7</td>
<td>87.7</td>
<td>70.1</td>
</tr>
</tbody>
</table>

**Department-specific indicators (if applicable):**

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Revised SP 10  
Page 1 of 5
Changes since last quality review

Please provide a comparative analysis of current results with the previous cycle. Use this section to document accomplishments or improvements since last review. Also, please provide any insight into significant challenges or obstacles that may have contributed to lower customer satisfaction.

The most significant accomplishments relate to the end of the five years of construction. Now that all the fences are gone the campus seems to be back to normal operations. Many improvements were made to the facilities that certainly have contributed to the improvements in our customer satisfaction. The centralization of the mailroom and the changes made in the delivery of mail have made a positive impact in facilities and warehousing services. Landscape and hardscape improvements are most noticeable now that the major construction work has ended. New fountains, new tables, umbrellas, benches, etc. add to the looks and campus architecture. Most recently we’ve completed the parking lot expansion of lot #5 and #7, the removal of the old temporary buildings at the south side of campus, and the renovation of the Science/Math and Fine Arts buildings. We’ve also added several automatic doors and elevators that have improved access for students with disabilities. Access card controls and security cameras have also been added at several locations throughout the campus. These improvements will help us protect and secure our facilities and assets. Most classrooms have been upgraded with new technology (smart rooms) that will facilitate and enhance the delivery of instructions. Several million dollars were spent in Scheduled Maintenance projects that included replacement of the roofs in the Fine Arts, Theater Arts, and Humanities buildings. We also completed many mechanical and electrical infrastructure improvements in these previously mention buildings. Many of these projects have improved our efficiency and energy conservation. Our customer satisfaction has improved overall, however there is still room for improvement. The areas that had the lowest customer satisfaction of course were the cleanliness of the restrooms, the response time and need for additional staffing during the evening hours. We will continue to strive for improvements in these areas.

Mission/ Administrative Unit Outcomes

Please provide the mission statement of your unit (if any).

Our mission is to provide & maintain a clean, safe & healthy learning environment.

Please provide a summary of Administrative Unit Outcomes (AUO) for the department. If AUOs have not been developed, please provide a timeline for developing AUOs.

Administrative unit outcomes will be developed by June 2011.

Faculty/Staff Involvement

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

The survey results were shared with staff and most were satisfied with success; however some of the comments made under “what else can Maintenance & Operation do to help” were discussed. Some staff took offence to statements made; others took it as constructive criticism or lack of information on the individuals who made statements. There were many good suggestions that we will work to improve on.
Review Previous Goals and Objectives

Please describe if the goals and objectives identified in the previous review was met or not. Please provide explanations if the goals were not met.

In several buildings the “no food” signs were installed and they seem to be working well. We are still working on the implementation and enforcement of the posted signs in the rest of the buildings.

The “no smoking signs” have been posted at all buildings; however the enforcement of keeping people away from smoking at doorways and accessible path has been difficult in some area like, Humanities, Health Science and Student Activities.

Several buildings have adjusted to the existing “no food or drink” policies; however this continues to be an issue in some buildings like, Science Math; although the worst problem with posting is on exterior concrete walls and columns. We continue our efforts to provide exterior posting areas where posting can be concentrated and controlled.

We have re-established the Building Maintenance Plan; however we have worked on so many new projects that the normal maintenance up keep has taken a minor setback. We are slowly getting back on schedule.

Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs 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). Identify if the goal is aligned with any of the following plans (provide details):

- Educational Master Plan
- Student Services Plan
- Matriculation Plan
- Distance Education Plan
- Student Equity Plan
- Technology Plan
- Basic Skills Plan

I. Goal: Continue the implementation and developments of policies that will help us preserve the upgraded facilities as well as other areas of campus.

Supports plan: Educational Master Plan, Student Services Plan

1. Objective: Post additional signs and work with division Deans and Faculty to implement the necessary changes to enforce and practice “no food or drinking”

   1.1 Person(s) responsible: Physical Plant Director/Division Deans

   1.2 Timeframe: By June 2011

   1.3 Fiscal resources need (if not applicable, indicate “NA”): No funding required

2. Objective: Continue to work on posting policies and practices. Provide specified areas for posting that meet the needs of divisions, student government and all campus population.

   2.1 Person(s) responsible: Physical Plant Director/Management team/student body

   2.2 Timeframe: June 2011

   2.3 Fiscal resources needed (if not applicable, indicate “NA”): Some funding will be required to purchase and install bulletin boards for appropriate postings.

II. Goal: To improve the timeliness of response to services requested.

Supports plan: Educational Master Plan, Student Services Plan
1. Objective: **Improve communication and tracking of work orders and service requests by utilizing the new computerized work request system.**
   
   1.1 Person(s) responsible: **Maintenance Manager/Physical Plant Director**
   
   1.2 Timeframe: **June 2011**
   
   1.3 Fiscal resources needed (if not applicable, indicate “NA”): **No financial impact.**

2. Objective: **Re-establishing regular monthly meetings with division Deans to make sure their needs are being met and services are being provided.**

   2.1 Person(s) responsible: **Maintenance Manager/Physical Plant Director**
   
   2.2 Timeframe: **January 2011**
   
   2.3 Fiscal resources needed (if not applicable, indicate “NA”): **No financial impact.**

III. Goal: **Improve the level of cleanliness in the restrooms and throughout.**

   Supports plan: Educational Master Plan, Student Services Plan

1. Objective: **Monitor and inspect areas more frequently for appropriate services.**

   1.1 Person(s) responsible: **Maintenance Manager/day Custodians & night Supervisor.**
   
   1.2 Timeframe: **June 2011**
   
   1.3 Fiscal resources needed (if not applicable, indicate “NA”): **Improvements may require additional staffing, supplies, etc**

2. Objective: **Educate students and staff in proper use of facilities by posting signs to encourage students and staff to clean after themselves. Have faculty re-enforce and communicate this to the student population.**

   2.1 Person(s) responsible: **Plant Director/Deans, Faculty, Managers, Staff, Student Government, etc**
   
   2.2 Timeframe: **June 2011**
   
   2.3 Fiscal resources needed (if not applicable, indicate “NA”): **Some funding may be required for signs.**

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**Additional resource requirement identified by the results of the Quality Review**

Identify the resources needed by the department. The resource identification process should link the findings of survey with AUOs and departmental mission. The resource needs should address three distinct areas:

- **Facilities** – supply budget for custodial supplies has been inadequate for a number of years and we rely on a supplement from carryover funds each year. We may need funding to supply the additional signs for the “no food & drink” program.
- **Technology**
- **Personnel** – cleanliness of restrooms is largely dependent on having adequate staff to address this. In the last few years we were gradually making our way back to an adequate level of funding, but the current budget crisis has resulted in the loss of permanent positions through attrition. We will request restoration of those positions as the opportunity arises.
There is always a need for additional staffing, especially in the areas of Maintenance, Custodial, & Grounds. These have been reduced over the past years and we continue to do more with less. There is never enough money in the budget to do what needs, and should be done. We always do the minimal to stay within codes and compliances.

**Fiscal resources and planning**

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

The established goals require very minimal financial support; however if additional personnel & budgets were increased these goals and objectives would not be in question.

To the degree that it is possible to become more efficient through staff scheduling or other means the department will attempt to address the service needs of the campus. We will also request allocations from campus contingency funds when there is no other alternative.

**Reviewed by**

President/EVP/VP/Dean/Director/Manager

Karen Cant – Vice President

**Reviewer’s comments**

The recent surge in enrollment has increased the demands on staff in keeping up with restroom cleanliness and in providing the custodial supplies needed with existing budgets. In 2009-2010 the campus supplemented this budget on a one time basis by $36,000. We are also in discussion with SCE about continuing the practice of having custodial services provided to both entities via a centralized staff which allows for a level of efficiency in staffing overall.

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