

# Program Review Comprehensive Report



## Program Review - Administrative: Facilities - Custodial

### Area Overview

#### 2014 - 2017

**Mission:** Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

**Identify or outline how your unit serves the mission of Norco College:** The Facilities Department acts as the communication link between the college, community, the District Office, and State and College officials and the various custodial, grounds, and maintenance units. It is the administrative arm that directs the work of these units and provides the resources and information for their function. We believe that if all units are functionally efficiently, then there are fewer distractions to the learning process.

**List the major functions of your unit:** To work with the Department of Toxic Substance Control for materials used in cleaning  
To work with the Environmental Protection Agency on safety and hazardous materials  
To work with the State Board of Equalization on hazardous materials  
Vacuuming carpets, Stripping, mopping, and waxing floors  
Cleaning toilets, sinks and mirrors  
Stocking toilet paper, paper towels, soap, and seat covers  
Cleaning counter-tops, desk-tops, and table-tops if clear  
Cleaning windows and window sills  
Dusting  
Emptying trash  
Replacing burnt-out light bulbs/tubes  
Moving and/or arranging furniture (Operations Center)  
Removing spider webs  
To provide support for set-up of all facilities for campus/college events, including convocation and commencement.

**Attachments:**

[2014-17\\_ADMINServices\\_FACILITIES\\_CUSTODIAL\\_ResourceRequests.xlsx](#)

[2014-17\\_FACILITIES\\_CUSTODIAL\\_SAO\\_AdminSvcUnit.pdf](#)

### Goal: Clean

1. Increase the cleanliness college-wide

**Goal Status:** In Progress

**Goal Year(s):** 2018 - 2021

**Approval Date:** 05/01/2018

# Program Review - Administrative: Facilities - Custodial

**How do your goals support the Educational Master Plan?:** The Facilities Department acts as the communication link between the college, community, the District Office, and State and College officials and the various custodial, grounds, and maintenance units. It is the administrative arm that directs the work of these units and provides the resources and information for their function.

**This Program Goal Supports the selected EMP Goal(s) and Objective(s):** Goal 1 Objective 5:

Update on Goal	
<b>Updates</b>	
<b>Reporting Period:</b> 2014 - 2017	04/27/2018
<b>Conclusion:</b> Goal Partially Completed used check sheets and daily inspections to measure work performance. Staff was provided training in restroom care and carpet care from outside professional services in which staff received certificates upon completion. Will continue to provide periodic training seminars for staff development.	
<b>Improvement Recommendations</b>	
<b>Improvement Recommendation:</b> Area check sheets and daily inspections have been irregular. Additional assessment is necessary to further understand how custodial services are meeting the needs of the College. This additional assessment will better inform faculty and staff about work performed and that work orders were completed. (04/27/2018)	

## Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
<b>Goal 7 - Objective 7.5</b> - Implement programs that support the safety, health, and wellness of our college community.

## Goal: Green cleaning

- Expand green cleaning strategies

**Goal Status:** In Progress

**Goal Year(s):** 2018 - 2021

**Approval Date:** 05/01/2018

**How do your goals support the Educational Master Plan?:** The Facilities Department acts as the communication link between the college, community, the District Office, and State and College officials and the various custodial, grounds, and maintenance units. It is the administrative arm that directs the work of these units and provides the resources and information for their function.

Update on Goal	
<b>Updates</b>	
<b>Reporting Period:</b> 2014 - 2017	04/27/2018
<b>Conclusion:</b> Goal Partially Completed We have continued to obtain environmentally friendly cleaning products and economical tools and equipment that are in compliance with OSHA standards.	
<b>Improvement Recommendations</b>	
<b>Improvement Recommendation:</b> Continue to look for environmentally safe products for staff and faculty. Purchase more chemical free machines for use around the campus. (04/27/2018)	

# Program Review - Administrative: Facilities - Custodial

## Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

**Goal 7 - Objective 7.5** - Implement programs that support the safety, health, and wellness of our college community.

## Goal: Safety

Expand the department safety program

**Goal Status:** In Progress

**Goal Year(s):** 2018 - 2021

**Approval Date:** 05/01/2018

**How do your goals support the Educational Master Plan?:** The Facilities Department acts as the communication link between the college, community, the District Office, and State and College officials and the various custodial, grounds, and maintenance units. It is the administrative arm that directs the work of these units and provides the resources and information for their function.

### Update on Goal

#### Updates

**Reporting Period:** 2014 - 2017

04/27/2018

**Conclusion:** Goal Partially Completed

The custodial staff experienced an increase in reported work place injuries.

#### Improvement Recommendations

**Improvement Recommendation:** Additional safety training courses are recommended in addition to expanding the use of substitute custodial when staff are unavailable for work. This step will assist in alleviating the workload requirements for staff when shifts are short. Additional and intentional planning is required to provide appropriate coverage when staffing is short. (04/01/2019)

## Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

**Goal 7 - Objective 7.5** - Implement programs that support the safety, health, and wellness of our college community.

## Goal: Budget allocation

Develop, implement, and sustain an efficient budget allocation structure

**Goal Status:** In Progress

**Goal Year(s):** 2018 - 2021

**Approval Date:** 05/01/2018

**How do your goals support the Educational Master Plan?:** The Facilities Department acts as the communication link between the college, community, the District Office, and State and College officials and the various custodial, grounds, and maintenance units. It is the administrative arm that directs the work of these units and provides the resources and information for their function.

### Update on Goal

# Program Review - Administrative: Facilities - Custodial

## Updates

**Reporting Period:** 2014 - 2017

04/30/2018

**Conclusion:** Goal Not Started

Develop a replacement program for custodial equipment and implement a preventive maintenance program to maximize serviceability is necessary to better anticipate program needs and plan for necessary resources.

## Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

**Goal 6 - Objective 6.3** - Ensure that resource allocation is tied to planning.

**Goal 7 - Objective 7.5** - Implement programs that support the safety, health, and wellness of our college community.