Department/Unit **Maintenance and Operations**   **FY 2011-2012**

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| **Expected Outcomes**(Student Service Outcomes, and/or Service Area Outcomes) | **Assessment Plans**(How will you measure your success? Include assessment method and how, what, when, and who) | **Assessment Results**(Describe results of the assessment. Include main findings, date, and report author.) | **Implications and Plans for Improving Results**(What operational changes, resources, or modifications to expected outcomes or assessment methods are needed?) |
| To ensure a safe, secure, and inviting teaching, learning, and working environment using sustainable resources and materials, the Maintenance and Operations Department (M&O) will provide a broad range of repair and support services to Coastline Community College. 2008-2011 Master Plan: Service Priority 1.2 | The department oversees the maintenance, grounds, custodial, mailroom and receiving areas of Coastline’s College Center and Costa Mesa-, Garden Grove-, Le-Jao- Learning Centers. | College-wide student and staff survey established. Surveys deployed to provide feedback on students’ and staffs’ perception on grounds, cleanliness of centers, classrooms and the services/repairs done by the department.From the 2011-12 student survey: 83% of students strongly agree/agree that they feel comfortable in the Coastline college environment. Students rated *very well* on how well the interior of the sites were maintained: 39% of students at the Costa Mesa Center;76% of students at the Garden Grove Center; and 70% of students at the Le-Jao Center.From the 2011 survey, employees rated very well on how the interior of the site where they work is maintained: 50% of employees at the College Center;16% of employees at Costa Mesa;42% of employees at the Garden Grove Center; and37% of employees at the Le-Jao Center.From the Fall 2011 Full-time Faculty, they assessed the campus environment for faculty at Coastline as: 27% Excellent, 32% as Good, and 29% as Fair and 4% ratings each of Poor, Very Poor and Don’t Know. |  |
| To promote greater communication between faculty and staff, M&O will promote the use of technology for service requests and needs by departments and learning centers. 2008-2011 Master Plan: Service Priority 1.4 | Work with the College webmaster on technology resources and ways to digitize M&O requests and needs.  | With the College Webmaster, developed and deployed an online M&O request form. Faculty and staff have utilized and completed to online request form. The department responds to the requests in a timely manner and has completed all requests to serve students and the College community. The online requests provide immediate tracking of requests and records for the department.  |  |
| To make learner success its core focus and help the College increase student access and maintain sites that are safe and inviting for students, College personnel and the community, M&O will improve its breadth and depth of operations and maintenance services — from maintaining College grounds to operating and maintaining sophisticated equipment — and supporting technical expertise.  | M&O has skilled maintenance workers that do general maintenance at each learning sites that include plumbing, electrical, painting, roof repair, and HVAC maintenance. | M&O and the District purchased and installed Direct Digital Control as part of the Maintenance Services System. The Department can manage campus heating system at the College Center, Garden Grove and Le-Jao Centers. |  |
| M&O is involved in the planning and development of proposed facilities, relocation of classes and work areas, and existing facilities (remodel).  | M&O will help develop and execute timelines for construction, remodel and move of classrooms and/or College Departments | In 2011-12, M&O was involved in planning construction and relocation of the Instructional Systems Development Department; construction and oversight of the new Newport Beach Center with understanding and oversight of Professional Engineers, Architects, Certified Energy Managers, Certified Commissioning Professionals, LEED Accredited Professionals, construction managers, and other experts in buildings systems and operation for the construction of the Newport Beach Center and the relocation of the Colleges Art Gallery into the new Newport Center. |  |