



"We Guarantee Quality and Excellence"

Palau Community College is an accessible public educational institution helping to meet the technical, academic, cultural, social, and economic needs of students and communities by promoting learning opportunities and developing personal excellence.

## Non-Academic Program Three Year Review

### Service Area

**Maintenance Unit  
Physical Plant Division  
Administration & Finance Department**

### Period of Three Year Review

**2009 - 2011**

NAME/TITLE/SIGNATURES:

Completed by: Ann Sabra Ngirarorou, Secretary

Date: 7/8/13

Division/Department Head: Clement Kazuma, Director

Date: 7/8/13

Concurred by: Jay Olegeriil, Vice President of Administration & Finance

Date: 7/8/13

Received by Institutional Research Office on:	date	Name and Initial of receiving personnel

3/26/2013

## Purpose:

Program review at Palau Community College is a process that provides an extensive evaluation of academic and non-academic programs on a three year basis. The results of yearly assessments (using the FAMED process) are compiled into the one three year review cycle.

The purpose of program review is to evaluate program sufficiency to allow definite strategies to be developed for major revisions, to provide information for consideration when decisions are made, and to develop recommendations to improve institutional effectiveness.

## Instructions for completing the form:

1. Type your text into the boxes. The text boxes will expand to accommodate the amount of text spaces you need.
2. Individual instructions are included before each section.
3. Submit your completed Program Review in both hard copy and electronic copy format to the Institutional Research Office.
4. Be sure to keep both hard and electronic copies for yourself.



## Summary Report

Service Area Purpose – Maintenance Unit exist to provide adequate, safe and accessible facilities to meet the needs of a learning centered institution. The unit has an existing maintenance working plan matrix to ensure safety and quality. The unit's purpose supports the overall institutional mission statement by providing an adequate, safe and accessible campus to meet the learning needs of every student of the institution. The unit ensures that the classrooms, laboratories, and all facilities are well kept, safe and secured for students to have a clear accessibility to attend classes, to use restroom facilities, to socialize within the campus ground, and to perform their duties as students in a safe and secured environment.

The service area also maintains and keeps the campus facilities clean, safe and secured including landscaping and construction projects. Maintenance Unit provides sufficient and safe classrooms to promote teaching and learning, clean restroom facilities to promote healthy learning and working, and safe campus grounds to promote and support the teaching, learning and working activities of faculty, student and staff.

Trend Analysis – In 2009, Maintenance Unit accomplished five (5) inter-departmental work orders and 86 projects; in 2010, there were 26 inter-departmental work orders and 91 projects; and in 2011, there were 27 inter-departmental work orders and 88 projects accomplished. Such inter-departmental work orders and projects are construct and/or repair tables, benches, shelves, fences, caskets, bathrooms, walkways, new buildings, convert classroom to computer lab, lightings, outlets, classroom air-conditioning units, classroom leaking roofs, dormitory sinks, and building entrance and exit gates. Repair works, alterations and new constructed facilities are to provide adequate, safe and accessibilities to meet the needs of a learning-centered institution. The steady, increase or decrease in the trend is depending on number of work orders and projects each year. The trend analysis shows increase every year during this review cycle; however, the inter-departmental work orders and projects requests are made throughout the year, therefore, the requests are spread out each year. The load of work is still manageable within the given number of personnel in the service area.

In 2009 and 2010, Maintenance Unit remain with one director and twenty classified staff which include three (3) maintenance & operation supervisor, two (2) maintenance technicians, nine (9) maintenance helper, one (1) maintenance helper/custodian, one (1) heavy equipment operator/maintenance helper, one (1) maintenance worker, one (1) landscaper, one (1) traditional canoe builder/sailing mentor and one (1) secretary. In 2011, Maintenance Unit decreased by three (3) classified staff based on retirement and resignation. During this three year period, additional supports were made available through Workforce Investment Act (WIA), Upward Bound Summer Work Study Program (UB-SWSP) and College Work Study Students (CWS).

In 2009, there were seven (7) WIA workers and four (4) UB-SWSP working half-time and three (3) CWS working one-fourth time providing support and assistance; in 2010, there were five (5) WIA and four (4) UB-SWSP working half-time and three (3) CWS working one-fourth time to providing support and assistance; and in 2011, there were seven (7) WIA and five (5) UB-SWSP working half-time and three (3) CWS working one-fourth time providing support and assistance to the service area. The different programs have provided the needed assistance and support



every year during this review period. The number of WIA, UB-SWSP and CWS is based on the request of the service area. When the unit needs more support from the programs, a request will be sent out to the programs for assistance.

Outcomes – There are three functions of this service area with developed goals and objectives, assessment of goals and objectives, analysis of data and using data for improvement. These functions are the classroom and laboratories, restroom facilities, and grounds. According to client's satisfactory survey in 2010, 79% of clients were satisfied with sufficient and safe classrooms promoting teaching and learning; 58% of clients were satisfied with clean restroom facilities to promoting healthy learning and working; and 78% of clients were satisfied with clean and safe campus grounds promoting and supporting the teaching, learning and working activities of faculty, student and staff. The overall 71.6% satisfaction rating of clients exceeded the expected outcome of 70%. The service area paid a little more attention to the restroom facilities because of the 58% client satisfactory rating. The service area met with the custodians and increased the number of regular restroom checks and cleaning throughout each day. The Maintenance Unit will continue to provide services, assess the services, and make changes when necessary.

The unit is in the process of developing goals and objectives where assessment will take place and results will be used for improvement in the function of work orders and projects. Assessment data for 2011 is not available due to revisions of assessment tools and trainings that took place with the unit personnel to ensure understanding of the assessment process and when to do assessment and what to do with the assessment results. Assessment tool was reviewed and revised to ensure that the right questions were asked in regards to the actual goals and objectives. Unit personnel attended workshops and follow up sessions to ensure understanding of assessments, when to do assessments, and what to do with results of assessments.

Personnel Data – From 2009 to 2011, the unit had one full-time physical plant director with a college degree hired by the college in July 1988. The unit had three maintenance & operation supervisors - one with a high school diploma who retired in July 2010; one with a college degree hired in July 1994; and one with a college degree hired in December 1982. The unit had two maintenance technicians - one with a college degree hired in December 1998 and one with high school diploma hired in February 1991. The unit had nine maintenance helpers - two with college degrees resigned in 2011; one with a college degree hired in May 2003; one with a college degree hired in June 2008; one with high school diploma hired in December 2005; one with a certificate hired in August 2011; one with certificate hired in December 2000; one with a college degree hired in December 2002; and one with a college degree hired in October 2009. The unit had one maintenance helper/custodian with high school diploma hired by the college in December 2003; one heavy equipment operator/maintenance worker with elementary diploma hired in February 2007; and one maintenance worker with high school diploma hired in January 2003. The unit had one traditional canoe builder/sailing mentor with high school diploma hired by the college in April 2010; one landscaper with college degree hired in October 1999; and one secretary with a college degree hired in November 1982.

The description of duties for every personnel within this unit area is found under Appendix A- Personnel #1, page 11.



The service area has enough personnel to support the functions and provide adequate services to clientele. All unit personnel have adequate skills required to support the service area. Throughout these three year period, unit's personnel have attended workshops and trainings to be reminded with and/or upgrade their skills and knowledge to continue to better their services to students, college community and outside community. The variety of tasks and responsibilities of the service area have given so much opportunities to its personnel that while working on new projects and/or new tasks, the personnel are actually learning new skills and gaining more valid experience.

Professional Development Activities – Maintenance unit personnel have attended trainings and workshops during this review period. Such trainings/workshops include First Aid & CPR in December 2010, Fire Prevention training in September 2010, Professional English Writing in August to October 2010 and continued the same training in September to November 2011, Assessment training in August 2010, FAMED workshop in January 2011, and Assessment follow up sessions throughout 2011. All maintenance unit personnel are members of the college Classified Staff Organization (CSO) since its inception in 2007 or when hired by the college.

To upgrade knowledge and skills in this unit, management training is greatly needed for personnel at the management and supervisory level of this service area. A training to refresh ideas, provide more skills and approaches of ways to lead, and expand management level knowledge will help the unit area's direction and implementation of its goals and objectives. The unit is also in need of advanced secretarial training to upgrade knowledge and skills to improve secretarial services of this area.

Facilities and Equipments – The Maintenance Unit recently remodeled its space area to provide adequate work space to support the shop area for construction work and other assigned tasks and responsibilities. The existing equipments are adequate to support the service area objectives. As the unit continues to provide the needed services to the college, it will continue to assess the strength and capability of its equipment and will be making procurement when necessary. This service area does not generate revenue to the college.

Evaluation of previous program review action plans – The first review covered the period of 2006 to 2008. There were five action plans as a result of the first review. The five plans were 1. Management Training; 2. First Aid Training; 3. Advance Secretarial Training; 4. Fire Prevention Training; and 5. Emergency Disaster Training. To date, action plans # 2, 4 and 5 have been implemented. However, action plans # 1 and 3 have not been implemented. The implementation of action plans # 1 and 3 were not implemented for the following reasons – the service area through the college Human Resource Division was not able to secure a training for management level and advanced secretarial training during this review period to accommodate the action plan needs; the service area kept putting it off due to so many tasks and responsibilities that required more immediate attention and time; and the unit's personnel somehow were receiving little management level and advance secretarial tips from the different trainings and meetings attended that the unit continues to put off the trainings needed to improve their services in the management level work and secretarial level work. The unit will again propose action plan # 1 and 3 in the 2<sup>nd</sup> review cycle results and will work with the Human Resource Division to ensure their implementation.



Service Area's Strengths and Improvement Needs – Personnel of this unit area works as a team to provide services to support the service area functions, goals and objectives. The unit continues to provide adequate services to all its clients on a timely manner. Open communication is a major strength among the unit's personnel. The open communication between staff has allowed the unit to accomplish major work orders and projects on time, as well as making tasks and responsibilities bearable. The Maintenance Unit area is like a family outside of the home setting type. One of the unit's greatest strength is all personnel eats lunch together at the shop area where conversation takes place to address questions/concerns, to update tasks' statuses, and to allow sharing of ideas among the personnel. The lunch hour in the shop area also allows personnel to rest and relax before moving on to continue daily responsibilities and/or major projects instead of running home and back without taking time to rest and recuperate before working again with heavy equipments/tools.

Service Area Action Plan – Based on this review, the Maintenance Unit proposes the following action plans to help improve its services to clients and the college. 1. Develop goals for the work order and project functions of the unit, create assessment tools to assess these goals, analyze the assessment results and use the results to make improvements. 2. Seek and provide Management Level training to those in the management and supervisory level of the unit to enhance knowledge and skills to provide quality guidance and exciting approaches to lead the unit for more improvement. 3. Seek and provide Advance Secretarial training for the secretary to enhance knowledge and skills to provide quality secretarial services to the Maintenance Unit, Campus Security Unit and the entire Physical Plant Division. These trainings will allow more improvements to support the service area goals and objectives and also improve the overall services of the unit to all its clientele.

Resource Request – The resource requested below is based on program review results and client satisfactory survey. The requests have been identified and explained throughout this report. The first action plan of this review does not require any funding; the unit's responsible personnel doing assessment will work closely with the college Accreditation Liaison Officer and the Institutional Researcher to develop goals and objectives, identify assessment tools, assess and use results to make necessary changes. An estimated amount of \$1,000.00 is required to allow the trainings mentioned under Action Plan # 2 and 3 of this review.

The resource request is solely based on the result of this review; however, it is important to mention that for the next three year period and throughout each year, there may be needs of equipments and materials that will require procurement to provide services to other college programs and services. When the needed services arise, the unit will be requesting to procure equipments and materials not mentioned in this review to accommodate college programs and services to improve students' learning and institutional effectiveness.



## **Appendix A: Service Area Review Assessment Data**

### **MISSION OF SERVICE AREA**

1. State the purpose (mission statement) of this service area.

The unit will provide adequate, safe and accessible facilities to meet the space needs of a learning-centered institution. The unit will have in place an existing maintenance working plan matrix to ensure safety and quality.

2. How does the purpose (mission statement) of the service area support the overall institutional mission statement?

The unit's purpose supports the overall institutional mission statement by providing an adequate, safe and accessible campus to meet the learning needs of every student of the institution. The unit ensures that the classrooms, laboratories, and all facilities are well kept, safe and secured for students to have a clear accessibility to attend classes, to use restroom facilities, to socialize within the campus ground, and to perform their duties as students in a safe and secured environment.

### **SERVICE AREA FUNCTIONS**

1. List the principal functions/services of this service area.

- Campus maintenance (maintenance and upkeep of the campus facilities including landscaping and construction projects)

2. Provide goals and objectives of each function/service.

- The unit will provide sufficient and safe classrooms to promote teaching and learning.
- The unit provides clean restroom facilities to promote learning, working and good health throughout the campus.
- The unit provides clean and safe campus grounds to promote and support the teaching, learning and working activities of faculty, student and staff.

## TREND ANALYSIS

1. Use the data provided to indicate trends for each of the following measures:

Service Area	Service Provided	Service Clientele	2009	2010	2011
Classroom & Laboratories	Cleaning of classrooms and laboratories everyday every semesters	Students and faculty	251 days	252 days	252 days
Restroom Facilities	Cleaning restrooms every working day throughout the year	Students, faculty, staff, administrators and outside visitors	251 days	252 days	252 days
Grounds	Trimming trees and plants, cutting grass, raking, and throwing trash everyday throughout the year	Students, faculty, staff, administrators and outside visitors	251 days	252 days	252 days
Work Orders	Provide requested work through work orders, such as, minor renovations within offices, classrooms and laboratories; roof leaks; walkways; etc.	Students, faculty, staff and administrators	3 Boat request 1 Lavatory sink top counter 1 Use of small tent <b>Total – 5 Work Orders</b>	10 Boat request 2 Relocate partition 5 Dorm repair 3 Lightings & Outlets 1 Storage repair 2 Use of tables & benches 2 Construct tables /shelves 1 Office Alteration <b>Total – 26 Work Orders</b>	3 Boat request 7 Dorm Repair 1 Construct shelves 1 Doorknob change 2 Leaking roof 1 Construct Bulletin Board 2 Repair Door 1 Construct stand for white board, TV and DVD 1 Layout cable line 1 Install outlets 1 Service A/C 2 Alteration of Office 1 Install outside light 1 Repair pig pen



					1 Refurbish Cafeteria  1 Convert Rm. 68 to Computer Lab  <b>Total -27 Work Orders</b>
Projects	Constructing tables, buildings; caskets; etc.	Students, faculty, staff, administrators and outside community requests	- Continuing Education Storage  <i>Construct &amp; repair of:</i>  Tables – 13 Shelves – 7 Fence – 5 Caskets – 17 Bathrooms -6 Walkways – 9 Rails – 6 A/C Units – 14 Leaking Roof – 4 Outside Sink – 1 Gates – 3	-Assembly Hall Project  -PHS Summer Houses  <i>Construct &amp; repair of:</i>  Tables – 13 Shelves – 7 Fence – 8 Casket – 12 Bathrooms-13 Walkways-10 Rails – 4 A/C Units – 18 Leaking Roof – 5 Gates - 1	-Bungalow (#5-Korriu)  -Bungalow (#6-Esiur)  <i>Construct &amp; repair of:</i>  Tables/benches – 9 Shelves – 6 Fence – 3 Caskets – 14 Bathrooms – 7 Walkways – 6 Rails – 6 A/C Units – 22 Leaking Roof – 11 Gates – 4

2. Use data provided to indicate trends in staffing:

Staffing	Management Level	Classified Level	Student Workers
2009	Director (1 full-time)	21 full-time	14 half-time
2010	Director (1 full-time)	21 full-time	12 half-time
2011	Director (1 full-time)	18 full-time	15 half-time

## OUTCOMES

1. Provide the following information for each service/function within this area:

<b>Area Service/Function</b>	<b>Outcome Developed</b>	<b>Have outcomes been assessed?</b>	<b>Has assessment data been analyzed?</b>	<b>Has the data been used for service area improvement?</b>
Classroom & Laboratories	Yes	Yes	Yes	Yes
Restroom Facilities	Yes	Yes	Yes	Yes
Grounds	Yes	Yes	Yes	Yes
Work Orders	No	No	No	No
Projects	No	No	No	No

2. Report the assessment results of the services from the yearly assessments for this review period.

<b>Year</b>	<b>Goal/Objective</b>	<b>Date of assessment</b>	<b>Assessment results</b>	<b>Strategies to meet objectives</b>
2009	Assessment began in Spring 2010. Therefore, no data available for 2009.			
2010	Goal 1: The unit will provide sufficient and safe classrooms to promote teaching and learning.	Spring 2010	79% of clients were satisfied.	The 79% clients' satisfactory met the unit expected outcome of 70%; therefore, the unit will continue to provide service, assess its services and make changes when necessary.
2011	Data not available due to revisions of assessment tools and more training with unit personnel to understand the process of assessments and when to do assessments.			

<b>Year</b>	<b>Goal/Objective</b>	<b>Date of assessment</b>	<b>Assessment results</b>	<b>Strategies to meet objectives</b>
2009	Assessment began in Spring 2010. Therefore, no data available for 2009			
2010	Goal 2: The unit provides clean restroom facilities to promote learning, working and good health throughout the campus.	Spring 2010	58% of clients were satisfied.	The 58% clients' satisfactory was way below the 70% expected outcome. The Unit met with the Custodians and increased the number of daily restrooms checks and cleaning. The unit will continue to assess its services and will be making changes if necessary.
2011	Data not available due to revisions of assessment tools and more training with unit personnel to understand the process of assessments and when to do assessments.			



Year	Goal/Objective	Date of assessment	Assessment results	Strategies to meet objectives
2009	Assessment began in Spring 2010. Therefore, no data available for 2009			
2010	The unit provides clean and safe campus grounds to promote and support the teaching, learning and working activities of faculty, student and staff.	Spring 2010	78% of clients are satisfied.	The 78% clients' satisfactory met the unit expected outcome of 70%; therefore, the unit will continue to provide service, assess its services and make changes when necessary.
2011	Data not available due to revisions of assessment tools and more training with unit personnel to understand the process of assessments and when to do assessments.			

## PERSONNEL

1. List the information requested below for all full-time and part-time personnel.

Position	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of Duties
Director	Full Time - 1	AS	07/10/88	See below description of duties.
<p>Description of Duties: Provide lateral thinking in problem resolution, innovative solutions to maintenance difficulties where spare parts are unobtainable and an overriding enthusiasm for maintaining high standards for the work place and learning environment; prepare budget proposals for Vice President of Administration and Executive Committee approval for large capital outlay projects, complex controlled maintenance, and routine servicing/cleaning; develop and implement program of planned maintenance in accordance with the budget limitations and will constantly analyze and review this program; control and account for expenditure of operating budget which includes consumables used throughout the College facilities; evaluate and verify all aspects of the quote and make recommendations as to its acceptance; is the liaison with external construction supervisors working on site and will oversee the project from the College perspective; serves as campus building and architectural inspector; develop and implement Master Physical Plant Plan for the College in correlation with the Academic Master Plan; all departments on campus will raise work orders for maintenance within their own areas which are reviewed and prioritized by the incumbent; dealing with safety or emergency repair problems; responsible for carrying out regular inspections of all buildings, grounds and equipment to determine safety, maintenance and repair needs, and to ensure housekeeping of offices, classrooms and grounds; provides a clean and orderly College environment; provision of a twenty-four hour security for buildings and College property; responsible for the inventory of the division, equipment and property inventory including construction materials, fuel supplies and the management of the College Vehicle fleet; incumbent advises the Vice President Education and Training when projects or repairs suitable for class activities / experience are available for student participation or observation; liaison with Technical Education program instructors regarding essential matters; produce for Vice President of Administration a strategic maintenance plan consistent with College priorities; maintain a system of recording activities of the division and will continually review and recommend changes to improve policy, procedures, workplace efficiency and cost effectiveness in his/her area of responsibility; ensure that all staff under his/her control clearly understand their duties and responsibilities and he/she will attend to their recruitment, training development and encouragement and leadership in order to sustain positive morale and effective Division performance; participate as a member of College Committees and/or Project Teams; and take a full and active part in the promotion of excellence in every activity, service, or program he/she provides. He/she is challenged to continually identify innovative, more efficient, cost effective ways to satisfy the needs of students, staff and the community and to make recommendations for implementation of these improvements.</p>				



<b>Position</b>	<b>Status (FT/PT)</b>	<b>Highest Degree</b>	<b>Initial Date of Hire</b>	<b>Description of Duties</b>
Maintenance & Operation Supervisors	Full-time supervisors - 2	Certificate of Achievement	One hired in 12, 1982 & one hired in 07, 1994	See below description of duties.
<p>Description of Duties: Responsible for achievement of a high technical skill and quality of workmanship on all carpentry maintenance on campus; perform routine maintenance and repair of site plumbing including repair of leaking faucets, taps, valves, pipes etc., plus minor new work; perform the more technically skilled aspects of each task and direct and supervise staff or additional maintenance personnel who may from time to time be required to assist; develop additional skills in his staff through "on the job" instruction, thus enhancing their abilities and strengthening the overall skill level of the maintenance division; supervisor is responsible for carrying out regular inspections of all buildings on campus to determine safety and any maintenance or repair needs; submits inspection reports together with recommendations for maintenance to the Director of Physical Plant; assist in the development and implementation of a program of planned building, carpentry and plumbing maintenance; supervisor will carry out material estimates either from working drawings or, for smaller jobs, by his technical expertise and will request these materials through the Director; required to ensure appropriate safeguards to secure materials, equipment and tools while they are unattached; ensure that equipment and tools used by his section are maintained in a serviceable state and that all safety features, guards, transformers, safety switches etc are in place, and operable; expected to assist in any task or project outside his normal carpentry activities as required by the Director; applying and enforcing safe working practices which may include the wearing of protective glasses, masks or gloves as appropriate; keeps the Director informed on a day to day progress on projects or routine maintenance activities and submits timely activity reports; provide leadership, management control for his/her staff and will make every effort to build a strong team spirit; ensure that every staff member in his/her area of responsibility has clearly defined, measurable objectives and that each individual is provided with the necessary resources, training, personal development and encouragement to enhance their job satisfaction, promotability and rewards; take a full and active part in the promotion of excellence in every activity, service, or program he/she provides; challenged to continually identify innovative, more efficient, cost effective ways to satisfy the needs of students, staff and the community; and recommendations for implementation of improvements.</p>				

<b>Position</b>	<b>Status (FT/PT)</b>	<b>Highest Degree</b>	<b>Initial Date of Hire</b>	<b>Description of Duties</b>
Maintenance Technician (General)	Full Time	HS Diploma	02/18/91	<p>The primary responsibility of this position is to achieve a high level of quality across the broad spectrum of tasks performed; skills of the incumbent need to be varied and tasks will include assisting with carpentry repair and maintenance, routine maintenance on plant and equipment, routine maintenance and repair of plumbing systems and, as required, the installation of basic plumbing fixtures; technician (general/helper) will assist in any task or project to the extent of his skills, experience and ability, this work flexibility is a requirement of all maintenance staff; expected that the maintenance technician (general/helper) will use his best judgment and diligence in completion of the task and will openly and confidentially request assistance where he is unsure of any technical aspect of the job; operates shop tools and equipment, power saws, sanders, grinders etc. observing all safety precautions and wearing</p>
Maintenance Helper	Full Time	CA	05/19/03	
Maintenance Helper	Full Time	AAS	06/03/08	
Maintenance Helper	Full Time	HS Diploma	12/24/05	
Maintenance Helper	Full Time	Not Available	08/31/11	
Maintenance Helper	Full Time	Not Available	12/01/00	



Maintenance Helper	Full Time	CA	12/16/02	protective glasses, masks, gloves and safety shoes as appropriate; responsible for proper use, cleaning and maintenance of all hand tools in his care and will ensure they are adequately secured while unattended on a work site and secured in the workshop each night; observe safe work practice including careful checking and security of high ladders and scaffolding to protect himself, other maintenance staff and the public; take a full and active part in the promotion of excellence in every activity, service, or program he provides; challenged to continually identify innovative, more efficient, most effective ways to satisfy the needs of students, staff and the community; and to make recommendations for implementation of improvements.
Maintenance Helper	Full Time	AAS	10/12/09	
Maintenance Helper / Custodian	Full Time	HS Diploma	01/25/03	
Heavy Equipment Operator/Maintenance Helper	Full Time	Elementary Diploma	02/22/07	
Maintenance Worker	Full Time	HS Diploma	01/25/03	

Position	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of Duties
Landscaper	Full Time	CA	10/01/99	See below description of duties.
Description of Duties: The landscaper constantly seeks opportunities to make other high profile areas of the grounds more attractive through planned landscaping or selective tree planting; the areas of lawn and grass are cut either by College students or the maintenance team, the tidiness; weeding etc of gardens is the responsibility of the landscaper; he is supplied with seeds, propagating material, fertilizer and potting mix and is responsible for cultivating seedlings for his use at the College. He will also take advantage of donations of ornamental or native tree species for additional site beautification; the landscaper works without direct supervision, however, he will liaise with Maintenance Supervisor 'B' in any significant landscape planning process or where he requires assistance with manpower, gardening supplies or any administrative matters; he is responsible for proper use, cleaning and maintenance of all tools and equipment in his care and will ensure that they are adequately secured while unattended; due to workload peaks and the urgent nature of some of the maintenance division's activities the landscaper may be requested to assist in a task or project outside his normal landscaping duties. This work flexibility is a requirement for all maintenance staff; it is expected that the incumbent will take a full and active part in the promotion of excellence in every activity, service, or program he provides; and he is challenged to continually identify innovative, more efficient, cost effective ways to satisfy the needs of the students, staff and the community and to make recommendations for implementation of these improvements.				

Position	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of Duties
Traditional Canoe Builder/Sailing Mentor	Full Time	HS Diploma	04/19/10	Description of duties not available.

Position	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of Duties
Secretary	Full Time	CA	11/28/82	See below description of duties.
<p>Description of Duties: The Secretary will organize and control all files and documentation flow through the office for his/her manager/s. He/she will ensure that he/she is aware of all meetings, conferences or projects which require the manager's attention and will take the initiative to prepare such documentation/files etc and pass them to the manager prior to the meeting; opens and sorts all incoming correspondence and, as appropriate, will draft and type replies or covering letters where the matter does not require the manager's direct input eg. Information requests, acknowledgements, confirmation of dates times etc. the Secretary will identify and record any deadlines required for response to incoming correspondence or from meeting minutes, telephone calls or other sources and will ensure that his/her manager is reminded of these deadlines in time for action to be taken; undertake research on behalf of the manager and prepare data or reports and may be required to collect and collate material for departmental reporting; it is important that the incumbent determines the extent of involvement his/her manager wishes him/her to have in the daily management activities of the division. A clear understanding of the manager's expectation and the consequent levels of responsibility and authority must be agreed for the incumbent to be able to be 100% effective. Note: The confidence a manager has in his/her secretary's ability and integrity will determine the level of responsibility assigned to the secretary; responsible for the typing/word processing of correspondence in the layout desired by his/her manager and for presenting for his/her signature material which has been thoroughly checked for spelling, grammar, all names, numbers and references confirmed and the letter presentation is of the highest possible standard of secretarial professionalism; typing assignment may result from shorthand, Dictaphone or hard copy in accordance with manager's requirements. It is essential that the Secretary maintain absolute confidentiality of all material or information he/she is required to process. He/she will secure all discs, file drawers and safes in her area of responsibility whenever they are unattended and will familiarize him/herself with the levels of access to confidential information approved for other college management so that there is no impediment to the smooth flow of necessary information; duties include such tasks as organizing meetings and conferences, ensuring that all attendees receive the necessary briefing papers, arranging coffee, snacks, meals as required, handling all the logistics, facilities, equipment etc. He/she will make all travel arrangements for his/her manager and in some circumstances for other managers in the division; perform general clerical tasks in the course of his/her duties and will take the lead in providing assistance to other staff consistent with firstly achieving his/her own workload. Specific and routine clerical tasks will be assigned to the Secretary and become his/her responsibility. He/she also ensures the office/work area is clean, tidy and well organized and that copiers and other equipment is maintained in a fully serviceable state at all times; must at all times present a friendly, helpful and professional manner when dealing with both internal and external customers. He/she will accept the responsibility for prompt and accurate transfer of messages to and from his/her manager; and will use his/her initiative in following up to achieve customer and College satisfaction.</p>				

1. Is the number of personnel adequate to support the service area? If no, explain based on assessment results or in any other related college plan(s).

There are enough personnel to support the service area.

2. Do available personnel possess adequate skills required to support the service area? If no, explain based on assessment results or in any other related college plan(s).

Yes. Personnel possess skills required to support service area.



## PROFESSIONAL DEVELOPMENT AND ACTIVITIES

1. List professional development activities that personnel in this service area have participated in during this review period? (List such things as conferences, courses, workshops, degrees, etc.

First Aid Training – December 2010  
Fire Prevention Training – September 2010  
Professional English Writing – August to October 2010 & September 2011 to November 2011  
Assessment Training – August 2010  
FAMED Workshop – January 2011  
Assessment Follow-up Session – Throughout 2011

2. In what professional organizations (related to work position) do personnel in this service area participate?

Organization	No. of Personnel Participating	Office Held (if any)
Classified Staff Organization	23	Regular members

3. Do any personnel need professional development in order to improve services in this service area? If so, list those areas of need. Base this response on assessment results or in any other related college plan(s).

Management Training  
Advance Secretarial training/courses to upgrade Physical Plant Secretary

## FACILITIES AND EQUIPMENT

1. Are available general use facilities, such as office and work spaces, adequate to support the service area? If no, provide response based on assessment results or in any other related college plan(s).

The facility is adequate to support services area.

2. Is available equipment adequate to support service area objectives? If no, provide response based on assessment results or in any other related college plan(s).

Yes, there are available equipments adequate to support service area objectives.

3. Does the service area generate revenue? If yes, how?

No.

### EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

Indicate the status of the previous program review action plans:

Action Plan Activity/Objectives	Status Complete/Ongoing/Incomplete	Remarks
Develop Unit Mission Statement	Completed	
Professional Development for staff	Incomplete	Most of the training requested has been met except advance secretarial training management training that needs to be discussed with supervisors.
Software upgrade for office computer (Microsoft Office 2007)	Completed	
Acquire Printer and Copier	Completed	
Implement Service-User evaluations	On-going	Service evaluation was administered in 2010 and is on-going.

### SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths

The commitment to accomplish tasks/request by our clientele.  
The open communication among team members.

2. List and explain service area improvement needs

Management Training  
Advance Secretarial Training



## SERVICE AREA ACTION PLANS

Based on this program review results, describe the program action plan for the next three (3) academic years. Include necessary resources.

Action Plan Activity/Objectives	How will this action plan improve services?	Needed Resources (if any)	Timeline
Develop Goals for work order and project functions, assess them, and use assessment results to improve the services.	This will allow the service area to assess its services to know what needs to be improved and what changes needs to take place to continue satisfying clientele.	0.00	Assessment should be on-going by the end of 2013.
Trainings	This training will allow managers and secretary to provide better services for clientele.	1,000.00	ASAP

## RESOURCE REQUEST

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel			
Facilities			
Equipment			
Supplies			
Software			
Training	Advance Secretarial Training & Management Training	1,000.00	This is to upgrade Physical Plant Secretary to provide better services for clientele and provide management training for those in the management and supervisory level to upgrade skills and knowledge.
Other			
Total		1,000.00	

### Appendix B: Evidence - Yearly Assessment Data

### Appendix C: Assessment Tools

### Appendix D: Service Area Assessment Calendar