



“We Strive to 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 Areas
(Administration & Finance, Development Office, Bookstore and
Institutional Research & Evaluation)

Three Year Program Review

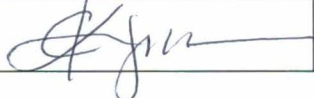
Service Area

Physical Plant Division – Maintenance Unit

Period of Three Year Review

FY 2015; FY 2016; FY 2017

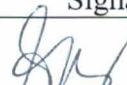
Program Review Completed By:

Name	Title	Signature	Date
Clement Kazuma	Director		4/5/2018

Program Review Certified By:

Name	Title	Signature	Date
Jay Olegeriil	Vice President		4/13/2018

Program Review Received By: (Institutional Research & Evaluation Office)

Name	Title	Signature	Date
Ligaya Sara	Institutional Researcher		4/13/2018

SERVICE AREA REVIEW

I. MISSION OF SERVICE AREA

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

Maintenance Unit exists to provide adequate, safe and accessible facilities to meet the needs of a learning centered institution.

2. How does this service area purpose support the overall institutional mission? Provide the relationship of service area to the college Mission statement.

By providing adequate, safe and accessible facilities is meeting the academic, social, and cultural needs of students; by providing safe and secured facilities, the unit provides healthy and secured learning environment for student success.

II. SERVICE AREA FUNCTIONS, SERVICE AREA OUTCOMES, GOALS & OBJECTIVES

1. List the principal functions of this service area below.

Function	Description
Campus Facilities	To provide sufficient facilities (classrooms, restrooms, labs, offices, shops and transportation) to promote teaching and learning.
Campus Safety	To provide safe and secured facilities (classrooms, restrooms, labs, offices, shops and transportation) to promote teaching and learning.
	To provide clean facilities (classrooms, restrooms, labs, offices, shops and transportation) to promote teaching and learning.
	To provide clean and safe campus grounds to support teaching and learning.

2. Provide Service Area Outcomes below.

Function	Description
Campus Facilities	To provide sufficient facilities (classrooms, restrooms, labs, offices, shops and transportation) to promote teaching and learning. 70% of service users will be satisfied with the available facilities.
Campus Safety	To provide safe and secured facilities (classrooms, restrooms, labs, offices, shops and transportation) to promote teaching and learning. 70% of service users will be satisfied with the safety and security of facilities.
	To provide clean facilities (classrooms, restrooms, labs, offices,

	shops and transportation) to promote teaching and learning. 70% of service users will be satisfied with the cleanliness of facilities.
	To provide clean and safe campus grounds to support teaching and learning. 70% of service users will be satisfied with the cleanliness and safety of campus grounds.

3. Provide goals and objectives of each of the functions in this service area below.

Not applicable with this unit, see service area outcomes mentioned above.

4. Provide summary of the Service Area Functions, Outcomes, Goals and Objectives below.

Prior to service area outcomes (SAO), the Unit had goals and objectives. The goals and objectives of the Unit were turned into service area outcomes and continued implementation.

III. TREND ANALYSIS

1. Provide data and use data to indicate trends in each service area measures.

Function	Service Provided	Service Clientele	FY 2015	FY 2016	FY 2017
Campus Facilities (Classrooms & Labs)	Preparing classrooms & labs every beginning of each semester	Students & Instructors	Classrooms – 39 Laboratories - 11	Classrooms – 39 Laboratories - 11	Classrooms – 39 Laboratories - 11
Campus Facilities (Work Orders)	Provide requested service through work orders (minor renovations within offices, classrooms, dormitories and labs, roof leaks, walkways, etc.)	Students & Employees	Work orders - 19	Work orders - 26	Work orders - 27
Campus Facilities (Projects)	Construction of new classrooms; major renovations of offices, conference rooms; construction of campus community trash bins; re-roofing of different buildings	Students, faculty, staff, administrators, community	Projects - 11	Projects - 10	Projects - 7
Campus Safety (Restrooms)	Cleaning restrooms every working day throughout the year	Students & Employees	Restrooms - 37	Restrooms - 37	Restrooms - 37
Campus Safety	Trimming trees and plants, cutting grass,	Students, faculty, staff,	Year-round	Year-round	Year-round

(grounds)	raking, and throwing trash everyday throughout the year	administrators and outside visitors			
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2. Provide summary of trend analysis below.

From 2015-2017, the College Physical Plant (Maintenance) provided maintenance and custodian services to all facilities of the College including classrooms and laboratories. All the responsibilities of the Maintenance unit was carried out on a daily basis for those services required daily services, and carried out when need arises for those services through work order requests. Projects identified were also accomplished to ensure adequate facilities to support student learning and success.

3. Provide data and use data to indicate trends in staffing.

Staffing	Management Level (position)	Professional Level (credential)	Classified Level	Student Worker / Volunteer
FY 2015	1	2	8	5 (¼ time)
FY 2016	1	2	9	5 (¼ time)
FY 2017	1	2	13	5 (¼ time)

4. Provide summary of trend analysis below.

The management level remained the same for the three years during this cycle with one director and two operations supervisors. The number of classified employees increased based on the needs of the College throughout the three years of this cycle. Student worker through Federal Work Study and College Work Opportunity remained the same number throughout the three years.

IV. SERVICE AREA OUTCOMES, GOALS & OBJECTIVES ASSESSMENTS

1. Provide Service Area Outcomes assessment results below.

Year: FY 2015; FY 2016; FY 2017

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
During this cycle, the Maintenance Unit went through revisions of its goals and objectives which were turned into the Unit's service area outcomes (SAO). During this cycle, the different service areas of the College were pretty much handling their own evaluation cycles administering their own assessments during the year. The evaluations were the responsibility of the Unit's secretary. During this cycle, the one person responsible for the Unit's assessments started having health issues and there were times she was away from work for longer periods. Even though the Unit had its SAOs; however, due to the mentioned above reasons, assessments were not proctored from fall 2015 to spring 2017. In the fall of 2017, the College Institutional Research & Evaluation Office consolidated all service areas different assessment tools into one Institutional Effectiveness Survey and the IREO took the responsibility to administer the survey every fall and spring semesters. The Unit's service area assessment had continued since fall 2017 and results will be available in the next review cycle.				

2. Provide summary of the Service Area Outcomes assessment including the trend analysis of the last three years below.

No available results; refer to #1 in this section.

V. PERSONNEL

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

Position/Title (no name)	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of Duties (Use HR information)
Director (1)	FT	Bachelor equivalent credits; AS	1988 – initial hire 1996 – Director	To supervise and ensure completion of Maintenance unit duties and responsibilities. See below under maintenance the defined Maintenance unit duties and responsibilities.
Operations Supervisor (2)	FT	Certificate in Construction Certificate	1994 1982	To assist the Director in supervising and ensuring completion of Maintenance unit duties and responsibilities. See below under maintenance the defined Maintenance unit duties and responsibilities.
Maintenance/Custodian (9 maintenance crew and 1 custodian)	FT	HS Diploma/ Certificate / AAS Degree	2000 - 2017	Maintaining College facilities (classrooms, laboratories, offices, storages and restrooms), vehicles and boats in good conditions; upkeep the campus grounds including trash, trimming of trees and paintings; logistical matters for different functions; minor and major renovations; daily requests from different programs/service areas of the College; and provide other necessary learning support such as boat operations and vehicle operations.

2. Is the number of personnel adequate to support the service area? If no, explain based on assessment results and/or other college plan(s).

Yes, the number of employees within this unit during this cycle was adequate to complete the responsibilities and tasks of the unit, as well as provide needed support requested by other areas of the College.

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

Yes, available personnel possess necessary knowledge and skills to support this service area. Several personnel also have continued to take courses while working full time at the College to update and improve their skills. The College also provides training such as NCCER to help personnel in this area improve their skills to support the daily operation of the College.

4. Provide summary of Personnel in the space below.

During this cycle (2015-2017), the Unit had adequate number of employees and appropriate skills to ensure completion of daily responsibilities and tasks, and provided needed support to address requests from other areas of the College, as well as scheduled functions of the College.

VI. PROFESSIONAL DEVELOPMENT ACTIVITIES

1. In what professional organizations (related to work position, duties and responsibilities) do personnel in this service area participate in?

Organization	No. of Personnel Participating	Office Held (if any)
Classified Staff Organization	12	Regular members
Executive Committee	1	Regular member
2017 Pacific Educational Conference Organizing Committee	1	Chair, Logistics sub-comm.

2. List professional development activities that personnel in this service area have participated in during this review period? (Such activities include trainings, workshops, courses, and degrees both on and off island.)

Professional Development Activity	No. of Personnel Participating	Date of Activity
National Center for Construction Education and Research Training (NCCER)	4	2015; 2017
Emergency Preparedness (FEMA)	1	2015
Associate of Applied Science Degree Program	6	2015; 2016; 2017
Accreditation Training (in-house)	4	2015; 2016
General Assembly	13	FA 15; FA 16; FA 17

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

The Maintenance Unit personnel continue to participate in the NCCER training that the College offers through off-island trainers. When need arise, the personnel are trained with specific field matters from experts on campus and on-island. The College continues to support the Unit with these types of training on a regular basis.

4. Provide summary of Professional Development Activities below.

The Unit personnel are trained on a regular basis based on needs. The NCCER trainings continue to be held on campus giving opportunities to the Unit personnel to take turns being trained for specific skills. Several employees continue to take courses while working full time to upgrade their knowledge and skills, and to complete their degree programs.

VII. 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 and/or other college plan(s).

The current work station of the Unit has increased in space size along the years. The current office, work space and storage of the Unit is adequate to support this service area.

2. Is available equipment adequate to support service area functions? If no, provide response based on assessment results and/or other college plan(s).

The current work equipment is adequate to support the goals and objectives of this service area. The equipment is made available by the College and is kept under the supervision of every personnel in the service area. Thus, every personnel help take care of the equipment safety and security.

3. Does the service area generate revenue? If yes, explain how it is generating revenue.

No, services provided by the Unit are assigned tasks and responsibilities to support student learning and success under the College daily operation.

4. Provide summary of Facilities and Equipment below.

Currently, office and work space provided to this Unit is adequate to support the service area; there is adequate equipment to use to complete assigned tasks and responsibilities of this area; and this Unit does not generate any revenue.

VIII. EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

1. Indicate the period of the last program review cycle of this service area.

Cycle: 3 rd Cycle	Years: FY 2012; FY 2013; FY 2014
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2. Indicate the status of the previous program review action plans below.

Action Plan Activity/Objective	Status Complete/Ongoing/Incomplete	Remarks
Develop Goals for work orders and project functions, assess them, and use assessment results to improve services.	Complete	Work order form allows the requester to evaluate the service completed as a result of the work order. The evaluation from the requester allows the Unit to make improvements the next time the same kind of service is requested.
Trainings	Complete	The NCCER trainings completed in 2015 & 2017 provided needed skills and knowledge requested by the Unit.

3. Provide evaluation summary of the previous Program Review Action Plans below.

There were five action plans from the 3rd Cycle to be implemented during the 4th Cycle from FY 2015-2017. Four of the five action plans were implemented with one half-complete. The implementation of the last action plan was implemented in November of 2017; whereas, the results will be shown in the 5th Cycle review.

IX. SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

It is worth mentioning that when projects needed to be completed and work orders are in demand, including the daily operation tasks and responsibilities, the Unit personnel rolls up their sleeves and work beyond expected working hours and on the weekends to ensure college success. Personnel are committed to the well-being of the college campus. When there is so much demand from the college leadership/management; when one “boss” says something and another one says another thing, the strength of the Unit’s personnel is shown in their integrity to the institution. They continue to work with humbleness and patience.

2. List and explain service area improvement needs based on assessment results and/or other college plan(s).

At this time, the major need for improvement is to implement the Institutional Effectiveness Survey every fall and spring semester so that the Unit will get feedback from service users to identify needs that require improvements.

3. Provide summary of Strengths and Improvement Needs below.

Of course there are times when it seems that assigned tasks and responsibilities are too much for the number of personnel in the Unit; however, all assigned work could be accomplished on a timely matter, the Unit with its management leaders just need to be more organized in planning with one direction. There is a need to implement Unit SAO assessment through the Institutional Effectiveness Survey every fall and spring semester. This will allow the Unit to hear from the service users and to use the results of the evaluation to development actionable plans to provide improvements to support and promotes student learning and success.

X. SERVICE AREA ACTION PLANS

1. Based on this program review results, describe the service area action plan(s) for the next cycle. Include necessary resources.

Action Plan Activity/Objectives	How will this action plan improve the service area?	Needed Resources (if any)	Timeline
Implement Institutional Effectiveness Survey every fall and spring semester.	Getting to know the satisfaction result of service users; the data and analysis of the survey will define required improvement needs for implementation. This will improve the work of the service area.	None, just implementation and help of the College IREO for data and analysis.	Fall 2017

2. Provide summary of Action Plan(s) for the next cycle below.

To implement Institutional Effectiveness Survey starting fall 2017; use evaluation results every semester to implement upgrades for improvement of the College, as well as to continue supporting student learning and success.

XI. RESOURCE REQUEST

1. Based on Service Area Action Plans, provide detailed information for any resources that will be requested below.

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel			
Facilities			
Equipment			
Supplies			
Software			
Training			
Other	Implement Institutional Effectiveness Survey	None	For actions plans, decision making and implementation for improvements.
Total		0.00	

2. Provide summary of Resource Request that may require institutional support to ensure the implementation of service area action plans.

To implement Institutional Effectiveness Survey starting fall 2017; use evaluation results every semester to implement upgrades for improvement of the College, as well as to continue supporting student learning and success.