San Jose City College Annual Program Review Report  
Administrative Services: Custodial Services  
Annual Program Review Academic Year: 2011-2012  
Evaluation Year (Circle One): One Two Three Four

Instructions: Use this reporting form for any of the following:
- To report the major changes that have occurred in your program over the past year -- 
  Describe the changes and attach the evidence to support the occurrence of the changes.
- To report the PLO assessment activities to the Program Review Committee

| Program description | The Custodial Department’s responsibility is to maintain a clean and sanitary environment within the buildings located campus-wide.  
The Grounds Department maintains the property outside campus buildings, performing a variety of skilled landscape and irrigation systems and maintenance duties. |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goals and Activities| **Goal 1:** Hire a custodial supervisor to ensure that graveyard custodians are providing a clean, safe, healthy learning environment.  
**Activity:** Approval from Executive Team, HR posted position, Screening process started.  

**Goal 2:** Work with network administrator to develop a department webpage and work order system.  
**Activity:** Discussed plan with network administrator, In the process of creating templates.  

**Goal 3:** Strong employee morale  
**Activity:** Keep employees informed college and district changes  
Meet on a regular bases to go over concerns and need  
Provide team building exercise.  

**Goal 4:** Customer satisfaction: Students, Staff, Community  
**Activity:** Working with network administrator on developing a customer service survey. |
| PLOs Assessment process | Still in the developmental stage. |
| Staffing information | Aug. 2011 dp  
Joe Andrade, Facilities Manager  
Lolito Atchazo, Custodian I  
Maria Gomes, Custodian I  
Maria Lopes, Custodian I  
Felipa Miranda, Custodian I  
Ludivina Munoz, Custodian I |
<table>
<thead>
<tr>
<th>Technology information</th>
<th>Computers and printers need to be replaced due to equipment age. Custodians and Groundskeeper need to be trained on how to communicate via email.</th>
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<tbody>
<tr>
<td>Budget information</td>
<td>Submitted budget to VP of Administrative Services in May. Finance Committee reviewed budget and interviewed on 5/18/12.</td>
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**Supplies & materials $82,000**: Non-instructional supplies for campus i.e. toilet paper, hand towels, hand soap, seat covers, cleaning chemicals, wax, pesticides, fertilizers, sprinklers, plants, garbage liners, etc.

**Personal & Consultant Services $6,500**: Industry standards and regulations are continually changing thus requiring the need for consultation services and retraining of staff.

**Memberships: $3200**: In order to stay abreast of educational facility planning, we need to join APPA (Association of Physical Plant Administrators of Universities and Colleges) and ISSA (International Sanitary Supply Association) where staff learns about current standards and future industry transformations.

**Rental & Lease $9000**: Rental equipment (tables, chairs, linens etc.) is needed for specific events such as Professional Development Day, Graduation, various student and club activities. In addition, for various jobs there is a need for heavy duty (utility lifts, stump grinders, etc.) equipment that is not necessarily used on a daily basis.

**Repairs $11,000**: Equipment repair is an ongoing issue. Parts are very expensive and with one mechanic servicing two campuses, it is not unusual for equipment to be sent out for repair.

**Preventative Maintenance Agreements $6,500**: PMAs with manufactures are needed to maintain the current equipment in good satisfactory co; addition (service warranties).

**Equipment $25,000**: The following equipment is needed to maintain campus facilities: synthetic turf maintenance equipment street sweeper, new truck, vacuums, wet dry vacuums, floor buffers, and custodial carts.

Aug. 2011 dp
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<th>Other:</th>
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**Non-Instructional Hourly $30,000:** Due to staff shortage and injuries, part-time help is needed to meet the ongoing needs of the college.