

Los Angeles Valley College
Service Outcomes – Administrative Services

Department Name: Maintenance and Operations

Department Description: (Provide a brief description of the department.)

We are a team of custodians, gardeners, craftsmen, and administrative staff that work together in an efficient manner to ensure Los Angeles Valley College is a safe, well-maintained, and attractive campus which supports the students, faculty, staff, and community.

Service Outcome	Evaluation Strategies
1. Complete Work Service Orders in a timely manner.	Monitor the completion rate of Work Service Orders.
2. Maintain a safe campus.	Conduct facilities inspections.
3. Keep campus facilities clean, use environmentally safe products.	Adopt the use of "Green Seal" cleaning products. Conduct facilities inspections.
4. Maintain the necessary facilities and utilities to operate the campus.	Evaluate the condition of the facilities and utilities to identify deficiencies and corrective actions based on available resources.

Provide an implementation plan/timeline:

SO 1:

Determine the data to be used	End of 1st month
Determine the method to obtain the data	End of 2 nd month
Evaluate the data	End of 3 rd month
Evaluate the process and make refinements	End of 4 th month
Implement the monthly evaluation process	End of 5 th month

SO 2:

Determine what will be inspected	End of 1 st month
Determine how will the facilities inspections be done	End of 2 nd month
Determine how to document and resolve the issues raised	End of 4th month
Start the facilities inspections on a quarterly basis	End of 5th month

SO 3:

Research and determine the cleaning products to be used	End of 2nd month
Start testing the cleaning products	End of 3rd month
Evaluate the test results	End of 6th month
Train personnel on how to use the new adopted products	End of 8 th month
Evaluate the cost effectiveness of the product on a large scale use	End of 11 th month

SO 4:

Determine the condition of the facilities and utilities

End of 3rd month

Identify the facilities and utilities deficiencies

End of 4th month

Determine the priorities to correct these shortfalls

End of 5th month

Determine a funding strategy to correct deficiencies

End of 8th month

Start quarterly monitoring of corrective measures

End of 11th month

First annual evaluation of facilities and utilities

End of 26th month