

**South Texas College  
2005-2007 Mid-Biennium Report  
Facilities Operations & Maintenance**

**Guiding Principle**      **1. South Texas College will be a premier learning-centered higher education institution where student and community success are paramount.**

*Strategic Outcome*      *1.1 Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making*

Performance Indicator 1.1.7:      Operations & Maintenance will make decisions based on data through successful implementation of the self-service module in the Banner system.

Action Plan:	Identify the different modules from the Banner System	Completed: y	We were able to identify the different modules that effect our area
Action Plan:	Pull necessary data from Banner System	Completed: y	We were able to identify the necessary data from Banner
Action Plan:	Evaluate the data and make the decision	Completed: y	Yes, we have be able to evaluate the data

*Strategic Outcome*      *1.5 Exceed community and SACS expectations of a Level II baccalaureate degree granting institution*

Performance Indicator 1.5.2a:      To meet expectations and standards, the Operations and Maintenance Department will ensure that the appropriate resources are included in the FY 05-06 and 06-07 budget.

Action Plan:	Identify the resources for each area	Completed: y	yes, we have identify the resources for each of our areas
Action Plan:	Create an expenditure list for all areas	Completed: y	yes, we have create an expenditure liste for each of our areas
Action Plan:	Evaluate each area's budget as the year progresses.	Completed: y	Yes, we have evaluate each area's budget and have made modifications

Performance Indicator 1.5.2b:      To meet expectations and standards, the Operations and Maintenance department will change signage to STC at all locations.

Action Plan:	Identify each campus with signage to be changed	Completed: y	yes, we have identified each campus with signage and have been changed to reflect our new name
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yes, a spreadsheet have

Action Plan:	Create a spreadsheet of all exterior signage with STCC	Completed: y	been developed for all exterior signage throughout the college
Action Plan:	Order and replace signage	Completed: y	yes, we have ordered and replaced old signs
Action Plan:	Update spreadsheet to reflect changes	Completed: y	yes, it has been updated
Performance Indicator 1.5.2c:	To meet expectations and standards, the Operations and Maintenance department will provide a healthy, safe, and secure environment for all members of the campus community.		
Action Plan:	Have four Safety Meetings annually	Completed: y	yes, we have had four safety meetings this past year
Action Plan:	Modify and disseminate the Safety Quick Reference Guide and Phone Labels	Completed: y	Yes, we have modify the Quick Reference Guide. We are waiting for each site to approve the modified guide. Once they are approved, we will disseminate to each campus.
Action Plan:	Revise and approve the Safety Emergency Plan	Completed: y	Yes, the Safety Committee has approved the revise Safety Emergency Plan
Action Plan:	Develop and conduct a safety training for the Operations & Maintenance Staff	Completed: y	Yes, each area has developed and conduct safety training for their respected areas.
Performance Indicator 1.5.2d:	To meet expectations and standards, the Operations and Maintenance department, operates and maintains physical facilities that are adequate to serve the College's needs.		
Action Plan:	Identify the needs of each campus	Completed: y	Yes, this is an ongoing process for each campus.
Action Plan:	Develop a Preventive Maintenance Schedule for all equipment	Completed: y	Yes, we have developed a PM Schedule for all equipment
Action Plan:	If needed, develop RFPs for service contracts for all campuses in addition to what is currently in place	Completed: y	Yes, the RFP's are out for bid.

**Guiding Principle**      **2. South Texas College will serve as the cornerstone for the economic vitality of South Texas.**

*Strategic Outcome*      *2.3 Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers*

Performance Indicator 2.3.1a:	The departments will be pro-active in meeting auditing standards by implementing the recommendations from the fraud and theft detection study performed by consultant.		
Action Plan:	Identify the recommendations from the fraud & theft detection study	Completed: y	We identified the recommendations from the study
Action Plan:	Develop procedures	Completed: y	We developed procedures within our department to address the fraud and theft detection recommendations.
Action Plan:	Implement the procedures	Completed: y	These procedures have been implemented within our area
Action Plan:	Monitor and evaluate the procedures	Completed: y	We are monitoring the procedures that have been implemented
Action Plan:	Modify procedures as needed	Completed: y	We have modified the procedures.
Performance Indicator 2.3.1b:	Operations and Maintenance will complete the activities in the Action Plan developed to comply with SAS 99 recommended procedures regarding ethics and anti-fraud processes and controls.		
Action Plan:	Identify the recommendations included in SAS 99	Completed: y	We have identified the recommendations
Action Plan:	Develop procedures if necessary	Completed: y	We have developed the procedures
Action Plan:	Implement the procedures	Completed: y	we have implemented the procedures
Action Plan:	Monitor and evaluate the procedures	Completed: y	we have monitored and evaluated the procedures
Action Plan:	Modify procedures as needed	Completed: y	yes, we have modified the procedures
Performance Indicator 2.3.5a:	Operations & Maintenance will be fiscally responsible by securing assets and ensuring that all security issues are reported to security, proper procedures followed, and implementing pro-active solutions to protect College assets.		
Action Plan:	Identify and purchase additional surveillance cameras	Completed: y	We have identified, purchased, and installed additional cameras throughout the College
Action Plan:	Identify and purchase additional emergency phones for the interior and exterior of each building	Completed: y	we have indentified additional phones for each of the buildings
			yes, we have

Action Plan:	Disseminate and post emergency phone numbers for reporting purposes	Completed: y	disseminated and posted emergency phone numbers throughout the college
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Performance Indicator 2.3.5b: Operations & Maintenance will be fiscally responsible by implementing a time clock system for operations & maintenance classified employees.

Action Plan:	Implement the procedures established by Human Resources department for implementation of a time-clock system	Completed: y	yes, they have been implemented
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Action Plan:	Monitor and evaluate attendance for employees based on time cards	Completed: y	yes, we are monitoring and evaluating the attendance
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Performance Indicator 2.3.5c: Operations and Maintenance will be accountable for implementing the retention periods and properly destroying records based on the records retention plan with the policy and procedures established by the College.

Action Plan:	Identify records that need to be destroyed	Completed: y	yes, we have identified the necessary records.
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Action Plan:	Follow STC's record retention policy	Completed: y	yes, we are following the policy
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Action Plan:	Contract with a record destroying company	Completed: y	yes, we do have a contract with a record destroying company
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**Guiding Principle**      **3. South Texas College will foster an environment for the students and community to achieve a better quality of life.**

*Strategic Outcome*      *3.2 Develop and implement quality services in prompt response to student and community needs*

Performance Indicator 3.2.4: Operations & Maintenance will ensure student satisfaction with cafeteria services by expanding the College operated food services to the Nursing and Allied Health Center and the Starr County Campus and expanding hours of operations at the Pecan Campus and other centers as necessary.

Action Plan:	Identify the needs at each campus	Completed: y	Fall and Spring semesters, we identify the needs at each campus
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Action Plan:	Purchase and install kitchen equipment as needed	Completed: y	yes, we purchase equipment on a regular basis to address the needs at each kitchen
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Action Plan:	Hire personnel at the NAH Center and Starr County Campus	Completed: y	Personnel at Starr County has occurred. NAH has been outsourced to a current vendor.
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Action Plan:	Begin operations at NAH Center and Starr County Campus	Completed: y	NAH and Starr County operations have began
Action Plan:	Evaluate revenues and expenditures at each campus	Completed: y	Yes, we evaluate revenues and expenditures on a regular basis.
Performance Indicator 3.2.6:	The Operations & Maintenance department will implement the activities listed in the Comprehensive Maintenance Plan to ensure improved satisfaction by students, faculty, and staff with custodial and maintenance services.		
Action Plan:	Identify the activities listed in the Plan and personnel responsible	Completed: y	Activities have been identified and the plan has been implemented
Action Plan:	Develop procedures if necessary	Completed: y	Procedures have been developed
Action Plan:	Implement the procedures or follow through with activities	Completed: y	Procedures have been implemented and followed through.
Action Plan:	Monitor for implementation	Completed: y	at the end of every semester, we evaluate and make modifications to the plan

**Guiding Principle****4. South Texas College will nurture a culture where collaboration is valued and achievement is recognized.***Strategic Outcome**4.2 Value one another*

Performance Indicator 4.2.1:	Operations and Maintenance Director will demonstrate appreciation and promote staff morale by recognizing contributions, performance and service of the employees.		
Action Plan:	Plan an End-of-the-Year Employee Appreciation Event for the O & M Departments	Completed: y	At the end of each calendar year, we have an event that recognizes the O&M employees.
Performance Indicator 4.2.2:	Operation & Maintenance staff will attend Employee Recognition Ceremonies and report greater satisfaction as a result of including more recognition awards to celebrate accomplishments.		
Action Plan:	Advertise and distribute Employee Recognition Ceremony information throughout the O & M Departments	Completed: y	We advertise and distribute the information weeks before the event occurs
Action Plan:	Encourage attendance at Ceremony	Completed: y	We always encourage attendance at this ceremony

Performance Indicator 4.2.3: Operation & Maintenance will foster a harmonious work environment by encouraging collaboration and team work within each department.

Action Plan:	Develop a plan that will encourage each department to work together	Completed: y	Supervisors and team leaders have developed a plan that involves all O&M departments
Action Plan:	Implement the plan	Completed: y	It has been implemented
Action Plan:	Evaluate and modify the plan as needed	Completed: y	once a month, the supervisors and team leaders evaluate and modify the plan

*Strategic Outcome*      *4.3 Encourage and provide up-to-date professional development and skill enablement for faculty and staff*

Performance Indicator 4.3.1: Operations & Maintenance Director will meet staff needs for professional development by implementing a personal professional development plan for each employee.

Action Plan:	Each department will develop an individual plan for each employee	Completed: y	each department has a plan for the individual employee
Action Plan:	Director will monitor the plan.	Completed: y	The plan has been monitored and will continue to monitor this plan

Performance Indicator 4.3.4: Operations & Maintenance will continue providing department specific orientation to new employees.

Action Plan:	Conduct the orientation sessions	Completed: y	new employees are giving an orientation when they begin working in the respected department
Action Plan:	Evaluate the orientation for new employees	Completed: y	each monitor the orientation is evaluated and modified
Action Plan:	Make modifications to the orientation	Completed: y	yes, we do make modifications

*Strategic Outcome*      *4.4 Continuously improve faculty and staff satisfaction with the work environment*

Performance Indicator 4.4.1: Operations & Maintenance will encourage pride in College facilities by working with student services department in implementing the "Keep Your Campus Beautiful" plan.

Action Plan:	Identify the needs of each campus	Completed: y	yes, we have identified the needs at each campus
Action Plan:	Develop a plan together with Student Services for a "Keep Your Campus Beautiful" Campaign	Completed: y	Student Activities and O&M have developed a general plan that will address the needs at each campus
Action Plan:	Implement the plan	Completed: y	it has been implemented
Action Plan:	Evaluate and modify the plan	Completed: y	plan has been evaluated and modified by the O&M department
Performance Indicator 4.4.2:	Operations & Maintenance will continue constructive feedback to employees to improve the quality of work in the form of oral and written communications or formal recognitions.		
Action Plan:	Conduct annual personnel evaluation	Completed: y	Annual personnel evaluation are performed on a yearly basis
Action Plan:	End of the Year Employee Recognition	Completed: y	yes, we do recognize employees
Action Plan:	Review with each employee strengths and weaknesses	Completed: y	yes, we review each employees strengths and weaknesses
Performance Indicator 4.4.3:	Operations & Maintenance will continue to provide a quality work environment through team work and through recommendations developed in collaboration with each work unit.		
Action Plan:	Develop a plan that will encourage each department to work together	Completed: y	Yes, we have developed a plan
Action Plan:	Implement the plan	Completed: y	yes, we have implemented the plan
Action Plan:	Evaluate and modify the plan as needed	Completed: y	yes, we have evaluate and modified the plan as needed
Performance Indicator 4.4.4:	Results from the faculty/staff surveys will indicate improved satisfaction with Operations & Maintenance services and/or indicate areas that need improvement and will be included in the planning for the next biennium.		
Action Plan:	Identify the areas listed in the results that need improvement	Completed: y	yes, we have identified the areas for improving
Action Plan:	Develop procedures to improve	Completed: y	yes, we have developed the procedures for improvement
Action Plan:	Implement these procedures	Completed: y	yes, we have implemented the procedures

Action Plan: Evaluate the procedures

Completed: yes, we have evaluated the procedures

Action Plan: Modify the procedures

Completed: yes, they have been modified