

**South Texas College  
2005-2008 2nd Mid-Cycle  
IE Report and Update of IE Plan for Year 3  
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.		Comments: Operations and Maintenance have made a few decisions/modifications on the operational data using the work order system and financial information.
Action Plan: 1	Identify the different modules from the Banner System	Status: y	We were able to identify the different modules that effect our area
Action Plan: 2	Pull necessary data from Banner System	Status: y	We were able to identify the necessary data from Banner
Action Plan: 3	Evaluate the data and make the decision	Status: 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.		Comments: The appropriate resources were included in the FY 05-06 and 06-07 budget
Action Plan: 1	Identify the resources for each area	Status: y	yes, we have identify the resources for each of our areas
Action Plan: 2	Create an expenditure list for all areas	Status: y	yes, we have create an expenditure liste for each of our areas
Action Plan: 3	Evaluate each area's budget as the year progresses.	Status: 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.		Comments: Signage was successful changed at all STC locations
Action Plan: 1	Identify each campus with signage to be changed	Status: y	Completed

Action Plan: 2	Create a spreadsheet of all exterior signage with STCC	Status: y	Completed
Action Plan: 3	Order and replace signage	Status: y	Completed
Action Plan: 4	Update spreadsheet to reflect changes	Status: 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.		Comments: The Operations and Maintenance Department will continue to provide safety training for each area.
Action Plan: 1	Have four Safety Meetings annually	Status: y	yes, we have had four safety meetings this past year
Action Plan: 2	Modify and disseminate the Safety Quick Reference Guide and Phone Labels	Status: y	Completed
Action Plan: 3	Revise and approve the Safety Emergency Plan	Status: y	Yes, the Safety Plan has been revised and approved by the Committee
Action Plan: 4	Develop and conduct a safety training for the Operations & Maintenance Staff	Status: y	Yes, this has been completed. In addition, we modify the training depending on the issues at stake.
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.		Comments: The Operations and Maintenance Department will continue to monitor and address the College's needs
Action Plan: 1	Identify the needs of each campus	Status: y	Yes, this is an ongoing process for each campus
Action Plan: 2	Develop a Preventive Maintenance Schedule for all equipment	Status: y	The PM Schedule has been completed and implemented
Action Plan: 3	If needed, develop RFPs for service contracts for all campuses in addition to what is currently in place	Status: y	RFPs has been completed and has Board Approval.

**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.		Comments: We will continue to monitor the recommended areas and modify any findings.
Action	Identify the recommendations from the fraud & theft	Status: y	We identified the recommendations from the

Plan: 1	detection study		study
Action Plan: 2	Develop procedures	Status: y	We developed procedures within our department to address the fraud and theft detection recommendations
Action Plan: 3	Implement the procedures	Status: y	These procedures have been implemented within our area
Action Plan: 4	Monitor and evaluate the procedures	Status: y	We are monitoring the procedures that have been implemented
Action Plan: 5	Modify procedures as needed	Status: y	We have modified the procedures as needed
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.		Comments: We have completed the activities listed in the action plan.
Action Plan: 1	Identify the recommendations included in SAS 99	Status: y	We have identified the recommendations
Action Plan: 2	Develop procedures if necessary	Status: y	We have developed the procedure
Action Plan: 3	Implement the procedures	Status: y	we have implemented the procedures
Action Plan: 4	Monitor and evaluate the procedures	Status: y	we have monitored and evaluated the procedures
Action Plan: 5	Modify procedures as needed	Status: 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 proactive solutions to protect College assets.		Comments: We will continue to monitor the security system and make adjustments college wide.
Action Plan: 1	Identify and purchase additional surveillance cameras	Status: y	We have identified,purchased, and installed additional cameras throughout the College
Action Plan: 2	Identify and purchase additional emergency phones for the interior and exterior of each building	Status: y	we have completed the installation of additional phones for each of the buildings interior and exterior
Action Plan: 3	Disseminate and post emergency phone numbers for reporting purposes	Status: y	yes, we have disseminated and posted emergency phone numbers throughout the college
Performance Indicator 2.3.5b:	Operations & Maintenance will be fiscally responsible by implementing a time clock system for operations & maintenance classified employees.		Comments: We will continue to monitor the time clock system and modify any adjustments needed.

Action Plan: 1	Implement the procedures established by Human Resources department for implementation of a time-clock system	Status: y	yes, they have been implemented
Action Plan: 2	Monitor and evaluate attendance for employees based on time cards	Status: y	yes, we are monitoring and evaluating the attendance
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.		Comments: We will continue to follow STC's policy
Action Plan: 1	Identify records that need to be destroyed	Status: y	yes, we have identified the necessary records
Action Plan: 2	Follow STC's record retention policy	Status: y	yes, we are following the policy
Action Plan: 3	Contract with a record destroying company	Status: y	yes, we do have a contract with a record destroying company

**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.		Comments: We have outsourced the food operations with local vendors at these two campuses.
Action Plan: 1	Identify the needs at each campus	Status: y	yes, we continue to identify the needs at each campus
Action Plan: 2	Purchase and install kitchen equipment as needed	Status: y	yes, we purchase equipment on a regular basis to address the needs at each kitchen
Action Plan: 3	Hire personnel at the NAH Center and Starr County Campus	Status: y	We have outsourced the Food Operations at both sites
Action Plan: 4	Begin operations at NAH Center and Starr County Campus	Status: y	Both sites are outsourced and are in operation
Action Plan: 5	Evaluate revenues and expenditures at each campus	Status: y	Yes, on a monthly basis we evaluate sales and expenditures
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.		Comments: We will continue to follow the Comprehensive Maintenance Plan to ensure improved satisfaction college wide

Action Plan: 1	Identify the activities listed in the Plan and personnel responsible	Status: y	We review the plan on a monthly basis for each campus
Action Plan: 2	Develop procedures if necessary	Status: y	Yes, procedures have been developed
Action Plan: 3	Implement the procedures or follow through with activities	Status: y	Yes, procedures have been implemented
Action Plan: 4	Monitor for implementation	Status: y	Yes, we are in the process of evaluating the procedures and will 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.		Comments: We will continue to demonstrate appreciation and promote staff morale by having a yearly event for the operations and maintenance departments.
Action Plan: 1	Plan an End-of-the-Year Employee Appreciation Event for the O & M Departments	Status: 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.		Comments: We do encourage all of the Operations and Maintenance Department personnel to attend the annual ERC.
Action Plan: 1	Advertise and distribute Employee Recognition Ceremony information throughout the O & M Departments	Status: y	We advertise and distribute the information weeks before the event occurs
Action Plan: 2	Encourage attendance at Ceremony	Status: 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.		Comments: On a regular basis, the O&M Supervisors encourage the staff to work as a team and explain the importance on working together.
Action Plan: 1	Develop a plan that will encourage each department to work together	Status: y	Supervisors and team leaders have developed a plan that involves all O&M departments
Action Plan: 2	Implement the plan	Status: y	It has been implemented

Action Plan: 3	Evaluate and modify the plan as needed	Status: y	once a month, the supervisors and team leaders evaluate and modify the plan
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*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.		Comments: The O&M staff are encouraged to attend professional development and/or attend training in their areas.
Action Plan: 1	Each department will develop an individual plan for each employee	Status: y	each department has a plan for the individual employee
Action Plan: 2	Director will monitor the plan.	Status: 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.		Comments: The O&M Department will continue to provide specific orientation to new employees.
Action Plan: 1	Conduct the orientation sessions	Status: y	new employees are giving an orientation when they begin working in the respected department
Action Plan: 2	Evaluate the orientation for new employees	Status: y	each monitor the orientation is evaluated and modified
Action Plan: 3	Make modifications to the orientation	Status: 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.		Comments: The O&M Department will continue to work with the Student Services Departments in keeping each campus beautiful.
Action Plan: 1	Identify the needs of each campus	Status: y	yes, we have identified the needs at each campus
Action Plan: 2	Develop a plan together with Student Services for a "Keep Your Campus Beautiful" Campaign	Status: y	Student Activities and O&M have developed a general plan that will address the needs at each campus
Action Plan: 3	Implement the plan	Status: y	it has been implemented

Action Plan: 4	Evaluate and modify the plan	Status: 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.		Comments: The O&M Department will continue to provide annual personnel evaluations.
Action Plan: 1	Conduct annual personnel evaluation	Status: y	Annual personnel evaluation are performed on a yearly basis
Action Plan: 2	End of the Year Employee Recognition	Status: y	yes, we do recognize employees
Action Plan: 3	Review with each employee strengths and weaknesses	Status: y	yes, we review each employees strenghts 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.		Comments: The O&M Department will continue to provide a quality work environment in each area.
Action Plan: 1	Develop a plan that will encourage each department to work together	Status: y	Yes, we have developed a plan
Action Plan: 2	Implement the plan	Status: y	yes, we have implemented the plan
Action Plan: 3	Evaluate and modify the plan as needed	Status: 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.		Comments: We have developed departmental guidelines for improvements college wide.
Action Plan: 1	Identify the areas listed in the results that need improvement	Status: y	yes, we have identified the areas for improving
Action Plan: 2	Develop procedures to improve	Status: y	yes, we have developed the procedures for improvement
Action Plan: 3	Implement these procedures	Status: y	yes, we have implemented the procedures
Action Plan: 4	Evaluate the procedures	Status: y	yes, we have evaluated the procedures
Action Plan: 5	Modify the procedures	Status: y	yes, they have been modified