

**South Texas College
Operation and Maintenance
2005-2007 IE Plan**

Unit Mission: A team-oriented department offering competent services that will support a productive learning and working environment.

GP	SO	Unit Performance Indicator	Action Plan	Data Sources	Supporting Units	Resources Needed
1 Be a premier learning-centered higher education institution where student and community success are paramount.						
1.1 Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making.						
	1.1.7	Operations & Maintenance will make decisions based on data through successful implementation of the self-service module in the Banner system.	<ol style="list-style-type: none"> 1. Identify the different modules from the Banner System 2. Pull necessary data from Banner System 3. Evaluate the data and make the decision 	Banner System Purchase orders Work orders Campus expenditures	ITS Div. Purchasing Dept. Business Office	No additional resources needed
1.2 Promote college-readiness for all students.						
1.3 Promote shared responsibility among faculty, staff, and students to set and achieve high expectations.						
1.4 Develop quality programs designed to meet regional workforce and economic development priorities.						
1.5 Exceed community and SACS expectations of a Level II baccalaureate degree granting institution.						
	1.5.2	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.	<ol style="list-style-type: none"> 1. Identify the resources for each area 2. Create an expenditure list for all areas 3. Evaluate each area's budget as the year progresses. 	Banner System Purchase orders Work orders Campus expenditures	ITS Div. Purchasing Dept. Business Office	Include resources needed in the FY 05-06 and FY 06-07 budgets
	1.5.2	To meet expectations and standards, the Operations and Maintenance department will change signage to STC at all locations.	<ol style="list-style-type: none"> 1. Identify each campus with signage to be changed 2. Create a spreadsheet of all exterior signage with STCC 3. Order and replace signage 4. Update spreadsheet to reflect changes 	Purchase Orders	Purchasing Dept.	Include resources needed in the FY 05-06 and FY 06-07
	1.5.2	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.	<ol style="list-style-type: none"> 1. Have four Safety Meetings annually 2. Modify and disseminate the Safety Quick Reference Guide and Phone Labels 3. Revise and approve the Safety Emergency Plan 4. Develop and conduct a safety training for the Operations & Maintenance Staff 	Safety Meeting Minutes, Status Report on training activities, Checklist for Safety Quick Reference Guide	OIRE Purchasing Safety Committee Members	No additional resources needed
	1.5.2	To meet expectations and standards, the Operations and Maintenance department, operates and maintains physical facilities that are adequate to serve the College's needs.	<ol style="list-style-type: none"> 1. Identify the needs of each campus 2. Develop a Preventive Maintenance Schedule for all equipment 3. If needed, develop RFPs for service contracts for all campuses in addition to what is currently in place 	O & M Manuals	Planning & Const. Purchasing	No additional resources needed

GP	SO	Unit Performance Indicator	Action Plan	Data Sources	Supporting Units	Resources Needed
2 South Texas College will serve as the cornerstone for the economic vitality of South Texas.						
	2.1	<i>Develop quality workforce education, innovations, and economic development, designed to exceed local industry standards and expectations.</i>				
	2.2	<i>Actively partner in economic and community development.</i>				
	2.3	<i>Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers.</i>				
	2.3.1	The departments will be pro-active in meeting auditing standards by implementing the recommendations from the fraud and theft detection study performed by consultant.	1. Identify the recommendations from the fraud & theft detection study 2. Develop procedures 3. Implement the procedures 4. Monitor and evaluate the procedures 5. Modify procedures as needed	Fraud & Theft Detection Study	FAS Division Consultant	Existing resources
	2.3.1	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.	1. Identify the recommendations included in SAS 99 2. Develop procedures if necessary 3. Implement the procedures 4. Monitor and evaluate the procedures 5. Modify procedures as needed	SAS 99	FAS Division	No additional resources needed
	2.3.5	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.	1. Identify and purchase additional surveillance cameras 2. Identify and purchase additional emergency phones for the interior and exterior of each building 3. Disseminate and post emergency phone numbers for reporting purposes	Security Reports Dispatch Logs Video	Purchasing Dept. Business Office	Existing resources will be utilized
X	2.3.6	Operations & Maintenance will be fiscally responsible by implementing a time clock system for operations & maintenance classified employees.	1. Implement the procedures established by Human Resources department for implementation of a time-clock system 2. Monitor and evaluate attendance for employees based on time cards	Clocks Time logs	HR Purchasing Business Office	Existing resources will be utilized
X	2.3.7	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.	1. Identify records that need to be destroyed 2. Follow STC's record retention policy 3. Contract with a record destroying company	Policy	HR Purchasing Business Office	Existing resources will be utilized

GP	SO	Unit Performance Indicator	Action Plan	Data Sources	Supporting Units	Resources Needed
3 South Texas College will foster an environment for the students and community to achieve a better quality of life.						
	3.1 Develop and promote seamless systems and processes from prospective student through successful exit to motivate and assist in timely graduation, transfer or employment.					
	3.2 Develop and implement quality services in prompt response to student and community needs.					
	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.	<ol style="list-style-type: none"> 1. Identify the needs at each campus 2. Purchase and install kitchen equipment as needed 3. Hire personnel at the NAH Center and Starr County Campus 4. Begin operations at NAH Center and Starr County Campus 5. Evaluate revenues and expenditures at each campus 	OIRE Survey	HR Purchasing Business Office	Existing resources will be utilized; Include additional personnel for NAH Center and Starr County Campus
	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.	<ol style="list-style-type: none"> 1. Identify the activities listed in the Plan and personnel responsible 2. Develop procedures if necessary 3. Implement the procedures or follow through with activities 4. Monitor for implementation 	OIRE Survey C.M. Plan	FAS Division Units	No additional resources needed
	3.3 Strengthen the personalized, student-centered environment.					
	3.4 Continuously improve student satisfaction with all aspects of the College.					
4 South Texas College will nurture a culture where collaboration is valued and achievement is recognized.						
	4.1 Pursue improved learning and performance through teamwork and collaboration.					
	4.2 Value one another.					
	4.2.1	Operations and Maintenance Director will demonstrate appreciation and promote staff morale by recognizing contributions, performance and service of the employees.	1. Plan an End-of-the-Year Employee Appreciation Event for the O & M Departments	Work orders Evaluations	HR	Existing resources will be utilized
	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.	<ol style="list-style-type: none"> 1. Advertise and distribute Employee Recognition Ceremony information throughout the O & M Departments 2. Encourage attendance at Ceremony 	Flyers	HR	Existing resources will be utilized
	4.2.3	Operation & Maintenance will foster a harmonious work environment by encouraging collaboration and team work within each department.	<ol style="list-style-type: none"> 1. Develop a plan that will encourage each department to work together 2. Implement the plan 3. Evaluate and modify the plan as needed 	Evaluations Meeting minutes	HR	Existing resources will be utilized

GP	SO	Unit Performance Indicator	Action Plan	Data Sources	Supporting Units	Resources Needed
	4.3	Encourage and provide up-to-date professional development and skill enablement for faculty and staff.				
	4.3.1	Operations & Maintenance Director will meet staff needs for professional development by implementing a personal professional development plan for each employee.	1. Each department will develop an individual plan for each employee 2. Director will monitor the plan.	Comprehensive Maintenance Plan	FAS Division Units	No additional resources needed
	4.3.4	Operations & Maintenance will continue providing department specific orientation to new employees.	1. Conduct the orientation sessions 2. Evaluate the orientation for new employees 3. Make modifications to the orientation	O & M Guidelines and other plans	FAS Division Units	No additional resources needed
	4.4	Continuously improve faculty and staff satisfaction with the work environment.				
	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.	1. Identify the needs of each campus 2. Develop a plan together with Student Services for a "Keep Your Campus Beautiful" Campaign 3. Implement the plan 4. Evaluate and modify the plan	OIRE Survey	Student Activities	No additional resources needed
	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.	1. Conduct annual personnel evaluation 2. End of the Year Employee Recognition 3. Review with each employee strengths and weaknesses	Evaluations	HR	No additional resources needed
	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.	1. Develop a plan that will encourage each department to work together 2. Implement the plan 3. Evaluate and modify the plan as needed	Evaluations Meeting minutes	HR	Existing resources will be utilized
	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.	1. Identify the areas listed in the results that need improvement 2. Develop procedures to improve 3. Implement these procedures 4. Evaluate the procedures 5. Modify the procedures	OIRE Survey C.M. Plan	FAS Division Units	Existing resources will be utilized

GP = Guiding Principle
SO = Strategic Outcome