List of Evidence

Doc. 2   Achieving the Dream 2013 Planning Year Work Plan
Doc. 3   Achieving the Dream Convergence on Diversity and Equity, Materials
Doc. 4   Achieving the Dream Flex Day Presentation, August 2013
Doc. 6   Annual Integrated Planning Work Page, 2014-15
Doc. 13   Cerro Coso Community College Self Evaluation Report of Educational Quality and
            Institutional Effectiveness, Standard III.A.6
Doc. 25   External Evaluation Report of Educational Quality and Institutional Effectiveness, 2013
Doc. 37   KCCD Equal Employment Opportunity/Diversity Plan -- *DRAFT*
Doc. 48   Program Review Schedule
Doc. 55   Resource Request Analysis, Professional Development for 2013-14

College Recommendation 6   **Resources – Physical Resources**

To fully meet the Standards, the team recommends the College develop and implement a process which allows the public, students, and employees to report safety conditions and other issues of disrepair to physical resources. Process should include tracking to ensure all necessary repairs are made promptly and follow up action is possible to assure that physical resources at all locations where it offers courses, programs, and services are constructed and maintained to assure access, safety, security and a healthful learning and working environment. (III.B.1.a, III.B.1.b)

Recommendation 6 was referenced in Standard III.B. It was noted that the current procedure for reporting and tracking incidents of disrepair or safety concerns to physical resources is not well defined or publicized. While the Evaluation Team acknowledged the tracking software "SchoolDude" had been implemented, the system was in the testing phase and not well publicized or commonly used as the primary method of submitting work orders **(doc. 25, pg. 42)**.

Progress in Addressing Recommendation

After a testing period, the College moved to full implementation of SchoolDude in January 2013. The previous method of sending emails to the Maintenance and Operations listserv was eliminated at that time. To help with the transition, an operations procedure guide sheet was created to assist customers through the process of submitting a work request **(doc. 58)**. The guide lists six action stages, the last of which has eight steps to help the user navigate requests through the system. The guide is available to all students and staff directly on the portal main page **(doc. 57)**.

To publicize and promote the use of the system, an informational forum was held during spring faculty flex day at which the guides were distributed. This was followed up with a mass distribution for all staff through the campus mail.

Since implementation, SchoolDude has become widely used throughout the College to address everything from small custodial issues to safety concerns to event set up and tear down. At the time of the writing of this follow-up report, the system shows 450 work requests of various types having been entered. Out of these requests, 286 were completed in a timely manner, 95 are still in progress at various stages, 13 were voided due to duplication, 2 are pending additional funding, and 27 are awaiting assignment.

SchoolDude provides a variety of reports to ensure that all necessary repairs are made promptly and that follow-up action has been accomplished. It provides needed feedback to the initiator as well as the supervisor assigning the work requests. It outlines where work requests are in the steps of completion. It shows who the work was assigned to and what the estimated time of completion will be. It shows how many work requests are assigned to each person on the staff. It shows total requests opened and closed and average time of completion **(doc. 59)**.

Conclusion

The College has mostly addressed this recommendation. SchoolDude has proven to be a comprehensive work-order tracking system to ensure the College is maintaining its physical resources for access, safety, security, and a healthful learning and working environment. The program is available to students and to staff at any time with the click of a button. The College will continue to promote the visibility of the program to both students and staff through announcements, flyers, and reminders. Plans are underway, for example, to place a paragraph about how to report safety conditions and issues of disrepair into the Student Handbook.

One challenge discovered is that some members of the maintenance staff are not so knowledgeable about computer entry as the system requires for proper functionality. Ongoing training is required to improve the staff's ability to navigate the software and thereby maintain the accuracy of the data being provided to the customer and to the management staff.

While SchoolDude works well for students and staff, where the College can continue to improve in this area is extending the reporting ability to the public. In fall 2013, the facilities committee will examine options for members of the public who are not students or employees and who therefore have no account access to InsideCC—for example, through signage around campus giving a reporting phone number. The goal is to establish and implement a formalized process before the end of the 2013-14 academic year.

It should be noted that in addition to providing communication and tracking, SchoolDude is also promoting the College's ability to assess strategic goal and administrative unit outcomes. Reports from SchoolDude have been identified as measures to aid in assessing Strategic Goal 2.2 ("Improve facilities and maintenance as measured by climate surveys and operational reports compared to 2010-11 baseline") and Goal 2.3 ("Improve student and employee safety as measured by Clery and OSHA reports through climate surveys as compared to 2011-12 baseline") **(doc. 61)**. Additionally, they are identified as measures for assessing Maintenance and Operations' Administrative Unit Outcome 2, that Maintenance and Operations responds to work requests in a timely manner **(doc. 45)**.

Future Plans

- *Goal:* Implement a training sessions with maintenance staff for the proper use of SchoolDude; set up an extra work station in the M&O building for input and training. *Expected Completion Date:* October 1, 2013. *Position Responsible:* Manager, Maintenance and Operations.
- *Goal:* Establish, implement, and publicize a formalized process by which the public can report safety and disrepair conditions. *Expected Completion Date*: June 2014. *Position Responsible*: Manager, Maintenance and Operations.

List of Evidence

Doc. 25   External Evaluation Report of Educational Quality and Institutional Effectiveness, 2013
Doc. 45   Maintenance and Operations Assessment Plan
Doc. 57   SchoolDude Links on InsideCC
Doc. 58   SchoolDude Operations Procedure Work Sheet
Doc. 59   SchoolDude Sample Reports
Doc. 61   Strategic Goals Assessment Matrix

District Recommendation 1   **Review and Update Board Policies on a Periodic Basis**

In order to comply with the Standards, the team recommends that the Board of Trustees establish a process to ensure the Board's policies and procedures are evaluated on a regular basis and revised as appropriate (IV.V.1.e).

Progress in Addressing Recommendation

The governing board has updated board policies and procedures as needed, however there has not been a scheduled recurring evaluation of KCCD Board Polices. Beginning November, 2012, KCCD initiated a

To fully meet the Standards, the team recommends the College develop and implement a process which allows the public, students, and employees to report safety conditions and other issues of disrepair to physical resources. Process should include tracking to ensure all necessary repairs are made promptly and follow-up action is possible to assure that physical resources at all locations where it offers courses, programs, and services are constructed and maintained to assure access, safety, security and a healthful learning and working environment. (III.B.1.a, III.B.1.b)

Recommendation 6 was referenced in Standard III.B. It was noted that the current procedure for reporting and tracking incidents of disrepair or safety concerns to physical resources is not well defined or publicized. While the Evaluation Team acknowledged the tracking software "SchoolDude" had been implemented, the system was in the testing phase and not well publicized or commonly used as the primary method of submitting work orders **(CR6-1, pg. 42)**.

Progress Reported in the 2013 Follow-Up Report

After a testing period, the College moved to full implementation of SchoolDude in January 2013. The previous method of sending emails to the Maintenance and Operations listserv was eliminated at that time. To help with the transition, an operations procedure guide sheet was created to assist customers through the process of submitting a work request **(CR6-2)**. The guide lists six action stages, the last of which has eight steps to help the user navigate requests through the system. The guide is available to all students and staff directly on the portal main page **(CR6-3)**.

To publicize and promote the use of the system, an informational forum was held during spring faculty flex day at which the guides were distributed. This was followed up with a mass distribution for all staff through the campus mail.

Since implementation, SchoolDude has become widely used throughout the College to address everything from small custodial issues to safety concerns to event set up and tear down. At the time of the writing of this follow-up report, the system shows 450 work requests of various types having been entered. Out of these requests, 286 were completed in a timely manner, 95 are still in progress at various stages, 13 were voided due to duplication, 2 are pending additional funding, and 27 are awaiting assignment.

SchoolDude provides a variety of reports to ensure that all necessary repairs are made promptly and that follow-up action has been accomplished. It provides needed feedback to the initiator as well as the supervisor assigning the work requests. It outlines where work requests are in the steps of completion.

It shows who the work was assigned to and what the estimated time of completion will be. It shows how many work requests are assigned to each person on the staff. It shows total requests opened and closed and average time of completion **(CR6-4)**.

Conclusion Reported in 2013 Follow-Up Report

The College has mostly addressed this recommendation. SchoolDude has proven to be a comprehensive work-order tracking system to ensure the College is maintaining its physical resources for access, safety, security, and a healthful learning and working environment. The program is available to students and to staff at any time with the click of a button. The College will continue to promote the visibility of the program to both students and staff through announcements, flyers, and reminders. Plans are underway, for example, to place a paragraph about how to report safety conditions and issues of disrepair into the Student Handbook.

One challenge discovered is that some members of the maintenance staff are not as knowledgeable about computer entry as the system requires for proper functionality. Ongoing training is required to improve the staff's ability to navigate the software and thereby maintain the accuracy of the data being provided to the customer and to the management staff.

While SchoolDude works well for students and staff, where the College can continue to improve in this area is extending the reporting ability to the public. In fall 2013, the facilities committee will examine options for members of the public who are not students or employees and who therefore have no account access to InsideCC—for example, through signage around campus giving a reporting phone number. The goal is to establish and implement a formalized process before the end of the 2013-14 academic year.

It should be noted that in addition to providing communication and tracking, SchoolDude also promotes the College's ability to assess strategic goal and administrative unit outcomes. Reports from SchoolDude have been identified as measures to aid in assessing Strategic Goal 2.2 ("Improve facilities and maintenance as measured by climate surveys and operational reports compared to 2010-11 baseline") and Goal 2.3 ("Improve student and employee safety as measured by Clery and OSHA reports through climate surveys as compared to 2011-12 baseline") **(CR6-5)**. Additionally, they are identified as measures for assessing Maintenance and Operations' Administrative Unit Outcome 2, Maintenance and Operations responds to work requests in a timely manner **(CR6-6)**.

In its 2013 Follow-Up Visit Evaluation Report, the team concluded that Cerro Coso Community College had fully met the expectations of the recommendations and now meets the standard **(CR6-9, pg. 7)**. This conclusion was accepted by ACCJC at its January 2014 Commission Meeting **(CR6-10).**

Sustained Improvement

Since the filing of the 2013 Follow-Up Report, SchoolDude continues to be widely used throughout the College. It provides instantaneous actionable data. For instance, since July 2014, there have been 259 work requests submitted into the system. To date the system has had 450 work requests of various nature logged into the program—259 alone since July 2014. Of those requests, 286 have been completed in a timely manner, 95 are in various stages of completion, 27 are in the queue for assignment, 13 were voided due to being duplicated, and 2 are awaiting additional funding.

A link was put in place on the college website leading to a form for the public to report safety conditions and other issues of disrepair to physical resources **(CR6-7)**. The form is sent by email to the college maintenance and operations manager, who also serves as the campus safety officer. In addition, safety suggestion boxes have been established at each campus location, including five at the main campus in Ridgecrest. These boxes are monitored by the maintenance and operations manager.

One continued improvement that has been made in this area has been creating a "one-stop" location for all work requests, whether to the Help Desk for technology issues or to SchoolDude for facilities issues. These used to be two separate processes accessed by two separate entry points on the college web site. Combined into one location and prominently housed in one channel on the InsideCC portal, faculty and staff need only to remember the one place. This change was vetted through the administrative team and College Council in February 2015 and went live at the end of February 2015 **(CR6-8)**.

Challenges are still being faced getting maintenance staff to use the system. The challenge yet to be overcome is ensuring that the technician assigned to the work request continues to log into the system at every stage to update the tracking process. Several members of the staff have only a developing awareness of computer literacy at this time; additional training is required for them to be able to navigate through the software to maintain the integrity of the system. That training takes place as part of the department's weekly meetings.

List of Evidence:
    CR6-1   External Evaluation Report of Educational Quality and Institutional Effectiveness, February 2013
    CR6-2   SchoolDude Operations Procedure Work Sheet
    CR6-3   SchoolDude Links on InsideCC
    CR6-4   SchoolDude Sample Reports
    CR6-5   Strategic Goals Assessment Matrix
    CR6-6   Maintenance and Operations Assessment Plan
    CR6-7   Facilities and Safety/Security Contact Form
    CR6-8   "Report Technology and Facilities Issues" Channel on InsideCC
    CR6-9   ACCJC 2013 Follow-Up Visit Evaluation Report
    CR6-10   ACCJC Action Letter, February 7, 2014