

**Cerro Coso Community College Assessment Plan
Administrative Unit/Service Department Outcomes**

Program: Maintenance and Operations

Year: 2013/2014

Contributors: John Daly

Administrative Unit/Service Department Outcome	Detailed Description of Assessment Plan	Rubric Used³?	Results	Plan for Improvement and Reassessment⁴
<p>Students and staff will report that the facilities, grounds and infrastructure are supportive of an effective learning and working environment and are well maintained.</p> <p>Target:80% satisfaction</p>	<p>This was assessed by¹: Using climate surveys at each college site.</p> <p style="text-align: center;"><i>“Rate the extent to which you feel that facilities, grounds, and infrastructure are supportive of an effective learning and working environment and are well maintained.”</i></p> <p>Sampling method²:</p>			
<p>Students and staff will report that M&O responds to work requests in a timely manner.</p> <p>Target: 5 day average from the</p>	<p>This was assessed by¹: Schooldude work requests and the data tracked from the system will provide statistical information of completed work requests.</p>			

1. Be very specific here. Describe how you will assess the outcome in some detail.
2. If applicable. Best practice is 30 responses, but it’s recognized that it’s not possible in many cases. If so, report results of all students/employees. If a sampling method is used, explain it here.
3. If a rubric was used to assess a qualitative measure, check this box and attach the rubric to the back of these sheets.
4. Describe your response to the results. Did the results match your target performance? If not, how might the outcome assessed be better achieved? Is there an adjustment needed to the assessment strategy? Is the target performance possible to achieve or does it need to be adjusted?

Administrative Unit/Service Department Outcome	Detailed Description of Assessment Plan	Rubric Used ³ ?	Results	Plan for Improvement and Reassessment ⁴
time the work request is generated to the time it is completed.	Sampling method²:			
Students and staff will report that safety and security training is provided each semester. Target: 90-95% satisfaction	<p>This was assessed by¹: By using climate surveys at each college site. The survey should provide areas of needed training as well as areas that identify where the training has been the strongest and most helpful to the students and staff.</p> <p><i>You are in the main building student center, and a fire alarm sounds where do you evacuate too?</i></p> <p><i>a.)Up the stairs to the parking lot.</i></p> <p><i>b.)Next to the LRC.</i></p> <p><i>c.)Directly north of the student center.</i></p> <p>Sampling method²:</p>			
	This was assessed by¹:			

1. Be very specific here. Describe how you will assess the outcome in some detail.
2. If applicable. Best practice is 30 responses, but it's recognized that it's not possible in many cases. If so, report results of all students/employees. If a sampling method is used, explain it here.
3. If a rubric was used to assess a qualitative measure, check this box and attach the rubric to the back of these sheets.
4. Describe your response to the results. Did the results match your target performance? If not, how might the outcome assessed be better achieved? Is there an adjustment needed to the assessment strategy? Is the target performance possible to achieve or does it need to be adjusted?

Administrative Unit/Service Department Outcome	Detailed Description of Assessment Plan	Rubric Used ³ ?	Results	Plan for Improvement and Reassessment ⁴
	Sampling method ² :			
	This was assessed by ¹ Sampling method ² :			

1. Be very specific here. Describe how you will assess the outcome in some detail.
2. If applicable. Best practice is 30 responses, but it's recognized that it's not possible in many cases. If so, report results of all students/employees. If a sampling method is used, explain it here.
3. If a rubric was used to assess a qualitative measure, check this box and attach the rubric to the back of these sheets.
4. Describe your response to the results. Did the results match your target performance? If not, how might the outcome assessed be better achieved? Is there an adjustment needed to the assessment strategy? Is the target performance possible to achieve or does it need to be adjusted?