**Non-Instructional Annual Review  
Physical Plant**

This document addresses the following SACSCOC requirements: CR 2.5, CS 3.3.1, and CS 3.5.1, CR 3.9.2, CR 3.13.3, and   
FR 4.5

Purpose

Amarillo College non-instructional areas consistently review data and strive for improvement. The purpose of this review is to demonstrate how AC non-instructional areas support AC’s mission by “…*enriching the lives of our students and our community*.”

On an annual basis, the Program Review process will capture a holistic snapshot of strengths, weaknesses, and improvement plans based on institutional data and assessment information.

The information collected on this form will also serve to help your division complete the information required by SACSCOC for Amarillo College’s continued reaffirmation efforts.

**Response Length Suggestion: Most responses should be 2-3 sentences. If available, you may also provide a link to other documentation that answers each question.**

I: Identification

1. **Department Title:**

|  |
| --- |
| Physical Plant |

1. **Department Purpose Statement:**

|  |
| --- |
| To provide a pleasant and safe learning and working environment for students, faculty, staff and community. Provide services to ensure that facilities, grounds and equipment are functional, clean, comfortable, accessible and well maintained. |

1. **Department Review Year (i.e. Most Recent Academic Year)**

|  |
| --- |
| 2014/15 |

1. **Date of Submission:**

|  |
| --- |
| 6/16/15 |

1. **Lead Person Responsible for this Department Review:**

|  |
| --- |
| Name: Bruce Cotgreave  Title: Director, Physical Plant  E-mail: blcotgreave@actx.edu  Phone Number: 806-345-5565 |

1. **Additional Individuals (Name and Title) Responsible for Completing this Department Review:**

|  |
| --- |
| Sheri Frederiksen – Administrative Secretary  Kay Crandall – Senior Staff Assistant |

II: Existing Data (Not Survey, Focus Groups, and/or Interviews)

AC staff/administrators collect and evaluate data related to people served.

1. **What significant AC, state, federal, or other reports do you complete on an annual basis   
   and/or what significant quantitative data do you collect or review on an annual basis?**

**(Please provide links to data/report information or a succinct summary of your data findings.)**

|  |
| --- |
| **1. Fuel Monitoring Report** –  This information is stored on I.Fleet.com, the software used by the Physical Plant  to monitor fuel usage. This fuel management system has allowed great Improvement   in tracking of fuel and vehicle related costs. **2. Architectural Barriers Inspection Reports on Construction Projects** – Ensuring Amarillo  College is in compliance with the Texas Architectural Barriers Act  (each construction project carries an individual report showing compliance with ADA)  **3. Safety Data Sheet (SDS) Monitoring** – Report compiled of all chemicals  used in the Physical Plant Departments: Maintenance, Custodial, Grounds,  General Office and EC Housing,   [(Chemicals used by Physical Plant Departments)](https://www.actx.edu/archives/files/filecabinet/folder25/Chemical_Inventory_List___All_Physical_Plant_Departments.pdf)  **4. Safety and Instructional Training --** Records are kept of all Safety Training and   instructional training of Physical Plant Staff  [Physical Plant Employee Safety Training Records](http://cis7.actx.edu/ACLibrary/aclweb/Documents/Physical_Plant_Employee_Training.pdf)  **5. Boiler Inspection Report –** Maintenance, Repair, and Inspection Records  These reports/records monitor the safety of all Boilers on Campus  **7. Fire Safety Inspection Reports –** Inspection of fire extinguishers, fire suppression, and  fire sprinklers.  **8. Backflow Prevention Inspection Reports**  **9. Work Order Summary –** Routine repairs, and routine maintenance of College Facilities  Work Order Summary reports are retrieved from Mainsaver Software that tracks the  Physical Plant work orders campuswide.  **10. Vehicle Inspection Reports** Vehicle Inspection Reports are retrieved from the planned maintenance report on   Mainsaver. **11. Utility Usage Reports** Detailed records are kept of all Utility Usage.[**AC Meters**](http://cis7.actx.edu/ACLibrary/aclweb/Documents/AC_Meters.pdf)[**Atmos**](http://cis7.actx.edu/ACLibrary/aclweb/Documents/Atmos.pdf)[**Excel**](http://cis7.actx.edu/ACLibrary/aclweb/Documents/Xcel_2.pdf)[**Water/Sewer/Trash**](http://cis7.actx.edu/ACLibrary/aclweb/Documents/Water_Sewer_Trash_07-08.pdf)  **12.Energy Savings Reports**  [**Energy Cost Trends**](http://cis7.actx.edu/ACLibrary/aclweb/Documents/chart.png) [**Energy Usage Trends**](http://cis7.actx.edu/ACLibrary/aclweb/Documents/chart2.png)  **13. Travel Reports** [Travel Report 2013/2014](http://cis7.actx.edu/ACLibrary/aclweb/Documents/travel_report_2013-2014.pdf) |

1. **Based on the past year’s data (referenced in Question #1), please evaluate your data and/or department.  
   (Place an ‘X’ in each text box that corresponds to your evaluation. You may delete or add rows.)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Data Reported/Collected**  **(Include Most Important Data)** | **Needs Improvement** | **Meets Standards** | **Exceeds Standards** |
| 1. Fuel Monitoring Reports |  | X |  |
| 2. Architectural Barriers Inspections |  | X |  |
| 3. MSDS Monitoring |  | X |  |
| 4. Safety Training |  | X |  |
| 5. Instructional Training |  | X |  |
| 6. Boiler Inspection Report |  | X |  |
| 7. Fire Safety Inspection Reports |  | X |  |
| 8. Backflow Prevention Inspection |  | X |  |
| 9. Work Order Summary |  | X |  |
| 10. Vehicle Inspection Reports |  | X |  |
| 11. Utility Usage Reports |  | X |  |
| 12. Energy Savings Reports |  | X |  |
| 13. Travel Reports |  | X |  |

1. **(If applicable) If any area “Needs Improvement,” please explain why (i.e. Analysis).**

|  |
| --- |
|  |

1. **(If applicable) Based on the data above, what changes do you recommend (i.e. Action Plan)?**

|  |
| --- |
|  |

III: Existing Data (Based on Surveys, Focus Groups, and Interviews)

In this section, provide examples of ways you used survey data or qualitative research (interviews, focus groups, etc.) to make decisions.

PART A:

1. **Over the past year, did your area collect and/or review any survey data or   
   qualitative (focus group, interview, etc.) information?**

**(Place an ‘X’ in the text box that corresponds to your response.)**

|  |  |
| --- | --- |
| **Yes (If Yes, Proceed to PART A, Question #2)** | **No (If No, Proceed to PART B)** |
| X |  |

1. **Summarize the most important information that was collected and/or reviewed and the results.**

|  |
| --- |
| **1**. Information was collected from employees concerning their satisfaction with the heating and cooling of buildings, custodial help in moving furniture and equipment, cleanliness and maintenance of buildings and the care of campus grounds.  Sample results:   * -- 91% of respondents either strongly agree or agree that the Physical Plant responds promptly to requests for keys, vehicle reservation, or other questions and concerns.   -- 84% of respondents either strongly agree or agree that the Physical Plant completes work order requests in a professional manner.  -- 84% of respondents either strongly agree or agree that the Maintenance Staff responds to emergencies promptly  -- 80% of respondents either strongly agree or agree that overall cleanliness of the buildings is maintained to ensure a safe, healthy environment.  -- 88% of respondents either strongly agree or agree that the overall appearance of the grounds area is attractive and well maintained.  -- 53% of respondents either strongly agree or agree that overall, the heating and cooling of facilities provide a pleasant and comfortable environment.  **2**. Physical Plant Reviewed the Disability Services Review. We reviewed the information collected from responders concerning their satisfaction with access to elevators, restrooms, parking, doors and ramps.  Results:  - 89% of respondents either strongly agree or agree that they are satisfied with access to the elevators on AC’s campuses.  - 96% of respondents either strongly agree or agree that they are satisfied with access to the restrooms on AC’s campuses  - 74% of respondents either strongly agree or agree that they are satisfied with access to parking or AC’s campuses  - 91% of respondents either strongly agree or agree that they are satisfied with access to the outside doors on AC’s campuses  - 94% of respondents either strongly agree or agree that they are satisfied with access to the inside doors on AC’s campuses.  - 95% of respondents either strongly agree or agree that they are satisfied with access on AC’s campuses. |

**3. (If applicable) Based on the data above, what changes do you recommend (i.e. Action Plan)?**

|  |
| --- |
| 1. Physical Plant will work closely with the Energy Manager to improve comfort, while at the same time save energy costs. Reconfigure heating & air systems where possible to better serve students and faculty.  Continue planned maintenance of HVAC systems. |

PART B:

**Additional Comments Related to Surveys and Qualitative Research (Not Required):**

|  |
| --- |
|  |

IV: Institutional Initiatives

PART A –No Excuses:

Each department is expected to support student success initiatives.

1. **List 1 or more ways your department most focuses on any of the No Excuses goals/initiatives.**

|  |
| --- |
| We support student goals by creating a safe learning and working environment for students, faculty, staff and community.  1. A student gathering area was completed on the first floor of the College Union Building.  2. A new student commons will be created on the first floor of the Lynn Library.  3. “Sticky places” have been created across campus, giving students convenient places to study together. 4. The Physical Plant provides accessibility by complying with ADA standards.  5. The Physical Plant provides maps to help students navigate the campus. |

1. **Are there any changes your department has made over this past year to remove   
   barriers to students and further the No Excuses goals OR to move the needle toward fulfillment of the No Excuses goals?**
   * + **If so, please explain.**
     + **If not, but you plan to make changes that aid students success, please provide   
       a few sentences explaining how you can better support No Excuses.**

|  |
| --- |
| 1. Constructed 2 new ADA ramps to ensure that college facilities are available to all through compliance with the American with Disabilities Act. 2. New signs will be placed on all campuses to assist students in wayfinding. AC has contracted with the ASI Company to provide the signage.  3. Budgeting for new exterior doors at Durrett & Engineering.  4. Parking lots were improved on the West Campus.  5. Completed construction of a tutoring lab in Warren Hall  6. Investigate the possibilities to upgrade Johnson Controls at Ordway Hall.  7. Plan to enhance the Pedestrian Mall between the Library and the CUB |

PART B –Institutional Outcomes:

Each department is expected to provide quality student, customer, and/or client services.

1. **For this review year, what is/were your department’s most important goals (i.e. broad things you would like to accomplish)?**

|  |
| --- |
| 1. The Physical Plant will continue to save energy costs by implementing the Board approved Energy Management Policy.  2. The Sentinal Irrigation system will be improved to save water costs.  3. The Physical Plant will ensure roofs are energy compliant and upgraded to code.  4. Improve signage on all campuses for wayfinding.  5. The Physical Plant will provide maps that assist students in navigating the campuses.  6. Parking lots will continue to be improved.  7. The first (1st) floor of the Engineering Building will be renovated.  8. The Aviation Hanger will be expanded to the Diesel Building on the East Campus. |

1. **For this review year, what is/were your department’s most important outcome/s that can be specifically measured and help you achieve your goals? Provide examples of 1-3 outcomes.**

(An outcome provides observable evidence that your student’s or client’s knowledge,   
skill, ability, attitude, or behavior has changed as a result of your efforts.)

|  |
| --- |
| 1. After the Physical Plant introduces an energy cost savings by implementing the Board approved Energy Management Policy, AC energy costs will decrease by X% or $X each year/?Date per energy cost trends. 2. After implementing the Sentinel Irrigation system improvements, AC water costs will decrease for the 2014-2015 year per cost records. 3. After evaluating current roof conditions and code requirements, all AC roofs will be deemed energy and code compliant per state regulations. 4. After AC signage issues have been identified, 100% of those signs identified by the President’s Cabinet as most integral to student wayfinding will be created and put on the various AC campuses. 5. After AC campus maps have been updated, all AC students who need assistance with wayfinding will be provided a campus map that will assist them in navigating AC campuses via the Web and AC volunteer efforts. 6. After parking lot issues have been identified, all parking lot critical need areas will be improved per the physical maintenance schedule. 7. After plans have been developed and contractors have been identified, the first (1st) floor of the Engineering floor will be renovated in areas identified by the construction plan. 8. After the renovation needs for the East Campus Aviation Hanger have been identified, the hanger will be expanded to the Diesel Building to make it FAA compliant. |

1. **How does your department assess the above outcome/s? What were the results of your outcome assessment? What do your results tell you?**

|  |
| --- |
| * #1 and #2: AC reduced energy consumption and reduced water usage. The Sentinal Irrigation system was improved to save water costs and help contribute to this reduction.   [Energy Cost Trends](file:///C:\Users\tlberg\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\EN8MT2T5\cost%20trend.png)  [Energy Usage Trends](file:///C:\Users\tlberg\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\EN8MT2T5\Usage%20Trend.png)  Energy and Water consumption are closely monitored. The Energy Conservation Plan has resulted in energy savings. Water usage has gone down because the Sentinel Irrigation System provides uniformity in how and when the water is put down during irrigation.  Did you meet your intended outcome/target for improvement?   * #3: The Physical Plant continues to make sure roofs are energy compliant and upgraded to code. Any #s from roofs worked on? * #4: ?# of signs identified as necessary and all signs were added to these (list) locations. * #5: Campus maps were checked for accuracy and were provided to the President’s Office for the back to school volunteer student wayfinding efforts. All students who were lost and received assistance from an AC volunteer were provided access to these maps. * #6: Were all lots reviewed for updates, did any # receive updates, etc.? * #7: Two (2) new ADA ramps were constructed including one at Dutton * #8: Improved Aviation Hanger and expanded the Diesel Building on the East Campus. |

1. **What change/s has your department made in the past year or do you plan to make based on your assessment of any outcome?**

|  |
| --- |
| * #1 and #2: AC has continue to improve on Energy conservation through energy conservation efforts * #3-#6 – See results for evidence of improvements made * #7 – In newly renovated as well as all buildings we have added/updated doors for accessibility and security purposes. * #8 – Any specific improvement examples? |

PART C –Strategic Planning:

Each department is expected to support AC’s Strategic Planning initiatives.

1. **Identify at least one strategy or task from the Strategic Plan your area currently addresses/evaluates.**

|  |
| --- |
| **Strategic Plan 2.1.3 *Expand the physical facilities of Moore County Campus to fulfill the needs of the community it serves.*** Completed the welding Lab @ MCC  **Strategic Plan 4.1.2*. Identify efficiencies throughout the College and make budget adjustments accordingly for the following:  4.1.2.1 Utilities*** Implemented a plan to achieve near 20% energy savings over multi years thru eliminating waste and inefficiencies.  ***4.1.2.2 Building Usage*** Building usage and space utilization is now being done to best facilitate the energy management guidelines as well as student success. Consolidation and placement of classes and offices now has a process and better plan for checking for best practices and not for conveniences of staff.  ***Strategic Plan 4.2.3 Physical plan staff and administration will:***  ***4.2.3..1 Expand testing center’s space***  A new Testing Lab constructed in Warren Hall, Room 112. ***4.2.3.2 Expand Financial aid’s space***  Renovations to the 2nd Floor SSC which will expanded Financial Aid’s  space.  ***4.2.3.3 create inviting space(s) for students (“sticky spaces) in college Union Building (CUB) and/or Library.***  The 1st Floor of the Cub was remodeled as a student gathering place.   A student commons will be constructed on the 1st Floor Library  The Pedestrian Mall between the Library and the CUB will be renovated. |

1. **(If applicable) What additional item/s should AC’s Strategic Plan address?**

|  |
| --- |
|  |

PART D – Core Objectives (CR 2.10):  
 SACSOC guidelines require non-instructional areas to provide student support programs, services, and activities that are consistent with its mission and that promote student learning and enhance the development of its students.

At Amarillo College, a component of student learning is found present in the existence of AC’s General Education Competencies. Due to recent mandate changes set forth by the Texas Higher Education Coordinating Board (THECB), AC has adopted the following General Education Competencies: Communication Skills, Critical Thinking Skills, Empirical and Quantitative Skills, Teamwork, Social Responsibility, and Personal Responsibility.

Although these competencies obviously relate to academia, many non-instructional areas also support some or all of these objectives.

Some Examples of Ways Non-Instructional Areas Can Support Student Learning:

Personal Responsibility: Any service that provides materials/information related to financial literacy, life planning, etc. to students could relate to personal responsibility. Also any measure of student personal responsibility (e.g. percent of students not dropped for non-pay, percent of students who pay their rent to AC housing on time, etc.) relates to this topic.

Social Responsibility: If students are able to serve or learn about ways to serve their community or world, this could relate to social responsibility.

Communication, Critical Thinking, and Empirical and Quantitative Skills: If a department teaches a skill/topic within the classroom or through a published document geared toward students, this skill/topic could relate to communication, critical thinking, or any of the other objectives—depending on the skill/topic being taught.  
Teamwork: Any student organization/framework where students must work successfully within a group could equate to teamwork.

1. **Does your area work (in-person, through publications, or through some other means) with students to learn/accomplish any of the following objectives?**

|  |  |  |
| --- | --- | --- |
| **Objective** | **Yes (If Yes to Any Area, Respond and  Proceed to Part D, Question #2)** | **No (If No to All Areas,  Proceed to Part D, Question #3)** |
| Communication Skills |  | X |
| Critical Thinking Skills |  | X |
| Empirical & Quantitative Skills |  | X |
| Teamwork |  | X |
| Personal Responsibility |  | X |
| Social Responsibility |  | X |
| Note: May Insert other Objective/s |  | X |

1. **For each objective that received a “Yes” response, provide a bulleted list identifying how   
   your department addresses each particular objective with AC students, any assessments related to your objective (if applicable), and any results related to your assessment   
   (if applicable).**

* Assessments can be indirect (e.g. surveys, focus groups, etc.) or [direct](http://www.actx.edu/iea/filecabinet/425).

|  |
| --- |
|  |

1. **Please indicate (place an X in the corresponding box/es) the mode of delivery by which you offer any support programs, services, and activities, to students.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **In Person** | **Web** | **Phone** | **E-mail** | **Live Chat** |
|  |  |  |  |  |

**4. Do you have plans to expand your learning objectives and/or modes of delivery? If so, how do you plan to expand these objectives/delivery modes? If not, why not?**

|  |
| --- |
| No; the Physical Plant meets the needs of students, but relies on our consistent monitoring and the feedback from administrators, faculty, and staff to ensure student needs are met rather than dealing directly, 1-on-1, with each student. |

V: Policies and Procedures

Amarillo College’s non-instructional areas consistently have procedures in place that promote student confidentiality, staff efficiency, student success, and accountability.

Each non-instructional area will respond to the Core 5 (first 5) “Policies and Procedures” questions if they are pertinent to their area. If a department has additional questions they would like to include for accountability or some other purpose, they will also include those questions on this section of the form.

1. **Please explain how your area supports the security, confidentiality, and integrity of student records and maintains special security measures to protect and back up data (CR 3.9.2)**

|  |
| --- |
| 1. Key controls  2. Upgrading locks  3. Locking systems & doors. |

1. **How do you ensure that all of your employees are aware of student complaint procedures and   
   that the procedures are handled in a way that is in accordance with the institutional policy of complaint procedures being reasonable, fairly administered, and well-publicized (CR 3.13.3)?**

|  |
| --- |
| Bruce Cotgreave, Physical Plant Director, conducts an annual meeting every year to address student complaints and develop strategies to accommodate the students. |

1. **Has your area made any departmental changes based on student complaints? If so, what   
   changes did you make (FR 4.5)?**

|  |
| --- |
| Upgraded HVAC  Improved Parking  Trained Staff |

1. **Have you addressed any local, state, audit, or federal compliance issues that have caused you to make an adjustment to your department and/or a policy change? If so, please explain.**

|  |
| --- |
| No |

1. **Have you made any changes to your department’s policy or procedures over the past year that  
   are otherwise not addressed in this review? If so, please explain.**

|  |
| --- |
| No |

VI: Conclusions

1. **What is the biggest issue/obstacle that your department currently faces?**

**Please explain the issue, point to evidence supporting why your issue is important (addressed in this document or elsewhere), explain how you would like to fix the issue, and explain any budgetary constraints.**

|  |
| --- |
| Shortage of personnel; Budget constraints. |

1. **Additional Comments Pertinent to this Annual Review Evaluation (Not Required):**

|  |
| --- |
|  |