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Program Review

Form for External Review Committee

Non-Instructional

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Your form has been submitted. Thank you.

Division	Finance and Administrative Services
Department	Physical Plant
Program	Physical Plant
Review Year	2007-2008
Names of the External Review Committee Members	Patsy Lemaster
Division Overview Comments From External Review Committee	

Questions and answers from the program review appear in the gray boxes. Use this information to answer the questions on the form.

I. Office's/Department's Purpose

State the purpose of the office/department. How is this purpose within the mission of Amarillo College?

Department

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

AC
Amarillo College, a public community college, is dedicated to providing educational, cultural and community service and resources to enhance the quality of life for the diverse population in the service area.

Does the answer include a purpose statement for the office/department?
Does the answer indicate how this office/department is within the mission of Amarillo College?

Acceptable

When was the last time the office's/department's purpose statement was reviewed/revised by faculty/staff in the office/department?
2001-2002 – last program review period
2002 – SACS accreditation visit

Does the answer indicate the last time the office's/department's purpose statement was reviewed/revised by faculty and staff in the office/department?

Acceptable

Is this office/discipline required to receive approval from an external agency or organization in order to offer courses?

yes

Identify any external approvers for the office/department.

Not Answered

IF the office/discipline is required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board),

Was (were) the external approver(s) for the office/department identified?

Acceptable

What approval schedule is required by the external approver(s)?

Not Answered

Was the approval schedule required by the external approver(s) identified?

Not Applicable

When did the office/department last receive approval?

Not Answered

When did the office/department last receive approval?

Not Applicable

Is the reason why the office/department is required to receive this approval clear?

Not Applicable

II. Office's/Department's Improvements Based on Planning, Evaluation and Assessment

Identify at least one example of an improvement/revision which resulted from the past five-years' annual PET forms.

Capital Needs Assessment Committee PET 06-07

Goal Statement: Provide well maintained facilities (improve facilities)

Goal 1a. Ad Hoc committee was formed at the direction of the President of AC to look at the capital needs of AC, make recommendations and prioritize needs.

Results: Committee to submit report by December 15, 2006.

Use of Results: Physical Plant personnel will use results to assist in budgeting and future planning

Purchase of snow removal equipment PET 03-04

Goal Statement: Facilities, Grounds and equipment will be well maintained

Goal 2: Physical Plant Customer Satisfaction Survey, 2002, question #18, "In the winter, ice and snow is removed from sidewalks, steps and parking lots in a suitable manner."

Results: Based on scoring 1-5, response to the question was 3.22

Use of Results: Physical Plant has increased the use of outside sources for ice and snow removal at all campuses; and the Grounds department has purchased additional snow removal equipment for the department.

After reviewing the minimum of at least one example of an improvement/revision which resulted from the annual PET forms for the last five years, determine the extent that this department/office has used the PET forms to make improvements/revisions. Does this meet the minimum expectations for using PET forms to make improvements/revisions to the department/office?

Acceptable

Identify at least one example of an improvement/revision which resulted from the last Program Review.

Program Review 2001-2002, Business Affairs - Physical Plant, Recommendation #2 states:

"It is recommended that the Physical Plant department develop a "key tracking system" either within Colleague or with another software package to maintain the security of Amarillo College facilities."

During 2004-05, working with the ITS Programming Services area, a key system module was developed and implemented in Colleague (Datatel).

Program Review 2001-2002, Business Affairs – Physical Plant, Recommendation #3 states:

"It is recommended that the Physical Plant department develop and implement a replacement schedule for vehicles."

The Physical Plant has a vehicle replacement plan that has been utilized for over five years. Having a replacement plan intact, does not necessarily ensure that funds will be available to make vehicle purchases according to the plan.

After reviewing the minimum of one example of an improvement/revision

which resulted from the last Program Review, determine the extent to which this program/department values the Program Review process to make improvements/revisions.

Acceptable

Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010.

6.2.3 Build and maintain local support of taxpayers to assure that facilities meet community needs

Bond election in November, 2007 (also Reference II.A above, PET 06-07)

After reviewing a minimum of one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the *Strategic Plan through 2010*, determine the extent to which this office/department has contributed to the implementation success of the Strategic Plan. Does this office/department lack an understanding of how it relates to the institution's future based on the Strategic Plan?

Acceptable

Does this committee have recommendations as to how this office/department may contribute to the implementation of the Strategic Plan?

Acceptable

Commendation

Physical Plan is already doing a great job and is contributing to the implementation of the Strategic Plan.

Provide names and titles of those who determined the process used to assess the outcomes of the office/department.

Terry Berg, Dean of Administrative Services and Finance

Bruce Cotgreave, Director of Physical Plant

Has the office/department had a broad base of involvement from a majority of the staff within the office/department regarding implementation of student/client service or learning outcomes of the office(s) or department(s)? What recommendations does the Committee have for increasing involvement?

Acceptable

For client/student outcome assessments, review the five-year graph(s) *quantitative* results or provide a brief narrative summary of *qualitative* results.

(Reference II.F below)

What changes have been made in the services of the office/department because of the analysis of these results?

PET Form 06-07

Objective: Maintenance personnel will perform Planned Maintenance (PM) at a completion level of 90% or greater.

Results: Maintenance personnel completed 90% of all PM's

For client/student service or learning outcomes, review the five-year graph(s) quantitative assessment results or provide a brief narrative summary of *qualitative* assessment results.

Have any changes been made in the services of the office/department because of the analysis of these results?

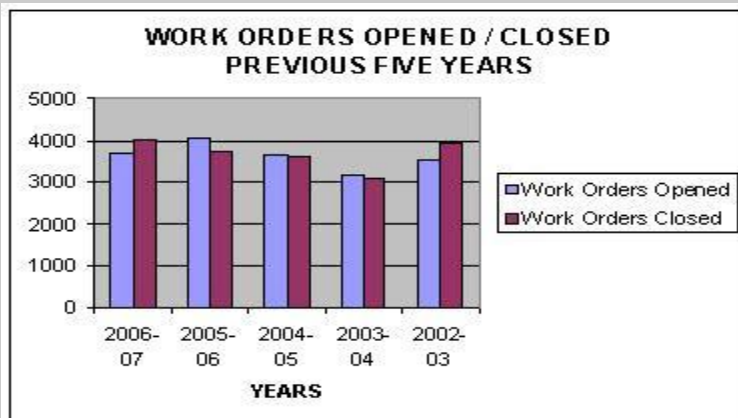
Acceptable

Commendation

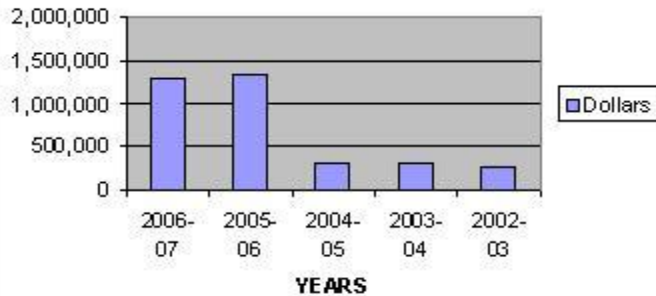
COMMENDATION: Congratulations for achieving goal of 90% completion of all PM's by maintenance personnel.

Provide the five-year graph(s) indicating the demand for the office's/department's services.

Assess the need for the office/department.



**ALTERATIONS & IMPROVEMENTS
PROJECT BUDGETS FOR PREVIOUS
FIVE YEARS**



Does the review of the five-year graph(s) of the office's/department's services demonstrate that an analysis has been used to make action plans for the future?

Will the program's/department's plan of action for improving any identified problem or results directly improve demand for the office's/department's services?

Unacceptable

Concern

CONCERN: Physical Plant should include an analysis of the graphs.

III. Resources

Library

Which of the following library collections/resources/services have been used by the staff and/or students within the past five years? (Select all that apply.)

Meeting services

Does it appear that the library collections/resources/services used by the staff and/or students within the past five years is accurate and thorough?

Acceptable

Which 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Classroom instruction
Reference collection

Has the office/department identified why 2 or 3 collections/resources/services should be improved to support Amarillo College's mission regarding teaching and service?

Acceptable

Does your office/department have an external approver (other than the Texas Higher Education Coordinating Board)?

no

How has the library participated in the approver's evaluation?

Not Answered

If the office/department has an external approver (other than the Texas Higher Education Coordinating Board), has the library participated in completing the approver's evaluation?

Acceptable

What approval schedule is required by the external approver?

Not Answered

Did the office/department identify the approval schedule that is required by the external approver?

Acceptable

When did the office/department last receive approval?

Not Answered

Did the office/department indicate when the last approval was received?

Acceptable

Technology and Security/Privacy

After assessing the strengths and weaknesses of the office's/department's access to technology, what improvements would ensure that the students have access and training in the use of technology?

N/A

Does the office's/department's assessment of strengths and weaknesses of students' access to technology and training use of technology include ways to improve both?

What improvements would ensure that students use technology?

N/A

Does the office's/department's answer include the improvements that would ensure students use technology? Are the recommendations of this office/department feasible?

Not Applicable

Review office/department operations. Does any operation present the possibility for violations of security, confidentiality, or integrity of student records?

no

After a review of this office's/department's operations based on this Self-Study and any other information available to this Committee, does any operation present the possibility for violations of security, confidentiality, or integrity of student records? If so, describe those operations and identify the violation possibility in detail.

Acceptable

What changes need to be made to prevent violations of this nature?

Not Answered

What changes need to be made to prevent violations of this nature?

Not Applicable

Which support services need to be strengthened to better serve the students in or served by this office/department? Explain what aspects of the services need to be strengthened.

N/A

Do the Self-Study recommendations of this office/department for support services which need to be strengthened to better serve the students

appear to have merit?

Not Applicable

Describe any indicators or problems that prevent a healthy, safe and secure environment for staff and students of this office/department.

N/A

Are recommendations to assure a healthy, safe and secure environment for staff and students of this office/department valid? Are any of these recommendations more significant and/or urgent?

Not Applicable

Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the office/department.

Current building is completely full. Need exists for additional space to accommodate personnel and records storage.

Do any of the problems or concerns regarding adequate physical facilities, both on and off campus, to meet the needs of the office/department appear to be significant and/or urgent? Are there any other needs of this nature which this Self-Study didn't cite but which this Committee feel are critical based on other information? Which of these does this Committee deem most significant and/or urgent?

Acceptable

Concern

CONCERN: Space/storage is needed, but these needs were not identified as urgent. If urgent, then give more information.

IV. Budget

Which office/department outcomes have resulted in budget requests to date?

Strategic Plan, through 2010 (also Reference II.A above, PET 06-07)

6.2.3 Build and maintain local support of taxpayers to assure that facilities meet community needs

Resulted in request for Bond election. (See B. below)

Have any of this office's/department's outcomes resulted in budget requests to date? If not, why? Was the explanation valid or reasonable?

Acceptable

The needs/requests are being met through the successful outcome of the Bond election.

Project the office's/department's strategic initiatives for the next five years based on the office's/department's outcomes.

Bond election in November, 2007, resulted in the following projects:

Washington Street Campus

Biology and Chemistry Wet Lab

Remodel of Parcels Hall, Byrd Business Building, and Warren Hall

Remodel

Renovations of Lynn Library and Music Buildings

Upgrades/additions to Chiller Loop and Central Plant

New Parking Lot

West Campus

New Multistory Nursing/Dental Building

Remodel B Building

Renovate Allied Health Building

New Parking Lot & Roadways – including landscape, irrigation, signage & lighting

Polk Street Campus

New Multipurpose Facility

Sitework and Expand Parking Lot

Landscaping, irrigation & signage

East Campus

Renovate Industrial Center

New Auto Body Addition

New HVAC at Core Facilities

Has this office/department been able to project strategic initiatives for the next five years based on the office's/department's outcomes? If not, what appears to be blocking this office/department from accomplishing this?

Acceptable

Commendation

COMMENDATION: Physical Plant has worked closely with many departments and individuals throughout the college. The plan presented as a part of the Bond documentation was very effectively developed. Obviously, the Bond passed!

V. Publications

If the office/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?

no

IF the office/department has published any advertising or recruitment documents (electronic or paper), check at least one copy of each

document and determine whether it accurately represents Amarillo College and the office/department.

Not Applicable

If no, explain what is inaccurate?

This department does not publish advertising or recruitment documents.

IF anything appears to be inaccurate, identify the apparent violation.

Not Applicable

Does the office/department publish any documents (electronic or paper) with references to SACS accreditation?

no

Are the references in compliance with SACS approved statement?

Not Answered

IF the office/department has published any document(s) with a reference to SACS accreditation, are all references consistent with the approved statement? (Approved reference: Amarillo College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award associate degrees. Contact the Commission on Colleges at 1866 Southern Lane Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Amarillo College.)

Not Applicable

Which reference is not in compliance? Describe how you will assure compliance for all references in the future.

Not Answered

IF any references are inconsistent, identify all documents with the inconsistent reference(s).

Not Applicable

IF the Self-Study did identify inconsistencies, does the plan for assuring future compliance appear to correct the problem?

Not Applicable

IF the Self-Study did NOT identify all inconsistencies, what plan does this Committee recommend?

VI. Other

State any additional comments/concerns which may impact this office/department during the next five years.

As a result of the 2007 Bond Election passage and addition of facilities, we will need increased staff throughout Physical Plant departments. Physical Plant will also need a larger utility budget and Physical Plant budget.

IF additional comments/concerns were included in the Self-Study regarding items which may impact this office/department during the next five years, does this Committee feel that recommendations and/or concerns have merit. IF NO such items were included in the Self-Study but this Committee feels such comments or concerns are valid, cite them and include any relevant recommendations.

The External Review Committee agrees that the need for increased staff for facilities provided by Bond funding should be considered and added to future budget requests.