



# Co-curricular Assessment Report

Office/Department Name: Physical Plant  
Year of CAR Completion: 2020-21  
CAR Cycle: 2018-19 to 2020-21

## Co-curricular Assessment Report

### **Organization of Program Review Materials:**

- ◆ Component I: Response to Previous Co-curricular Assessment Report
- ◆ Component II: Review of Assessment Data
- ◆ Component III: Criteria for Co-curricular Assessment Report
- ◆ Component IV: Recommendations and Executive Summary
- ◆ Appendix A: Co-curricular Office/Department Summary Work Plan
- ◆ Appendix B: Assessment Council Review Form

NOTE: Please spell out any acronym the first time it is used.

NOTE: Whenever possible, link answers to supplemental documentation that you are providing.

## Component I

### Response to Previous Co-curricular Assessment Report

**Based on your previous CAR review**, identify strengths, areas of improvement, opportunities, threats, and progress to date. ***\*\*If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.***

Office/Department: Physical Plant

Strengths:

- Campus Growth
- Well-maintained facilities and grounds
- Dedicated staff
- High quality Customer Service

Areas of improvement:

- Replaced outdated HVAC Equipment
- Continued resurfacing/crack-filling parking lots
- Leveled cement sidewalks/installed ramps for easier access
- Relocated Disability Support Services to B104

Opportunities:

- Energy cost-savings
- Restructuring our preventative maintenance program/schedule to better service our main equipment more efficiently

Threats:

- Long-time employees will be retiring in the next couple years
- Lack of qualified recruitment pool

Progress to Date:

- Replacing bulbs throughout the College with LED's as a cost-savings measure – 60% complete
- Replacing outdated/worn HVAC equipment – 90% complete
- Parking lots resurfaced/crack-filled

## Component II

### Review of Previous Assessment Data

***\*\*If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.***

#### **1. What changes have been recommended that have had a positive effect on your outcomes? (Please be specific.)**

- Replacing lightbulbs with energy-efficient LEDs – Participation in the AEP’s 2019 Incentive Program resulted in savings of 69,160 kWh and 48.63 tons of CO2 annually and has earned us their Certificate of Recognition (copy in binder). This savings is equivalent to:
  - 11 internal combustion engines off the road per year
  - Annual CO2 generation of 6 single-family homes
  - 802 tree seedlings grown for 10 years

Since then we have continued replacing bulbs in hallways, classrooms, and parking lots; this results in an annual savings of 130,893.008 kWh equaling savings of \$16,186.20 (see binder).

- Replacing outdated HVAC equipment will reduce maintenance costs and time spent repairing equipment. We are replacing HVAC equipment at the Partnership Center and Whipple Auto this FY.

#### **2. What changes to your office/department were made based on findings from the previous CAR?**

- More focus on learning LED technology/drivers
- More employees training on Building Automation System (BAS) to control our heating/cooling
- New updated equipment requires less maintenance to allow for more time learning energy improvement techniques
- Continue to achieve the 100% connection to BAS for our entire campus

## Component III

### Criteria for Co-curricular Assessment Report

#### Criterion 1.0 Mission, Values and Goals

**Mission:** The mission of the Physical Plant Department is to provide and maintain a safe, clean, comfortable physical environment and to provide quality services that are pro-active and responsive to Stark State's mission and to support our students, staff, and visitors.

**Vision:** The Physical Plant Department vision is to be dedicated to excellence in our delivery of services through planning, engineering, designing, constructing, and maintaining our main campus and multiple Satellite Centers.

To always being customer focused in everything we do and to proudly serve our Students, Faculty and Staff with integrity, safety and a strong commitment to innovation and sustainability.

**Motto:** Courtesy and Quality Service Always

**Values:** The Physical Plant Department will be recognized as a center of excellence for service delivery and for our commitment to innovation and sustainability.

**Goals:**

\*Goals should align with current SSC Strategic Plan.

1. To provide high quality environmental services for the campus community
2. To meet applicable code requirements; Provide OSHA Safety Training
3. To ensure handicapped accessibility throughout the College

**Since the last CAR, we have added a vision statement for our department and developed a motto.**

**\*Note if any changes have been made to the mission, vision, values, and/or goals since the last CAR.**

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#### Criterion 2.0 Longitudinal Data

**1.) What longitudinal data has your Office/Department collected during this CAR term?**

**a. Goal 1:**

- Noel-Levitz Student Satisfaction Inventory (Items 24, 39, 68, 94)
- Student photographic assessment
- Support effectiveness survey
- Work order requests (service rating upon completion)
- National Association Standards

**b. Goal 2:**

- Fire, elevator, boiler, backflow preventers inspection compliance
- OSHA Training Compliance (Monthly)

**c. Goal 3:**

- Checklist (doors, auto doors, restrooms, signage, parking, ramps, elevators)
- Student Feedback
- Faculty/Staff feedback

**2.) How is that data used to evaluate the Office/Department?**

Each goal has several measures that are tracked throughout the assessment process.

**Criterion 3.0 Assessment Measures Inventory**

**\*The matrix should contain all goals as they pertain to the CAR.**

<b>Assessment Measures for Goals</b> (Outcome measures from assessment report)	<b>Is trend data available for the measure?</b> (Yes or No)	<b>Has a performance benchmark(s) been identified for the measure?</b> (Yes or No)	<b>Type of performance benchmark</b> (Mark Internal, State-level [OACC, OBR, etc.], and/or National [Professional org., accrediting group, etc.])
Goal 1: Noel Levitz Student Satisfaction Inventory (Items #24, 39, 68, 94)	Yes	Yes	National
Goal 1: Student Photographic Assessment	Yes	NA	SSC
Goal 1: Work Order Requests			
Goal 2: Fire, Elevator, Boiler, Backflow Preventers Inspection Compliance	SSC	Yes	State
Goal 2: OSHA Training Compliance (monthly)	Yes	NA	SSC
Goal 3: Checklist (doors, auto doors, restrooms, signage, parking, ramps, elevators); annual each Spring	Yes	Yes	SSC
Goal 3: Student Feedback	Yes	Yes	SSC
Goal 3: Faculty/Staff Feedback	Yes	Yes	SSC

**Criterion 4.0: Assessment Results Report**

<b>Office/Department Name: Physical Plant</b>
<b>Individual Completing Report: Georgi Kerby</b>
<b>Individual(s) Reviewing Report: Steve Spradling, Mark Miller, Richard Rosenberger</b>
<b>Date:</b>

**Purpose:**

The report is a summary compilation of key assessment methods, findings, review processes, actions, and improvements related to the academic, student service, or learning goals of the Office/Department.

A follow-up assessment report on the implementation of the assessment plan will be due at the end of the following academic year. Offices/Departments meeting effective assessment standards will be required to submit an assessment report on a three-year cycle.

**Instructions:**

Enter the outcome measure in the space provided. Please note that for each goal it is expected that a mix of quantitative and qualitative as well as direct and indirect measures are employed.

Provide a brief summary of baseline data collected by the Office/Department and how that data has been used during the current CAR cycle.

Provide a brief summary of *key findings*, either as bulleted points or in short paragraph form.

Provide a brief summary on the review committee/review process (for example, Findings are reviewed by the Director and staff on a per term basis and recommendations are forward to the VP for further review).

Provide a brief summary of any proposed actions for the next term/CAR cycle. Please note that not all findings result in actions.

Provide a brief summary of any improvements from the previous CAR cycle (this does not apply to new measures the first year).

**Goal 1:** To provide high-quality environmental services for the campus community

Outcome Measure 1: Noel-Levitz Student Satisfaction Inventory Items 24, 39, 68, 94 – No change from last Assessment; Noel-Levitz Student Satisfaction Inventory is completed every 3 years; last one was 2020. Will be done again in 2023.

Terms of Assessment: Fall \_\_\_\_\_ Spring X Annual \_\_\_\_\_

**Findings:** Satisfaction with facilities and condition of the grounds met or exceeded survey norms. Student responses include:

1. Parking lots are well-lighted and secure – Mean difference of 0.48 with triple asterisks
2. The amount of student parking space on campus is adequate – Mean difference of 0.13
3. On the whole, the campus is maintained – Mean difference of 0.37 with triple asterisks
4. Campus appearance as a factor to enroll – No data supplied

Per the Noel-Levitz Interpretive Guide:

If the mean difference is a POSITIVE number, then our students are MORE satisfied than the students in the comparison group. If the mean difference is a NEGATIVE number, our students are LESS satisfied than the students in the comparison group.

The level of significance is reflected by the number of asterisks which appear behind the mean difference number:

- No asterisks: No significant difference;
- One asterisk: Difference statistically significant at the .05 level
- Two asterisks: Difference statistically significant at the .01 level
- Three asterisks: Difference statistically significant at the .001 level

The greater the number of asterisks, the greater the confidence in the significance of this difference, and the greater the likelihood that this difference did not occur by chance. For example, statistical significance at the .05 level indicates that there are five chances in 100 that the difference between your institution's satisfaction score and the comparison group satisfaction score would occur due to chance alone. The .01 level indicates a one in 100 chance and the .001 level indicates a one in 1,000 chance. If there are no asterisks for a particular score, then the level of satisfaction is basically the same between Stark State and the comparison group.

**Review Committee/Review Process:** Data was reviewed by the Director of Institutional Research and Planning comparing results to National public colleges to compile SSC's mean score.

**Documented Improvements:** Since the last assessment, the Physical Plant Department has begun changing the parking lot lighting to LED's, which will result in electric savings and maintain the safety of our students and staff. This will be an ongoing process and done as funds are available. We are currently 80% complete. See binder for savings information.

**Outcome Measure 2: Student Photographic Assessment**

Terms of Assessment: Fall   X   Spring   X   Annual       

**Findings:** Since the last assessment, approximately 105 students from our Photography Program participated in the Photographic Assessment. Positive and Negative comments include:

- **Positive Findings**
  - Many windows that allow natural light
  - Well-maintained grounds
  - Student study areas/relaxation areas
  - Recycle bins located throughout the campus
  - Water bottle filling stations
  - Electrical Vehicle Charging Docks
  - Free bussing
  - Addition of the Akron Campus
  - Temperature Checkpoints related to COVID 19
  - Addition of more hand sanitizer stations throughout campus due to COVID 19



- **Negative Findings**
  - C105 Computer Lab closing
  - Empty classrooms
  - Gravel Parking Lot/parking lot maintenance
  - Construction during school hours
  - Campus décor boring/void of color
  - Cafeteria closing
  - Entry doors closed due to COVID 19
  - Lack of maintenance of parking lots

**Review Committee/Review Process:** Reviewed findings with Steve Spradling, Director of Physical Plant and Construction, Richard Rosenberger, Project Coordinator, Mark Miller, Maintenance Supervisor, and Mike Mastri, Grounds Supervisor.

**Documented Improvements:**

Parking lot/road maintenance, which includes crack-filling, sealcoating, and restriping, was done in 2020. Some areas were top-coated with 1.5” of new asphalt. The following parking lots were done:

- Main Campus Lots 206, 207, 208, 209 – Crack-fill, sealcoat, restripe
- Main Campus Maintenance #2, 2a, 2b – Topcoat #2 with asphalt; replace 2a with concrete
- ATC Lots 204, 205 – Crack-fill, sealcoat and restripe
- Mega Lot 211 entrance/exit drive – Topcoat with 1.5” asphalt
- Fire House Lots – Crack-fill, sealcoat and restripe
- Timken Wind – Crack-fill, sealcoat and restripe
- Whipple Auto Back Lot – Topcoat with 1/5” asphalt
- Whipple Auto Main Lot – Topcoat area with 1.5” asphalt

The College has installed 2 electric vehicle charging stations.

Beginning in March 2020, the pandemic resulted in many unexpected, but necessary, changes to the Campus.

To comply with social distancing, the college restructured classroom size and schedules. C105 was reopened in order to be used as a classroom. Empty classrooms are also a result of COVID 19; classes are being held with hybrid scheduling, both virtually and in-person.

The cafeteria was also closed in order to comply with COVID restrictions.

During the Pandemic, Capital Funds were delayed by the State. Since they are now available, the Courtyard will be renovated. This includes removing all the pavers and installing concrete. We will also be updating some older hallways with fresh paint, carpet, new ceilings and LED lighting.

**Outcome Measure 3: Support Effectiveness Survey**

Terms of Assessment:            Fall \_\_\_\_\_            Spring   X              Annual \_\_\_\_\_

**Findings:** Over 370 employees responded to the survey and results show the Physical Plant department consistently scored over 3.5 on the key areas and actually increased our satisfaction scores, for an average

grade of A, making us the one of the highest rated departments in the College. Out of 48 comments, 32 were very positive (67%); for example:

- Best-managed department in the entire college; we have fabulous facilities which are very well maintained. Staff is courteous, hardworking and helpful!
- By far, one of the best departments on campus, hands-down. Pauline and the guys in Physical Plant are super helpful and are ready to assist whenever necessary. Plus they keep the facilities looking clean and in great shape all the time.
- Everyone in this department is phenomenal. They are kind, helpful and extremely knowledgeable!
- Excellent customer service
- Midnight custodial do a fantastic job!!
- Our maintenance, custodial and grounds staff don't get the recognition they deserve.
- Kevin up in Akron is amazing! He is always willing to help and responds in a timely manner.
- The best maintenance staff I have ever worked with! I have worked in hospitals, nursing homes, restaurants and they are by far the best! They are quick, thorough and efficient! I can't say enough good things. I have been very impressed with their professionalism and problem-solving abilities and the fact that they care so much about the results.

The remaining 33% of the comments were either negative, non-applicable or suggestive; for example:

- Office could be vacuumed. Office is cold. Bathroom floors should be mopped on a regular basis.
- Some salt on the steps and sidewalks for evening classes would be helpful. A couple times the steps, sidewalk and parking lots were covered in ice when I left.
- The work order system has not worked for me for approximately two years now. I have repeatedly brought it to their attention, but the issue stays unresolved.
- There is a problem with who is responsible for cleaning the computer screens. This task is not assigned to anyone at the moment.
- It would be nice if they dusted the offices every once in a while. It seems like all they do is empty the trash.
- From Akron Campus: There is a communication breakdown with the Main campus custodial team when work orders are placed. For example, custodial work orders have been placed and it is unsure if they were completed because they don't close out their work orders. I have often placed work orders that appear to belong to physical plant and it is rejected with no explanation. Sometimes it's just "we don't do that" with no direction on who to contact.

The negative comments were reviewed with the Director of Physical Plant and assessed as follows:

- This is an open-ended comment. No location is listed making a response difficult. The Custodial Department cleans the offices and restrooms daily. If there is ever an issue, staff should enter a work order so that our department can address the problem. We can say the same for the office temperatures. If a work order is not entered, we do not know the issue exists.
- We have 4 Grounds employees to cover the whole main campus during the winter. They plow, shovel and salt whenever the weather dictates. Since we do not have someone here 24/7, they try to re-salt the main areas before they leave for the day. Since weather can be unpredictable, there is always the chance it will get worse. Complaints/issues are brought to the Security personnel on duty and they call us back in if the situation warrants.
- The issue with the work order system has been addressed numerous times via email and in person. There seems to be a lack of understanding between the computer and the computer operator, who has stated "I am not very good with computers". I am unsure how to proceed at this point.

- Cleaning the computer screens is the responsibility of the IT Department. This was discussed and decided previously through departmental meetings. An IT Help Desk ticket should be entered if the screens need cleaned.
- Offices are dusted on a regular basis; but because of the chance of items being broken, etc., the custodial department employees are not permitted to move personal items from desks or shelving.
- An audit was completed for the work orders from Akron Perkins on April 5, 2021. To date, a total of 1009 work orders have been entered for the Akron Campus. Records have been provided listing:
  - 4 currently in process
  - 927 closed complete
  - 9 work orders have been “declined”; all but 1 listed the reason.
  - 40 work orders were “voided”; all but 2 listed a reason and 7 were duplicate PM’s, generated monthly by our Preventive Maintenance program.
  - 27 work orders were marked as “duplicate” with 15 of them being duplicate PM’s, which are generated monthly by our Preventive Maintenance program; the remaining 12 listed the original work order number when available.

As a side note, completed work orders are closed out on a daily basis, Monday through Friday.

**Review Committee/Review Process:** Findings were reviewed with Steve Spradling, Director of Physical Plant and Construction, Mark Miller, Maintenance Supervisor, Val Mayle, Custodial Supervisor, and Mike Mastri, Grounds Supervisor.

**Documented Improvements:** Based on a comment from the last Assessment in 2018, the Grounds department picked up scrap metal from the Welding program and took to the recycling center. They continue to pick up scrap whenever a work order is entered.

We have continuously been working to add all our buildings to the Building Automation System to control heating and cooling. This has been accomplished with the following exceptions: Canton Auto, Barberton and Well Site have thermostats to control their own temperatures.

**Outcome Measure 4:** Work Order Requests (service rating email upon completion)

Terms of Assessment:            Fall   X              Spring   X              Annual       

**Findings:** Once a work order is completed and closed, a service rating request is sent to staff who entered a work order. Out of the requests sent in the last three years, 466 employees responded. 396 of the requests were rated “very high quality” (85%), 54 responded “high quality” (12%), 13 responded “neither high nor low quality”, 1 responded “low quality”, and 2 responded “very low quality”.

**Review Committee/ Process:** Service ratings are reviewed by the Office Coordinator. If any suggestions or complaints are made, they are reviewed with Steve Spradling, Director of Physical Plant and Construction, and Mark Miller, Maintenance Supervisor.

**Documented Improvements:** Work orders continue to be reviewed by the Office Coordinator. We currently have a 97% satisfaction rate, which is a 7% increase over the last assessment. The Physical Plant Department continues to strive for excellence.

**Outcome Measure 5:** National Association Standards

Terms of Assessment:            Fall                   Spring   X              Annual

**Findings:** APPA Maintenance Staffing Guidelines in 2013 revealed that the Physical Plant Maintenance staff (5.4 FTE's) was 5.56 FTE's below national standards for Level 2, Comprehensive Stewardship. APPA Standards for Custodial Staffing revealed that the Physical Plant Custodial staff (27 FTE's) was 18.94 FTE's below national standards for Level 2, Ordinary Tidiness.

With the assistance of Steve Spradling, Director, our square footage numbers were updated to add new buildings and the staffing recommendations were amended based on those numbers.

APPA recommends 14.24 Maintenance FTE's to maintain a Level 2 Comprehensive Stewardship. We currently have 6.5 Maintenance FTE's, 7.74 below national standards.

APPA also recommends 51.05 Custodial FTE's to maintain a Level 2 Ordinary Tidiness. We currently have 15 Custodial FTE's, 32.18 below national standards.

**Review Committee/ Process:** The final study was reviewed by Steve Spradling, Director of Physical Plant and Construction, Mark Miller, Maintenance Supervisor, and Valerie Mayle, Custodial Supervisor.

**Documented Improvements:** N/A - Current information reveals that we are even further below the 2013 guidelines. Employees have retired and/or quit and, since there is a hiring freeze, we have been unable to fill these open positions. COVID 19 has strongly influenced the hiring freeze.

**Goal 2:** To meet applicable code requirements

**Outcome Measure 1:** Fire, Elevator, Boiler, Backflow Preventers Inspection Compliance

Terms of Assessment:            Fall\_\_\_\_\_            Spring \_\_\_\_\_            Annual   X  

**Findings:** Processes are in place to meet NFPA and State standards as listed:

FIRE:

- Fire extinguishers are checked semi-annually by S.A Comunale.
- Fire alarms, pull stations, smoke detectors, fire pump and main panels are tested semi-annually by S.A. Comunale; fire pump is also checked monthly by a maintenance technician.
- Fire suppression systems (sprinklers) are inspected annually by S.A. Comunale

ELEVATORS:

- Elevators are tested semi-annually by the State of Ohio Division of Industrial Compliance and monthly checks are performed by a contracted elevator company.

BOILERS:

- Boilers are inspected annually by the State of Ohio Division of Industrial Compliance.

**Review Committee/Process:** Any deficiencies found by the fire system, elevator and boiler inspections/tests are reviewed by Steve Spradling, Director of Physical Plant and Mark Miller, Maintenance Supervisor. Corrections are made as required to meet the various NFPA and State of Ohio codes.

**Documented Improvements:** All NFPA, State and OSHA standards are met and maintained.

Since there was only one technician responsible for testing the fire pump, there were instances of missed testing. Due to that issue, instruction sheets were hung by the fire pump which will allow any maintenance employee to check the fire pump monthly. A spreadsheet is done to keep track of equipment inspections and/or renewal certificates of operation (included in Assessment binder).

**Outcome Measure 2:** OSHA Training Compliance (Monthly)

Terms of Assessment:            Fall\_\_\_\_\_            Spring \_\_\_\_\_            Monthly   X  

**Findings:** OSHA Safety tests are distributed to all Physical Plant employees (maintenance, custodial, grounds, mail room) during a monthly Safety meeting. Tests are signed by the staff acknowledging they understand the safety material. Included in my binder is the spreadsheet listing our monthly OSHA training topics.

**Review Committee/Process:** Steve Spradling, Director of Physical Plant, reviews the answers to the quiz for the dayshift employees. The test is then scanned and filed in employee folders for tracking purposes. Val Mayle reviews the quiz answers for the midnight shift. Their quizzes are given to the Office Coordinator for scanning to employee folders.

**Documented Improvements:** Employees continue to score highly on the tests with very few incorrect answers. Due to COVID 19, the department was off work in April 2020 and, therefore, a meeting/test did not take place.

**Goal 3:** To ensure handicapped accessibility throughout the College

Outcome Measure 1: Checklist (doors, auto doors, restrooms, signage, parking, ramps, elevators; annual each Spring

Terms of Assessment:            Fall\_\_\_\_\_            Spring   X              Annual \_\_\_\_\_

**Findings:** The Maintenance Supervisor checks all of the handicap entrance doors annually to ensure they are working correctly. If there are any problems during this inspection, a service call is placed.

**Review Committee/Process:** Mark Miller, Maintenance Supervisor, completes the checklist and makes any service calls as needed. Repairs are documented by work orders and service reports. Completed checklists, as well as copies of work orders/repair orders are filed in my binder.

**Documented Improvements:** Since the last assessment period, 20 entrance doors have been replaced with handicap accessible doors and buttons. One of the major complaints was the doors from S Building to the G Building. These doors are now handicap accessible with wind barriers erected.

**Outcome Measure 2:** Student Feedback

Terms of Assessment:            Fall\_\_\_\_\_            Spring   X              Monthly \_\_\_\_\_

**Findings:** The last Physical Accessibility Focus Group was held on April 25, 2019. A 9-question survey was distributed to the Group. Some of the concerns were repeated from the last survey:

- Elevator in H Building is difficult for scooters to navigate
- Students did not know evacuation plans
- Building S into Building G – no automatic doors

- Restrooms in B Building too small
- Non-handicap persons parking in handicap spaces
- Handicap spaces being used to park/drop off in wheelchair loading areas

New concerns:

- The College Store is difficult to maneuver – the rows are very close.
- Cafeteria – too many tables/chairs; counters too high
- Scooters need better maintenance and to be cleaned more regularly – some are very dirty
- Restroom dispensers are out of reach

Positive comments:

- M Building accessible
- DSS office/doorways accessible
- Elevator access very helpful

**Review Committee/Process:** The Focus Group consisted of 14 students and was moderated by Ben Tobias, with Lisa Gilliland as the Scribe. The questionnaire was distributed for completion and both positive and negative comments were discussed during the meeting.

**Documented Improvements:** The Physical Plant Department continues efforts to expand, improve and address accessibility standards throughout the facility. Any new construction is completed making sure to adhere to ADA standards.

During this past year, 20 college doors have been upgraded/replaced with handicap accessible doors.

### **Outcome Measure 3: Faculty/Staff Feedback**

Terms of Assessment:            Fall   X              Spring                   Monthly       

**Findings:** The last survey was completed for 2018-2019, with 188 employees participating. Overall response to the survey was positive, with 95.2% of the respondents satisfied with the accessibility of the campus.

Accessibility concerns most mentioned include:

- Doors from S Building into G Building need to be automatic
- J Building handicap doors (inner and outer) do not open at the same time; need to press 2 handicap buttons
- Going from C Building to B Building (no automatic door at B) leading to M Building
- E Building stairs

Positive comments include:

- Gateway center very accessible
- Plenty of elevators
- Hallways are nice and wide, easy to navigate
- Plenty of handicap parking
- 2<sup>nd</sup> floor of the main campus very accessible to all other buildings

**Review Committee/Process:** The final survey summary was reviewed by Steve Spradling, Director of Physical Plant and Construction, Mark Miller, Maintenance Supervisor, and Richard Rosenberger, Construction Coordinator.

**Documented Improvements:** A total of 20 doors were converted to handicap accessible. This includes the doors from the S Building into the G Building (bullet point #1). A wind barricade was also installed at these doors. The doors mentioned in bullet point #3 are all handicap accessible now. A list of all doors is included in my Assessment binder.

In 2018, we added a handicap ramp at our Akron Campus.

**Criterion 5.0 Office/Department members are qualified by professional background, experience, and continuing professional development and meet the needs of the Office/Department.**

Yes	No	DNA		
X			5.1	Employee (full-time and part-time) credentials meet college requirements.
X			5.2	Annual Employee Performance Evaluations are on record in Human Resources.
X			5.3	Employees (full-time and part-time) are involved in professional organizations, presentations, and/or other professional works.
X			5.4	Employees are involved in the development of initiatives that support the College Mission.

3. Additional Comments: (Please explain any “No” selections.)  
N/A

Reflective Narrative Questions:

1. Describe how Performance Evaluations are being used to enhance the Office/Department.

Performance evaluations are used as an evaluative process as well as a communication tool. The employee performance evaluation process, including goal setting, performance measurement, regular performance feedback, self-evaluation, employee recognition, and documentation of employee progress, ensures success for the College, as well as the department. The employee performance evaluation helps employees accomplish both personal development and organizational goals. In 2021, a new evaluation software program was implemented which will help in maintaining accurate records and additional feedback.

2. Describe how professional development benefits the Office/Department.

Professional development ensures our employees are kept up to date on modern practices and trends. To maintain a high level of quality, you must keep investing in your staff’s development.

3. Describe how employees are involved in the development of initiatives that support the College Mission.

The Physical Plant staff is very engaged in the department’s initiatives to support the college mission to support our students by maintaining our facilities to a very high standard while receiving some of the highest satisfaction scores in the college-wide survey. They are always putting the student first by

providing a very clean, comfortable, accessible learning environment and being proactive to any of the student needs.

We are always looking at ways to save energy costs, improve indoor air quality, provide a very clean, safe, learning environment for our students, visitors, staff and faculty.

**Criterion 6.0 The Office/Department is responsive to changes in current technology and has adequate resources.**

Yes	No	DNA		
X			6.1	Office/Department changes are consistent with technological and scientific advances, and Office/Department content incorporates new developments in the field.
X			6.2	Employees work with supervisors to ensure adequate and current resources available to provide services.
X			6.3	Employees work with information technology staff to ensure availability of appropriate software and hardware components.

Additional Comments: (Please explain any “No” selections.)

N/A

Reflective Narrative Questions:

1. Explain the changing conditions within the field.

Some of the conditions that affect the Physical Plant Department include:

- Doing more with less (employees, money, time)
- Automation
- Lack of quality employees within the field
- Energy money-saving initiatives
- Declining enrollment

2. How are these changing conditions addressed within the Office/Department?

- We have to plan and schedule more efficiently with the staff we have. Time-saving equipment is also purchased as finances allow and we are always looking for new products to save us time performing our tasks.
- We have constant training on Automation. The staff has attended in-services for HVAC controls, lighting, Boiler training, etc.
- Our Facilities staff is up to date with the latest technologies to find ways to reduce our energy costs.

3. Explain how employees work with information technology staff to ensure availability of appropriate software and hardware components.

Our Facilities staff works with IT staff on upgrading our HVAC control systems with the newest software. IT also works with Facilities on other software upgrades from automated door lock systems to new CAD drawing software. Monthly coordination meetings are held with Physical Plant and the college’s IT department. All information is shared between departments.



## Component IV

### Recommendations and Executive Summary

**Based on the results of this current CAR,** list your strengths, areas of improvement, opportunities, threats, and recommendations.

Office/Department: Physical Plant

Strengths:

- Focused on savings for the College (energy, etc.)
- Experienced, dedicated workforce
- High-quality customer service
- Highest-rated Department at the College per surveys

Weaknesses:

- Aging workforce
- Hiring freeze; not being able to replace staff
- Not enough staff to maintain facilities if hiring freeze is not lifted and enrollment returns to pre-COVID levels

Opportunities:

- Hire and train new staff for the future
- Look at ways to save the college additional monies on utility costs

Threats:

- Outsourcing facilities to save money
- Low student enrollment leading to staff reductions
- State of Ohio reducing funding to higher education

Progress to Date:

- 60% of interior bulbs replaced with LED's; 80% of parking lot lights replaced with LED's
- 90% of HVAC equipment replaced
- Performing exterior restoration (tuck-pointing brick, waterproofing, etc.) of our buildings with Capital Funding
- Replacing roofs
- Replacing sidewalks that are cracked and not level
- Relocating Barberton Weld Shop to Akron to utilize existing building to save on leasing costs

**Priority Recommendations:** *(For each area listed below, please number all recommendations as they will be prioritized on the [Summary Work Plan - Appendix A](#). Sufficient support for the recommendations must be included, either by reference to responses in the components or specific Criterion or by additional information included with this program review.)*

**Additional Information.** On occasion, some programs may have additional documents that they feel should be included to complete the self-study. Supporting documents may include such things as program self-study reports, case study reports, survey statistics, focus group data, etc. All supporting documentation must be dated within this CAR period. Please list below the additional documents that you will be adding to this CAR in support of your recommendations:

Assessment binder includes:

Mission Statement  
Vision Statement  
Motto  
Organizational Chart  
List of College Buildings  
Campus Square Footage  
Noel Levitz Report/Comparison  
Student Photo Assessment Photos (Positive & Negative)  
Support Effectiveness Survey Results/Summary  
Work Order Charts  
Work Order Satisfaction Surveys  
Akron Campus Work Order Listing  
Department Employee List/Open Positions  
Equipment Maintenance Spreadsheet  
SA Comunale Contract Specs  
Copies of Fire Pump Test Work Orders  
Copies of Fire Pump Testing Results  
Generator Maintenance Contract Specs  
List of Generators  
Elevator Maintenance Contract Specs  
Boiler List/PM Tasks  
OSHA Training Spreadsheet  
Handicap Doors Checklist  
Campus Guide showing HC doors  
Copy of Work Orders for HD door repairs  
HC Door Repairs done by Contractor  
Copy of Student Physical Accessibility Focus Group Questions & Results  
Copy of Faculty/Staff Physical Accessibility & Results  
List of all doors converted to HC Accessible  
Campus Guide showing HC Doors  
Purchase Order/Invoice to add HC Ramp at Akron  
Capital Improvement Requests FY17-FY22  
List of FY22 planned/completed projects