



Administrative & Operational Services

2022 - 2023 Self-Study

Three-Year Program Review Template

Facilities/M & O Department

Administrative Services

Statement of Collaboration

The department/office staff listed below collaborated in an open and forthright dialogue to prepare this Self Study. Statements included herein accurately reflect the conclusions and opinions by consensus of the department/office staff involved in the self-study.

Participants in the self-study

Stephen Trapp
Randy Harris
Larry Lara

Authorization

After the document is complete, it must be signed by the Principal Author, the Department Manager, and (when appropriate) the Dean or appropriate Immediate Management Supervisor (IMS) prior to submission to the Program Review Committee.

Larry Lara

 (Jan 23, 2023 12:49 PST)

Printed name of Principal Author

Signature

Dir. Physical
Plant/Facilities

Title

11/18/2022

Date

Larry Lara

 (Jan 23, 2023 12:49 PST)

Printed name of Department Manager

Signature

Dir. Physical
Plant/Facilities

Title

11/18/2022

Date

Printed name of Dean or
Immediate Management Supervisor
(IMS)

Signature

Title

Date

1.0 Mission and Goals

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

Mission: We provide an environment for students so they can be successful learners. The M & O Department strives to keep classrooms, hallways, bathrooms, and the overall buildings clean. We take care of the grounds so they are aesthetically pleasing. We also consider indoor and outdoor safety in all areas of the campus. We work in cooperation with other departments to ensure that students are in a safe and clean environment, which sets the tone that we are a cooperative institution conducive to learning.

Vision: Deliver the highest quality maintenance and operations services possible based on available budget and staffing.

Core Values: The Facilities Department is comprised of diverse individuals with a great commitment to the values of Fullerton College who work to create a friendly environment that is free of unhealthy and unsafe distractions. The Facilities Department acts as the communication link between the campus, community, and/or District and the various trades units.

College Goals: The department helps strengthen community connections by providing local businesses opportunities to do business with the college through the department.

2.0 Department/Office /Data & Trends Analysis

2.1 Describe the purpose, components, and staffing of this department/office.

The purpose of the M & O department is to provide custodial services, grounds crews, facility services for set up of events and maintenance services (electrical, carpentry, HVAC, mechanical lock smith, plumbing), through the office staff (administrative assistants and manager) to ensure support to students, faculty, staff and the community.

2.2 Staffing – complete the table below. Please list the total number of personnel in each type of position in the department/office. Within each classification in the first column, please list the position titles. For confidentiality, **do not** include the names of any people in the position.

CURRENT STAFF					
Classification (Include position titles)	# of staff in each position title	Percent of employment	Months per year of employment	Source of funding (General / Categorical)	FTE
Managers					
Director	1	100	12	General	1.0
Day Manager	1	100	12	General	1.0
Night Manager	1	100	12	General	1.0
Classified					

Administrative Assistant II	2	100	12	General	2.0
Facilities Coordinator	1	100	12	General	1.0
Facilities Assistance	3	100	12	General	3.0
Grounds Coordinator	1	100	12	General	1.0
Grounds keepers (50% grounds/50% custodian, works primarily as grounds)	1	100	12	General	1.0
Grounds Keeper	3	100	12	General	3.0
Irrigation	1	100	12	General	1.0
Athletic Field Specialist/Groundskeeper	1	100	12	General	1.0
Equipment Operator	1	100	12	General	1.0
Skilled Maintenance Assistant	1	100	12	General	1.0
Skill Maintenance Mechanic	4	100	12	General	4.0
Facilities Electrician	2	100	12	General	2.0
Facilities Electrician 50%/Communication 50%	1	100	12	General	1.0
HVAC Mechanic Coordinator	1	100	12	General	1.0
HVAC Mechanic II	1	100	12	General	1.0
HVAC Mechanic I	1	100	12	General	1.0
Custodians - Day					
Facilities Custodian I	1	100	12	General	1.0
Facilities Custodian II	3	100	12	General	3.0
Facilities Custodian I	1	50	12	General	.5
Facilities Custodian I	1	55	12	General	.55
Facilities Custodian I	2	45	11	General	.45
Custodians - Night					
Facilities Custodian I	25	100	12	General	25.0
Facilities Custodian II	8	100	12	General	8.0
Facilities Custodian Coordinator II	1	100	12	General	1
				Total FTE	67.5

2.3 Other Resources

OTHER RESOURCES

Please list each position by classification in the department/program	Services Provided	Number of Hours	Overall Cost	Source of funding (General / Categorical)
Independent Contractors				
Volunteers				
Interns				
Total Hours & Costs				
			Total FTE	

- 2.4 Utilize the data provided in the tables above in a discussion of the appropriateness of the staffing levels of this department/office.

The Department has 3 managers for a total of 69 staff members; 35 day/evening and 34 night. Facilities staff are on campus 24 hours a day, 5 days a week, 2 people on Saturday for 8 hours and 1 person on Sunday for 3 hours. Administratively, most facilities issues arise during the day and evening while students are on campus. However, completing facilities tasks is difficult with a fully occupied campus. Logistically, performing tasks while the campus and buildings are unoccupied is far more efficient and less intrusive to the instructional program. One objective has been to adjust work schedules so that more off hours repair work can be accomplished. However, with limited supervision and diminished repair efficiency without natural light means off hours repair schedules adjustments have been limited. Moreover, when situations arise, there is an immediate need to address the problem, problems which occur most often during the day, so the majority of the repair staff remain on the day shift.

Some tasks must be done during the day. One such task is the care and upkeep of the grounds. The College Campus was opened in 1913. The campus spans 89 acres with 26 buildings 4 off-site locations. The grounds crew is comprised of 8 grounds keeping personnel, including 1 irrigation specialist and 1 coordinator. Several years ago, the crew began utilizing the team approach, as opposed to each ground's keeper having a single assigned area. This increased the efficiency and improved absence coverage. Additionally, the crew's been removing turf and unsightly plantings material and replacing with drought tolerant plants, weed barrier and mulch. The crew addresses one planter per project, averaging one project per every 3 -4 months. The crew's converted almost 40,000 square feet of landscaping to drought tolerant plants with weed barrier, improving the overall look of the campus and decreasing water usage. Another advantage of drought tolerant landscaping is reduced maintenance, due to the installation of a weed barrier with the drought tolerant plants, which allows the department to focus on other landscaping needs.

All routine, daily and periodic cleaning tasks are performed at night since it is not possible to clean campus buildings during the day, as students and faculty begin arriving on campus as early as 6:00 A.M. and remain until 11:00 P.M. Three full time night custodial positions were added to the crew without adding payroll costs by creating part-time day and weekend custodial positions. Although there are a sufficient number of staff positions to clean all assigned areas, a deficit still exists for a dedicated floor crew and absentee coverage, considering the fact that approximately 10 - 30% of the night crew is absent on any given day. These absences include FMLA, which can account for as much as 20% of the absences. The department can hire substitutes for absentee coverage. Unfortunately, there simply are not enough substitutes available to cover all absences, and those substitutes are limited to 26 hours of work a week, less than a 40-hour full time employee.

The maintenance staff manages all day to day facility repairs for the campus. The department includes a variety of tradesman. Several individualized trades were eliminated. General trade positions were created instead, allowing flexibility in the type of work that can be assigned, improving utilization of each position due to the natural ebb and flow of specific types of trade work.

2.5 How does this department/office serve the population of the college?

The department serves every facet of the campus community by providing all services necessary to ensure the continued support for the success of student learning.

Services provided include:

Grounds	Electrical	Pool Maintenance
HVAC	Facilities	Field Maintenance
Plumbing	Custodial	Vehicle Fleet Maintenance
Pest Control		

Some of the duties the various trades are responsible for maintaining include but are not limited to:

- lawns, plants, playing fields
- parking structures and sidewalks
- servicing irrigation lines and systems, trash, dumpsters
- building exteriors and interiors
- maintenance and repair of minor equipment used by the trades
- eradication of various species of animals
- ADA compliance regulations
- monitoring and reporting hazards on campus
- maintaining all backflow devices
- handling of hazardous materials and other biohazards
- coordination of annual inspections, staff training, and providing input for the design, planning and construction and renovation projects throughout the campus

- perform regular scheduled maintenance
- assisting Campus Safety with vandalism, security, and other access or emergency issues
- eliminate safety hazards and hazardous material as required

2.6 Since the previous Program Review Self-Study what significant changes have occurred that impact the services of this department/office?

COVID was the biggest change. Initially shutting down the campus, then minimal operation for over a year. The buildings and campus infrastructure are made to run, not sit silent, or run at partial utilization. While the Facilities staff are considered essential workers, with a limited number of students and staff on campus, shifts were reduced and or adjusted to account for campus changes.

Two other impactful changes have been the addition of the new instructional building and a new central plant. Although the 300 building is closed, the 500 building remains partially operational, which means a net increase in building square footage for the Facilities department to maintain, resulting in the addition of three-night custodians and stretching the services of day custodians and tradesman.

The new central plant, continues to have its operational challenges. The increased capacity of the plant ensures adequate cooling capacity for the portion of the campus it serves, but startup failures continue to mire the department with sustained services challenges and trade support.

2.7 Describe any laws, regulations, trends, policies and procedures or other influences that have an impact on the effectiveness of your department/office.

Local, State and Federal laws dictate adherence and compliance in multiple areas for safety compliance. Examples are: AQMD permitting, OSHA permitting, fire suppression system testing and maintenance, emergency preparedness, recycling, waste diversion and source reduction, universal waste and hazardous chemical collection, removal and disposal. The applicable regulations dictate the mandated fees and training requirements for compliance.

District imposed training schedule coordination has improved significantly, which allows operations and services needed to continue for department effectiveness.

The Division of the State Architect (DSA) reviews and approves all construction and maintenance projects that meet review criteria. Due to the age and configuration of existing buildings, even minor modifications that trigger DSA review dramatically increase the cost of projects regardless of scope. The ballooning construction costs can make even a simple project cost prohibitive, which frustrate staff and give the appearance the Facilities department does not provide construction services requested to enhance instructional programs. The department is required by law to meet all code criteria, including adhering to all DSA requirements, regardless of cost ramifications.

- 2.8 Provide any other data that is relevant to your self-study, for example, if you collected data to assess an outcome.

One organization of reference, "CASBO" (California Association of School Business Officials), recommends one manager or supervisor for 16 employees; which means for our staff of 69, we should have at least 4 managers or supervisors to efficiently manage the staff. What makes this need more prevalent is that unlike most jobs, the work of Facilities and Maintenance crew is highly variable from day to day, requiring additional assistance and guidance from management.

3.0 Strengths, Weaknesses, Opportunities, Challenges (SWOC)

- 3.1 Based on your analysis in 2.1 through 2.8, what are the strengths of your department/office?

We have a team comprised of new and experienced employees. This mix provides a fresh look at problems and solutions, while maintaining a seasoned perspective. This allows the Facilities team to develop new solutions to long term problems.

Other strengths include:

- Working cooperatively with all departments within the college and between divisions within the district.
- Working in collaboration with community organizations on multiple events.

- 3.2. Based on your analysis in 2.1 through 2.8, what are the weaknesses of your department/office?

- One deficiency is the lack of maintenance personnel assigned to off hours. This deficiency limits repair time in occupied areas, especially highly utilized classrooms that are in use from early morning to late at night.
- Additionally, the lack of a centralized facility means a limited amount of shop space where employees store tools, work on equipment, use building materials and machines, and complete shop repairs. A new M & O facility is currently in design.
- The campus has an aging infrastructure requiring extensive repair and replacement of HVAC equipment, door systems, elevators, wall systems and finishes such as flooring. The new central plant has helped with cooling, since the old plant did not have the capacity to keep up with the heat load on high temperature days. Based on current conditions, the department normally keeps up with the incoming service requests, and is working on proactive preventive maintenance, but is not yet at the desired level of maintenance to keep the campus in a high quality, like new condition. Further compounding this problem are the limited windows of time to complete needed repairs. Without having available space to move classes or shutdown buildings, major repairs can only occur during winter

and summer breaks, and even those time frames have constraints, although with the opening of the new instructional building, some scheduling flexibility is possible.

- Another challenge the department faces is the sheer number of repairs, capital improvement projects necessary to reduce service failures, keep buildings and equipment in good repair and meet the ever-changing demands of other departments. Even when sufficient funds are available, the department does not have the staff available to manage all project work. This work is separate from the projects identified in the Bond Program.

3.3 Based on your analysis in 2.1 through 2.8, what opportunities exist for your department/office?

The department has already undergone significant changes to better meet the demands of the campus, without increasing staffing levels. One more step in the department's evolution is the creation of another higher-level maintenance position. The intent of this position is to assist or manage repair projects to help keep up with maintenance issues commensurate with the age and expanse of the campus. The position will also function as an intermediate step to a management position, by providing authority to coordinate all Facilities groups either to assist with project execution, or step in when management is not available to manage staff. This position can be funded through savings realized from other staffing reductions. The issue was identified previously, but due to COVID this program review cycle, and potential budget restrictions the previous cycle, the department has not pursued this

3.4 Based on your analysis in 2.1 through 2.8, what challenges exist for your department/office?

As identified in 3.2, we have a time deficit for repair project execution, an off-hour maintenance staffing deficit. Also noted previously, is the custodial staff deficit due to leave entitlements and absenteeism. One other looming issue is Bond Program. While the scope of Bond work falls under the Capital Projects Manager responsibility, the projects do affect the day to day maintenance personnel. The addition of several new buildings will require additional custodial staff, and potentially additional maintenance staff.

One other issue that rarely broached is the number of events, other department changes and college club/organization events that require support. The sheer number of departments has grown, and so has the number of related events, and support, without growth in Facilities staff. The Facilities crew has hit a ceiling, in that there are several time frames throughout the year which the Facilities staff cannot support all events that occur or are requested. This also means that during much of the year, the staff operates at or near 100% of its service capacity, a service level that is a challenge to maintain.

4.0 Outcomes Assessment

Note: Sections 4.8 and 4.9 are new. Please review before filling out your outcomes tables below.

4.1 List your outcomes and complete the expandable table below.

	What are your program outcomes?	When was the Assessment completed?	When did you analyze the data?	When were the changes made?	Number of Cycles Completed
1.	Maintain service request response time on work	Currently Not Assessed Due to COVID	N/A	N/A	N/A
2.	Increase frequency of carpet and floor cleaning.	No specific data available	No specific data available		

4.2 Assessment: Complete the expandable table below.

	Intended Outcomes	How will you determine if the outcome is met?	How will you collect the data?	Can this data be disaggregated at the student level?	What will the results show?
1.	1. Department will demonstrate a reduction on the response time through the work order system software reports	Review quantity of work orders in backlog by week.	From Service Request System	N/A	N/A
2.	2. Detailed floor care occurs during summer break. Daily floor care occurs on and ongoing basis.	No specific means of measuring this Outcome at present.	No data collected.	N/A	N/A
3.	Note: The department purchased three robotic floor cleaners. Utilizing the robots in the buildings with the largest continuous floor spaces has provided the improved floor care not only in the area's cleaned by the robots, but this allows the custodians time to focus work elsewhere, including other floorwork.				
4.					

4.3 How has assessment of outcomes led to improvements in services provided to students by this program?

Assessments themselves have not helped, but department changes have helped, which in turn materialize in assessment numbers.

COVID almost completely brought service request tracking to a halt. Service requests have increased over the last two semesters, due to increased on campus classes. The department is starting to re-evaluate the service request backlog. One issue compounding response time is the seeming revolving door of staffing.

The department has purchased 3 robotic floor cleaning machines. The machines were placed in buildings with the largest, continuous flooring areas, the gymnasium, new instructional building, and the 700 building. The machines have allowed the department to maintain the gym floors and long open corridors. As for general cleaning, there is no report or auditing vehicle available to accurately track general cleaning frequency.

4.4 How has assessment of outcomes led to improvements in student learning and achievement?

At present, there is no direct way assess outcomes and their impacts on student learning and achievement.

4.5 What challenges remain to make your department/office outcomes more effective?

COVID and the slow return to on campus classes have made it impractical to measure outcomes. The number of service requests submitted are usually proportional to campus use. Only until we are at or near 100% on campus instruction can the number of service requests better reflect pre-COVID conditions.

Floor cleaning frequency is still an indicey that cannot be measured at this time.

4.6 Describe how the department's/office's outcomes are linked to college goals.

Goal #1, objective #2, timely repairs of facilities and equipment and maintaining a clean campus contribute to student success.

4.7 Describe how the department's/office's outcomes support the achievement of the institution level SLOs.

The department is responsible for providing a clean, safe, aesthetically pleasing campus. A quality learning environment provides a comfortable setting for learning.

B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

Although the backlog has trended downward, there have been fluctuations.

C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples.

As a business function, the assessments have not been used to make improvements, but only serve as an indicator of success. The steps the department's made are simply industry practices for improved efficiency and service.

- 4.8 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

Other than incidental contact, there is no departmental related population to interact with.

- B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

N/A

- C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples.

- 4.9 At least one outcome listed in 4.1 should address the following:

- A. List the outcome that focuses on individual student learning or actions.

N/A, no direct correlation.

- B. Identify methods to assess outcomes in such a way that the data can be disaggregated.

N/A, no data available

- C. Identify a process for using outcome assessment data to improve your department's/office's services.

N/A, only internal indices, no direct measurable correlation to student learning.

- D. Identify a process for assessing outcomes and collecting data that can be used to build dashboards (where applicable).

N/A, only internal indices, no direct measurable correlation to student learning.

- 4.10 Outcomes Equity Analysis

- A. Looking at the one outcome from 4.9, do you find significant differences by race, ethnicity, gender, and other categories? Describe here what the data shows. What strategies will you use to close the attainment gaps among groups of students? What kinds of professional learning would help?

There is no way to measure or identify differences in outcomes based on by race, ethnicity, gender, and other categories.

5.0 Evaluation of Progress Toward Previous Strategic Action Plans

- 5.1 List the strategic action plans from your last self-study/program review.

1. Improve services to sports fields and grass areas throughout the campus. Provide a safe athletic environment for our students.
2. Review the department's personnel structure and scheduling to facilitate adequate and appropriate staffing for the needs and growth of the college.
3. Plan for the design and build a centralized facility for M &O

5.2 Describe the level of success and/or progress achieved in the strategic action plans listed above.

1. The synthetic turf on the football field was replaced. The new turf is not only an improved turf system which should result in fewer repair issues, but the turf is also aesthetically pleasing with a Hornet theme and logo. Installation of new bleachers, lights and a sound system is underway, which will allow home games to be played at the college, and expand the curriculum offerings for evening classes. However, only a qualitative review for the other fields is available through feedback of the campus staff and community.
2. The SERP, COVID and regular attrition have made it difficult to keep the department fully staffed. As previously noted, COVID has made it impractical to track service requests due to the variability of those requests the last two years.
3. The new M & O facility is currently in the design phase.

5.3 How did you measure the level of success and/or progress achieved in the strategic action plans listed above?

Success measurements noted in section 5.2

5.4 Provide examples of how the strategic action plans in the last cycle contributed to the continuous quality improvement of your department/office.

None identified.

5.5 In cases where resources were allocated toward strategic action plans in the last cycle, how did the resources contribute to the improvement of the department/office?

Available Maintenance/Campus funds were the sole reason the field was renovated and the field improvements (lights, bleachers, sound system) are being installed.

5.6 If funds were not allocated in the last review cycle, how did it impact your department/office?

No changes would have been made.

6.0 Strategic Action Plans (SAP)

Using the tables below, list the strategic action plans (SAPs) for your program. These plans should follow logically from the information provided in the self-study. Use a separate table for each SAP.

SAPs for this three-year cycle:

STRATEGIC ACTION PLAN # 1		
Strategic Action Plan Name:	Support design development and construction of new Chapman Newell, Performing Arts and M & O buildings.	
List College goal/objective the plan meets:	College Goal #1: Promote Student Learning Objective #2: Increase course retention and success.	
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Facilities staff will review design development and construction documents to ensure building and systems are consistent with campus standards or best practices. All impacted maintenance staff and department managers.	
What <i>Measurable Outcome</i> is anticipated for this SAP?	Successful integration of new building into existing facilities support network.	
What specific aspects of this SAP can be accomplished without additional financial resources?	Most of the work will be time on the job, however, there are times when review, confirmation of existing conditions or other issues require overtime work.	
If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.		
Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel	N/A	
Facilities	N/A	
Equipment	N/A	
Supplies	N/A	
Computer Hardware	N/A	
Computer Software	N/A	
Training	N/A	
Other	N/A	
Total Requested Amount		

STRATEGIC ACTION PLAN # 2		
Strategic Action Plan Name:	Develop custodial and maintenance support plan for new Chapman Newell, Performing Arts and M & O buildings.	
List College goal/objective the plan meets:	College Goal #1: Promote Student Learning Objective #2: Increase course retention and success.	
Briefly describe the SAP, including title of person(s) responsible and timeframe, in	Management staff to develop custodial measurement for new instructional building and assess repair work order impact of new buildings to determine additional maintenance staffing	

150 words or less.		
What <i>Measurable Outcome</i> is anticipated for this SAP?	Fully staffed custodial/maintenance department upon building opening.	
What specific aspects of this SAP can be accomplished without additional financial resources?	New measurement tool to assist with custodial time measurement calculations being evaluated by District.	
If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.		
Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel	N/A	
Facilities	N/A	
Equipment	N/A	
Supplies	N/A	
Computer Hardware	N/A	
Computer Software	N/A	
Training	N/A	
Other	N/A	
Total Requested Amount		

STRATEGIC ACTION PLAN # 3		
Strategic Action Plan Name:	Develop new skilled maintenance position to help manage additional project workload. The position is part of the department succession plan as a training position for future managers.	
List College goal/objective the plan meets:	College Goal #1: Promote Student Learning Objective #2: Increase course retention and success.	
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Department Director to work with Human Resources Hiring Manager to develop new job description and complete District approval process.	
What <i>Measurable Outcome</i> is anticipated for this SAP?	Successful creation of the new position.	
What specific aspects of this SAP can be accomplished without additional financial resources?	The new position should be created without any additional financial resources due to previous personnel savings.	
If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.		
Type of Resource	Requested Dollar Amount	Potential Funding Source
Personnel		
Facilities		
Equipment		
Supplies		

Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount		

7.0 Long Term Plans

Describe the long-term plans (four-six years) for your program. Please consider future trends in your narrative. Identifying financial resources needed for these plans is optional.

The department spent the last few years developing preventive maintenance inspections for the campus. Over 100 preventive maintenance inspections have been developed to improve equipment reliability, identify path of travel safety issues, and regulatory compliance. With the new buildings coming on line over the next few years, aside from additional custodial staff, the department may need additional skilled maintenance, HVAC technicians and groundskeepers, as wells as Facilities staff for events and related duties. All of course require additional funding for each position.

8.0 Self-Study Summary

This section provides the reader with an overview of the highlights, themes, and key segments of the self-study. It should not include new information that is not mentioned in other sections of this document.

Given the diverse students and the number of students, the Facilities department wants to provide a clean, safe campus that is a friendly environment in an institution of higher learning. The purpose of the Facilities department is to provide custodial services, well-manicured grounds, adequate facilities, events setups and maintenance services (electrical, carpentry, HVAC, mechanics, lock smith, plumbing), through the office staff (administrative assistants and managers) to ensure support to students, faculty, staff and the community.

Moving forward will require scheduled maintenance dollars to make the necessary repairs for stable systems and maintaining buildings in good repair, as well as adequate personnel.

9.0 Publication Review

Fullerton College is committed to assuring integrity in all representations of its mission, programs, and services. As such, during the program review self-study process departments/offices are required to document their publications (websites, brochures, magazines, pamphlets, etc.) that are used to promote programs and services to the campus community and community at-large. This review should specify when the publication was last reviewed, if the information in the publication is accurate, and if the information correctly represents the college's mission, programs, and services.

Information on the college's graphic standards is available here: <http://news.fullcoll.edu/campus-communications/web-help/graphics/>.

In the far right column please provide the URL where the publication can be accessed. If it cannot be accessed via the Internet, please provide a sample of the publication with your program review self-study. If you have

any questions about what type of publication should be included, please contact Lisa McPheron, Director of Campus Communications at lmcpheon@fullcoll.edu.

For publications that you have identified as inaccurate, please provide the action plan for implementing corrections below.

Publication	Date last reviewed	Is the information accurate?	URL of publication

Routing & Response Page

Originator → IMS → Program Review Chair → Appropriate President's Staff Member

Originator: *Electronically submit completed Program Review to Division Dean/IMS for review.*

Appropriate Immediate Management Supervisor (IMS): *Select one and provide response if necessary. Forward electronically to appropriate Vice President's Office.*

RESPONSE

Printed name of IMS _____

Title _____

Date _____

I concur with the findings contained in this Program Review.

I concur with the findings contained in this Program Review with the following exceptions (include a narrative explaining the basis for each exception):

Area of exception:

I do not concur with the findings contained in this Program Review (include a narrative explanation):

Appropriate President's Staff Member: *Print Program Review, sign, and route both hard copy and electronic version to Program Review Chair.*

ACKNOWLEDGING RECEIPT

Printed Name _____

Signature _____

Title _____

Date _____



Fullerton College Mission Statement

MISSION

Fullerton College advances student learning and achievement by developing flexible pathways for students from our diverse communities who seek educational and career growth, certificates, associate degrees, and transfer. We foster a supportive and inclusive environment for students to be successful learners, responsible leaders, and engaged community members.

VISION

Fullerton College will transform lives and inspire positive change in the world.

*Approved by Fullerton College
President's Advisory Council and
accepted by President Schulz
May 2017.*

VALUES

Community

We promote a sense of community that enhances the well-being of our campus and surrounding areas.

Diversity

We embrace and value the diversity of our entire community.

Equity

We commit to equity for all we serve.

Excellence

We honor and build upon our tradition of excellence.

Growth

We expect everyone to continue growing and learning.

Inclusivity

We support the involvement of all in the decision-making process.

Innovation

We support innovation in teaching and learning.

Integrity

We act in accordance with personal integrity and high ethical standards.

Partnership

We work together with our educational and community partners.

Respect

We support an environment of mutual respect and trust that embraces the individuality of all.

Responsibility

We accept our responsibility for the betterment of the world around us.