
Performance Summary

In light of information gleaned from the assessment of administrative unit outcomes, please summarize the overall performance of Administrative Services.

Although every department member strives to provide the best customer service they can we have had some limitations which prevent the department as a whole from providing satisfactory service in some areas and less than satisfactory in other areas. During the past three years, we had the following staff changes:

- A permanent loss of a senior custodian/utility worker (Jerry Vega)
- A reduction of a full time media assistant to a part time position (Melven Herrera)
- A loss of the facilities manager (Richard Curia)
- During the first half of the 2013–2014, we had to terminate three custodians. This further made it difficult for an already short custodial staff.
- Our evening skilled maintenance worker (Andy Tran) was no longer available to work evening because of a disability.
- Our administrative clerk who handles calls and requests for facilities problem has been on disability for approximately 10 months with no certainty of a return date.

On the positive side, we did have two custodians transfer from the Orange Education Center when that center was closed.

While we had the changes in staffing, we saw our workload increase with the addition of the Science Center in the summer of 2010, the Athletics and Aquatics Center in 2012 and the Humanities Building in 2014. When a building first comes on line, we can rely on contractors to correct any problem under the warranty agreement. But normally after the first year, it becomes the responsibility of the college to correct any problems. Having a reduced force and no additional funding contractor work has limited our ability to respond to problems. At this time, the college does not have funding for adding any Administrative Services staff to properly maintain the 90,000 sq. ft. Humanities building so we'll have to continue to spread the work out to the existing staff which will lead to more marginal services starting in 2014–2015.

The one exception is budget operations and I believe we have been able to provide all the information at our disposal to college staff so that they can make better decisions.

In general, we have spent the last couple of years “putting out fires” rather than finding ways to prevent them.