Highline College Institutional Effectiveness Department Report

2020-2021

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| **Department information**  |
| Department name | Facilities Custodial |
| Date this report was completed | September 8, 2020 |
| Staff who contributed to this report | Barry Holldorf and Christina Neville-Neil |
| Department Mission statement (if applicable) | Highline College Facilities Department’s mission is to optimize productivity by creating sustainable, accessible, safe, cost efficient work and learning environments. This provides community, employees, and students the greatest amount of success, comfort, and creativity. |

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| **Taking stock of 2019-2020**  |
| **Describe 2-5 major accomplishments for 2019-2020. For each accomplishment, identify the related objective or indicator from the Mission Fulfillment Report (MFR), and describe the evidence you used assess this accomplishment** |
| 1. Use cleaning materials that promote environmentally conscience practices. Use of “green” paper products and cleaning chemicals. (Core theme 4, Objective 3)
2. Recruiting for replacements of retired custodians and promoting a custodian 2 to custodian 3 as team lead. (Core theme 4, Objective 1)
3. Support College’s Incident Command System and team to maintain the health and safety of the campus. (Core theme 1 and 4)
4. The total re-training and disinfection of the campus due to COVID pandemic.
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| **Department strengths** |
| 1. Diverse team of custodians who have worked as a team for many years together.
2. The team has received over 40 hours of online safety training.
3. The team is well trained in the use of PPE to deep clean and sanitize campus facilities in the Covid environment.
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| **Department challenges**  |
| 1. Crew has worked diligently since the beginning of the pandemic and beginning to see a toll (burnout).
2. Demographics of the crew put a high percentage in the “high risk” group.
3. COVID response may require more custodial support and access to more help may be necessary to support re-opening of the college.
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| **Areas you would like to improve** |
| 1. Keeping custodial closets clean and proper distances of stored materials around transformers and electrical panels.
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| **2020 - 2021 work plan development**  |
| **Goals:** Identify 3-6 goals for your department for 2020-2021. Each goal should be associated with the core theme objective or indicator that best relates to the desired outcome of your work. In parentheses after each of your goals, describe the evidence you plan to use to assess the achievement of that goal.Not every objective or indicator will have an associated goal from your department, and you are welcome to delete the Core Themes/Objectives/Indicators that are NOT directly related to your goals for 2020-2021.  |
| 1. Successfully support the “Back to School” re-opening with both daily between class and nightly disinfecting needs for the organization.
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| 1. Make sure the employees on this team do not feel overwhelmed and feeling overly exhausted due to sustained COVID operations.
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| **Suggestions to improve this report or process** |
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