June 27, 2014

Abel Rodriguez
Director
Plant Facilities
East Los Angeles College
1301 Avenida Cesar Chavez
Monterey Park, CA 91754-6099

Dear Mr. Rodriguez,

The College has completed its process its Comprehensive Program Review. We would like to thank you for all the work you have put into providing the College with detailed information on your programs through the Program Review Self-Evaluation. The following comments, commendations and recommendations are the culmination of a campus-wide validation process that included the Strategic Planning Committee, Educational Planning Subcommittee, Facilities Planning Subcommittee, Technology Planning Subcommittee, Enrollment Management Committee, Learning Assessment Committee, Program Review and Viability Committee and the ELAC Shared Governance Council.

The following comments, commendations and recommendations are provided for incorporation in your annual planning. Each recommendation will need to be addressed in your Annual Update Plan (AUP) due at the end of September 2014. To be clear, these recommendations serve as part of our process for continual quality improvement. Typically, recommendations require planning improvements that will be implemented over time. Through collegial dialog on the recommendations, each department should develop a strategy for addressing the recommendations. The program review AUP allows a department to report on its efforts and identify needed resources. The Office of Institutional Effectiveness and the Program Review and Viability Committee are available to assist departments through this process.

Comments:
In the effort to develop and assess AUOs, it would be beneficial for the program to attempt to get the broadest feedback possible on customer satisfaction.

Commendations:
None

Recommendations:
1) That the program utilize an effective web-based monitoring system for work orders, whether it be the new district system or an alternative strategy similar to what is used by Information Technology.
2) That the program develop a cycle of outreach to other departments and units to ensure that their needs are regularly being addressed.

3) That the program post, and regularly update, on the administrative portal the routine maintenance schedule.

4) That the program, in collaboration with fiscal office and VP of Administrative Services, annually provide prioritized requests for utilizing the district maintenance fund or any other funding opportunities that arise.

5) That, in light of the district’s new configuration for construction management, the program ensure appropriate communication about construction activity to faculty, staff, and students.

6) That the program identify ways to ensure service delivery during all times that classes are in session and submit requests for augmentation for staffing as needed.

7) That the program increase involvement in the Administrative Unit Outcome (AUO) process as they are currently at the “awareness” level.

Thank you again for your dedicated work on improving the College and your programs.

Sincerely,

[Signature]

Marvin Martinez
President
East Los Angeles College

cc: E. De Ocampo, Interim Vice President