"SYSTEMS MANAGEMENT IN MAINTENANCE AND OPERATIONS"

Course Description
Purpose, types, organization for scheduling, budget, recruitment, training, supervision, appraisal, tasks, tools, equipment, vegetation, OSHA, safety, and methods of maintenance. Design to minimize maintenance and vandalism. Review of special facilities: pools, golf courses, ball fields, camps, lakes, marinas, ski areas, state and federal recreation areas, etc. Field visits required.

Required Text

Learning Outcomes
RECR 342 is designed to provide students with information, resources, field experiences, and computer technology to support learning and understanding in the following areas. As a result of taking this class, students will be able to:

1. Describe the role and scope of maintenance and operations for a recreation agency or leisure services organization.
2. Demonstrate competency in planning for long-range maintenance and operation of a variety of recreation facilities including parks, resorts, stadiums, aquatic facilities and service centers.
3. Understand component elements of landscape and facility systems, including design theory and practical design procedures, and be able to create a systems management plan for recreation sites and facilities.
4. Describe the interface between programmatic objectives of an agency/organization and facility operations objectives (grooming the facility to meet the requirements of programming).
5. Demonstrate an understanding of the interaction between different landscape and facility design elements and users.
6. Identify the human, physical, and fiscal resources needed to accomplish maintenance and operations objectives.
7. Describe the scope of maintenance and operational objectives relative to facilities, landscapes, and the equipment and materials needed to meet the objectives.
8. Conduct an inventory analysis (maintenance audit) of facilities and landscapes.
9. Describe the role of preventive maintenance and investment in budgeting.

Instructional Methods
The following methods will be used to present learning materials and to enhance student learning in this course:

1. Lectures
2. Guest speakers
3. Text and assigned readings
4. Term project (Maintenance Audit)
5. Class discussions
6. Presentations by students
7. Quizzes and examinations
Policy on Completion of Assignments
To maximize learning, students are expected to read the assigned course material prior to coming to class and to be prepared to discuss the concepts and ideas presented in the assignments. Failure to prepare for the class will reduce student learning, resulting in poor performance on the term project, class presentation, and examinations.

Policy on Drops and Adds
The Friday of the second week of classes (Friday, September 3rd, 2010) is the LAST day to add/drop this class without permission of the Professor. Students will need a “serious and compelling” reason (CSUC 2009-2011 Catalog, page 141) after the fourth week of classes (Friday, September 17th, 2010) and use the COP process to drop or add a class. No adding or dropping of classes, or changing of grade option after the fourth week of classes without a “serious and compelling” reason approved by the Professor, Department Chair, and the Dean of the College (Friday, September 17th, 2010). No student will be automatically dropped from the class roster by the Professor. Students who fail to drop the course and remain on the roster without completing the course requirements will receive an “F”. Students are responsible for making sure that drop cards are processed in a timely manner if they wish to drop the course. Drops should be completed as early in the semester as possible, but no later than the end of the fourth week of the semester.

Policy on Class Absences, Late Assignments and Make-Up Exams
Under unusual circumstances, the instructor may excuse class absences. The Professor will consider the merits of absences on a case-by-case basis. Late assignments will only be accepted in situations involving difficult and unusual circumstances. Make-up exams will only be given for university-approved absences, such as illness or required field trips.

Course Evaluation and Grading
Student performance will be assessed and grades will be computed on the following basis:

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examinations (2 @ 15% each)</td>
<td>30%</td>
</tr>
<tr>
<td>Final Examination (20%)</td>
<td>20%</td>
</tr>
<tr>
<td>Quizzes (5 @ 5% each)</td>
<td>25%</td>
</tr>
<tr>
<td>Maintenance Audit</td>
<td>25%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Course grades will be assigned on the following scale:

- A = 94-100%
- A- = 90-93%
- B+ = 87-89%
- B = 84-86%
- B- = 80-83%
- C+ = 77-79%
- C = 74-76%
- C- = 70-73%
- D+ = 67-69%
- D = 60-66%
- F = 59% or below
# Class Calendar & Assignment Dates

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Assignment</th>
<th>Topics and Learning Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Aug 24 &amp; 26</td>
<td>Ch. 1 (text)</td>
<td>Course introduction &amp; assignments. The role of maintenance in leisure service organizations. Elements of a maintenance management program.</td>
</tr>
<tr>
<td>3</td>
<td>Sept 7th &amp; 9th</td>
<td>Assigned reading (available on VISTA)</td>
<td>Maintenance considerations in planning and designing areas and facilities. Long-range capital planning and budgeting for renovation/replacement of areas and facilities. Budgeting for maintenance and operations.</td>
</tr>
<tr>
<td>4 &amp; 5</td>
<td>Sept 14, 16, 21 &amp; 23</td>
<td>Ch. 2 &amp; Ch. 3 (text)</td>
<td>Organizing for efficient and effective maintenance management. Broadcast versus zone approaches to maintenance management. Technology in maintenance management. Contracting for maintenance.</td>
</tr>
<tr>
<td>6 &amp; 7</td>
<td>Sept 28 &amp; 30, Oct 5 &amp; 7</td>
<td>Ch. 4 &amp; Ch. 5 (text) EXAM #1 (Oct 7)</td>
<td>Staffing for effective and efficient maintenance management. Employee health and safety. Safety and security of guests. <em>Exam #1 will cover Ch. 1-5, the assigned readings and lecture notes.</em></td>
</tr>
<tr>
<td>8 &amp; 9</td>
<td>Oct 12 &amp; 14, Oct 19 &amp; 21</td>
<td>Ch. 6 (text)</td>
<td>Maintenance of buildings, shelters and other structures including historic facilities.</td>
</tr>
<tr>
<td>10 &amp; 11</td>
<td>Oct 26 &amp; 28, Nov 2 &amp; 4</td>
<td>Assigned readings (available on VISTA)</td>
<td>Maintenance of specialized facilities – pools, athletic fields, tennis courts, marinas, golf courses, camping areas, picnic facilities, lakes, beaches, fountains, and ponds.</td>
</tr>
<tr>
<td>12</td>
<td>Nov 9 &amp; 11</td>
<td>Ch. 7 (text) EXAM #2 (Nov 11)</td>
<td>Maintenance of roadways, parking areas, walkways, trails, outdoor lighting systems, and signage.</td>
</tr>
<tr>
<td>13 &amp; 14</td>
<td>Nov 16 &amp; 18, Nov 30 &amp; Dec 2</td>
<td>Ch. 8 (text)</td>
<td>Grounds and landscape maintenance; maintenance of open space and natural areas.</td>
</tr>
<tr>
<td>15</td>
<td>Dec 7 &amp; 9</td>
<td>Ch. 9 (text)</td>
<td>Selection of maintenance supplies, tools and equipment. Purchasing policies and procedures. Review for the final exam.</td>
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</table>
| Final  |               | Comprehensive Final Exam                        | **Tuesday, December 14 2010**  
2:00 - 3:50 PM                                                                                         |
| Week  |               |                                                 |                                                                                   |

*Note:* All quiz dates and times will be announced in class at least one class period prior to the date of each quiz.