

Assessment Cycle Academic Year 2016-2017

Physical Plant Operations

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Northwestern Mission. Northwestern State University is a responsive, Student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

University Affairs Mission. University Affairs is a diverse group of innovative and talented professionals who provide quality facilities, maintenance and management services in support of education and research at Northwestern State University. University Affairs is committed to being fully responsive to the needs of faculty, students, staff and the public, as provided by the Physical Plant, Plant Services, Capital Outlay Office, Grounds and Custodial Services, Environmental Health and Safety, University Police, ADA Compliance and International Student Services.

Physical Plant Mission. Physical Plant Department of Northwestern State University exists to provide high-quality services for the enhancement of student life and learning as well as improvement of the University's overall physical environment. Our goal is to meet the expectations of our community members on campus and to provide services necessary to maintain and strategically improve the campuses so that students and faculty can pursue activities in a comfortable and attractive environment. Our promise to the NSU community is that we will assist in any way to enhance activities and the environment while keeping you informed of our progress. All of the essential actions have to be completed in timely and discreet manner to prevent unnecessary disruptions of normal campus activities.

Service Outcome SO1: Ensure Physical Plant staff are trained for safety and risk management purposes.

Measure 1.1: All Physical Plant staff will complete ORM-mandated training and safety course. Target: 100% completion, as documented on file

Findings: Target met. 38 of 38 employees have completed the ORM mandated training and safety courses.

Analysis: Target measure was met.

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Decision-Actions: Provide new employees with a list of required training as soon as they are hired.

Measure 1.2. The Physical Plant will maintain a record of all training and safety courses required by ORM. Target: This record will be updated annually to reflect changing ORM requirements.

Findings: Target was met. The Physical Plant work control center maintains a list of all employees and mandated training. This record is updated on a monthly basis to keep current with any changes to the staff.

Analysis: Target measure was met.

Decision-Actions: Monitor for any new required ORM –mandated training and safety courses. If any are added they will be added to our list of required Safety courses. Maintain a current list of all employees of the Physical Plant.

Service Outcome SO2: The Physical Plant will maintain the efficiency of equipment and decrease downtime by completing all scheduled and required maintenance on equipment.

Measure 2.1. The Physical Plant Director and Utilities Superintendent will establish a maintenance schedule for the equipment. Target: This record will be updated annually.

Findings: Target was met. A maintenance schedule has been established and is maintained in the Physical Plant control center.

Analysis: The maintenance schedule is up-to-date as of June 2017.

Decision-Actions: Ensure this record is updated as new equipment comes on line.

Measure 2.2. The Physical Plant will ensure all scheduled Preventative Maintenance (PM's) are completed. Target: 100% completion of preventative maintenance each year.

Findings: The target was not met. The PM's completion rate was 61% for the year.

Analysis: The target was not met.

Decision-Actions: After analyzing the PM compliance report it was found that we need to correct the way data is coded for entry. Some work orders are being coded incorrectly, which makes them appear on the Preventative list rather than the regular maintenance list. The Physical Plant will train employees to ensure they code all maintenance orders correctly, thus significantly improving this completion rate.

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Summary:

This assessment demonstrates that the Physical Plant has done a very good job of keeping up with the ORM required training of its employees. We will need to continue updating these training requirements as ORM requirements changes and as new employees join the Physical Plant.

Our findings reveal that the Preventative Maintenance completion rate was not acceptable. After careful examination of the data, we determined that we have to a better job entering and coding data in the work order system (TMA). If the work orders are coded incorrectly, as we discovered, the results are misleading and unhelpful. In 2017-18, we will train the persons responsible for entering data to correct this situation.