

Assessment Cycle Academic Year 2016-2017

Plant Services

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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, Environmental Health and Safety, University Police, ADA Compliance and International Student Services.

The Plant Services department of Northwestern State University is a responsive administrative service and support unit that provides a support system for asset/space management, central receiving and shipping, property control, and warehouse inventory of supplies and materials. Plant Services Department is a service department with the mission to be responsive to meet the needs of the Physical Plant Department operations and continually improve the quality of services for the University in order to enhance student life and learning.

Methodology: The assessment process includes:

- (1) Data from assessment tools (both direct – indirect, quantitative and qualitative) are collected and returned to the director;
- (2) The director will analyze the data to determine whether the applicable outcomes are met;
- (3) Results from the assessment will be discussed with the appropriate staff;
- (4) Individual meetings will be held with staff as required (show cause);
- (5) The director, in consultation with the staff will determine propose changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes.

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Service Outcomes 1: Ensures that the Physical Plant department engages in an annual inventory of all supplies and equipment belonging to this institution.

Measure 1.1. Target is to conduct as least one comprehensive inventory annually achieving 100% accountability thereby fulfilling one of the requirement for property certification with the State of Louisiana Property Assistance Agency.

Finding: Target Met. Out of the total physical inventory of \$28,812,103.02 located on four different Campuses for this Current Year discrepancies was 50,056.00. This figure subtracted from total inventory leaves at total of \$28,762,047.02. This total discrepancies consist of old or obsolete equipment that might have been discarded without the proper paper work provided to Property Control or property being moved from noted location to another location without proper paper work.

Analysis: Our Property Control Department is very vigilant about locating missing property during the physical year and have reduced the discrepancy total of \$50,056 to \$37,000 in just three months.

Action - Decision or Recommendation: Just continue our effort to locate inventory that has been misplaced or move without doing the proper paper work. Inform the faculty and staff through educating them on the proper procedures to follow in getting rid of old or obsolete equipment.

Measure 1.2. Plant Services Director briefs the University President as least annually on the physical inventory outcome and any potential impacts to the strategic plan.

Finding: Target met. The President was sent a letter on the outcome of our annual inventory. In the letter we pointed out the departments that had an excessive amount of losses and instructed those department to make a consistent effort to improve their inventory process. At this time, the outcome does not have a negative impact to the strategic plan.

Analysis: Our departmental employees will make every effort to help the department with an excessive inventory loss to work on a better strategic plan to reduce their loss. Due to this property control department efforts we have been certified for fourteen years in a row the full certification through the Louisiana Property Assistance Agency with the state of Louisiana.

Action - Decision or Recommendation: Property Control Department will be more vigilant in setting up education seminars with the faculty and staff to go over the proper procedure to handle transfer of property to other departments and disposing of old or obsolete inventory.

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SO 2. Supplying materials and equipment to the Physical Plant in order to complete work orders in a timely manner.

Measure 2.1. One hundred percent (100%) of the work orders are completed within 36 hours.

Finding: Target not met. We are find that approximately 96% of the work orders are being completed within 24 hours from the time materials being requested out of our warehouse. Some merchandise has to be ordered from out of town sources. This usually takes an additional 24 hours or longer for specific parts.

Analysis: Because of our rural location it would be impractical to achieve a 100% on work order given to up by the Physical Plant to fill for material to complete the work orders. We have a system in place to get material from a 60 miles radius overnight, thus letting our department completing work orders at 96% threshold.

Action - Decision or Recommendation: Our department strives to become efficient and will continue to educate the Warehouse Personal on more efficient methods in order to complete our target.

Measure 2.2. Work orders records/documentation is complete, up to date, and reviewed for preventable maintenance trends.

Finding: Target met. Measure 2.2 are being done on a daily basis and materials needed for prevented maintenance is being order to replace what is used (examples such as air filters and light bulbs).

Analysis: Our Warehouse Supervisor works with all service technicians about supplies and equipment needed in advance in order to expedite work orders completions.

Action - Decision or Recommendation: Our warehouse personnel are continuing to find and locate faster sources, as well as new products that are more efficient and extend the maintenance time.

Measure 2.3. Conduct monthly meetings with the Physical Plant to discuss ways to improve service and problems that may have incurred during the past month, Target is to document each monthly meeting.

Finding: Target met. This is taking place on a monthly basis among the top management staff of both departments. There is discussion about any problems that has arose during the past month and what is coming up in the next couple of months to be more proactive in solving problems.

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Analysis: This helping both departments in being proactive about problem solving and the Plant Services Department in getting in materials for certain projects that will be coming up.

Action – Decision or Recommendation: We will continue to meet monthly basis to work out special problems that have arose during the past month .

Service Outcome 3: Central Receiving Department aids Inventory Control Section by tagging all items that are placed in the Louisiana Property Assistance Agency Inventory Control Software.

Measure 3.1. Monthly Property Control department accountability documents match the tagged items placed on inventory against Purchase Orders. Target is to have 100% accuracy in the current location of all university equipment.

Finding: Target met. This is being done on a monthly basis. All items over \$5000 dollars are being placed on the banner module for depreciation purposes and also on Louisiana Property Assistance Agency software. All items between \$1000 dollars and \$4999 are place on the LPAA software and matched up against Purchase Orders issued for the month. All these items are at a 100% accuracy at the end of each month,

Analysis: The checks and balances are in place to handle this accountability,

Action-Decision or Recommendation: We are completing this procedure on a monthly basis with the process that is in place. So that at the end of the physical year we are able to post yearly figures to Business Affairs Ledger in order to complete the yearend closing of the books.

Source Map:

Warehouse policies and procedure manual

Property Control manual

Asset Management manual

Louisiana Property Assistance Agency Certification Booklet

Summary of key findings and or decisions.

In summary, we had a successful year in all four department of the Plant Services Division. This was a transition year for our department in that we change software from SCT Plus to Banner. It took 2 years to complete the transfer and a lot of work on our part in completing the transfer. We made the change while reducing our staff by three employees and not losing productivity in the reduction.

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Property Control were able to extend it streak with the Louisiana Property Assistance Agency. This allows us to be able to purchase equipment through Purchasing Department for the University.