

Assessment Cycle Academic Year 2017-2018

Physical Plant

Division or Department: University Affairs

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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, by the Physical Plant, 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 Outcomes:

Service Outcome 1: 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

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Findings 1.1: Target was met in 2016-17 and again in 2017-2018. All Physical Plant staff completed the ORM -mandated training. Training and tests required are Drivers safety and Blood Borne Pathogen's

Analysis 1.1: As new employees are hired they will be required to complete the required tests. Also, if the state required new tests employees will be required to keep up to date on these requirements.

Decision 1.1: The records of employees are keep in the EHS office and updated when changes are made.

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 1.2: Target was met in 2016-17 and again in 2017-18. EHS office has a record on all employees and the test they have completed.

Analysis 1.2: The files will be updated as new employees and requires are added.

Decision 1.2: The records will be checked and kept current as employee's leave and new ones are hired.

Service Outcome 2: 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: 2.1: Target was met. Target was met in 2016-17. Maintenance schedules for all equipment and a schedule is setup.

Analysis 2.1: As new equipment brought on-line was added to the maintenance schedule.

Decision 2.1: Maintenance schedules are established based on the Office of Risk management Loss prevention manual. If listed equipment is not cover the manufactures recommended schedules are followed.

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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 2.2: Target was not met. PM's tasks are automatically generated at specified times during the year.

Analysis 2.2: Task compliance for the calendar year 2017 indicates that 96.18% of the PM's were complete.

Decisions 2.2: Evidence suggests that new PM task generated in the summer months for transformer and switchgear maintenance did not allow sufficient time to be completed in the calendar year. To correct this, PM will be generated earlier in the year.

Measure 2.3. Physical Plant will maintain a record of all PM's scheduled and completed. Target: This record will be updated annually

Findings 2.3: Target was met. All maintenance schedules are maintained in the facilities management software.

Analysis 2.3: As new equipment comes online it is added to the maintenance schedule.

Decision 2.3: We will keep the maintenance schedule updated and current.

Service Outcome 3: The Physical Plant will provide effective, efficient, and quality services that meet the needs of the University and its constituents.

Measure 3.1. In order to measure the effectiveness and efficiency of the Physical Plant and all of its operations, an annual survey will be sent to all Faculty and Staff of the University. Target: the survey will be administered in the first week of each November.

Finding 3.1. Target was not met. Surveys were not taken.

Analysis 3.1 The Physical Plant is in the process of updating our work order software from TMA server based, to TMA Web based program. This conversion has taken much longer than expected. We are just starting to use the new Web based program. Once this is running to full potential we will have real time feed back from the person who put the work order on-line.

Decision 3.1 With the new software with the feed back option it will provide us with how satisfied the person was with our work and if it was completed is a timely matter.

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We can use this to identify problem areas and make corrections to improve the services. We feel that the TMA feedback option will be superior to an annual survey because it is delivered immediately, rather than months later, and is less likely to get lost in end-of-year emails.

Measure 3.2 The Physical Plant will hold meetings with appropriate University Faculty and Staff to address issues identified through the survey. Target: Each issue raised by the survey will be addressed in relevant meetings.

Findings 3.2: Target not met

Analysis 3.2: The Physical Plant is in the process of updating our work order software from TMA server based, to TMA Web based program. This conversion has taken much longer than expected. We are just starting to use the new Web based program. Once this is running to full potential we will have real time feedback from the person who put the work order on-line.

Decisions 3.2: Meetings will be held throughout the year to respond to any problems identified through the feedback program.

Comprehensive Summary of key evidence of improvement based on analysis of

results: The PM's were complete with 100% task completed in all months except for June, July, and August, which showed 96.43%, 86.57% and 86.49% respectively. Evidence suggests the PM task generated in the summer months did not allow sufficient time to be completed in the calendar year. Once the new TMA is fully implemented we can generate real time satisfaction of work completed. If problems are noted, we can correct them in a timely matter.

Plan of Action moving forward: Moving forward with the new TMA coming on-line soon, all customer feedback will be generated at the time the work order is completed. We will know very soon if there is a problem with the work completed. Corrections can be made as needed to correct an issue. Running work order reports on the rate and time for completion will be much easier. We will be able to see trends and adjust as needed. All ORM mandated safety training will be maintained and upgraded as required by ORM.