

Assessment Cycle 2018-2019

Physical Plant

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Date: 6/12/19

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Date: 7/11/19

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 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

Findings. Target was met.

Analysis. In 2017-2018 target was met. We have an open communication with E.H.S officer to make sure we are updated on any new regulations and requirements that are mandated by the State. As a result, we met the 2018-2019 goals. As new employees

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are hired, they will be required to complete the required tests. All Physical Plant staff completed the ORM -mandated training. Training and tests required are Driver's Safety and Blood Borne Pathogen's Also, if the state required new tests employees will be required to keep up to date on these requirements.

Decision. Based on the analysis of the 2018-2019 results, in 2019-2020 we will make sure we stay current with any new requirements issued by the State ORM office to ensure that compliance efforts are met. The records of employees are kept in the EHS office and updated when new employees are hired, and new requirements are mandated.

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. Target was met. Maintenance schedules for all equipment and a schedule is setup.

Analysis. Target was met in 2017-2018. Based on the analysis of these results in 2018- 2019 as new equipment was brought on-line it was added to the maintenance schedule.

Decision. Based on the analysis of the 2018-2019 results, in 2019-2020 the following changes will be made. Maintenance schedules are established based on the Office of Risk management Loss prevention manual. If listed equipment is not covering the manufactures recommended schedules are followed. The maintenance work will be tracked on the TMS work order system.

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

Analysis. Task compliance for the calendar year 2018 indicates that 96.18% of the PM's were complete. Evidence suggested that new PM task generated in the summer months for transformer and switchgear maintenance did not allow enough time to be completed in the calendar year.

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Decisions. Based on the analysis of the results in calendar year 2018-2019, in calendar year 2019 the PM will be generated earlier in the year to allow time for the tasks to be completed.

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 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. Target was not met. Surveys were not taken. The new software won't require us to take a survey. We will have real time input from the requesting departments.

Analysis. In 2018-2019 the Physical Plant was 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.

Decision. Based on the analysis of the results from 2018-2019 for 2019-2020 the new Web based software is on-line. It gives departments real time updates on the work orders they have submitted. It also allows for feedback by the requesting department on the work done. If there was a problem we can go back and correct the issue to the requester's satisfaction.

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. Target met

Analysis. In 2018-2019 problems submitted by the feedback from departments is addressed by the Physical Plant. We then correct it to the satisfaction of the requester.

Decisions. Based on the analysis of the results of 2018-2019 in 2019-2020 with the real time feedback from the requesting departments, we will have follow up with department complaints Meetings will be held with Physical Plant workers throughout the year to respond to any recurring problems identified through the feedback program to help correct and mitigate future problems.

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Comprehensive Summary of Key evidence of improvement based on the analysis of results:

With the TMS online up and running we have real time project and workorder progress reports to keep the work order requesters updated. This have help open communications with the departments. This have given us feedback on the quality of work performed. 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 enough time to be completed in the calendar year. With the new TMA 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 on-line, 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 make 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.