

Assessment Cycle 2018-2019

Plant Services Department

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Date: 5/30/2019

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Date: 6/21/2019

Northwestern State University 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, Capital Outlay Office, Grounds and Custodial Services, Environmental Health and Safety, University Police, ADA Compliance and International Student Services.

Plant Services Mission: The University Plant Services Department is a service department with the mission of offering continuous quality services to the university, in order to enhance student life and learning. The University Plant Services Department of NSU is responsible for providing asset/space management, central receiving and shipping, as well as property control/state inventory reporting for the Natchitoches campus, Leesville campus and the Shreveport campus. Plant Services also houses an inventory of supplies and materials in the on-site warehouse, in order to provide immediate access to these materials for NSU Physical Plant employee use on our campuses. Plant Services provides service campus-wide, by assisting in moves and set-ups including graduation, recruiting events, Student Activities set-ups, campus concerts, NSU Lab School set-ups, as well as numerous other events.

Service Outcomes.

Service Outcome 1: Ensure the Plant Services Department engages in an annual inventory of all taggable supplies and equipment belonging to this institution.

Measure 1.1. Target is to conduct at least one comprehensive inventory review annually achieving 99% accountability, thereby fulfilling one of the requirements for property certification with the State of Louisiana Property Assistance Agency. A 1% variable is both expected and allowable, for the strategic plan. This is the reason for the 99% goal.

Finding. Target met.

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Analysis. In 2017-2018 the target was not met. Based on the analysis of the 2017-2018 results in 2018-2019 the following changes were made: Bi-monthly campus wide Messenger emails were sent to property custodians reminding them of proper forms that must be submitted to property control before moving state property. The messenger also reminded employees that items to be delivered to Surplus must have a completed form before the items would be picked up. Based on these changes, in 2018-2019 the target was met. Departments were held accountable for completed forms for moving or for the surplus of state property. Inventory numbers went up to 99.73%.

Decision. Based on the analysis of the 2018-2019 results, in 2019-2020, Property Control will visit each department for spot-check inventory counts. This will be used as a gauge for the end of year inventory counts, and will make departments aware of discrepancies early, so that they may deal with them early.

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

Finding. Target met.

Analysis. In 2017-2018 the target was met. Based on the analysis of these results in 2018-2019 the following changes were made: Plant services sent bi-monthly messengers to departments reminding them of the importance of accurate departmental inventory reports and procedure for re-locating items on their inventory. The Director of University Plant Services briefed the University President on the physical inventory outcome and any potential impacts to the strategic plan. There were no potential impacts to report. As a result, in 2018-2019 the target was met.

Decision. Based on the analysis of the results from 2018-2019, in 2019-2020, communication will continue between the University Plant Services Director and the University President. Monthly updates to the Executive Vice President of University and Business affairs will also be utilized to aid in continued transparency in reporting. Additionally, updates to the Executive Vice President and the President will be made on an as-needed basis, when problems arise. This will assist in clearing up any problem areas before physical inventory count begins.

Service Outcome 2: Supplying parts, materials and equipment to the Physical Plant in order to complete work orders in a timely manner.

Measure 2.1. Stock and supply all parts, materials and equipment for Physical Plant workers, so that they may complete their work orders in a timely manner. If materials are not on hand, they will be located by the warehouse supervisor and purchased in a timely manner.

Finding. Target met.

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Analysis. In 2017-2018 the target was met. Based on the analysis of the 2017-2018 results, in 2018-2019 the following changes were made: The former University Warehouse Supervisor retired in January of 2019. Upon his retirement, the Director of University Plant Services was successful in upgrading the position to a Warehouse Manager, which allowed for the search for a replacement candidate with considerable knowledge and experience in the warehouse setting. Warehouse items have increased and have also been ordered and stocked on warehouse shelves for immediate availability to the maintenance workers. As the need arises for new items, the new Warehouse Manager will increase stock for future use. As a result, in 2018-2019 the target was met.

Decision. Based on the analysis of the result from 2018-2019, In 2019-2020 Plant Services will track and monitor needs for maintenance Work Orders and maintenance workers. This will include attending frequent TMA training sessions to assure that we utilized and expand on the system use, to meet the needs of the University Warehouse. This will automate warehouse procedures and assist in keeping warehouse stock items available for maintenance workers.

Measure 2.2. Parts, materials and equipment will be documented and filed with the matching work order. Work order records/documentation will be complete, up to date.

Finding. Target met.

Analysis. In 2017-2018 the target was met. Based on the analysis of the 2017-2018 results, the following changes were made in 2018-2019: Work order records and documentation were complete, up to date, and matched with the purchase order and/or request of parts, materials and equipment. As a result, in 2018-2019 the target was met.

Decision. Based on the analysis of the result from 2018-2019, in 2019-2020 the following changes will be made: The new University Warehouse Manager will follow trends on those items most frequently used, allowing him to keep those items in stock. The Warehouse Manager will also have a sign-out policy for maintenance workers, so that they must enter the matching Work Order number to their invoice. This will increase accuracy, and efficiency in paying invoices.

Measure 2.3. Attend monthly meetings with the entire University Affairs Department to discuss ways to improve services, and upcoming projects, and problems that may have occurred during the past month.

Finding. Target met.

Analysis.

In 2017-2018 Target was met. Based on the analysis of 2017-2018, in 2018-2019 the following changes were implemented: Attend monthly meetings to discuss ways to improve services, as well as resolve problems. The impact of regular communication

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with other departments included awareness, avoidance of conflict and corroboration in problem solving. As a result, the 2018-2019 target was met.

Decision. Based on the analysis of 2018-2019, in 2019-2020, the Plant Services Director will create a “living document” throughout the month, so that reporting is complete and up to date for the Executive V.P., as well as other Directors in the meeting. The result of the “living document” will be include more detailed reporting. This will increase transparency and communication with all involved.

Service Outcome 3: The Central Receiving area will assist the Property Control area by tagging all items that are received through Central Receiving, before releasing the property to the appropriate campus department.

Measure 3.1. Efficient communication between Central Receiving and Property Control concerning items that are at or above the \$1,000.00 threshold will prevent items from being distributed across campus without state tags.

Finding. Target met.

Analysis. In 2017-2018 the target was met. Based on the analysis of the 2017-2018 results, in 2018-2019 the following changes were made: The Central Receiving and Property Control employees worked together to assure that no equipment came through the departments without a state property tag being affixed, before leaving. As a result of this partnership, the target was met in 2018-2019. The result was improvement in state inventory reporting.

Decision. Based on the analysis of the results from 2018-2019, in 2019-2020, the Central Receiving Department will contact Property Control and work closely on items that may be of questionable value. This will aid Property Control in accuracy and will assist in maintaining favorable annual inventory counts for the state.

Comprehensive summary of key evidence of improvement based on analysis of results:

In summarizing key evidence of improvement from 2018-2019, it is noted that Bi-monthly campus wide Messenger emails were sent to property custodians reminding them of proper forms that must be submitted to property control before moving state property, Bi-monthly campus wide Messenger emails were sent to property custodians requiring the use of Movable Property forms for relocation and/or surplus of equipment and other state items, a new Warehouse Manager was hired, Work Order records and documentation have been completed and have been matched with the purchase order and/or request of parts, materials and equipment, the Director of Plant Services has attended each monthly meeting hosted by the Executive Vice President of University and Business Affairs, and

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Central Receiving has assisted Property Control by tagging all items that were received through Central Receiving before releasing the property to the appropriate campus department.

Plan of Action moving forward: The University Plant Services Department will continue to follow guidelines set forth by the State of Louisiana. We have new staff members who are eager, and ready to learn and perform their duties. Plant Services is always looking for ways to upgrade. Regular training sessions on the TMA system will allow Plant Services to expand on knowledge and growth. Team building with other departments across campus will expand on cooperation of employees in following the proper channels for service.