

Linkages from Outcome to Activities

Facilities Operations & Maintenance

A team-oriented department offering competent services that will support a productive learning and working environment.

Intended Outcomes	Performance Indicators	Year	Performance Standard	Data Sources	Supporting Units	Term	Activities	Resources Needed
1 Student Success	1A Student Satisfaction with Facilities	1	93% of responding students will be satisfied with buildings, grounds & personal safety	ACT Student Opinion Survey	OIRE		.	
	1B Quality of Facilities		One satisfactory building inspection per month.	Inspection checklist	Custodial Department and Staff		.	
	1C Retention		Student Retention Plan will be revised to result in Fall to Fall retention rate of 55% (excluding concurrent enrollment) or will improve at a rate of 2% per year for a five-year period	Fact Book Retention Plan	OIRE Student Services & Development		.	
	1D Productive Learning Environment for Students		Students will be satisfied with cleanliness/condition of buildings and grounds by rating of a 4-satisfied	ACT SOS Results	Facilities Department OIRE		.	
2 Access & Equity	2A Campus Safety		1) Every dept/office has safety plan and 2) there are less than 4 incident reports per building per month	Safety and Emergency Plan, list of departments, and layout	Facilities		.	

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2 Access & Equity	2B	ADA Compliance at all Campuses	1	100% Compliance with ADA guidelines will be documented in inspection reports	Report, ADA Standards		Facilities and Agency	.
	2C	Emergency Procedures		0 incidents of emergency procedures not being followed.	Safety and Emergency Plan and Dispatch Office Procedures		Facilities, Security and ITS	.
	2D	CPR & First Aid Certifications		Designated members at all sites will be certified annually	Certificates, personnel records		Facilities, H.R, Building/Site Administrators.	.
	2E	Accessible Services		Staff will be available at each campus	Staffing Plan		Business Office Human Resources Facilities	.
3 Community Service	3A	Timeliness of Services		93% of work orders will be complete on a monthly basis.	Maintenance records, database and personnel		Facilities	.
	3B	Improved Client Satisfaction with services		College staff will be satisfied with services by providing at least on overall rating of 3--good, still needs improvement or higher on Facilities, Operations & Maintenance services	Campus Climate Survey		OIRE	.
	3C	Participation of staff in Professional Development to improve skills needed to provide effective services to users		All staff will participate in professional development opportunities provided by the staff	Departmental Records		None	.
4 Fiscal Responsibility	4A	Preventive Maintenance		93% of tasks will be performed as scheduled	Preventive Maintenance Plan		Facilities and P.M.	.