

1998-99 Institutional Effectiveness Plan

Department/
Unit Name:

Facilities Department

Submitted by:

The Director, Mr. Douglas Ritter Sherwood

Unit Mission Statement

The Finance and Administrative Services (FAS) Division will provide "services for success" in innovative ways to ensure a cooperative relationship with all departments. The department which consists of business, purchasing, human resources, administrative services and facilities will be responsible for fiscal responsibility, for acquiring resources in a timely manner, for recruiting qualified personnel, for providing safe and adequate facilities and for all other support services necessary to ensure a productive learning and working environment.

List of Clients

Students; faculty; staff; federal, state and local officials; contractors; suppliers; and vendors

Intended Outcomes

•Intended Outcome One

Instill Pride in Ownership

•Intended Outcome Two

Effectively manage facility issues

•Intended Outcome Three

Safety first...A new beginning

•Intended Outcome Four

Security foremost

•Intended Outcome Five (recommended limit for departments and programs)

Encourage professional development/certification

Performance Indicators

Unit: Facilities Department

Intended Outcome One: Instill Pride In Ownership

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| Performance Indicator A: | Positive first impression |
| Performance Standard: | Compliments outnumber complaints |
| Data Sources: | Correspondence, phone calls and evaluation forms |
| Supporting Units: | All clients |

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| Performance Indicator B: | Clean Grounds |
| Performance Standard: | No trash on grounds |
| Data Sources: | Inspections, correspondence, phone calls |
| Supporting Units: | All clients |

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| Performance Indicator C: | Strong Team Approach |
| Performance Standard: | Active Involvement from divisions, clubs & other organizations |
| Data Sources: | Inspections |
| Supporting Units: | Students, staff and faculty |

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| Performance Indicator D: | Clean Classrooms and facilities |
| Performance Standard: | At least 90% of the items on the custodial checklist will be rated as acceptable |
| Data Sources: | Checklist review |
| Supporting Units: | Inspectors |

Performance Indicators

Unit: Facilities Department

Intended Outcome Two: Effectively Manage Facility Issues

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| Performance Indicator A: | Manage to budget |
| Performance Standard: | Meet quarterly targets |
| Data Sources: | Financial Records |
| Supporting Units: | Comptroller & Purchasing |

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| Performance Indicator B: | Complete preventive maintenance tasks |
| Performance Standard: | Predetermined schedule |
| Data Sources: | Preventive Maintenance Plan |
| Supporting Units: | Comptroller & Purchasing |

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| Performance Indicator C: | Complete Work Orders on time |
| Performance Standard: | Pre-determined based on policy |
| Data Sources: | Maintenance Records |
| Supporting Units: | Faculty & Staff |

Performance Indicators

Unit: Facilities Department

Intended Outcome Three: Safety First...A New Beginning

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| Performance Indicator A: | Enhance Awareness |
| Performance Standard: | Posters in all buildings/plans in every department office |
| Data Sources: | Inspection |
| Supporting Units: | All Faculty & Staff |
| Performance Indicator B: | Put Safety First |
| Performance Standard: | Monthly safety meetings/exercises |
| Data Sources: | Safety Plan |
| Supporting Units: | All Faculty & Staff |
| Performance Indicator C: | "Perfect" Inspection Record |
| Performance Standard: | No more than two findings per inspection |
| Data Sources: | Annual Fire Inspection plus periodic federal, state & local official directed inspections |
| Supporting Units: | All faculty & staff – particularly Science, maintenance, custodial, receiving, purchasing & accounting operations |

Performance Indicators

Unit: Facilities Department

Intended Outcome Four: Security Foremost

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| Performance Indicator A: | Secure buildings |
| Performance Standard: | Only 3 insecure building reports per year |
| Data Sources: | Security logs and/or incident reports |
| Supporting Units: | Faculty & Staff |

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| Performance Indicator B: | Secure Environment |
| Performance Standard: | Only 2 PD reports per Center per Semester |
| Data Sources: | PD/Incident Reports |
| Supporting Units: | Contracted Security |

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| Performance Indicator C: | Positive Control of Keys |
| Performance Standard: | Lost key areas resecured within 24 hours |
| Data Sources: | Incident reports & contractor (locksmith) |
| Supporting Units: | Faculty, staff & private locksmith |

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| Performance Indicator D: | Positive Control of Keys |
| Performance Standard: | Keys returned upon termination of employment |
| Data Sources: | Key and out processing logs |
| Supporting Units: | Faculty & staff, particularly Human Resources |

Performance Indicators

Unit: Facilities Department

Intended Outcome Five: Encourage Professional Development and/or Certification

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| Performance Indicator A: | Promote Professional Development |
| Performance Standard: | One special training opportunity per year |
| Data Sources: | Certificate of Achievement/Attendance |
| Supporting Units: | Comptroller, Human Resources |