

1999-2000 Institutional Effectiveness Plan

Department: Maintenance and Operations (former Facilities)

Submitted by: Douglas Ritter Sherwood

Unit Mission Statement

Proud, positive professionals providing you with a clean, safe, secure and productive learning and working environment.

List of Clients:

- Students
- _____
- faculty
- _____
- staff
- _____
- federal officials
- _____
- state officials
- _____
- local officials
- _____
- contractors
- _____
- suppliers
- _____
- vendors
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Intended Outcomes

Department: **Maintenance and Operations (former Facilities)**

Intended Outcome: 1

The level of faculty and student satisfaction will improve

Intended Outcome: 2

The Facilities staff will effectively manage facility issues

Intended Outcome: 3

All employees will be aware of safety plan and procedures

Intended Outcome: 4

The College will maintain proper security for students and staff

Intended Outcome: 5

The facilities staff will have the necessary skills to perform duties effectively

Performance Indicators

Department: **Maintenance and Operations (former Facilities)**

Outcome: 1 The level of faculty and student satisfaction will improve

Performance Indicator:	A	Level of satisfaction will improve
Performance Standard		Compliments outnumber complaints
Fall Activity Plan		Develop plan to address all areas of concerns
Spring Activity Plan		Implement plan
Summer Activity Plan		Conduct surveys and evaluate plan
Data Sources: (Most recent available unless otherwise noted)		Correspondence, phone calls and evaluation forms
Supporting Units:		All clients

Performance Indicator:	B	Clean grounds
Performance Standard		No trash on grounds
Fall Activity Plan		Assign personnel to perform specific tasks
Spring Activity Plan		Evaluate effectiveness
Summer Activity Plan		Evaluate effectiveness
Data Sources: (Most recent available unless otherwise noted)		Inspections, correspondence, phone calls
Supporting Units:		All clients

Performance Indicator:	C	Strong team approach
Performance Standard		Active involvement from divisions, clubs & other organizations
Fall Activity Plan		Develop plan for involvement
Spring Activity Plan		Implement plan
Summer Activity Plan		Evaluate effectiveness
Data Sources: (Most recent available unless otherwise noted)		Inspections
Supporting Units:		Student, staff and faculty

Performance Indicator:	D	Clean classrooms and facilities
Performance Standard		At least 90% of the items on the custodial checklist will be rated as acceptable
Fall Activity Plan		Use checklist to monitor all restrooms and facilities
Spring Activity Plan		Use checklist to monitor all restrooms and facilities
Summer Activity Plan		Evaluate and take corrective action
Data Sources: (Most recent available unless otherwise noted)		Checklist review
Supporting Units:		Inspectors

Performance Indicators

Department: Maintenance and Operations (former Facilities)

Outcome: 2 The Facilities staff will effectively manage facility issues

Performance Indicator:	A	Manage budget
Performance Standard		Meet quarterly targets
Fall Activity Plan		Monitor all accounts
Spring Activity Plan		Follow up and make recommendations
Summer Activity Plan		Continue process and evaluate
Data Sources: (Most recent available unless otherwise noted)		Financial Records
Supporting Units:		Comptroller and Purchasing

Performance Indicator:	B	Complete preventive maintenance tasks
Performance Standard		At least 80% of tasks will be performed as scheduled
Fall Activity Plan		Determine schedules based on plan, work load and other factors
Spring Activity Plan		Assign and perform tasks
Summer Activity Plan		Evaluate plan
Data Sources: (Most recent available unless otherwise noted)		Preventive maintenance plan
Supporting Units:		Comptroller, Purchasing and other staff members

Performance Indicator:	C	Complete workorders on time
Performance Standard		At least 80% of work orders will be completed in a timely manner
Fall Activity Plan		Review workorders as they come in and make assignments
Spring Activity Plan		Log all work orders and compare against standard
Summer Activity Plan		Evaluate effectiveness
Data Sources: (Most recent available unless otherwise noted)		Maintenance records
Supporting Units:		Faculty and staff

Performance Indicator:	D	Initiate annual contracts for supplies and services
Performance Standard		All contracts will be renewed in a timely manner
Fall Activity Plan		Prepare bid proposals and recommend awards
Spring Activity Plan		Manage contracts
Summer Activity Plan		Assess performance and effectiveness. Revise plan of action for FY 2001
Data Sources: (Most recent available unless otherwise noted)		Bid list
Supporting Units:		Purchasing

Performance Indicator:	E	Maintain inventory of assigned space
Performance Standard		Maximize potential of all offices, classrooms and other areas
Fall Activity Plan		Build databases and confirm with clients. Then, request any proposed configuration changes for next semester
Spring Activity Plan		Adjust and maintain databases. Then, request any proposed configuration changes for next semester.
Summer Activity Plan		Adjust and maintain databases. Then, request any proposed configuration changes for next semester.
Data Sources: (Most recent available unless otherwise noted)		Master inventory lists
Supporting Units:		All clients

Performance Indicators

Department: **Maintenance and Operations (former Facilities)**

Outcome: 3 All employees will be aware of safety plan and procedures

Performance Indicator: A	Enhance awareness
Performance Standard	Every department/office should have access to plan
Fall Activity Plan	Update Safety and Emergency Plan
Spring Activity Plan	Distribute plan (both web and hard copy)
Summer Activity Plan	Assess concerns and evaluate effectiveness
Data Sources: (Most recent available unless otherwise noted)	Inspection
Supporting Units:	All faculty and staff

Performance Indicator: B	Safety meetings
Performance Standard	Conduct at least seven (7) college wide safety meetings per year
Fall Activity Plan	Conduct at least two safety committee meetings
Spring Activity Plan	Conduct at least three safety committee meetings
Summer Activity Plan	Conduct at least two safety committee meetings
Data Sources: (Most recent available unless otherwise noted)	Agenda, minutes, inspections and concerns
Supporting Units:	All Safety Committee Members

Performance Indicator: C	Site inspections
Performance Standard	No more than two findings per inspection
Fall Activity Plan	Plan for site inspections, review findings and initiate corrective action
Spring Activity Plan	Plan for site inspections, review findings and initiate corrective action
Summer Activity Plan	Plan for site inspections, review findings and initiate corrective action
Data Sources: (Most recent available unless otherwise noted)	Annual fire inspection plus periodic federal, state & local official directed inspections
Supporting Units:	Comptroller; Purchasing; Federal State, and Local officials

Performance Indicator: D	ADA Compliance Inspection
Performance Standard	Facilities will be in compliance with ADA standards
Fall Activity Plan	Initiate annual inspections
Spring Activity Plan	Complete inspections of all campuses and sites
Summer Activity Plan	Assess priorities and initiate corrective action
Data Sources: (Most recent available unless otherwise noted)	Federal, state and local codes and regulations
Supporting Units:	Comptroller and Purchasing

Performance Indicators

Department: Maintenance and Operations (former Facilities)

Outcome: 4 The College will maintain proper security for students and staff

Performance Indicator:	A	Secure buildings
Performance Standard		Only 3 unsecure building reports per quarter/Accountable individual stays until situation is resolved
Fall Activity Plan		Security checks each exterior door every night and reports unsecure building to superiors immediately. Maintain log by location and building. Take corrective action.
Spring Activity Plan		Security checks each exterior door every night and reports unsecure building to superiors immediately. Maintain log by location and building. Take corrective action.
Summer Activity Plan		Security checks each exterior door every night and reports unsecure building to superiors immediately. Maintain log by location and building. Take corrective action.
Data Sources: (Most recent available unless otherwise noted)		Security logs and/or incident reports
Supporting Units:		Faculty and staff

Performance Indicator:	B	Secure environment
Performance Standard		Only two PD reports per Center per Semester
Fall Activity Plan		Maintain logs and report each occurrence immediately to the Facilities Director
Spring Activity Plan		Maintain logs and report each occurrence immediately to the Facilities Director
Summer Activity Plan		Assess effectiveness
Data Sources: (Most recent available unless otherwise noted)		PD/Incident reports
Supporting Units:		Contracted Security, faculty and staff

Performance Indicator:	C	Positive control of keys
Performance Standard		Lost key areas resecured within 24 hours and all keys returned upon employee termination
Fall Activity Plan		Issued keys as per approved letter or list from respective activity
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		Incident reports and contactor (locksmith)
Supporting Units:		Faculty, staff (particularly HR) and private locksmith

Performance Indicator:	D	Communicate emergency procedures to all faculty and staff
Performance Standard		All employees know how to report emergencies
Fall Activity Plan		Update facilities web page, incorporate in handbooks and distribute letter to all departments
Spring Activity Plan		Post emergency procedures in each building
Summer Activity Plan		Brief all new staff during orientation
Data Sources: (Most recent available unless otherwise noted)		Safety and Emergency Plan
Supporting Units:		None

Performance Indicators

Department: **Maintenance and Operations (former Facilities)**

Outcome: 5 The facilities staff will have the necessary skills to perform duties effectively

Performance Indicator:	A	Promote Professional Development
Performance Standard		One special training opportunity per year per employee
Fall Activity Plan		Build individual training plans
Spring Activity Plan		Assess goals, funding and availability of training
Summer Activity Plan		Budget and orchestrate schedule for next fiscal year
Data Sources: (Most recent available unless otherwise noted)		Certificate of achievement/attendance
Supporting Units:		Comptroller, Human Resources

Performance Indicator:	B	CPR & First Aid training for all facilities staff
Performance Standard		All facilities staff certified annually
Fall Activity Plan		Assess sources of training
Spring Activity Plan		Attend training
Summer Activity Plan		Provide refresher
Data Sources: (Most recent available unless otherwise noted)		Risk consultant, Red Cross, etc.
Supporting Units:		Comptroller, Human Resources

Performance Indicator:	C	Support certification in specialty areas
Performance Standard		All maintenance technicians will be state certified in their specialty
Fall Activity Plan		Provide incentive to certification
Spring Activity Plan		Schedule classes/training
Summer Activity Plan		Complete certification process
Data Sources: (Most recent available unless otherwise noted)		Appropriate licensing authoring
Supporting Units:		Comptroller, Human Resources and Purchasing

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		