

1999-2000 Institutional Effectiveness Report

Department: Facilities
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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: **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: **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
Actual Outcome	The compliments have improved, but the complaints are still building.
Implications for Next Year's Plan	Re-assess the indicator and standard.

Performance Indicator: B	Clean grounds
Performance Standard	No trash on grounds
Actual Outcome	This standard is impossible to measure and rate. Inspections are necessary for clean grounds, but there are too many variables.
Implications for Next Year's Plan	The indicator will be re-assessed and other methods may be concerned for a measured outcome.

Performance Indicator: C	Strong team approach
Performance Standard	Active involvement from divisions, clubs & other organizations
Actual Outcome	The previous Facilities Director did not established a system to measure this indicator or standard.
Implications for Next Year's Plan	Re-assess the indicator and standard.

Performance Indicator: D	Clean classrooms and facilities
Performance Standard	At least 90% of the items on the custodial checklist will be rated as acceptable
Actual Outcome	The classroom and facilities have reached a 90 percentile.
Implications for Next Year's Plan	Re-assess the indicator and standard. The checklist needs to be modified by addressing different issues and concerns.

Performance Indicators

Department: **Facilities**

Outcome: 2 The Facilities staff will effectively manage facility issues

Performance Indicator:	A	Manage budget
Performance Standard		Meet quarterly targets
Actual Outcome		The previous Facilities Director did not have any targets established in managing the budget
Implications for Next Year's Plan		Re-assess the indicator and standard for the budget. The main goal for all 21 accounts is to stay under budget.

Performance Indicator:	B	Complete preventive maintenance tasks
Performance Standard		At least 80% of tasks will be performed as scheduled
Actual Outcome		The scheduled preventive maintenance tasks were complete.
Implications for Next Year's Plan		Re-assess the indicators and standard for the scheduled tasks. More tasks will be scheduled in order to be proactive, instead of reactive.

Performance Indicator:	C	Complete workorders on time
Performance Standard		At least 80% of work orders will be completed in a timely manner
Actual Outcome		The previous Facilities Director did not indicate a time frame.
Implications for Next Year's Plan		Re-assess the indicator and standard. A workorder database has been implemented and analyzed on a monthly basis.

Performance Indicator:	D	Initiate annual contracts for supplies and services
Performance Standard		All contracts will be renewed in a timely manner
Actual Outcome		The previous Facilities Director did not establish a time frame for the contracts.
Implications for Next Year's Plan		Re-assess the indicator and standard.

Performance Indicators

Department: **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
Actual Outcome		An inventory of the assigned space has been established and is maintained on a semester basis.
Implications for Next Year's Plan		Re-assess the indicator and standard. The Planning and Construction Department is in charge of space management for the College.

Performance Indicator:	B	Safety meetings
Performance Standard		Conduct at least seven (7) college wide safety meetings per year
Actual Outcome		The Safety and Emergency Plan is placed on STCC's Website, each Director has the plan, and a monthly safety newsletter has been established.
Implications for Next Year's Plan		Incorporate the Safety Newsletter with STCC's monthly newsletter.

Performance Indicator:	C	Site inspections
Performance Standard		No more than two findings per inspection
Actual Outcome		There were five safety meetings in the 1999-2000 Fiscal Year.
Implications for Next Year's Plan		Re-assess the indicator and standard. Conduct at least four (4) college wide safety meeting per year.

Performance Indicator:	D	ADA Compliance Inspection
Performance Standard		Facilities will be in compliance with ADA standards
Actual Outcome		The previous Facilities Director did not indicate what type of findings are found during site inspections.
Implications for Next Year's Plan		Re-assess the indicator and standard. Have at least eight (8) site inspections per year.

Performance Indicators

Department: **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
Actual Outcome	The previous Facilities Director did not indicate a time frame.
Implications for Next Year's Plan	Re-assess the indicator and standard. Needs to establish if the STCC's facilities are in compliance. If not, then address the issues.

Performance Indicator:	B Secure environment
Performance Standard	Only two PD reports per Center per Semester
Actual Outcome	There were a few buildings that met the standard, but majority of the buildings did not meet the standard that was established.
Implications for Next Year's Plan	Re-assess the indicator and standard. The unsecure building issues need a tighter control and accountable for individuals.

Performance Indicator:	C Positive control of keys
Performance Standard	Lost key areas resecured within 24 hours and all keys returned upon employee termination
Actual Outcome	The MVC and SCC did meet the standard of two or less PD reports per Semester. The other locations did not meet the standard.
Implications for Next Year's Plan	Re-assess the indicator and standard. Each location has different factors that may cause various results.

Performance Indicator:	D Communicate emergency procedures to all faculty and staff
Performance Standard	All employees know how to report emergencies
Actual Outcome	A key control system has been implemented for all keys lost or returned.
Implications for Next Year's Plan	Re-assess the indicator and standard. Ex. Each key that is signed out is reported to the H.R. Department for exit interview purpose.

Performance Indicators

Department: **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
Actual Outcome		The actual outcome could not be measured.
Implications for Next Year's Plan		Re-assess the indicator and standard. The Safety Plan is disseminated through Newsletters, Web and Office locations.

Performance Indicator:	B	CPR & First Aid training for all facilities staff
Performance Standard		All facilities staff certified annually
Actual Outcome		Each member of the Facilities Maintenance and Operations Department had some type of special training for the 1999-2000 Fiscal Year.
Implications for Next Year's Plan		Each employee will attend a special training and Supervisors will attend two or more training sessions in their areas.

Performance Indicator:	C	Support certification in specialty areas
Performance Standard		All maintenance technicians will be state certified in their specialty
Actual Outcome		The previous Facilities Director had a First Aid training for the Custodians, but the members are not certified.
Implications for Next Year's Plan		The Interim Director has scheduled a First Aid training for each campus/building coordinator for the upcoming fiscal year.

Performance Indicator:	D	
Performance Standard		
Actual Outcome		The current maintenance technicians are not all State Certified in their specialty area.
Implications for Next Year's Plan		The Maintenance Supervisor and Interim Facilities Maintenance and Operations Director will develop a training schedule for the current