

Administrative and Educational Support Report

Facilities Maintenance and Operations

Annual Action Plan
Annual Assessment Report

June 2007 – May 2008



Annual Action Plan: June 1, 2007–May 31, 2008

Unit: Physical Plant – Facilities M&O

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Business Affairs

Unit Head: Oscar Villarreal

Unit Mission: The Physical Plant – Facilities Maintenance and Operations insures that all buildings and grounds operating systems are fully functional and ready to serve the campus community in the delivery of higher education, research and community services.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Division Objective: Support student well being in selected areas.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Support student well being in selected areas by providing support services as applicable.(1)	Improve facilities conditions in an effort to provide an optimum environment for learning.	Actual percentage decrease in the number of complaint-related service calls from prior year (FY06, 07 & 08)	Decrease in the number of service calls (related to complaints) from the prior year by at least 5% by May 2008.	Implement a coding system in TMA which will allow M&O to trend repeat calls.

Annual Action Plan June 1, 2007–May 31, 2008

University

Goal: Optimize institutional effectiveness and efficiency consistent with high quality organizational standards

Division

Objective: Identify and provide staff professional development opportunities

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
<p>Continuous staff training to include new industry standards and certification in order to provide a higher quality of service (2)</p>	<p>Identify staff in each trade group which requires specific training objectives related to their industry such as:</p> <ul style="list-style-type: none"> • Life Safety Codes • Certification on Equipment Operations • General Safety Awareness and Practice • Employee Right to Know Laws • General Industry Standards <p>Improve staff knowledge in respective trades</p> <p>Supplement professional development for managerial staff</p> <p>Continue improvement of services performed based on work order evaluations;</p> <p>Minimize dependency on outside vendors and contractors for M&O</p>	<p>Increased number of employees completing industrial trades training as apposed to strictly safety related training; comparing FY 07 to FY08.</p> <p>Increased number of Continuing Education programs for management comparing FY07 to FY08.</p>	<p>Number of employees completing industrial trades as compared to prior year</p> <p>Number of Continuing Education programs as compared to prior year</p>	<p>Work closely with EH&S to develop training programs; dedicate funds for training and travel for courses which are not offered locally. Increase professional development for trades and management.</p>

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
	<p>projects</p> <p>Support continuing education programs for maintenance management.</p>			

University Goal:

Enhance UTPA's engagement with the community to meet challenges and maximize opportunities.

Division Objective:

Improve relationship with the Rio Grande Valley community.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Provide services to support community events on campus that utilize M&O Physical Plant staff (3)	<p>Support community outreach activities that include:</p> <ul style="list-style-type: none"> • UTPA Commencement Ceremonies • Leadership Series • FESTIBA • Night of Lights • HESTEC • RGV Math Conference • Community Graduation Ceremonies <p>Services include completing event setups and providing the work of custodians, electricians, carpenters, etc.</p> <p>Supply all necessary</p>	<p>Number of man hours worked on events based on three-year comparison (2006, 2007 and 2008).</p> <p>Acquisition of equipment</p>	<p>Increase the number of man hours worked on community related events by 5% based on a three-year comparison (Note number of man hours has increased every year while number of M&O staff working on events has remained the same).</p> <p>Actual equipment purchases for</p>	<p>Designate funds in order to pay for over-time worked in support of special events. This is done in order to avoid comp-time therefore in the loss of man-hours committed to preventative maintenance.</p>

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
	equipment required for the accommodation of events.	needed to support events without relying on outside vendors for these services.	the support of events	

University Goal:

Optimize institutional effectiveness efficiency consistent with high quality organizational standards.

Division Objective:

Maximize available resources to support Division goals/objectives.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Manage the existing Preventative Maintenance program (TMA) for existing as well as new facilities. (4)	Maximize equipment output and minimize critical equipment down-time. Improve aesthetics of buildings associated with preventative maintenance.	Decrease number of service calls related to preventative maintenance by 5% from prior year by May 2008. Decrease number of interruptions (equipment and building downtime) by 5% from prior year by May 2008.	Actual percentage decrease in the number of service calls related to preventative maintenance compared to prior year. Actual number of interruptions (downtime) compared to prior year.	Implement a checklist to assure that all critical equipment in new facilities is added to TMA. Audit the system to assure that all critical items and equipment have been considered on existing facilities.
Implement a critical equipment repair or replacement plan to support facility operations and also high	Identify critical equipment and create a scheduled repair/replacement cycle.	Repair or replacement of at least 75% of high maintenance capital equipment based on schedule.	Number of high capital equipment repaired/replaced based on schedule.	Designate funds needed for the replacement of critical equipment which supports M&O services and special events.

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
profile event coordination (5)		<p>Repair or replacement of at least 75% of outdated vehicles based on schedule.</p> <p>Repair or replacement of outdated and damaged equipment needed to support special events.</p>	<p>Number of vehicles repaired/replaced based on schedule.</p> <p>Completion of repair/replacement cycle for equipment used to support special events</p>	
Increase Warehouse stock to support maintenance on campus facilities. (6)	<p>Trade departments to provide Warehouse Services with updated inventory lists for parts/material to maintain stock in order to support new facilities and new critical equipment</p> <p>Increase inventory to meet supply and demand for services requested by the campus community.</p>	Reduction of spot purchases and faster response to services on campus.	Decrease waiting time for arrival of materials or availability thus increasing the delivery of services and quality service to stakeholders as compared to current processes	Trade Managers are to work closely with Warehouse Services to update inventories. Monitor Warehouse Services accounts closely to assure that stakeholders needs are being met.

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Improve hiring and retention practices in selected units.

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Promote improved hiring practices to improve retention of staff. (7)	Hire new M&O staff at a higher qualification rate to improve retention.	Analysis of turnover rate based on employees hired at higher qualification levels.	Decrease employee turnover by 5% as compared to previous year.	Support funds needed to hire staff at a higher pay rate based on qualifications.

FY08 AES Assessment Results Report

UTPA

Admin - Facilities Maintenance & Operations

Unit Mission: The Physical Plant ? Facilities Maintenance and Operations insures that all buildings and grounds operating systems are fully functional and ready to serve the campus community in the delivery of higher education, research and community services.

Unit Head: Oscar Villareal

Division: Division of Business Affairs

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Facilities Maintenance & Operations - Support Services - The Department will support student well being in selected areas by providing services as applicable.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Improve facilities conditions in an effort to provide an optimum environment for learning.</p>	<p>Assessment Method: Decrease in the number of service calls (related to complaints) from the prior year by at least 5% by May 2008.</p> <p>Criterion for Success: Actual percentage decrease in the number of complaint-related service calls from prior year (FY06, 07 & 08)</p>	<p>10/01/2008 - Increased of maintenance activities and continuous monitoring of facility conditions resulted in less service/cmplaint calls in multiple areas. Service requests were reported as 10,861 in FY 07 versus 10,212 in FY 08. Evaluations are ongoing.</p> <p>Result Type: Inconclusive</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: None at this time.</p> <p>Resources Needed - Salaries: None at this time.</p> <p>Resources Needed - Travel: None at this time.</p> <p>Resources Needed - Wages: None at this time.</p>	<p>10/01/2008 - The data results allows Facilities Maintenance and Operations to reflect on the effectiveness of our current practice.</p>
<p>Admin - Facilities Maintenance & Operations - Staff Training - The Department will have continuous staff training to include new industry standards and certification in order to provide a higher quality of service.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p>	<p>Assessment Method: Number of employees completing industrial trades as compared to prior year</p> <p>Criterion for Success: Increased number of employees completing industrial trades training as opposed to strictly safety related training; comparing FY 07 to FY08.</p>	<p>10/01/2008 - Managers and Trade Staff continue to receive specialized training in their field of work in order to stay current with industry practices and codes. FY 07 employees completed a total number of 31 training sessions while FY 08 they completed 28.</p> <p>Result Type: Criterion Not Met</p>	<p>10/01/2008 - Training has improved the overall knowledge and skills of the staff</p> <p>10/01/2008 - Training allows the Physical Plant to maintain records of the professional development obtained by each staff member. Training improves the quality of</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p> <ol style="list-style-type: none"> Identify staff in each trade group which requires specific training objectives related to their industry such as: <ul style="list-style-type: none"> - Life Safety Codes - Certification on Equipment Operations - General Safety Awareness and Practice - Employee Right to Know Laws - General Industry Standards Improve staff knowledge in respective trades Supplement professional development for managerial staff Continue improvement of services performed based on work order evaluations Minimize dependency on outside vendors and contractors for M&O projects Support continuing education programs for maintenance management. 		<p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: None at this time.</p> <p>Resources Needed - Salaries: None at this time.</p> <p>Resources Needed - Travel: None at this time.</p> <p>Resources Needed - Wages: None at this time.</p>	<p>service and skill levels offered by Physical Plant Services</p> <hr/>
<p>Admin - Facilities Maintenance & Operations - Community Support - The Department will provide services to support community events on campus that utilize M&O Physical Plant staff.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p> <ol style="list-style-type: none"> Support community outreach activities that include: 	<p>Assessment Method: Increase the number of manhours worked on community related events by 5% based on a three-year comparison (Note number of man hours has increased every year while number of M&O staff working on events has remained the same).</p> <p>Criterion for Success: Number of man hours worked on events based on three-year comparison (2006, 2007 and 2008).</p>	<p>10/01/2008 - Data demonstrates that Physical Plant Support Services is on track with intended outcome. Physical Plant's contribution of staff hours worked towards special event continues to increased.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: None at this time.</p> <p>Resources Needed - Salaries: None at this time.</p>	<p>10/01/2008 - Continue to support community related events which demonstrate university's efforts toward outreach activities</p> <hr/>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<ul style="list-style-type: none"> - UTPA Commencement Ceremonies - Leadership Series - FESTIBA - Night of Lights - HESTEC - RGV Math Conference - Community Graduation Ceremonies <p>Services include completing event setups and providing the work of custodians, electricians, carpenters, etc.</p> <p>2. Supply all necessary equipment required for the accommodation of events.</p>		<p>Resources Needed - Travel: None at this time.</p> <p>Resources Needed - Wages: None at this time.</p> <hr/> <p>10/01/2008 - FY07 Physical Plant preformed 886 non-routine work orders for special events totaling to 14,103 hours. FY 08 Physical Plant Services performed a total of 890 non-routine work orders for special events totaling to 16,061 hours. This is an increase of % total man hours.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: None at this time.</p> <p>Resources Needed - Salaries: None at this time.</p> <p>Resources Needed - Travel: None at this time.</p> <p>Resources Needed - Wages: None at this time.</p>	<p>10/01/2008 - Demonstrates M&O's contribution towards the university's community outreach activities</p> <hr/> <p>10/01/2008 - Data demonstrates that we are on target with intended outcome.</p>
	<p>Assessment Method: Equipment purchased in support of community events.</p> <p>Criterion for Success: Acquisition of equipment needed to support events without relying on outside vendors for these services.</p>	<p>11/25/2008 - Purchase of equipment has included tables, chairs, carpeting, a man-lift and a box-truck in support of community events.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: None at this time.</p> <p>Resources Needed - Salaries: None at this time.</p> <p>Resources Needed - Travel:</p>	

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
		None at this time. Resources Needed - Wages: None at this time.	
<p>Admin - Facilities Maintenance & Operations - Systematic Preventive Maintenance Program - Manage the existing Preventive Maintenance program (TMA) for existing as well as new facilities.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Maximize equipment output and minimize critical equipment down-time. 2. Improve aesthetics of buildings associated with preventive maintenance.</p>	<p>Assessment Method: Actual percentage decrease in the number of service calls related to preventative maintenance compared to prior year.</p> <p>Criterion for Success: Decrease number of service calls related to preventative maintenance by 5% from prior year by May 2008.</p>	<p>11/25/2008 - Number of service calls reported in FY 07 totaled at 10,849 versus FY 08 with 10,114 service calls.</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: None at this time.</p> <p>Resources Needed - Salaries: None at this time.</p> <p>Resources Needed - Travel: None at this time.</p> <p>Resources Needed - Wages: None at this time.</p>	<p>11/25/2008 - TMA created trends which allow Director and Mangers to focus on those areas which result in a high frequency of service calls.</p>
	<p>Assessment Method: 1b. Actual number of interruptions (downtime) compared to prior year.</p> <p>Criterion for Success: Decrease number of interruptions (equipment and building downtime) by 5% from prior year by May 2008.</p>	<p>10/01/2008 - Lesser number of interruptions related to equipment breakdowns from FY 07 totaling at 35 critical response repairs versus FY 08 totaling at 26 repairs. This accounts for a 26% decrease in critical repairs and interruptions of business.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: Monies to replace capital equipment.</p> <p>Resources Needed - Salaries: None at this time.</p>	<p>10/01/2008 - Need to continue with an aggressive preventative maintenance schedule</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
		Resources Needed - Travel: None at this time. Resources Needed - Wages: None at this time.	
<p>Admin - Facilities Maintenance & Operations - Critical Equipment Repair or Replacement Plan - Implement a critical equipment repair or replacement plan to support facility operations and also high profile event coordination.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p> <ol style="list-style-type: none"> 1. Identify Mechanical, Electrical, and Plumbing equipment that is critical to everyday operation of all buildings and create a scheduled repair/replacement cycle to reduce down time that can affect users. 2. Identify tools and equipment that is essential for trades to conduct their everyday operations and create a scheduled repair/replacement cycle to maximize employee output and efficiency. 	<p>Assessment Method: Number of high capital equipment repaired/replaced based on schedule.</p> <p>Criterion for Success: Repair or replacement of at least 75% of high maintenance capital equipment based on schedule.</p> <hr/> <p>Assessment Method: Number of vehicles repaired/replaced based on schedule.</p> <p>Criterion for Success: Repair or replacement of at least 75% of outdated vehicles based on schedule.</p>	<p>10/01/2008 - FY 07-08 funding has resulted in the replacement or repair of the following equipment: SCNE - Retubing of boiler, Engr - replacement of 2ea motor drives (major) a/c upgrades & boiler replacement, Haggar and ASFC - fire alarm systems, UCSA Ballroom - HVAC and chilled water lines, Child Care Ctr - replacement of gas and sewer lines, campus lighting improvements and 10 new vehicles replaced under the fleet plan. This accounts for approximately 8% of the total capital equipment replacement goal; 67 % pending.</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: Funds needed to support replacement of Capital Equipment</p> <p>Resources Needed - Salaries: None at this time.</p> <p>Resources Needed - Travel: None at this time.</p> <p>Resources Needed - Wages: None at this time.</p>	<p>10/01/2008 - Continue to place as a priority on budgets which support the replacement of capital equipment.</p> <hr/> <p>10/01/2008 - 67 % of capital equipment list needed for replacement is still pending; 8% complete.</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
	<p>Assessment Method: Completion of repair/replacement cycle for equipment used to support special events</p> <p>Criterion for Success: Repair or replacement of outdated and damaged equipment needed to support special events.</p>		
<p>Admin - Facilities Maintenance & Operations - Warehouse Inventories - Increase Warehouse stock to support maintenance on campus facilities. (6)</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Trade departments will provide Warehouse Services with updated inventory lists for parts/material to maintain stock in order to support new facilities and new critical equipment. 2. Increase inventory to meet supply and demand for services requested by the campus community. 3. Perform inventory audits to have an optimal amount of necessary material and to decrease amounts of unnecessary inventory.</p>	<p>Assessment Method: 1a. Decrease waiting time for arrival of materials in warehouse inventory or availability thus increasing the delivery of materials to stakeholders.</p> <p>Criterion for Success: Increase turn-around rate for procurement items by 50%. Average 10 days waiting period.</p>	<p>10/01/2008 - Use of the Oracle system has facilitated the procurement process thus allowing quicker repairs as well as turn around time for work orders related to facilities maintenance. Warehouse operations has been able to decrease turn around time from an average of 10 days to three days. This accounts for a 70% improvement rate</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: Continue to support funding in order to provide up-to-date inventories.</p> <p>Resources Needed - Salaries: None at this time.</p> <p>Resources Needed - Travel: None at this time.</p> <p>Resources Needed - Wages: None at this time.</p>	<p>10/01/2008 - Trend warehouse inventory to allow managers to see part sales and activities.</p>
<p>Admin - Facilities Maintenance & Operations - Hiring Practices - Promote better hiring practices to improve candidate pool and increase retention of quality staff. (7)</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p>	<p>Assessment Method: 1a. Decrease employee turnover by 5% as compared to previous year.</p> <p>Criterion for Success: Retention of employees based on improved hiring practices; better candidate</p>	<p>10/01/2008 - Allowed M&O to hire at a higher skill set and higher pay scale</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>10/01/2008 - Quality of staff skill is higher and more productive. As a result of higher pay for new staff, it is expected that longevity will take course.</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p> <ol style="list-style-type: none"> 1. Review current hiring practices and make necessary changes in processes and job descriptions in order to improve quality of candidate pool and to attract more qualified personnel in all trades. 2. Modify pay rate system (i.e. nighttime differential pay in custodial trade) to compensate employees for special work schedules thus improving retention of quality staff. (7) 3. Support Human Resources Department with input and documentation for an accurate salary/compensation survey to help assess current trade pay rates. 3. Increase candidate pool awareness of UTPA Physical Plant position openings by increasing exposure through recruitment fairs / job fairs throughout local community. 	<p>qualification and better salary offers for entry level positions.</p>	<p>Resources Needed - Classified None at this time.</p> <p>Resources Needed - Maintenance & Operation: None at this time.</p> <p>Resources Needed - Salaries: Continue to hire staff at a higher skill set and pay.</p> <p>Resources Needed - Travel: None at this time.</p> <p>Resources Needed - Wages: None at this time.</p>	
<p>Admin - Facilities Maintenance & Operations - Trade Efficiency Improvement - We will improve efficiency in response to Work Orders and Service Calls throughout trades in order to reduce response time and improve customer service.</p> <p>Outcome Types:</p> <p>Administrative - Fiscal Year 2008</p> <p>Administrative - Fiscal Years 2009 - 2011</p>	<p>Assessment Method: Measure and compare response time for Work Orders and Service Calls throughout trades.</p> <p>Criterion for Success: Improve on response time to answer Work Orders and Service Calls.</p>		
<p>Start Date: 10/24/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p>	<p>Assessment Method: Record back log of pending Work Orders and Service Calls by date.</p> <p>Criterion for Success: Reduce number of pending Work Orders and Service Calls.</p>		

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>1. Establish more frequent meetings with Managers and Trade Leads in order to improve communication among all leads and increase awareness of campuswide issues.</p> <p>2. Prioritize work loads and create work load management process to become more efficient in answering to Work Orders and Service Calls for campus community.</p>			
<p>Admin - Facilities Maintenance & Operations - Trade Workload Prioritization - We will differentiate among projects and categorize them in order to help prioritize workloads for the trades to better serve different entities within campus community.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 10/24/2008</p>	<p>Assessment Method: Create program to establish categories, log work orders/service calls into corresponding categories and track number of open items in each category.</p> <p>Criterion for Success: Be able to identify quantity of open items in each category and keep them as current as possible to an established time period (i.e. monthly).</p>		
<p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p> <ol style="list-style-type: none"> 1. Create a method to sort and categorize Work Orders, Service Calls, and projects into the following categories: Maintenance, Events, and Construction/Renovation 2. Prioritize within the individual categories in order to better allocate resources and improve campuswide service. 			