



Planning and Evaluation Tracking

College Year: 2010-2011

Division of: Business Affairs

Person Responsible: Terry Berg

Department of: Physical Plant

Person Responsible: Bruce Cotgreave

Purpose Statement: To provide a pleasant and safe learning and working environment for students, faculty, staff and community. Provide services to ensure that facilities, grounds, and equipment are functional, clean, comfortable, accessible and well maintained.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
<p>1. Provide AC with furniture and equipment moves.</p>	<p>1. Conduct a survey throughout AC, with the overall goal of a mean score of 4, or better, with the statement in the survey question #10. "The Custodial staff moves office furniture and equipment as scheduled and without damage." (Revised to 1a.2010)</p> <p>1a. REVISED Specialized training for custodians who move furniture and equipment will result in an AC customer complaint rate less than 5% as measured by the Physical Plant equipment transfer log.</p>	<p>1. Fiscal Year '07-08 Survey – Desired result of a mean score of 4, or better, on a scale of 1 to 5. Results reveal a score of 3.95</p> <p>N= 277 (people who completed the survey)</p> <p>1a. N=10 10 out of 315 = 3.2% Analysis: We are very pleased with the results of this outcome. It appears that our initial training has really paid off for these employees.</p>	<p>1. After review of survey results, the score of 3.95 was unsatisfactory. <u>Plan of Action:</u> Follow-up will be done with work group Supervisors to identify the expectations and review the survey results. The survey will be redone and outcomes updated for the 2009-2010 cycle to achieve improvement. See Objectives/Outcomes 1a.</p> <p>1a. We will monitor and evaluate this outcome again for the upcoming year to verify the accuracy of our initial results.</p>

<p>2. Provide AC with heating/cooling that is pleasant and comfortable.</p>	<p>2. Conduct a survey throughout AC, with the overall goal of a mean score of 4, or better, with the statement in the survey question #19. “Overall, the heating and cooling of facilities provides a pleasant and comfortable environment.” (Revised to 2a. 2009)</p> <p>2a. REVISED After improvements were implemented to the HVAC system as identified in “Use of Results 2”, the survey score will increase from 3.82 to 4.0, or better, for question #19. “Overall, the heating and cooling of facilities provides a pleasant and comfortable environment.” as measured in the 2009-2010 Facilities Management survey.</p> <p>2b. Revised As a result of the study on the chilled water loop improvements have been completed on the chiller plant and the Johnson Controls system has been upgraded.</p>	<p>2. Fiscal Year '07-08 Survey- Desired result of a mean score of 4, or better, on a scale of 1 to 5. Results reveal a score of 3.82</p> <p>N= 277 (people completed the survey)</p> <p>2b. Revised No survey has been completed to date.</p>	<p>2. After review of survey results, the score of 3.82 was unsatisfactory. The survey will be redone and outcomes updated for the 2009-2010 cycle to achieve improvement. See Objectives/Outcomes 2a</p> <p><u>Plan of Action:</u> Data will be reviewed with appropriate personnel and make improvements to the following:</p> <ul style="list-style-type: none"> ▪ complete study on chilled water loop ▪ make improvements at chiller plant ▪ upgrade Johnson Controls system <p>See Objectives/Outcomes 2a.</p>
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