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Fayetteville Technical Community College

Detailed Assessment Report 2008-2009 Facility Services

Mission/Purpose

To provide professional and courteous services that meets the needs of students, visitors, and employees; to assure proper management of college funds, equipment, supplies and facilities, and to support lifelong learning for each student.

Student Learning Outcomes, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Provide proper facilities and adequate support

Use information to analyze problems and make logical decisions to provide the campus community with properly maintained facilities and adequate support service.

Associations:

Institutional Priorities:

5 FACILITIES- To plan, provide, and maintain educational facilities which will enhance student learning, achievement, and development.

Strategic Plans:

Facility Services

5.2.1 Paul H. Thompson Roof Replacement. 2008-2009

5.2.10 Criminal Justice Center Renovations Cosmetology. Develop plans and begin construction. 2008-2009

5.2.16 ADA and Life Safety Improvements. Video surveillance systems installation. Phase II. Cumberland Hall, Auto Body Shop, Center for Business and Industry, Cumberland Hall Auditorium, Spring Lake, Library (2008-2011)

5.2.18 Light Fixture-Energy Conservation measures to Lafayette Hall, Cumberland Hall and Library. 2008-2009

5.2.2 Criminal Justice Roof Replacement 2008-2009

5.2.3 ADA Campus Modifications. Employ designer, develop plans and begin construction. 2008-2013

5.2.4 Neill Currie Roof Replacement. 2008-2009

5.2.5 Safety Improvements, Hull Road (speed bumps) 2008-2012

5.2.8 Replace Air Conditioners in CBI. Develop plans, procure bids, and begin replacement. 2008-2009

Related Measures:

M 1: Support Services survey results/Plant Operations

What? - Conduct individual and group employee training to correct problem areas highlighted in surveys and customer comments. Use the e-mail system to increase user awareness of proper procedures and policies in providing quality services. Log all complaints and evaluate user satisfaction.

Why? – To provide an environment conducive to the educational process by ensuring maintenance and related services are completed within prescribed/promised timelines.

How? – Use Support Services annual survey results/information received from the Office of

Institutional Effectiveness and Assessment to analyze the underlying causes of maintenance/service complaints received within all areas of Plant Operations based on satisfaction scale of 1-very unsatisfied to 5-very satisfied. Compare the number of calls last period to the number of calls during the assessment period.

When? – June 30, 2009

Who? – Grounds Supervisor, Housekeeping Supervisor, Maintenance Supervisor, Senior Secretary, Facility Services Director, Vice President for Administrative Services.

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:

A 90% overall level of satisfaction on the Support Services Survey for Housekeeping/Grounds and Maintenance/Services. Where satisfaction level for each category falls below 90% the department concentrate efforts on improving that area.

5% reduction in the number of complaints related to maintenance and service

Reason: The current Support Services Survey completed annually combines both Housekeeping/Grounds and Maintenance/Services in a single question for measurements of satisfaction. This makes it hard to determine exactly which areas are outstanding and which areas show signs for needed improvement. Therefore, the current Support Services Survey questions will be changed to a question related to Housekeeping/Grounds and a second separate question related to Maintenance/Services in order to develop first year baseline data. A 2% improvement in satisfaction rates each year for the next 3 years, within both areas, measured on the Support Services Survey will be set.

Findings (2008-2009) - Achievement Target: Met

The Support Services Survey for Spring 2009 indicates a decline in the average satisfaction rating of the respective departments of 06% from the 2008 survey. Although the average score of 92.56 satisfaction rating is well above the established goal of 90%, the rating for Housekeeping fell below the 90% benchmark. General comments received in the survey indicated actions are needed to verify and correct complaints noted. Although budget and staffing constraints will not permit non-stop service at all facilities, additional inspections, closer supervision of employees and evaluation of procedures/processes will be the course of action to increase client satisfaction and service.

Reviewing individual complaints received from the assessment period ending June 1, 2009 revealed a high number of complaints (23) from the Continuing Education Center for insect pests. The pest management contract for next fiscal year (July 1, 2009-June 30, 2010) has been amended to increase the pesticide treatment and coverage of the entire facility. Additionally the Business and English office area of Cumberland Hall received excessive complaints (12) concerning temperature comfort levels. Considering a six (6) -zone air-handling unit serves 48 offices, comfort levels for each office are impossible to obtain with this type design. Ideally replacement of this 33-year-old system with individual climate controls would remedy the complaints.

Noteworthy is the fact the Grounds Department received 100% satisfaction rating in the Spring 2009 survey; the applicable 2% increases for the next 3 years will not be possible. Status quo to 98% satisfaction would be a considered an excellent achievement goal in the future. The Grounds Department is to be commended for the exceptional work and quality service afforded to the College.

Related Action Plans:

Provide proper facilities and adequate support

Continue the ongoing assessment to evaluate the performance and support provided by Facility Services. Utilize the survey results to implement modifications and/or increase user awareness. The established goal of a 5% improvement will continue to be the goal. However with 100% satisfaction of the Grounds Department the goal will be to maintain at least a 98% satisfaction rating.

For more information, see the *Action Plan Details* section of this report.

Other Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 2: Automated work order system through Datatel system

Facility users will benefit from an automated work order system through the Datatel software system.

Associations:

Institutional Priorities:

5 FACILITIES- To plan, provide, and maintain educational facilities which will enhance student learning, achievement, and development.

Strategic Plans:

Facility Services

5.2.6 Data Entry and Implementation of Datatel Computerized Work Order & Inventory Control System. 2008-2013

Related Measures:

M 2: Datatel system work order module conversion

What? – Conversion of current work order management software to the Community College System Datatel System module. Educate users via email on how to use the system. Keep a log of all who use the automated system and a log of who used the old system.

Why? - Current software provider was purchased by another firm and will no longer support the work order software used at this time. Upgrading to the new company's software package would incur a cost of \$30,000 plus annual service fees. The Datatel work order module is provided by the NCCCS and is fully supported by the College IT Department for upgrades and routine maintenance allowing for significant cost savings without incurring the \$30,000 in additional fees. The Datatel package includes features not currently available which will increase production, provide better accountability of inventory, decrease man-hours expended, and overall maintenance service support cost.

How? - Monitor requests not submitted properly and complaints. Document incomplete work orders and costs for future comparisons. Comparisons will be made each semester to measure increases in efficiency and effectiveness using the existing Datatel system's work order software feature.

When? – By June 30, 2009

Who? – Grounds Supervisor, Housekeeping Supervisor, Maintenance Supervisor, Plant Operations Staff, Facility Services Director.

Source of Evidence: Service Quality

Achievement Target:

100% implementation of the new work order module within one year.
50% of facility users submit work orders on new system.

Reason: Current work order vendor no longer supports the product. A conversion to the new module will allow continuous work order support campus-wide and will save the College \$30,000+ because the existing Datatel System has the working module available.

Findings (2008-2009) - Achievement Target: Not Met

Conversion of the work order software to the Datatel program has NOT begun. Workload and scheduling conflicts has not allowed the implementation to begin. Management Information Systems has completed the base platform establishment, budget, physical plant and other defaults must be entered by Facility Services personnel prior to use.

Related Action Plans:

Conversion of current work order system to Datatel

Continuation of plan to impliment Datatel workorder software, training of users and monitoring for irrugularities.

For more information, see the *Action Plan Details* section of this report.

O 3: Recycle material reducing solid waste disposal

The campus community will recycle material that is recyclable thus reduce solid waste disposal.

Associations:

Institutional Priorities:

5 FACILITIES- To plan, provide, and maintain educational facilities which will enhance student learning, achievement, and development.

Strategic Plans:

Facility Services

5.2.7 Expand Recycling Program. 2008-2013 (On Going)

Related Measures:

M 3: Recycle program to better dispose of items

What? - Increase campus awareness of re-cycling program via a campus-wide media campaign including regular Groupwise email reminders of the need to recycle. Establish and put into operation a plastic re-cycling program to better dispose of plastics and decrease environmental hazards.

Why? - To decrease solid waste disposal into landfills. Save costs in tipping fees and contribute to environmental sustainability.

How? - Coordinate with outside agencies and other recyclers for implementation and marketing of paper recycling items present now. Recycling items could be better disposed of using a sound recycling procedure. Establish, monitor, and develop a plastic recycling program to better dispose of those items. Compile weekly information on quantities recycled to establish baseline for future comparisons. Monitor tipping costs for future comparisons to FTE's and other factors affecting solid waste.

When? - June 30, 2009

Who? - Environmental Services Technician, Housekeeping Supervisor, Plant Operations Facilitator, Facility Services Director.

Source of Evidence: Project, either individual or group

Achievement Target:

A 5% increase in paper recycling measured against baseline year 2007 paper recycling efforts and establishment of a plastics recycling program with 2008 becoming the base year for future yearly improvements. Percentage of annual improvement rates in the plastics recycling program will be determined after the base year data is collected and analyzed during the June 2009 time period.

Reason: To enhance the environment and reduce college expenses.

Findings (2008-2009) - Achievement Target: Met

Continuing efforts to "green" Fayetteville Technical Community College operations by reducing solid waste disposal resulted in two (2) additional recycling collection means to be established. Mixed paper (junk mail, magazines, paper back books) and plastic recycling stations are now in place to augment the existing program. To increase awareness of program and the enhancements, mass electronic mailings, postings in designated areas and a newly established web page, http://www.faytechcc.edu/plant_ops/RECYCLINGINFORMATION.asp. Updates will occur as needed to inform those interested of the positive impact of the program on the environment.

To date solid waste disposal costs have increased 16% from the 2008 fiscal year. FTE, escalation in fees and increases in facility usage impacts tipping

costs, users must be proactive in the program for it to be effective. Weekly monitoring of quantities recycled and costs will continue to be tabulated for future comparisons. Weekly reports are provided to the Vice President of Administrative Services. From July 1, 2008 to June 15, 2009 167 tons of mixed paper, 20 tons of cardboard, 10 tons of mixed metal (including aluminum cans) and 295 pounds of plastic have been diverted from the landfill. A 30% increase in white paper recycling has occurred since 2007.

Details for Action Plans Established This Cycle

Conversion of current work order system to Datatel

Continuation of plan to implement Datatel workorder software, training of users and monitoring for irregularities.

Priority: Medium

Target Date: 01/2010
JANUARY 31, 2010

Responsible Person/Group: Facility Services Director, Grounds, Housekeeping, Maintenance Supervisors, Plant Operations Staff

Additional Resources Needed: none

Budget Amount Requested: \$0

Provide proper facilities and adequate support

Continue the ongoing assessment to evaluate the performance and support provided by Facility Services. Utilize the survey results to implement modifications and/or increase user awareness. The established goal of a 5% improvement will continue to be the goal. However with 100% satisfaction of the Grounds Department the goal will be to maintain at least a 98% satisfaction rating.

Priority: High

Target Date: 06/2011

Though this is an ongoing assessment and self study, annual survey findings will be used to monitor and evaluate

Analysis Answers

What were the strengths of your assessment process?

The assessment process increased the awareness of procedures or services that are working well while indicating areas of needed improvement. By establishing goals or measurable outcomes, extra effort is placed on completion and or quality of service to meet that goal, which improves the quality or level of service.

What were the weaknesses of your assessment process?

1. The cumulative percentile of the survey gave an indication of the overall satisfaction, the few comments made were helpful in determining some of the shortcomings. Specific questions within that survey or an independent questionnaire would provide more specific needs or services that users feel need improvements.
2. Available labor hours and schedules is not available to complete all desired tasking and objectives. The need to obtain additional personnel for routine tasks and new assignments would augment and improve the ability to implement and manage new services and oversee those in place.
3. One of the objectives was too broad, they were nearly impossible to monitor and record the information to give it use.

What was learned as a result of your assessment process?

The assessment/self study is a valuable tool in evaluation of operations and services provided as well

as performance measuring. Deficiencies were noted in staffing, housekeeping procedures/workload sharing, modernization of heating cooling systems in Cumberland Hall and additional pest control are just a few items learned during the process. Additionally, measurable goals were established and extra effort was provided to yield a positive result at or above the goal, essentially it motivated some to perform above expectations.

How will what was learned impact the direction and emphasis of your academic or support unit?

Implement additional staff training where needed, monitor employee workload and performance closely, seek additional resources or modifications to vendor contracts to improve services. Include items that require additional funding or support in the Strategic Planning cycle. Establish new assessments to measure or improve/ implement services or processes.