

Dalton State College

Detailed Assessment Report 2015-2016 Plant Operations

As of: 1/30/2017 03:48 PM EDT

(Includes those Action Plans with Budget Amounts marked **One-Time, Recurring, No Request**.)

Mission / Purpose

The mission of Plant Operations is to efficiently use available resources to provide a comfortable and dependable physical environment that enables the college to maximize the educational opportunity and effectiveness to pursue teaching, research, and public service.

We strive to meet this purpose by:

- maintaining and preserving the college facilities, equipment, and grounds to provide a secure, reliable, and esthetically beautiful environment in which the college can function;
- planning and monitoring the design and construction of new facilities and renovation of existing facilities to be operationally reliable and functionally superior for the expected useful life of the facility;
- managing the administration of the department and insuring maximum contribution to the college's mission; and
- operating all HVAC systems to meet the energy needs of the occupants and users of the college's facilities.

Goals

G 1: functional and dependable environment

Maintain a functional and dependable environment that supports the Colleges administrative and academic goals.

G 2: safe, secure, and esthetically pleasing environment

Will provide a safe, secure, and esthetically pleasing environment by complying with all regulatory policies and laws,.

G 3: Sustainability Operations

Create programs to reduce waste, conserve energy and water resources, and promote wellness of students, faculty, and staff.

Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

Obj. 1: Preventative maintenance

Perform preventative maintenance on buildings, equipment, roads, walkways, and infrastructure

Relevant Associations:

Standard Associations

SACSCOC 2012* Principles of Accreditation

2.11.2 The institution has adequate physical resources to support the mission of the institution and the scope of its programs and services. (Physical Resources)

3.11.1 The institution exercises appropriate control over all its physical resources. (Control of physical resources)

3.11.2 The institution takes reasonable steps to provide a healthy, safe, and secure environment for all members of the campus community. (Institutional environment)

3.11.3 The institution operates and maintains physical facilities, both on and off campus, that appropriately serve the needs of the institution's educational programs, support services, and other mission-related activities. (Physical facilities)

Institutional Mission Associations

5 Dalton State provides excellence in a learning environment dedicated to serving a diverse student body, promoting high levels of student achievement, and providing a range of educational and student life opportunities and appropriate academic support services.

Strategic Plan Associations

Dalton State College

1.2.2 Update/implement the Sasaki Master Plan and create a framework for campus facility expansion.

1.2.4 Implement smart business practices to increase sustainability, reduce risk, ensure compliance with Board of Regents/state/federal regulations, and engage in evidence-based decision-making.

Related Measures

M 1: preventative maintenance schedules

Plant Operations maintains different preventative maintenance schedules for each associated activity and they are check off as performed.

Source of Evidence: Activity volume

Target:

Perform 80% of scheduled task

Finding (2015-2016) - Target: Met

Plant Operations used contractors and in house labor performed 85% of all Preventative Maintenance scheduled. Three areas of the Preventative maintenance performed by contractor were chiller maintenance, building maintenance, boiler maintenance, vehicle maintenance, and water treatment maintenance. Preventative maintenance (PM) activities were entered into a computerized program which sent out periodic maintenance schedules to all individuals and companies performing these task. The completed tasks were recorded in the data base. This improved the efficiency of the Plant Operations department.

Related Action Plans (by Established cycle, then alpha):

Improved documentation of Preventative Maintenance

Established in Cycle: 2012-2013

We have purchased a new computerized work order and preventative maintenance software program from School Dude. The programs is...

Implement a computer generated preventative maintenance schedule

Established in Cycle: 2013-2014

Plant Operations will implement a computer generated preventative maintenance schedule for major equipment to schedule and recor...

Implement cross-training of existing staff

Established in Cycle: 2015-2016

Implement cross-training of existing staff to improve their knowledge base and increase efficiency and responding to requests wi...

For full information, see the *Details of Action Plans* section of this report.

Obj. 2: Respond to service request

Respond to service request faculty, staff, and students (ex:room temperature adjustment, electrical systems malfunctions, events set up, and other general custodial request)

Relevant Associations:

Standard Associations

SACSCOC 2012* Principles of Accreditation

2.11.2 The institution has adequate physical resources to support the mission of the institution and the scope of its programs and services. (Physical Resources)

3.11.1 The institution exercises appropriate control over all its physical resources. (Control of physical resources)

3.11.2 The institution takes reasonable steps to provide a healthy, safe, and secure environment for all members of the campus community. (Institutional environment)

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Strategic Plan Associations

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1.2.2 Update/implement the Sasaki Master Plan and create a framework for campus facility expansion.

1.2.4 Implement smart business practices to increase sustainability, reduce risk, ensure compliance with Board of Regents/state/federal regulations, and engage in evidence-based decision-making.

Related Measures

M 2: work order request log

Plant Operations maintains a work order request log which tracks request and timeliness of response.

Source of Evidence: Activity volume

Target:

1. All emergency request will be responded to within 24 hours.
2. 80% of Non - emergency request will be responded to within 5 days.

Finding (2015-2016) - Target: Met

All emergency request were responded to within 24 hours. Some examples of requests completed include gas smells, water main breaks, and electrical outages. And 85% of non - emergency requests were responded to within 5 days. Non-emergency requests responded to included light outages and lock issues.

Related Action Plans (by Established cycle, then alpha):

Continue to use the new work order program to better define the exact locations and attend to the request quickly.

Established in Cycle: 2013-2014

Plant Operations will continue to use the new work order program to document time of response. This will enable the department t...

Hire licensed tradesmen on staff to attend to emergency and non-emergency requests

Established in Cycle: 2015-2016

Plant Operations will hire licensed tradesmen on staff to attend to emergency and non-emergency requests in order to speed up re...

For full information, see the *Details of Action Plans* section of this report.

M 3: satisfaction survey

IRP provides satisfaction survey for services provide by Plant Operations.

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

Target:

80% of faculty, staff, and students will be "Satisfied" to "Very Satisfied" with service request services provided by Plant Operations.

Finding (2015-2016) - Target: Not Reported This Cycle

No survey was conducted for this year.

Related Action Plans (by Established cycle, then alpha):

Continuous improvements in physical plant maintenance

Established in Cycle: 2012-2013

Plant Operations met and even exceeded targets which indicates the department is maintaining its commitment to maintaining and i...

Request faculty and staff survey results about Plant Operations from the Office of Institutional Research.

Established in Cycle: 2013-2014

Request faculty and staff survey results about Plant Operations from the Office of Institutional Research.

Institute an in-house Survey-Monkey survey starting first quarter of 2017

Established in Cycle: 2015-2016

Plant Operations will institute an in-house Survey-Monkey survey starting first quarter of 2017 to ask faculty, staff, and stude...

For full information, see the *Details of Action Plans* section of this report.

Obj. 3: efficiency of utility services

Improve the efficiency of utility services (e.g.: water, sewer, natural gas, and electricity)

| KWh Used | Cost | Gas Use | Gas Cost | Water Used | Water Cost | Wastewater | Total Bill |
|-----------|---------|---------|----------|------------|------------|------------|------------|
| 8,456,156 | 577,438 | 167,168 | 121,536 | 13,843,400 | 18,333 | 53,430 | 785701 |
| 7,817,251 | 535,503 | 160,871 | 128,592 | 14,189,000 | 19,411 | 54,898 | 738,404 |

Relevant Associations:

Standard Associations

SACSCOC 2012* Principles of Accreditation

2.11.2 The institution has adequate physical resources to support the mission of the institution and the scope of its programs and services. (Physical Resources)

3.11.1 The institution exercises appropriate control over all its physical resources. (Control of physical resources)

3.11.2 The institution takes reasonable steps to provide a healthy, safe, and secure environment for all members of the campus community. (Institutional environment)

3.11.3 The institution operates and maintains physical facilities, both on and off campus, that appropriately serve the needs of the institution's educational programs, support services, and other mission-related activities. (Physical facilities)

Institutional Mission Associations

5 Dalton State provides excellence in a learning environment dedicated to serving a diverse student body, promoting high levels of student achievement, and providing a range of educational and student life opportunities and appropriate academic support services.

Strategic Plan Associations

Dalton State College

1.2.4 Implement smart business practices to increase sustainability, reduce risk, ensure compliance with Board of Regents/state/federal regulations, and engage in evidence-based decision-making.

Related Measures

M 4: Utility conservation

The utility consumption for the college is broken down into three categories. (Water, electricity, & natural gas) Consumption of the utilities is found in the monthly utility bills from Dalton Utility.

Source of Evidence: Efficiency

Target:

The utility consumption for water, electricity, and natural gas campus will decline each year. (consumption/sq.ft.)

Finding (2015-2016) - Target: Partially Met

Compared to the previous year, electrical and natural gas consumption was up. For example electrical consumption was 8,039,113 KWh in FY 2014 and 8,863,759 KWh in FY 2015, and natural gas consumption was in 196,309 therm FY 2014 and in 229,576 therm FY2015. Just like previous year, the primary reasons for this increase were construction and opening of a new building. However, water consumption had declined from last year, for FY 2014 water consumption was 11,243,206 gal. and in FY 2015 consumption was 9,366,333 gal. This is due to placing more efficient HVAC and boilers in campus buildings. For example, Phase Two of HVAC energy management system is now operational.

Related Action Plans (by Established cycle, then alpha):

Plant Operations will install an individual electrical meter to monitor electrical consumption on "new" Peoples Hall.

Established in Cycle: 2013-2014

Plant Operations will install an individual electrical meter to monitor electrical consumption on "new" Peoples Hall.

Replace HVAC unit in Library and Wescott Building, including Third Phase of gas line.

Established in Cycle: 2015-2016

To address high consumption needs in gas and electrical and become more efficient, Plant Operations will replace HVAC unit in th...

For full information, see the *Details of Action Plans* section of this report.

Obj. 4: Maintain the grounds

Maintain the grounds to provide a safe, secure, and esthetically pleasing environment.

Relevant Associations:

Standard Associations

SACSCOC 2012* Principles of Accreditation

- 2.11.2 The institution has adequate physical resources to support the mission of the institution and the scope of its programs and services. (Physical Resources)
- 3.11.1 The institution exercises appropriate control over all its physical resources. (Control of physical resources)
- 3.11.2 The institution takes reasonable steps to provide a healthy, safe, and secure environment for all members of the campus community. (Institutional environment)
- 3.11.3 The institution operates and maintains physical facilities, both on and off campus, that appropriately serve the needs of the institution's educational programs, support services, and other mission-related activities. (Physical facilities)

Institutional Mission Associations

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Strategic Plan Associations

Dalton State College

- 1.2.4 Implement smart business practices to increase sustainability, reduce risk, ensure compliance with Board of Regents/state/federal regulations, and engage in evidence-based decision-making.

Related Measures

M 3: satisfaction survey

IRP provides satisfaction survey for services provide by Plant Operations.

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

Target:

80% of faculty, staff, and students will be satisfied with the ground maintenance services provided by Plant Operations.

Related Action Plans (by Established cycle, then alpha):

Continuing improvements in grounds maintenance

Established in Cycle: 2012-2013

With respect to grounds maintenance, Plant Operations also met and even exceeded the target which shows the department is maint...

Continue to insure that college grounds are maintained to high standards.

Established in Cycle: 2013-2014

Continue to insure that college grounds are maintained to high standards.

For full information, see the *Details of Action Plans* section of this report.

M 5: Number of Physical accidents

The number of physical accidents including slips, trips, and falls is recorded by Public Safety.

Source of Evidence: Activity volume

Target:

Annually, the number of accidents due to slips, trips, and falls as reported by the Office of Environmental Health and Safety Risk shall remain less than ten.

Finding (2015-2016) - Target: Met

The number of accidents reported by the Office of Environmental Health and Safety was was 2. These included trips, slips, falls and heavy lifting by faculty, staff, and students.

Related Action Plans (by Established cycle, then alpha):

Ensure adequate lighting accross campus and provide lifting belts to staff

Established in Cycle: 2015-2016

To help prevent trips, falls, slips and heavy lifting, the director of Plant Operations held on campus meetings with all staff t...

For full information, see the *Details of Action Plans* section of this report.

Obj. 5: Provide Custodial services

Provide Custodial services to provide a clean and healthy environment.

Relevant Associations:

Standard Associations

SACSCOC 2012* Principles of Accreditation

- 2.11.2 The institution has adequate physical resources to support the mission of the institution and the scope of its programs and services. (Physical Resources)
- 3.11.1 The institution exercises appropriate control over all its physical resources. (Control of physical resources)
- 3.11.2 The institution takes reasonable steps to provide a healthy, safe, and secure environment for all members of the campus community. (Institutional environment)
- 3.11.3 The institution operates and maintains physical facilities, both on and off campus, that appropriately serve the needs of the institution's educational programs, support services, and other mission-related activities. (Physical facilities)

Institutional Mission Associations

- 5 Dalton State provides excellence in a learning environment dedicated to serving a diverse student body, promoting high levels of student achievement, and providing a range of educational and student life opportunities and appropriate academic support services.

Strategic Plan Associations

Dalton State College

1.2.4 Implement smart business practices to increase sustainability, reduce risk, ensure compliance with Board of Regents/state/federal regulations, and engage in evidence-based decision-making.

Related Measures

M 3: satisfaction survey

IRP provides satisfaction survey for services provide by Plant Operations.

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

Target:

80% of faculty, staff, and students will be satisfied with the custodial services provided by Plant Operations.

Related Action Plans (by Established cycle, then alpha):

Develop plans for improving existing interior facilities

Established in Cycle: 2012-2013

Plant Operations also met its target with respect to custodial services. As an ongoing improvement plan, the department will con...

Conduct periodic inspections to ensure that laboratories and classrooms are cleaned on regular basis.

Established in Cycle: 2013-2014

Conduct periodic inspections to ensure that laboratories and classrooms are cleaned on regular basis. This will address compla...

For full information, see the *Details of Action Plans* section of this report.

M 7: Custodial Walkthrough Check Sheet Results

The supervisor of custodial services walks through all buildings and reports on the effectiveness of the custodial staff.

Source of Evidence: Efficiency

Target:

For all custodial walkthroughs in a cycle, the supervisor will rate the custodial services she reviews as at least 80% satisfactory on average.

Finding (2015-2016) - Target: Met

According to the checklist of the Supervisor of Custodial Service, 70% of the walkthrough areas were rated satisfactory or better.

Related Action Plans (by Established cycle, then alpha):

Conduct more frequent surveys in areas were there are complaints.

Established in Cycle: 2013-2014

Conduct more frequent surveys in areas were there are complaints, such as frequency of cleaning in the Sequoya Hall.

Continue to perform inspections of campus to reduce and eliminate any hazards that may cause injuries.

Established in Cycle: 2013-2014

Continue to perform inspections of campus to reduce and eliminate any hazards that may cause injuries.

Checklist has been created to guide the supervisor to monitor and collect accurate data

Established in Cycle: 2015-2016

A checklist has been created to guide the supervisor to monitor and collect accurate data on the number of walkthroughs on campu...

For full information, see the *Details of Action Plans* section of this report.

Obj. 6: Manage recycling program

Manage recycling program to promote recycling through establishing agreements with outside vendors and increasing the awareness of recycling to the campus community.

Relevant Associations:

Standard Associations

SACSCOC 2012* Principles of Accreditation

2.11.2 The institution has adequate physical resources to support the mission of the institution and the scope of its programs and services. (Physical Resources)

3.3.1.2 administrative support services

3.11.1 The institution exercises appropriate control over all its physical resources. (Control of physical resources)

3.11.2 The institution takes reasonable steps to provide a healthy, safe, and secure environment for all members of the campus community. (Institutional environment)

3.11.3 The institution operates and maintains physical facilities, both on and off campus, that appropriately serve the needs of the institution's educational programs, support services, and other mission-related activities. (Physical facilities)

Institutional Mission Associations

6 Dalton State engages in public service through economic development and cultural activities that address the needs and improve the quality of life of the region.

Strategic Plan Associations

Dalton State College

1.2.4 Implement smart business practices to increase sustainability, reduce risk, ensure compliance with Board of Regents/state/federal regulations, and engage in evidence-based decision-making.

3.6 Goal VI: Increase efficiency, working as a System.

4.6 Dalton State will transform our campus culture to reflect our sense of community and institutional

pride.

Related Measures

M 6: Annual Recycling volume

Annual total volume recycled materials is recorded by Plant Operations and the contractor.

Source of Evidence: Existing data

Target:

The annual recycling volume will increase by 1% from the year before.

Finding (2015-2016) - Target: Met

Overall, because of added buildings including the residence hall, the volume of recycling has increased by about 5 percent from previous year volumes. For example, the quantity for cardboard or corrugated paper was 9,923 lbs; plastic was 1,167 lbs; aluminum cans was 60lbs; and sorted office waste paper was at 5,100 lbs. Information was provided by Caraustar, company contracted by College for recycling.

Related Action Plans (by Established cycle, then alpha):

Work with the Offices of Student Life and Residential Life to encourage student participation in the recycling program.

Established in Cycle: 2013-2014

Work with the Offices of Student Life and Residential Life to encourage student participation in the recycling program. These ar...

Ensure large labeling of containers to clearly identify recyclable products.

Established in Cycle: 2015-2016

Ensure large labeling of containers to clearly identify recyclable products to make it easy to separate out various recycling pr...

For full information, see the *Details of Action Plans* section of this report.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Continue to monitor water usage.

Although we met our targets for electrical and natural gas declines, water usage increased because of increased occupancy in residence halls plus start of construction for the new science building. The decline in water usage to meet target will be a challenge as the new science building becomes fully operational and increased use of water by student in residence halls. Yet we will monitor water usage on campus to determine where efficiencies can be improved to reduce water consumption.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Continuing efforts respond to customer requests

Continue to improve response times to work order request. To improve efficiency, Plant Operations will acquire an automated work order program (School Dude Work Order System) This improvement system will allow customers to enter work request on line and they will be routed directly to the appropriate mechanic. This will improve response times.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Continuing improvements in grounds maintenance

With respect to grounds maintenance, Plant Operations also met and even exceeded the target which shows the department is maintaining its commitment to maintaining and improving the quality of campus grounds. However, there is still room for improvement. As an action plan, the department will look at the comments concerning the department's services provided by the survey results and work to improve concerns and issues expressed. Also, the department will continue to conduct ongoing inspections to determine needed improvements and implement them.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: satisfaction survey | **Outcome/Objective:** Maintain the grounds

Responsible Person/Group: Director of Plant Operations Supervisor of Grounds Maintenance

Continuous improvements in physical plant maintenance

Plant Operations met and even exceeded targets which indicates the department is maintaining its commitment to maintaining and improving the quality of campus plant operations. However, there is still room for improvement. As an action plan, the department will look at the comments concerning the department's services provided by the survey results and work to improve concerns and issues expressed. Also, the department will continue to conduct ongoing inspections to determine needed improvements and implement them.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: satisfaction survey | **Outcome/Objective:** Respond to service request

Responsible Person/Group: Director of Plant Operations

Develop plans for improving existing interior facilities

Plant Operations also met its target with respect to custodial services. As an ongoing improvement plan, the department will continue to develop plans for the care and improvement of existing interior facilities

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: satisfaction survey | **Outcome/Objective:** Provide Custodial services

Responsible Person/Group: Director of Plant Operations Supervisor of Custodial Services.

Improved documentation of Preventative Maintenance

We have purchased a new computerized work order and preventative maintenance software program from School Dude. The programs is scheduled for initial implementation by the end of 2013.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: preventative maintenance schedules | **Outcome/Objective:** Preventative maintenance

Implementation Description: Have work order software installed and operational during second semester. Preventative maintenance software

Projected Completion Date: 07/2014

Responsible Person/Group: Plant Operations Staff

Additional Resources: Computers, printers and 1 FTE to populate data fields in Preventative Maintenance Program.

Improved services with use electronic assessment instrument

With the acquisition of the new work order program the custodial supervisor will be able to respond more rapidly to customer request.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Increase publicity about college recycling program.

Plant Operations will embark a number of strategies to increase campus awareness about the college's recycling program as the department is concerned about the decline in recycling. For example, one strategy will involve the Department of Marketing and communications to increase publicity about recycling on campus. another strategy will involve working with Student Life to increase student participation in the recycling program.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Continue to use the new work order program to better define the exact locations and attend to the request quickly.

Plant Operations will continue to use the new work order program to document time of response. This will enable the department to better define the exact locations and attend to the request quickly.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: work order request log | **Outcome/Objective:** Respond to service request

Conduct more frequent surveys in areas were there are complaints.

Conduct more frequent surveys in areas were there are complaints, such as frequency of cleaning in the Sequoia Hall.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Custodial Walkthrough Check Sheet Results | **Outcome/Objective:** Provide Custodial services

Conduct periodic inspections to ensure that laboratories and classrooms are cleaned on regular basis.

Conduct periodic inspections to ensure that laboratories and classrooms are cleaned on regular basis. This will address complaints about frequency of cleaing laboratories and classrooms.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: satisfaction survey | **Outcome/Objective:** Provide Custodial services

Continue to insure that college grounds are maintained to high standards.

Continue to insure that college grounds are maintained to high standards.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: satisfaction survey | **Outcome/Objctive:** Maintain the grounds

Continue to perform inspections of campus to reduce and eliminate any hazards that may cause injuries.

Continue to perform inspections of campus to reduce and eliminate any hazards that may cause injuries.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Custodial Walkthrough Check Sheet Results | **Outcome/Objective:** Provide Custodial services

Implement a computer generated preventative maintenance schedule

Plant Operations will implement a computer generated preventative maintenance schedule for major equipment to schedule and record maintenance activities.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: preventative maintenance schedules | **Outcome/Objective:** Preventative maintenance

Plant Operations will install an individual electrical meter to monitor electrical consumption on "new" Peoples Hall.

Plant Operations will install an individual electrical meter to monitor electrical consumption on "new" Peoples Hall.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Utility conservation | **Outcome/Objective:** efficiency of utility services

Request faculty and staff survey results about Plant Operations from the Office of Institutional Research.

Request faculty and staff survey results about Plant Operations from the Office of Institutional Research.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: satisfaction survey | **Outcome/Objective:** Respond to service request

Work with the Offices of Student Life and Residential Life to encourage student participation in the recycling program.

Work with the Offices of Student Life and Residential Life to encourage student participation in the recycling program. These are the two areas that offer the most opportunities to increase the volume of recycling on campus.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Annual Recycling volume | **Outcome/Objective:** Manage recycling program

Implement a new HVAC control system

Implement a new HVAC control system for campus to reduce energy consumption.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Improve the recording of response times

Improve the recording of response times to emergency and routine work requests by adding the entry and completion time on the work order request system.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Plant Operations will implement an in house satisfaction survey

Plant Operations will implement an in house satisfaction survey effective fall of 2016. This will provide a reliable means to assess customer satisfaction.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Provide training for Plant Operations staff

Provide training for Plant Operations staff to become more knowledgeable about the computerized maintenance system, resulting in a more efficient operation.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Public Safety will-----

Public Safety will-----

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Purchase wide area vacuums to improve efficiency of operations.

Purchase wide area vacuums to improve efficiency of operations.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

With the new housing, implement programs to increase recycling received from students.

With the new housing, implement programs to increase recycling received from students.

Established in Cycle: 2014-2015

Implementation Status: Planned

Priority: High

Checklist has been created to guide the supervisor to monitor and collect accurate data

A checklist has been created to guide the supervisor to monitor and collect accurate data on the number of walkthroughs on campus.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Custodial Walkthrough Check Sheet Results | **Outcome/Objective:** Provide Custodial services

Ensure adequate lighting across campus and provide lifting belts to staff

To help prevent trips, falls, slips and heavy lifting, the director of Plant Operations held on campus meetings with all staff to ensure that there is adequate lighting across campus and to provide lifting belts to staff to assist with heavy liftings.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Number of Physical accidents | **Outcome/Objective:** Maintain the grounds

Ensure large labeling of containers to clearly identify recyclable products.

Ensure large labeling of containers to clearly identify recyclable products to make it easy to separate out various recycling products. This means less waste as in the past it was difficult to identify all the recyclable products.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Annual Recycling volume | **Outcome/Objective:** Manage recycling program

Hire licensed tradesmen on staff to attend to emergency and non-emergency requests

Plant Operations will hire licensed tradesmen on staff to attend to emergency and non-emergency requests in order to speed up repair time instead waiting for contactors to arrive on sight.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: work order request log | **Outcome/Objective:** Respond to service request

Implement cross-training of existing staff

Implement cross-training of existing staff to improve their knowledge base and increase efficiency and responding to requests without hiring additional staff.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: preventative maintenance schedules | **Outcome/Objective:** Preventative maintenance

Institute an in-house Survey-Monkey survey starting first quarter of 2017

Plant Operations will institute an in-house Survey-Monkey survey starting first quarter of 2017 to ask faculty, staff, and students about satisfaction with Plant Operation's services.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: satisfaction survey | **Outcome/Objective:** Respond to service request

Replace HVAC unit in Library and Wescott Building, including Third Phase of gas line.

To address high consumption needs in gas and electrical and become more efficient, Plant Operations will replace HVAC unit in the Library and Westcott Building, including putting in a Third Phase of the gas line. This will be the final phase as all old gas lines will be replaced.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Utility conservation | **Outcome/Objective:** efficiency of utility services

Analysis Questions and Analysis Answers

What strengths and weaknesses did your assessment results show? In addition, please describe 2 to 3 significant improvements or continuous improvement measures you'll put in place as a result of your assessment findings.

Plant Operations had an interim director after current director retired. To be more efficient, the interim director initiated some changes, such as cross-training of staff and working within budgetary constraints. The department continues to maintain its current staff even though workload has increased. The department has focused on safety by having meetings to ensure that the campus is better served in critical areas such fire, electrical, and gas. Improvements have also being made in faster response to requests, building maintenance, HVAC, and energy management. Despite these improvements, the department still has to deal with some issues and challenges. These include roofs, water line failures,

electrical, and gas. The director will work with the vice president for fiscal affairs to look for ways to address these challenges in the years ahead. Already, the third phase of gas line replacement is underway as well as replacing the chiller in the Roberts Library and Health Professions buildings.