

Institutional Effectiveness Report

Assessment Summary

Administrative Unit: Physical Plant

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Assessment Cycle (academic or calendar year): Academic Year

Mission (related to VSU mission): *“Create a teaching and learning environment”*-- VSU Physical Plant directly supports the vision and mission of Valdosta State University. Stated in a simplified manner, VSU’s primary mission is teaching and learning – Physical Plant’s primary mission is to provide the “student centered learning environment” that supports the VSU mission and the Physical Plant strives to be a professional facilities management team within the university and as an integral part of the larger university team.

Assessment History (discuss here how and when the unit developed its current assessment program, what it used prior to starting that program to assess its effectiveness, etc.): Physical Plant has had a computerized maintenance management program for almost 20 years. It was not until Fall 2006 that the Physical Plant reorganized to put more emphasis on management of facilities data to improve operations performance. Prior to Fall 2006, data was collected, but the data was not accurate because it was not being recorded and maintained consistently. After the reorganization, Physical Plant began collecting work order data for service calls, reviewing preventative maintenance procedures, and accurately tracking utility data. VSU Physical Plant also began actively seeking customer feedback and recording results. Physical Plant now has reliable data for calendar year 2007 and 2008 and is improving on the data collection for 2009. This next year, physical plant will participate in the Association of Physical Plant Administrators (APPA) survey of college physical plant data. This will additional survey data will give the VSU benchmarks to compare data.

Goals for Unit: (1) Improve Service to University/Georgia Customers (2) Emphasize Cost Effective Operations and Implement Cost Savings (3) Document Policy and Procedures; Develop Clear Metrics (4) Communicate Better to Employees (4) Improve Working Conditions

Assessments (include when and to whom these are administered, and align goals with specific assessments):

Goal 1: Improve Service to University/Georgia Customers

- a. Work order tracking (weekly, monthly, annually)
 - 1) Service calls over 30 days old
 - 2) Preventative maintenance over 7 days old
 - 3) Number of hours used on service calls versus preventative maintenance
- b. Customer Service Surveys (monthly)
 - 1) Email Surveys
 - 2) Phone Calls
 - 3) Visits to University Directors

Goal 2: Emphasize Cost Effective Operations and Implement Cost Savings

- a. Track utilities usage and spending
- b. Track savings provided from budget reductions

Goal 3: Document Policy and Procedures; Develop Clear Metrics

- a. Plant Operations Policy Updated and Posted (Annual)
- b. Plant Safety Policy Updated and Posted (Annual)
- c. Develop Metrics Consistent With APPA Annual Survey (Annual)

Goal 4: Communicate Better to Employees: Generate clear and effective communication processes, tools, and methods; Create unity and consistency among the sub-units; Improve employee satisfaction

- a. Publish Newsletter
- b. Shop Safety Meetings (weekly)
- c. Area Meetings (monthly)
- d. Plant-wide Meetings (One per Semester)

Goal 5: Improve Working Conditions: Create effective employee development programs; Create a component based training program

- a. Number of Office Computers Per Employee
- b. Percentage of Training Hours per Employee Hours Available
- c. Unscheduled And Sick Leave Per Total Hours Available

2005-2006 (or 2005)

- Assessment Results (submit an electronic file of the data collected):
 - No Data Available
- Discussion/Dissemination of Results:
- Modifications Made:

2006-2007 (or 2006)

- Assessment Results (submit an electronic file of the data collected):
- Discussion/Dissemination of Results:
- Modifications Made:

2007-2008 (or 2007)

- Assessment Results (submit an electronic file of the data collected):
- Discussion/Dissemination of Results:
- Modifications Made:

Unit Director

Date

President/VP for Unit

Date

Adapted from: University of Alabama SACS site (<http://sacs.ua.edu/degreeInfo2.cfm?college=2&dept=50>);

University of Western Kentucky SACS Accreditation Review Process (<http://www.wku.edu/sacs/assessmentmanual.htm>) ; and

Mrs. Marila D. Palmer, VP-Executive Affairs & Planning, LeTourneau University, Presentation to 2008 SACS-COC Institute