



FRANCIS MARION UNIVERSITY
OFFICE OF FACILITIES MANAGEMENT
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2018 - June 30, 2019

DEPARTMENTAL MISSION STATEMENT: Be dedicated to maintaining a positive environment conducive to the educational needs of our students by working diligently in keeping the campus facilities and grounds clean and well maintained. Provide a variety of services to the University community which include construction of new facilities and renovation to existing facilities, vehicle dispatch/rentals, setups for special events, physical security/key control, and shipping/receiving.

Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
<p>1. Building Maintenance - Provide building repairs and renovations (craftwork, plumbing, electrical, welding, carpentry, painting, locksmith, roofing and HVAC) to existing facilities in a timely manner. Respond to routine and emergency Building Maintenance trouble calls.</p>	<p>A. Mitigate Trouble Calls upon notification. B. Maintain 95% closure rate on routine calls before close of business the day notified. C. Follow through on communicating results of repairs to end users. D. Keep building temperatures within the specified ranges. E. Improve all survey scores above 4</p>	<p>A. Review monthly work order status reports for developing trends and put in place actions to reach the 95% closure rate goal. Base Line - 100%; Benchmark - 95%; Target - 95% B. Meet with our HVAC contractor monthly to assess progress of work orders, preventive maintenance services, and additional services. Base Line - Meet Monthly; Benchmark - Meet Monthly; Target - Meet Monthly C. Review annual survey results from end users to assess how well we are communicating. Base Line - Temperature -3; Lights - 4; BLDG Finishes - 4; Lock and Key - 4; Benchmark - 4 in each area; Target - 4 in each area</p>	<p>A. 3332 work orders opened/3332 work orders closed for a 100% closure rate. Met Benchmark and Target B. Benchmark and target met C. Survey Results: Comfortable BLDG temperature - 3.1 - Did not meet Benchmark or target; Lights maintained - 4.2 - Met Benchmark and target; BLDG Finishes - 3.4 - Did Not meet Benchmark or target; Lock and Key Control - 4.3 - Met Benchmark and target</p>	<p>A. Set Benchmark and Target - 97% B. Maintain Benchmark and target at meet monthly. C. Target - all survey scores greater than or equal 4</p>



FRANCIS MARION UNIVERSITY
OFFICE OF FACILITIES MANAGEMENT
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2018 - June 30, 2019

<p>2. Construction / Renovation - Turning dreams into reality is the goal of the New Construction and Major Renovations department.</p>	<p>Complete New Construction and Major Renovation Projects on time and within the budget.</p>	<p>Review New Construction and Major Renovation projects with the VP for Business Affairs weekly. Make necessary adjustments to complete New Construction and Major Renovation projects on time and within the budget. Base Line - 100% of New Construction and Major Renovation Projects have been completed on time and within budget.; Benchmark - Maintain 100% of New Construction and Major Renovation Projects completion on time and within budget. Target - 100% of New Construction and Major Renovation Projects completion on time and within budget</p>	<p>6 New Construction/Major Renovation projects in progress during FY18-19. Benchmark and target met</p>	<p>Maintain Benchmark and Target.</p>
<p>3. Custodial Services - Clean the interiors of all campus buildings including classrooms, lecture halls, theaters, laboratories, library, offices, halls, stairs, elevators and other public areas as well as cleaning and restocking building restrooms on a regularly scheduled basis. Move items to the warehouse for storage or disposal, when requested. Respond to emergency situations resulting from fire, flood, or vandalism 24 hours a day 7 days a week.</p>	<p>A. Increase and maintain a satisfaction level of student and staff population with the cleanliness and visual attractiveness of campus buildings. B. Decrease the number of any complaints associated with cleanliness. C. Improve all Survey scores above 4.30</p>	<p>A. Monitor, review, and act on work orders, emails, phone calls, and other correspondence associated with custodial issues. Base Line - 562 work orders opened/562 work orders closed; Benchmark - 100% closure rate; Target - 100% closure rate B. Train custodial staff to maintain the levels of cleanliness expected. Base Line - All personnel trained to maintain; Benchmark - All personnel trained to maintain; Target - All personnel trained to maintain C. Review annual survey results from end users to assess how well we are performing. Base Line BLDG Interior Cleaning - 4 and Exterior Cleaning - 4; Benchmark - maintain survey scores greater than or equal to 4; Target - Maintain survey scores greater than or equal to 4</p>	<p>A. 389 work orders opened/389 work orders closed for a 100% closure rate. Target met B. Supervisors provided training and coaching each workday to personnel. Target met C. Survey Results: BLDG Interior Cleaning - 4.1; BLDG Exterior Cleaning - 4.1. Target met.</p>	<p>Maintain Benchmark and Target</p>



FRANCIS MARION UNIVERSITY
OFFICE OF FACILITIES MANAGEMENT
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2018 - June 30, 2019

<p>4. Events Support / Setups - Coordinate physical and personnel support for various University and Community sponsored events held on the campus of Francis Marion University. Provide tables, chairs, tents, stages, sound systems, and/or other such commodities as are available upon request.</p>	<p>A. Ensure Campus Event Service Request forms are clearly understandable to complete, and are readily available for staff and student groups. B. Increase and maintain a satisfaction level of staff, student, and community members with regards to campus events.</p>	<p>A. Daily review and monitor completed campus event forms. Base Line - Campus Event forms reviewed daily; Benchmark - Review daily; Target - 100% daily review of Campus Event Forms B. Communicate with the end user point of contact to ensure that expectations are met, and that issues are resolved well before the event is to take place. Base Line - All event expectations met with great communication. ; Target - Completing all setup requests expectation with great communication C. Embrace and monitor end user feedback as to the overall performance of the event setup personnel. Base Line - used feedback form end user to improve future setup.; Benchmark - used feedback from end user to improve future setup.; Target - Continue to use feedback from end user to improve future setup</p>	<p>A. 379 Service request completed in FY 2018-19. Benchmark and target met B. Communicated with end user to ensure that expectations were met. Benchmark and Target met. C. Used feedback from the end user to improve future setups. Benchmark and Target met.</p>	<p>Maintain Benchmark and Target</p>
<p>5. Grounds Maintenance - Work effortlessly to maintain an estate like campus appearance.</p>	<p>A. Increase and maintain a satisfaction level of student and staff population with the cleanliness and visual attractiveness of campus grounds. B. Decrease the number of any complaints associated with grounds maintenance. C. Improve all Survey scores above 4.</p>	<p>A. Monitor, review, and act on work orders, emails, phone calls, and other correspondence associated with grounds maintenance issues. Base Line - 494 work orders open/494 work orders closed; Benchmark - 100% work order closure rate; Target - 100% work order closure rate B. Train grounds maintenance staff in planting, pruning, fertilization and irrigation. Base Line - All staff trained; Benchmark - All staff trained; Target - All staff trained C. Review annual survey results from end users to assess how well we are performing. Base Line - GRDS Main. -4 and Walkways, Streets, and parking Lots - 4; Benchmark - Survey scores great than or equal to 4; Target - Survey scores greater than or equal 4</p>	<p>A. 45 work orders opened/45 work orders closed for a 100% closure rate. Met Benchmark and Target B. Supervisors provide training and coaching each workday to personnel. Met Benchmark and Target C. Survey Results: GRDS Maintained - 4.2; Walkways, Streets, and Parking Lots maintained - 4.2. Met Benchmark and Target</p>	<p>Maintain Benchmark and Target</p>



FRANCIS MARION UNIVERSITY
OFFICE OF FACILITIES MANAGEMENT
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2018 - June 30, 2019

<p>6. Physical Security/Key Control Provide and monitor keyed access to each facility on campus.</p>	<p>A. Zero Campus Security issues due to unauthorized key access B. Maintain Survey scores above 4.</p>	<p>A. Coordinate with Human Resources to ensure all keys are returned by departing employee. Base Line - All keys returned; Benchmark - All Keys returned; Target - All keys returned B. Coordinate and get approval from department heads on which keys their personnel will receive. Base Line - Coordinated and got approval from DH's; Benchmark - Coordinated and get approval from DH's; Target - Continue to coordinate and get approval from DH's C. Review annual survey results from end users to assess how well we are performing.</p>	<p>A. Coordinated with HR to ensure all keys were returned by departing employees. Met Benchmark and Target B. Coordinated and got approval from department heads on which keys their personnel would receive. Met Benchmark and Target C. Survey results: 4.3. Met Benchmark and Target</p>	<p>Maintain Benchmark and Target.</p>
<p>7. Shipping / Receiving / Warehousing - Provide daily shipping and receipt of goods through FED-X, UPS, Airborne, and other shipping providers as needed. Provide storage space for University equipment and supplies.</p>	<p>A. Provide accurate and prompt receipt and delivery of goods to the University end-user. B. Survey scores above 4.</p>	<p>A. Monitor Shipping and receipt log daily to ensure all goods are shipped and delivered in a timely manner. Base Line - Shipping and Receiving monitor daily; Benchmark - Monitor Shipping and receipt log daily to ensure all goods are shipped and delivered in a timely manner. : Target - Monitor Shipping and Receipt log Daily to ensure timely delivers B. Review annual survey results from end users to assess how well we are performing. Base Line - 4; Benchmark - 4 or greater; Target - 4 or greater</p>	<p>A. Delivery/Receipt of Packages for FY 2018-19: 17,501 packages. Met Benchmark and Target B. Survey Results: 4.7. Met Benchmark and Target</p>	<p>Maintain Benchmark and Target.</p>
<p>8. Vehicle Reservations / Rentals Provide vehicle transportation to the University community traveling on University business by coordinating vehicle delivery and return, prepare information packets (what to do in case of a breakdown, an accident, fueling card, and contact numbers) in advance of the scheduled departure date.</p>	<p>A. Coordinate vehicle delivery and return, prepare information packets (what to do in case of a breakdown, an accident, fueling card, and contact numbers) in advance of the scheduled departure date for all University community traveling on University business B. Survey scores above 4</p>	<p>A. Monitor our Travel Request file daily to ensure we meet all University Community Travel Requests. Base Line - Met all University Community Travel Requests; Benchmark - Met all University Community Travel Requests; Target - Continue to meet all University Community Travel Requests B. Review annual survey results from end users to assess how well we are performing. Base Line - 4; Benchmark - 4 or greater; Target - 4 or greater</p>	<p>A. 122 Travel Requests processed in FY 2018-19 with no issues. 100% were processed on time with no issues. Met Benchmark and Target B. Survey Results: 5.4. Met Benchmark and Target.</p>	<p>Maintain Benchmark and Target</p>