

Fall 2008 Program Review Evaluation

Name of Program:	Facilities Management
Name of Unit:	Facilities
Name of Area:	Administrative Services
Date Completed:	01/26/2009

Program's Mission Statement

Commendation: The program is to be commended for their commitment to quality service to students, faculty and staff.

Recommendation: The committee suggests incorporating sustainability and environmentally friendly strategies in the mission statement. Reword the mission statement and develop a statement that is reflective of “green practices” as well as goals and activities the department will engage in to work toward a determined vision.

Program Outcomes

Recommendation: The responses in this section appear to be too broad and not measurable. The committee suggests that the department communicate and collaborate with other campus committees (i.e. Work Environment Committee) to help with identification of campus issues. To include specific details about what the program intends to produce for key constituencies, the level of quality the program desires to accomplish and the overarching outcomes that will contribute to the accomplishment of the program’s mission.

Program's Characteristics, Performance, and Trends

The department has given an accurate analysis of the departmental performance and trends; however, there are no specific plans for addressing the issues outlined (i.e. lack of staffing due to budgetary constraints).

Commendation: The Associate VP is to be commended for his diligence in sustaining daily functions for the various departments even in the absence of adequate staffing.

Recommendation: Develop a plan for maintaining and/or improving services in the current fiscal climate.

Program's Strengths and Weaknesses

The committee is interested in additional information about the partnership program with OSS (for specialty desks) as this is a new endeavor unknown to any of the members of the committee. Although the review document notes the positive satisfaction of Facilities and Operations staff, the committee notes that the faculty as well as student surveys elicited negative results as related to satisfaction with campus facilities (specifically: restrooms and campus grounds cleanliness). Also, the committee advises using caution when interpreting and comparing data since Facilities Administration received 4 responses in total and Operations received 37 responses. Additionally, in the student survey results the committee notes that the thing that the students would like most to see changed is a) clean and maintain bathrooms (367 responses) and b) clean campus (151 responses), which should be of particular importance to the department since the students are on of the constituencies that the department seeks to satisfy. The committee recommends review of the statement about all campus facilities been ADA compliant for accuracy.

Recommendation:

Investigate a mechanism to address the problem of excessive absences by custodial staff, and develop a plan for implementation.

Develop a plan for replacement of staff vacancies.

The committee notes that there is no computerized system for work order processing and believes this is a weakness of the department. Therefore, we recommend that the department develop and implement an action plan to utilize the MP2 system (we currently own) or acquire a new system (i.e. TAMIS) for use in the facilitation of a computerized process.

Program's Opportunities and Challenges

The committee found this section too brief. While it addresses challenges and opportunities related to future facilities under construction, it does not address current challenges and issues of existing campus facilities and custodial operations.

Recommendation: this section should be expanded to include current challenges the campus is facing in light of budget constraints, as they affect existing buildings, and what is the plan to take advantage of existing opportunities.

Evaluation of Program's Performance

The committee notes that "Challenges" should mention the results of staff satisfaction surveys for both Operations and Physical Plant. Within Operations, the survey shows that 55% disagree that faculty and staff appreciate their work, 52% feel they have limited opportunity to provide ideas, 57% do not feel their concerns are handled appropriately, and 56% do not feel they have adequate or appropriate equipment. Moreover, the concerns of Physical Plant parallel those of Operations, regarding these same four issues. These seem to be significant challenges, which the department needs to address.

The evaluation cited a staff survey and cited an improvement in the rating from 2.78 to 2.90 for a very short period, from Fall 2007 to Summer 2008. This is a small and somewhat insignificant part of the whole picture; for example the faculty survey for that same period was 2.47, but that is not cited. The overall trend seems to be negative, not positive, and this should be honestly presented.

The surveys also show that 42% of faculty and 29% of staff are dissatisfied with custodial operations. We feel this is a significant point, which should be addressed.

Students listed cleanliness of bathrooms as their #1 concern and cleanliness of the campus as their # 5 concern, in the open-ended question responses. Again, a very significant point that should be addressed, and not glossed over.

The department attributes student dissatisfaction with the campus to Proposition A/AA construction, but the committee sees that as a deflection--students as well as faculty and staff are generally understanding of the changes to the campus due to construction, but are concerned about unclean bathrooms, classrooms, offices, and grounds, as has been the case prior to any construction.

Program's 3-5 Year Strategic Directions

Goal #2 is too complex and multi-faceted, and should be broken up into separate items that are measurable: administration of capital outlay projects, ensuring consistent customer service, and enforcing policies and procedures.

Goals of establishing cleaning schedules, providing training and better equipment, and establishing consistent customer service, are valuable, but all seem to be top-down solutions. The committee suggests that improvements need to come from the bottom up, incorporating solutions to the problems indicated by the staff satisfaction survey for both Operations and Physical Plant. The committee recommends addressing communication via staff meetings, retreats, team-building, and joint problem solving to work on issues collectively.

While goals and objectives are appropriate, there is no reference to the issues they deal with under the Strengths and Weaknesses and/or Opportunities and Challenges sections. The committee suggests that all issues be incorporated and noted in previous sections, for consistency.

Individuals Who Participated in Developing this Plan

1. Acuna, Belinda
2. Webber, Kalynda
3. Abramian, Susana
4. Robinson, Robin