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## Academic Unit Report - Facilities Services [Effective 2018]

University of South Florida St. Petersburg

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# AUR - Facilities Services

## AUR - Facilities Services

<i>Outcome/Objectives</i>	<i>Means of Assessment</i>	<i>Findings</i>	<i>Use of Findings</i>
<p><b>Improve First Impressions</b> - Both student success and employee/staff morale are affected by first impressions of those who encounter our campus. Providing an aesthetically pleasing campus, having the spaces in which people work and learn be clean, functional and comfortable, etc.</p> <p><b>Outcome/Objective Status:</b> Active  <b>Planned Assessment Year:</b> 2018 - 2019, 2019 - 2020, 2020 - 2021, 2021 - 2022</p>	<p><b>Ongoing Activity</b> - During this first year, we were working on initiatives as directed by leadership; reactive work. Beginning with next year, we will be working on initiatives that will have been developed by staff and administrative leadership through planning sessions.</p> <p><b>* Criterion for Success:</b> Soliciting feedback from our users has been our criterion initially. A survey to our users will be incorporated into our new work order system next year and that feedback will be used to measure success towards this initiative.</p> <p><b>* Person(s) Responsible:</b> Jim Waechter, Director</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Conclusion:</b> Meets Expectations                      This is a work in progress, although significant improvements have been made. (06/22/2019)  <b>Analysis of Findings:</b> Still more work to do. This initiative will be limited only by available resources, and we will have to establish satisfactory levels that we wish to maintain.</p> <hr/> <p><b>Reporting Period:</b> 2018 - 2019  <b>Conclusion:</b> Meets Expectations                      We have received a significant amount of positive feedback relative to the appearance of our exterior spaces. The same is not true for our interior spaces. This is primarily due to our lack of control of our HVAC systems and their inability to maintain appropriate building temperatures. (04/04/2019)  <b>Analysis of Findings:</b> The investment in our building management system this year will allow us to make measurable improvements in the area of space comfort.</p>	<p><b>Use of Findings:</b> We'll continue to identify opportunities to improve first impressions, but emphasizing that these identifications will be encouraged to be made by front line staff instead of waiting for senior administration to request them. (06/22/2019)</p> <hr/> <p><b>Use of Findings:</b> Our new HVAC Technician position, along with a soon-to-be-hired Controls Technician, will allow us to make significant improvements on the comfort and quality of our interior spaces. (04/04/2019)</p>
	<p><b>Ongoing Activity</b> - Increase the expenditure of resources directed towards improving first impressions; landscaping improvements, exterior painting, parking lot improvements, sidewalk and building cleaning.</p> <p><b>* Criterion for Success:</b> Monitor those expenditures and measure against previous years for work expended in those areas.</p> <p><b>* Person(s) Responsible:</b> Jim</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Conclusion:</b> Inconclusive                      Measurement of resources expended is currently underway as part of year-end fiscal analysis. Will be reported after year-end. (06/22/2019)  <b>Analysis of Findings:</b> This year's expenditures of resources will be measured against past years and used as a measure for future years as well.</p>	<p><b>Use of Findings:</b> After analysis of expenditures, we will identify a "leveling off" point at which we want to limit expenditures towards this initiative. (06/22/2019)</p>

Outcome/Objectives	Means of Assessment	Findings	Use of Findings
<p><b>Change the Culture</b> - Shift the overall culture of the Facilities department from one of reacting to problems and requests to being proactive in order to reduce the number of reactive activities.</p> <p><b>Outcome/Objective Status:</b> Active</p> <p><b>Planned Assessment Year:</b> 2018 - 2019, 2019 - 2020, 2020 - 2021, 2021 - 2022</p>	<p>Waechter, Director</p> <p><b>Ongoing Activity</b> - First: We assess every work request to determine how, as we respond to this request, we can prevent it from happening in the future.</p> <p><b>* Criterion for Success:</b> Difficult to measure, but Incorporate the appropriate mindset in to the problem-solving process of our technicians: "While we're correcting this issue, what can be done to prevent it in the future?"</p> <p><b>* Person(s) Responsible:</b> Jim Waechter, Director</p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Conclusion:</b> Meets Expectations</p> <p>Over the past several months, we meet to discuss various work requests, and as we develop plans to respond, we intentionally discuss a means of delivering a solution that will mitigate follow-up requests of a similar nature. (06/22/2019)</p> <p><b>Analysis of Findings:</b> Just getting started. The upcoming year should see a significant improvement in this area.</p>	<p><b>Use of Findings:</b> The new mindset works, but needs to shift from the Director to the Managers and Supervisors. This is a work in progress. (06/22/2019)</p>
	<p><b>Ongoing Activity</b> - Second: With the implementation the new work order system in FY 2020, we will be able to begin tracking the percentage of work orders that are reactive compared to those that are proactive/preventive.</p> <p><b>* Criterion for Success:</b> Work towards an increase in the number of proactive/preventive work orders and a reduction in the number of reactive work orders.</p> <p><b>* Person(s) Responsible:</b> Jim Waechter, Director</p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Conclusion:</b> Pending</p> <p>This culture shift about how we approach our work will be driven largely by the implementation of the new FAMIS work order system, beginning in July, 2019 (06/22/2019)</p> <p><b>Analysis of Findings:</b> We'll begin using the new system in July. Positive results should follow shortly thereafter.</p>	<p><b>Use of Findings:</b> Our entire approach to our work will change for the better with the implementation of the new FAMIS system. Starting, July, 2019 (06/22/2019)</p>