2017-2018 Assessment Cycle VPAF_Facilities Management

Mission (due 12/4/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / VP and Program / Department Mission

Mission of College or VP-area
Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."
We provide high-quality, cost-effective services in support of the research, education, and service missions of the University of Louisiana at Lafayette.

The Division is responsible for the University's physical environment and business operations that contribute to providing exceptional experiences for our students, faculty, staff, and visitors.

Mission of Program / Department
Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."
The Department of Facility Management is responsible for the overall maintenance and operation of the campus buildings, grounds and equipment on the UL Lafayette campus. In many ways, Facility Management acts as the backbone of daily campus operations. Our efforts ensure that students and faculty pursue their academic interests in a friendly, comfortable and attractive environment. These essential duties must be executed in a discreet and timely fashion in order to prevent the disruption of normal campus activities. We strive to provide such assistance while providing good relations with both the University and general public.

Attachment (optional)
Upload any documents which support the program / department assessment process.

Assessment Plan (due 12/4/17)
Assessment Plan (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	Maintain Tree Campus USA status(Imported)

Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion	Attachments
Direct - Certification (Other)	70%...	

Goal/Objective	Maintain moveable property accountability of at least 99%.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion	Attachments
Direct - Annual audit of inventory records (Other)	Maintain moveable property accountability of at least 99%.	

Goal/Objective	Reduce elevator call backs throughout campus(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion	Attachments
Indirect - Benchmarking		

Goal/Objective	Maintain energy consumption at the previous year's level(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Assessment Measures			
	Assessment Measure	**Criterion**	**Attachments**
	Indirect - Benchmarking		

Goal/Objective	Maintain work order completion rate of at least 90%(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion	Attachments
Indirect - Benchmarking		

Program / Department Assessment Narrative

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:
1) What strategies exist to assess the outcomes?
2) What does the program/department expect to achieve with the goals and objectives identified above?
3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
4) What is the plan for using data to improve student learning and/or operations?
5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

Assessment Process

Results & Improvements (due 9/15/18)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Maintain Tree Campus USA status(Imported)

Goal/Objective	Maintain Tree Campus USA status(Imported)
Legends	OO - Outcome/Objective (administrative units);

Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion
Direct - Certification (Other)	70%...

Assessment Findings	

Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Direct - Certification (Other)	Has the criterion 70%... been met yet? Met	Tree Campus USA committee has granted us certification for 2018		

Assessment List Findings for the Assessment Measure level for Maintain moveable property accountability of at least 99%.(Imported)

Goal/Objective	Maintain moveable property accountability of at least 99%.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion
Direct - Annual audit of inventory records (Other)	Maintain moveable property accountability of at least 99%.

Assessment Findings	

Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Direct - Annual audit of inventory records (Other)	Has the criterion Maintain moveable property accountability of at least 99%. been met yet? Met	During the annual audit of state tagged equipment we were able to account for 99.5% of all state		

		owned moveable property.		

Assessment List Findings for the Assessment Measure level for Reduce elevator call backs throughout campus(Imported)

Goal/Objective	Reduce elevator call backs throughout campus(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	<table><tr><th>Assessment Measure</th><th>Criterion</th></tr><tr><td>Indirect - Benchmarking</td><td></td></tr></table>
Assessment Findings	<table><tr><th>Assessment Measure</th><th>Criterion</th><th>Summary</th><th>Attachments of the Assessments</th><th>Improvement Narratives</th></tr><tr><td>Indirect - Benchmarking</td><td>No data has been entered.</td><td>A look back at the past three years data shows that the annual callback per elevator is right at 1.9 callbacks per unit. This years callback data shows a slightly elevated callback rate of 2.08 callbacks per unit. This increase is likely due to the changes in safety standards regarding the elevators we have on campus and various upgrades in to elevator equipment. We would expect to see this number decrease over the next few years.</td><td></td><td></td></tr></table>

Assessment List Findings for the Assessment Measure level for Maintain energy consumption at the previous year's level(Imported)

Goal/Objective	Maintain energy consumption at the previous year's level(Imported)
Legends	OO - Outcome/Objective (administrative units);

Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion
Indirect - Benchmarking	

Assessment Findings	

Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Indirect - Benchmarking	No data has been entered.	After looking at the energy consumption from last year as compared to this year there was a .006% decrease over last years energy consumption. Taking into consideration that other than retrofitting some security lighting to LED there was really no major energy conservation projects completed. Also, the fact that we added some additional security lighting where there was none before, we were able to hit our target of maintaining the university's energy consumption from the previous year.		

Assessment List Findings for the Assessment Measure level for Maintain work order completion rate of at least 90%(Imported)

Goal/Objective	Maintain work order completion rate of at least 90%(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	
Assessment Measures	

Assessment Measure	Criterion
Indirect - Benchmarking	

	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Assessment Findings	Indirect - Benchmarking	No data has been entered.	This year the completion rate of work orders came in at 87.14% lower than our goal of 90% completion. After looking at the data it became apparent that the reduced completion rate was due to the inability to close out all work orders from the prior year. After removing the rolled over work orders from last year we came in at a 92.4% completion rate. Moving forward we will strive to complete all work orders by years end in order to start with a clean sheet.		

Reflection (Due 9/15/18)

Reflection

The primary purpose of assessment is to use data to inform decisions and improve programs and operations; this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. Recalling this purpose, respond to the questions below.

1) How were assessment results shared in the program / department?
Please select all that apply. If "other", please use the text box to elaborate.
Distributed via email
Presented formally at staff / department / committee meetings (selected)
Discussed informally
Other (explain in text box below)

Results were gathered and discussed by the various managers that oversee each criteria. We were able to establish a game plan to move forward in the upcoming year to meet or exceed the stated expectations.

2) How frequently were assessment results shared?

Frequently (>4 times per cycle)
Periodically (2-4 times per cycle)
Once per cycle (selected)
Results were not shared this cycle

3) With whom were assessment results shared?
Please select all that apply.
Department Head (selected)
Dean / Asst. or Assoc. Dean
Departmental assessment committee (selected)
Other faculty / staff (selected)

4) Consider the impact of prior applied changes. Specifically, compare current results to previous results to evaluate the impact of a previously reported change. Demonstrate how the use of results improved student learning and/or operations.

By looking at the changes from last year to this year we were able to identify areas where improvements could be made both in tracking the item we are assessing as well as the performance of the item. This will lead to more precise data and also help quantify the performance of our inhouse shops/employees.

5) Over the past three assessment cycles, what has been the overall impact of "closing the loop"? Provide examples of improvements in student learning, program quality, or department operations that are directly linked to assessment data and follow-up analysis.

We are able to see how productive our shops are and evaluate their performance of work. We are also able to see how our adjustments from previous years affect the performance of a particular goal which gives us data we can use in any future decision making processes.

Attachments (optional)
Upload any documents which support the program / department assessment process.