

Assessment Cycle 2023-2024

Plant Services

Prepared by: Tiffany Summerlin

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Approved by: Jennifer Kelly

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Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

University Affairs is a diverse group of innovative and talented professionals who provide quality facilities, maintenance, and management services in support of education and research at Northwestern State University. We are committed to being fully responsive to the needs of faculty, students, staff, and the public, who are our customers. The division of University Affairs strives to cooperate with all campus constituents to provide a functional, safe, and efficient facilities operation for the University.

The **University Plant Services Department** is a service department with the mission of offering continuous quality services to the university, to enhance student life and learning. The University Plant Services Department of Northwestern State University is responsible for providing asset/space management, central receiving and shipping, and property control/state inventory reporting for the Natchitoches campus, as well as Leesville and Shreveport campuses. Plant Services also houses an inventory of supplies in our on-site warehouse, to provide immediate access to materials for NSU Physical Plant employees to use on our campuses.

Plant Services

Service Outcomes:

SO 1. Ensure the Plant Services Department engages in an annual inventory of all taggable supplies and equipment belonging to this institution.

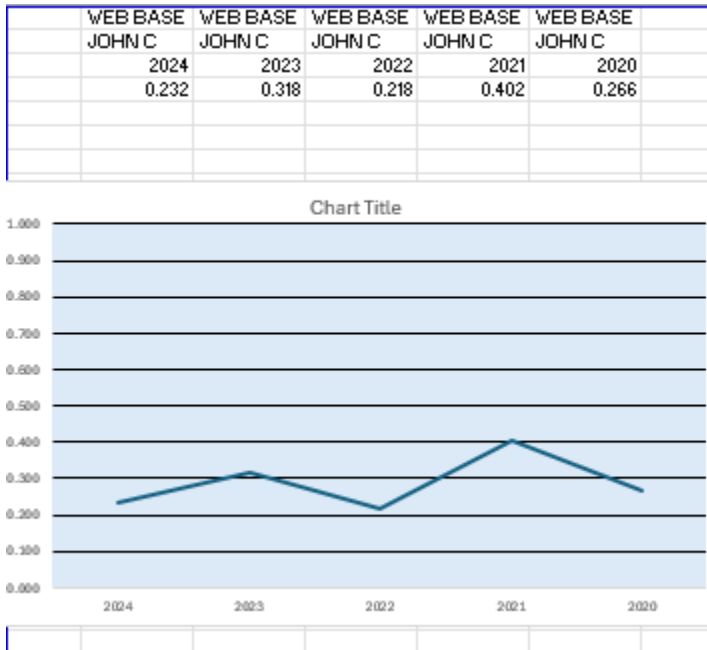
Measure 1.1 Target is to conduct at least one comprehensive inventory review annually achieving 99% accountability, thereby fulfilling one of the requirements for property certification with the State of Louisiana Property Assistance Agency. A 1% variable is both expected and allowable for the strategic plan. This is the reason for the 99% goal.

Finding. Target was met.

Analysis. In 2022-2023 the target was met. Based on the analysis of the 2022-2023 results the following changes were implemented in AC 2023-2024 according to the plan

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of action from 2022-2023. Bi-monthly campus-wide Messenger emails were sent to property custodians reminding them of proper forms that must be submitted to property control before moving state property. This included surplus, location changes, and donations. As a result of these changes, in 2023-2024, the target was met. Plant Services assisted departments in locating items on their annual inventory reports, which had been moved by the department since last year's audit. This year's inventory of unlocated items was .232%, which is within the requirement of 1%.



Decision. Based on the analysis of the 2023-2024 results, in 2024-2025 the following changes will be implemented to drive continuous improvement. Property Control will train employees in Movable Property form management by email/phone as needed. The Property Control area will monitor campus inventory departmentally during the year. The goal is to maintain 99% accountability so the requirement will be met by the State of Louisiana. Property Control will perform random spot checks on inventory throughout the year to improve.

SO 2. Supplying parts, materials, and equipment to the Physical Plant to support daily campus work orders.

Measure 2.1 Stock and supply all parts, materials, and equipment for Physical Plant workers so they may complete their work orders promptly. If materials are not on hand, they will be secured from vendors, by the warehouse supervisor, purchased then supplied to the employee for repairs.

Finding: Target was met.

Analysis. In 2022-2023 the target was met. Based on the analysis of the 2022-2023 results the following changes were implemented in AC 2023-2024 according to the plan

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of action from 2022-2023. The Warehouse Manager followed trends on those items most frequently used and kept those items in stock. As a result, in 2023-2024, these items were for immediate availability to the maintenance workers, and workers' orders were completed promptly. The warehouse inventory reflects a 76% turnover rate for the current year.

Decision. Based on the analysis of the 2023-2024 results, in 2024-2025 the following changes will be implemented to drive continuous improvement. The Warehouse Manager will stock the Warehouse with required and affordable items for the next year. The Warehouse Manager will survey items bought outright from local vendors to keep viable items in stock and will also work closely with the Trades Supervisors to identify new items for stock. This will improve workflow and timeliness in completing work orders. The goal for the next year is to maintain an inventory turnover rate of 75% or better.

Measure 2.2 After annual Warehouse inventory, surplus all Warehouse items that are old, outdated, and unused.

Findings. Target was met.

Analysis. In 2022-2023 the target was introduced. Based on the analysis of the 2022-2023 results the following changes were implemented in AC 2023-2024 according to the plan of action from 2022-2023. The Warehouse Manager manages three warehouses consisting of a main warehouse and two outside warehouses. The goal for this year was to surplus the two outside warehouses and eliminate 5% of dead items. As a result, in 2023-2024, the goal was met and surpassed with 15% being surplus and removed for easier inventory tracking and organization.

Decision. Based on the analysis of the 2023-2024 results, in 2024-2025 the following changes will be implemented to drive continuous improvement. The Warehouse Manager will continue to surplus old and unused items for all warehouses. The plan is to surplus 5% per year until the old stock is depleted.

SO 3. The Asset Management/Space Utilization area will report all changes in the annual Board of Regents report (space utilization).

Measure 3.1 Report annually to the University Institutional Research Director, all changes in NSU Space Utilization. These updates are requested of departments across campus and compiled into a single report. Included in reporting are changes in square footage, changes in space utilization, and correct coding, according to the Board of Regents coding system.

Finding. Target was met.

Analysis. In 2022-2023 the target was met. Based on the analysis of the 2022-2023 results the following changes were implemented in AC 2023-2024 according to the plan

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of action from 2022-2023. The information was gathered, organized, and submitted to the Institutional Research Office. As a result, it was submitted to the Board of Regents and accepted as complete for determining space utilization for our campus. During the analysis, the University Institutional Research Director and the Space Utilization Manager enacted a project to oversee the accuracy of the square footage of NSU campus buildings. The goal was to review two buildings per year. This goal was met as both the Facility Services Complex and Caspari Hall were measured for the 2023-2024 cycle.

Decision. Based on the analysis of the 2023-2024 results, in 2024-2025 the following changes will be implemented to drive continuous improvement. The measure will be used to show communication with departments across campus to report any changes in buildings, classrooms, offices, and special spaces. Both the University Institutional Research Director and the Space Utilization Manager agree to continue to record proper accuracy of square footage for all NSU-owned properties. The goal is two or three buildings per year until all buildings are measured.

Comprehensive summary of key evidence of improvement based on analysis of results. The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2023-2024. These changes are based on the knowledge gained through the AC 2022-2023 results analysis.

SO	Measure	Key Evidence
1	1.1	Movable Property forms for relocation and/or surplus of equipment and other state items increased accountability for property custodians and has thereby resulted in a lower number of unlocated items on the annual LPAA property inventory report.
2	2.1	The NSU Warehouse stocked a better inventory supply, so Physical Plant workers completed campus work orders promptly.
2	2.2	The NSU Warehouse will surplus old, outdated items after annual inventory.
3	3.1	The Asset Manager reported building changes to the Board of Regents annually.

Plan of Action Moving Forward.

SO	Measure	Plan
1	1.1	Monitor campus inventory and surplus.
2	2.1	Stock Warehouse with items needed for campus work orders.
2	2.2	Surplus outdated, unused warehouse inventory.
3	3.1	Report annually to Board of Regents on Space Utilization for NSU Campus.

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