

## Assessment Cycle 2024-2025

### Physical Plant

Prepared by: Dale Wohletz

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Approved by: Jennifer Kelly

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**Northwestern State University Mission.** Northwestern State University is a responsive student-oriented institution committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. With its certificates, 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 Mission.** 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. University Affairs is committed to being fully responsive to the needs of faculty, students, staff and the public, by the Physical Plant, Capital Outlay Office, Grounds and Custodial Services, Environmental Health and Safety, University Police, ADA Compliance and International Student Services.

**Physical Plant Mission.** Physical Plant Department of Northwestern State University exists to provide high-quality services for the enhancement of student life and learning as well as improvement of the University's overall physical environment. Our goal is to meet the expectations of our community members on campus and to provide services necessary to maintain and strategically improve the campuses so that students and faculty can pursue activities in a comfortable and attractive environment. Our promise to the NSU community is that we will assist in any way to enhance activities and the environment while keeping you informed of our progress. All the essential actions must be completed in timely and discreet manner to prevent unnecessary disruptions of normal campus activities.

**Methodology:** The Assessment process includes:

- (1) Data is collected by the Physical Plant.
- (2) The Physical Plant will analyze the information collected to determine the outcomes.
- (3) Results from the assessment will be discussed with the appropriate staff.
- (4) The Physical Plant Director will propose changes to measurable outcomes and assessment tools for the next assessment period as needed for service changes.

## Assessment Cycle 2024-2025

### Service Outcomes:

**SO 1:** Ensure Physical Plant staff are trained for safety and risk management purposes.

**Measure 1.1** All Physical Plant staff will complete ORM-mandated training and safety course. Target: 100% completion, as documented on file

**Findings.** Target was met.

**Analysis.** In 2023-2024 the target was met. Based on the analysis from the 2023-2024 results the following changes were implemented to in AC 2024-25 according to the plan of action from 2023-2024. All Physical Plant staff were to complete the ORM -mandated training. Training and tests required are Driver's Safety , Blood Borne Pathogen's and Lock out Tag out. We have an open communication with E.H.S officer to make sure we are updated on any new regulations and requirements that are mandated by the State. As a result, we met the 2024-2025 goals. As new employees are hired, they will be required to complete the required tests. Also, if the state required new tests employees will be required to keep up to date on these requirements.

**Decision.** Based on the analysis of the 2024-2025 results, in 2025-2026 the following changes will be implemented to drive continuous improvement. We will stay current with any new requirements issued by the State ORM office to ensure that compliance efforts are met. The records of employees are kept in the EHS

**SO 2:** The Physical Plant will maintain the efficiency of equipment and decrease downtime by completing all scheduled and required maintenance on equipment.

**Measure 2.1.** The Physical Plant Director and Utilities Superintendent will establish a maintenance schedule for the equipment. Target: This record will be updated annually.

**Findings.** Target was met.

**Analysis.** In 2023-2024 the target was met. Based on the analysis of the 2023-2024 results the following changes were implemented to in AC 2024-25 according to the plan of action from 2023-2024. As new equipment was brought on-line it was added to the maintenance schedule. With the scheduled service of equipment we have seen a significant drop in equipment down time.

**Decision.** Based on the analysis of the 2024-2025 results, in 2025-2026 the following changes will be implemented to drive continuous improvement. When new equipment comes on-line maintenance schedules will be established based on the Office of Risk

## Assessment Cycle 2024-2025

management Loss prevention manual. If listed equipment is not covered under this manual, the manufacturer's recommended schedules are followed. We also work with our maintenance contractors we use to make sure they are following and maintaining our equipment. The maintenance work will be tracked on the TMS work order system.

**Measure 2.2.** The Physical Plant will ensure all scheduled Preventative Maintenance (PM's) are completed. Target: 100% completion of preventative maintenance each year.

**Findings.** Target was not met.

**Analysis.** In 2023-2024 the target was not met. Based on the analysis for the 2023-2024 results the following changes were implemented to in AC 2024-25 according to the plan of action from 2023-2024. Task compliance for the calendar year 2024 indicates that 98.5% of the PM's were complete. PM's tasks are automatically generated at specified times during the year. The PM's generated late in the year are not getting completed by year's end. We will schedule the PM's earlier in the year to give us time to complete them.

**Decisions.** Based on the analysis of the results in calendar year 2024-2025, in calendar year 2025-2026 the following changes will be implemented to drive continuous improvement. The PM will be generated earlier in the year to allow time for the tasks to be completed

**Comprehensive Summary of Key evidence of improvement based on the analysis of results.** The following reflects all the changes implemented to drive the continuous process of seeking improvement in AC 2024-2025. These changes are based on the knowledge gained through analyzing the AC 2023-2024 results and lessons learned.

- With the TMS online up and running we have real time project and workorder progress reports to keep the work order requesters updated. This has helped open communications with the departments. This has given us feedback on the quality of work performed.
- Evidence suggests the PM task generated in the summer months did not allow enough time to be completed in the calendar year.
- With the new TMA fully implemented, we can generate real time satisfaction of work completed. If problems are noted, we can correct them in a timely manner.

## Assessment Cycle 2024-2025

**Plan of Action moving forward:** Moving forward with the new TMA on-line, all customer feedback will be generated at the time the work order is completed. We will know very soon if there is a problem with the work completed. Corrections can be made as needed to correct an issue. Running work order reports on the rate and time for completion will be much easier. We will be able to see trends and adjust as needed. All ORM mandated safety training courses will be maintained and upgraded as required by ORM.