

AY 2017-2018 Assessment

Plant Services Department

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Northwestern State University Mission: Northwestern State University is a responsive, Student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

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, as provided by the Physical Plant, Capital Outlay Office, Grounds and Custodial Services, Environmental Health and Safety, University Police, ADA Compliance and International Student Services.

Plant Services Mission: Plant Services department of Northwestern State University is a responsive administrative service and support unit that provides a support system for asset/space management, central receiving and shipping, property control, and warehouse inventory of supplies and materials. Plant Services Department is a service department with the mission to be responsive to meet the needs of the Physical Plant Department operations and continually improve the quality of services for the University in order to enhance student life and learning

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

Measure 1.1. Target is to conduct at least one comprehensive inventory review annually achieving 100% accountability thereby fulfilling one of the requirements for property certification with the State of Louisiana Property Assistance Agency.

Findings: Target not met

Analysis: The target was not met in 2016-2017. Based on the analysis of these results in 2017-2018, inventory reporting showed only a few departments with numerous unlocated items. Each university department is accountable for state property items in their possession. Items not found during annual inventory are marked "unlocated" by the department(s). Plant Services attempts to physically search inside the individual departments, and locate all items marked as unlocated. The state allows for a 1% discrepancy on annual inventory reports, as it is believed to be impossible to submit a

AY 2017-2018 Assessment

100% accountable inventory report. In reality, 99% will be the best score possible. Moving forward in 2018-2019, Plant Services will initiate constant contact with departments, campus-wide and provide reminders concerning inventory control.

Decision: Based on 2017-2018 results, moving forward into 2018-2019, (as this is the first year of completing Institutional Effectiveness reporting for Plant Services since the change in administration for the department), we will have a target that is attainable at 99% accountability. Plant Services staff will continue to be vigilant in helping departments find unlocated items on their annual inventory reporting. Plant services will also send bi-monthly "Messengers" to all departments and university employees, offering tips for property control, surplus of inventoried items, and change of location or possession of items.

Measure 1.2. Plant Services Director briefs the University President, at least annually on the physical inventory outcome and any potential impacts to the strategic plan.

Findings: Target Met

Analysis: In 2016-2017, as well as 2017-2018, the University Plant Services Director updated to the University President on annual inventory. Based on the analysis of these results periodic updates were identified to maintain better visibility of inventory. This allows for better accuracy throughout the year. The University President signed off on inventory for state reporting.

Decision: Based on the analysis of the results from 2017-2018, in 2018-2019, communication will continue between the University Plant Services Director and the University President. Monthly updates to the Executive Vice President of University and Business Affairs will also aid in continued transparency in reporting.

Service Outcome 2: Supplying materials and equipment to the Physical Plant to complete work orders in a timely manner.

Measure 2.1. One hundred percent (100%) of work orders are completed within 36 hours.

Findings: Target (of supplying materials and equipment) Met

Analysis: The University Plant Services Director retired in May of 2018 and a new director has been in place for one month. In 2017-2018 this target was met. The wording of this measure presents difficulty however. The new Director of University Plant Services recognizes that it is the Physical Plant Director who oversees tracking Physical Plant work orders. The Plant Services Director has no means of tracking the actual work order. The Plant Services Director does however, have means of tracking materials and equipment that are supplied to Physical Plant employees for completion

AY 2017-2018 Assessment

of the work orders. The Plant Services Warehouse has met the target in supplying materials in a timely manner so that Physical Plant workers are equipped to complete their work orders in a timely manner. Moving ahead, in 2018-2019 Plant Services will continue providing materials and equipment to Physical Plant employees in a timely manner.

Decision: Based on the analysis of the results from 2017-2018, in 2018-2019, this Service Measure will be reworded as to include only Plant Services duties and measures, and to omit Physical Plant Work Order completions. Plant Services Warehouse employees will continue to stock needed supplies. Should an unusual supply need arise, we will continue to order and receive these supplies in a timely manner, as not to impede the completion of Physical Plant work orders.

Measure 2.2. Work order records/documentation is complete, up to date, and reviewed for preventable maintenance trends.

Finding: Target Met (for Plant Services records and documentation)

Analysis: The wording of this measure from 2017-2018 also crosses into the Physical Plant, and not particularly Plant Services. The Physical Plant keeps work order records, and preventative maintenance records. Plant Services does however keep records of materials used for these work orders. Plant Services employees attach a copy of the work order to invoices for the needed materials and assure that they correlate. The Plant Services Warehouse keeps items such as air conditioning filters and light bulbs in stock, so that once Physical Plant workers need them to complete preventative maintenance, they are readily available. In 2018-2019, Plant Services will continue to document materials records for work order materials supplied to Physical Plant employees.

Decision: Based on the analysis for 2017-2018, Plant Services will, for future reporting, modify the wording for this measure to fit Plant Services duties only. In 2018-2019, Plant Services will continue to be a forward-thinking department and attempt to keep stock on-hand that will allow Physical Plant employees the flexibility and convenience of stopping in and picking up the supplies that are needed to complete their work orders and preventative maintenance in a timely manner.

Measure 2.3. Conduct monthly meetings with the Physical Plant to discuss ways to improve services and problems that may have incurred during the past month.

Findings: Target Met

Analysis: Based on the analysis of the results from 2016-2017, in 2017-2018, monthly meetings were held with Physical Plant employees and the Director, as well as the Executive Vice President for University and Business Affairs, NSU Police Dept and EHS employees. During these meetings open discussion facilitates any areas that need attention, as well as any suggestions that may improve services by all attendees.

AY 2017-2018 Assessment

Moving into 2018-2019, open communication through meetings will continue in order to effectively work together for the benefit of the university.

Decision: Based on the analysis of the results from 2017-2018, Plant Services will continue open dialogue with the Physical Plant Director and employees. Communication will be daily as the two departments work side-by-side. Monthly meetings will continue.

Service Outcome 3: Central Receiving Department aids Inventory Control Section by tagging all items that are placed in Louisiana Property Assistance Agency Inventory Control software.

Measure 3.1. Monthly Property Control department accountability documents match the tagged item placed on inventory against Purchase Orders. Target is to have 100% accuracy in the current location of the all university equipment.

Finding: Target Met

Analysis: Based on the analysis of the results from 2016-2017, in 2017-2018, the Central Receiving Coordinator was diligent in matching all deliveries to an existing PO that was entered by NSU employees. The Central Receiving Coordinator does not allow any taggable items to leave the Central Receiving area until he has tagged the item and entered the location for delivery. Moving into 2018-2019, this work ethic will continue.

Decision: Based on the analysis of the results from 2017-2018, Plant Services and the Central Receiving Coordinator will maintain current practices for receiving and tagging state property.

Comprehensive summary of key evidence of improvement based on analysis of results:

The work order process for moves/setups has been updated. Work orders are now accepted through the website portal only. Emails and phone calls are no longer an acceptable means of requesting moves/setups. This minimizes the margin of error in this process. Proper documentation is required for location changes for equipment and other state items. Surplus of equipment and property now requires two steps: (1) surplus forms must be completed by the department and approved by property control and (2) once the approval for surplus has been granted, the online request for pick up must be completed by the department. Having the 2-step process is vital in the timely completion of the surplus process, as two separate areas are responsible for each task. Bi-Monthly campus Messengers are being sent to remind F/S of the importance of departmental inventory control throughout the year, a reminder for the process for work orders and the link to submit work orders. Open communication with the Louisiana Property Assistance Agency (LPAA) in Baton Rouge, has been vital in the removal of surplus property that is located in the storage warehouses on the NSU campus. A new plan of action is currently on the drawing board for next fiscal year. This new plan, once

AY 2017-2018 Assessment

implemented, should streamline the removal of surplus property from campus, thereby minimizing the time-frame for departmental pickup of surplus items.

- University Plant Services continued to follow state guidelines in performing duties, while offering quality services to the students, staff and faculty of the university.
- University Plant Services is holding monthly staff meetings with all members of our department, so that each employee will be up-to-date on other areas within the department. Based on the transition in leadership, we will revamp next year's measures so that the targets are directly associated to the Plant Services department.
- The addition of a new TMA software will help with organization.
- A continuous cycle of intake and output for surplus materials and equipment will result in better service to faculty/staff.
- Continuous training and professional development is helping to prevent the department from becoming stale and content. We should always strive to know more and do more.

Plan of Action moving forward: The University Plant Services Department has recently experienced a change in the director position, as of March 2018. Moving forward, in to 2018-2019, Plant Services will continue to follow state guidelines in performing our duties. We will implement several new procedures in the upcoming year that will aid in offering quality services to the students, staff and faculty of the university.