

Assessment Cycle 2020-2021

University Affairs

Plant Services

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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 strive 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.

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Analysis. In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. 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. The Messenger also reminded employees that items to be delivered to Surplus must have a completed form before the items would be picked up. As a result of these changes, in 2020-2021, 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 .402% which is within the requirement of 1%.

Decision. Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. The Property Control area will monitor campus inventory during the year. The goal is to maintain the 99% accountability so the requirement will be met with the State of Louisiana. Property Control will perform random spot checks on inventory throughout the year to improve.

Measure 1.2 Establish a briefing between the Plant Services Director and the University President on the physical inventory outcome and any potential impacts to the strategic plan on an annual basis.

Finding. Target was Met.

Analysis. In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. Plant Services sent bi-monthly Messengers to departments reminding them of the importance of accurate departmental inventory reports and procedure for re-locating items on their inventory. The Director of University Plant Services briefed the University President on the physical inventory outcome and any potential impacts to the strategic plan. There were no potential impacts to report. As a result of these changes, in 2020-2021, there was communication between the University Plant Services Director and the University President. Monthly updates to the Director of University and Business Affairs also aided in transparency in reporting. Additionally, updates to the Director and the President were made on an as-needed basis when problems arose. This assisted in clearing up any problem areas before physical inventory count started.

Decision. Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. Plant Services will move forward with regular communication between the Director and University President to assure departmental participation and accountability.

Measure 1.3 Implement use of barcode scanners for a trial run to digitize the Annual Inventory. Property Control will choose three (3) smaller departments to start implementing the new strategy and establish departmental procedures.

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Finding. Target was Not Met.

Analysis. This was a new measure for 2020-2021. This measure was meant to assist in streamlining University Inventory data collection. Due to COVID-19, all purchasing was restricted and most of the University was teleworking.

Decision: Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. Plant Services will try to apply this measure again for 2021-2022. Barcodes and scanners will be implemented to assist in accuracy and speed in performing inventory reports.

SO 2. Supplying parts, materials, and equipment to the Physical Plant to complete work orders in a timely manner.

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

Finding: Target was Met.

Analysis. In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. Warehouse items have increased and have also been ordered and stocked on warehouse shelves for immediate availability to the maintenance workers. Plant Services tracked and monitored the need for maintenance work orders and maintenance workers. TMA training was utilized to expand the system and the needs of the University Warehouse.

Decision. Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. The Warehouse Supervisor will stock the Warehouse with required and affordable items for the next year. This will improve workflow and timeliness to complete work orders.

Measure 2.2 Parts, materials, and equipment will be documented and electronically filed with the matching work order. Work order records/documentation will be thorough and up to date.

Findings. Target was Met.

Analysis. In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. Work order records and documentation were complete, up to date, and matched with the purchase order and/or request of parts, materials, and equipment. As a result of these changes, in 2020-2021, Plant Services consistently stocked parts, materials, and equipment in the Warehouse for utilization of the Physical

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Plant Maintenance Personnel. The Warehouse Manager followed trends on those items most frequently used and kept those items in stock. The Warehouse Manager also worked closely with the Trades Supervisors to identify new items for stock. Work orders have been tied to Invoices and Purchase Orders for complete and accurate record keeping.

Decision. Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. The Warehouse will maintain up-to-date and organized documentation. They will maintain complete and accurate records and will provide reports to the Business Affairs Department daily/monthly and annually. To improve Warehouse Balancing, the balances between TMA and Banner will be checked and compared monthly to ensure all transactions are being entered timely and correctly.

Measure 2.3 Attend monthly meetings with the University Affairs Department to discuss ways to improve services, and upcoming projects, and problems that may have occurred during the past month.

Findings. Target was Not Met.

Analysis. In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. Due to COVID-19 restrictions, all scheduled meetings were postponed/cancelled, and faculty/staff teleworked for most of 2020. Meetings were conducted electronically or via phone, as needed.

Decision. Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. A recommendation has been made to dissolve Measure 2.3, as this measure will never change.

Measure 2.4 Upgrade the NSU Warehouse with barcode scanners and signature pads to make inventory and reporting more efficient.

Findings. Target was Not Met.

Analysis. This was a new measure for 2020-2021. This measure was added to streamline Warehouse Inventory data collection. Due to COVID-19, all purchasing was restricted, and faculty/staff teleworked for most of 2020.

Decision. Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. Barcodes and scanners are purchased and ready to be implemented to assist in accuracy and speed in performing inventory reports.

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SO 3. The Central Receiving area will assist the Property Control area by tagging all items that are received through Central Receiving, before releasing the property to the appropriate campus department.

Measure 3.1 Efficient communication between Central Receiving and Property Control concerning items that are valued at or above the \$1,000.00 threshold will prevent items from leaving Central Receiving without state tags.

Finding. Target was Met.

Analysis. In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. The Central Receiving and Property Control employees worked together to assure that no equipment came through the departments without a state property tag being affixed, before leaving. As a result of these changes, in 2020-2021, the Central Receiving Department provided necessary information to Property Control and tagged all incoming items costing \$1,000.00 or more. The Central Receiving Coordinator followed Plant Services policies for receiving and tagging state property. This aided Property Control in accuracy. The Central Receiving area also had an employee retire (November 2020) which allowed Plant Services to hire a new Central Receiving Coordinator.

Decision. Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. Central Receiving will aid in tagging items for the Property Control Office to achieve complete accuracy.

SO 4. The Asset Management/Space Utilization area will report all changes in the annual Board of Regents report (space utilization) and Property Exposure. Standard Operating Procedures will also be maintained and verified.

Measure 4.1 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. A new database created by NSU's Information Technology Department was used for the first time in 2020. 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 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. The information was gathered, organized, and submitted to the Institutional Research Office. It was submitted to the Board of Regents' and accepted as complete for determining space utilization for our campus.

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Decision. Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. The measure will continue to be used to have communication with departments across campus to report and changes in buildings, classrooms, offices, and special spaces.

Measure 4.2 Report to the State of Louisiana-Office of Risk Management any additions, changes, or dispositions of buildings on the Northwestern State University campus via the bi-annual RC04-Property Exposure Report. Property Exposure reporting on the RC04 assists in establishing accurate insurance rates for all of the NSU campuses.

Finding. Target was Met.

Analysis. In 2019-2020 the target was met. Based on the analysis of the 2019-2020 results the following changes were implemented in AC 2020-2021 according to the plan of action from 2019-2020. These reports were submitted timely and assured proper insurance coverage for Northwestern State University campuses.

Decision. Based on the analysis of the 2020-2021 results, in 2021-2022 the following changes will be implemented to drive continuous improvement. The measure has helped maintain the paperwork needed to keep our projects and buildings insured through the year.

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

| 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. |
| 1 | 1.2 | Plant Services/Property Control established a briefing of physical inventory outcome. |
| 1 | 1.3 | The Property Control area has worked hard to modernize the annual inventory cycle and can hopefully provide scanners to aid in the efficiency of the inventory operation. |
| 2 | 2.1 | The NSU Warehouse stocked a better supply of inventory, therefore Physical Plant workers completed campus work orders in a timely manner. |
| 2 | 2.2 | The NSU Warehouse delivered complete, up-to-date documentation for Business Affairs. |
| 2 | 2.3 | Attended monthly meetings with University Affairs Department. |
| 2 | 2.4 | Warehouse modernized with barcode scanners and signature pads to make processing transactions more efficient. |

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| 3 | 3.1 | Central Receiving consistently tagged all items valued at or above \$1000.00 threshold. |
| 4 | 4.1 | Asset Manager reported building changes to Board of Regents on an annual basis. |
| 4 | 4.2 | Asset Manager reported to State of Louisiana Office of Risk Management and additions/changes/dispositions and reflect those changes in the Property Exposure Report. |

Plan of Action Moving Forward.

| SO | Measure | Plan |
|-----------|----------------|--|
| 1 | 1.1 | Monitor campus inventory and surplus. |
| 1 | 1.2 | Practice transparent communication between the Director of University Plant Services and NSU President. |
| 1 | 1.3 | Purchase barcode scanners to scan the taggable inventory items. |
| 2 | 2.1 | Stock Warehouse with items needed for campus work orders. |
| 2 | 2.2 | Maintain accurate documentation for Warehouse and Business Affairs. |
| 2 | 2.3 | Measure will be dissolved. |
| 2 | 2.4 | Implement barcode scanners and signature pads to modernize Warehouse. |
| 3 | 3.1 | Place state tags on items valued at, or above \$1000.00. |
| 4 | 4.1 | Report annually to Board of Regents on Space Utilization for NSU Campus. |
| 4 | 4.2 | Report bi-annually to State of Louisiana Office of Risk Management for any changes to buildings on NSU Campus. |