

SUNY Potsdam

Administrative Unit Assessment Report and Improvements

Administrative Unit: Physical Plant

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Mission Statement: The mission of the Physical Plant department is to operate, maintain and renew campus facilities in support of the College's core mission by focusing on customer service and teamwork in order to provide a clean, attractive, safe, healthy and productive environment for living, teaching, learning and working.

We will provide a safe and secure community that fosters a feeling of personal security and protects individual and university property. The Physical Plant will provide a campus that is pleasantly landscaped, functionally designed and environmentally responsible.

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets	Results	Planned Improvements Based on Assessment Results ¹
1. Provide for a safe, clean and attractive campus for all students, faculty, staff and visitors.	<ul style="list-style-type: none"> A. Well maintained grounds attractive to all. B. Building functioning to provide for a positive learning and teaching experience. C. Clean and well maintained residence halls. 	<ul style="list-style-type: none"> A. Comments and feedback from students from annual surveys, feedback from alumni during alumni weekend, positive comments from visitors throughout the year. Increased retention and recruitment. No negative comments on conditions of campus grounds. 	<p>We have received positive feedback on the overall appearance of the campus for events such as Commencement, Alumni Weekend, etc.</p> <p>Building function has improved however this is a continual struggle with the aging systems that have not yet been renovated.</p>	<p>Overall appearance is good, however, the details need to be improved. More attention needs to be directed towards string trimming and details. PP will be walking some of the admissions tours to get a sense of what potential students are seeing.</p> <p>PP is continuing renovations with the 5yr capital plan. PP is looking to rehire an Energy Management Tech to</p>

¹ Student complaints and resulting program improvements must be included here.

		<p>B. Reduce concerns regarding physical and environmental conditions in buildings. Receive no negative complaints.</p> <p>C. No student complaints on cleanliness</p>	<p>The condition of the residence halls is a continual struggle with low enrollment and lack of dorm funds. Many of the res halls are in need of rehab and overall cleanliness needs improvement.</p>	<p>provide better control sequencing for the systems.</p> <p>Provide more oversight on custodial staff for cleanliness of the res halls. PP is also starting a renovation project of a lounge in Knowles to make it more appealing to students.</p>
<p>2. Enhance campus appearance and building functionality.</p>	<p>A. Maintain roads, sidewalks and parking lots in a hazard free condition.</p> <p>B. Maintain flower gardens, shrubs, bushes, trees and plazas in an attractive manner.</p> <p>C. Perform work orders in a timely manner.</p> <p>D. Maintain buildings in a safe and code compliant state.</p>	<p>A. Maintain plowing, sanding, striping and lighting repairs on all hard surfaces. Receive no complaints on conditions of hard surfaces.</p> <p>B. Maintain appearance through watering, weeding, pruning, etc to receive positive comments on their condition and attractiveness.</p> <p>C. Work order backlog to be reduced 10% annually .</p> <p>D. Complete all outstanding code violations, minimize extensions and reduce the number of violations by 5% annually.</p>	<p>The condition of the parking lots is good. Snow removal is always a challenge for preventing fall/slip hazards</p> <p>Much better feedback this year, especially with the re-establishment of flowers at the entrances to Lot 1 and Lot 2</p> <p>Work orders (and key requests) need to be addressed more expeditiously.</p> <p>With the changing of OFPC inspectors, we have seen a larger quantity of violations, however, these are much more readily addressable than in past years.</p>	<p>PP will evaluate current methods used by Grounds for coverage of roads, sidewalks and parking lots; possible re-prioritizing of lot clearing</p> <p>PP is working with Biology to possibly develop flower program, saving both \$\$ and providing an applied learning experience for students. It is our intention to expand the flowers around campus</p> <p>The campus will be switching work order systems in the near future. This will help expedite the work order flow. PP is looking to hire and Assetworks Manager to administer keys, building access, BCI and PSI.</p> <p>Many of these violations are behavioral issues rather than structural issues. PP will work with EH&S to educate faculty and students on various safety issues.</p>

<p>3. Reduce energy consumption on campus.</p>	<ul style="list-style-type: none"> A. Lower utility bills. B. Reduce GHG Emissions C. Develop energy savings projects D. Engage students in energy conservation 	<ul style="list-style-type: none"> A. Using best technology to enhance equipment replaced during capital project upgrades. Achieve SUNY energy reduction goal of 30%. B. Using CHP to reduce GHG emissions by 50% when operating. Lower energy usage will translate to lower GHG emissions. C. Lower energy usage on an annual basis as indicated on utility bills. D. Create informational flyer and promote energy reduction competitions in conjunction with sustainability 	<p>Meters have been installed to monitor usage on electricity, water, gas, etc.</p> <p>CHP was used to react to Demand Response Program, as well as to offset the high costs of electricity at peak times.</p> <p>This has been successful, by installing low energy LED lighting, load shedding on non-essential equipment, etc.</p> <p>One competition was held over the '16-17 academic year. This was not as successful as we had hoped.</p>	<p>Continue use of meter information. PP is looking to rehire an energy manager to evaluate meter information.</p> <p>Continued use of CHP to offset demand, and run when the price of electricity is at a premium.</p> <p>PP will continue to load shed on equipment where feasible. Future minor rehab will also allow us to replace old lighting and replace with high efficiency LED.</p> <p>Institute a competition this year with increased student outreach to raise awareness.</p>
<p>4. Capital improvement and upgrades to be programmed to best meet the needs of the college.</p>	<ul style="list-style-type: none"> A. Develop future capital plans by determining priorities based on the college mission, physical plant mission and building assessments. B. Ensure all existing capital plans in design and construction are completed in a timely manner, within budget and meeting the colleges' expectations 	<ul style="list-style-type: none"> A. Follow the campus facilities master plan programming the critical maintenance needs as outlined in the plan. Develop programs for programmatic improvement per the schedule in the master plan. B. Obtain feedback from design professionals, contractors, site reps, SUCF and DASNY personnel, and end users on their 	<p>Capital projects include: New Childcare Center, Timerma HVAC Renovation, Kellas HVAC Renovation</p> <p>Feedback has been productive for the various projects in construction. We have increased faculty and staff involvement on the design development process to come up with a better end product for the users.</p>	<p>Future capital projects: FMP Update to address programming and facility needs for the next 10 years. Barrington HVAC Renovation, Crane Fire Alarm Replacement.</p> <p>With the FMP Update, we will be involving numerous stakeholders from across campus to both evaluate where we are structurally and programmatically, and determine where we are going in the future. This will also target increasing student enrollment and retention.</p>

		satisfaction of the end product.		
5. Ensure College Services area meets the needs of the SUNY Potsdam community.	<ul style="list-style-type: none"> A. Ensure mail rooms are adequately staffed to meet the needs of our customers and that mail is delivered in a timely and pleasant manner. B. All duplicating requests are handled properly, efficiently, timely and the most cost effective manner. C. All fleet vehicle requests will be handled in a professional and efficient manner 	<ul style="list-style-type: none"> A. Using efficient allocation of manpower to adequately staff the mailrooms during prime hours and reduce customer complaints. B. Receive no negative complaints on service and turn operation into a profit center. C. Minimize conflicts with user schedules and provide vehicles per schedule. 	<p>Mailroom has the proper amount of manpower, but lacks sufficient oversight by the supervisor.</p> <p>We have received a variety of student complaints via email regarding the professionalism and politeness of mailroom staff.</p> <p>There have been some conflicts with scheduling vehicles due to the lack of consistent staffing within our office. Sec 1 is on medical leave and various temps for past 6 months</p>	<p>PP is working to improve the supervision in the mailroom. This will also address some of the service complaints that we have received via email from students.</p> <p>PP is looking to implement a new fleet management program for improved communication. Also, keys have been moved to service center to improve efficiency.</p>
6. Integrate sustainability means and methods into all areas of physical plant overflowing to the rest of the campus	<ul style="list-style-type: none"> A. Engage faculty, staff and students in sustainability. B. Increase awareness of the impact of waste streams with the students. 	<ul style="list-style-type: none"> A. Create academic programs to introduce sustainability into daily activities. B. Continue "Move out weekend" program with the county. Increase recyclable and reusable tonnage collected year to year. 	<p>Sustainability coordinator worked with faculty to enhance academic programs with limited effectiveness due to position being shared and limited time on campus. Sustainability coordinator has resigned.</p> <p>Move-out program was very successful and saved approximately</p>	<p>PP is looking to rehire a sustainability coordinator. Sustainability committee needs to be restructured to be more effective, delegating tasks to various members instead of being the sole responsibility of the coordinator.</p> <p>Continue move-out program and hopefully increase faculty engagement through volunteer activities.</p>