

**SUNY Potsdam
Administrative Unit
Assessment Plan**

Administrative Unit: Physical Plant

Unit Contact Name: Dave Fullerton/Roy Smith

Date: 12/7/2022 updated 1/23

Phone: 315-267-2601/3125

Email Address: fullerdf@potdam.edu/smithrl@potdam.edu Assessment Cycle: 22-26

PURPOSE

Administrative Assessment is an ongoing process that allows a unit to evaluate and – where necessary – improve its programs, services and operations. Assessment is a systematic approach to demonstrate continuous improvement in programs, services and operations. This template is to be used when creating your assessment plan. Assessment plans should be measurable, meaningful and manageable.

UNIT 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.

GOAL #1

Reminder: Generally speaking, goals should be grounded in the mission of the unit, be broad, and linked to the overall institutional priorities and goals. They should focus on strengthening and improving critical functions, services and processes and reflect the most important/urgent priorities of the unit.

Create an attractive and comfortable working and learning environment to enhance student, faculty, and staff experiences on campus.

<p>GOAL #1 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO? (Select all that apply)</p> <p><input checked="" type="checkbox"/> Retention and Enrollment <input checked="" type="checkbox"/> Financial Stability and Analysis <input type="checkbox"/> Academic Programs and Planning <input type="checkbox"/> Strengthening Community Connections <input type="checkbox"/> Diversity, Equity, Inclusion, & Belonging</p>	<p>Briefly describe the link between goal #1 and the institutional priority area(s) selected.</p> <p>Ensuring work orders are being completed and specifically in a timely manner directly impacts the student's experience. Having a stable and comfortable working and learning environment will enhance their experience at Potsdam. This directly ties to retention and enrollment. This also assists with the financial stability and analysis for the campus because we are working proactively to address issues before they cost the campus additional funds.</p>
<p>GOAL #1 – DESIRED OUTCOMES AND OBJECTIVES Tip: Outcomes and objectives should be SMART... <u>S</u>pecific, <u>M</u>easurable, <u>A</u>chievable, <u>R</u>elevant, <u>T</u>ime-bound</p> <p>1A. Ensure Life Safety and accessibility is a top priority in the work order system. 1B. Increase efficiency in the prioritization and completion of work orders.</p>	
<p>GOAL #1 – ASSESSMENT METHODS, MEASURES, AND TARGETS Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.</p> <p>1A. Respond to routine work orders within 30 days of approval within the work order system. 1A/1B. Establish weekly meetings to prioritize work orders and review progress with appropriate Physical Plant supervisors. 1A/1B. Run weekly reports to monitor the time frame to complete work orders and review progress at weekly meetings. 1B. Ensure critical fire and life safety and accessibility work orders are responded to within 60 minutes of receiving.</p>	

GOAL #2

Ensure the campus utilizes funding for capital projects in an efficient and impactful ways.

GOAL #2 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☒ Retention and Enrollment
- ☒ Financial Stability and Analysis
- ☐ Academic Program Excellence
- ☐ Strengthening Community Connections
- ☐ Diversity, Equity, Inclusion, and Belonging

Briefly describe the link between goal #2 and institutional priority area(s) selected.

Determining projects that are meaningful to the student experience will directly impact retention and enrollment. Having a large population and voice will create a vision to improve the campus experience for students. This also ensures we are utilizing our limited campus funding in the most efficient and meaningful way.

GOAL #2 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

1A. Utilize Facilities Master Plan Steering Committee to review facilities projects and determine campus priorities.

1B. Provide opportunity and methods for students to be involved with the facilities masters plan steering committee in order to recommend projects that impact the student experience, enrollment, and retention.

GOAL #2 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

1A/1B. Establishing clear committee purpose and goals within four months of the establishment of this assessment plan for review and approval by the President.

1A/1B. Involve the student population in the determination of campus priorities through the use of surveys, focus groups, and other methods as appropriate based on the project.

GOAL #3

Adjust the culture of Physical Plant to be proactive versus reactive in the identification of deficiencies on campus.

GOAL #3 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☒ Retention and Enrollment
- ☒ Financial Stability and Analysis
- ☐ Academic Program Excellence
- ☐ Strengthening Community Connections
- ☐ Diversity, Equity, Inclusion, & Belonging

Briefly describe the link between goal #3 and institutional priority area(s) selected.

Determining priorities will allow Physical Plant to resolve deficiencies on campus versus reacting to deficiencies. This ultimately results in cost savings because we are not responding to emergencies. Emergencies can also be very public and resolving deficiencies before it arises to the level of an emergency will assist with the image of the campus. Just like responding to work orders, responding to deficiencies enhances the student experience.

GOAL #3 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

1A. Audit deficiencies campus wide.

1B. Maintain deficiencies list in order to educate constituencies on operational concerns.

1C. Develop a system for Physical Plant to prioritize projects in order to work proactively on deficiencies.

1D. Train supervisors on expectations in maintaining deficiencies list.

GOAL #3 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

1A/1C. Develop list of deficiencies of the entire campus within 12 months.

1A. On a weekly basis, review deficiency list in order to complete at least 50 percent of identified deficiencies by anticipated projected completion date.

1B/1C/1D. Add to 100% of Physical Plant performance programs standard language in reporting and acting on deficiencies.

1D. Director of Physical Plant, Director of Facilities, and Associate Vice President will perform training with 100 percent of Physical Plant supervisors within two months of the execution of this assessment