

**SUNY Potsdam
Administrative Unit Assessment Plan**

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 for our Students, Faculty, and Staff.

We will provide a safe and secure community that fosters a feeling of personal security and protects individual and State 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/Measures
<p>1. Provide for a safe, clean and attractive campus for all students, faculty, staff and visitors.</p>	<p>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.</p>	<p>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. B. Reduce concerns regarding physical and environmental conditions in buildings. Receive no negative complaints. C. No student complaints on cleanliness.</p>

<p>2. Enhance campus appearance and building functionality.</p>	<p>A. Maintain roads, sidewalks and parking lots in a hazard free condition. B. Maintain flower gardens, shrubs, bushes, trees and plazas in an attractive manner. C. Perform work orders in a timely manner. 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. B. Maintain appearance through watering, weeding, pruning, etc to receive positive comments on their condition and attractiveness. C. Work order backlog to be reduced 10% annually . D. Complete all outstanding code violations, minimize extensions and reduce the number of violations by 5% annually.</p>
<p>3. Reduce energy consumption on campus.</p>	<p>A. Lower utility bills. B. Reduce GHG Emissions C. Develop energy savings projects D. Engage students in energy conservation</p>	<p>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>
<p>4. Capital improvement and upgrades to be programmed to best meet the needs of the college.</p>	<p>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.</p>	<p>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 satisfaction of the end product.</p>

<p>5. Ensure College Services area meets the needs of the SUNY Potsdam community.</p>	<p>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.</p> <p>B. All duplicating requests are handled properly, efficiently, timely and the most cost effective manner.</p> <p>C. All fleet vehicle requests will be handled in a professional and efficient manner.</p>	<p>A. Using efficient allocation of manpower to adequately staff the mailrooms during prime hours and reduce customer complaints.</p> <p>B. Receive no negative complaints on service and turn operation into a profit center.</p> <p>C. Minimize conflicts with user schedules and provide vehicles per schedule.</p>
<p>6. Integrate sustainability means and methods into all areas of physical plant overflowing to the rest of the campus.</p>	<p>A. Engage faculty, staff and students in sustainability.</p> <p>B. Increase awareness of the impact of waste streams with the students.</p> <p>C. Work with Biology faculty to create sustainable activities in the new experimental greenhouse.</p>	<p>A. Create academic programs to introduce sustainability into daily activities.</p> <p>B. Continue "Move out weekend" program with the county. Increase recyclable and reusable tonnage collected year to year.</p> <p>C. Develop academic programs to support sustainability in greenhouse procedures by use of rainwater and sustainable practices.</p>