Facilities

Division of the University: Fiscal Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

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Department Mission and Goals. The mission and goals of the department should be consistent over a 5-year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long-term goals (5-year range) for the department.

6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	Facilities anticipates and supports the evolving facility needs of our campus community, creates and maintains a first-class learning environment for learning, and invests limited resources wisely.

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1. Analyze, select, and implement a 5-campus work order system to replace separate existing SchoolDude accounts by June 30, 2022. 2. Increase number of work order surveys completed in residence halls by 10% from 496 in FY19 to 546 in FY22. 3. Define and standardize renewal process for annual public works contracts.

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Analyze, select, and implement a 5-campus work order system to replace separate existing SchoolDude accounts by June 30, 2022.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Whether or not a new system was implemented.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% Implementation of a new work order system by 6/30/22.
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	We formed a Facilities Work Order System Assessment Team made up of owners and users within the department. We contacted other USG institutions via phone, email, and the GAPPA Board of Directors listserv to determine which work order systems were in use within the USG. We then contacted five of these systems and scheduled presentations. After seeing each presentation, the Assessment Team unanimously selected TMA as the new work order system vendor. A kickoff meeting was scheduled for 4/7/22. Facilities staff worked with TMA and the corrective work order component of the work order system was announced to the University via email and InsideMGA.
12. Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e., 82%, 6%, 345 attendees, 75% engagement)	100%
13. Objective 1: Did your department meet this objective?	The department met this objective.

14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We are excited about the expanded features of TMA. We will continue to train users on the new system.

Objective 2

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase number of work order surveys completed in residence halls by 10% from 496 in FY19 to 546 in FY22.
16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	By the number of surveys completed.
17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	10% increase in survey responses to 546.
18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	Because of the new work order system, we did not focus on residence hall surveys, but rather focused our limited available time on implementation.
19. Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e., 82%, 6%, 345 attendees, 75% engagement)	0%
20. Objective 2: Did your department meet this objective?	The department did not meet this objective.
21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We will set up surveys in TMA and send to students after work orders are complete.

Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Define and standardize renewal process for annual public works contracts.
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Objective would be measured by the creation of a public works list of contracts with deadlines for renewal or rebid, and the documentation of the renewal/rebid process.
24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% completion
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	A list of contracts and dates, and a written policy for renewal/rebid
26. Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e., 82%, 6%, 345 attendees, 75% engagement)	50% - we created the list but did not write the policy.
27. Objective 2: Did your department meet this objective?	The department did not meet this objective.
28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Due to a staff member's medical leave of absence, the process was not documented.

Objective 4

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	n/a
30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	n/a
31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	n/a
32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	n/a
33. Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e., 82%, 6%, 345 attendees, 75% engagement)	n/a
34. Objective 4: Did your department meet this objective?	The department did not meet this objective.
35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	n/a

Future Plans

36. Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.	1. Implement proactive maintenance module of the new work order system, TMA, by 6/30/23. 2. Create a residence hall survey process in the new work order system, with a goal of receiving 100 completed surveys. 3. Document the process for renewal/rebidding of public works contracts.

Open Box for Assessment Comments

37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).	Staffing has continued to impact Facilities' ability to meet goals, but we are seeing improvements. The new work order system, TMA, will allow us to assess our performance on a daily basis.
38. Optional Open Text Box for Assessment Comments:	This fiscal year the Facilities Dept. has received approval to hire additional staff in maintenance, custodial, and grounds. These addition reverse a decade of decreasing staffing numbers. Additionally the adjusted salary ranges, thanks to CVIG staff survey, as well as the shift from entry-level pay to negotiated pay, will make it somewhat easier to recruit and retain talented staff. We still have work to do on receiving adequate funding of operation and maintenance accounts, and will continue to work with Budget to document the need.
42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	COVID was still very much a factor this fiscal year, although it's effects were less than the previous year. Facilities pre-emptively distributed disinfectant and paper towels to each office and classroom; installed hand sanitizer dispensers in each classroom, hallway, and public space; and responded to office/residence hall disinfection as COVID diagnoses were communicated.

MGA's Strategic Plan

39. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan	Grow Enrollment with Purpose 1. Expand and

(https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	enrich the face to face student experience, Build Shared Culture 5. Attract talent and enhance employee development and recognition, Build Shared Culture 6. Sustain financial health through resourceful fiscal management
40. Please indicate which of the following actions you have taken because of the 2021/2022 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Request for Additional Financial or Human Resources

Other

41. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc.)	n/a
43. Mindset Update (Academic Deans ONLY)	n/a