

HACC Assessment Record

Department/Campus:

Finance and College Resources

Unit:

Facilities Management Department

Assessment Start Date:	2011	
Goal: <i>(Campus, department or unit)</i>	The Facilities Management Department provides well-kept, comfortable, attractive, and well-maintained facilities and grounds to support and nurture life-long learning processes.	
Objective: <i>(Measurable)</i>	To continuously improve services to meet or exceed industry-wide standards of excellence in facilities management.	
Alignment with Strategic Plan: Finance-to-Strategic Plan Matrix	Goal III: Operational Excellence Objective 10: Strengthen and improve the College's commitment to sustainability.	
Sources of Evidence to be used: <i>(Measures that would point to achievement of goal/objective. Examples: databases, focus group feedback, surveys. See p. 10 of Guide.)</i>	<ul style="list-style-type: none"> • Customer Satisfaction Surveys • Response rates to facilities requests • Facilities Management Department Standards • Document Review (Policies, Procedures, Meeting Minutes) • Work-order tracking • Computerized maintenance management system (TMA) analysis, benchmarks, and performance records. • Department backlog records • Site visits from external evaluators 	
Type of Assessment : <ul style="list-style-type: none"> • Information– Gathering <i>(needs assessments, inventories, establishing baselines)</i> • Performance–Evaluating <i>(How well are we doing? Have we improved?)</i> 	Performance-Evaluating	
IF ASSESSMENT IS PERFORMANCE-EVALUATING:		
*Benchmarks and Performance Targets are critical when evaluating performance. They may or may not be as critical when gathering information, although a rubric may be developed to organize categories under consideration.	Benchmarks or Standards (See pp. 11 – 13 of Guide)	Performance Target (See pp. 13 – 17 of Guide)
	External Standards: Facilities Management Evaluation Program (FMEP) standards in the areas of leadership; strategic and operational planning; customer focus; information and analysis; development and management of human resources; process	Satisfactory performance against all criteria as assessed by the Association of Physical Plant Administrators (APPA) in Higher Education.

	management; and, performance results.	
<p>Findings: <i>(What did we learn from this assessment? What did the evidence say?)</i></p>	<p>Twice in the last ten years, our Facilities and Maintenance Department has applied for and been awarded the APPA Facilities Award for Excellence. The award, which HACC received 2007 and 2012, is APPA's highest institutional honor and provides educational institutions the opportunity for national and international recognition which is valid for a period of five years. HACC was recognized at APPA's 2012 annual conference as the first back-to-back award winner.</p> <p>It is clear that the Facilities Management Department is committed to continuous improvement, invests in professional development for its staff members, and maintains high standards of excellence as stewards of the HACC physical plant – at all campuses and locations.</p> <p>It should be noted that there is no clear alignment between the goals and objectives of the strategic plan and the work of the Facilities Management Department. SP Goal 3, Objective 19, relates only insofar as sustainability is considered. Yet campus appearance and cleanliness is an important driver of student enrollment decisions.</p>	
<p>Decision-Making: <i>(What changes of practice are indicated? What budget priorities are established? What accomplishments should be celebrated and showcased?)</i></p>	<p>The Facilities Management Department is recognized for its high quality work and celebrated for its record-breaking awards. This department, in 2007, was the first community college to be so recognized. And in 2012, it was the first time that any institution had been recognized in back-to-back award cycles. This accomplishment is worth of celebration.</p> <p>Some changes in practice to further improve services include:</p> <ul style="list-style-type: none"> • Vacancies are now filled with by hiring employees with cross functional skills and a good work ethic including the ability to multi-task. The result is a workforce who not only completes what is assigned but returns to ask what can I do next. Customers have also reported that staff, while completing an original work order, are both pleasant and willing to complete extra requests at the spur of the moment. • Staff are used wherever and whenever needed regardless of their assigned shop (e.g., HVAC, electrical, automotive). • Customer service is tracked and improved through employee satisfaction surveys. • Working hours have been staggered for several employees to expand available services and to reduce gaps in coverage from 6:00 AM until 6:00 PM. The middle (2-10 PM) and night shift (10 PM-6 AM) custodial personnel are also available to address issues. • Deferred maintenance Items are prioritized and supported with capital funds, resulting in improved and reliable physical 	

	plant facilities.
Assessment Closing Date:	May, 2012
Notes:	Supporting documentation: <ul style="list-style-type: none">• APPA Award for Excellence• Supplemental Facilities Information