

Assessment of Non-Academic Outcomes(Fall 2003 and Spring 2004)

Please provide the information below about how your unit assesses the extent to which it meets its expected outcomes. If you need assistance, please contact Dr. Virginia Wheelless at 565-2085 or on Groupwise email. This information is due in the Planning Office no later than February 2, 2004 and will be updated annually.

Unit: _____ **Facilities** _____ **Date** 2/26/04 _____

Person Completing the Information Rick Merrill **Email** _____

Head of the Unit: _____ Rick Merrill _____ **Email** _____

I. Mission: Provide the mission of the unit and a statement about how it relates to the university's mission.

II. Previous Evaluations of the Unit: Provide a description of the evaluations/assessments conducted in your unit over the last 5 years and changes that have been made based on the results of these assessments.

III. Statement of Expected Outcomes: Provide a brief list of the expected outcomes for your unit for 2002-03 or 2003-04 as of this date. Each outcome listed must be capable of being measured by the means noted in IV below. Please number the outcomes (1 to x). After each outcome, describe how the outcome supports student learning and student development.

IV. Measuring Expected Outcomes: Describe how the unit measures how the outcomes have been achieved and provide a list of methods and/or tools with the following information:

1. Name of assessment method or tool
2. If the method/tool is copyrighted, provide the name of the company who "owns" the tool.
3. Frequency of use - how often is this tool/method used, e.g., every spring semester students, staff, and faculty are surveyed about parking at UNT; customers are asked to complete evaluation forms when services are rendered; or each fall, the Enrollment Management Committee reviews the results of the Graduating Student Survey produced by the IR&A Office.

V. Use of Assessment Results: Describe how the results of the assessments described in IV above are shared with staff in the unit? How are the results used to improve the unit? Help improve student learning? Enhance student development? Meet the university's vision?

VI. Changes Made Based on Assessment Results: Describe how the unit has changed (or why it has not changed) based on the results of the assessment of outcomes. Indicate the year the change was implemented. Please indicate how the expected outcomes have changed if applicable.

Signature of Person Completing the Form:

Date _____

Signature of Unit Head after Reviewing the Form: _____

Date _____

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II Previous Evaluations of the Unit

FACILITIES:

1. Office of Facilities Planning and Construction (OFPC):

- At the beginning of each fiscal year, priorities and proposed budgets for major construction and renovation projects (Capital Projects) are established and reported to the Texas Higher Education Coordinating Board (THECB). The following Master Plan reports are reviewed and evaluated; Capital Expenditure Plan, Assessment of Deferred Maintenance and Demolition Needs, and Deferred Maintenance Expenditures.
- At the same time our Special Projects, which tend to be smaller and fall below the THECB approval threshold, are also prioritized and budgeted for the new Fiscal Year.
- Reports of major construction activity are prepared and submitted to our Board of Regents for evaluation at their quarterly meetings.
- A review and assessment of all projects is performed every other month (Construction and Repair Committee). The membership of this committee is designed to bring together all facets of University interests. The members represent UNT Administration, Facilities, OFPC, Provost, Academic Affairs, Risk Management, Classroom Support, and Academic Faculty on a rotating basis.
- Ongoing construction operations are reviewed at a meeting which takes place bi-weekly (every other week). OFPC, Network Communications and Purchasing and Payment Services are represented.
- A weekly review and coordination meeting is mandated for all Capital Projects. OFPC, Construction Manager, Architect, Engineers, key Subcontractors (and other entities, as may be necessary depending upon the particular stage of the project at that time) are all represented at this meeting.

2. Facilities Services:

- Evaluations of the Facilities Services work units takes place primarily through four activities: (1) the preparation of the annual budget; (2) the development of annual goals and attainment criteria, (3) the preparation of an annual report with comparative data, and (4) annual performance evaluations of all personnel which include goals, objectives and the identification of areas for personal and/or professional development.
- Many operational enhancements have resulted from the above evaluation activities. Such things as the in-house development of a CMMS system, institution of bar coding technology in stores and elsewhere, the establishment of a Safety and Training office, the development of a skill-based training program, improved management of stores inventory, establishment of a Web-based vehicle fleet reporting system, creation of a position to directly oversee recycling activities and expand the program to previously unreached sectors of the campus, and a complete update of the key database to better manage keys and locks on the university's 6,000+ doors are but a few examples.

3. Facilities Maintenance:

- In 1998/99 a study of maintenance effectiveness was conducted to determine if there were more effective methods to maintain UNT facilities and utilities. The result of the study was a decision to reorganize the entire maintenance organization, reclassify all crafts to a single "Facility Technician" classification and implement a training program to enhance craft skills.
- **Reorganization:** Standard shop designations (carpenter, plumbing, electrical, etc.) were discarded and two major work units were created – Structural Maintenance and Mechanical Maintenance. Structural included all the trades normally associated with the building shell, walls and floors – carpenters, painters, masons, welders, roofers, sign makers. Mechanical absorbed plumbing, heating, electrical, heat and air conditioning. A zone maintenance concept was set up in the Mechanical Maintenance area to provide quick response to the day-to-day needs of the educational and research facilities. Structural continued to work as a single unit but sends combined skill crews to complete jobs to avoid having to send multiple crews.
- The zone maintenance concept worked well for the day-to-day minor repairs, but neglected preventive maintenance of critical systems and major pieces of equipment. In the spring of 2002, the Mechanical area underwent refinement and a name change. A Utilities Maintenance team was established to care for major mechanical and electrical systems – chillers, boilers, conditioned water distribution, electrical distribution. Preventive maintenance was instituted for these systems as well as emergency lighting, exit lighting, emergency generators, and air-handling units. The Utilities organization continues to be refined as additional preventive maintenance programs are added and areas of responsibility are defined.
- Structural Maintenance procedures were refined and regional areas of responsibility were assigned to help identify and rectify structural type problems in facilities. Following the zone maintenance concept, regional craft leaders were assigned specific building for which they are responsible. The craftsmen become familiar with the unique aspects of each facility in their region and conduct periodic walkthroughs to identify maintenance need before they become apparent to the occupant and result in a trouble call. The craftsmen also get to know the building occupants (customers) and vice versa, resulting in better communication and service.
- **Training:** The Skill Based Training Program was instituted to achieve several objectives. The primary objective was to strengthen the technical qualifications of the staff to be better able to meet the changing needs of the university. Progression Plans were developed for each technician based upon an individual skills inventory, the needs of the work center and the desires of the employee. Training opportunities were identified and training commenced for several employees. The training program has undergone some refinement and remains a strong component of our efforts to improve maintenance to university facilities and better customer service.
- **Grounds Maintenance:** The appearance of University grounds and landscaping was the subject of much criticism by University administrators. Comprehensive

plans were developed for the enhancement of both areas. The plans specified an annual maintenance schedule for both sports fields and turf grass areas covering watering, weed control, fertilization and mowing. The Grounds manager was tasked to inspect areas periodically and correct deficiencies in the implementation of the plan. Implementation has been hampered by budget shortfalls and the addition of a large amount of additional improved acreage to maintain without a commensurate increase in staff and equipment. However, the plan has resulted in better care for these grass areas.

- The goal of the landscape plan was to inventory existing bed locations and plant material to determine needs (maintenance or replacement) and to add new beds where required. Great strides have been made in this area. Several existing beds have been completely reworked and replanted. Additional beds have been added at several locations. Maintenance of existing beds has been improved but again the lack of sufficient staff to adequately maintain these areas has hampered our efforts.
- **State Fire Marshal Inspection:** The Texas State Fire marshal's Office conducted an initial inspection of university buildings in February 2002. The inspection generated an extensive list of deficiencies needing to be corrected. They ranged from fire doors being propped open to the lack of fire detection, fire sprinkler and smoke evacuation systems in the atrium areas of several buildings. Over 98 individual work items were identified for Facilities Maintenance to correct. There was additional tasking to create a fume hood testing and maintenance program along with enhancing preventive maintenance to fire sprinkler, emergency lighting and exit lighting systems. Ninety percent of the individual requirements were corrected September 2002. Preventive maintenance programs were implemented for all emergency and safety systems. Twenty-three fire alarm systems were replaced during 2002-2004.