

ASSESSMENT REPORT FOR

Physical Plant

(Administrative or Educational Support Unit)

September 1, 2002 to August 31, 2003

(Assessment Period Covered)

July 24, 2003

(Date Submitted)

Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

Texas A&M International University, a Member of the Texas A&M University System, is committed to the preparation of students for leadership roles in their chosen profession and in an increasingly complex, culturally diverse state, national, and global society... Through instruction, faculty and student research, and public service, Texas A&M International University is a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Administrative or Educational Support Unit Mission Statement:

The mission of the Physical Plant department is to maintain the buildings, grounds, utilities, and real property that are required to run the University in an efficient manner. It is also our mission to provide safety training and guidance to the University community in an effort to have a safe place to work and study.

Intended Administrative Objectives:

- 1.** Provide facilities that are satisfactory to the students, faculty, and staff.
- 2.** Promote safety awareness and procedures within the university community.
- 3.** Obtain and distribute energy efficiently.

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Intended Administrative or Educational Support Objective:

1. Provide facilities and services that are satisfactory to the students, faculty, and staff.

First Means of Assessment for Objective Identified Above:

1a. Means of Unit Assessment & Criteria for Success:

Work with Event Services Manager to develop scheduling and communication procedures to improve event support services. Request a written evaluation form, Customer Evaluation of Service Quality, be completed after every six completed work orders. Goal is to have a rating average of 80% or above satisfaction rate.

1a. Summary of Assessment Data Collected:

For every sixth work order generated, a survey was mailed to the requestor. Of the responses received, the event support services group scored as follows:

- * 94% were very satisfied with "services performed".
- * 94% were very satisfied with "services performed in a timely manner".
- * 94% were very satisfied with "service providers were courteous and professional".

1a. Use of Results to Improve Unit Services:

The results conclude that the criteria for success were met. We will continue to monitor future event set-ups to ensure improvement. We did not that 32 out of 34 event set-up surveys returned were from the Events Services Manager. Next year we intend to send the surveys to the client requesting services and not to the Event Services Manager to see if the feedback will be different.

Second Means of Assessment for Objective Identified Above:

1b. Means of Unit Assessment & Criteria for Success:

Students will rate question # 29 of the 2003 Student Opinion Survey "General Condition of Buildings and Grounds" with a satisfactory rating of 80% or above.

1b. Summary of Assessment Data Collected:

The Student Opinion Survey question pertaining to the "General Condition of Buildings and Grounds" resulted in an overall 84.2% satisfaction rating. Of that number 35% were "very satisfied" while the other 49.2% were "satisfied".

1b. Use of Results to Improve Unit Service:

The criteria for success were met. We will continue to improve the general condition of the buildings and grounds in the years to come.

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Intended Administrative or Educational Support Objective:

2. Promote safety awareness and procedures within the university community.

First Means of Assessment for Objective Identified Above:

2a. Means of Unit Assessment & Criteria for Success:

Create monthly newsletter that contains topics of interest and need for all employees, student workers, and work-studies to increase safety awareness on campus.

2a. Summary of Assessment Data Collected:

Monthly newsletters distributed during the first week of each month to all employees listed on the phone directory as well as federal work-studies and student workers. In addition, library personnel have asked for extra copies to keep at the circulation desk and in the CASA Tutoring Center for student use.

2a. Use of Results to Improve Unit Services:

Consider adding questions to 2004 Finance and Administration Division Service Quality Survey for staff and administration such as:

- How helpful is the "Safety Works" newsletter?
- Are there any suggestions for safety training topics?

Also, consider making a safety link to the Physical Plant web page that contains more safety related topics.

Second Means of Assessment for Objective Identified Above:

2b. Means of Unit Assessment & Criteria for Success

Create a TAMIU Employee Safety Responsibility Procedure in accordance with the A&M System Standard 24.01.04-EHS-10 making the employee more responsible for understanding and practicing appropriate safety procedures. This will be posted in the newsletter, added to the list of things discussed during new employee orientation, and added to the Safety web page.

2b. Summary of Assessment Data Collected:

The Texas A&M International University Employee Safety Responsibility Procedure has been developed and distributed to all employees in the March 2004 Safety Works newsletter.

2b. Use of Results to Improve Unit Service:

This article will run once per year as reminders in the Safety Works newsletter. Once posted on the web page, an "all-employees" e-mail will be sent with a hyperlink to the procedures on the web page.

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Intended Administrative or Educational Support Objective:

3. Obtain and distribute energy efficiently.

First Means of Assessment for Objective Identified Above:

3a. Means of Unit Assessment & Criteria for Success:

Reduce energy costs by an overall 10% using sensors and other devices to reduce waste by turning off boilers, energy management set back and compare history bills as compared to last fiscal year.

3a. Summary of Assessment Data Collected:

Comparison of May, June, and July 2002 to the same months in 2003, the following results were found:

Total kWh/ft for May 2002: 1.91417

Total kWh/ft for May 2003: 1.75203

A usage decrease of 8.47%

Total kWh/ft for June 2002: 1.98793

Total kWh/ft for June 2003: 1.98773

A usage decrease of 0.009%

Total kWh/ft for July 2002: 1.36016 (1st to 21st)

Total kWh/ft for July 2003: 1.32167

A usage decrease of 2.83%

3a. Use of Results to Improve Unit Services:

The results did not meet the criteria for success for the three months reviewed. Additional measures have been taken to decrease usage on all weekends and holidays. We will continue to monitor the energy management system.

SUPPORT DOCUMENTATION

Enter any document referenced above in this summary table. There are two examples listed below. If no documents are cited, please remove the two examples from the table.

| SOURCE | LOCATION/Special Instructions |
|---|---|
| Customer Evaluation of Service Quality | SACS Resource Room Killam Library Building Room 334-C |
| 2003 Student Opinion Survey | SACS Documentation Room Killam Library Building Room 334-C |
| Safety Works monthly newsletter | SACS Resource Room Killam Library Building Room 334-C |
| TAMIU Employee Safety Responsibility Procedure (System Standard 24.012.04-EHS-10) | SACS Resource Room Killam Library Building Room 334-C |
| Utility Bills Comparison Report | SACS Documentation Room Killam Library Building Room 334-C |

