

FACILITIES SERVICES

Goals and Objectives – 2009-10

Goal #1: This goal ties to Strategic Priority I as well as to the proposed Core Theme of Access and Support.

Improve the work order system (FIX IT) so that it becomes a better tool to accomplish the various needs throughout the institution.

Objective: Improve the campus surroundings, function and appearance; to make them better for all.

Strategies: We all need to take the opportunity to mention FIX IT to those we see.

We will make a concerted effort to visit all departments throughout the year and help them become aware of the tools we have available to provide services to them.

Surveys – The process is: Originator of the FIX IT request is notified, by e-mail, when their request is sent to FIX IT and receives a work order number. When the work has been completed and the work order is closed out, the customer is notified again, along with a request to fill out the on-line survey. However, less than 10% respond to our surveys.

- i. Customer Service to solicit more feedback from customers to increase our grade by directly contacting a percentage of all users and asking them, personally, to take the time to complete the survey.
- ii. All of us can broaden our feedback by talking to customers in the field and asking them to fill out our survey.
- iii. We will increase the use of FIX IT Notes -- Become more diligent about communicating with our customers. One way is by filling out and leaving our FIX IT notes on our customers' desks to keep them in the loop.
- iv. Supervisors to make use of the pie chart survey report that Roger sends out monthly. Supervisors to pass along and discuss the chart with their employees on a regular basis. Shaun will post the information on our website. We can also pull names by craft. We will continue to investigate ways to measure how we are doing.
- v. Hold a quarterly prize drawing for those who complete the survey.

Goal #2: This goal ties to Strategic Priority I as well as to the proposed core theme of Access and Support.

Make an increased effort to go "green".

Objective: To increase the overall participation in SLCC's sustainability efforts and to support the college community in those same efforts.

Strategies: Recycling – Help is needed to make sure recycling is done properly (plastic shouldn't be placed in paper bins). We will look for more locations where collection boxes are needed.

Transportation – We will all look for opportunities to use alternative transportation. We can track it by dropping an e-mail to FIX IT, informing them of your transportation mode when you do something out of the norm.

Lights – As a division, we will all make a concerted effort to turn off lights whenever we encounter them being unnecessarily on. We will probably see the impact of this in our utility bills.

Trash – Whenever anyone sees trash, make sure they go out of their way to pick it up.

Goal #3: This goal ties to Strategic Priority I as well as to the proposed core theme of Access and Support.

Increase efforts to maintain a safe environment.

Objectives: To reduce injury and the chances for accidents to occur within the SLCC environment. Reduce Risk Management claims and Workers Compensation claims.

Strategies: Establish and maintain a safe environment through planning, prevention, and the allocation of available resources in the event of a facilities emergency. The division of Facilities Services is responsible for the maintenance and upkeep of College campuses. Every branch of the division of Facilities Services contributes to the safe environment of students, faculty and staff. For example, a ceiling grid containing light fixtures may be failing. A work order is submitted and the grid and lighting are fixed. If the grid were to remain unrepaired, it may eventually fall with the potential of injuring someone. The repair of the grid assembly fosters a safe environment.

Facilities Division

- Has a dedicated 24 hour emergency response team to respond to facility emergencies.

Fire Marshal

- Routinely inspects all occupancies and spaces of the College for fire hazards.

- Maintains and inspects fire detection and suppression systems.
- Implements a fire prevention program for students, faculty and staff. This will include posting of room capacities throughout the College.

Maintenance/Custodial

- Prevents the spread of viruses/bacteria by maintaining College facility cleanliness.
- Provides the equipment and placement of additional hand sanitization stations.
- Has a rapid response team for the cleanup of emergency events, i.e., biohazard, bodily fluids.

All other Crafts and Trades

- Be aware of the need for creating a safe working, teaching and learning environment.
- Take individual initiatives to reduce accidents by following proper safety and operating procedures.