












Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

Custodial And Grounds

Goal	<p>Improve The Delivery Of Custodial And Grounds Services DRAFT </p> <p>Develop and refine statistical data for comparison with industry standards to show areas for improving employee effectiveness.</p>
Objective (P)	<p>Achieve A Level Of Employee Availability That Is Comparable To Industry Standards DRAFT </p> <p>Track employee leave use and overall availability to show areas of possible improvement and to compare with current industry standards.</p>
KPI Performance Indicator	<p>Achieve An Employee Availability That Is Within +/-5% Of The APPA Average For 2012-2013 (85.6%) DRAFT </p> <p>Develop a spreadsheet that can track statistics on a monthly basis for use in bench-marking overall performance with peer institutions and industry standards.</p>
Result	<p>September 2014 - January 2015 Results DRAFT  </p> <p>From Sept. 2014 - Jan. 2015, the average employee availability for Grounds Services has been 84%. During the same time frame, Custodial Services has had 79% employee availability. Both averages are below the APPA average and well below our goal of 90%.</p>
Result	<p>September 2014 - April 2015 Results DRAFT  </p> <p>From Sept. 2014 through April 2015, the averages for both Custodial and Grounds Services are showing steady improvement and are getting closer to reaching our goal of 90%.</p>
Result	<p>September 2014 - June 2015 Results DRAFT  </p> <p>From September 2014 through June 2015, the average employee availability for Landscape Services has increased to 91% which is over the APPA average of 85.6%. Custodial Service has also continued to increase and is now at 84% which is just under the APPA average of 85.6%.</p>
Result	<p>Final Results  </p> <p>The FY16 employee availability results finished with Custodial Services Day Crew receiving a score of 86% (88% last cycle), Custodial Services Night Crew 84% (84% last cycle), and Landscape Services 90% (87% last cycle).</p>

There are no actions for this objective.