

Facilities Management

Advance Student Success

Goal Description:

Increase and develop university resources and infrastructure that supports intellectual transformation of students

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Seek Opportunities To Expand The Use Of Student Workers

Performance Objective Description:

Identify opportunities for increasing student employment with focus on increasing department efficiency.

RELATED ITEM LEVEL 2

Identify One Opportunity To Increase Student Employment As Part Of The Budget Process

KPI Description:

Identify one opportunity to increase student employment as part of the budget process

Results Description:

Student Employee opportunities have been expanded to bring on more students in the Facilities Services area: Fleet Services, Parking Lot Services, and Carpentry Services. Facilities Management Business Services has expanded Student Employee growth in the Central Stores and Receiving to maintain a higher level of Customer Service Satisfaction.

Identify Disruptive Change Opportunities

Goal Description:

Identify opportunities to increase revenue, explore privatization/contracting out, and evaluate effectiveness.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Identify Privatization And Outsourcing Opportunities

Performance Objective Description:

Explore opportunities for outsourcing organizational actiavities to increase revenues, reduce cost, or increase efficiency.

RELATED ITEM LEVEL 2

Identify One Activity That Can Be Outsourced

KPI Description:

Identify one activity that can be outsourced

Results Description:

Currently Comprehensive Cleaning and Softwashing (pressure washing) Campus Building Exteriors are being looked at for outsourcing.

Increase Efficiency Of University Operations

Goal Description:

Develop and deploy automated solutions.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Develop Automated Processes

Performance Objective Description:

Develop automated processes to simply/facilitate business processing.

RELATED ITEM LEVEL 2

Discuss Proposals At 1-on-1 Meetings With VPFO

KPI Description:

Discuss proposals at 1-on-1 meetings with VPFO

Results Description:

As proposals are drafted/received they are discussed with the VPFO in bi weekly meetings.

RELATED ITEM LEVEL 2

Identify One Business Process To Redesign From Paper-based To Computer Supported

KPI Description:

Identify one business process to redesign from paper-based to computer supported

Results Description:

Utility Billing Automation. This new process has been a collaborative effort between IT, Procurement Business Services, and Campus Energy Management.

Make Data Driven Decisions

Goal Description:

Develop and implement reporting tools and reports that allow visibility into revenue and expense activities across campus.

RELATED ITEMS - - - - -

RELATED ITEM LEVEL 1

Identify Benchmarks And Develop KPI Metrics

Performance Objective Description:

Monitor and compare institutional performance with peer institutions.

RELATED ITEM LEVEL 2

Using APPA Key Performance Indicators Program, Identify PEER Institutions

KPI Description:

From data compiled by APPA, identity five peer institutions to use in comparing FM performance measures.

Results Description:

Peer institutions identified. This KPI is complete.

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