

Student Life Facilities

Program Review Action Plan Summary

Program Review Details

Self-Study Standards: Council for the Advancement of Standard's (CAS) Auxiliary Standards Self-Assessment Guide 2019.

Site Visit Dates: Wednesday, June 21st – Friday, June 23rd, 2023

Action Plan Objectives:

Based on the program review external committee recommendations and self-study findings, the following themes and action steps were created as strategic priorities for Student Life Facilities over the next five years.

Develop Facilities leaders to become better stewards of university resources.

- Reestablish Facilities balanced scorecard approach to marry operations and financial reporting.
- Hold quarterly cross-functional meetings to discuss metric progress.

Educate all stakeholders on Facilities service levels through leveraging central marketing resources as a strategic partner to communicate, educate and sometimes manage expectations.

- Develop Facilities service-level agreements for all funding partners.
- Collaborate with Student Life Marketing and Housing and Residence Education partners on Facilities communication plan to students.
- Develop process for evaluating stakeholder satisfaction with Facilities for non-service request data.

Maximize collaboration with Student Life Planning and Design to address any Facilities planning and strategy gaps.

- Add Facilities representative to facility-related decision-making process for an operations review.
- Include Facilities representative in Facilities Conditions process and copy Facilities representative on final reports.
- Partner together with any consulting groups and copy Facilities representative on final reports.
- Upload project close-out documents & manufacturer recommendations to CMS.
- Support Planning and Design and Housing and Residence Education in any decision to take beds offline to do needed facility renovations.

Increase workplace safety for all Facilities staff.

- Reallocate Fire Safety program manager role & funding to Student Life Risk and Emergency Management (REM).

- Reduce expenses to fund SL occupational safety specialist within REM (Risk and Emergency Management) and EHS (Environmental Health and Safety).

Maximize strong university partnerships to deliver the desired level of service to our stakeholders at the best value.

- Update Student Life's service level agreement with Facilities Operations & Development (FOD).
- Continue to partner with FOD to determine the best alignment of the remaining SL/FOD paint resources within the SLA.
- Become more efficient with paint leadership and move the best number of painters out of the SL/FOD SLA and into the FOD central paint shop for project-based painting to exchange fixed cost for variable costs.

Eliminate the need for non-reimbursed (summer conferences) contract and temporary employees.

- Pull custodial leads out of daily assignments to function as an internal resource pool. This will allow them to function as true leads, plug short term gaps and have carpet cleaning technicians on a project basis. Hire 8 custodial worker 2s (still within APPA custodial guidelines when including projects).
- Exchange temporary staffing budget to hire backfills created by moving the leads to an internal resource pool to cover projects, sick, vacation and vacancy.

Leverage relationships with higher education residential facility leaders at comparable universities to benchmark Facilities operations to use evidence-based practice to enhance our service delivery for the residential experience.

- Establish site visit program with comparable Big Ten residential Facilities departments.
- Benchmark custodial, maintenance, building automation and call center.