Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Response time to trouble calls
Improve response time to Trouble Calls

Related Measures

M 1: Customer satisfaction surveys
Customer satisfaction surveys
Source of Evidence: Client satisfaction survey (student, faculty)
Target:
5% increase in satisfaction rate

O/O 2: Utilization of professional contractors
Increase utilization of professional contractor's to improve the quality of service

Related Measures

M 2: Review of contracts
Review of contracts
Source of Evidence: Administrative measure - other
Target:
20% increase in yearly service contracts

O/O 3: Completion time of PM work orders
Improve completion time of PM work orders

Related Measures

M 3: Self-tracking
Self-tracking via CUP spreadsheet
Source of Evidence: Administrative measure - other
Target:
90% on time completion

O/O 4: Turnaround time for Work Control documents
Improve turnaround time for Work Control documents

Related Measures

M 3: Self-tracking
Self-tracking via CUP spreadsheet
Source of Evidence: Administrative measure - other
Target:
10-business day turn around

O/O 5: Consistent standards
Consistent standards that will promote a pleasing learning atmosphere

Related Measures

M 1: Customer satisfaction surveys
Customer satisfaction surveys
Source of Evidence: Client satisfaction survey (student, faculty)
Target:
10% improvement from the previous year

O/O 6: Capital Outlay Budget
Program, design, finance and/or construct projects as delineated in the Capital Outlay Budget

Related Measures

M 4: Annual Capital Outlay submission
Campus Master Plan, Annual Capital Outlay submission
Source of Evidence: Administrative measure - other
Target:
100% implementation of all projects

O/O 7: Maintenance
Increase cost savings in Maintenance of services provided by outside contractors
Related Measures

M 5: Line item budgets
Comparison of line item budgets of each shop
Source of Evidence: Administrative measure - other
Target: 2-5% savings for each shop

O/O 8: Housekeeping
Maintain cleaning standards in Housekeeping for restrooms sinks, urinals and commodes

Related Measures

M 6: Inspection reports & customer satisfaction surveys
Inspection reports of supervisors, customer satisfaction surveys
Source of Evidence: Administrative measure - other
Target: 90% cleaning standard

O/O 9: Grounds
Grounds will increase the amount of landscaping/green spaces on campus

Related Measures

M 7: Project logs
Project logs
Source of Evidence: Administrative measure - other
Target: 5% increase