

# Administrative Unit Assessment Report

**Assessment** is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

## Be sure to **SAVE** your progress as you work!

**Administrative Unit**  
Facilities

**Submission Year**  
2021-2022

**Assessment Coordinator Name**  
Jeff Beaver

**Enter Assessment Coordinator Email**  
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## Unit Goal

### Goal

#### Goal 1

**Unit Goals** are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

#### Unit Goal

To support the university efficiently through the facilities area.

#### Pillar of Success Supported

Facilities Positioned for Growth and Efficient Utilization

## Outcomes

### Outcome 1

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

#### What type of Outcome would you like to add?

Operational Outcome

Enter Outcome

Time it takes for work orders to be completed

**Timeframe for this Outcome**

2021 Calendar Year

**Performance Target for "Met"**

100 percent of work orders are responded to within 2 days or less

**Performance Target for "Partially Met"**

50-99 percent of work orders are responded to within 2 days or less

**Performance Target for "Not Met"**

Less than 50 percent of work orders are responded to within 2 days or less

**Assessment Measure Used**

Work orders in School dude.

**Frequency of Assessment**

Daily

**Data Collected for this Timeframe (Results)**

Data collected is from School Dude for February 2021, days aged for Centennial Hall Building. Days aged average is partially met.

**Score (Met=3, Partially Met=2, Not Met=1)**

2

**Comments/Narrative**

Tracking and increasing our response time to work orders will help us to see how we are doing with meeting the needs of the university. We will continue to report data for this outcome next year and see what changes may need to be implemented to improve on this outcome.

**Resources Needed to Meet/Sustain Results**

We already know that we need increased staffing and increased budget to support the increase we have seen in work orders. This would be approximately \$75- \$90,000.

**Explanation of How Resources Will Be Used**

Filling vacant positions and purchasing higher quality and more efficient products and /or equipment.

## Outcome 2

**Outcomes** are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

**What type of Outcome would you like to add?**

Operational Outcome

**Enter Outcome**

Filling of vacant positions

**Timeframe for this Outcome**

2021 Calendar Year

**Performance Target for "Met"**

Have 100% of positions filled at time of reporting

**Performance Target for "Partially Met"**

Have 80-99% of positions filled at time of reporting

**Performance Target for "Not Met"**

Have less than 80% of positions filled at time of reporting

**Assessment Measure Used**

Monitoring of positions available vs. filled

**Frequency of Assessment**

Daily

**Data Collected for this Timeframe (Results)**

Not all open positions are filled.

**Score (Met=3, Partially Met=2, Not Met=1)**

1

**Comments/Narrative**

Monitoring and documenting our positions available and if they are filled will help us meet the demands of the university. Without proper staffing, our area will not be as efficient. Although we will look at the percent of positions filled at the time of reporting, we also plan to use this space to discuss how the year has gone with regards to keeping positions filled within the division. We will report data for this outcome next year and see what changes may need to be implemented to improve on this outcome.

**Resources Needed to Meet/Sustain Results**

See outcome number 1. It applies here as well.

**Explanation of How Resources Will Be Used**

See outcome number 1. It applies here as well.

## Goal Summary

**Goal Summary/Comments**

By keeping our positions filled, we will be able to complete work orders more efficiently and will be able to serve the university much better. We believe that monitoring these two areas will be beneficial and we hope to see some areas where improvements can be made.

**Changes Made/Proposed Related to Goal**

No changes have been made at this point. We plan on analyzing the data collected and seeing what changes can be made to improve in these areas.

**Upload Files (if needed)**