

# 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

2025-2026

### Assessment Coordinator Name

Glenn Shaw

### Enter Assessment Coordinator Email

gshaw@lander.edu

## 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

Ensure that campus facilities are safe, well-maintained, and responsive to stakeholder needs.

#### 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

(Operational):(Operational): Complete 95% of work orders within 10 business days.

**Timeframe for this Outcome**

2024-2025 Calendar Year

**Performance Target for "Met"**

≥95% of requests completed within 10 business days.

**Performance Target for "Partially Met"**

85–94% completed within timeframe.

**Performance Target for "Not Met"**

<85% completed within timeframe.

**Assessment Measure Used**

Facilities work order tracking system "School dude".

**Frequency of Assessment**

Monthly and Annual.

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

working with schooldude to get the data needed.

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

**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**

Additional maintenance staff, predictive scheduling software.

**Explanation of How Resources Will Be Used**

Hiring will reduce backlog; software will allow proactive repairs before failures occur.

## 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**

Reduce deferred maintenance backlog by 10% annually.

**Timeframe for this Outcome**

2024-2025 Calendar Year

**Performance Target for "Met"**

≥10% reduction.

**Performance Target for "Partially Met"**

5–9% reduction.

**Performance Target for "Not Met"**

<5% reduction.

**Assessment Measure Used**

Facilities work order tracking system "School dude".

**Frequency of Assessment**

Annual

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

working with schooldude to get the data needed.

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

Funding prioritized for high-use student spaces; contractor support will accelerate project completion.

**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**

The Facilities unit supports the institution's mission by ensuring safe, efficient, and high-quality spaces, services, and logistical operations. This report evaluates performance in Facilities Operations and demonstrates the extent to which outcomes are achieved, as well as how results are used for continuous improvement.

**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)**