Facilities

Office or Department of Fiscal Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

Prepared on: 7/26/2021 8:35:22 AM

Prepared by: laura.gay@mga.edu

Email address of person responsible for this report: Laura Gay, laura.gay@mga.edu

Department Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	Facilities anticipates and supports the evolving facility needs of our campus community, creates and maintains a first-class learning environment for learning, and invests limited resources wisely.

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1)Streamline and right-size Facilities organizational structures across the 5 campuses. 2)Create a plan for succession as over 50% of Facilities staff will reach retirement age in the next 10 years, 34% in the next 5 years. 3)Document and improve processes and procedures to encourage accuracy, compliance, and efficiency in purchasing, contracting, and approval of invoices.

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Schedule and document 1 formal training opportunity each for maintenance, custodial, and grounds employees. Schedule and document 3 informal training sessions for each group.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	By the number of training sessions held and documented.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	75% participation
11. Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	In conjunction with the Georgia National Guard, we offered training for all MGA employees as well as USG institutions, on the proper methods and equipment for disinfecting campus facilities during the COVId-19 pandemic. We had 60% participation from the Facilities staff for this training. Additionally, employees were offered the opportunity for additional training in disinfection standards used by the National Guard which qualified them to participate in the Rapid Response Disinfection Team. This Team is tasked with treating spaces where there is a possible or confirmed COVID diagnosis. Eleven employees volunteered for this additional formal training, 9 from Maintenance and 2 from Custodial. We had 100% participation of those who volunteered for this additional training. Informal training sessions were monthly at team meetings. Topics ranged from safety protocols to updates on the new payroll process to reminders of vacation/sick policies. Due to employee absences, we had approximately 85% participation overall.
12. Objective 1: Did your department meet this objective?	The department met this objective.

13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We are sharing training topics so that employees at Macon and Cochran receive the same informal training sessions

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Work with Facilities Administrative staff to document 2 additional work flow processes for business continuity.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	By the number of work flow processes documented
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Documenting 2 additional processes
17. Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	0 percent
18. Objective 2: Did your department meet this objective?	The department did not meet this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	A change in staffing showed us that we must prioritize documenting processes so that incoming staff can be brought up to speed quickly and efficiently

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Create a new Residence Life Facilities survey and email it to all on-campus residents by March, 2021.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of surveys returned
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Increase the number of completed surveys by 10% from FY19 assessment of 496 surveys received.
23. Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	0 percent
24. Objective 3: Did your department meet this objective?	The department did not meet this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Due to staffing changes, we did not send out surveys. We will address this feature as we select a new work order system next year.

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
29. Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	N/A
30. Objective 4: Did your department meet this objective?	The department did not meet this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

Future Plans

32. Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.	1. Analyze, select, and implement a 5-campus work order system to replace separate existing SchoolDude accounts by June 30, 2022. 2. Increase number of work order surveys completed in residence halls by 10% from 496 in FY19 to 546 in FY22. 3. Define and standardize renewal process for annual public works contracts.

Open Box for Assessment Comments

33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:	Since consolidation in 2013, Facilities has lost 50% headcount. In this next fiscal year, we must focus on rebuilding by filling key position and/or expanding contracts to cover tasks.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	Significant resources were expended during FY21 on the COVID-19 pandemic. Every space on all five campuses had to be set for social distancing in July of 2021, including measuring and resetting classroom furniture and then communicating that to Academic Affairs so that class size could fit the number of seats available. Facilities was involved in defining, ordering, and placement of all COVID-related signage. We created and implemented cleaning protocols for classrooms, restrooms, offices, and common areas. The extra workload meant that planned and routine tasks, such as documentation of processes and creation of surveys as well as normal day-to-day routine work, had to be less of a priority.

MGA's Strategic Plan

34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Build Shared Culture 5. Attract talent and enhance employee development and recognition, Build Shared Culture 6. Sustain financial health through resourceful fiscal management
35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Request for Additional Financial or Human Resources

Other

36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)	N/A
38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.	N/A