

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) Year End Reporting Form**

In response to SACSCOC 8.2, “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 ...”

Name of Service: Facilities and Grounds

Outcome #1: The Facilities & Grounds Department will provide efficient, professional proactive, reactive, preventive, and predictive maintenance services to the institution with the utilization of the eMaint™ computerized maintenance management system (CMMS).

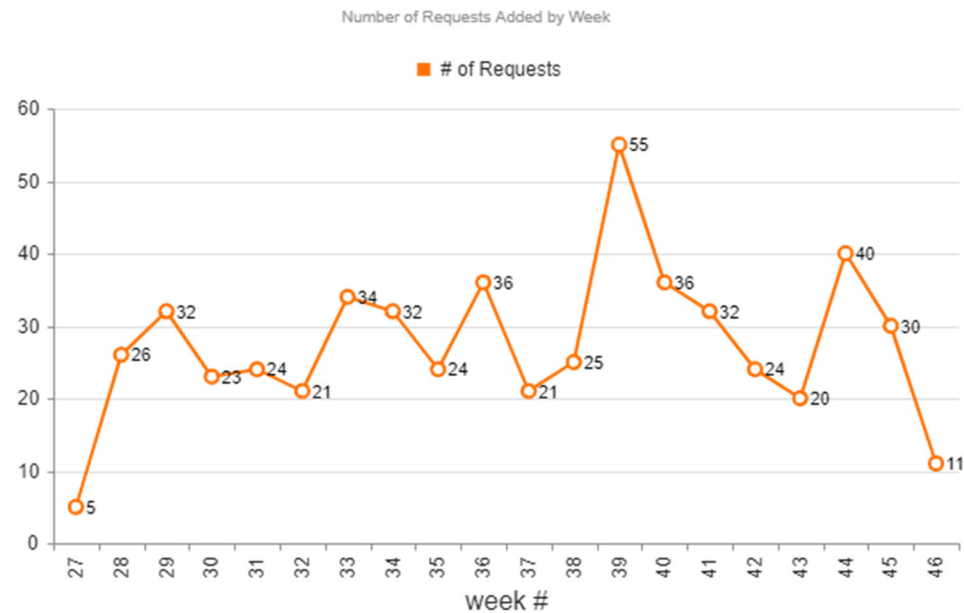
Action Items from Service Review:

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i>
1	Timeliness of routine work order request completion (Assessed by: Review eMaint reports for open WO data.)	There were 1,142 WORs entered in 2023 (to date) with only seven unassigned (three are events that have not yet occurred). Routine work orders are completed within four hours on average. Discontinue this action item going forward.
2	Accuracy of data input into work order completion (Assessed by: Review individual WO data for completeness.)	Data input in to the eMaint™ computerized maintenance management system (CMMS) is routinely audited for completions times, labor cost, parts cost, and inventory adjustments. Accuracy is reflected in the department’s annual inventory. Discontinue this action item going forward.

Baseline: N/A (Baseline will be established once three years of data is available to average)
Standard: 90% or greater satisfaction with this process
Target: 95% or greater satisfaction with this process

Figure 1.

2023 Work Order Requests by week



Provide narrative for analysis of (satisfaction of eMaint CMMS). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

It should be noted that Action Item 1 above measures routine work orders and not emergency, preventive, or predictive work orders. Routine work orders often become delayed due to the prioritization of emergency work orders. Routine work orders are completed within four hours of receipt, on average. It is evident that the Facilities and Grounds Department personnel are satisfied with the eMaint™ computerized maintenance management system (CMMS), a vast improvement from the previous work order system. However, moving forward we wish to explore the satisfaction of the faculty and staff when using eMaint™ computerized maintenance management system (CMMS) to submit work order requests.

2023-2025 Action Items:

Item	Action Items (What actions can be taken to increase the success of the outcome in your service unit?)	Assessment of Action Items (How will you assess the results of action items?)
1	How satisfied are employees with the use of the eMaint™ computerized maintenance management system (CMMS)	Modify/develop new survey questions. (Assessed by: Work with the Office of Institutional Effectiveness to develop new survey questions to be included in future employee surveys.)

Outcome #2: Employee satisfaction with the appearance of the campus grounds.**Action Items from Service Review:**

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Improve the campus grounds through the Beautification Project. (Assessed by: Future employee surveys.)	See analysis below. Discontinue this action item going forward.
2	Modify/develop new survey questions. (Assessed by: Work with the Office of Institutional Effectiveness to develop new survey questions to be included in future employee surveys.)	Completed and forwarded to IE on September 6.

Baseline: 83% (Average of employee satisfaction; strongly agree/agree; 2019, 2021, 2022, 2023)

Standard: 90% or greater satisfaction with this process

Target: 95% or greater satisfaction with this process

Employees

I am satisfied with the appearance of the campus grounds.

Choices	Fall 2019		Fall 2021		Fall 2022	
	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	61	42.66%	57	33.53%	46	35.11%
Agree	72	50.35%	81	47.65%	54	41.22%
Disagree	9	6.29%	28	16.47%	25	19.08%
Strongly Disagree	1	0.70%	4	2.35%	6	4.58%

NEW SURVEY QUESTIONS / DATA / CHART**Students**

The campus grounds are well maintained.

Choices	Fall 2023					
	Count	Percent				
Strongly Agree	33	32.35%				
Agree	15	49.02%				
Disagree	17	16.67%				
Strongly Disagree	2	1.96%				

Provide narrative for analysis of (appearance of campus grounds). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

This action item measures the appearance of the campus grounds based on employee surveys. It should be noted that several factors influence the condition and maintenance of the grounds. These conditions can be affected by disruption to the irrigation system caused by damage either by contractor, employee, or nature. Additionally, the staff in the grounds maintenance section fluctuates continuously with high turnover rates. The college hired a new Grounds Maintenance Supervisor on 11 September of this year and the campus appearance has already improved exponentially. Furthermore, the college employed a contractor to make some major improvements to the groundscape in preparation for the September 13-15, 2023, North Carolina State Board of Community Colleges.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	The campus grounds are well maintained. (employee and students)	Continue with assessment as written but include student survey data.

Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 11/14/2023

Department Chair, Dean, Director, and/or VP / Date: Derek Hunter 11/21/2023