

Service Outcomes Assessment Follow-Up 2023-2024 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 service outcome year-end report.)	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 2024-2025 action items table below.)
1	How satisfied are employees with the use of the eMaint™ computerized maintenance management system (CMMS) (Assessed by: Employee satisfaction of eMaint CMMS computerized maintenance management system)	The employee survey did not specifically target the Emaint system usage, however there was a 97% overall satisfaction rate with maintenance performed and 100 % satisfaction with maintenance technicians.

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

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.)

Emaint system was used effectively with 1204 Work Order tickets submitted, with 100% completion rate in a 24 hour period. A questionnaire targeting the use and satisfaction of the Emaint system will be added to the employee satisfaction survey. In addition we will like to train all new employees on the use of the system to correctly submit work orders.

2024-2025 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	Initial training for new user with Emaint system	Track number of new employees attending training.

Outcome #2: Employee satisfaction with the appearance of the campus grounds.**Action Items from 2022-23 Service Outcome Year-End Report:**

Item #	Action Items: (Action item identified in the 2022-23 service outcome year-end report.)	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 2024-2025 action items table below.)
1	The campus grounds are well maintained. (employee and students) (Assessed by: Employee and Student Satisfaction Survey results)	86.33% of employees were satisfied with appearance of campus grounds, an increase of 4.9% from the previous year. 98.67% of students were satisfied with campus grounds and a decrease of only 1% from the previous year.

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 2021		Fall 2022		Fall 2023		Fall 2024	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Strongly Agree	57	33.53%	46	35.11%	33	32.35%	57	41.01%
Agree	81	47.65%	54	41.22%	50	49.02%	63	45.32%
Disagree	28	16.47%	25	19.08%	17	16.67%	17	12.23%
Strongly Disagree	4	2.35%	6	4.58%	2	1.96%	2	1.44%

Students

The campus grounds are well maintained.

Choices	Fall 2023		Fall 2024	
	Count	Percent	Count	Percent
Strongly Agree	56	59.57%	85	56.29%
Agree	38	40.43%	64	42.38%
Disagree	0	0.00%	2	1.32%
Strongly Disagree	0	0.00%	0	0.00%

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.)*

For employees we exceeded the baseline and for students we exceeded our target.

Campus grounds department has undergone multiple personnel changes in the past year and relied on a outside vendor for some of its routine grounds department needs. New personnel recently hired with fresh expectations on landscaping and improvements for the overall appearance of the campus.

2024-2025 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	Create a checklist for improvement of campus grounds	50% completion of checklist items for campus grounds improvements
2	The campus grounds are well maintained. (employee and students)	Employee and Student Satisfaction Survey results.

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 11/13/2024

VP / Date: Derek Hunter 11/14/2024