**Date** 2012-13 **Name of Administrative or Educational t Unit:** \_ Physical Plant and Grounds

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**Mission:**

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| The Department of Facility Services and Physical Plant functions to establish, provide and maintain a safe and productive educational environment where students, faculty and staff can achieve maximum results. Facility Services and Construction provides the following services: · Safe and  efficient operation and maintenance of all building equipment and landscapes; Repairs to the district’s property; · Mail service; · Involvement in all phases of construction performed on the district’s properties; · Timely response to service requests by students, faculty and staff; · Administration of all capital items as designated; · Assist the campus police force as requested during emergency situations. |

**PART I: Might not change from year to year**

| A. Outcomes(s)  Results expected in this department/program | B. Measure(s)  The instrument or process used to measure results | C. Target(s) The level of success expected |
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| 1 Grounds: Increase the overall satisfaction with the grounds at Collin College | Faculty/staff and Student Surveys of Service Units | Average rating of 4.25 on a 5 point scale |
| 2 Physical Plant Operations: Increase overall satisfaction of physical plant operations. | Faculty/staff and Student Surveys of Service Units | Average rating of 4.25 on a 5 point scale |
| 3 Parking lots-lighted and secure: Increase the overall satisfaction that Collin College parking lots are well-lighted and  secure | Noel Levitz Student Satisfaction Survey | Average rating of 5.5 on a 7 point scale. |
| 4 Adequate Parking Space for students:  The amount of student parking space on campus is adequate. | Noel Levitz Student Satisfaction Survey | Average rating of 5.5 on a 7 point scale. |

**PART II: For academic year (enter year i.e. 2011-12)**

**From Part I**

| A. Outcomes(s)  Results expected in this department/program | D. Action Plan Years 5 & 2  Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses. | E. Implement Action Plan  Years 1 & 3  Implement the action plan and collect data | F. Data Results Summary  Years 2 & 4  Summarize the data collected | G. Findings  Years 2 & 4  What does data say about outcome? |
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| 1 Grounds: Increase the overall satisfaction with the grounds at Collin College | Implement and complete landscaping additions . | Implement the action plan and collect data | 2011-12: 4.53 out of 5 based on the college-wide faculty / staff 2012 survey result.  The total respondents for this question are 180 , compared  to 192 in the prior cycle. 2010-2011: 4.36 out of 5.0 on a Likert scale rating for the Faculty/ Staff college-wide survey. | 2010-11: Target met.  2011-12: Target met. |
| 2 Physical Plant Operations: Increase overall satisfaction of physical plant operations. | See action plan for goal 4. | Implement the action plan and collect data | 2011-2012: 4.37 out of 5 based on the college-wide faculty/staff 2012 survey result. The total respondents for this question are 507.  2010-2011: 4.25 out of 5 based on the college-wide faculty/staff 2011 survey result. The total respondents for this question are 519. | 2010-11: Target met.  2011-12: Target met. |
| 3 Parking lots-lighted and secure: Increase the overall satisfaction that Collin College parking lots are well-lighted and secure | Increase preventative maintenance processes and procedures pertaining to parking lot lighting plan. | Implement the action plan and collect data | 2011-12: 5.50 out of 7 based on the survey result of Noel Levitz at Spring 2012.  This satisfaction number has been increased 3% compared to Spring  2010.  2010-11: Mean 5.35 with standard deviation 1.51 according to Noel Levitz Survey  at Spring 2010, has been improved 2.2% (mean difference +0.12)  compared to mean 5.23 with standard deviation 1.55 at Spring 2008. | 2010-11: Target met.  2011-12: Target met. Lighting and sense of security is adequate. |
| 4 Adequate Parking Space for students:  Noel-Levitz Item: The amount of student parking space on campus is adequate. | 2012-13:  1. Additional Parking Lots: construction of additional parking at PRC and SCC.  2. Landscaping:  Implement and complete additions | Implement the action plan and collect data | 2011-12: 4.58 out of 7 based on the survey of Noel Levitz at Spring 2012. The satisfaction has been improved around 1% compared to Spring 2010.  2010-11: Satisfaction indicator is 4.54 mean with standard deviation 1.90 based on Noel-Levitz survey result. It's decreased 2% satisfaction compared to Spring 2008. | 2011-12: Target partially met.  2011-12: Target partially met. |