Detailed Assessment Report
2007-2008 Building Maintenance

Mission/Purpose
The Building Maintenance Department is committed in providing the most efficient and effective maintenance possible to keep all facilities and assets in as like new condition as possible.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Re-evaluate Preventive Maintenance Program
Re-evaluate Preventive Maintenance Program

Strategic Plans:

Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.

Related Measures:

M 2: Re-evaluate Preventive Maintenance Program
Re-evaluate Preventive Maintenance Program

Achievement Target:
Re-evaluate preventative maintenance program

Findings (2007-2008) - Achievement Target: Met
Reviewed and re-evaluated all Preventative Maintenance items.

O 2: Maintain employees' skill level and job knowledge
Maintain employees' skill level and job knowledge through periodic training.

Strategic Plans:

Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.

Related Measures:

M 1: Review training attendance log
Review training attendance log to ensure employees' skill level and job knowledge are adequate and appropriate for their positions.

Source of Evidence: Administrative Measure

Achievement Target:
Note instances of missed training.

Findings (2007-2008) - Achievement Target: Partially Met
18% Missed training instances.

Related Action Plans:

Review Training
Will review attendance logs for training and re-schedule missed training. Will follow-up on employees work performed to ensure they have adequate training to perform their assignments.
For more information, see the Action Plan Details section of this report.

O 3: Re-evaluate Refurbishment Schedule
Re-evaluate Refurbishment Schedule to ensure adequate and appropriate conditions are maintained.

Strategic Plans:

Texas A&M-Corpus Christi

1.10 Manage resources efficiently and effectively.
1.4 Provide a supportive and safe campus environment

Related Measures:

M 3: Re-evaluate Refurbishment Schedule
Re-evaluate Refurbishment Schedule to ensure adequate and appropriate conditions are maintained.

Achievement Target:
Inspect the common areas of buildings in order of placement on the present
Refurbishment Schedule, inspecting one building per week and entering data into the
Refurbishment Schedule. Makeup and configuration of the schedule may have to be modified.

Findings (2007-2008) - Achievement Target: Partially Met
Assessed 12 of 24 buildings.

Related Action Plans:

Review scope of work and schedule
Will review the scope of work and the schedule. Will make adjustments as needed.
For more information, see the Action Plan Details section of this report.

Details for Action Plans Established This Cycle

Review scope of work and schedule
Will review the scope of work and the schedule. Will make adjustments as needed.

Priority: Medium
Target Date: 09/2009
Responsible Person/Group: Denise Hernandez
Additional Resources Needed: None
Budget Amount Requested: $0

Review Training
Will review attendance logs for training and re-schedule missed training. Will follow-up on
employees work performed to ensure they have adequate training to perform their assignments.

Priority: Medium
Target Date: 09/2009
Responsible Person/Group: Denise Hernandez
Additional Resources Needed: None
Budget Amount Requested: $0

Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made
on outcomes/objectives?

Good coordination of assignments with increased work load which translates into more
preventative maintenance rather than reactive maintenance.
What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?
  Will need to continue emphasis on time management and increased training for staff with new technology.

Annual Reports

Executive Summary
  The Facility Maintenance Dept. will continue to focus on the needs of the Students and the University Community. This can be accomplished by evaluating employee training, preventative maintenance on our buildings and, scheduling/coordinating repairs.

  The Facility Maintenance Dept. will strive to meet the changing needs of our Students and the University Community.

Public/Community Service
  None

Anticipated Challenges
  The addition of buildings and programs to our campus this year will challenge our departments staff. Scheduling work and training will be critical this year in order to meet our Students and the University communities’ needs.

Closing the Loop / Planned Actions
  Continue to review the performance of the facility maintenance department and adjust schedules and training as needed.

Summary of Requested Resources
  None requested.

Administrative Unit Accomplishments
  N/A

Teaching Results / Accomplishments
  N/A

Research/Scholar Activity Accomplishment
  N/A
Detailed Assessment Report
2007-2008 Grounds Maintenance

Mission/Purpose
Grounds Services Department is committed to providing management of the campus grounds that provides an outdoor environment that is conducive to excellence in instruction, research, and other forms of scholarly activity and public service. In the same fashion, Grounds Services is equally dedicated to serving as part of the general labor pool for the University community and also providing full maintenance repair service on all University vehicles.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 0: To provide clean a campus grounds.
To provide a clean campus and grounds.

Associations:
Our target is to have a minimum of unacceptable conditions as possible as determined by periodic inspections by the Physical Plant Director.

Strategic Plans:

Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment
1.9 Expand University impact and stature.

Related Measures:

M 2: Customer survey
Customer survey

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
A cumulative rating for overall agreement and satisfaction opinion of 75%

Findings (2007-2008) - Achievement Target: Not Met
Customer survey not executed due to miscoordination between Physical Plant and the Office of Planning and Institutional Effectiveness.

Related Action Plans:

Improve survey coordination implementation.
Carry objective over into next year with the intention of better communication and coordination between Physical Plant and the Office of Planning and Institutional Effectiveness.
For more information, see the Action Plan Details section of this report.

M 0: Physical Plant Director’s Inspection
Periodic inspections by the Physical Plant Director with the Manager of Grounds Services.

Achievement Target:
To have a minimum number of unacceptable conditions.

Findings (2007-2008) - Achievement Target: Met
No unacceptable conditions found during inspections.
O 0: Aesthetically pleasing campus grounds
To provide an aesthetically pleasing campus grounds.

Associations:
Our University grounds are currently maintained at various attention levels as recommended by APPA standards. Currently Attention Levels on campus fall between Attention Level 2 and Attention Level 5. Our objective is to mow, trim and blow various areas at the proper frequency to assure that we are maintaining an aesthetically pleasing grounds. The following are the APPA Performance Standards for Grounds Maintenance Attention Levels on campus:
Level 2: High-level of maintenance for high visitation areas. Turf in these areas should be mowed, trimmed and blown every five (5) working days. These areas include the Center Campus Zone, Recreational Sports Fields and the Ancillary Zone (NRC, HRI, Blucher Institute). Level 3: Moderate-level maintenance. These areas require mowing, trimming and blowing every ten (10) working days. These areas include the Bayfront Zone, Roadway and Parking Zone and the Physical Plant Zone. Level 5: Minimum-level maintenance. No mowing, weedeating or blowing required. Trash removal only. The Oso Perimeter Zone falls into this category. Our target is to meet APPA Standards at least 90% of the time in each zone.

Strategic Plans:

**Texas A&M-Corpus Christi**
1.4 Provide a supportive and safe campus environment
1.9 Expand University impact and stature.

Related Measures:

M 1: APPA performance standards
APPA performance standards

Source of Evidence: Professional standards

Achievement Target:
1. Maintain landscape zones between Attention Level 2 and Attention Level 5: Bay Front at Level 3, Oso Perimeter at Level 5, Roadways & Parking at Level 3, Center Campus at Level 2, Athletic/Recreation at Level 2, Physical Plant at Level 3, Ancillary at Level 2.

Levels defined as:
- Level 2: - High level of maintenance associated with well-developed university campuses;
- Level 3: - Moderate level;
- Level 4: - Moderately low level;
- Level 5: - Minimum level.

**Findings (2007-2008) - Achievement Target: Met**
Achieved the following % completion of the tasks required to achieve the targeted performance level:

- Bay Front: 100%
- Oso Perimeter: 88%
- Roadways & Parking: 100%
- Center Campus: 98%
- Athletic/Recreation: 90%
- Physical Plant: 97%
- Ancillary: 96%

While each zone did not achieve 100% completion by the targeted time, campus aesthetics was unaffected and results were satisfactory.

O 0: Roadway Markings Refurbishment
Paint new and/or repaint existing roadway makings.

Strategic Plans:

**Texas A&M-Corpus Christi**
1.4 Provide a supportive and safe campus environment

Related Measures:

M 0: Roadway Marking Refurbishment Schedule
Refurbish Roadway Markings to renew or to restore to a new condition and/or appearance on a scheduled basis.
Achievement Target:
Adhere to the Roadway Marking Refurbishment Schedule to ensure roadway markings are maintained.

Findings (2007-2008) - Achievement Target: Met
Roadway marking were all done per schedule.

O 2: To serve the needs of our customers.
To serve the needs of our customers.

Associations:
Our objective is to acquire a cumulative rating for overall agreement and satisfaction opinion of 75% as determined by a Customer Survey.

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.4 Provide a supportive and safe campus environment

Related Measures:
M 2: Customer survey
Customer survey
Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
A cumulative rating for overall agreement and satisfaction opinion of 75%

Findings (2006-2007) - Achievement Target: Not Met
Due to staff vacancy measurements and findings were not completed.

Details for Action Plans Established This Cycle

Improve survey coordination implementation.
Carry objective over into next year with the intention of better communication and coordination between Physical Plant and the Office of Planning and Institutional Effectiveness.

Priority: Medium

Target Date: 01/2009
Make first contact with the Office of Planning and Institutional Effectiveness for scheduling the survey.

Responsible Person/Group: Randy Haaker

Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?
The assessments of those measures that were completed successfully show that the departments planning and execution were successful and should be maintained.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?
Customer responses have been very positive this year and all indications show that customer service has significantly improved. However, more attention will need to be devoted to effective communications with the Department of Planning & Institutional Effectiveness to assure that a customer satisfaction survey is expedited in a timely manner.
Detailed Assessment Report  
2007-2008 HVAC  

Mission/Purpose  
This department is charged with providing the services of maintaining the proper internal building environmental conditions suitable for all who utilize our facilities and for the teaching equipment within the buildings. We endeavor to perform these services in the most efficient cost effective manner possible. This department strives to provide a healthy building environment to help support the university's mission of providing teaching excellence.

Outcomes/Objectives, with Any Associations and Related Measures,  
Achievement Targets, Findings, and Action Plans

O 0: Maintain Chilled Water Delta-T at each building.  
Maintain Chilled Water Delta-T at each building.

Strategic Plans:

Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.
1.4 Provide a supportive and safe campus environment

Related Measures:

M 0: Analyze Chilled Water Delta-T at each building  
Analyze Chilled Water Delta-T at each building supply and return main.

Achievement Target:
Maintain a Delta-T of 12-14 degrees.

Findings (2007-2008) - Achievement Target: Met  
except for the Student Services Building and the Field House, all builds have met desired Delta-T

Related Action Plans:
Correcting SSB and FH delt-t
Need to inquire to see if by adding additional control devices and through software programing, can the desired delt-t be achieved at the SSB and FH building
For more information, see the Action Plan Details section of this report.

Aalyze Chilled Water Delta-T at buildings  
Aalyze Chilled Water Delta-T at each building
For more information, see the Action Plan Details section of this report.

O 0: Place Parking lot lights on EMS  
Place parking lot lights on EMS

Associations:

due to time constraints, goal was not achieved

Strategic Plans:

Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment
O1: Provide a properly functioning environment
Provide a proper environment for our campus community with an emphasis on energy conservation.

**Strategic Plans:**

*Texas A&M-Corpus Christi*

1.10 Manage resources efficiently and effectively.
1.4 Provide a supportive and safe campus environment
1.8 Build & sustain mutually supportive relationships.

**Related Measures:**

M0: Continue established temperature set points.
Continue maintaining the University established temperature set points.

**Achievement Target:**
Maintain properly functioning HVAC systems where temperature set points are maintained by limiting out of limit excursion to less than x% of the spaces controlled.

Details for Action Plans Established This Cycle

**Analyze Chilled Water Delta-T at buildings**

*Analyze Chilled Water Delta-T at each building*

**Priority:** Medium

**Responsible Person/Group:** Oscar Contreras

**Additional Resources Needed:** Additional mememory on Energy Management System(EMS).

**Correcting SSB and FH delt-t**

Need to inquire to see if by adding additional control devices and through software programing, can the desired delt-t be achieved at the SSB and FH building

**Priority:** Medium

**Target Date:** 09/2009

**Correcting delt-t**

**Responsible Person/Group:** Oscar Contreras
Detailed Assessment Report
2007-2008 Custodial Services

Mission/Purpose
The Custodial Department is committed to offering a clean and sanitary environment that is conducive to excellence in instruction, research, and other forms of scholarly activity and public service. We are committed to anticipate and respond quickly to the needs of students, faculty, staff, and visitors.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Provide clean facilities.
Provide clean facilities that is conducive to excellence in instruction, research, and other forms of scholarly activity and public service.

Strategic Plans:
Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment

Related Measures:

M 1: Compare to APPA Performance Standards
Periodic inspections of facilities to compare cleaning to APPA Performance Standards.

Source of Evidence: Professional standards

Achievement Target:
To have a minimum number of unacceptable conditions.

Findings (2007-2008) - Achievement Target: Partially Met
Had several complaints on dirty buildings.

Related Action Plans:
Training and inspections
Improve training for staff and increase work performance inspections
For more information, see the Action Plan Details section of this report.

O 2: To serve the needs of our customers.
To serve the needs of our customers.

and do a good job.

Strategic Plans:
Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment

Related Measures:

M 2: Customer survey
Solicit customer feedback regarding the quality of custodial services.

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Receive an acceptable rating of customer satisfaction.

**Findings (2007-2008) - Achievement Target: Not Met**

No survey done

Details for Action Plans Established This Cycle

**Training and inspections**

Improve training for staff and increase work performance inspections

- **Priority:** Medium
- **Target Date:** 08/2009
- **Responsible Person/Group:** Eliseo Davila and supervisors

Analysis Answers

- **What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?**
  A good guide to show where improvement is needed.

- **What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?**
  Follow the established APPA guidelines which might show that we need additional staff.

Annual Reports

**Executive Summary**

- The student population has increased and so has the workload, because of more square feet added.
- New buildings were added so more staff is needed.
- Training has to improve because of the new surfaces to be cleaned and keeping up with new chemicals or cleaning equipment.

**Public/Community Service**

n/a

**Anticipated Challenges**

- Need to coordinate cleaning around the increased events and classes.
- This is high turnover profession.
- Will need to increase training.

**Closing the Loop / Planned Actions**

- Re-evaluation of the appearance levels on the APPA standards and changes will be done if necessary.
- May need to review work shift scheduling and tasks.

**Summary of Requested Resources**

n/a

**Administrative Unit Accomplishments**

n/a

**Teaching Results / Accomplishments**

n/a

**Research/Scholar Activity Accomplishment**

n/a