

# Support Services Review Template

Update Year: 2012

Unit Name: Facilities and Operations

Today's Date: June 22, 2012

Unit Review Leader: Dean W. Johnson

## Five Fundamental Questions

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?

Performance on shop work orders is the outcome of the primary services provided to ACC by the Buildings and Grounds Organization.

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those services and meet expected outcomes during the next five years?

Strengths are the Mircomain Work Order Software System and employees with good customer service skills. Weaknesses are lack of extensive preventive maintenance programs and employees with attitudes that need improvement. Opportunities are increased employee development training and improved employee customer services skills. Threat is undertrained employees.

3. Using the answers to the first two questions, what improvements to primary services and/or intended outcomes will occur during the next five years?

Improvements to primary services will be in work order performance. Performance will be improved by moving expanding preventive maintenance to increase the planned work and reduce the work requested for failures and breakdown. Customer service improvement initiatives for all dept. employees are also part of this improvement. Training and development are a key portion of that part. We will measure the improvement by reducing measurement of avg days to complete work orders.

4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Work Order Completion Time	20%	Average Days to complete	26.2 Days	21 Days	26.2 Days

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5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?

Timely completion of work order requests is consistent with improved service to Austin Community College

Increasing the level of planned maintenance is also consistent with improved service.

Raising the level of customer service skills is consistent with improved service.

Improving these areas will result in facilities performance increases.