

Administration & Finance

Expanded Statement of Institutional Purpose

Institutional Mission Reference

In support of Teaching, Research, Student Activities and Community Programs the Department of Facilities Management's mission is: To Maintain and Enhance the University's Facilities, Equipment and Landscape and Deliver a variety of Quality Services to the University.

Institutional Goal(s) Supported

The Facilities Management Department supports the University's goals of outstanding service to the University, personal integrity in all we do, civility for others, responsibility for our actions, and commitment to the dignity, rights and property of others.

Intended Objectives for your unit, Methods for Assessment, and Criteria for Success

Intended Objective 1

Establish an environment that emphasizes service and responsiveness to customers and members of the University community. (ODU Strategic Initiative #8, Objective #8.1)

Method for Assessing Objective 1 and Criterion for Success: Utilization of the "Old Dominion University Facilities Management Department Customer Feedback Program" described in Attachment #1. Success will be achieved with positive feedback responses of over 95%.

Intended Objective 2

Enhance the functionality, interior physical appearance and maintenance of building facilities by maximizing the efficiency of personal resources (Old Dominion University Strategic Initiative #8, Objective #8.5).

Method for Assessing Objective 2 and Criterion for Success: Utilization of the Old Dominion University Facilities Management Department yearly + monthly Manpower Productivity Report for each shop and person in the Facilities Management Department which is based upon data obtained from the Facilities Management computerized workorder system (See Attachment #2). Success will be achieved when staff reporting figures exceed 90%.

Intended Objective 3

Enhance the functionality, interior physical appearance and maintenance of building facilities by maximizing the efficiency of all operating budget funding (Old Dominion University Strategic Initiative #8, Objective 8.5).

Method for Assessing Objective 3 and Criterion for Success: Utilization of the attached Old Dominion University Facilities Management Monthly/Yearly Operating Budget Status Report (See Attachment #3). Success will be achieved when all necessary services are provided budget levels.