

## Administration & Finance

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### *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 goal 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, Methods for Assessment, Criteria for Success, Assessment Results, and Use of Results*

#### **Intended Objective 1**

Establish an environment that emphasizes service and responsiveness to customers and members of the University community. (Old Dominion University 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 of over 95%.

**Summary of Assessment Data Collected for Objective 1:** Each employees year-to0date percentage of recorded available work hours exceed 90%. In some cases the staff were recording 100% of their available work hours.

#### **Intended Objective 2**

Each employee year-to-date percentage of recorded available work hours exceed 90%. In some cases the staff were recording 100% of their available work hours.

**Use of Assessment Results from Intended Objective 2 to Improve Educational Support or Administrative Unit:** The percentage of available staff hours which were recorded by each person is used on an ongoing basis to evaluate staff performance both on an informal day-to-day basis, and formally as part of the new employee evaluation program. Managers and staff work together to identify and remedy issues that reduce staff reporting hours of less than 100% and take the steps necessary to increase the number of reported hours to this level.

#### **Intended Objective 3**

Enhance the fuctionality, 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 whne all necessary services are provided within the provided budgetary levels.

**Summary of Assessment Data Collected for Objective 3:** Each month, the expected expenditures to date are compared with the actual expenditure to date. These figures greatly from account to account for many justifiable reasons.