



Office of Facilities and Plant Operations

#8 Plan cycle - 8
Plan cycle 2023/2024
7/1/23 - 6/30/24

Performance Objective 1 To improve and maintain the appearance and ease of navigating the campus.

1 Assessment and Benchmark

Benchmark: Earn an overall average score of 4.00 (out of 5.00) on the Grounds section of the Facilities and Plant Operations Satisfaction Survey.

Prior to 2017-2018, the benchmark was to make sure that the general opinion of the campus staff is that appearance of the grounds are satisfactory.

1.1 Data

Overall Indicators for Grounds:

Semester	Overall Average Score
Spring 2018	4.03
Fall 2018	4.2
Spring 2019	4.21
Fall 2019	4.4
Spring 2020	4.35
Fall 2020*	—
Spring 2021*	—
Fall 2021	4.16
Spring 2022	4.14
Fall 2022	4.16
Spring 2023	4.14
Fall 2023	4.2
Spring 2024	4.26

*Hurricane recovery projects interrupted normal operations.

[Facilities_&_Plant_Operations_Satisfaction_Survey_Fall_2022](#) [PDF 107 KB 6/30/23]

[Facilities_&_Plant_Operations_Satisfaction_Survey_Fall_2023 - RESULTS](#) [PDF 102 KB 7/8/24]

[Facilities_&_Plant_Operations_Satisfaction_Survey_Spring_2023](#) [PDF 103 KB 6/30/23]

[Facilities_&_Plant_Operations_Satisfaction_Survey_Spring_2024](#) [PDF 86 KB 7/8/24]

[FL 2018](#) [PDF 130 KB 6/13/22]

[FL 2019](#) [PDF 115 KB 6/13/22]

[FL 2021](#) [PDF 112 KB 6/27/22]

[SP 2018](#) [PDF 97 KB 6/13/22]

[SP 2019](#) [PDF 119 KB 6/13/22]

[SP 2020](#) [PDF 102 KB 6/13/22]

[SP 2022](#) [PDF 108 KB 6/27/22]

1.1.1 Analysis of Data and Plan for Continuous Improvement

2019-2020:

Goal was met in the Spring semester; survey was not issued for the Fall semester due to the direct impact of Hurricane Laura, and then Hurricane Delta.

2020-2021:

Hurricane recovery phase meant that most buildings were off-line forcing online delivery of most instruction. Without a significant population present, a survey would not provide meaningful data. The campus was still being repaired. We intend to reimplement our survey in the Fall semester of 2021.

2021-2022:

For Grounds Services, the goal was met in both semesters that the survey was done. Looking at the individual questions for both Fall and Spring, the data show that each scored above the benchmark. It's a solid result given that the university is still in a post-hurricane recovery period.

2022-2023:

The goal was met for Grounds Services using the indicators from the satisfaction surveys in Fall 2022 and Spring 2023. The Grounds Department has started using low-maintenance shrubs and limited the varieties of plants used to keep beds manageable with the smaller crew that they now have. The lawn-cutting service does not work on flower beds. Maximizing dollars and effort for the flower beds is a key strategy now.

2023-2024:

The goal was met for Grounds Services using the indicators from the satisfaction surveys for Fall 2023 and Spring 2024. The move to using more "low maintenance" shrubs and using a limited selection of varieties has been effective in our opinion. Aside from drought conditions which occurred during this reporting period, the grounds stayed in good shape with minimal count of dead shrubs. Funding is always a constraint. When money is available, existing beds are rejuvenated and additional beds/shrubs are added. When money is reduced or unavailable, Grounds still manages well.

2 Assessment and Benchmark

Benchmark: Earn an overall average score of 3.75 (out of 5.00) on the Navigating Campus section of the Facilities and Plant Operations Satisfaction Survey.

[Facilities and Plant Operations Satisfaction Survey](#) [PDF 1,539 KB 6/17/20]

2.1 Data

Overall Indicators for Navigating Campus:

Semester	Overall Average Score
Spring 2018	3.86
Fall 2018	3.9
Spring 2019	3.92
Fall 2019	3.96
Spring 2020	4.03
Fall 2020*	—
Spring 2021*	—
Fall 2021	3.85
Spring 2022	3.94
Fall 2022	3.8
Spring 2023	3.86
Fall 2023	3.93
Spring 2024	4.0

*Hurricane recovery projects interrupted normal operations

[Facilities_&_Plant_Operations_Satisfaction_Survey_Fall_2022](#) [PDF 107 KB 6/30/23]

[Facilities_&_Plant_Operations_Satisfaction_Survey_Fall_2023 - RESULTS](#) [PDF 102 KB 7/8/24]

[Facilities_&_Plant_Operations_Satisfaction_Survey_Spring_2023](#) [PDF 103 KB 6/30/23]

[Facilities_&_Plant_Operations_Satisfaction_Survey_Spring_2024](#) [PDF 86 KB 7/8/24]

[FL 2018](#) [PDF 130 KB 7/26/21]

[FL 2019](#) [PDF 115 KB 7/26/21]

[FL 2021](#) [PDF 112 KB 6/27/22]

[SP 2018](#) [PDF 97 KB 7/26/21]

[SP 2019](#) [PDF 119 KB 7/26/21]

[SP 2020](#) [PDF 102 KB 7/26/21]

[SP 2022](#) [PDF 108 KB 6/27/22]

2.1.1 Analysis of Data and Plan for Continuous Improvement

2019-2020:

Numbers showed slight improvement this time around, but still an improvement all the same. More "branded" type signage has been installed on building facades which makes navigation easier.

2020-2021:

In the aftermath of the hurricanes, most of our signage is missing, damaged, or otherwise unsuitable. Paths are clear after much cleanup and disposal. Signage will be one of the last things to be reinstalled, so we expect satisfaction numbers to drop in the next survey, which is planned for Fall 2021.

2021-2022:

For Campus Navigation, the goal was met in both semesters that the survey was done. In terms of specific items, there were two in the Fall survey, signs/markers and adequate parking, that individually fell below the benchmark. Looking at the same two items in the Spring survey, those data have improved. The University is still in post-hurricane recovery.

2022-2023:

Overall indicators for "Navigating Campus" from the Fall 2022 and the Spring 2023 are in the 3.8 range. Goal was met. Anecdotally, the site package underway to replace lighting, billboards, and banners on poles after the impacts of Hurricane Laura have gone a long way to improve campus perception. Parking area designations in some lots have also been redefined over the last year which has alleviated some perceived lack of space.

2023-2024:

The goal was met. At 3.93 and 4.0 respectively, our numbers have crept up slowly in the years following Hurricane Laura. This is reasonable, and it is a good indicator that we are indeed recovering. The campus currently has a very large construction project underway. When complete, the look of the central part of campus will be different, and the change should spur additional positive feedback.

Because we have exceeded the benchmark over the past five years, we would like to raise it to 3.8 for the next report cycle.

Performance Objective 2 To ensure timely and sufficient maintenance of campus facilities and improve customer satisfaction.

1 Assessment and Benchmark

Benchmark: Earn an overall average score of 4.00 (out of 5.00) on the Maintenance section of the Facilities and Plant Operations Satisfaction Survey.

Prior to 2017-2018, the benchmark was to maintain or exceed a minimum average score of 3.00 on a 5-point Likert scale on the department's satisfaction survey.

[Maintenance - Facilities & Plant Operations Satisfaction Survey Sp18](#) [PDF 63 KB 6/17/20]

1.1 Data

Overall Indicators for Maintenance Services:

Semester	Overall Average Score
Spring 2018	3.69
Fall 2018	3.76

Spring 2019	3.92
Fall 2019	3.91
Spring 2020	3.92
Fall 2020*	—
Spring 2021*	—
Fall 2021	3.7
Spring 2022	3.73
Fall 2022	3.72
Spring 2023	3.74
Fall 2023	4.03
Spring 2024	3.99

*Hurricane recovery projects interrupted normal operations.

[23-24 REPORT CYCLE - Fall 2023 - SURVEY RESULTS](#) [PDF 102 KB 7/10/24]

[23-24 REPORT CYCLE - Spring 2024 - SURVEY RESULTS](#) [PDF 86 KB 7/10/24]

[Facilities_&_Plant_Operations_Satisfaction_Survey_Fall_2022](#) [PDF 107 KB 6/30/23]

[Facilities_&_Plant_Operations_Satisfaction_Survey_Spring_2023](#) [PDF 103 KB 6/30/23]

[FL 2018](#) [PDF 130 KB 7/26/21]

[FL 2019](#) [PDF 115 KB 7/26/21]

[FL 2021](#) [PDF 112 KB 6/27/22]

[SP 2018](#) [PDF 97 KB 7/26/21]

[SP 2019](#) [PDF 119 KB 7/26/21]

[SP 2020](#) [PDF 102 KB 7/26/21]

[SP 2022](#) [PDF 108 KB 6/27/22]

1.1.1 Analysis of Data and Plan for Continuous Improvement

2019-2020:

Goal not met, but there has been marginal improvement since 2019-2020. We will continue to emphasize with the maintenance staff that their aptitude and professionalism reflect on the community's perception of them and the University. Some personnel have left the University. It remains to be seen how this will affect the next survey.

2020-2021:

No data to report.

Soon after opening the school year with social distancing in place, Hurricane Laura hit SWLA on August 27, 2020, then Hurricane Delta hit on October 9. The University switched to online instruction. The survey was suspended as there was not a significant population to sample. We plan to restart the survey cycle in the Fall 2021 semester.

2021-2022:

Goal was not met. We are basically back where we were in 2017-2018. The maintenance shop is reduced in terms of personnel. Also, the department head changes on July 1, 2022. More and more, maintenance items are being contracted out to local vendors to improve the accuracy of repair work. The department is still planning on implementing a new work order system when funding becomes available.

2022-2023:

Goal was not met, but indicators are showing that Maintenance is holding reasonably steady. Within the first year of the Facilities Director's administration, Maintenance has the long-awaited new work order system in place. It has been online for about three months now, and we are beginning to see improvement. Staff is working on the backlog of requests.

2023-2024:

With ratings of 4.03 and 3.99 respectively, we are close to consistently meeting our goal. Up from 3.72 and 3.74, we believe that the new work order tracking system is the key factor in our improvement. The new work order system allows for frequent updates straight from the technician's data entry. Past due work orders are automatically flagged for attention. The added oversight makes the technician more responsive and motivated to complete a repair. The focus for improvement now is to get the technicians to develop the habit of updating the work orders assigned to them at least every day.

2 Assessment and Benchmark

Benchmark: To keep campus personnel informed with notifications about their work order requests.

2.1 Data

2019-2020:

Door tags have been used but not to the fullest extent that the department would like to see. As a new process, it's not fully embraced by all personnel and its use will continue to be emphasized by management.

2020-2021:

Door tag method temporarily suspended due to COVID-19 pandemic and the hurricanes disrupting the normal routine of the Physical Plant personnel. Looking for new affordable software that might provide another means to keep campus employees informed about the repair work they've requested.

2021-2022:

Door tag system has been abandoned due to being ineffective.

2022-2023:

(see the file "Monitor Maint Reqs") As mentioned earlier, within the first year of the new Facilities Director's administration, Maintenance has its long-awaited new work order system in place. It is being implemented now, and the first signs of improvement are visible. This new system uses email notifications to keep requesters informed about their maintenance requests. The file referred to at the beginning of this comment is but one example of how the notification process works. This has gone a long way to answer complaints by the campus community about not being informed.

2023-2024:

See attached 2023-2024 Report Cycle - Data on Notification

[2023-2024 Report Cycle - Data on Notification](#) [PDF 523 KB 7/10/24]

[Door tag](#) [PDF 133 KB 6/17/20]

[FL 2018](#) [PDF 130 KB 7/29/21]

[FL 2021](#) [PDF 112 KB 6/27/22]

[Monitor Maint Reqs](#) [PDF 89 KB 6/30/23]

[SP 2019](#) [PDF 119 KB 7/29/21]

[SP 2022](#) [PDF 108 KB 6/27/22]

2.1.1 Analysis of Data and Plan for Continuous Improvement

2019-2020:

Looking at the data, we feel other methods for informing our campus community of the status of work orders may be better accomplished by means of a more automated work order system.

2020-2021:

Because of the pandemic and the natural disasters that we've endured this year, our focus has shifted to campus recovery versus satisfaction of a campus community that hasn't been on campus.

2021-2022:

Two questions in our satisfaction survey specifically refer to notification: "when a repair is going to take longer than expected" and "when repair work is complete." In the Fall survey, these got ratings of 3.34 and 3.28, respectively. In the Spring survey, the ratings were 3.28 and 3.31. As stated in the analysis on the

above assessment, changes within the maintenance department have made/will make an impact in the coming months. Specific comments are driving the efforts to make improvements.

2022-2023:

Anecdotally, more and more of the campus community are commenting that they like being informed. The expectation is that indicators should increase over the next year or so.

2023-2024:

In both the 2023 and 2024 surveys, two statements deal with campus notification. In both surveys, the results for those statements scored under 4. While the new work order system generates emails to the requestor, there are still two areas to focus on that relate to notification. Internally, we know that some of the maintenance repairers still are not confident with the technology and will not make notes while the work order is open. An in-person follow-up would achieve the same result. However, those follow-ups are not happening consistently, either. Systematic, frequent training for the repairers in customer handling will help. We also know that some survey respondents commented because they did not receive any notification at all. In some departments, one person is assigned the task to enter maintenance requests for their area (who may or may not actually turn in the request). So, this one person now becomes a pivotal link and the communication piece for us, and if they are not sharing the notifications accordingly, then our notification feature becomes less functional. At this point, our plan might include a general broadcast to the campus community that "funneling" is not conducive for our operation and invite all personnel to enter requests on their own. Duplicates are weeded out at Physical Plant. We would rather have a few repetitive requests than none at all.

Performance Objective 3 To improve campus cleanliness and to improve staff management in Custodial Services.

1 Assessment and Benchmark

Benchmark: Earn an overall average score of 4.00 (out of 5.00) on the Custodial Services section of the Facilities and Plant Operations Satisfaction Survey. Campus cleanliness is largely a perceived ideal, so the campus response is crucial to determining cleanliness.

Prior to 2017-2018, the benchmark was reaching or exceeding a minimum average score of 3.00 on a 5-point Likert scale on the Facilities satisfaction survey. Ensure that the campus community is satisfied with the cleanliness of facilities.

[Facilities and Plant Operations Satisfaction Survey](#) [PDF 1,539 KB 6/17/20]

1.1 Data

Overall Indicators for Custodial Services:

Semester	Overall Average Score
Spring 2018	3.96
Fall 2018	3.96
Spring 2019	4.01
Fall 2019	4.12
Spring 2020	4.13
Fall 2020*	—
Spring 2021*	—
Fall 2021	3.99
Spring 2022	3.97
Fall 2022	3.84
Spring 2023	3.95
Fall 2023	4.11
Spring 2024	4.17

*Hurricanes Laura and Delta interrupted the normal survey cycle.

[Facilities_&Plant_Operations_Satisfaction_Survey_Fall_2022](#) [PDF 107 KB 6/30/23]

[Facilities_&Plant_Operations_Satisfaction_Survey_Spring_2023](#) [PDF 103 KB 6/30/23]

[Fall 2023 - Spring 2024 Survey Results - Custodial only](#) [PDF 534 KB 7/10/24]

[FL 2018](#) [PDF 130 KB 7/26/21]

[FL 2019](#) [PDF 115 KB 7/26/21]

[FL 2021](#) [PDF 112 KB 6/27/22]

[SP 2018](#) [PDF 97 KB 7/26/21]

[SP 2019](#) [PDF 119 KB 7/26/21]

[SP 2020](#) [PDF 102 KB 7/26/21]

[SP 2022](#) [PDF 108 KB 6/27/22]

1.1.1 Analysis of Data and Plan for Continuous Improvement

2019-2020:

Satisfaction survey results showed additional increases in this academic year.

2020-2021:

The direct impact of two hurricanes, Laura and Delta, meant that the campus switched to mainly online instruction and displacement of faculty and staff. Office space utilized by the custodial service was lost. The combination of the natural disasters and the pandemic have resulted in loss of workforce in this service. Also, with the lack of population on campus, the satisfaction surveys were interrupted. We are not sure what to expect when the surveys are restarted with the Fall 2021 semester. The custodial service is having problems finding enough staff.

2021-2022:

Unfortunately, the staffing situation has not improved significantly since last fiscal year. ABM, our custodial service, is still understaffed. Lack of people makes it harder to keep campus buildings clean. Some campus buildings are vacated due to hurricane damage which does ease the workforce issue. In spite of that, the Fall data shows a 3.99 average score, and the Spring data shows a 3.97 average score for Custodial Services. The scores very nearly reach goal. In the current situation, that's a respectable result.

2022-2023:

ABM is no longer the custodial service for McNeese. A different company, HHS, has taken over as the custodial service for McNeese. Results of our survey have been shared with HHS management and they are taking comments made by the campus community very seriously and looking to address certain concerns as they begin their relationship with McNeese. Even though the goal was not met, we feel we are on the right track now to get there.

2023-2024:

The goal was met for the first time with HHS in this reporting cycle. Under HHS management, the level and quality of work has improved overall. Looking at the data in the file entitled "Fall 2023 - Spring 2024 Survey Results - Custodial only," there does appear to be a few areas that still need some improvement, either in frequency or effectiveness. Restrooms and instructional spaces are scoring just below a 4. We will request HHS to concentrate a little more on these spaces.

2 Assessment and Benchmark

Benchmark: To ensure quality work and work ethic.

2.1 Data

2019-2020:

As the contracted cleaning service for the university, ABM sets goals that are closely related to our benchmark of quality work and work ethic. They release their data each November to McNeese Facilities. Their improvements in the 2019 report were: hiring an inspector to identify deficiencies, filling the vacant supervisor positions, and equipping each area within their service area with a maintenance cart and full stock of supplies for proper service. ABM also set a fixed buffing schedule and a fixed stripping and waxing schedule for floors.

They also implemented Safety Training which happens each Friday.

2020-2021:

By ABM's reporting cycle in November 2020, SWLA had endured two hurricanes. ABM's action items changed significantly due to being in "recovery mode". Many contractors were on campus repairing damages in occupiable campus facilities, the football schedule had been rerouted to Spring, and a few buildings did not and would not come back on line. In response, ABM concentrated primarily on floor maintenance after the contractors left, preparing for many more Spring Sports than usual, and filling staff vacancies as possible. Many ABM employees did not return after the storms which has put a strain on ABM. ABM continues with its scheduled training and safety programs.

2021-2022:

ABM continues with its scheduled training and safety programs. ABM's quarterly review also gives information on achievements and serves as a self-evaluation for McNeese to review.

2022-2023:

ABM is no longer the custodial service for McNeese. A different company, HHS, has taken over as the custodial service for McNeese. In February 2023, HHS did their first quarterly review with McNeese. The file entitled "HHS McNeese Quarterly Review 1Q 2023" highlights their goals and needs that came to light in the first 90 days of the service contract. The top three items were to focus on floor care work, focus on communication with McNeese leadership, and to focus on getting fully staffed.

2023-2024:

The file entitled "McNeese Quarterly Review 1Q 2024" is the latest report from HHS, our custodial service contractor. The pictures in this presentation highlight their achievements and the level of their work in the last quarter.

[Custodial Satisfaction Survey Discussion 2018](#) [PDF 170 KB 6/17/20]

[HHS McNeese Quarterly Review 1Q 2023](#) [PPTX 102,203 KB 7/5/23]

[McNeese ABM QRC 20 Nov 2019](#) [PPTX 3,037 KB 8/4/21]

[McNeese ABM QRC Feb 2022](#) [PPTX 3,225 KB 7/5/22]

[McNeese ABM QRC Nov 2020](#) [PPTX 3,090 KB 8/4/21]

[McNeese Quarterly Review 1Q 2024](#) [PPTX 24,689 KB 7/10/24]

2.1.1 Analysis of Data and Plan for Continuous Improvement

2019-2020: (new contract with ABM in place)

ABM's overall mission is to make a difference, every person, every day. While there are always additional improvements that can be made, the effort so far has received recognition of satisfaction, namely in feedback from Library staff who state, "custodians doing a beautiful job," and from residents in Collette Hall who gave thank you and gift cards to their custodians.

We will continue to support ABM's improvement efforts.

2020-2021:

Given the disruption that the hurricanes caused, ABM has managed to keep accidents and incidents to zero and to keep the functioning areas of the campus clean. Last recorded accident still holds at May 2016. Last recorded incident still holds at August 2014.

All departments were affected adversely by the two hurricanes and subsequent freeze and an unusual record-breaking flood in May; in spite of that, the Custodial personnel stepped up and worked with the repair contractors to clean buildings and make them ready for the University to occupy.

We will continue to support ABM's improvement efforts.

2021-2022:

With the current staffing shortage and only slight indications that the availability of this particular labor force is growing, ABM is managing to get new hires trained in cleaning procedures and use of equipment.

Supervisors play a large role in this. The impact of the labor shortage is still affecting the operation. However, the training programs remain on schedule and ABM continues to provide work statistics as seen in the latest Power Point presentation. (see data above)

2022-2023:

HHS continues its quarterly reporting. The University is seeing positive results. In the PowerPoint file that was mentioned in 2.1 above, there are three emails included in the "Kudos" section of their report. This is positive affirmation that continuous improvement can be achieved with the correct type of supervision and communication.

2023-2024:

HHS is diligent about quarterly reporting. See "McNeese Quarterly Review 1Q 2024." Overall, photos show very positive results. HHS has also identified some challenges and needs that they will concentrate on as we move forward. Floor care is a continual process. They will concentrate on staying fully staffed and training their staff to work efficiently and safely. HHS stays in regular communication with McNeese leadership and OFP management. Supplemental cleanings, furniture moves, etc. have been completed in a timely fashion. These are all good indicators that this operation is working well for the University.