

CSU San Bernardino's Quest for APPA Award for Excellence in Facilities Management

Side Benefits of the Quest
(surprising 'spot victories')

Tony Simpson, Senior Director

California State University, San Bernardino

Facilities Services



Facilities Services

Maintaining a Quality Campus Environment

*2007 Recipient • APPA Award
for Excellence in Facilities Management*

The “Quest” for the APPA Award for Excellence in Facilities Management

- The journey began in 2002 when we submitted our first application package to APPA
- We did not get a site visit at that time
- Resubmitted in 2007 – and received a site visit and the award
- Surprising ‘spot victories’



Spot Victory – How our Employees See Us

| CLIMATE SURVEY - DIVISION SUMMARY - FACILITIES SERVICES | | | |
|--|-------------|-------------|-------------|
| | 2002 | 2005 | 2007 |
| Environmental Health & Safety | 4.19 | 4.75 | 3.60 |
| Administration | 4.03 | 4.12 | 4.72 |
| Grounds & Automotive | 3.36 | 3.95 | 3.92 |
| Custodial Services | 3.17 | 3.80 | 3.70 |
| Building Maintenance | 3.30 | 3.59 | 3.62 |
| Heating & Air | 3.24 | 3.16 | 4.20 |
| Facilities Services - ALL | 3.40 | 3.94 | 3.96 |
| MPP | | | 4.30 |
| Staff | | | 3.94 |



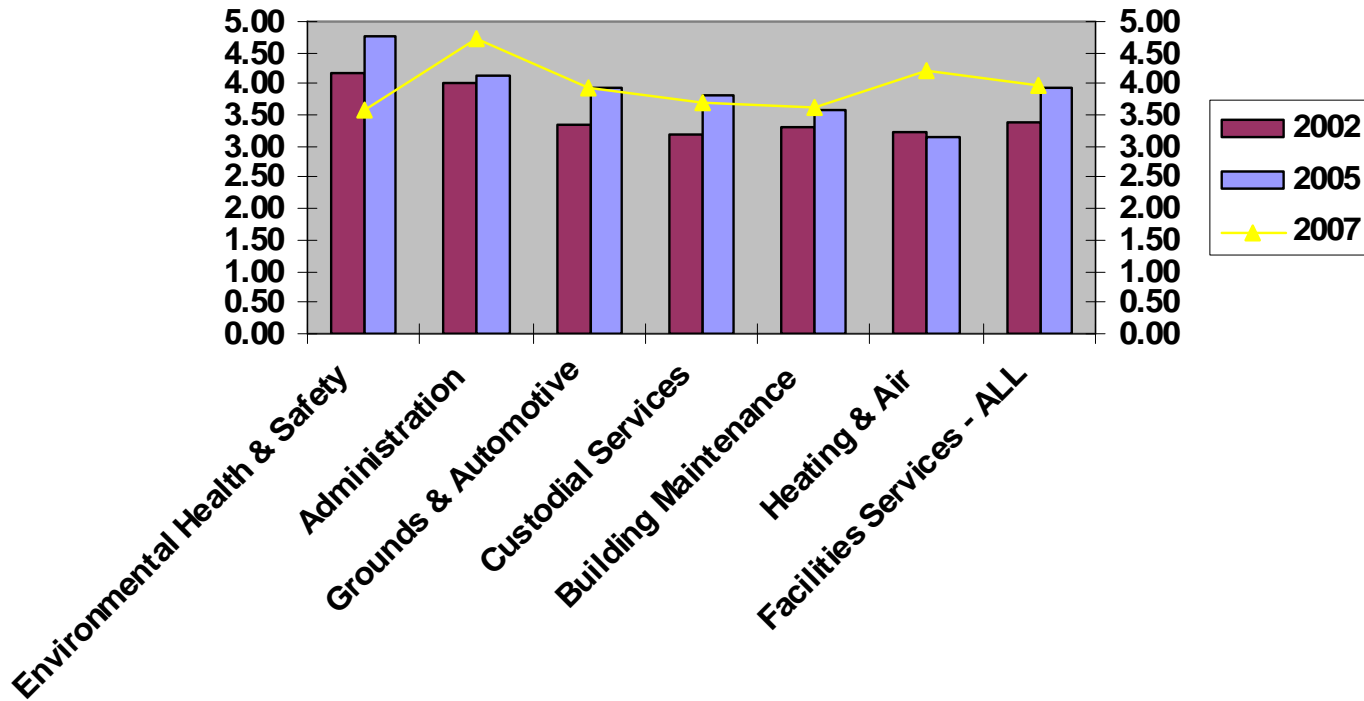
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Spot Victory – How our Employees See Us

Climate Satisfaction Survey



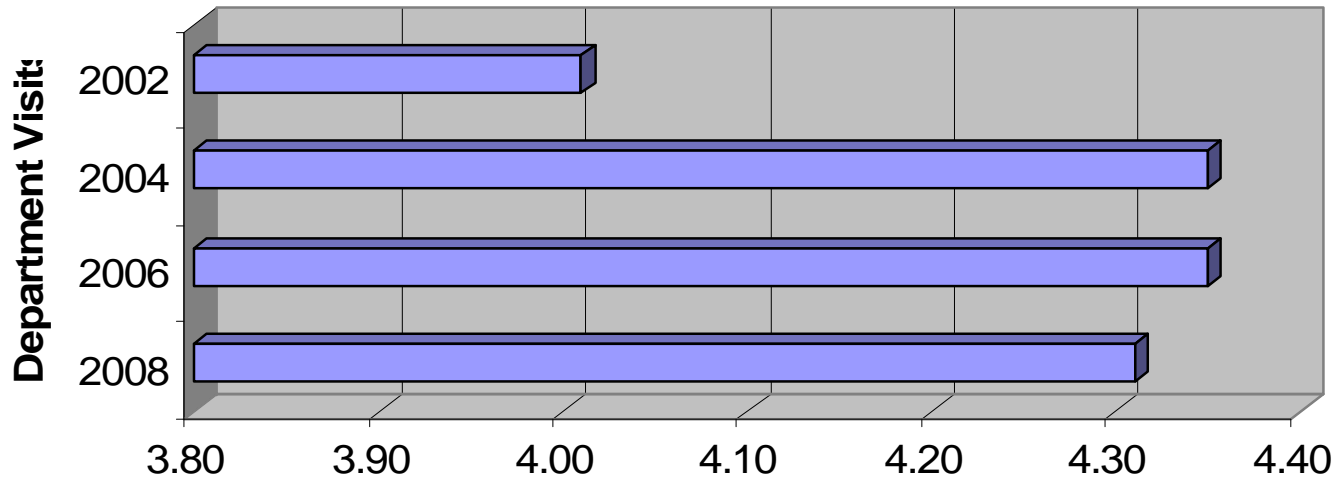
Spot Victory – How Departments See Us

Facilities Services Department Visit Results

| Area | 2008 | 2006 | 2004 | 2002 |
|---|-------------|-------------|-------------|-------------|
| | Score | Score | Score | Score |
| Automotive Maintenance | 4.67 | 4.25 | 4.32 | 3.73 |
| Grounds Maintenance | 4.64 | 4.64 | 4.75 | 4.53 |
| Facilities Services Administrative Office | 4.39 | 4.38 | 4.43 | --- |
| Environmental Health and Safety | 4.35 | 4.54 | 4.19 | 3.91 |
| Building Maintenance | 4.21 | 4.37 | 4.14 | 4.05 |
| Heating and Air Conditioning | 3.98 | 4.04 | 4.14 | 3.92 |
| Custodial Services | 3.95 | 4.24 | 4.51 | 3.91 |
| Overall | 4.31 | 4.35 | 4.35 | 4.01 |

Spot Victory – How Departments See Us

Overall Results - Facilities Services



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Spot Victory – Director's Perspective

- President Karnig has proudly announced the APPA Award during convocations since winning the award
- Recognized at the Chancellor's office
- Recognition has benefitted the direction of Facilities Services (funding, growth, etc.)




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Spot Victory- Director's Perspective



- CSUSB President Karnig hosted a breakfast for all Facilities Services' personnel
- \$200 Bonus was distributed to all permanent Facilities Services' staff


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Spot Victory

- Thank you for being #1 - Breakfast provided to employees



*Improves
Employee
Morale*


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Spot Victory

- Celebrate our victories in the newsletter
- Recognize birthdays
- Provide Facilities hats and shirts
- Quarterly breakfasts
- Celebrate retirements



*Improves
Employee
Morale*


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The "Quest" for the APPA Award for Excellence in Facilities Management

Continually Providing Proactive Service
(always seeking better ways of providing service)

- Courtesy sticky notes
- Custodial Door Hangers
- Building Walk Door Hangers
- Post card with Facilities Services contact information



**SPECIAL
CUSTODIAL
ATTENTION
NEEDED**

*Please attach
"sticky note"
with request.*


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Facilities Services

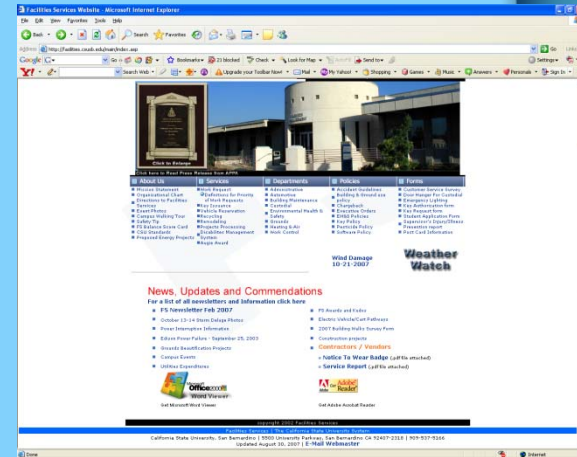
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The "Quest" for the APPA Award for Excellence in Facilities Management

Continually Providing Proactive Service
(always seeking better ways of providing service)

- Comprehensive web page
- On-line work order requests
- On-line student key renewal program.
- Provide "personal" key issuance for new buildings that come on line
- Phone Excellence Program – 100%




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Spot Victory

- Maintaining a positive relationship with the campus.

Have a great and rewarding academic year!



From the staff of Facilities Services
"Maintaining a Quality Campus Environment"

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Increased Opportunities to market ourselves - ASI Ad placed in Student Planner

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Spot Victory

- Organizational or division success can be broken down to individual successes



**Electrician
Apprentice
Program**



**Lead Locksmith now Assistant
BMC Manager**



**Preventive Maintenance
Program**



**Lock Shop Apprentice
Program**



Spot Victory

- New Logo Design by Public Affairs
(added APPA award language)



The APPA Award for Excellence in Facilities Management

“Spot Victories” – Student Recruitment and Retention

- The inadequacy of a facility or the poor maintenance of a facility had an impact on the decision process.*
- **29.3%** indicated that they had rejected an institution because it lacked a facility they felt was important.
- **26.1%** rejected an institution because an important facility was inadequate.
- **16.6%** rejected an institution because an important facility was poorly maintained.

*The Impact of Facilities on Recruitment and Retention of Students by David Cain, Ph.D. & Gary L. Reynolds, P.E.



The “Quest” for the APPA Award for Excellence in Facilities Management

•What was the difference between our first submittal (2000) and the one submitted in 2007?



- Demonstrated a history of continued commitment of “maintaining a quality campus environment.”
- Supported by internal data (Department visits, Customer Satisfaction Surveys, TMA, etc.)
- ISES data
- Several years have been accumulated of APPA Survey data
- Successful site visit

The APPA Award for Excellence in Facilities Management More Spot Victories

- Model for other campuses
- CSU Quality Improvement Team of the Year
- Market the award for 5 years

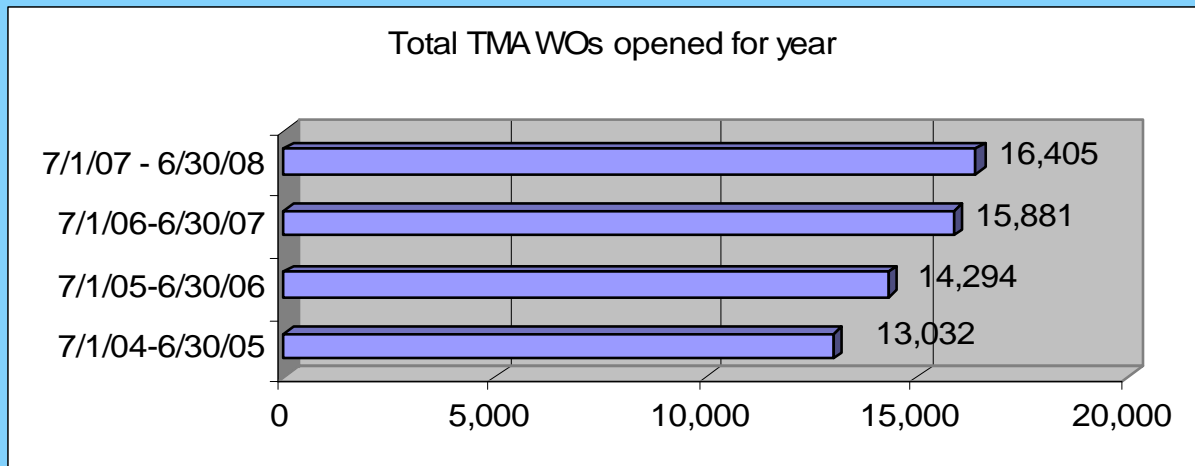


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“...and a few challenges”



- Greater challenge to maintain or increase the level of service provided – as work increases




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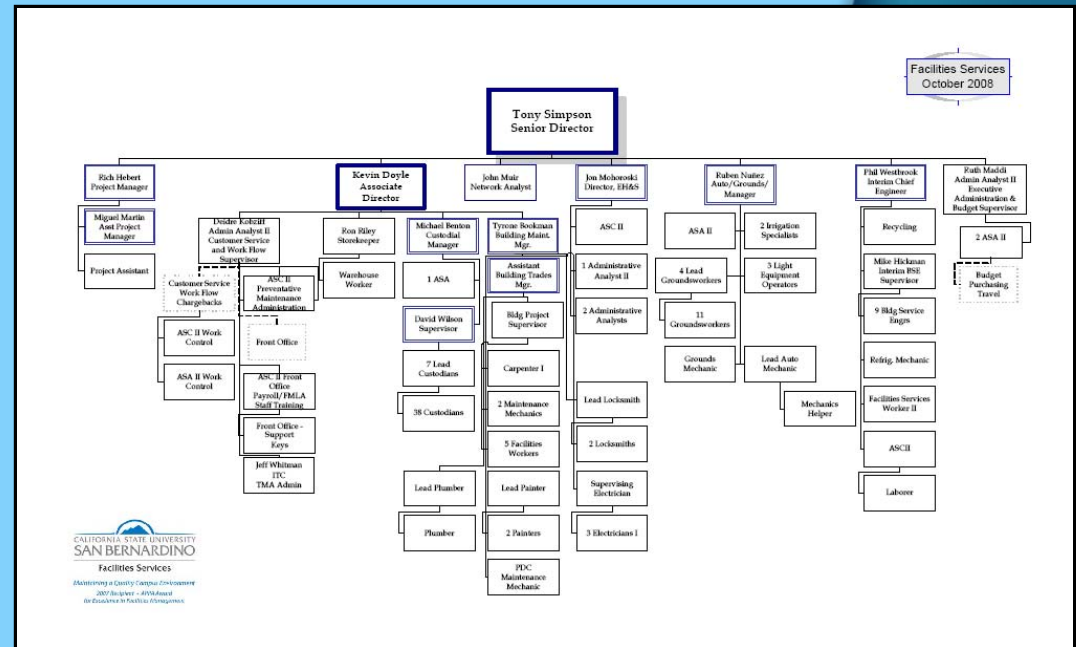
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“...and a few challenges – what we’ve done”

- Department reorganization
- Work Control is now “Facilities Support Center” – to increase efficiency
- Defined the work priorities to address customer expectations
- Defined different status types for work flow



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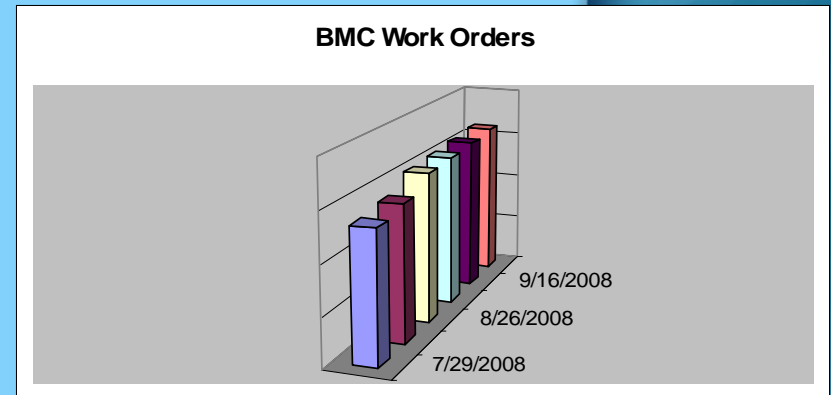
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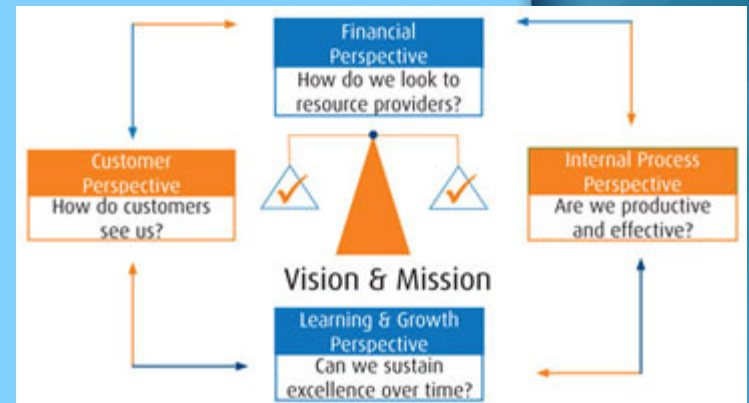
“...and a few challenges – what we’ve done”

- Developed “In-Range Progression” plan
- Provide weekly work order graphs and data to better manage the work flow strategies
- Work flow meetings with BMC trades
- Promote students
- Established a Preventive Maintenance Repair Center, Recycling and Waste Management Repair Center



APPA – *Leadership in Educational Facilities* Helps meet those challenges

- APPA is the only comprehensive collection of facilities-related costs and personnel information, strategic financial measures, and other relevant data for colleges, universities, and K-12 schools and districts.
- CSU Cohort will be developed for CSU system wide comparisons
- Survey helps determine if your facilities portfolio is in alignment with your institution's strategic direction.




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- **Questions?**



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