

March/April 2020 Monthly Report

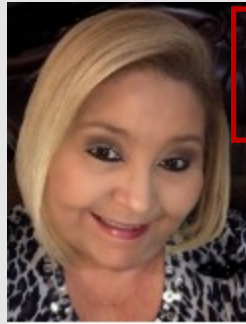


Delivering The Experience

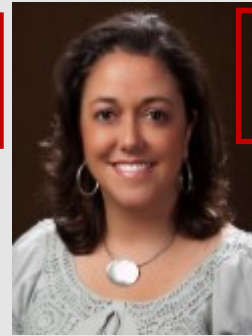
Our DFM Management Team



KEN BRANCH
DIRECTOR



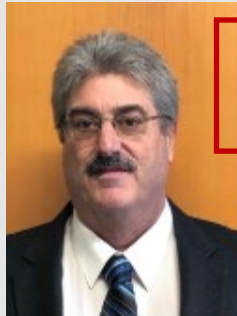
ANGIE JACKSON
FISCAL SERVICES
MANAGER



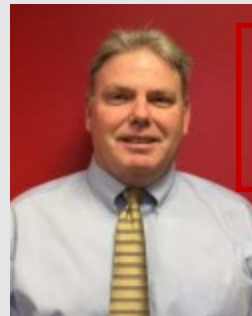
JENNIFER MCLEOD
HUMAN RESOURCE
MANAGER



KYLE DAVENPORT
GROUNDS
MANAGER



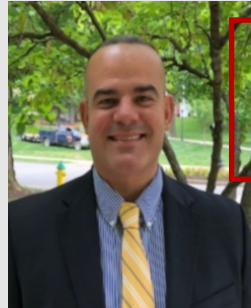
MARK ALLEN
ENERGY
MANAGER



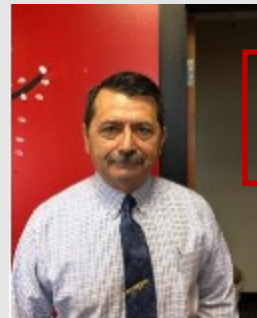
GERALD BELCHER
ENVIRONMENTAL
SERVICES
MANAGER



RANDALL FARRIS
HRL OPERATIONS
MANAGER



RAFAEL HUGHES
DIRECTOR OF
ENVIRONMENTAL
SERVICES



RAY MURILLO
HRL
MANAGER



DAN UHLS
MAINTENANCE
MANAGER



TIM SALLOUM
TRAINING
MANAGER


QUALITY OF LIFE SERVICES

Work Order Statistics

Work Order Summary March/April 2020

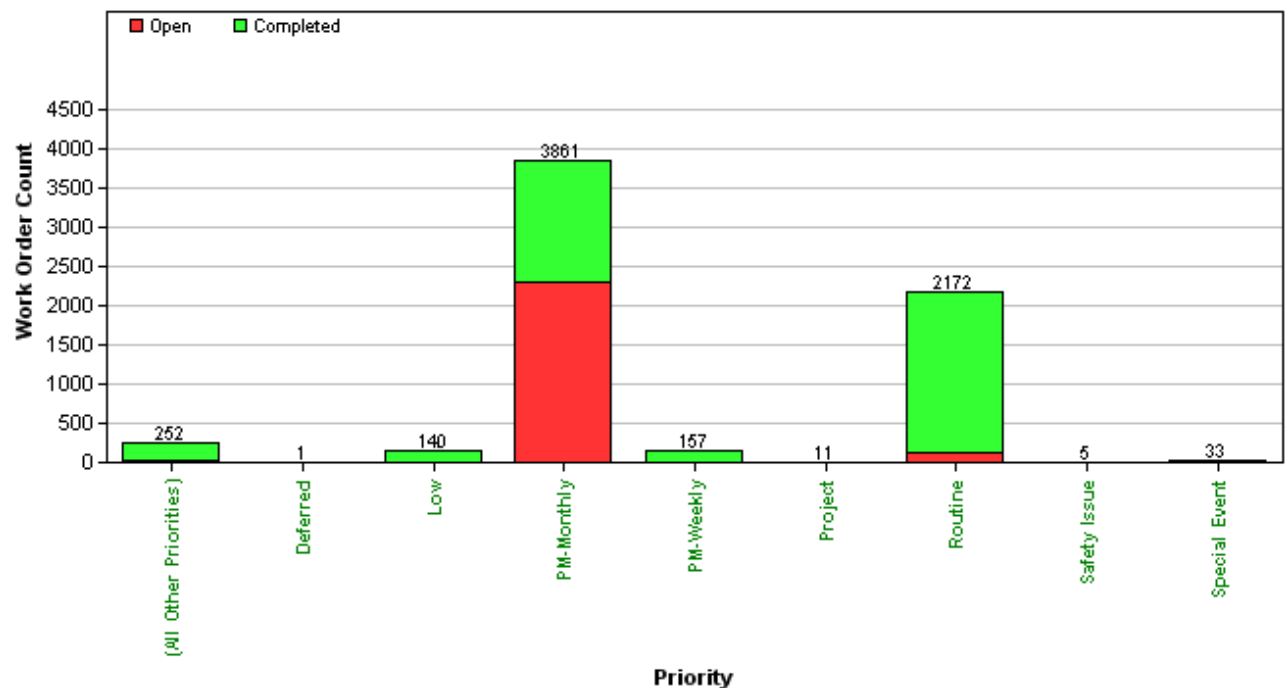


Report Criteria

Report Period is between '03/01/2020' AND '04/30/2020'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	252	31	12.3	221	87.7
Deferred	1	0	0.0	1	100.0
Emergency	0	0	0.0	0	0.0
Low	140	0	0.0	140	100.0
PM-Monthly	3861	2290	59.3	1571	40.7
PM-Weekly	157	12	7.6	145	92.4
Project	11	5	45.5	6	54.5
Routine	2172	129	5.9	2043	94.1
Safety Issue	5	0	0.0	5	100.0
Special Event	33	1	3.0	32	97.0
Urgent	0	0	0.0	0	0.0
Total:	6632	2468	37.2%	4164	62.8%

Historic Status of Work Orders Received



Driving Performance

WKU Facilities Management Survey 2020

It was another great year for the Department of Facilities Management! After receiving the results from the 2019 survey, Facilities Management put forth an effort to improve operations. Below is the results of the 2020 survey and itemized areas for continuous improvement.

Survey Responses	
2019	2020
282 Faculty/Staff Member Responses	474 Faculty/Staff Member Responses
387 Student Responses	604 Student Responses

Survey responses increased significantly this year allowing the department to get a more accurate account of public perception. Below is the overall campus satisfaction of Facilities Management operations.

Overall Staff Satisfaction		
Response	2019	2020
Extremely Satisfied	64.10%	69.70%
May or May Not be Satisfied	17.90%	17.20%
Not Satisfied	17.90%	13.10%

8.74% increase from 2019

26.81% decrease from 2019

Overall Student Satisfaction		
Response	2019	2020
Extremely Satisfied	37.20%	56.70%
May or May Not be Satisfied	29.80%	26.50%
Not Satisfied	32.90%	16.80%

52.42% increase from 2019

48.63% decrease from 2019



Strategy to focus on for improvements from survey results

- ◆ Prioritize Student Concerns
- ◆ Evaluate Office Cleaning Frequency
- ◆ Restroom Maintenance
- ◆ Evaluate Heating and Cooling Operations
- ◆ Customer Service

The Sodexo Experience Thx:)

For making
my day

- ⇒ Team huddles held on a weekly basis to further develop and nourish employee's job satisfaction and feeling connected and valued
- ⇒ Monthly Department meetings held
- ⇒ Safety Committee Meetings held

Quality of Life Services

Training & Development

Safety is our number one priority! We continue to refresh and train our employees every month on different safety topics and required OSHA trainings.



2020 March and April Monthly Report Training & Development

The Safety training in March on Chemical Safety and Slips, Trips, and Falls (STF). Employees refreshed on the hazards of chemicals and the importance of keeping things picked up in the work place to avoid tripping and falling.

Training on “Getting it Right” was this month’s HR topic this month. In this training, supervisors met with their teams and talked about the importance of doing the job the correct way to the highest standards.

Job specific training methods of the week Elevator, Stainless Steel, Carpets, and Kaivac cleaning. Supervisors trained their employees on these topics to enhance their skills on job specific tasks.

In April, Leadership training covered the topics of Leadership Fundamentals, Communication, People Management, and Plan for Success. Supervisors learned what leadership really means which helped them enhance their leadership skills.

Continuing education was conducted for our Licensed HVAC and Plumbing professionals. This required training helped keep our licensees up to date on their technical expertise.

The following was the training for the month of March/April.

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training (Chemical & STF)	164	1	164
HR Training (Get it Right)	164	.25	41
Weekly Safety Messages	307	.25	76.75
Methods of the Week	191	.25	47.75
Leadership Training	92	1	92
CEU Training (HVAC & Plumbing)	13	6	78
Total			499.5



Our Mission:

Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of **Western Kentucky University.**

