

Assessment: Assessment Plan



Operational (Business Affairs) - Buildings and Grounds

GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: The mission of Buildings and Grounds is to promote clean and maintained facilities and grounds creating attractive, comfortable and safe facilities for students, faculty, staff, and visitors. Buildings and Grounds provides special event set-ups at our facilities for internal and external events. Buildings and Grounds operates central receiving which is responsible for the receipt and distribution of all incoming shipments to the appropriate departments.

Outcome: Efficiency and Effectiveness

Buildings and Grounds operates efficiently and effectively in serving the Great Basin Community.

Outcome Status: Active

Assessment Year: 2014-2015, 2015-2016, 2016-2017, 2017-2018, 2018-2019, 2019-2020, 2020-2021

Start Date: 08/25/2012

Assessment Measures

Internal Tracking - The average number of days to complete work orders is reasonable and measures the responsiveness of the unit. (Active)

Criterion: Five working days, generally, and 10 working days when parts need to be ordered.

Notes: One exception to the 5-10 day completion rate criterion would be for work orders that require uninterrupted access to rooms for prolonged periods.

Internal Tracking - Work orders requiring uninterrupted access to rooms are scheduled in coordination with interested parties and outcomes are clearly communicated. (Active)

Criterion: Regular communication is maintained until project completion and customers are satisfied on completion.

Notes: Communication needs to be noted as well as customer satisfaction. This is more of a qualitative measure, but a good way to note how well expectations are managed and what improvements could be made.

Related Items

NWCCU - Core Themes

3.2 Serve Rural Nevada - Provide resources to meet needs of service area

Outcome: Fulfill event set up requests

Fulfill event set up requests

Outcome Status: Active

Assessment Year: 2015-2016, 2018-2019

Start Date: 07/01/2015

Assessment Measures

Operational (Business Affairs) - Buildings and Grounds

Internal Tracking - Accurately prepare designated event areas as described and requested on event request forms. (Active)

Criterion: Set ups will be completed within two hours of start of event to make sure that we have plenty of time to correct set up or equipment malfunctions. Keep track of any satisfied or dissatisfied feedback from customer before and after the event.

Notes: Exception to finishing set ups within two hours of start of event is if set up requires IAV or Computer Services set up, which is out of the control of Buildings and Grounds. Keeping track of satisfied or dissatisfied feedback from customers will help us make improvements.

Related Items

NWCCU - Core Themes

3.2 Serve Rural Nevada - Provide resources to meet needs of service area

Outcome: Distribution of incoming shipments

Distribution of incoming shipments is done accurately and quickly.

Outcome Status: Active

Assessment Year: 2016-2017, 2019-2020

Start Date: 07/01/2016

Assessment Measures

Internal Tracking - Distribution of all incoming shipments to the appropriate departments without losing or misplacing packages. (Active)

Criterion: Daily logs are kept of all incoming and distributed packages. Logs serve as a tool to help locate any lost or misplaced packages.

Notes: Logs also help determine if package or shipment ever got delivered to the campus by outside delivery companies.

Related Items

NWCCU - Core Themes

3.2 Serve Rural Nevada - Provide resources to meet needs of service area