

# Physical Plant Services

## Mission

The OSU-Okmulgee Physical Plant Services is to provide outstanding support services and facilities development for academic departments, residential life, student life, and the campus community to assure that students, faculty, staff, and the community have available quality facilities to fully utilize the institution.

## Vision

Physical Plant Services will:

- Strive to provide and promote the highest quality institutional facilities in higher education
- Strive to be recognized as providing an educational and residential environment that enhances and promotes academic development and creates pride in the institution.

## Core Values

**Excellence** – We seek excellence in all our endeavors, and we are committed to continuous improvement.

**Intellectual Freedom** – We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

**Integrity** – We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

**Service** – We believe that serving others is a noble and worthy endeavor.

**Diversity** – We respect others and value diversity of opinion, freedom of expression, and other ethnic and cultural backgrounds.

**Stewardship of Resources** – We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

## **Goals, Critical Success Factors, Objectives, and Strategies**

**Goal One. Plan for maintenance, development, and expansion of facilities to support educational and aesthetic value of the campus environment for academic excellence.**

### **Critical Success Factors:**

- 10% increase in enrollment each year
- 98% student satisfaction in facilities maintenance and expansion
- Expansion of programs, and partnerships
- Coordination of laboratory and classroom facilities usage
- Reduction in operational cost for facilities

### ***Objectives:***

**Objective 1.1:** Increase utilization of available resources by coordinating the use of laboratories, classrooms and equipment to reduce operational cost.

#### Strategies:

- Extend hours of operation evenings and weekends.
- Coordinate usage among divisions to eliminate duplication of laboratory and classroom space expansion.
- Plan facilities usage to accommodate future expansion.
- Prepare a computerized energy management program system plan for all facilities by 2006.

**Objective 1.2:** Coordinate future development for multi usage facilities with flexibility to rapidly change usage.

#### Strategies:

- Design facilities with intent of possible program change or expansion.

**Goal Two. Provide and maintain facilities at an exceptional level to provide support for recruitment and maintain an environment to attract a diverse student, faculty, and staff population.**

**Critical Success Factors:**

- Increase annual professional training for Physical Plant Services staff
- Improve quality of service and speed for completion of maintenance request

***Objectives:***

**Objective 2.1:** Increase staff training level to promote customer service and a first time positive impression for students and visitors.

**Strategies:**

- Promote a professional staff image.
- Computerize all work order request.
- Document training activities.

**Goal Three. Promote positive and economical support for the campus community, system, partners, and visitors.**

**Critical Success Factors:**

- Reduction in number of maintenance request in residential life facilities
- Reduction in maintenance request in academic areas
- Prompt expansion in program facilities for academic areas when requested
- Computerization of facilities maintenance and development of an energy management system program

***Objectives:***

**Objective 3.1:** Computerize facilities planning and maintenance procedures for Physical Plant Services to insure institutional excellence.

**Strategies:**

- Computerization of facilities maintenance operations.
- Energy management systems installed on each building by 2009.

**Goal Four. Provide facilities and resources to promote an environment to enhance student learning.**

**Critical Success Factors:**

- Continual yearly increase in enrolment
- Positive student satisfaction survey results
- Increase in student usage of facilities
- Support of industry partnerships

***Objectives:***

**Objective 4.1:** Provide staffing and resources to support exceptional maintenance and development in both academic and residential life areas.

Strategies:

- Reduce staff turnover at entry-level positions.
- Computerization to manage resources efficiently.

**Goal Five. Seek and combine external resources as grants, bonds partnerships and relationships to enhance in development and expansion of facilities and services.**

**Critical Success Factors:**

- Capital bond program for streets, roads and lighting 2005
- Expansion of Student Support and Development Center during 2005
- Expansion of existing facilities based on supportive data
- Develop a planned energy management education program
- Develop program for renovation of existing water distribution system

***Objectives:***

**Objective 5.1:** Approval of capital bonds program for enhancement of campus facilities.

Strategies:

- Complete capital bond improvements by 2006.
- Complete Student Support and Development Center by 2005.
- Seek grants for energy conservation programs.

**Goal Six. Provide staff development to promote an environment of professionalism and continued technological advancement of Physical Plant Services staff to promote exceptional service.**

**Critical Success Factors:**

- Increase number of hours of staff development by 20% each year
- Completion of required safety training for each staff member yearly
- Increase professional development training to a minimum of 50 hours per year for each staff member
- Raise entry level hiring standards for positions in service areas
- Raise compensation of skilled craft and trade positions to industry standards
- APPA certification for all supervisory level staff by 2008
- Completion of training for staff using inventory control software by 2004

**Objectives:**

**Objective 6.1:** Program resources for specific training for all Physical Plant Staff members.

**Strategies:**

- Support licensure training and CEU training.
- Increase monetary resources for staff training.
- Seek industry-training opportunities for staff.
- Develop training schedule to accommodate work load and schedules.
- Promote professional development at all levels of staffing.

**Goal Seven: Provide outstanding facilities and environment to students, staff and community to promote educational training and improve quality of life and economic development for all citizens.**

**Critical Success Factors:**

- Respond to needs of industry and changing technology to support economic development of ideas and training.
- Remove barriers that inhibit innovative ideas and expansion of facilities to accommodate training opportunities.
- Acceptance of change in modes of operation to increase productivity.

***Objectives:***

**Objective 7.1:** Insure that facilities and infrastructure are in place and maintained at a level to accommodate changes in technological training.

Strategies:

- Develop infrastructure to accommodate future expansion of facilities.
- Coordinate development to insure continued resource support is available.

**Goal Eight. Accept that Physical Plant Services provides support and development of technological facilities to divisions working with industry.**

**Critical Success Factors:**

- Division and institutional planning to develop needed facilities and infrastructure to support instructional programs
- System wide support of all programs and services

***Objectives:***

**Objective 8.1:** Provide outstanding technological facilities to promote partnerships and educational experiences.

**Strategies:**

- Coordinate planning to insure maximized resources.
- Insure that facilities accommodate needed program plans.

**Goal Nine. Provide image enhancement to maintain an exceptional technological educational facility that aesthetically creates a positive, permanent first impression.**

**Critical Success Factors:**

- Develop professional staff training and support by 2005.
- Increase resources for image enhancement for Physical Plant Services staff.
- Upgrade Physical Plant Services technology and operational facilities to industry standards.

***Objectives:***

**Objective 9.1:** Promote the institutional image by improving Physical Plant staff training, facilities, and technology above industry standards.

**Strategies:**

- Increase funding resources for training, facilities, equipment and technological improvements.