

Administration and Finance - 2020

FACILITIES MANAGEMENT ASSESSMENT PLAN



CSUSB WE DEFINE THE *Future*

Facilities Management (FM) Custodial Quality Control

■ Assessment Purpose

- Facilities Management was seeking to understand the quality of custodial cleaning services provided to the campus community.
- Question: **What is the quality of custodial cleaning services Facilities Management provides to the campus community?**

FM Custodial Quality Control

■ Assessment Methodology

- This assessment involved collecting data from the following:
 - * WebTMA Computerized Maintenance Management System (CMMS) Inspection Reports
 - * WebTMA Customer Satisfaction Surveys
- This assessment evaluated the inspection data from state campus buildings between 1/1/2020 – 6/30/2020.
- Customer Satisfaction Survey data was evaluated from January 1, 2020 through June 15, 2020.

FM Custodial Quality Control

■ Assessment Data

– The assessment included the following measures:

* Custodial Inspection Reports

◇ Based on the Association of Physical Plant Administrators (APPA) Custodial Standards.

◇ APPA's Five Levels of Clean:

1= Orderly Spotlessness (Excellent)

2= Orderly Tidiness (Very Good)

3= Casual Inattention (Satisfactory)

4= Moderate Dinginess (Needs Improvement)

5= Unkempt Neglect (Unsatisfactory)

FM Custodial Quality Control

■ Customer Satisfaction Surveys

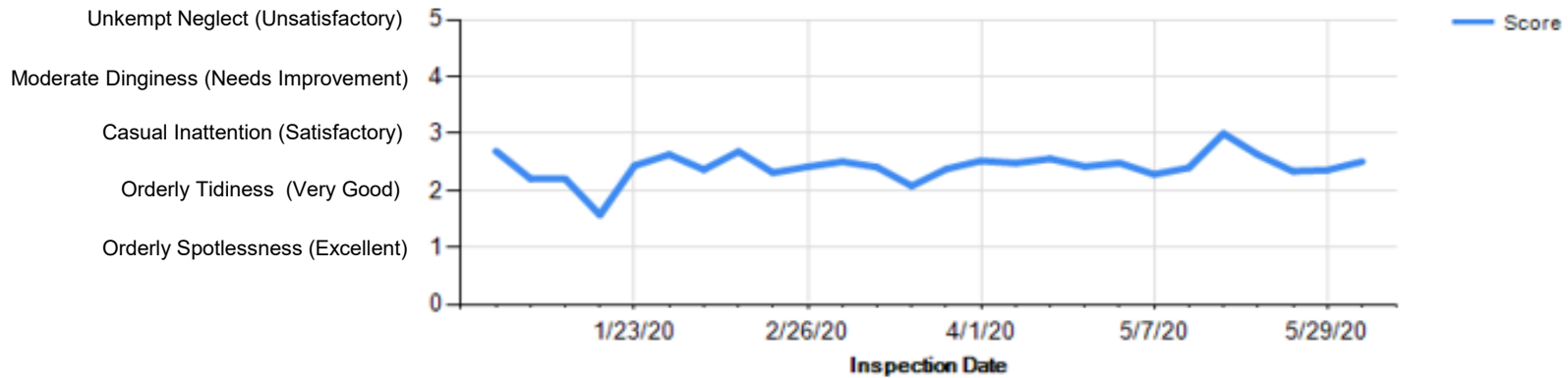
- One open ended question was asked about the cleanliness of the buildings. “How satisfied are you with the cleanliness of the buildings?”
- 59 Responses were received
- COVID 19 Limitations

Assessment Findings



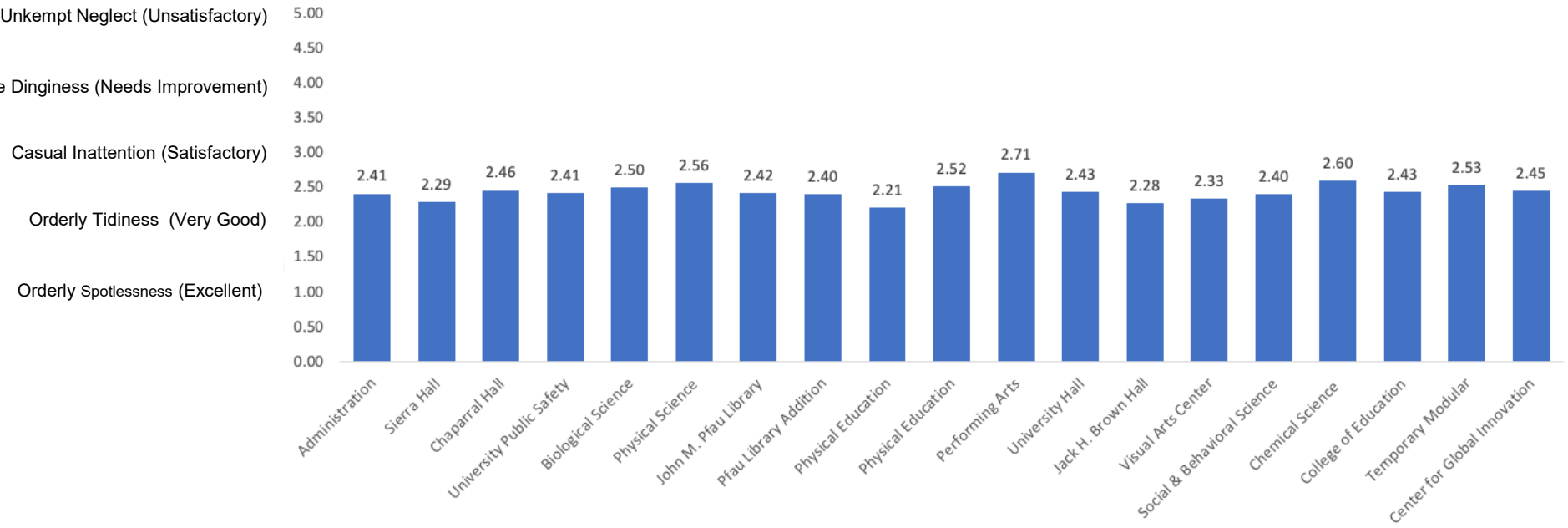
CSUSB

Average Inspection Score



Facility:	CSUSB
Average Score:	2.44

Assessment Findings

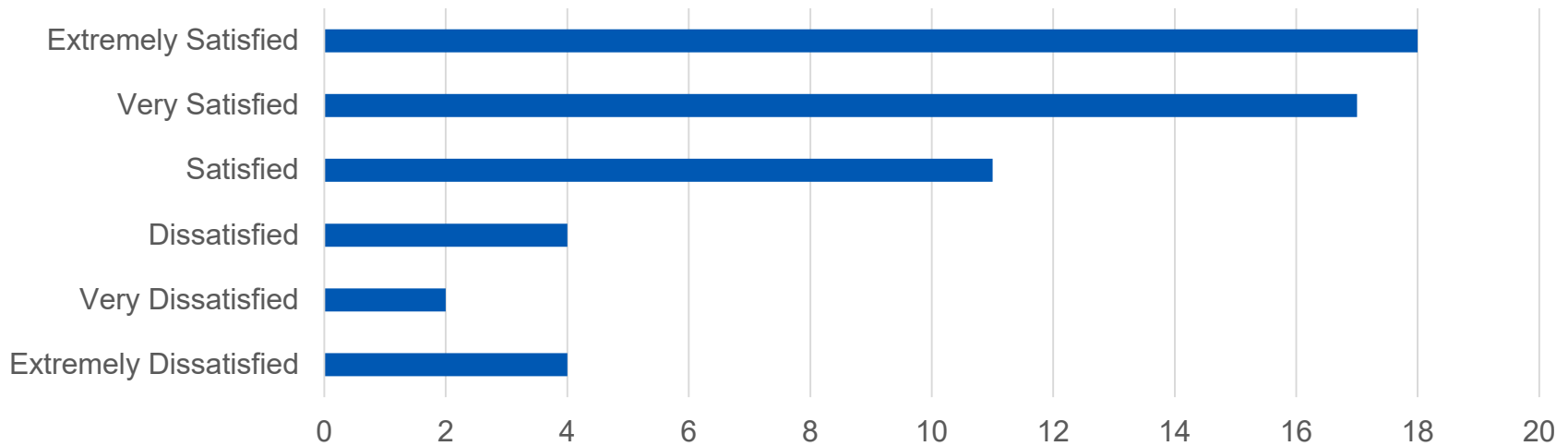


Assessment Findings

N = 59

**How satisfied are you with the cleanliness of the campus buildings?
49 Favorable/10 Unfavorable**

Custodial



FM Assessment Outcomes

■ Implications for Practice

- Cyclical periods based on occupancy and the ability to deep clean and transition stages.
 - * Addressing through proactive planning and managing of staff
- Challenges with new staff, consistency, and building needs.
 - * Addressing through training, inspection, and reassessment of buildings
- Peculiar circumstances identified in each building.
- Empowering Custodial Crews.
 - * We are actively engaging leads to improve customer service and custodial quality control

FM Assessment Outcomes

- COVID 19
 - Evolving Circumstances
 - Custodial Disinfecting Training & Training Up
 - New Product
 - * Virex Plus
 - New Equipment
 - * Dispersion Machines



Questions??

Thank You.



CSUSB

WE DEFINE THE

Future