

Program Assessment Form (Non-Academic Program)

Administrative Services - Facilities

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General Information (Program Assessment Form (Non-Academic Program))

Standing Requirements

NMC MISSION STATEMENT & ESIP (COLUMN 1 OF THE 5-COLUMN MODEL)

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth. ESIP The Administrative Services Division strives to provide and maintain a safe, comfortable, and attractive environment for students and employees of the College that is conducive to learning and working.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Administrative Services - Facilities Outcome Set

AUO1

To provide efficient responses to requests for operational and facility maintenance assistance in a professional courteous manner (AUO).

Mapping

No Mapping

AUO2

Provide and maintain adequate facilities that are safe ADA and OSHA compliant environments conducive to higher learning (AUO).

Mapping

No Mapping

AUO3

Develop Campus wide policies and procedures targeted at campus safety and accessibility of campus facilities for all students, faculty and staff. Implement Facilities Master Plan (AUO).

Mapping

No Mapping

Facilities Outcome Set October 1,2020

AUO1

To provide efficient responses to requests for operational and facility maintenance assistance in a professional courteous manner (AUO).

Mapping

No Mapping

2020-2021 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

Mission Statement

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth. The Administrative Services Division strives to provide and maintain a safe, comfortable, and attractive environment for students and employees of the College that is conducive to learning and working.

Measures

Facilities Outcome Set October 1, 2020

Outcome

Outcome: AUO1

To provide efficient responses to requests for operational and facility maintenance assistance in a professional courteous manner (AUO).

Measure: HELPDESK (Mojo Helpdesk)--updated 2/23 Response to Mojo Help Desk Request

Direct - Other

Details/Description:

Work to ensure that all requests unrelated to construction are handled within 3 days, depending on priority of requests. There are 4 levels of priorities within the helpdesk :

Emergency (immediate attention)

Urgent

Normal

Low

Update 2/23: When employees have a need with Operations-Maintenance/Facilities, they utilize the Mojo Helpdesk and complete a new ticket.

The facilities office works to ensure that all requests unrelated to construction are handled within 3 days, depending on priority of requests. There are 4 levels of priorities within the helpdesk :

Emergency (immediate attention)

Urgent

Normal

Low

Acceptable Target:

100% of recipients get a response within 3 days of requests (Emergency request are addressed immediately)

Update 2/23:

80% of recipients get a response within 3 days of requests (Emergency request are addressed immediately)

Ideal Target:

100% of recipients get a response within 3 days of requests (Emergency request are

addressed immediately)

Implementation Plan (timeline): Ongoing.

Key/Responsible Personnel: Barnaby Q. Lizama, Interim Director/Facilities Manager
 Gregorio Sablan, Administrative Manager
 Shirley Blas, Administrative Officer
 Jose Manibusan, Administrative Assistant

Measure: HELPDESK (Mojo Helpdesk)--updated 2/23 Response to WORK ORDER Request
Direct - Other

Details/Description: Work to ensure that all requests unrelated to construction are addressed depending on other condition or circumstances measured through level of priority of requests. There are 4 levels of priorities within the helpdesk request automated system :

- Emergency (immediate attention)
- Urgent (immediate call back or physical check)
- Normal (call back and scheduled)
- Low (scheduled visit to requesting department)

Update 2/23:
 Work Order requests are a tier above regular Mojo Help Desk Requests. When the Help Desk request is evaluated to be a bigger issue (for example, if there is a a leak in an office, and more issues are discovered beyond the leak), then the Help Desk request is promoted to be a Work Order Request.
 The facilities office works to ensure that all requests unrelated to construction are addressed depending on other condition or circumstances.

Acceptable Target: 100% of recipients get a response depending on priority level but request response does not exceed 4 working days.

Update 2/23: 80% of recipients get a response depending on priority level but request response should does not exceed 4 working days.

Ideal Target: 100% of recipients get a response within 3 days of requests (Emergency request are addressed immediately)

Update 2/23: 100% of recipients get a response within 3 days of requests (Emergency request are addressed immediately)

Implementation Plan (timeline): Ongoing.

Key/Responsible Personnel: Barnaby Q. Lizama, Interim Director/Facilities Manager
 Gregorio Sablan, Administrative Manager
 Shirley Blas, Administrative Officer
 Jose Manibusan, Administrative Assistant

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

Facilities Outcome Set October 1,2020

Outcome

Outcome: AUO1

To provide efficient responses to requests for operational and facility maintenance assistance in a professional courteous manner (AUO).

Measure: HELPDESK (Mojo Helpdesk)--updated 2/23 Response to Mojo Help Desk Request

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Implementation Plan (timeline): Ongoing.

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Gregorio Sablan, Administrative Manager
Shirley Blas, Administrative Officer
Jose Manibusan, Administrative Assistant

Findings for HELPDESK (Mojo Helpdesk)--updated 2/23 Response to Mojo Help Desk Request

No Findings Added

Measure: HELPDESK (Mojo Helpdesk)--updated 2/23 Response to WORK ORDER Request

Direct - Other

Details/Description: Work to ensure that all requests unrelated to construction are addressed depending on other condition or circumstances measured through level of priority of requests. There are 4 levels of priorities within the helpdesk request automated system :
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Shirley Blas, Administrative Officer
Jose Manibusan, Administrative Assistant

Findings for HELPDESK (Mojo Helpdesk)--updated 2/23 Response to WORK ORDER Request

No Findings Added

Overall Recommendations

No text specified

Overall Reflection

No text specified

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2021-2022 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

USE OF RESULTS

STATUS REPORT

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2019-2020 Assessment Cycle (Actual Cycle) (ACTUAL Data)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

SUMMARY OF DATA

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT