

## OATF

April 11, 2019 - Alumni Center

PRESENT: Mike Porter, Sandy Hageness, Larry Brooks, Alex Abrahamson, Hattie Albertson and Rodney Armstrong

NOT PRESENT: Abbey Franklin and Nathan Biggerstaff

Service Area Reporting – Spring 2019

### **Dean's Office – Shared Services**

The objective of this study is to identify whether we have accurate records for shared services. In conversation with MSU all services were identified, and clarification made on shared services. Agreements have been designed and under review by MSU. Feedback will be received to finalize agreements by the end of the month. Once these are in place we will have the base to begin evaluation on shared services.

### **Dean's Office – Physical Plant**

The objective is to improve the work order process to track work order receipt, completion and communications. Duties have been redesigned and staff hired to support specific areas; cleaning, plant projects and boiler system solutions. The goal is to allow time allowed for each individual to devote time to their specific areas. The work order process is supplemental to this objective. The System IT office has a software called FAMIS which will be implemented this spring. Once this is available, communication and process will be organized and allow an analysis of physical plant operations.

### **Dining Services**

Reviewed the objective which is to get feedback on services and make improvements. Feedback is retrieved through fall and spring inspections, DIN meetings, and customer surveys. The survey n-count increased by almost 50%. Had 2<sup>nd</sup> highest participation within Sodexo and had a high satisfaction rate. One example is the change of hours as requested through surveys.

### **Library**

The objective of the assessment is to improve services within the Library specifically to preferences from faculty and students. Identified that Lib Guides is not used consistently. Used is moving toward one place which would house information out of Blackboard.

Meeting dates were scheduled to review the remainder of the Service Area assessments.