### **EXAMPLE**

# Summary of Assessment Findings Education Support/Administrative Department [DEPARTMENT] [DATE]

## Goal:

To decrease the amount of time to process and complete work orders

# Assessment Findings

<u>Student Satisfaction Surveys</u> According to data from these surveys, students were unhappy with how long it was taking to get a work order completed, even if was for a routine job. The Student Life Department met with us to discuss the problem and give feedback.

Work Order Log During the past two years, the department has seen a steady increase in the average amount of time it takes to complete work orders. Some of this delay is due to a considerable increase in the number of work orders submitted during the same time period. Furthermore, the log shows that an increasing number of these work orders require a longer time to complete and/or require more workers to complete them. A3(in)-em-e4touts2te (.eulrk)4(ers)-5-4(set

Staff Meetings During our regular weekly staff meetings we looked over the work order log data and determin (1)-4(e)-3(I)110kd (1)2000

<u>Cost-Benefit Analysis</u> It was determined by the department that a cost savings (overtime, materials, backlog, re-work, etc.) could be realized by outsourcing certain preventative maintenance and non-routine work orders, especially during the beginning and end of the semester when routine work orders significantly increased.

### Actions Taken:

- 1. Implement new work order tracking system
- 2. Begin outsourcing program whereby certain work orders are handled by outside contractors
- 3. Continue to monitor the cost-benefit of outsourcing