<table>
<thead>
<tr>
<th>Intended Outcomes</th>
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<td>Faculty, Staff, and students will report they are satisfied with the cleanliness and maintenance of the campus buildings and grounds.</td>
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**Assessment Tool:**
iSupport software assessment tool

**Criteria for Assessment:**
The new iSupport software will allow the customer (Faculty, Staff & Students) the ability to evaluate the level of service they received. This will allow the evaluation of services the maintenance department provides and highlight the areas of needed improvement/technician development, training needed. 75% of evaluation on level of service will be positive.

**Target Semester for Assessment:**
End of Fall semester 2014

**Procedure:**
Implementation of web based work order/preventative maintenance system. Effective use of staff time/time completion. The implementation would begin in January 2014 with a targeted completion timeline end of spring semester 2014
Fill vacated clerical position to support implementation and support of order/preventative maintenance system.

Hire additional maintenance specialist. Industry standards for facilities square footage indicates how the college is understaffed in meeting the facilities maintenance requirements.

New hires are assessed and prioritized for the entire campus by the College Planning Council.