Presentation

- 156 employees
- Since 2002 enrollment increases and campus square footage
- Has slowly made some gains planning activities
- Do pretty good job with resources they have
- Condense the projects
  - Should be 12-15 months
- Have a small construction window
  - Need everything done by when school starts in fall
- Capital investment has increased
- Added a customer service center
- Consolidate staff
- Haven’t maintained FTE’s at same pace as university’s growth
- O & M funding just jumped in FY11
  - Very welcomed
- Employees
  - 2002 – 139 FTE
  - 2012 – 156 FTE
  - 70% of employees have been here more than 4 years
  - 53% are over 55 years old
  - If you can keep someone here for 4 years tend to retain that employee
  - Have 20% constant employees
  - Currently have 17 vacancies
  - Lose people because we aren’t competitive with salaries
  - Electricians and plumbers turn over the most
  - Doesn’t pay to outsource
- How do we hire and pay appropriately so we can keep employees?
  - Biggest challenge is age distribution of employees
  - Need to upsize by 25%
    - Need to hire 40 FTE’s to sustain services
      - 12.5 FTE’s for staffing backlog
      - 27.5 FTE’s to cover growth
Are there industry standards which we could review to plan for investments in next 5 years and then measures to make sure we are achieving our goals?
  o Yes
Consultants take a different organizational structure
Need to agree to the level we want to achieve
Help us understand where our competitors and peers are at with these levels
Where do we fit in this hierarchy?
  o In order to be where we want to be, tell us what we need to do
Measure it in number of complaints
What would the new employees do?
  o Engineers/project managers – 10
  o Custodial – 5
  o Maintenance – 5
Currently things get delayed
  o Don’t have enough employees
  o More people would allow them to be responsive in the way they should be
Facilities needs 5-10 minutes to speak at faculty orientation
Construction blog is a good resource
Every quarter develop a communication to help people understand projects
Maybe present at Management meeting or Dean’s Council
Need to get a communications channel working
Have Dean Kattelmann come to a Dean’s Council meeting once a semester
Need a systematic process for communication
Need to benchmark technology use and the campus’ perception of Facilities Services
As bring in new buildings have to have people who can work with the new technologies
  o Computer management
    ▪ Need to buy the Facilities piece that ties into Banner
  o Need to upgrade the computer workload management system
    ▪ Approximately $500,000
  o Moved custodians to iPADs
  o Need to move shops to this again
    ▪ Can barcode supplies
    ▪ How long they are in different locations
  o Bought Banner as a backend
    ▪ Haven’t invested in the front end
Facilities interacts with Pierre at a level as much as any group on campus
Have you thought of scheduling maintenance people so they could have face-to-face interaction with users?
Would look at daytime staff
- But use 25-30% of productivity
- What if we look at a noon-8:00 shift
- Have a busy campus so cleaning is still difficult

- If we could drive up the communication just a little then would see an improvement in the perception of facilities.
- Looking at using social media, i.e. QR codes, text number
- New maintenance supervisor
  - He is raising the bar
- Supervisors are in direct contact with their customers through e-mail now that they have iPADs
- Should look at a diversity of services since the campus is large and diverse
- Communication is a two-way process
  - Need an opportunity to interface
- Can’t e-mail if they don’t know who the people are
- Didn’t realize they have a customer service person
  - Need to get the word out about this
  - What does this person do
- Customer service/interaction
  - Huge issue
  - More they can do to be responsive would be welcome
  - This needs work

Discussed developing a customer service survey
SDSU Facilities and Services

March 9, 2012

Campus Growth

[Graph showing campus square footage and enrollment growth over time]
FTE Requirement

40 ftes required to sustain F&S services at SDSU

12.5 ftes to cover existing staffing backlog

27.5 ftes to cover campus growth
SDSU Facilities and Services

End