2.11.2

Physical Resources

The institution has adequate physical resources to support the mission of the institution and the scope of its programs and services.

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| 8 | Compliant | | Non-Compliant | | Not Applicable |
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Compliance Report Narrative

Note: Text for all linked documents below can be increased/decreased for ease of reading by pressing your keyboard's Ctrl key while rotating the mouse wheel.

Angelo State University maintains adequate physical resources to support the mission of the institution and the scope of its programs and services. ASU exercises appropriate control over its physical resources and coordinates the planning, development, and use of its physical facilities to support the institutional mission and strategic goals. ASU has established and administers policies and procedures to ensure responsible control of physical resources and facilities in accordance with state laws and *The Rules and Regulations of the Board of Regents of the Texas Tech University System* (Chapter 08, *Regents' Rules*). ASU's Vice President for Finance and Administration (VPFA) has primary responsibility for maintaining control over the institution's physical resources. Of the ASU offices and departments reporting to the VPFA, those that play a direct role in managing the institution's physical resources include the following:

- Office of Materials Management
- Facilities Management
- Office of Environmental Health, Safety, and Risk Management
- ASU Police Department
- Facilities Planning and Construction

Facilities personnel in the ASU Housing and Residential Programs Office, reporting through the Vice President for Student Affairs and Enrollment Management, also play a role in managing the institution's physical facilities.

Collectively, the above offices ensure appropriate management of ASU property, safeguard ASU property and facilities, and provide master planning and implementation of projects for the expansion, upgrade, maintenance, and operation of ASU's physical facilities. The role of each office is outlined below.

PROPERTY MANAGEMENT

The Office of Materials Management is responsible for managing, organizing, directing, and coordinating support for all functions related to materials management at ASU, including purchasing, contract administration, property management, central receiving and supply, mail services, print shop services, travel, and the historically underutilized business (HUB) program. ASU's Executive Director of Materials Management, who reports to the VPFA, oversees the materials management functions in accordance with relevant ASU Operating Policies and Procedures, including, for example, ASU OP 14.12, Inventory of Property and Equipment and ASU OP 54.04 Purchase of Goods and Services. These policies provide guidelines for the acquisition, transfer, recording, and disposal of institutional assets in accordance with relevant state law and the *Regents' Rules*. For more information, please see Comprehensive Standard 3.11.1, Control of physical resources.

The office of Facilities Management is responsible for coordinating and performing routine, preventative, and deferred maintenance of ASU's physical assets. The Director of Facilities Management, who reports to the VPFA, oversees the department's services, which include building services, mechanical services, and grounds and custodial services. Policies governing facilities management are published in ASU OP Chapter 36, Facilities Management, which includes policies such as ASU OP 36.01, Facilities Management Departmental Services; OP 36.02 Control and Issuance of Keys; and OP 36.03 University Vehicles (see also Chapter 36 in the OP Manual Table of Contents). Additional information regarding the department's

role in maintaining ASU's physical assets is provided in Comprehensive Standard 3.11.1, Control of physical resources.

SAFEGUARDING OF ASU PROPERTY AND FACILITIES

ASU takes reasonable steps to protect its facilities and to provide a safe, healthy, and secure working environment for all members of the campus community. Health and safety activities are coordinated by the ASU Office of Environmental Health, Safety, and Risk Management, and security activities for all ASU properties and facilities are coordinated by the ASU Police Department. All health, safety, and security activities are conducted in accordance with relevant federal and state laws, codes, and acts. These regulations, along with supporting guides, rules, and procedures, provide the basis for the ASU safety program, as reflected in the ASU Operating Policies and Procedures (see ASU OP Chapter 34, Environmental Health and Safety Program, and Chapter 62, Security, in the OP Manual Table of Contents). Additional information regarding ASU's health, safety, and security programs is provided in Comprehensive Standard 3.11.2, Institutional environment.

MASTER PLANNING

ASU maintains a campus master plan that is driven by the strategic goals of the university. Originally developed in 2004, the plan was updated and accepted by the Board of Regents in 2011 (Centennial Master Plan 2028 Update 2011). Master planning for ASU is integrated into master planning for the Texas Tech University System, which is coordinated by the TTU System Office of Facilities Planning and Construction. Working in collaboration with the TTU System office, the ASU office of Facilities Planning and Construction is responsible for overseeing the planning, design, and construction of all facilities on the ASU Campus. The ASU office assists the TTU System office with identifying and prioritizing facility-related needs for ASU that are consistent with the campus master plan and are indicated by increased enrollment or other growth on campus.

Policies and procedures governing the expansion, upgrade, maintenance, and operation of physical facilities are defined in Chapter 8, *Regents' Rules* and in the ASU Operating Policies and Procedures (see ASU OP Chapter 36, Office of Facilities Management, and ASU OP Chapter 40, Office of Facilities Planning and Construction, in the OP Manual Table of Contents). In addition, the THECB has extensive control over decisions regarding state university facilities. For more information, please see Comprehensive Standard 3.11.3, Physical facilities.

ADEQUACY OF PHYSICAL FACILITIES

Recent surveys of ASU students and employees indicate overall satisfaction with ASU's physical environment. One of the tools used to evaluate the adequacy of ASU facilities is the American College Testing Program's Student Opinion Survey (SOS). This survey is administered every three years, and the most recent data available are from the SOS 2009. In the SOS, college services are rated on a five-point scale from (1) very dissatisfied, (3) neutral, to (5) very satisfied. The following table summarizes facilities-related items from the SOS 2009, showing that student satisfaction with ASU facilities is significantly above the public-college mean:

| Student Opinion Survey Item | Number Responding at ASU | ASU Satisfaction Average | Significant ASU vs. Public College Difference? | ASU vs. Public College Difference |
|--------------------------------|--------------------------------|--------------------------------|--|--|
| Classroom Facilities | 1,479 | 3.85 | yes | + 0.14 |
| Laboratory Facilities | 1,397 | 3.84 | yes | + 0.19 |
| Athletic Facilities | 1.321 | 3.79 | ves | + 0.09 |

Table 2.11.2-A. Student Satisfaction with ASU Facilities

SOURCE: 2009 Student Opinion Survey Results and Cumulative Results 2000–2009; see especially Introduction to College Services and College Environment Tables, Table D: College Environment Averages by ASU Students, and Table F: ASU-Public College Differences for Environment Items.

ASU also participates in *The Chronicle of Higher Education's* Great Colleges to Work For Program, which uses Modern Think's Higher Education Insight Survey to assess workplace quality, including employees' satisfaction with their work environment. Survey respondents are asked to rate statements using a five-point scale, ranging from "strongly agree" to "strongly disagree," and results are presented as percent positive and percent negative, representing scores from the highest two and lowest two categories, respectively. For comparison, benchmarks are provided in two categories—"Best in Size" and "Carnegie Classification." Benchmarks are the percent-positive scores from those institutions that met the standards

for inclusion in each recognition category. The Best of Size category is based on the number of students, and ASU is in the medium category (3,000–9,999 students). ASU's Carnegie Classification is Masters M. ASU last participated in the survey in 2011, and responses to facilities-related items are highlighted in the attached excerpt from the Great Colleges Survey Report and summarized in the following table:

Table 2.11.2-B. Employee Satisfaction with ASU Facilities

| | ASU Percent | ASU Percent | Best in Size | Carnegie Classification |
|--|----------------|----------------|--------------|----------------------------|
| Great Colleges Survey Item | Positive | Negative | Benchmark | Benchmark |
| The institution takes reasonable steps to | | | | |
| provide a safe and secure environment for | 85 | 3 | 91 | 86 |
| the campus. | | | | |
| The facilities (e.g., classrooms, offices, | 74 | 12 | 75 | 62 |
| laboratories) adequately meet my needs. | , ¬ | 12 | 75 | 02 |
| Facilities Average | 79 | 7 | 83 | 74 |

Off Site Team Comments

The Off-Site Review Committee noted that

The university has a structured facilities master plan to address the fiscal resources needed for teaching and research. The master plan, updated in 2011, addresses classroom and laboratory square foot requirements in anticipation of enrollment growth. However, no information was made available to indicate the quality and condition of the space. Also, no pattern of evidence was presented that a preventative maintenance plan has been operationalized.

Clear policies exist for inventory, facilities management services, key controls, vehicle use and procurement services; however, no evidence is presented to demonstrate application of policy. As part of the Texas Tech University System, the institution is governed by the TTUS system for facilities planning; capital expansion, repair and renovation; and resource management programs.

University Response

ASU assesses the condition of all its buildings annually and submits the findings of the assessment in the Building Condition Report to the Texas Higher Education Coordinating Board (THECB) using the standard building code definitions. As shown in the Building Condition Report, 61, or 87%, of ASU's buildings are in good condition, coded as 1 (satisfactory) in the code definitions. Only 1 building, the Concho Hall high rise, is in need of major remodeling, which has begun.

ASU also submits annually to the THECB a Campus Condition Index Report which includes a list of all deferred maintenance, critical deferred maintenance, facility renovation, and facility adaption needs and a schedule to address them, as of the date of the report. Accumulated deferred maintenance includes projects from prior years that were not included in the maintenance program because their priority status was perceived to be lower than those funded within the budget. This may include postponed renewal and replacement maintenance, unperformed or unscheduled repairs, and planned maintenance. Critical deferred maintenance includes deferred maintenance projects that place facilities, occupants, or mission at risk. As shown in the Campus Condition Index Report, no buildings are in need of critical deferred maintenance. Capital renewal projects that exceed \$2 million are not included in this report.

The preventative maintenance program involves scheduled inspections, adjustments, testing, and component replacement based on manufacturers' recommendations to extend the life of the facilities. In accordance with OP 36.01, facilities personnel use the facilities management software, FAMIS, to track and coordinate all maintenance activities, including associated costs, labor, and schedules as demonstrated in the following FAMIS work order example and work order cost report. Departmental staff initiate work orders through FAMIS using an online self-service function. Work is then prioritized and scheduled to insure maximum efficiency and minimize downtime for equipment and buildings. The work order summary by crew report shows the number of tracked hours crews spent on maintenance and preventative maintenance across campus in FY 12. Information in FAMIS is reviewed on an annual basis

and is used to prepare the Campus Condition Index report required by the THECB (described above). The maintenance program minimizes emergency maintenance and equipment replacement.

Evidence is presented below to demonstrate application of relevant policies:

- In accordance with ASU OP 14.12, Inventory of Property and Equipment, ASU follows property inventory procedures. Property inventory changes (added, deleted, and transfered property) are reported by the property management system.
- As required by ASU OP 36.02 Control and Issuance of Keys, ASU Key Shop personnel are required to maintain proper control over university keys. Key control is tracked through FAMIS using the process described in the key issuing flow chart and the adding keys and locks flow chart. Reports showing keys issued and keys returned are generated using the FAMIS software.
- Vehicle usage reports for fleet vehicles and for department rentals are maintained by the Facilities Management department to ensure proper control of university vehicles as required by ASU OP 36.03 University Vehicles.
- ASU OP 54.04 Purchase of Goods and Services provides guidelines for the acquisition of
 institutional goods and services in accordance with relevant state law and the Regents' Rules. In
 order to comply with this policy, departments initiate purchases through the use of a purchase
 order.
- Adherence to ASU OP 36.01 is described above in the first three paragraphs.