

Administrative, Educational and Student Support Units
Annual Assessment Findings Report

Directions: Use content from your 5-Year Assessment Plan, and data collected and analyzed to complete the Annual Assessment Findings Report for the corresponding year. Submit report electronically to aess@york.cuny.edu.

Assessment Year: 2018-2019

Division: Administrative Affairs

Unit: Custodial Services

Date: September 25, 2019

Completed by: Alejandro Rodriguez

Other contributors (e.g., person who analyzed data): Janet Williams

Unit Mission: The York College Custodial Services unit is committed to providing outstanding customer service by delivering comprehensive, efficient, and professional green cleaning services to support student success, teaching, learning, research and service.

1. Record each goal, corresponding outcome(s), measure(s), the target(s) of success, and if applicable, the student ILO(s). For each outcome listed above, describe the conclusions, significance and implications of the data collected for the assessment year indicated above (e.g., 2018-2019). Describe the results in comparison to the target of success, and if applicable, the student ILO(s) identified prior to data collection. What is your interpretation of the results?

Remember to use information from your approved 5-Year Assessment Plan.

| Goal(s) | Outcome(s) | Student ILOs (if applicable) | Measures and Target of Success | Analysis, Findings, and Use of Results |
|---|--|------------------------------|--|---|
| Goal 1. Provide a clean, safe, and healthy environment. | 1.1 Custodians will maintain clean facilities. | N/A | 1.1 APPA Standards Level 5- Unkempt neglect (minimum) | 1.1 The target was not met due to staffing and budget constraints. This implies that the custodial services will not be able to provide a clean building as per the APPA standards. |
| | 1.2 Optimize employee efficiency by analyzing workloads and reorganizing | N/A | 1.2 Workload report and assignments. Reduction in the work order of the cleaning | 1.2 This outcome was not assessed this year due to short staff and huge workload that prevented the |

| Goal(s) | Outcome(s) | Student ILOs (if applicable) | Measures and Target of Success | Analysis, Findings, and Use of Results |
|---------|-------------------|------------------------------|--------------------------------|---|
| | work assignments. | | requests. | custodial services from gathering and analyzing data. |

2. Action Plan. Using information from the Analysis, Findings, and Use of Results section above, what steps will you take to ensure recommended changes will be implemented and sustained? If no changes are being recommended, provide an explanation with supporting evidence. *(Add additional rows for outcomes, as needed by copying and pasting the appropriate outcome textbox. You may delete any unneeded textboxes.)*

Outcome 1.1 Custodians will maintain clean facilities.

Recommended changes: A request for more funding will be made to hire more staffing and better equipment to the facilities director/VP.

Outcome 1.2 Optimize employee efficiency by analyzing workloads and reorganizing work assignments.

Recommended changes: As this outcome was not assessed due to shortage of staffing and workload, this will be assessed in AY 2019-2020.

3. Communicating Results: Describe how you communicated assessment results, recommendations, and changes to appropriate stakeholders (e.g., staff, supervisor, students).

The findings from this assessment activity was shared with custodial services staff, director of facilities and VP of Administrative Affairs via email and in person.

4. Action Taken: Describe how you used the results from last year to inform your action this year. Narrative should include action(s) taken or changes implemented as identified by assessment activities completed (i.e., closing the loop). Indicate when the changes were implemented and when they will be reassessed to see if they helped to improve support outcomes (SOs) and/or student learning outcomes (SLOs).

5. Achievement Summary: York College is excited to hear about what is going well! Share your unit's proudest accomplishments for this assessment period.

6. Assessment Plan Year: Briefly outline the assessment plan for next year. Explain any revisions you will need to make based on results (e.g., revision in outcomes, target for

success, measuring instrument). Attach an updated 5-Year Assessment Plan for your unit. (Remember to revise the years.)

7. Annual/Special Reporting (optional): Highlight accomplishments directly related to how assessment activities in your area contributed to the mission of the division and the College--not assessed elsewhere, but related to operational effectiveness.