During 2012-2013 school year the plant facilities department participated in a self-study in one-week increments. Facilities chose the third week into the Fall Semester of classes to gather some solid information during the busiest time, that week was September 17-21, 2012.

During this time the facilities staff monitored the volume of incoming phone calls going to voice mail during this period. Facilities received an average of 50 calls per day during the 5 day work week. Of those calls 0-2 went into voicemail.

Plant facilities monitored the number of work order requests and the time involved in responding to and completing the work requests. Facilities work order system (Tamis) during this week shows approximately 21 orders that were input (averaging 4-5 work orders input daily) with most being maintenance or repair requests that were completed at an average rate of 1-3 days and coordinated in a priority manner. Not shown on this scale are urgent work orders such as loose furniture parts, obstructive objects, or hot/cold calls that we attend to immediately.

The facilities department also monitored complaints pertaining to the cleaning of and daily serving of restrooms in various campus locations. The following areas were chosen to be monitored during this week: General classroom building, Student Services building, Fine Arts and MSA buildings. We averaged 1-3 calls per day concerning servicing issues (lack of soap, paper towels. During this time we averaged 1-3 calls per day in reference to the cleanliness of the restrooms in these buildings. 85% of the calls in the restroom were responded to within 7-10 minutes of the plant receiving notification. 15% were of the calls in the restroom were responded to within 10-20 minutes of the plant receiving notification.

Administrative Services 2013-2015 Cycle
The Business Office, Plant Facilities, and Procurement, use internal data from system databases such as CMMS and SAP reports.

WLAC is improving the faculty and student learning environment by implementing Computerized Maintenance Management Systems (CMMS) which streamlines maintenance operations through preventative maintenance and work-order tracking. CMMS provides a one point of interaction with operational applications, processes, and staff to reduce work order request response time and minimize emergencies by turning the maintenance organization from a reactive to a proactive maintenance philosophy.