LAUNDRY
2001-2003 Performance Evaluation

UNIT TITLE: CAMPUS LAUNDRY SERVICES
UNIT ADMINISTRATOR: NEALY ROBINSON

PROVIDE A DESCRIPTION OF YOUR ADMINISTRATIVE RESPONSIBILITIES.
As Director of Campus Laundry Services, my number one goal is to provide quality laundry services to the University, with the students' needs in mind, at the most cost-effective level possible.

As Director of Laundry Services, my responsibilities include the following:
- Overseeing daily operations of the laundry unit
- Keeping all records updated
- Ordering all supplies needed for unit operations
- Maintaining supply inventory for unit
- Maintaining and repairing equipment as needed
- Ordering service for repairs that I am not able to do myself
- Handling customer service, including complaints and problems that arise
- Assuring all employees a safe working environment
- Maintaining the budget

DESCRIBE YOUR ADMINISTRATIVE PHILOSOPHY, OBJECTIVES, AND STRATEGIES FOR ACHIEVING THEM.
Administrative philosophy: "To provide quality laundry services to the University, with the students' needs in mind, at the most cost-effective level possible."

Objective 1
The Director of Campus Laundry Services will oversee the daily operations of the unit.

Strategies
1. Keep all unit records updated
   a. Personnel records
   b. Medical records
   c. Employee time records
   d. Daily lots records (includes number of bundles per lot)
   e. Supervising student records to assure that commuter students do not abuse the dorm students' privileges by falsifying information
2. Order all supplies needed for unit operations.
3. Maintain supply inventory for unit, including soap, hangers, plastic garment covers, and paper for dorm student bundles.
4. Maintain and repair equipment as needed
5. When the Director cannot perform repairs, orders will be made for the repairs needed.
6. Problem-Solving
   a. Receive any complaints that customers may have, and resolve them as quickly as possible
b. Conflict resolution between employees and/or customers

c. Conflict resolution on the unit level to prevent intervention from the Vice President of Finance

Objective 2
The Director of Campus Laundry Services will provide a safe work environment for the employees of the unit.

Strategies
1. Proper upkeep of laundry equipment to assure that employees are not at risk while performing their jobs.
2. Temperature control amidst machinery that exposes employees to extreme heat
3. Education of employees to reduce injury, such as burns, while operating machines

Objective 3
The Director of Campus Laundry Services will maintain the overall unit budget.

Strategies
1. Order and maintain supplies in a cost-effective manner
   a. State contract bid rate
   b. Order supplies at a bulk rate when applicable
   c. Supervising use of supplies to prevent waste
   d. Preventive maintenance on all machines
2. Suggest improvements for cost-effectiveness in the unit
   a. Automatic soap dispensers have been installed in order to save money on supplies as well as electricity and water.
   b. Evaluation of personnel needed to operate efficiently

IDENTIFY YOUR MAJOR DEPARTMENTAL GOALS DURING THE EVALUATION PERIOD AND DESCRIBE THE PROGRESS THAT HAS BEEN MADE IN ACHIEVING THESE GOALS.

Goal 1: Apply window tinting to the East and West sides of the laundry building to make the building as comfortable as possible by reflecting the heat, which is a factor in the workplace.

Progress: Window tinting was not applied due to budget shortages.

Goal 2: To create and dedicate a memorial garden in honor of students, faculty, and staff of Delta State University who are deceased

Progress: Garden was not created because of budget shortages.

Goal 3: To change the identification procedure for labeling the clothing items of dorm students

Progress: A new identification procedure was implemented to increase security measures in the labeling of laundered items. The new system includes only the first initial, last initial and the last four digits of the individual’s social security number. This change has decreased the chance of theft of identity.
**Goal 4:** To purchase a new shirt bust for the laundry services, with funds coming from Auxiliary Repair and Replacement Funds

Progress: Not purchased because of budget shortages.

**Goal 5:** To conduct a student satisfaction survey

Progress: The Institutional Research Center did not conduct the survey as agreed.

**Describe any innovations or improvements efforts you undertook during this time and evaluate their success (what worked; what did not work; why?) and impact on your area of responsibility.**

Many planned improvements and projects were not possible because of budget shortages, as noted above. Through the implementation of the new labeling system, we have increased the security and protection of our students' welfare.

**Please outline your departmental goals for the next year. Please indicate how these goals relate to the university’s strategic objectives and institutional challenges. Please identify performance measures that will help assess progress toward achieving these goals. What additional resources are needed from the University to assist you in accomplishing these goals? What are the consequences of not receiving these additional resources?**

**Goal 1:**
Increase revenue to the Laundry Services by increasing laundry pricing for dorm students and commuters.

*Institutional Goal supported by this goal:*
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.), which are effective and efficient in the support of the institutional mission.

*Performance Measures:*
The quality service that the students receive is equivalent to the percentage of increase.
The revenue received from the increase will be put back into the unit's budget to help balance the budget.

*Additional resources needed from the University:*
Establishment of support from administrative heads recognizing the much-needed services that we provide to not only the students, but also to many other University departments.

Consequences of not receiving these additional resources: Not being able to provide the best quality services for the least amount of funds.
GOAL 2:  
Installment of used air conditioning unit known to be removed from Ward Hall during recent air conditioning loop connecting of several buildings.

Institutional Goal supported by this goal:  
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.), which are effective and efficient in the support of the institutional mission.

Performance Measures:  
Installation of the unit would improve the work environment of the laundry building, whose temperature sometimes reaches as high as 120*, by decreasing possibilities of heat-related illnesses or heat stroke. This would also provide a better working environment for employees, therefore decreasing employee turnover and training time. In order to comply with employee safety regulations of working under extreme heat conditions.

Additional resources needed from the University:  
Provide unit and labor for installment.

Consequences of not receiving these additional resources: Employees will continue to put themselves at risk while working in the extreme heat conditions, leaving the university at risk for possible law suits, etc…

DESCRIBE YOUR PERSONAL CAREER GOALS FOR THE NEXT FOUR YEARS.  
I would like to continue to request the funds to purchase a much-needed new shirt buck. I feel that this purchase would increase productivity, therefore giving the students the most efficient laundry services. Another long-term goal of mine is to improve the efficiency of our services by possibly installing a drop-off/pick-up window to better serve our students due to lack of parking near the facility.