

## **Facilities Advisory Committee (OFSAC)**

### **Meeting Notes – May 24, 2012**

**Members Present:** Larry Baker, Chair, Kevin Barre, Laurie Bachar, Elizabeth Bird, Joe Seymour, Tracy Sterling, Sandy Sward

**Members Absent:** Rick Hixson, Steven Juroszek, Tim Minton, Tom Morrison, Melanie Stocks,

**Others Present:** Jeff Butler, E.J. Hook

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1. **Approval of Meeting Notes – 03-22-12**

Seymour Moved to approve Meeting Notes of the meeting held on March 22, 2012. Sterling Seconded the Motion and the Notes were unanimously approved with no changes or additions.

2. **Weed Control**

E.J. Hook, manager, environmental services, provided background information and discussed the defined basic philosophy of Integrated Pest Management. Using weeds as an example of an identified pest, Hook described the following progressive decision-making process to address the issue.

- Monitoring – includes identification, location evaluation, and development of an initial mitigation plan.
- Indirect Suppression – focus on cultural considerations.
- Direct Suppression – depending on location and risk, determine best action required.
- Continue monitoring.

Hook will be providing articles for MSU Today, the first of which will address weeds. A second article will appear in late winter regarding gophers. Most recently Facilities has been working collaboratively with a department on campus to address an insect infestation in one of the campus buildings. The process is currently in the indirect suppression phase and is being monitored to determine if further action will be required.

Baker suggested an open campus conversation including qualified individuals and campus resources to explain the processes involved in addressing pest management.

3. **Facilities Incident (Non-Agenda Item)**

Seymour brought to the attention of the committee, an e-mail from an individual regarding a recent incident in a clean room in EPS, involving a large amount of water going through air-lines. Work Control was called and did investigate, however did not report back to the individual. Seymour asked Butler to look into the situation.

Butler reported that, upon investigation, Work Control had responded but had not left messages regarding what they were doing. Seymour noted that although there are still ongoing issues, particularly regarding a lack of communication, Jeff is addressing them. Butler and Seymour encourage anyone on campus who has a situation they are not happy with, to contact Butler immediately.

#### **4. Facilities Services Initiatives**

Butler presented a list of Facilities Services initiatives developed from feedback at the listening session forums held in November 2011.

- Senior Staff Customer Service Interview Program - Each senior staff member will be responsible for contacting 2 – 4 customers in a month to ask a series of questions regarding their experience with Facilities. Senior staff will then meet to discuss those results.
- “Post-It Note” Program and Key-In Authorizations – Customer will be contacted for authorization to enter the space and the trades-person will leave the post-it note indicating their name, work order number and status of the work performed.
- APPA’s FMEP Self-Evaluation – Plan is to recruit one or two faculty members who have been highly involved with Facilities to perform the investigation and as each section is completed, present to OFSAC members.
- Employee Satisfaction Survey – Following the Facilities forums and the subsequent all-Facilities Overview and Discussion, a three-question survey was distributed to Facilities staff. These are the results of that survey.
- Customer Satisfaction Survey – Part of the Sightlines process is a customer service satisfaction survey which will be performed by the Sightlines representative.
- Partnering – Might involve multiple sessions of Facilities staff with different stake-holder groups on campus. A facilitator would help to guide the participants “partner” to a common goal. One approach would be to train the Facilities staff who work directly with individuals across campus and count on their expertise to guide the partnering process.
- Director’s Meeting with every new employee – Butler held an all-staff meeting with Facilities Services employees to discuss customer service expectations and initiatives. He will now meet individually with every new employee for the same discussion on a one-on-one basis.

Sward attended the Facilities Services all-staff meeting and commented that following that meeting, immediate changes were noticed.

Committee members suggested:

- Meeting with various councils and groups across campus to discuss new procedures; and,
- Include a page of bulleted accomplishments.

The meeting was adjourned at 12:05 pm.

Respectfully submitted,  
Sharon Morrison  
Facilities Services