

Facilities Advisory Committee (FAC)

Meeting Notes – October 11, 2012

Members Present: Jeff Jacobsen, Chair, Kevin Amende, Laurie Bachar, Kevin Barre, Tim Minton, Leslie Schmidt for Sandy Sward, Joe Seymour, Tracy Sterling, Melanie Stocks

Members Absent: Rick Hixson, Steven Juroszek, Toni Lee, Justin Van Almelo

Others Present: Walt Banziger, Jeff Butler, Bob Lashaway, Terry Leist

1. **Introductions**

New Chair, Jeff Jacobsen and members were introduced.

2. **Committee Charge**

Leist discussed the Charge, role and expectations of the Committee. Members support the Charge and agreed that the configuration of the Committee is also good. Jacobsen encouraged members as representatives of their various constituencies to be the eyes and ears across campus to bring comments/observations of areas where we (Facilities) may improve as well as take information back. Seymour commented that there are some serious issues being addressed regarding faculty funded research through VPR, start-up grants and who is responsible for various aspects of these issues. It could be valuable to have input from these external constituencies in the discussions regarding these issues. It was questioned whether the majority of campus knows that the Committee is the mechanism to communicate on these issues. It was suggested that marketing needs to be done to get the word out regarding this venue.

3. **Approval of Meeting Notes – 05-24-12**

Seymour moved to approve Minutes of the meeting held on May 24, 2012. Sterling Seconded the Motion and the Minutes were unanimously approved.

4. **Future Meeting Dates & Times**

Members determined that the fourth Thursday of the month still works. Time will be changed to the afternoon.

5. **Listening Session Outcomes – Facilities Initiatives**

Last year Butler held two open-campus Listening Session forums. The feedback from those sessions was used to create the Facilities Services Initiatives (handout). Butler updated the Committee on the status of each of the listed initiatives.

- Senior Staff Customer Service Interview Program – should be starting in the next couple of months. Members suggested making sure the random sample work orders include a major project. Members also discussed regulations, process and issues surrounding funding for projects and buildings.

- Director's Meeting with Every New Employee – Butler met initially with all Facilities staff and now meets individually with each new employee to discuss life at Facilities, customer service and expectations.
- "Post-it Note" Program – A program to let people know we have been their work areas.
- Key-In Authorizations – We ask before going into a space if we can key-in.
- Employee Satisfaction Survey – An easy one was done after the listening sessions and a more in-depth one is now planned.
- Customer Satisfaction Survey – We have engaged with Sightlines, an organization doing benchmarking for us. A part of their service includes an annual customer service satisfaction survey. We will be able to work with Sightlines in the design of the survey.
- Partnering Training – Idea is to set up training for the Facilities staff who work with customers (estimator, designers, etc.). The program will be designed to train our staff to partner with the customer through the process to ensure the success of project. The program could also include a mentorship to help individuals new to campus through the processes.
- APPA's Facilities Management Evaluation Program (FMEP) Self-Evaluation – At some point we will engage another third-party to help us through this process. We are not currently pursuing at this time.
- Project Estimating Process Review – Currently in process.
- Carpentry Preventive Maintenance Program – Reinstatement of a program started years ago but suspended due to lack of time and resources. This program involves an evaluation of architectural details (windows, doors, floors, etc.) in campus buildings by a Facilities carpenter. Cost will be charged to the preventive maintenance budget.
- Computerized Maintenance Management System (CMMS) – Currently in the process of setting up the system. Plan is to go live early summer of 2013.

6. Sightlines Recap/Status

Sightlines will be on campus to evaluate Facilities Services and Auxiliaries. Ultimately, when the process is finished they will present information to the President and PEC as well as an open forum for all of campus. Sightlines has performed this type of evaluation at over 300 campuses so the most valuable information will be the benchmarking. We will also be participating in their "Go Green" program which will help us manage our carbon footprint and the Presidents' Climate Action Plan. Auxiliary Services will participate in a housing component. Sightlines will return once a year for the next five years to compare and re-evaluate data.

7. Consulting – CasaGrande

In addition to the Sightlines evaluation, Leist has requested a third-party consultant with a facilities and institutional history to look at the Facilities operation. This individual will follow up after Sightlines and integrate that data into some of the issues on campus.

8. Action Items

- Resolve Faculty Senate representation
- Communication piece – interaction with constituents. Will review at next meeting.

The meeting was adjourned at 12:05 pm.

Respectfully submitted,
Sharon Morrison
Facilities Services