

Facilities Advisory Committee (FAC)

Meeting Notes – April 4, 2013

Members Present: Kevin Amende, Laurie Bachar, Kevin Barre, Rick Hixson, Steven Juroszek, Toni Lee, Joe Seymour, Tracy Sterling, Melanie Stocks, Sandy Sward,

Members Absent: Jeff Jacobsen, Chair, Justin Van Almelo

Others Present: Blake Bjornson, Jeff Butler, E.J. Hook, Leslie Schmidt, Dan Stevenson

1. Approval of Meeting Notes – 03-07-13

Lee moved to approve Meeting Notes of the meeting held on March 7, 2013, as submitted. Minutes were unanimously approved by the Committee.

2. Customer Satisfaction Survey

As a result of the listening sessions held by Facilities approximately a year ago, Dan Stevenson suggested the idea of a customer satisfaction survey, to be performed by Facilities Services senior staff members. As opposed to written survey sent out to be completed by the customer, this survey will be an interview with customers from randomly selected work orders. Areas of discussion will include process, communication, presentation, performance and overall satisfaction. Staff members will convene once a month to discuss results of the interviews and obtain work orders for the next month. The goal of the interviews is to establish relationships and allow the customer to discuss subjects that may not be contained in a preconceived set of questions. Committee members noted the importance of ensuring that all areas of the operation are eventually covered by the interviews. The Committee will be updated again in the future regarding results after the process has been operational for several months.

3. Smart Building Initiative

Amende provided an introduction to the Smart Building Initiative, a plan to look at being responsible with the resources we have and incorporate energy savings into projects that can be tied in with Facilities, faculty, curriculum and students. Blake Bjornson and Zach Brown (University of Montana) were hired by the Board of Regents to develop this project and Bjornson has also been working with Dan Stevenson and Matt Carr at MSU Facilities for the past year. Bjornson provided an Overview (handout) and further discussed the some of the components of the initiative.

- **Reasons Why**

The ultimate goal of the project is to control the cost of education, which in turn leads to controlling tuition. Additional benefits include increased energy efficiency, addressing deferred maintenance issues and involving students with the experience, while improving campus. Institutionalizing the program will ensure that it is carried on and becomes a part of what the University does.

- Monitoring & Objectives/Standards

The first step in the process was monitoring with smart metering and energy CAP, which shows how much energy is being used in the buildings and the next step will be to use that data to set long term standards and goals.

- Accounting Structure

A large part of the past year has been spent on the accounting structure. It is proposed that unspent money from the utility budget and energy savings would be transferred to a plant fund to be managed by a committee. Although this part of the initiative is still a work in progress, they are optimistic that a plan will be developed.

- Curriculum/Outreach Projects

Student projects ranging from engineering to business, which are being developed by students or student groups, might be turned over to the program, or to Facilities to be turned into an actual project. Some projects may not involve students.

Bjornson and Brown are currently working on a Board policy draft which would create the structure and allow the campuses to do this reinvestment. They hope the draft proposal will be presented at the May Board of Regents meeting. The initiative will not affect nor detract from programs already in place.

It has not yet been determined where the committee might reside (e.g. a part of CSAC, FAC, Budget Council, UFPB, etc.). Committee members commented on the importance of a multi-discipline academic team and the need for the standard to be unique to each building on campus.

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4. Laboratory Renovation Guidelines

The latest version was distributed to the Committee. These guidelines are being developed in collaboration with members of Faculty Senate in order to give faculty members an idea of what to expect when planning a new project or renovation of existing space. The draft document has also been presented to Dean's Council. Members discussed the following:

- Seymour expressed concern regarding language that could affect new, incoming faculty. Since space on campus is an issue, it can be a burden on young research faculty who do not have an opportunity to see where they will be or realize the cost and process to ready that space.
- Sterling recommended adding "working with department heads" or another individual who is currently here, familiar with the process, and who will also understand the physical need of the individual coming to campus before they arrive.
- Sterling also commented on the importance of working with building supervisors when doing renovations as well as contacting the department head on how to proceed with any phase of the project.
- Schmidt suggested a separate document which could be included with the hire letter, indicating who to contact in these circumstances in order to anticipate expectations.

Butler advised that there is a meeting scheduled with the VP, Research, to discuss many of these issues. Members are encouraged to send any additional comments regarding the Guidelines to John Neumeier.

The meeting was adjourned at 3:05 pm.

Respectfully submitted,
Sharon Morrison
Facilities Services