



Welcome Building Coordinators!

Monthly Building Coordinator Meeting

February 16, 2022

Agenda

- **Welcome and Announcements/Updates**
- **Office of Admissions – Tom Paulsen, Senior Associate Director - 20 minutes**
- **FM@YourService Portal Refresher – Steph Rourke, Manager FM@YourService - 30 minutes**
- **Question and Answer**

Office of Admissions

Building Coordinators Meeting

February 16, 2022

Visits and Events

March 2020

Nationwide emergency declared

U.S. states begin to shut down to prevent the spread of COVID-19

University leadership announces move to virtual instruction, cancels all non-essential face-to-face meetings and events

Visits and Events

Summer 2020

First Virtual Hawkeye Visit Day

Develop Tour Protocols and Procedures

Visits and Events

Fall 2020

Virtual Programming

Grounds-Only Campus

Walking Tours

Admitted Student Next Step | Admitted Student Virtual Honors Event | Parent Webinar | Tippie College of Business Virtual Preview Day | College of Engineering Virtual Overview | College of Liberal Arts and Sciences Virtual Overview | College of Nursing Early Action Virtual Overview | College of Pharmacy Virtual Visit Day | College of Public Health Virtual Hawkeye Hangout | College of Public Health Virtual Overview | Diversity Virtual Information Session and Student Panel | Engineering Virtual Hawkeye Hangout | Engineering Virtual Tour | Health Sciences at Iowa Virtual Information Session | Honors at Iowa Virtual Information Session | Iowa First Nations Informational Program | National Hispanic Scholar Recognition | National Recognition Program Scholars Event | Tippie College of Business - Virtual Hawkeye Hangout | Virtual Admitted Student Overview | Virtual Diversity Session | Virtual Explore Engineering at Iowa | Virtual Hawkeye Hangout – Engineering | Virtual Hawkeye Hangout - Tippie College of Business | Virtual Hawkeye Visit Days | Virtual Health Sciences Session | Virtual Honors Sessions | Virtual Housing Application Overview | Virtual Housing Showcase | Virtual Iowa Overview | Virtual Campus Walking Tour | Virtual Nursing Direct Admission Preview | Virtual Nursing Information Session | Virtual Public Health Overview | Virtual Special Group Visits (TRiO Talent Search, Upward Bound, GEAR UP) | Virtual Top Scholar Visit | Virtual Transfer Day | Virtual Transfer Iowa Overview | Write Your Own Story School of Journalism & Mass Communication Virtual Event | Virtual School Counselor Events (Big Ten Academic Alliance, Iowa Public Universities, D.I.G. Tour) | Virtual High School Visits | Virtual Iowa in Your Neighborhood.....

***Not an exhaustive list of virtual events**

Visits and Events

Spring 2021

Vaccines become available on a large-scale basis

Offer large number of small scale, socially-distanced campus walking tours



Visits and Events

Summer 2021

Iowa Overview

Campus Walking Tours

Bus Tours

Residence Hall Tours

Lunch in a Marketplace Café

Tippie Tours



Visits and Events

Summer 2021

Becoming a Hawkeye

A full day experience for students who enrolled for Fall 2021

Friday Night Live

Downtown culture and food crawl



Visits and Events

Fall 2021

Hawkeye Visit Days

Transfer Days

College and Departmental
Sessions and Events



Visits and Events

Campus Visit Numbers

8,691 Students

12,215 Guests

20,906 Total Visitors



Spring 2022 Visits and Events

Admitted Student Day

Monday, February 21

Friday, March 4

Friday, March 25

Pre-Admitted Student Day Receptions

Thursday, March 3

Thursday, March 24

Junior Hawkeye Visit Day

Friday, April 1

Friday, April 8

Friday, April 15

Transfer Day

Friday, April 1

Friday, April 8

Friday, April 15

Spring 2022 Visits and Events

Daily Visits

Iowa Overview, Campus Walking Tour, Lunch and Residence Hall Tours begin Friday, January 21

Iowa Overview in the Old Capitol Senate Chamber

Tuesday, March 1 – Friday, April 29

Double Iowa Overview Presentations

Fridays February 11, 18 and 25

Each day starting Tuesday, March 1 – Friday, April 29

Spring 2022 Visits and Events

Standing Daily Visit Sessions/Tours

Air Force ROTC

Biology

Tippie College of Business

College of Education

College of Engineering

English & Creative Writing

Journalism & Mass Communication

School of Music

College of Nursing

College of Pharmacy

Families can request an individual appointment with any academic area of interest.

Spring 2022 Visits and Events

Lunch with Deans Events

College of Engineering
College of Education
College of Nursing
Tippie College of Business
College of Pharmacy
College of Public Health
College Dentistry
College of Liberal Arts and Sciences

Departmental Events

Housing Showcase
ROTC: Be a Leader Day
Engineering Transfer Visit Day
Explore Engineering
Journalism: Write Your Own Story
Political Science & International Relations Visit Day
Biology Visit Day
All-State Music Festival Recognition
Virtual Financial Aid Offer Overview
Nursing: Head to Toe Assessment
Virtual Orientation Overview

Spring 2022 Visits and Events

Lunch with the Honors Director

February 18, March 21, 28, April 4, 18, 22, 25, 29

Families of Out-of-State Hawkeyes

Wednesday, March 9, 7:30 PM Virtual

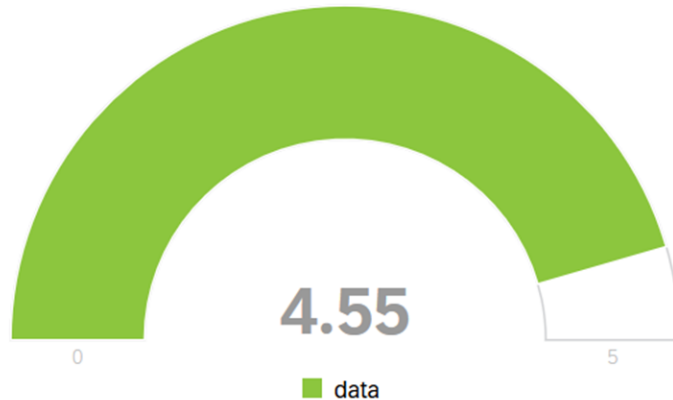
Pride Alliance Visit Day

Wednesday, April 20

Visits and Events

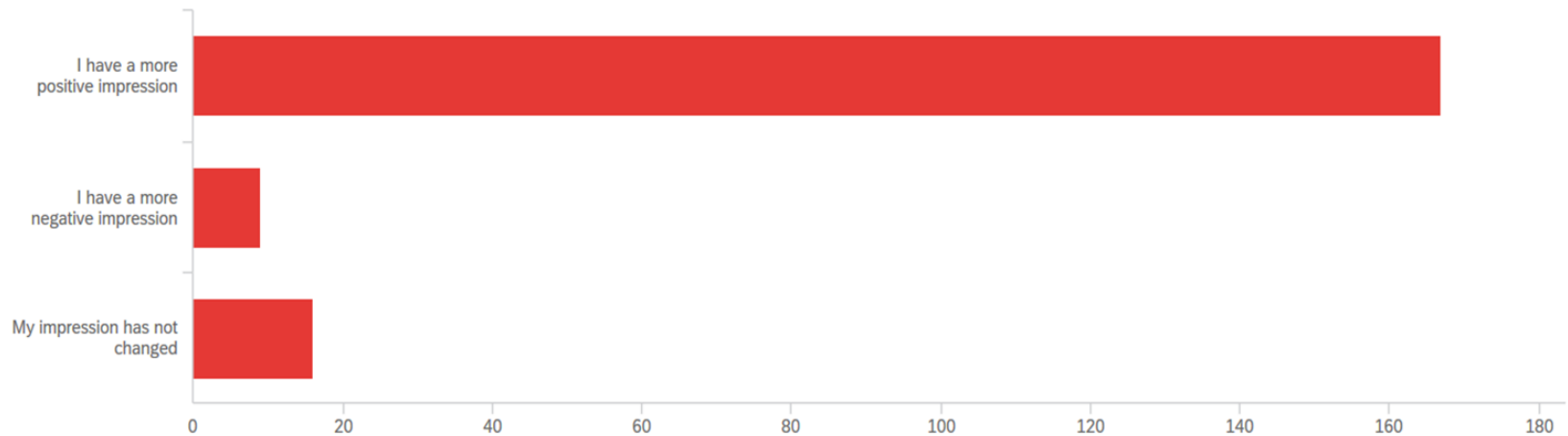
Overall Visit Experience Rating

(with "0" being the least effective and "5" being the most effective)



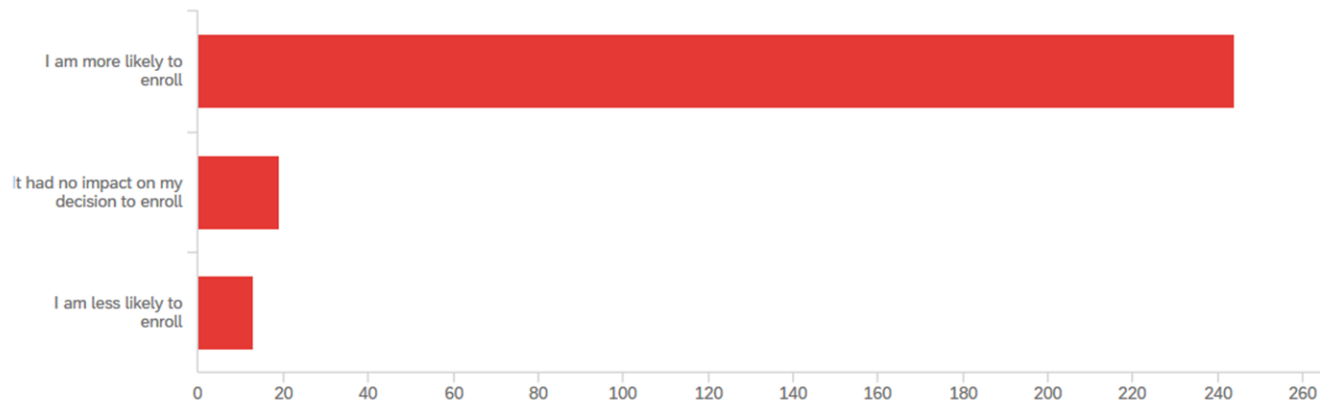
Visits and Events

Has your overall impression of the University of Iowa changed?



Visits and Events

After your visit experience, what is your likelihood to enroll at the University of Iowa?



Visits and Events

“Well orchestrated tour & beautiful campus.”

“We applied immediately afterwards.”

“We came from Florida and are so thankful we made the trip! Everyone we encountered made a lasting impression. It was truly a remarkable visit, and we look forward to next steps. Thank you to all!!!”

“What impressed me most about the day was how personalized and accessible the program was considering how many people were in attendance. Coming in, my son was very concerned about the size of the school. He left the day with no concerns about that.”

Visits and Events

“Overall, we would feel very confident with leaving our daughter in Iowa’s hands. Campus felt safe with much to offer. Everything a student needs is within an easy walking distance, including hotel accommodations for visitors. The Burge residence hall cafeteria was excellent. Diverse food choices, beautiful atmosphere, clean. The schools offers what all parents want for their kids first home away from home.”

“One of the best college tours we’ve attended.”

Visits and Events

Is there anything we can change or improve about the visit?

Avoid steep hills

Avoid cold weather during tours



Visits and Events

Is there anything we can change or improve about the visit?

Would like a chance to view classrooms on the tour

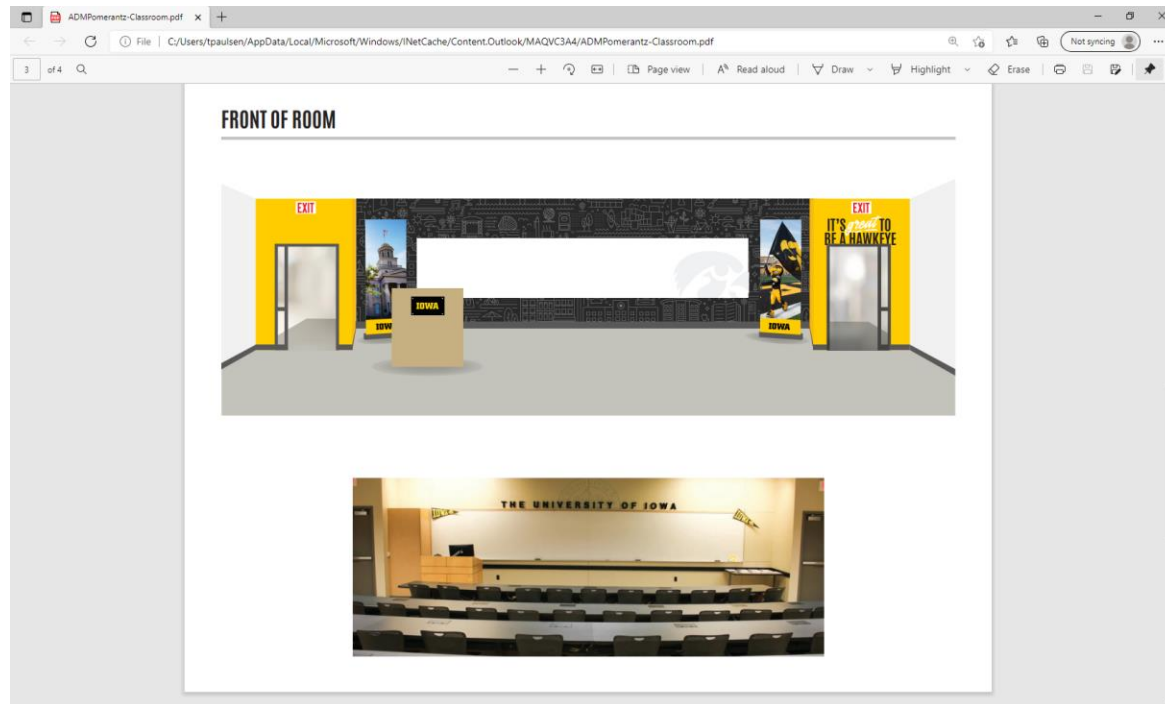
Would like a chance to view specific academic buildings

Would like to see the West Side of campus

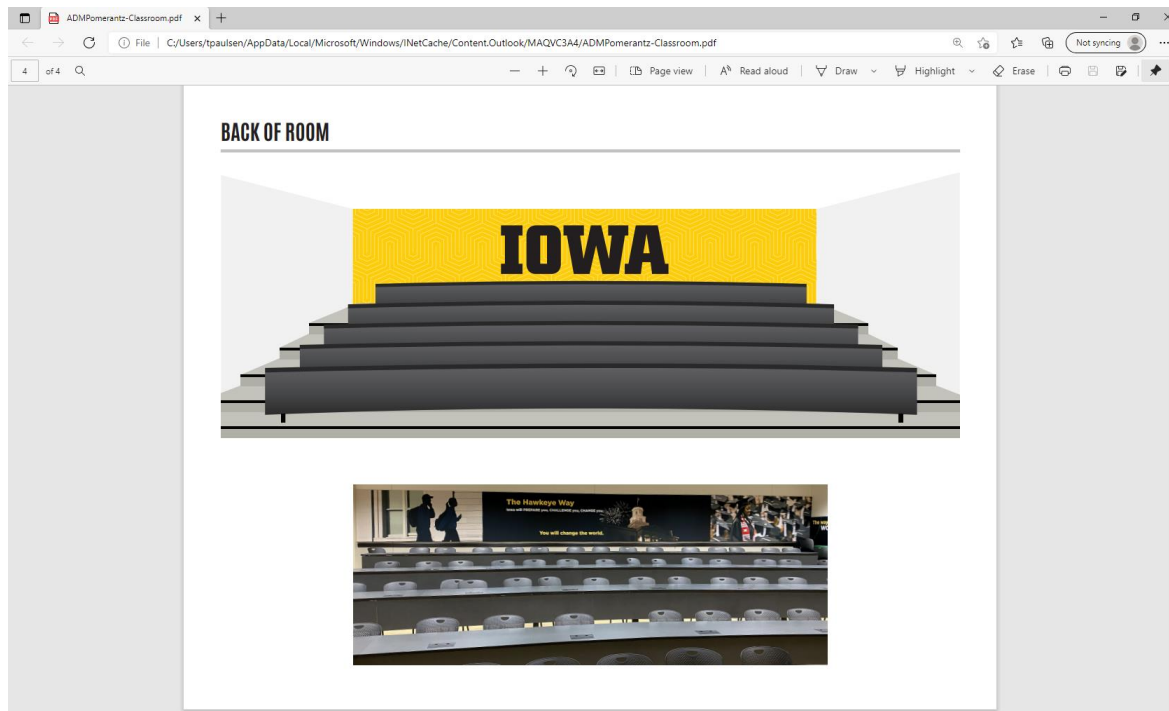
More options when showing residence hall rooms

More information on campus/downtown area

Visits and Events



Visits and Events



Visits and Events



Visits and Events



The Iowa Way

Thank you for your part in serving prospective students and their families!

IOWA

Facilities Management

FM@YourService Portal- Refresher Training

Steph Rourke-Manager FM@YourService

February 16, 2022

FM@YourService

Who We Are and What We Do

The communications, operational/work processing, and customer service support hub within Facilities Management for General Education Fund (GEF) buildings needing Maintenance, Utilities, Landscape Services, Key and Access Services, Custodial, Fire and Life Safety, Design and Construction, Vendor Contractors and Campus Stewardship.

- Dispatch/triages emergency work
- Process non-emergency customer service request
- Enters work orders and supporting information in AiM (Computerized Maintenance Management System) to uphold information integrity
- Issuing campus outage or alert notices for building communication purposes
- Triage questions/concerns on campus
- Administrative support for FM teams

Contact Us

24/7/365 Emergency calls to 335-5071

Email: facilities-wcc@uiowa.edu

FM@YourService portal: facilities.uiowa.edu/services/fmyourservice

Services Guide: FM is funded for.....

Facilities Management (FM) provides services and support to many areas of campus. We receive General Education Funding (GEF) to support the baseline service levels for the academic and administrative functions of the university. Auxiliary buildings and programs that are outside of the general education fund are not included in this budget, however, Facilities Management may provide services on a fee-for-service basis. Housing and Dining, Athletics and UIHC are the major non-GEF customers of Facilities Management. Additionally, Facilities Management provides service and support of other activities, spaces and equipment that are funded outside of the general education fund, also on a fee-for-service basis. Research equipment, artwork, animal care and capital project delivery are examples of the major groups of items that fall into this category. There are times that systems can be intertwined, so Facilities Management will create a well understood and documented agreement to describe this arrangement.

How to report GEF building emergencies 24/7/365

Call 335-5071

- During business hours 8:00 AM-4:30 PM:
FM@YS staff dispatches to appropriate team
- After hours: call can be routed to UI
Department of Public Safety. They contact a
BLS on call staff member that determines
appropriate response

How to report GEF non-emergencies 24/7/365

<https://www.facilities.uiowa.edu/>

Emergency Service, 24/7, call 319-335-5071. For all other requests, use the FM@YourService Portal (HawkID required)

FM@YourService

Welcome **Stephanie!** How may we assist you? I want to...

For emergencies, please call 319-335-5071, 24/7.

[Click here for site instructions](#)



Request Maintenance

Building Maintenance
Custodial Maintenance
Ground Maintenance



Order Work or Keys

Get Keys
Install/Hang Small Items



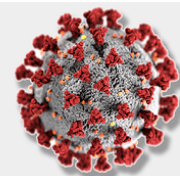
Request Project

Renovate Space
Install Signage/Furniture/etc.



Get Help

Request Maintenance Estimate
Contact Us
Additional Resources



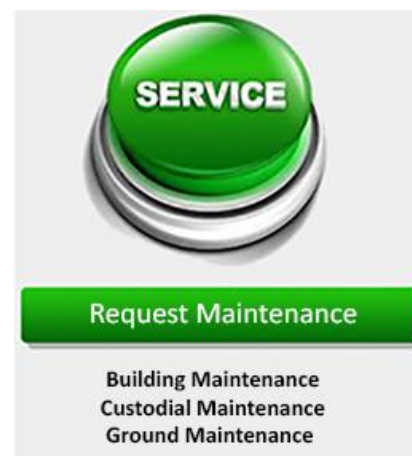
Ask a COVID-19 question/FAQs

FM Operations

IOWA

Facilities Management

REQUEST MAINTENANCE



37382 (July 2016 to Current)
8598 (Year 2021 to current)

Average monthly
submittals for last 12
months = 717

→ Your contact information populates

→ Service Location: *If the problem is not located in a listed building, please choose the closest building.*

Building*:

Note: Facilities Management does not provide routine building services to UIHC or UI Housing & Dining facilities. Resources for these facilities can be found here.

Room #:

- SUBMIT
- A tracking number will be issued to you
- A work order number may be issued

→ Problem Description: *Please include as many details as you can.*

Problem Description*:

Characters left: 255

Examples of request:

- Room too hot/cold
- Light(s) out
- Sink won't drain
- Soap is out in restroom
- Tree limb needs cleaned up
- Outlet not working/is loose
- Slow leak
- Door won't shut properly
- Door handle loose
- Odor/smell
- Ceiling tiles need replaced

→ Related Attachment: *Please attach related files or photos.*

+ Add Attachment

ORDER WORK OR KEYS



1288 (Year 2021 to current)

Average monthly
submittals = 107

FMReqs - Departmental Work Order Req ID:
Workflow Tx #: -1
Dept Work Order #:

[Home](#) | [Create New Project](#) | [Create Dept Work Order](#) | [Copy Current Req](#) [Search](#) | [Logout](#)

Dept Work Order Requestor **Dept Work Order Contact (Required)**

Stephanie Rourke
220 USB
+1 319 335 5074
stephanie-rourke@uiowa.edu
FACILITIES MANAGEMENT
02/10/2022

Name
Campus Address
Phone
Email
Department
Date

Dept Work Order Location (Required)

Building Lookup: Starts With **Building:** None selected - Use "Building Lookup"
[more info](#)

Abbr	Name	Num	Address (not searchable)
NA	NOT APPLICABLE		
		0214	
		0385	
		0402	

Room #:

Description of Work Requested or Problem Statement (Required)

If there are any time restrictions or other expectations, please explain.

If you have worked with someone in Facilities Management regarding this request, please identify that person here:

Funding Information (Required)

Act	Fund	Org	Dept	SDept	Grnt/Pgm	IAcct	OAcct	DAcct	Func	Ctr	Slid	Slac	Amount
x	000	00	0000	00000	00000000	0000	000	000000	00	0000			\$ 0.00

Attachments

Once workflow approvals are completed, FM@YourService creates a work order in AiM (Computerized Maintenance Management System)

Examples of departmental funded request:

- Need keys
- Need estimate from Key and Access
- Re-keying in office space
- Replace A/C units
- New outlet(s) for departmental equipment
- Disconnect strobe (FLS) for an event
- Install dimmer switch-special lighting
- Custodial overtime for event cleaning
- Plumbing work (install dishwasher)
- Replace lighting in lab space

SERVICE PRIORITIES

How FM@YOURSERVICE Prioritizes Your Requests

All work is prioritized by specific definitions and parameters. This priority method allows fair and appropriate service responses to be planned and scheduled appropriately across all buildings and programs on campus. This system is utilized primarily for building maintenance, landscape and custodial services.

Service Priorities	
<i>What to Expect:</i> <u>FM@YourService</u> prioritizes work requests based on the scope of work provided. To allow us to most effectively and efficiently serve you, please be prepared to provide details regarding your request.	
Priority Type	Definition
Routine	Corrective and preventive maintenance or service item that does not pose an immediate risk to facilities, systems, equipment, or components. Routine work is investigated within fourteen (14) days and repaired within thirty (30) business days.
Urgent	Potential threat to life, property, security, or the environment. Warrants expedited action to mitigate the situation before conditions escalate or worsen. Urgent work is investigated within two (2) days and repaired within seven (7) business days.
Emergency	Imminent threat to life, property, security, or the environment. Warrants immediate response and mitigation but not necessarily a permanent fix. Emergencies should be called into <u>FM@YourService</u> , 24/7 at 335-5071. Emergency work is investigated within one (1) hour and repaired or situation stabilized within twenty-four (24) hours.

Example: One light out in a space with multiple lights

Example: Flickering, Multiple lights out in critical space

Example: All lights out in a stairwell or critical space

REQUEST PROJECT

→ Your contact information populates

→ Location: *Please choose a building or enter site information.*

Building:

Site:

[Campus Map](#)

→ Request Type:

Renovate (remodel classrooms, labs, offices, landscaping, etc.)
*Has the office of Campus Planning reviewed and approved this request? Yes No

Install (equipment, flooring, furniture, signage, windows)

→ Description: *Please give us a description of your request.*

Description:

→ Request Type:

Renovate (remodel classrooms, labs, offices, landscaping, etc.)

Install (equipment, flooring, furniture, signage, windows)

Based on your selections, your request will be redirected to FM Reqs, please click Continue to proceed..

FMReqs - Project Request

Req ID:
Workflow Tx #: -1
Project Request #:

[Home](#) | [Create New Project](#) | [Create Dept Work Order](#) | [Copy Current Req](#) [Search](#) | [Logout](#)

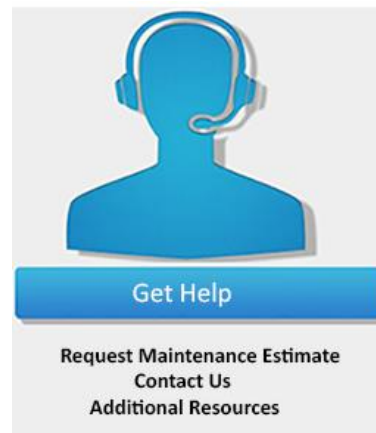


720 (Year 2021 to current)

Average monthly
submittals = 60

- Renovate=Campus Planning
- Email notification goes to a team in Campus Planning for review and response to your request
- Install=Design and Construction
- Once workflow approvals are completed, Design and Construction creates a BUI Project and a project team is assigned

GET HELP



825 (Dec 2019 – Current)

Average monthly
submittals for last
25 months = 33

Get Help

Can't find what you're looking for or don't know where to start? Submit your question below and someone from FM@YourService will contact you. Please allow two business days to receive a response. If this is an emergency, please call FM@YourService at 319-335-5071.

For emergencies, please call 319-335-5071

Best way to contact you:

Email - stephanie-rourke@uiowa.edu

Question or Concern:

Please provide as much detail as possible.

Attachments:

+ Add Attachment

Submit

Cancel

GET HELP—FM RESOURCES



Get Help

[Request Maintenance Estimate](#)
[Contact Us](#)
[Additional Resources](#)

FM Resources

Facilities Management has a number of resources available to help you find the information you need.

[How to use FM@YourService site](#)

[List of Major Services, A-Z](#) – Quick list of major services FM provides to campus

[FM Guide to Services](#) – Comprehensive guide to services

[Building Coordinators Network](#) – Find a building coordinator in your area

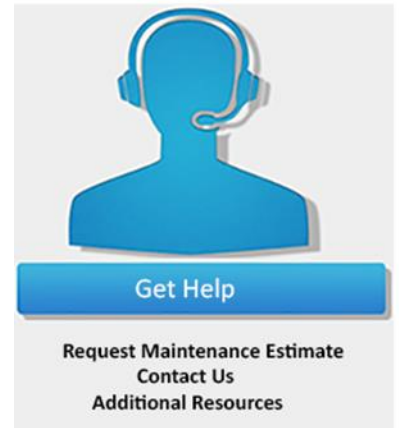
[Buildings by Operational Area and Manager](#)

[Key & Access Services FAQs and Policies](#)

[Maps](#)

[SIMS Room Update Request](#)

GET HELP-CAMPUS RESOURCES



Campus Resources

Links to resources provided by departments other than Facilities Management

Athletics and Recreation Fields
Campus ITS
Campus Planning and Development
Classrooms Support and Reservations
Environmental Health & Safety
Housing & Dining
Landfill Waste Services
Moving Services
Parking & Transportation
Public Safety
Risk Management
Sustainability
University Surplus
Waste Management

ASK A COVID-19 QUESTION/FAQS



175 (July 2020 – Current)

👉 Have a COVID-19 FM Operations question? Want to browse previously asked questions/FAQs? Use the dropdown menu below to choose a category.

Please select a topic

- **Please use the drop-down menu of categories above to browse the FAQs or to submit a new question.** If your question has not yet been answered in the provided FAQs, please select the appropriate category in the drop-down menu to submit your question.
- **If you are unsure which category your question belongs to,** please browse the descriptions of each basic category below. If you are still unsure, please use your best judgement to choose a category for your question.
- **If this is an emergency, please call FM@YourService at 319-335-5071.** If you do not have a question specific to Facilities Management operations, please visit the [UI's main Coronavirus page](#) for more information.

☰ Description of drop-down categories

[Click here to create a new Q&A](#)

→ [Cleaning and Building Health Practices](#)

Questions concerning new or changed cleaning practices related to COVID-19 and general building health practices. Including, but not limited to, **restrooms – paper towels, hooks, and Dyson dryers,** as well as **health stations, PE,** and related topics.

→ [Social Distancing and Signage](#)

Questions concerning social distancing related to **circulation plans, signage,** and related topics.

→ [HVAC/Ventilation](#)

Questions concerning HVAC and ventilation related to **air quality, air circulation, building ventilation,** and related topics.


→ [Water Quality](#)

Questions concerning water quality related to **water fountains, hydration stations, water circulation,** and related topics.

IOWA

Facilities Management

You gave feedback-we listened!



SERVICE

Request Maintenance

- Building Maintenance
- Custodial Maintenance
- Ground Maintenance

Actions

Submitted Service Requests

How
cool is
that?

Allows you to look up what requests you have entered



Request Project

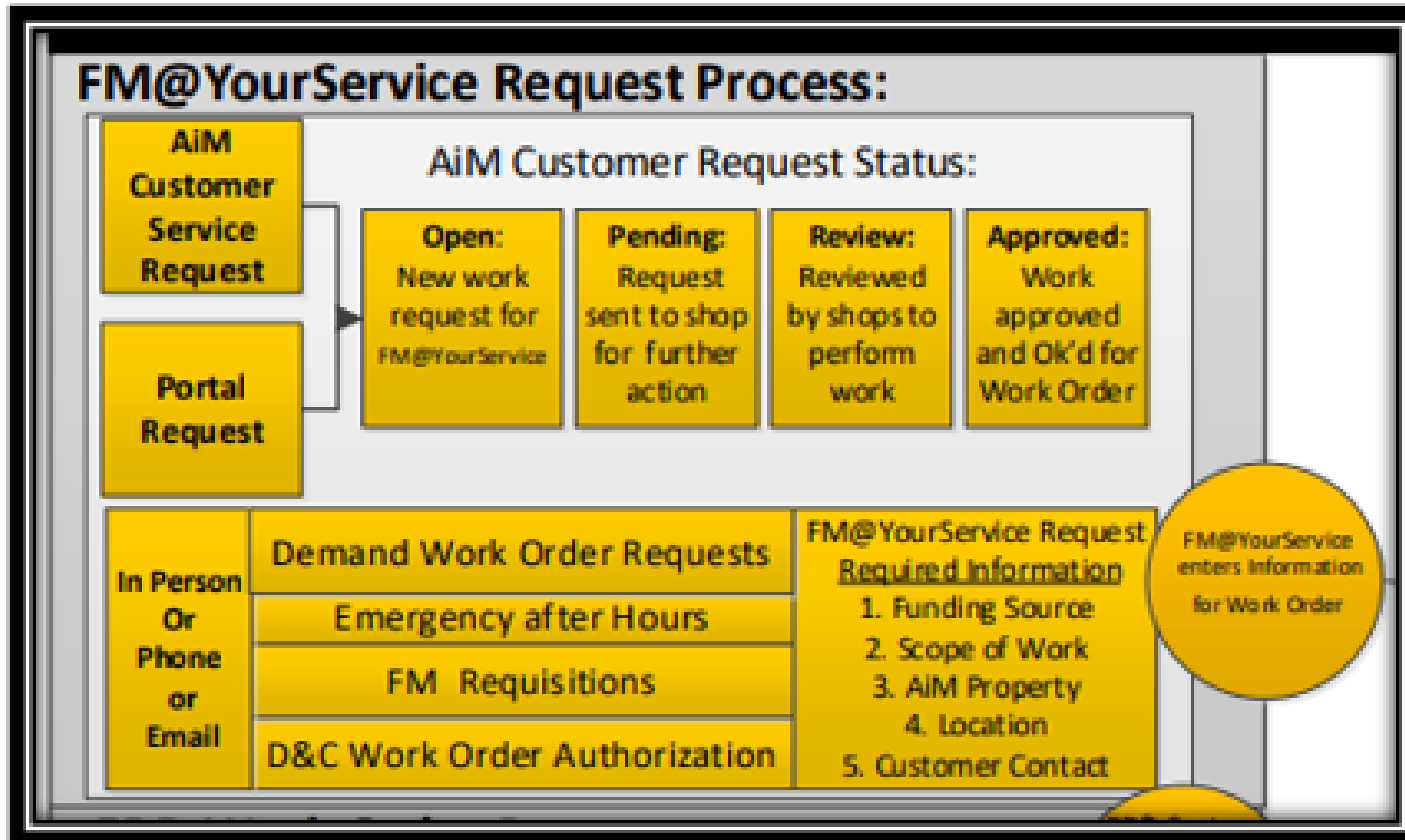
- Renovate Space
- Install Signage/Furniture/etc.

Actions

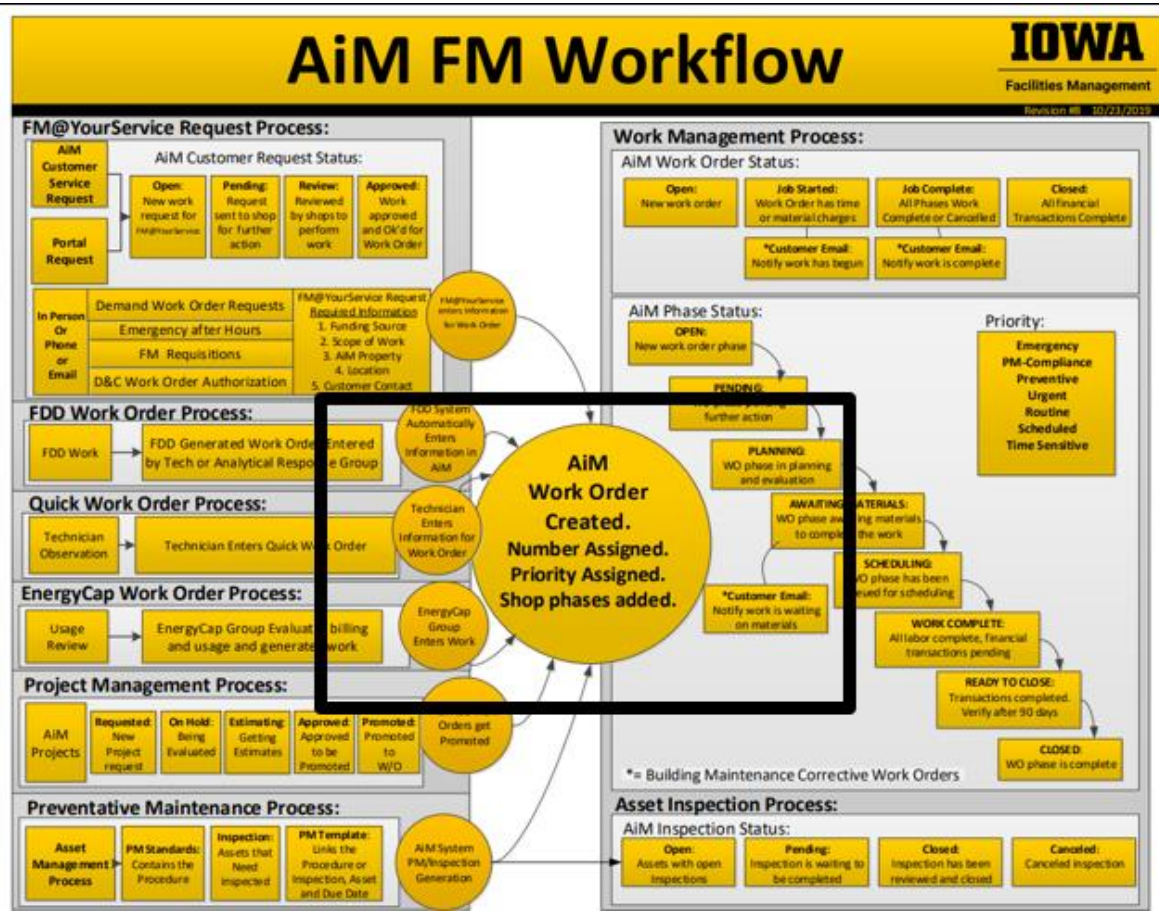
Submitted Project Requests

pretty
cool

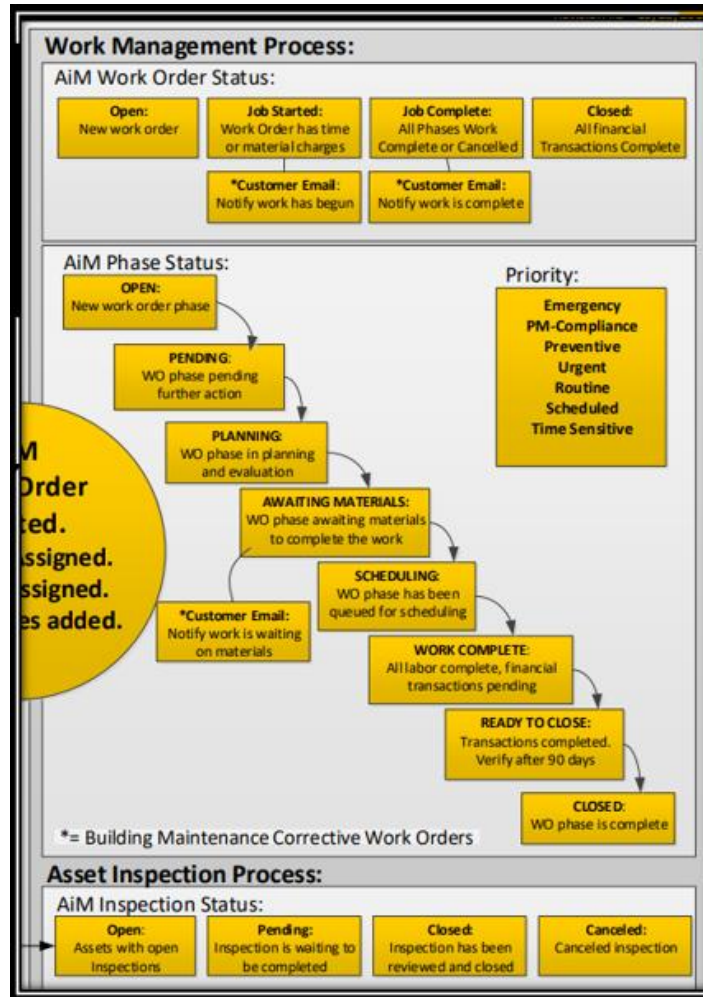
HOW WORK GETS DONE



AiM FM WORKFLOW



WORK MANAGEMENT PROCESS



A GREAT RESOURCE

UI BUILDING COORDINATORS NETWORK

View our operational response to COVID-19 and how each FM unit is responding to campus-wide change.

[FM Operational Response](#)

Building Coordinator Quick Menu

[Building Coordinator Orientation](#)

[Building Coordinator Information Library](#)

[Building Coordinator Meeting Archive](#)

[FM@YourService](#)

Have a topic for an upcoming Building Coordinators meeting? Submit it here:

[Submit a BC Meeting Topic](#)

ABOUT US

The Building Coordinator is an important role on the University of Iowa campus. Our dedicated building coordinators work to facilitate effective working relationships and communication between building users and facilities service providers in order to achieve more effective service levels. The partnership between Facilities Management and the Building Coordinator depends on close coordination to keep building operations and management running smoothly.

Over 100 coordinators have committed to excellence in communication between building users and facilities service providers.



[BUILDING COORDINATORS LIST](#)



[EMAIL THE BUILDING COORDINATORS GROUP](#)

IOWA

Facilities Management

Questions?

Next Meeting:



Wednesday, March 16, 2022 11:00 – Noon

TBD—If you have an idea for a presentation,
please email me at: stephanie-rourke@uiowa.edu

Thank you!

