

IOWA



Welcome Building Coordinators!

Monthly Building Coordinator Meeting

September 15, 2021

Agenda

→ Welcome and Announcements/Updates

- **Messaging and Promoting "Reporting Problems"** - Charlie Taylor-Office of Institutional Equity (OIE)--10 minutes
 - **Classroom Scheduling and Facilities Management: Teamwork Makes The Dream Work**- Renee Houser-Director Classroom Management; Caroline Jens-Associate Registrar; Kristen Becker-Registrar Services Coordinator – 20 minutes
 - **BLS Customer Satisfaction Survey Review**—Andy Bruckner-AD Custodial Services; Scott Gritsch-AD Landscape Services; Julie Sychra-AD Operations and Maintenance—20 minutes
- Question and Answer

Division of Diversity, Equity, and Inclusion

Messaging and Promoting “Reporting Problems”

Office of Institutional Equity

September 15, 2021

OIE Merger

Office of Sexual Misconduct Coordinator

Monique DiCarlo and staff

+

Office of Equal Opportunity and Diversity

Jennifer Modestou, Tiffini
Stevenson Earl and staff

+

Office of Student Accountability

Two investigators



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Division of Diversity, Equity, and Inclusion



Why?

- Streamline the process of reporting bias, harassment, discrimination, equity, and sexual misconduct concerns.
- Centralize complaint investigative team
- Coordinate the intake and record-keeping process
- Improve response times to investigations

Reporting Problems

Resources to any student, faculty, or staff member with a concern about sexual misconduct, bias, harassment, equity, and discrimination.

[REPORT A PROBLEM →](#)[SUPPORT SPACES →](#)[POLICIES, LAWS AND RELATED RESOURCES →](#)

Centralized Reporting

New home to report problems and find resources related to sexual misconduct, bias, harassment and discrimination

diversity.uiowa.edu/report

What's Next

Ongoing, permanent exposure for diversity.uiowa.edu/report

Front-facing exposure or active links to students, faculty and staff

Goal: provide easy-as-possible access to resources and reporting for UI students, faculty and staff

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Digital Signage

OUR COMMUNITY CARES

Report:

**Sexual Misconduct • Harassment
Bias • Discrimination**

→ DIVERSITY.UIOWA.EDU/REPORT

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**Division of Diversity, Equity,
and Inclusion**

Classroom Scheduling and Facilities Management:

TEAMWORK MAKES THE DREAM WORK

September 15, 2021

Overview

- Our Team
- Our Role on Campus
- Types of Classrooms on Campus
- Classrooms We Manage
- Our Role in the Classrooms
- How We Work Together
- What We Need From You
- What Do You Need From Us?
- Questions
- Contact Information

Our Team

→ Renee Houser
Director
Classroom Management and Operations

→ Char Maher
Associate Director
Scheduling and Operations

→ Caroline Jens
Associate Registrar
Classroom Mgmt and Exam Scheduling

→ Alysha Ahlf
Registrar Services Coordinator
Course Offerings

→ Kristen Becker
Registrar Services Coordinator
Classroom Mgmt and Exam Scheduling

→ Joyce Crawford
Registrar Services Coordinator
Course and Event Scheduling

→ Mary Kay Hora
Registrar Services Coordinator
Course and Event Scheduling

→ Teresa Watson
Registrar Services Coordinator
Course Offerings

→ TBD
Registrar Services Coordinator

Our Role on Campus

ASSIGN

Assignment of 318 University Classrooms or 15,560 student stations for the schedule of courses

SCHEDULE

Manage special event scheduling for supplemental classes, midterm and final exams, department and student organization meetings and events

BUDGET

Oversee classroom budget for:

- Classroom repair based on current Classroom / FM design standards
- Classroom renovation/new construction to enhance new learning configurations

FURNISH

Coordinate purchase and installation of new classroom furnishings which includes inventory management

Types of Classrooms on Campus



UNIVERSITY CLASSROOM "STANDARD"

Classrooms that were a part of the original pool of 256 General Assignment Classrooms.



UNIVERSITY CLASSROOM "LEVEL 1"

43 former department classrooms that transferred ownership to Classroom Scheduling. Departments have first priority use.



PROGRAMMED CLASSROOM "LEVEL 2"

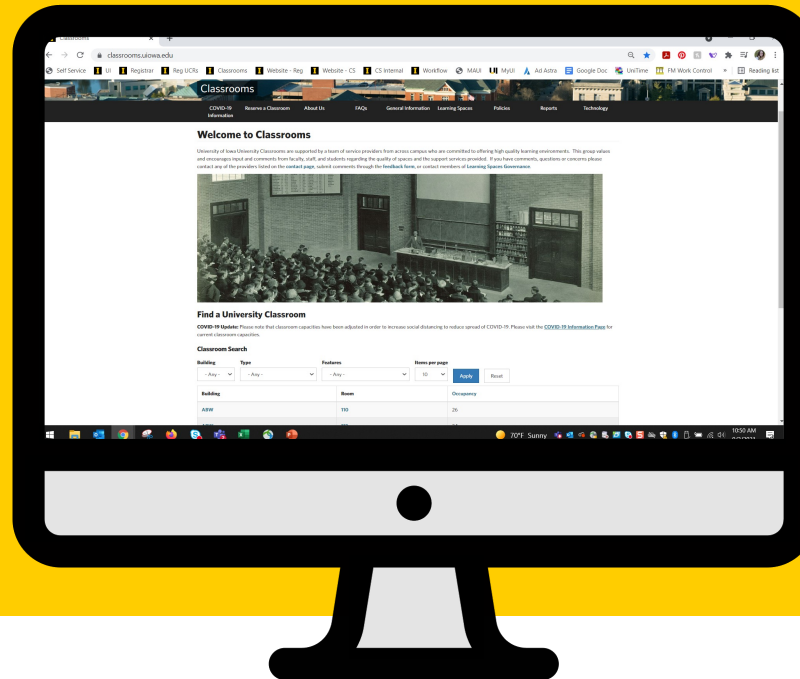
85 department classrooms that remain under the management of the department, but Classroom Scheduling has the right to use if available.



SPECIALTY SPACE

Any room type that is not a classroom, such as laboratories, conference rooms, studios, and practice rooms. These spaces belong exclusively to the department. 314 total.

**EASILY
SEARCH FOR
CLASSROOMS
BY BUILDING**



**VIEW:
-ROOM PHOTOS
-TODAY'S SCHEDULE
-ROOM FEATURES
-DESIGN DETAILS
-FURNISHINGS
-OTHER INFO**

CLASSROOMS WE MANAGE

<https://classrooms.uiowa.edu>

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Our Role in the Classrooms

Our team completes yearly University Classroom physical space surveys

→ What we check for:

- Furniture inventory
- Signage
- Assess ongoing repair priorities
- Address maintenance issues

→ Annual classroom needs:

- SDS furniture for student accommodations
- Coordinate AMAG classroom schedules





How Do FM & Classroom Scheduling Work Together?

→ SCHEDULE ACCESS

Classroom Scheduling provides classroom viewer access & reports to aid in daily classroom custodial servicing thru Ad Astra.

→ COLLABORATE

With FM partners for additional services such as floor waxing, small repair, classroom maintenance emergencies.

→ COORDINATE

After hours custodial, HVAC programming, brass building unlock/lock or general classroom issues.

→ FACILITATE

Small- and large-scale classroom renovations to include project management, construction and planning oversight.

What We Need From You



OUR "EYES AND EARS"



BUILDING PRESENCE



SHARE FEEDBACK
FROM DEPARTMENTAL
USERS



STUDENT SAFETY
AND SECURITY



MAINTENANCE



COMMUNICATE



IMPLEMENTATION

An aerial photograph of a university campus. In the foreground, there are several large, light-colored classical-style buildings with multiple windows and a central tower with a golden dome. A large green lawn with a paved walkway is in the center. To the right, there's a large green field. In the background, a river flows through the city, with more buildings and a bridge visible. A yellow rectangular box is overlaid on the left side of the image, containing the text "What Do You Need From Us?".

What Do You Need From Us?

IOWA

Questions?

Facilities Management

Building and Landscape Services Customer Survey Year-to-Year Data

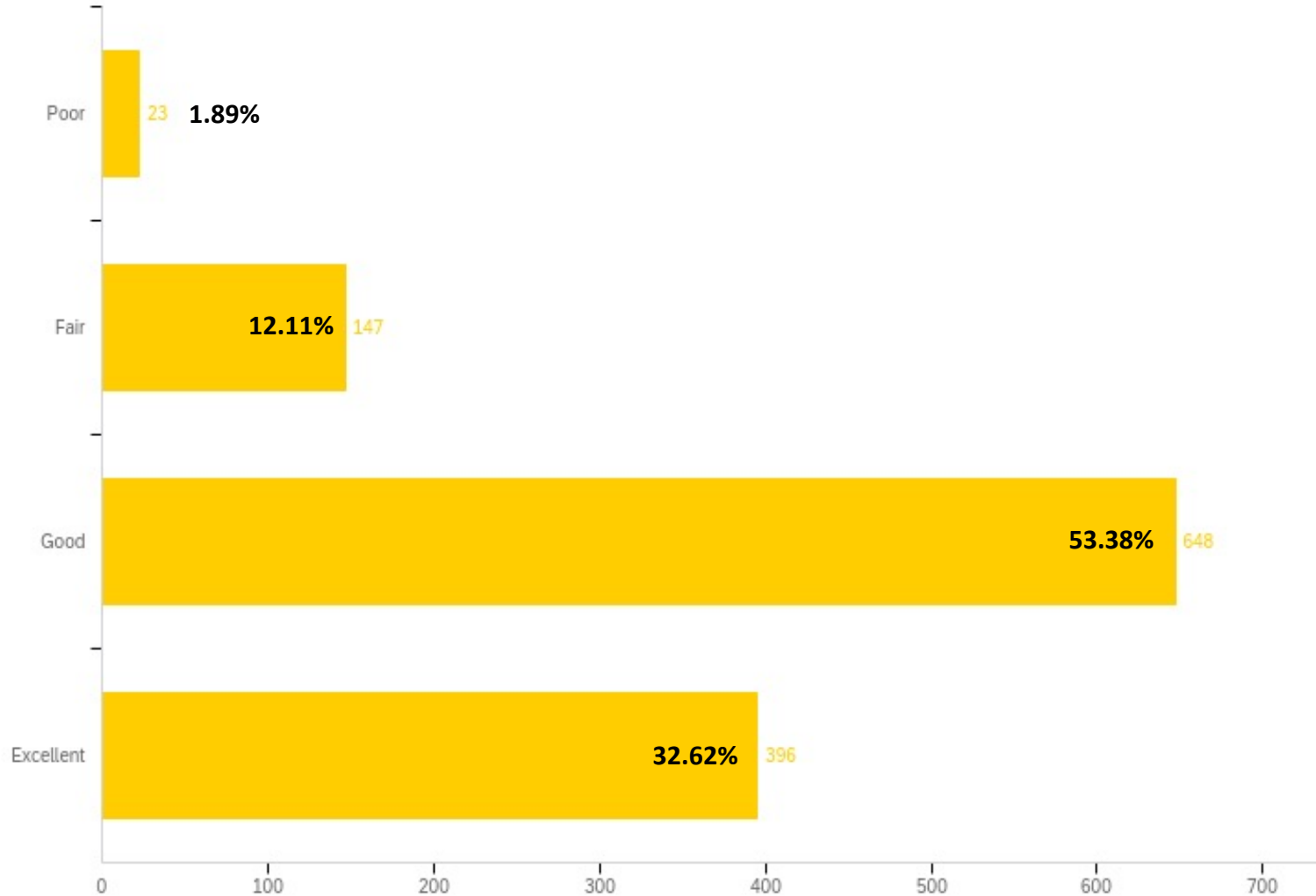
Survey responses from 2015, 2019, and 2021

September 2021

BLS Survey Results Discussion Update

- Julie Sychra – Associate Director, Building Operations & Maintenance
- Andy Bruckner – Associate Director, Custodial Services
- Scott Gritsch – Associate Director, Landscape Services
- Thank you everyone for taking the time to provide very valuable feedback, WE VALUE YOUR FEEDBACK!
- 1687 responses
- Over 1300 comments providing both gratitude and opportunities for improvement

Please rate your general satisfaction with Building and Landscape Services performance:



Building Operations & Maintenance - *Initiatives*

Workflow Process & Communication

We continue to refine and increase our utilization of AiM to fully capture the story of our stewardship work, the shift to planning & scheduling, and to optimize workflow in the system

Transition Stabilization

We continue work to bring stability to the many transitions from the last year: Oakdale Campus, Fire/Life Safety, Central Maintenance Shop, College of Engineering buildings, etc.

Employee & Campus Health & Safety

Continued focus on planning our work and risk mitigation...planned work is safer work!

Building Operations & Maintenance

Comment Themes

- Over 350 comments
- “Our staff respond promptly to maintenance requests”, “We get great service on all fronts”, “Our maintenance manager is a fabulous partner and great communicator when issues arise”
- Comment Themes:
 - Temperature comments are a consistent theme
 - Seasonal Switchover challenges
 - Questions/Concerns about HVAC and air quality
 - Concerns about leaks in the buildings



Building Operations & Maintenance

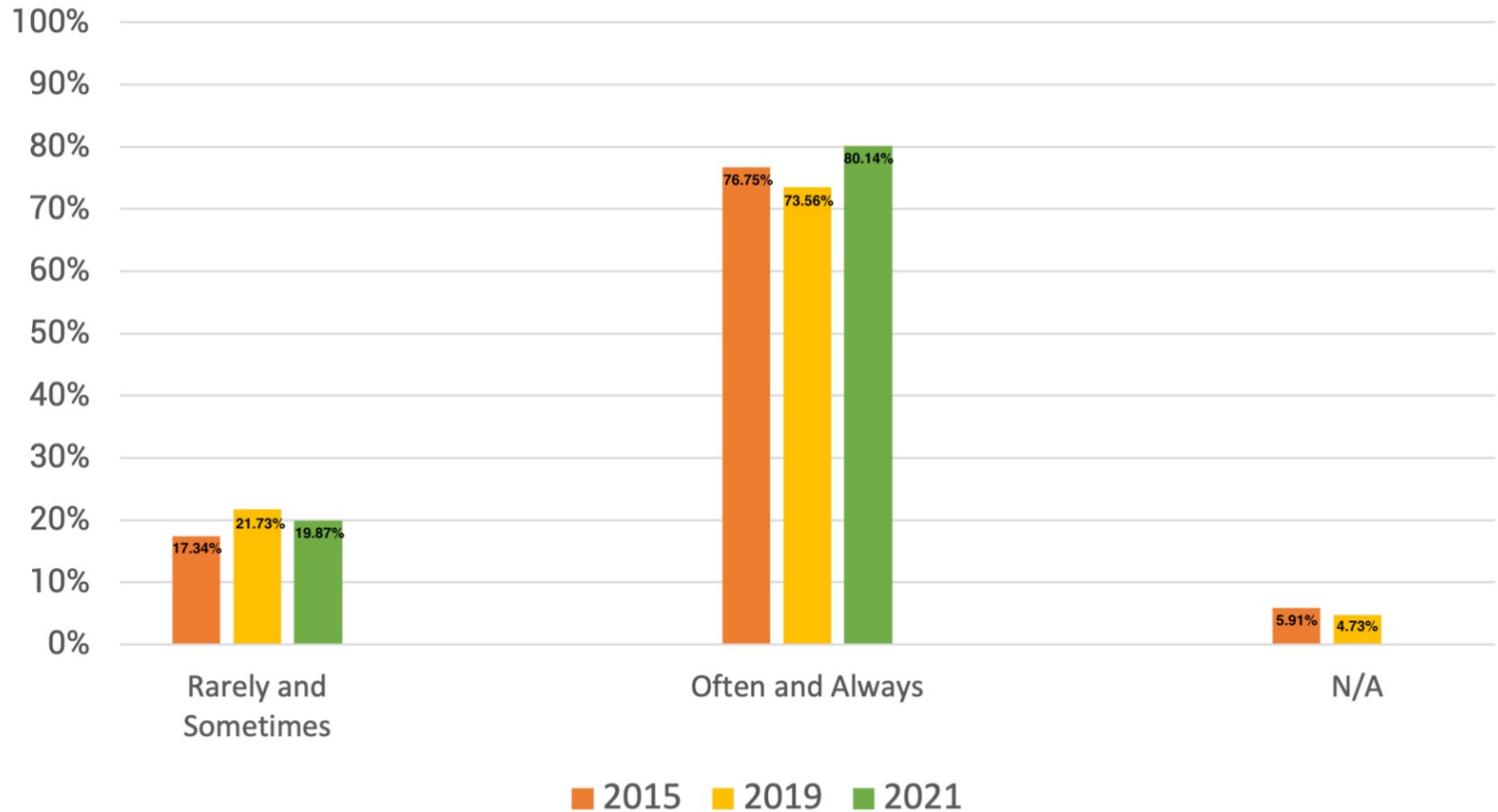
Temperature is frequently at a reasonable level



*In 2015, Not Applicable accounted for 0.31% of responses.

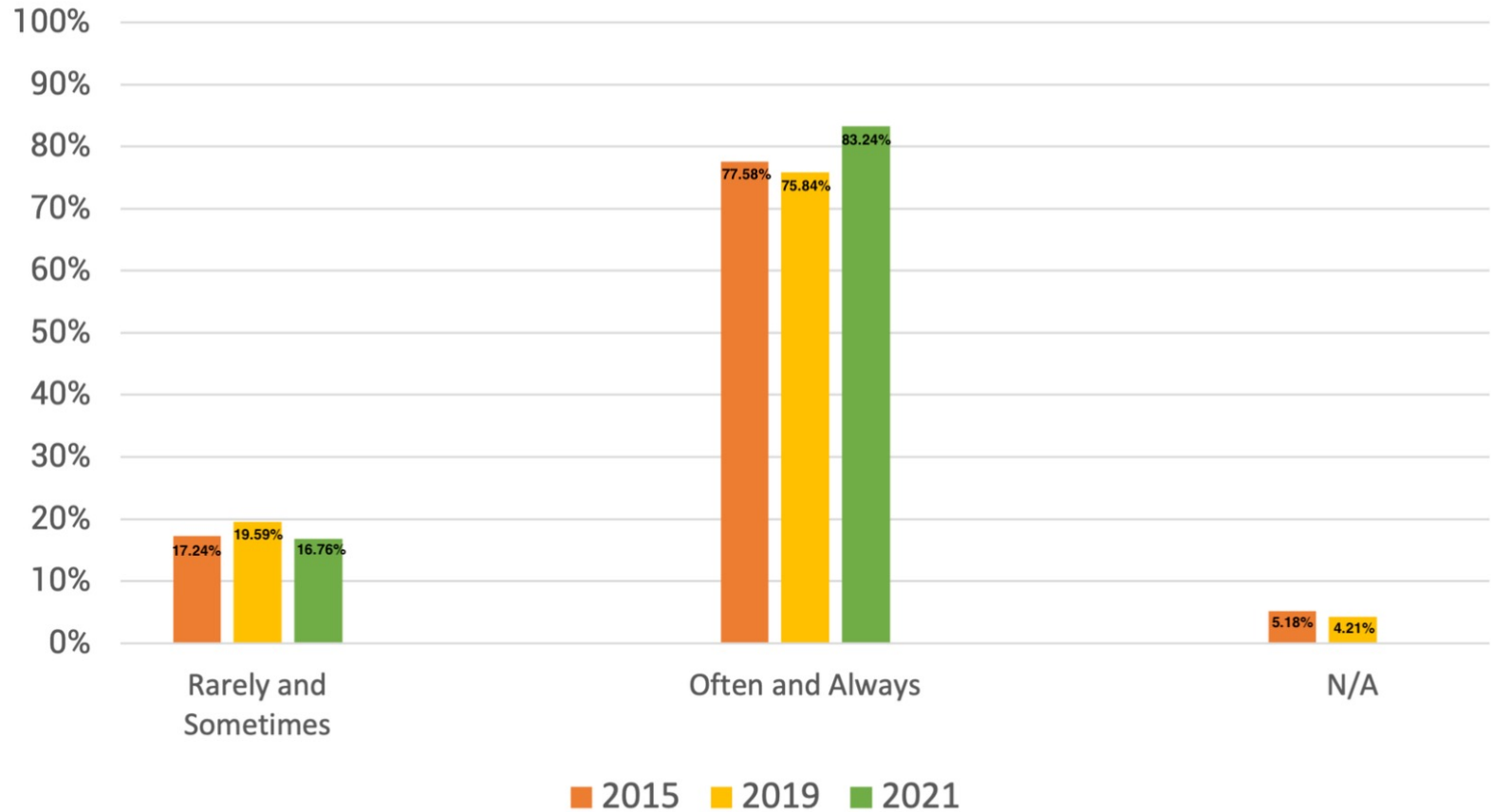
Building Operations & Maintenance

Work is performed in a timely and responsive manner



Building Operations & Maintenance

Work meets my expectations



Custodial Services - *Initiatives*

Employee Satisfaction

It is our belief that a highly satisfied workforce will foster a supportive, pleasant and respectful work environment that provides the flexibility to innovate and continually improve the quality of service.

Customer Satisfaction

We MUST develop and sustain a high level of customer satisfaction through service delivery and the need to be efficient in order to serve the University of Iowa community.

Health & Safety

Create and maintain a work environment where no one gets hurt.

Custodial Services

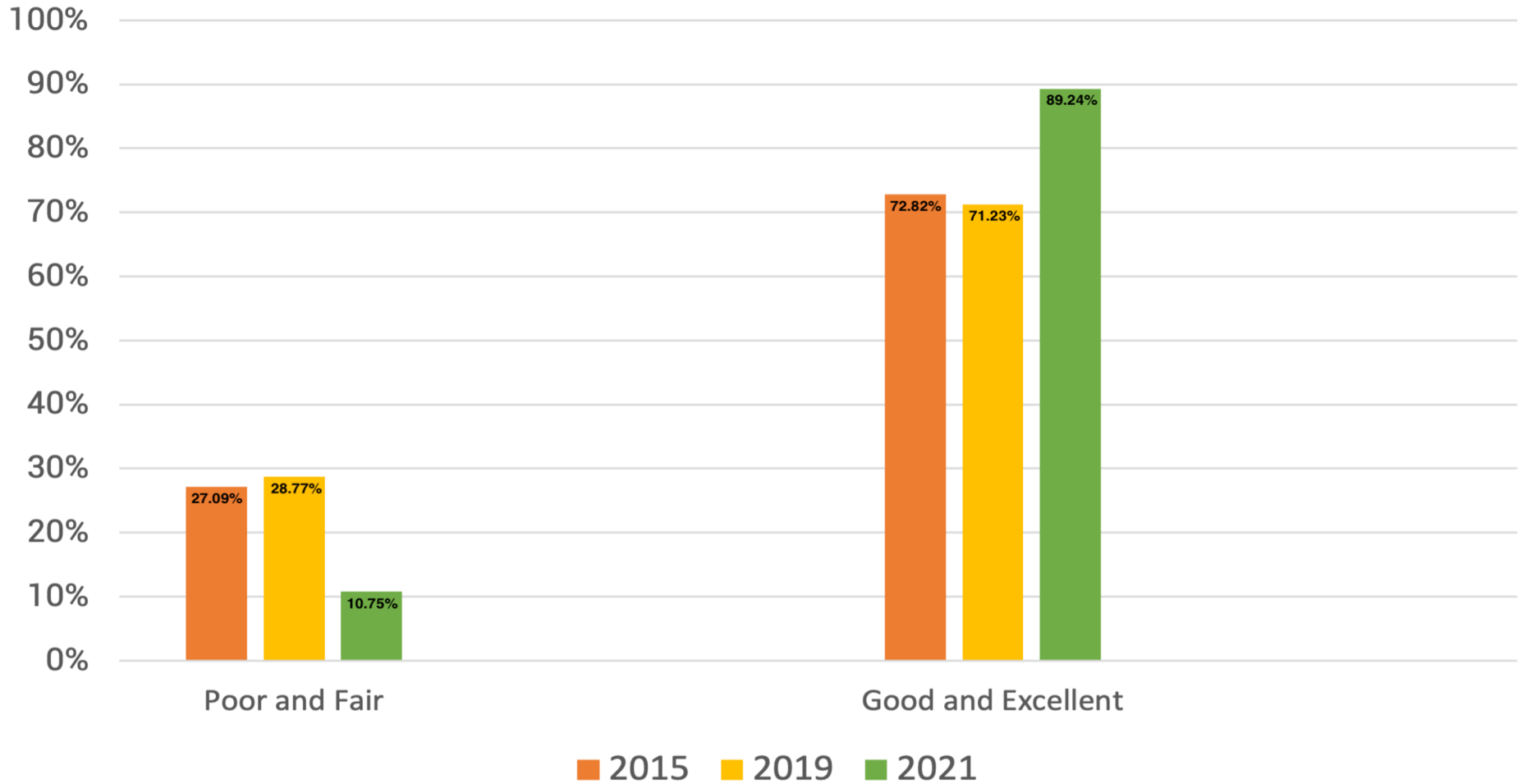
Follow up on comments

- Over 400 comments
- “Great team, outstanding, very professional, they work hard, Above & Beyond Excellent!, Love our custodial staff”
- Tile floors shine and sparkle
- Private office cleaning
- Restroom supplies stocking throughout the day



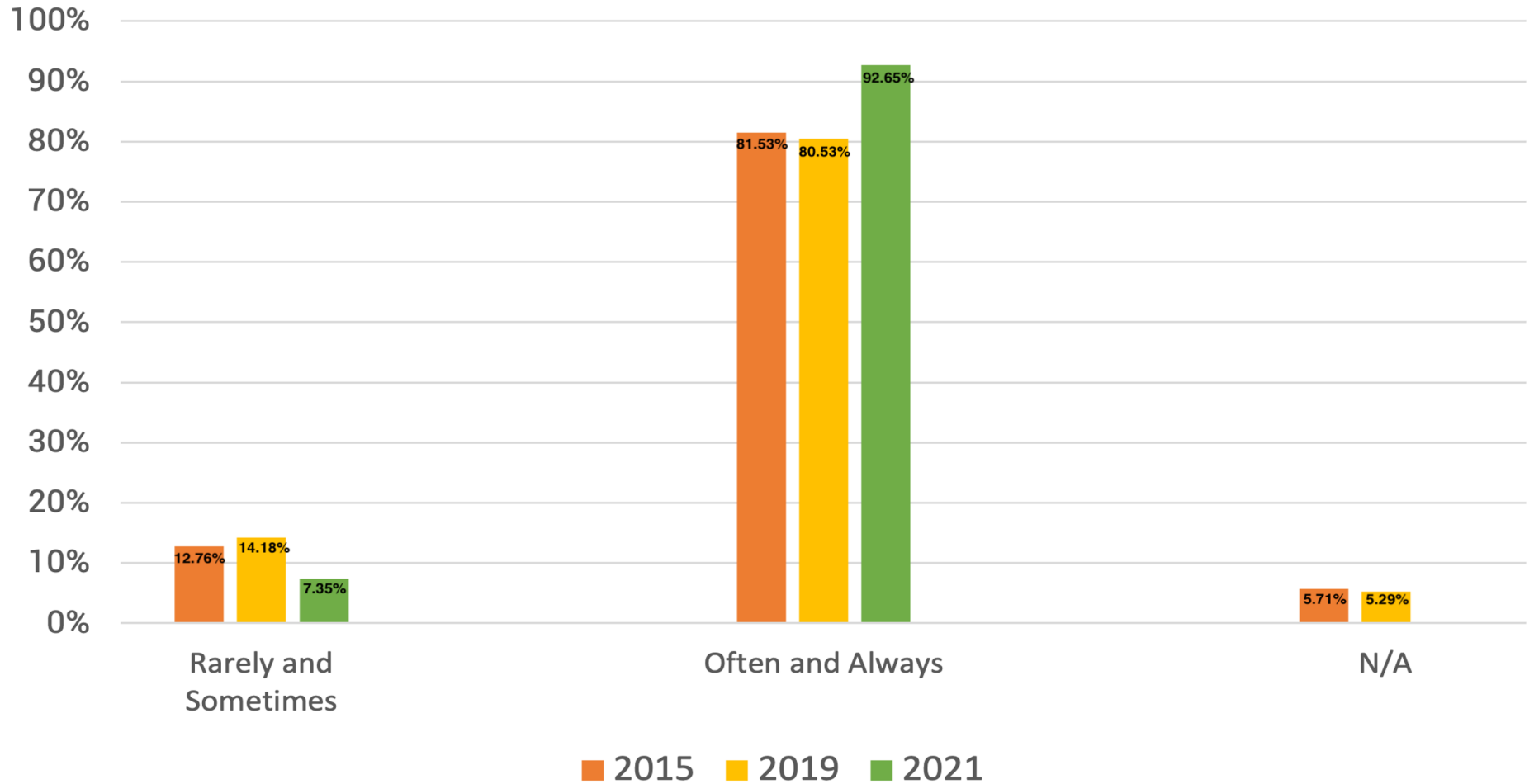
Custodial Services

Cleanliness of Restrooms



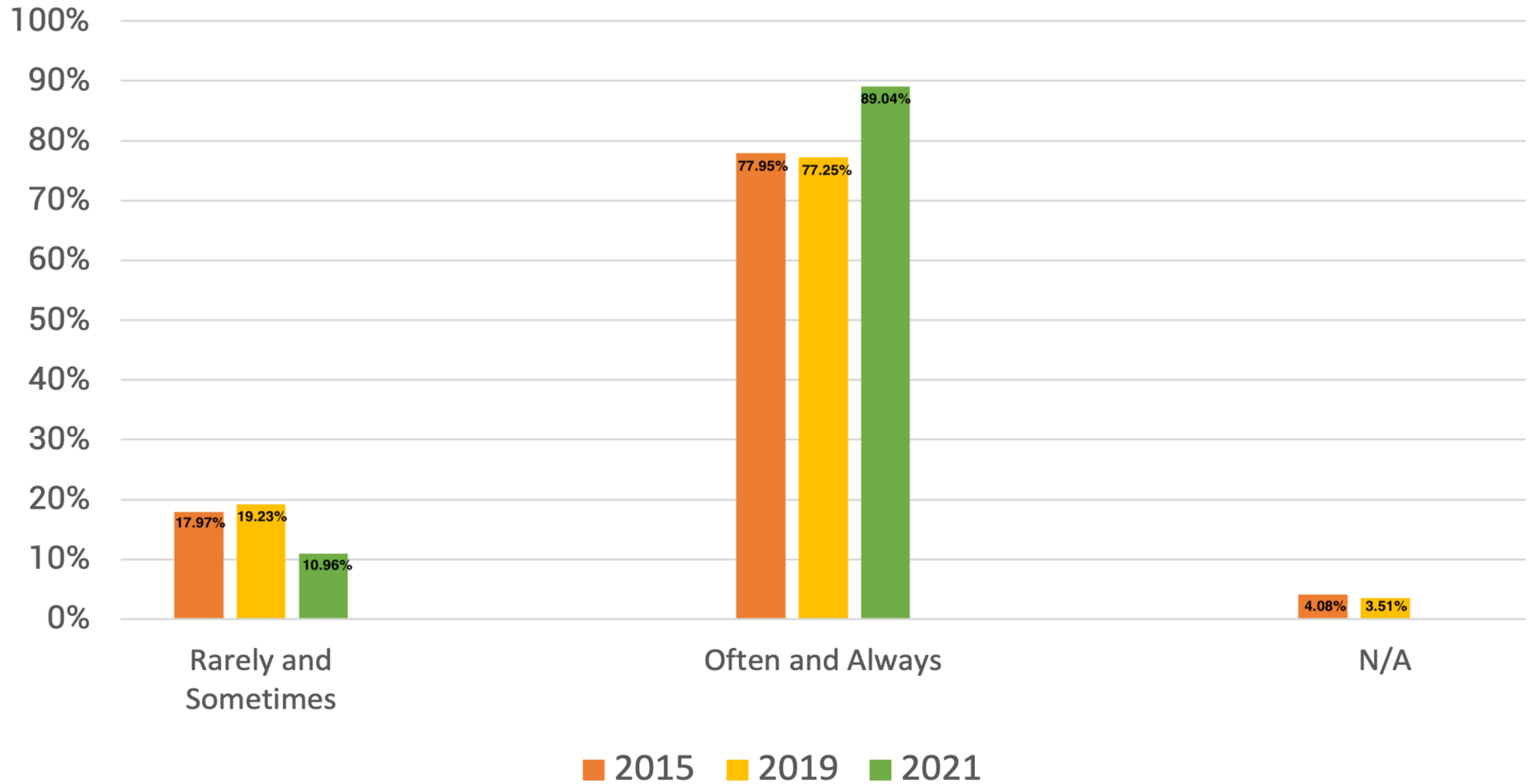
Custodial Services

Work is performed in a timely and responsive manner



Custodial Services

Work meets my expectations



Landscape Services - *Initiatives*

Health and Safety of Campus Users

Provide world-class maintenance by combining the right people, process and technologies for continuously optimizing service performance and efficiency.

Enhance the Campus Appearance

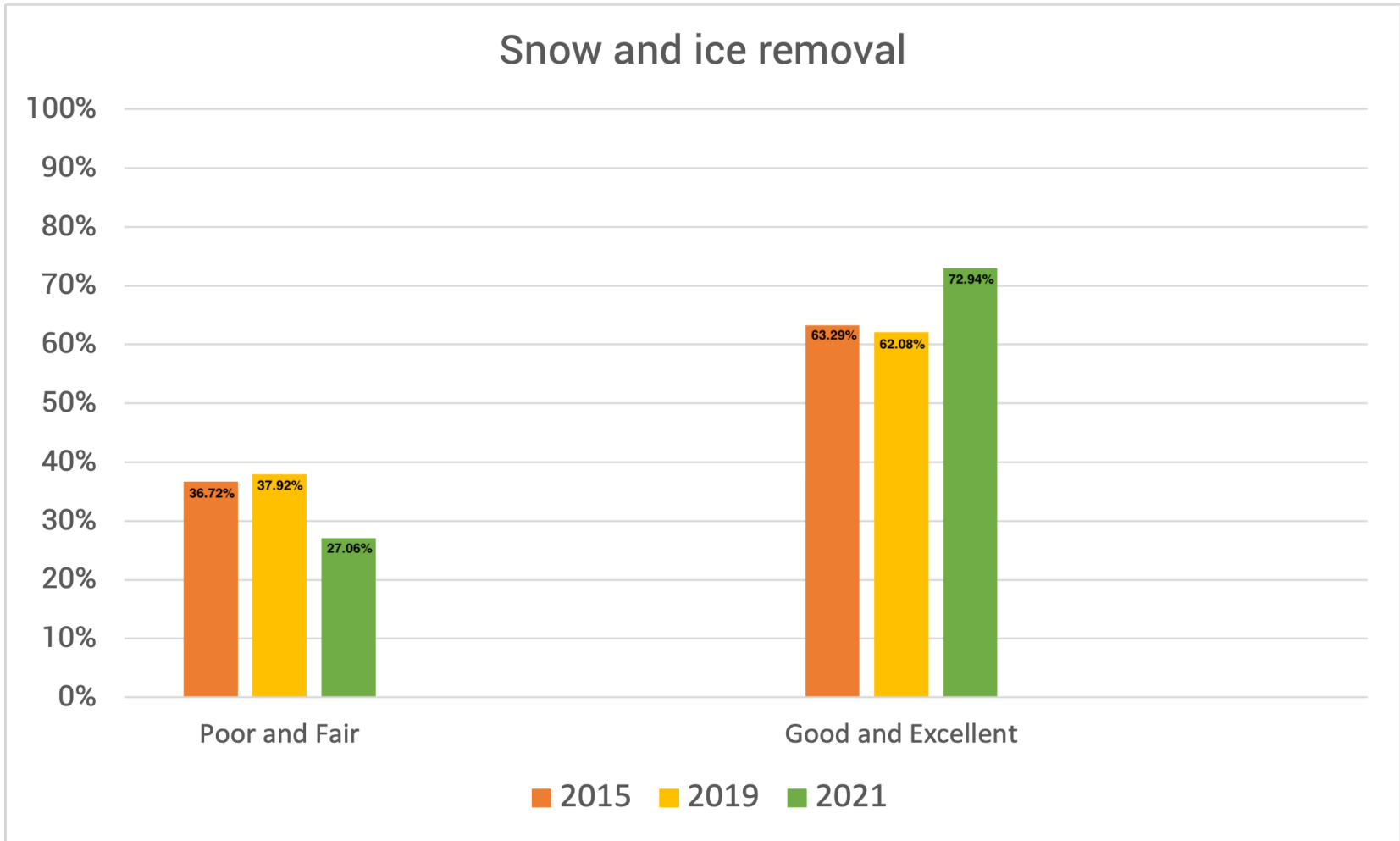
Provide the campus landscape that is aesthetically pleasing, well maintained and user friendly; that is functional, inviting and memorable to students, faculty, staff and visitors.

Landscape Services

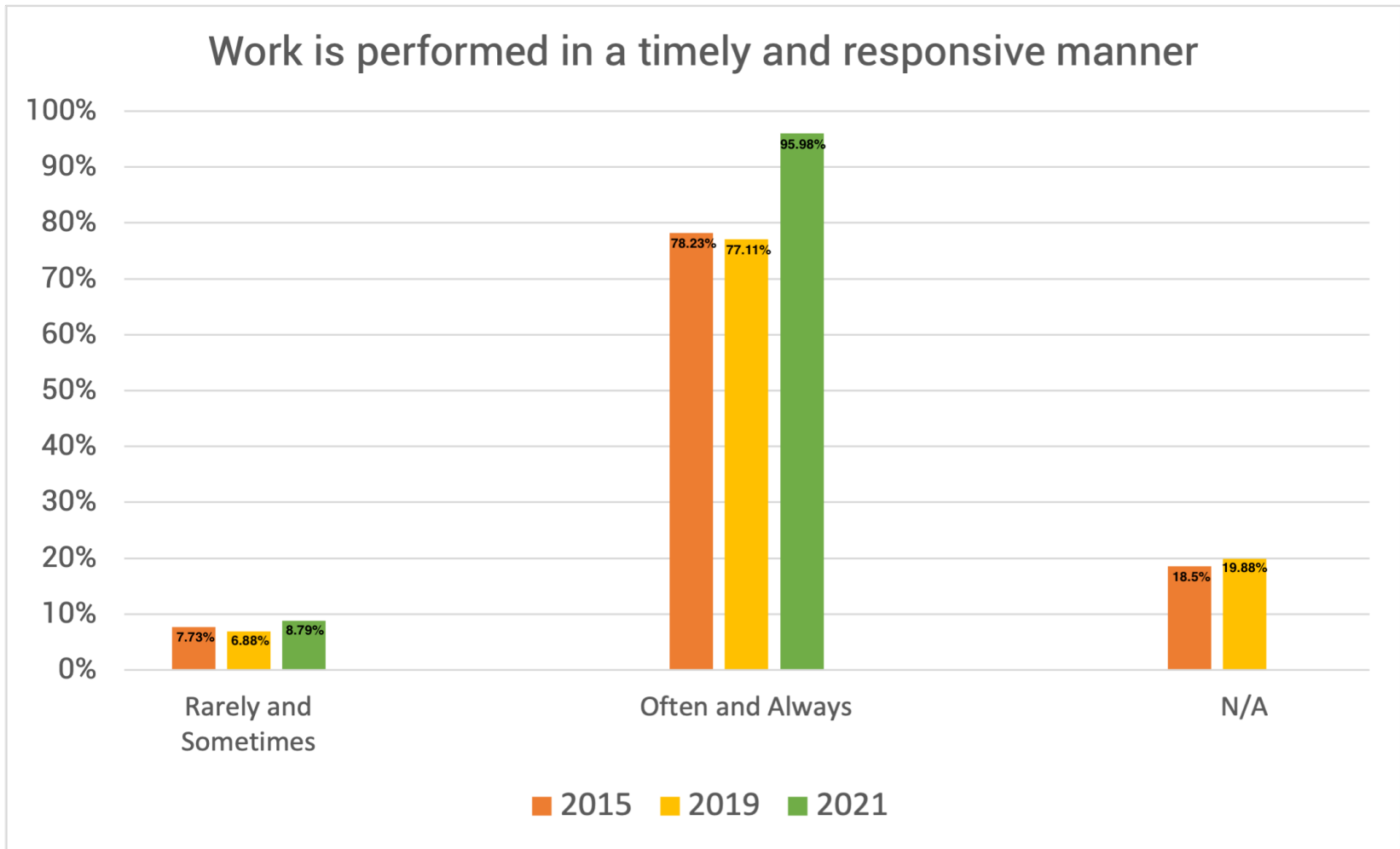
Comments

- Over 350 Comments
- "The landscapers and grounds keepers are excellent, Take great pride in their work, Beautiful campus, Outstanding work, Always aware and courteous to students / people walking by their work"
- "It's clear that the Grounds Management Team has a plan in place for everything, it always looks good"
- Comment Themes:
 - Concerns with snow & ice, more attention to clearing accessible paths
 - Concerns about chemical use on campus grounds
 - Questions concerning tree removal and replacements
 - Sustainable planting (prairie plants, pollinator gardens)

Landscape Services



Landscape Services



Landscape Services



Building & Landscape Services Customer Survey

Questions?

Next Meeting:



Wednesday, October 20, 2021 11:00 – Noon

- Cooling to Heating Switchover-Tom Moore, Senior Manager Operations and Maintenance
- Design and Construction Updates

Thank you!

