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
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)

![Overall Visit Experience Rating Chart]

Rating: 4.55
Visits and Events

Has your overall impression of the University of Iowa changed?

- I have a more positive impression
- I have a more negative impression
- My impression has not 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!
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
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/

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

→ Your contact information populates

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

Building: Search by Building # or Building Name

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 #: 

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

Problem Description:

Characters left: 255

→ Related Attachment: Please attach related files or photos.

+ Add Attachment

SUBMIT

A tracking number will be issued to you

A work order number may be issued

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
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
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.

<table>
<thead>
<tr>
<th>Service Priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What to Expect:</strong> FM@YourService 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.</td>
</tr>
<tr>
<td><strong>Priority Type</strong></td>
</tr>
<tr>
<td>Routine</td>
</tr>
<tr>
<td>Urgent</td>
</tr>
<tr>
<td>Emergency</td>
</tr>
</tbody>
</table>

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: Search by Building # or Building Name

Site: Campus Map

Request Type:
- Renovate (remodel classrooms, labs, offices, landscaping, etc.)
- Install (equipment, flooring, furniture, signage, windows)

Description: Please give us a description of your request.

- Renovate (remodel classrooms, labs, offices, landscaping, etc.)
- Install (equipment, flooring, furniture, signage, windows)

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

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-rouke@uiowa.edu

Question or Concern: Please provide as much detail as possible.

Attachments: + Add Attachment

Submit Cancel
GET HELP—FM RESOURCES

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

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to use FM@YourService site</td>
<td></td>
</tr>
<tr>
<td>List of Major Services, A-Z – Quick list of major services FM provides</td>
<td></td>
</tr>
<tr>
<td>to campus</td>
<td></td>
</tr>
<tr>
<td>FM Guide to Services – Comprehensive guide to services</td>
<td></td>
</tr>
<tr>
<td>Building Coordinators Network – Find a building coordinator in your area</td>
<td></td>
</tr>
<tr>
<td>Buildings by Operational Area and Manager</td>
<td></td>
</tr>
<tr>
<td>Key &amp; Access Services FAQs and Policies</td>
<td></td>
</tr>
<tr>
<td>Maps</td>
<td></td>
</tr>
<tr>
<td>SIMS Room Update Request</td>
<td></td>
</tr>
</tbody>
</table>
## Campus Resources

Links to resources provided by departments other than Facilities Management

<table>
<thead>
<tr>
<th>Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletics and Recreation Fields</td>
</tr>
<tr>
<td>Campus ITS</td>
</tr>
<tr>
<td>Campus Planning and Development</td>
</tr>
<tr>
<td>Classrooms Support and Reservations</td>
</tr>
<tr>
<td>Environmental Health &amp; Safety</td>
</tr>
<tr>
<td>Housing &amp; Dining</td>
</tr>
<tr>
<td>Landfill Waste Services</td>
</tr>
<tr>
<td>Moving Services</td>
</tr>
<tr>
<td>Parking &amp; Transportation</td>
</tr>
<tr>
<td>Public Safety</td>
</tr>
<tr>
<td>Risk Management</td>
</tr>
<tr>
<td>Sustainability</td>
</tr>
<tr>
<td>University Surplus</td>
</tr>
<tr>
<td>Waste Management</td>
</tr>
</tbody>
</table>
Have a COVID-19 FM Operations question? Want to browse previously asked questions/FAQs? Use the dropdown menu below to choose a category.

- 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

- **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.
You gave feedback—we listened!

**How cool is that?**

Allows you to look up what requests you have entered.

- **Request Maintenance**
  - Building Maintenance
  - Custodial Maintenance
  - Ground Maintenance

- **Request Project**
  - Renovate Space
  - Install Signage/Furniture/etc.
HOW WORK GETS DONE

FM@YourService Request Process:

- AiM Customer Service Request
- Portal Request
- In Person Or Phone or Email

AiM Customer Request Status:
- Open: New work request for FM@YourService
- Pending: Request sent to shop for further action
- Review: Reviewed by shops to perform work
- Approved: Work approved and Ok’d for Work Order

Demand Work Order Requests
- Emergency after Hours
- FM Requisitions
- D&C Work Order Authorization

FM@YourService Request Required Information
- 1. Funding Source
- 2. Scope of Work
- 3. AiM Property
- 4. Location
- 5. Customer Contact

FM@YourService enters Information for Work Order
AiM FM WORKFLOW
WORK MANAGEMENT PROCESS

WORK MANAGEMENT PROCESS:

AIM Work Order Status:
- Open: New work order
- Closed: All financial transactions complete
- *Customer Email: Notify work has begun
- *Customer Email: Notify work is complete

AIM Phase Status:
- OPEN: New work order phase
- PENDING: WO phase pending further action
- PLANNING: WO phase in planning and evaluation
- Awaiting Materials: WO phase awaiting materials to complete the work
- Scheduling: WO phase has been queued for scheduling
- Work Complete: All labor complete, financial transactions pending
- Ready to Close: Transactions completed, Verify after 50 days
- Closed: WO phase is complete

Asset Inspection Process:
- Open: Assets with open inspections
- Pending: Inspection is waiting to be completed
- Closed: Inspection has been reviewed and closed
- Cancelled: Cancelled inspection

Priority:
- Emergency
- PM-Compliance
- Preventive
- Urgent
- Routine
- Scheduled
- Time Sensitive

*= Building Maintenance Corrective Work Orders
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. 

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

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!