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
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

Division of Diversity, Equity, and Inclusion
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
Digital Signage

OUR COMMUNITY CARES

Report:
Sexual Misconduct • Harassment
Bias • Discrimination

→DIVERSITY.UIOWA.EDU/REPORT

IOWA
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

<table>
<thead>
<tr>
<th>ASSIGN</th>
<th>SCHEDULE</th>
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<td>Assignment of 318 University Classrooms or 15,560 student stations for the schedule of courses</td>
<td>Manage special event scheduling for supplemental classes, midterm and final exams, department and student organization meetings and events</td>
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<tr>
<th>BUDGET</th>
<th>FURNISH</th>
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| Oversee classroom budget for:  
  - Classroom repair based on current Classroom / FM design standards  
  - Classroom renovation/new construction to enhance new learning configurations | 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

CLASSROOMS WE MANAGE
https://classrooms.uiowa.edu

VIEW:
- ROOM PHOTOS
- TODAY’S SCHEDULE
- ROOM FEATURES
- DESIGN DETAILS
- FURNISHINGS
- OTHER INFO
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.

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

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

**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**
What Do You Need From Us?
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:

- Poor: 23 (1.89%)
- Fair: 147 (12.11%)
- Good: 648 (53.38%)
- Excellent: 396 (32.62%)
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

- Rarely and Sometimes:
  - 2015: 42.99%
  - 2019: 42.05%
  - 2021: 38.61%

- Often and Always:
  - 2015: 56.69%
  - 2019: 57.64%
  - 2021: 61.38%

*In 2015, Not Applicable accounted for 0.31% of responses.
Building Operations & Maintenance

Work is performed in a timely and responsive manner

- Rarely and Sometimes
  - 2015: 17.34%
  - 2019: 21.73%
  - 2021: 19.87%

- Often and Always
  - 2015: 76.75%
  - 2019: 73.56%
  - 2021: 80.14%

- N/A
  - 2015: 5.91%
  - 2019: 4.73%
Building Operations & Maintenance

Work meets my expectations

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<thead>
<tr>
<th></th>
<th>2015</th>
<th>2019</th>
<th>2021</th>
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<tbody>
<tr>
<td>Rarely and Sometimes</td>
<td>17.24%</td>
<td>19.59%</td>
<td>16.76%</td>
</tr>
<tr>
<td>Often and Always</td>
<td>77.58%</td>
<td>75.84%</td>
<td>63.24%</td>
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<tr>
<td>N/A</td>
<td>5.18%</td>
<td>4.21%</td>
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IOWA Facilities Management
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

Work is performed in a timely and responsive manner

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<th>2021</th>
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<td>Rarely and Sometimes</td>
<td>12.76%</td>
<td>14.18%</td>
<td>7.35%</td>
</tr>
<tr>
<td>Often and Always</td>
<td>81.53%</td>
<td>80.53%</td>
<td>92.65%</td>
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<tr>
<td>N/A</td>
<td>5.71%</td>
<td>5.29%</td>
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Custodial Services

Work meets my expectations

- Rarely and Sometimes:
  - 2015: 17.97%
  - 2019: 19.23%
  - 2021: 10.96%

- Often and Always:
  - 2015: 77.95%
  - 2019: 77.25%
  - 2021: 89.04%

- N/A:
  - 2015: 4.08%
  - 2019: 3.51%

IOWA Facilities Management
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

Snow and ice removal

- Poor and Fair:
  - 2015: 36.72%
  - 2019: 37.92%
  - 2021: 27.06%

- Good and Excellent:
  - 2015: 63.29%
  - 2019: 62.08%
  - 2021: 72.94%

IOWA Facilities Management
Landscape Services

Work is performed in a timely and responsive manner

<table>
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<tr>
<td>7.73%</td>
<td>76.23%</td>
<td>18.5%</td>
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<td>6.88%</td>
<td>77.11%</td>
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<td>95.88%</td>
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2015  2019  2021
Landscape Services

Work meets my expectations

- Rarely and Sometimes:
  - 2015: 7.73%
  - 2019: 6.88%
  - 2021: 8.79%

- Often and Always:
  - 2015: 72.37%
  - 2019: 71.12%
  - 2021: 91.23%

- N/A:
  - 2015: 19.54%
  - 2019: 22.01%

IOWA Facilities Management
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!