

**Minutes of the Student Life committee
October 29, 2003**

Present: Kris Bartanen, Barry Bauska, Cara Evans, Betsy Gast, Cat Griffin, Mark Harpring, Duane Hulbert (chair), Kurt Walls, Carrie Washburn
Guests: Craig Benjamin and James Vance from Facilities Services

The meeting was called to order at 8:00 AM. The minutes of October 15 were approved and heartily praised.

Duane Hulbert initiated introductions around the table and opened the discussion by suggesting our guests respond to the list of questions generated during the previous meeting.

Question # 1 What is the range of areas that comprise Facility Services?

Craig Benjamin provided a flow chart to SLC members illustrating the various roles and divisions within Facility Services. He explained that efforts are made to bridge schedules of the electrical/mechanical staff so that someone is always available should an emergency occur. He emphasized the importance of the role of Larry Repogle as work order coordinator on a daily basis from 7 AM to 5 PM, as well as Christine DeShon. He also explained that project management of new buildings and large remodels used to be contracted out but now are being done "in house" by George Paton and Chuck Cole (for example, Trimble Hall and the Science addition). This benefits the university in that we cut costs as well as utilizing the acquired expertise of university personnel.

James Vance explained that several years ago the decision was made to split academic and residential custodial staff and to keep certain people on day shifts to encourage opportunities to build relationships between residents and staff.

Question # 2 Through the Facility Services employees, have you heard any comments from them on their relationships with students? Does your staff have concerns about those relationships?

Question # 3 In general, is it your impression that the students respect the Facility Services staff?

Craig reports positive relationships in general and James said there has been significant improvement over the past several years between students and facilities personnel. Craig gave some examples of things they are doing to build connections: last spring, facilities staff arranged a series of meetings with Union Ave. residents for pizza and conversation facilities staff currently attend chapter meetings to discuss ways students can "move out" of residences gracefully and responsibly and they are working with DOS to get messages out to students re: responsible "move outs" that leave a minimum of trash behind. He credits the office of the Dean of Students with efforts to improve communication between FS and students.

Question # 4A (we had two number 4s) How are your staff members rotated in respect to their assignments? Are members of the custodial staff assigned to specific buildings? During employee illness or vacation, how are the vacancies covered?

James Vance said that custodial staff are assigned to specific buildings but are rotated every two years. Rotation increases staff familiarity with different buildings so that when called on to fill in for illnesses or vacations, they have people familiar with the needs of different buildings. They are currently operating with a reduced staff due to injury.

Question 4B How are the challenges of maintaining university houses different than maintaining the residence halls?

James said that Union Ave houses are the greatest challenge regarding damage, but that this is a function of “use” and that the Union Ave. residents readily participate in working with Facility Services to make repairs. He said FS have the greatest difficulty accessing the approximately 60 student rental houses for regular maintenance and repairs, and that the dorms tend to have less damage and easier access for maintenance. In general, facilities staff use the last two weeks every May (prior to heavy summer conference use) and the last two weeks of summer to inspect, deep clean and repair all residential housing, which measures just short of one million square feet.

Every R.A. (resident assistant) in each dorm, every C.C. (community coordinator) of a group of rental houses and every G.H.C. (Greek house coordinator) has a vacuum and cleaning supplies that students can borrow.

Question # 5 In maintaining the residences, do you find difficulties in arranging work done by outside contractors?

Kris Bartanen clarified the intent of this question by asking “when there is damage and charges for the damage, are all residences equally dealt with and charged?” Craig explained that when there is damage to any kind of residence, an ITB (intent to bill) is sent to the party to be charged stating how Facilities Services intends to follow through. This gives the resident the option to participate in some way with the repair in order to reduce the fee. After the ITB is sent, then a process for the repair is organized which may or may not include student participation or outside contracting.

Question # 6 Given the addition of the new buildings on campus, how do you find the workload for your staff?

Craig and James stated that custodial services did receive an increase of 1.5 FTE for both Wyatt and Trimble Halls and they predict there will be an increase in staff to support the science building addition. No new maintenance personnel have been added since construction .

Question #7 How does the Facility Services Staff work with the campus community with scheduling work that might be disruptive to classes or other activities on campus?

Craig stated that they do coordinate with the Music Dept. but that it is a complex problem. Currently they work to coordinate more intrusive, less routine work (i.e. construction, noxious fumes) so that it does not negatively impact the people most immediately affected. He described a new effort to better inform people who are secondarily affected. Departments across campus are asked which buildings in particular do they want to be informed about when work is being done. The hope is that a system will evolve whereby Facility Services will e-mail those people/departments when an intrusion will be occurring. Questions were raised about the difficulties of informing faculty who may teach in different buildings and about whether a practice or policy exists about informing the campus community of potentially noxious fumes so people with allergies can take precautions. Craig talked about the dilemma of how to streamline information so as not to flood the campus and said they are working on protocol. Barry Bauska requested using plain, straightforward language (rather than acronyms or code) when making announcements via e-mail.

Our guests were thanked for their valuable information and the meeting was adjourned at 9:00 AM.

Respectfully submitted,

Betsy Gast

