



Enterprise Facilities Committee Minutes

March 18, 2019

3:00 p.m. – Barge 412

In Attendance: Peter Boyle, Dennis Francois, Bob Ford, Jenna Hyatt, Ginny Blackson, Gail Mackin, Derek Mayo, Michael Montgomery, Doug Ryder, Shane Scott, Patrick Stanton, Bill Yarwood, Duane Dowd, Vince Foley, Scott Carlson, Joseph Pearson, Nichol Hibbard, Tyler Unsicker, and Kelly Clerf

A. Approval of February 19, 2019 Minutes

Doug Ryder moved, seconded by Duane Dowd, that the Enterprise Facilities Committee (EFC) approve the February 19, 2019 minutes as presented. Motion approved.

B. Bouillon Monument Sign Revision – Nichol Hibbard

Nichol Hibbard presented an executive summary of the Student Services Center project (attached). One of the eighteen immediate recommendations included the request to add 'Student Services Center' to the east and west Bouillon monument signs in order to help identify Bouillon as the one-stop student services center. Gail Mackin moved, seconded by Derek Mayo, that EFC recommend the addition of 'Student Services Center' to Bouillon monument signs. Motion approved.

C. Athletics Banner Request – Tyler Unsicker

Tyler Unsicker, Associate Athletic Director for External Affairs, presented the Athletics Department request to add a banner to the north wall of aquatics in order to improve the branding and overall look and feel of the athletics facilities. Proposed banner would be approximately 50-60 feet tall and 40 feet wide and would be paid in full by a corporate sponsor. If approved, Athletics will work with Public Affairs on banner design and Facilities Management to ensure banner is mounted to building appropriately. Tyler has already received approval from Heidi Henschel-Pellett to move forward with project. Doug Ryder moved, seconded by Ginny Blackson, that EFC endorse the Athletics Department request for the addition of a corporate sponsored banner to the Aquatics facility. Motion approved.

D. Gladmar Research & Education Area – Bill Yarwood

Bill reported that the group of faculty members put together to review interagency agreement will reconvene after spring break and he hopes to have an update for EFC at one of the next meetings.

E. WSECU ATM Upgrade – Bill Yarwood

In February Bill received a request from WSECU to update ATM in parking lot west of Munson. He has confirmed with the City of Ellensburg building department that this is not an electric sign, but a change of electronic sign so there is no need to go to the city for any approvals. Bill will request video showing ATM lights from WSECU contact that can be presented to EFC/ECC at a later date.

F. Diversity & Equity Center (DEC) Signage Request Update

Shane is meeting with Abby Chien on Friday regarding DEC signage. Abby is also meeting with Provost Frank in April to discuss the best way to attract people to the DEC and Multicultural Center. Paul Ballard did not have any issue with initial request for signage in Black Hall.

G. Subcommittee/Task Force Updates

CCC – Campus vehicle policy is in draft status. Scott has been working with the city to identify a series of crossings for utility vehicles. The city has asked that we don't mix crosswalks with utility vehicle crossings. Ginny will work with Mike to get on future CCC agenda to discuss the possibility of changing the library parking lot from a 24 hour lot.

H. Project Updates

Samuelson - We were owed one tree by the contractor so Blair McNeillie is working with contractor to select species. Data Center conversion is separate project from Samuelson. and the potential demolition or rehabilitation of data center is being handled through a different conversation.

Health Sciences – Pre-bid walkthrough was last week and bid opening is tomorrow at 2:00 p.m. for the demolition and site utilities phase. Rodent abatement required as part of city code has been completed.

Tomlinson/RecEx – Scott is dealing with the repair of two broken water lines to water fountains. Turf maintenance equipment has been ordered for Tomlinson and RecEx and there are dedicated maintenance plans for each side. Landscaping will be finished up soon and there is the potential to work with the city for some ADA curb ramp upgrades.

Dugmore – Jenna reported that she went on a walk through Friday and project is on schedule. FF&E lists have been finalized so ordering can now begin. Furniture will start to be moved into building in June or July and Housing hopes to have certificate of occupancy in August. There will be trees removed in order to construct the south side drop off but new trees will be added to the walkway between Nicholson and Dugmore. A lighted pedestrian crosswalk is also being

funded by the project. Joseph reported that dining would like to be done by August 17th and he is currently having discussions with Panda Express regarding operational issues and timelines. The Peterson annex will be relocated to the airport for the Aviation Department to use as classroom and office space. Shane and Jenna will work together to schedule a Dugmore tour for EFC members.

I. City of Ellensburg

Main Street Extension – Contract was awarded to Belsaas & Smith. Project will begin the first part of April to extend main street from 14th and Main to 15th and Water where a traffic signal will be installed. Project should be completed in July or August.

University & Wildcat Way – Project was bid with Main Street Extension so this was also awarded to Belsaas & Smith. Timeline for this is tighter with construction beginning on June 10th and a scheduled completion in late August. The city has a meeting with CWU later this week to discuss traffic impacts and a traffic control plan. Eventually the city will have a website that will include construction schedules. Derek will meet with Jenna to discuss game plan for orientation traffic.

Cascades to Palouse Trail – Re-route of trail from 18th to 14th and Alder will begin in mid-April and construction is expected to last 8-9 weeks.

Central Apartments – Private development is progressing quickly and the developer hopes to have temporary certificate of occupancy in first building within the next month. Derek believes all buildings could be done before school starts in the fall.

Flood Season – The city is prepared for flooding and has sand and sand bags available at Kiwanis Park, Wippel Park, and 7th and Cascade Street.

J. Other

FMD Director Updates:

Director of Grounds & Custodial

Work orders completed between 2/12/19 and 3/12/19: move crew 65, custodial crew 54 and the grounds crew 19.

New hires: Laurie Wilson accepted the Custodian lead position and Ryder Shepherd accepted a Custodian 1 position. Both will start March 18th.

Grounds crew are preparing for possible flooding conditions around campus in the next few weeks. Crew is beginning spring cleanup as weather permits. Approval was received to remove 5 hazard trees. The removal is scheduled between finals week and the end of spring break.

Move crew will be providing shop support for the Lind window project beginning next week. Custodial staff will be performing deep cleaning tasks during the break in academic buildings, residence halls, apartments and dining areas.

Administrative Services

Administrative: We are currently reviewing strategic plans and Safety Operating Procedures.

Central Stores: Over 300 Purchase Orders created. 380 Invoices processed for over \$180k. Over 540 Counter Sales for over \$54k.

Motor Pool: Over 500 rentals and 400 work orders completed. 3 new Vans received. Multiple departments purchasing and swapping vehicles.

Planned & Preventative Maintenance

Minor Works Projects:

- Halme construction will be on site 3-18-19 to start the Lind window replacement.
- We will be replacing the North roof of L&L, starting this spring.
- Hogue elevator is still under construction and is about 80% complete.
- Shaw/Smyser mold remediation is 100% complete. All occupants are moved back in.
- Hebler interior signage has been ordered. Shops to install.
- Pioneer masonry will be on site March 15th to give price proposal to do more brick restoration on Shaw/Smyer.

Maintenance:

- MW Engineers is in the process of designing a fix for the Anderson sewer main.
- MW Engineers is also designing away to flush and fix Kamola heating water system.
- Backflow contractor is continuing testing backflows.
- Sci-1 D/I water is up and running 100%.
- 11th street house is very close to being completed.
- Anderson steam leak will be repaired as soon as the weather allows us to have a steam outage.
- 175 work orders were closed from Feb 1-Feb-28.

Next Meeting: April 15, 2019 at 3:00 p.m. in Barge 412



LEARN. DO. LIVE.

Executive Summary – Student Services Center

The Student Services Center project was initiated with the intent to scope and define forward progress in the continued development of a one-stop-shop for students needing assistance with their education experience, administrative services, of other service transactions.

The Vision statement (included) provides details; some goals of the SSC project are to:

- Define the desired student experience and services to be provided at SSC
- Analyze and revise the Student Services experience online
- Reengineer/reduce the complexity of student facing processes
- Implement improvements to Student Services using available resources and funds
- Modify Bouillon Hall to maximize utility and comfort
- Update technology to provide best of class services
- Create a comprehensive and easy to navigate online one-stop shop for all students regardless of location
- Make organizational changes that will best support Student Services
- Make capital improvements to Bouillon Hall to extend building life
- Identify short term projects for the remaining Bouillon Phase 1 funding

The project has three phases; discovery, planning and execution. Approximately \$20k has been spent on project management in the discovery phase. The following project items have been completed:

- Gathered data and metrics on types of issues, foot traffic, service logs
- Explored current CWU Student Services offering
- Analyzed physical and online SSC space
- Gathered information & reviewed parallel projects (Transfer and Transition Center)
- Researched other university physical and online student service centers
- Collected and inventoried paper and digital forms
- Reviewed org structure and compared to other university one-stop org structures
- Interviewed Stakeholders
- Formation of Project Team, Steering Committee, and kick-off meetings
- Identified immediate recommendations

IMMEDIATE RECOMMENDATIONS

There remains \$132,064.76 of Bouillon Phase 1 funding. This funding must be spent by summer 2019. The following Bouillon/SSC improvements have been identified as the greatest return on investment for immediate positive impact and are being actioned. Other identified building improvements are dependent on Bouillon Phase 2 capital funding.

1. Replacement lighting for the lobby
2. Full or partial carpeting or hard surface flooring
3. Add “Student Services Center” to the E & W entrance metal signs – February
4. Remove canvas banner – completed
5. Remove telephone booth in vestibule – Completed
6. Accurate and improved directory and way-finding signs - time and materials
7. Remove banners blocking door – Bouillon floor managers to action
8. Public affairs to design a refreshed lobby and rear entry – in action
9. Add comfortable furniture - (need purchase order by March 15)
10. Move vending machines - Facilities
11. Key Card access for at least one exterior door
12. Implement a scheduling app to eliminate queues -
13. Add artwork to lobby and rear entrance – selection and placement
14. Remove all “temporary storage” items kept in public spaces, keep clear – completed
15. Digital Wayfinding-
16. Public space that aligns with CWU brand (based on Public Affairs design)
17. Print kiosks approved by student tech fee council
18. Forms being digitized by IAS

NEXT STEPS

Going forward, the Project Management Office needs approval and support from the Cabinet and the Steering Committee to continue to fulfill the vision and action the recommendations and identified improvements for a modern, comprehensive one-stop Student Services Center. The larger scope items such as overhauling the Student Services experience online and modifying the organizational structure can be started immediately if \$96k for one year of project management funding is allocated. The next steps are to:

- Put in place identified solutions, consider overlap in processes
- Capture student transactions to determine desired experience (self-serve/online/in person)
- Map out organizational changes
- Design Student Services website workflow –dovetail with accessibility efforts
- Create efficient work flows and escalation paths
- Formulate strategic plans for each goal
- Identify additional problems and possible solutions
- Assign tasks and timelines
- Identify obstacles and plan to mitigate