

INTRODUCTION

A recent study of entering freshmen by the Carnegie Foundation revealed that the appearance of the campus is a most important influence during a campus visit. The study concluded that the Director of Buildings and Grounds is a key member of any college or university in the recruiting and retaining of students. This research underscores the importance of having an efficiently run campus facility to meet the competitive demands of today's higher education market.

The success of our Facilities Management program is rooted in our commitment to be "customer driven," a term that represents our extensive efforts to understand and respond to the needs of the campus community. The result of this never-ending mission is to provide students, faculty, and staff with a campus that is physically attractive and buildings that are clean.

The following report shows how custodial issues raised at Building Care Team Meetings were or are being addressed. Major issues included: restroom cleaning/available cleaning schedule, Building Service Worker training, carpet vacuuming/spot cleaning, cigarette butts on ground and around ash trays, stairwell cleaning/surplus property removal, clean up of bird waste material, food and drink in classrooms, and the outside appearance of campus.

Steve Brandenburg

Lynda Pavia

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TABLE OF CONTENTS

STAFFING ISSUES

SUPPLIES

NEW WORK CONCEPTS

MAKING OLD CONCEPTS NEW

CLOSING STATEMENT

BUILDING SERVICE REVIEW

STAFFING ISSUES

Building Care Teams agreed that many of the issues raised in Building Care Team meetings could be addressed only when staffing was at the needed level.

Full Staffing

Filling building service worker (hereinafter referred to as BSW) vacancies was taking too long and the delay was having a strong, adverse effect on the ability to get the job done. The difficulty was that a vacancy did not occur when a BSW was no longer on the payroll whether through resignation, retirement, or otherwise, but when paperwork reached Human Resources at the end of the bid process. Instead of waiting until the "Request for Civil Service Personnel" form is received from the unit with the final vacancy, the hiring process now begins as soon as there is a confirmation that a vacancy exists.

Day Supervision

In order to improve planning, scheduling, and the handling of complaints, a change was needed and has taken place in this key support position. The quality and intensity of supervision have improved, as have leadership skills, motivation, delegation, subordinate development, and problem solving.

The Coordinator

A new key position has been proposed to coordinate training, supplies and inventory and will be filled in February 2002. Under supervision of the Building Service Supervisors and the Assistant Director for Building Services and Grounds, the position will coordinate training activities for all employees on the Edwardsville and Alton campuses, monitor inventory/orders, keep equipment and related tools maintained and operable and perform quality inspections weekly. This position will also perform miscellaneous building service duties as directed.

Empower BSWIIs

The Building Service Worker II positions are filled by workers who serve as additional eyes for the supervisors. They are generally knowledgeable about technical aspects of the work, but will be provided additional development in fundamentals like communication skills, scheduling and planning, and motivating others.

Workforce Motivation

A spirit of professionalism is needed among the BSW staff. A good training program would be a great first step. Vendors who are chosen to provide custodial supplies will be offering training to BSWs.

Student Workforce

SIUE needs to make better use of student labor, and to that end, a website is being developed to attract student workers.

Uniforms

To create a more professional atmosphere, make the worker feel more like part of a team, and assist building occupants in identifying Building Service Workers, workers wear the "Facilities Management" shirt or a name badge. This will also improve security from the standpoint of theft, vandalism, and graffiti.

Inspections and Evaluations

Work inspections may be formal or informal, but the purpose of all inspections will be to help everyone do a better job. Essentially, this means the supervisor will complement good work, and not disregard but seek improvement, in poor work.

A personal visit to the work area remains one of the best controls. Such a visit is most helpful when it results in written information on work, equipment, supplies, etc. Among other things, reports provide a basis for future inspections by pointing out weak and strong points. These quality control reviews will then be directly linked to performance appraisals.

Schedule

The final schedule is under review. A late night (midnight shift) had been suggested, though there are disadvantages to it. Currently, there are difficulties keeping the evening shift staffed.

SUPPLIES

SUPPLIES STANDARDIZATION

The cleaning and maintenance of this good University is more difficult than ever. Increasing enrollment with students residing on campus, aging buildings and environmental health and safety concerns make effective maintenance a real challenge.

A unique approach to effectively manage the operation is being developed. This comprehensive program will include professional training and support tools designed to increase productivity, cover total costs, improve appearance and create a more healthful environment.

Uniform supplies are needed throughout the organization. These supplies must be adequate, continuously in stock, and of high enough quality to perform the work without unnecessary repetition. The BSW must be supplied with expendable items to use with specialty chemicals such as wet mops, dust mops, sponges, etc. Equipment should be effective, attractive, and maintained regularly.

SIUE is committed to identifying the highest quality products, advanced training tools, and innovative service necessary for the standardization program to succeed.

NEW WORK CONCEPTS

RESTROOM CHECKLIST

BSWs police restrooms in classroom buildings daily, track their observations on a report, and adjust as needed. This program is currently in the field and being closely reviewed. A quality assurance (inspection) program will optimize BSW performance. The combination of quality assurance and training makes good sense, whether provided by an individual or a group.

Important aspects of quality control are covered based on a series of random inspections. The inspections are based on a form developed for this purpose. Every effort will be made to administer the program in a positive, constructive way.

Also, reports with the date and time the restroom was last cleaned will soon be displayed on backs of restroom doors.

BUILDING SERVICES LINE

A central telephone number (ext. 2067) has been established for special service or observations. Customer service requests are handled more quickly and with greater satisfaction when the BSW staff is able to communicate directly with customers.

CIGARETTE BUTTS

New ash urns have been placed at various locales on campus. The urns are very nice looking and heavy enough to discourage vandalism. In addition, they need to be emptied less often. The new urns should improve the looks of the smoking areas and keep ashes and cigarette butts from flying all over campus in the wind.

STAIRWELL CLEANING / SURPLUS PROPERTY

Campus clean-up was conducted November 26-December 4, 2001, and departments were reminded and will continue to be reminded that there is no charge for pick-up by Surplus Property and pickup can be any time during the year. Building Coordinators will be reminded to notify FM when stairwells are being used for storage.

CLEANUP OF WASTE

Docks which are most affected by the waste of the bird population are being power-washed as needed.

LANDSCAPE PLAN

The Campus Landscape Update Plan was approved by the Chancellor's Council and the Board of Trustees in July 2001, and recommended the planting of 625 trees and 900 shrubs over a five-year period. The work, which started before winter, 2001, will continue in the spring of 2002, and re-create divisions between roads and parking lots.

MAKING OLD CONCEPTS NEW

CLASSROOM RULES

Classrooms on this campus have rules, most of which are posted in the room, but the rules are ignored. Those using classrooms and other facilities should consider those who will use the room after them.

Responsibilities for cleaning special areas, such as labs or shops, should be shared with the department. Rules and Regulations governing students should include rules concerning the upkeep and appearance of University property.

To reach the campus community with these rules and, hopefully, increase adherence to them, a university-wide campaign has been proposed. The residence halls are new; timing would be ideal. Ideally, the campaign would remind students that “It’s your campus,” develop pride in its appearance, reduce litter and classroom clutter and dirt, encourage clean up by student organizations, and help reinforce the No Smoking policy.

CONTINUING COMMUNICATION

Since the inception of Building Care Teams, communication has greatly increased and improved. To continue to keep the lines of communication open and monitor feedback, the following methods will be used:

1. The Customer Service Representative will be making spot visits to departments on campus to become more familiar with problems and issues the department faces and record (and act upon) any and all feedback resulting from the visit.
2. Visits to departments by the Building Service Supervisor will increase to ensure better and more visible interaction between Building Services and the people they serve. On occasion, when a visit is not feasible, the Supervisor may email the department with a response.
3. Programs utilizing surveys and courtesy cards will continue and be updated as needed.
4. Steve Brandenburg will continue to meet monthly with the Building Service Worker IIs to discuss Building Service issues and keep the lines of communication open between building occupants and Building Service Workers.
5. Finally, plans are underway to create an area which will give Building Services much greater visibility and presence on campus.

CLOSING STATEMENT

The regular building service care of university buildings affects the educational process in many ways. It affects the safety and well being of students, faculty and staff. It affects the life of the buildings and their contents and the rate at which they deteriorate.

Care provided by Building Services, moreover, has a decided impact on the university's appearance, its image and the attitudes of people who work there, study there, visit, or simply drive by.

Most importantly, Building Services affects the educational climate of the school and determines in large part whether it is an effective place for learning.