

Administrative Process Improvement Project

Quick Hits / Recommendations

Facilities Renovation Process

The team met to review the processes involved when a customer request space improvements. Review current administrative processes and practices related to minor facilities renovations, to completion; Identify and implement 'Quick Hits' to standardize, streamline and improve process, maximizing the use of existing technology to the extent possible and improving coordination across units.

QUICK HIT RECOMMENDATIONS

Guideline for Campus when requesting Space Improvements:

- Hiring Senior Administrators
- Hiring New Faculty
- Changing Space
- Clarify what is a Maintenance vs. Space Improvement Request
- Explain legal restrictions
- Code regulations
- Define project hierarchy
- Define Major vs. Minor Project
- Re-Accreditation

Create New Estimate Worksheet for Customers:

- Worksheet will provide customer ideas to think about and what is involved before requesting an estimate/project
- List most common renovation request
- Provide a general cost estimate for each request
- Estimate completion timelines for most common request

Create New On-line Project Request Form:

- PDF form customer fills out requesting an estimate or project
- Email notification automatically sent to Campus Planning
- Request LDAP group for oversight committee to be used when assigning ticket
- Identifies the Customer as single point of contact for project
- Require Financial Approval signature
- Indicate Funding is or is not available
- eMail notification sent Physical Plan when form submitted

Webpage reviews of Current Physical Plant and Campus Planning:

- Remove outdated materials and inappropriate links
- Update materials where needed
- Fix broken links
- Add security to information that should not be public

Combine Scope and Estimate Forms:

- Simply process by combining forms will save time for Campus Planning and Space Planning

Create New Space Improvement Website:

- Centralize all information to request a project
- Link to New Customer Estimate Worksheet
- Links to Physical Plant work order form
- Link to Updated University Policy on Space improvements
- Create FAQs
- Link to University Floor Plans
- Link to Campus Planning, Space Planning and Physical Plant websites
- University Standards Defined

Oversight Committee created for reviewing projects: Complete

- Schedule bi-weekly meetings with AVP Campus Planning, Campus Planning Designers, Space Planning and Physical Plant personnel
- Review and update all projects
- Determine a method to update customers on project progress

Notify Space Planning with Faculty New Hires:

- Request Academic Administrative Office add to new faculty hiring check list to send email to Space Planning
- Allow adequate time for planning for office space, furniture, space changes, or Lab needs

Project Solicitation Twice a Year:

- Identify projects for planning expenditures, work schedules and complete current projects
- Letters will be sent to Deans, Directors and Department Heads
 - October request for May Budget for work to be scheduled Summer Semester
 - March request for October Budget for work to be scheduled Fall and Spring Semester
 - Thirty days to respond with request

Update/Create Space Policy:

- Review and update Policy UM1457 Space Utilization Policy
- Create policy relating to facilities renovations

FUTURE RECOMMENDATION:

Moratorium on New Project Activity during Fall Semester Startup:

- Project activity August 1st through Labor day
 - Allow Physical Plant to focus on Student move in needs
 - Allow Campus Planning and Space Planning time to finalize new faculty space needs

Facilities Software Purchase:

- Replace the outdated in-house work order system (WORQ)
- Funds are set aside for a new Facilities software, team recommends that Physical Plant moves forward with RFP

Reports for Project Team:

- Identify and create reports that will assist project teams with the new Facilities software implementation