

Auburn Hills Campus Community Assembly
Tuesday, November 4, 2014 – 4:00pm-5:00pm, F124
Minutes

1. Welcome

Incoming Auburn Hills Dean of Campus Affairs Lori Przymusinski announced that President Tim Taylor would be delayed a few minutes. She introduced herself and opened the meeting with 24 employees in attendance.

2. Facility Management

This topic is a continuation of a discussion begun at the last Community Assembly meeting regarding problems users encounter with the current facility scheduling process. Manager of Campus Facilities Jeff Ragle provided information in a PowerPoint presentation that touched on a number of factors that contribute to the problem: causes of scheduling delays, unique challenges faced by Auburn Hills, an overview of the broad range of duties for which the facilities manager is responsible, and the complexity of the software and the scheduling process itself. A few of the high points follow:

- This past summer numerous college changes affected people, positions, furnishings and equipment and created challenges for facility managers.
- Elimination of support staff made it difficult to respond to room requests in a timely manner (AH has an average of 1,175 events per year, 80% booked in the past by support staff now no longer available).
- Delays in responding to room requests caused users to send multiple requests and messages that bogged down the scheduling process and further reduced response time.
- AH has nearly 1,000 fixed assets, for which the facilities manager is responsible; the other campuses combined have only 1,500.
- Room reservations and scheduling are only part of the facilities manager's responsibilities. Other major responsibilities include:
 - facility planning and use,
 - scheduling and managing projects,
 - arranging for moves of personnel and reconfiguring space,
 - directing purchase of all campus furniture and equipment,
 - working with operational and project budgets, forms, paperwork,
 - working as liaison between faculty, staff, students, IT, etc.,
 - working with maintenance and mechanical maintenance to deal with emergencies,
 - filling individual requests for new and replacement furniture and equipment (assessing needs, researching sources, getting quotes, preparing bids, placing orders, overseeing installations),
 - accounting for fixed assets (inventorying, maintaining replacement schedules, and overseeing disposals and transfers),

- carpet replacement schedules, requests for approval and coordinating installation,
- managing warehouse inventory,
- scheduling and supervising rentals,
- working with internal and external customers on events, requests for service, equipment and locking systems,
- managing all campus signage, and
- managing these and other duties using a large array of software systems that do not interconnect (Datatel, Outlook, SchoolDude, MSR, and separate systems for invoices and contracts).

The presentation concluded with a demonstration of the steps it takes to process one simple room request.

President's comments on the presentation:

Expressed pride in Jeff for all he is doing.

Urged everyone:

- to realize how complex the problem is,
- to communicate to others what they have learned from the presentation,
- to confront rumors with information, and
- to think of the issue as a process problem, not as a person problem.

ACTION: Jeff is forming a team to analyze the process and develop appropriate measures of performance that satisfy the needs of various users throughout the campus. The results of this will be communicated at the next Community Assembly.

One way users can help in the meantime:

Send room requests only to AH Facilities—not also to J. Ragle, and resist the urge to email repeatedly about the same matter. Know that multiple messages slow the response time, and be patient.

3. Announcements/Updates

Lori Przymusinski – Volunteers are needed for AH Mandatory Orientation Sessions:

T	November 25	5:00pm-8:30pm
F	December 12	10:00am-1:30pm

Contact Lori or Jess Lizardi if you are able to help.

Debbie Swanson – See the holiday payroll email sent recently.

Next Meeting: Tuesday, February 3, 2015, 4:00pm-5:00pm, AH:F124

Submitted by Betty Green