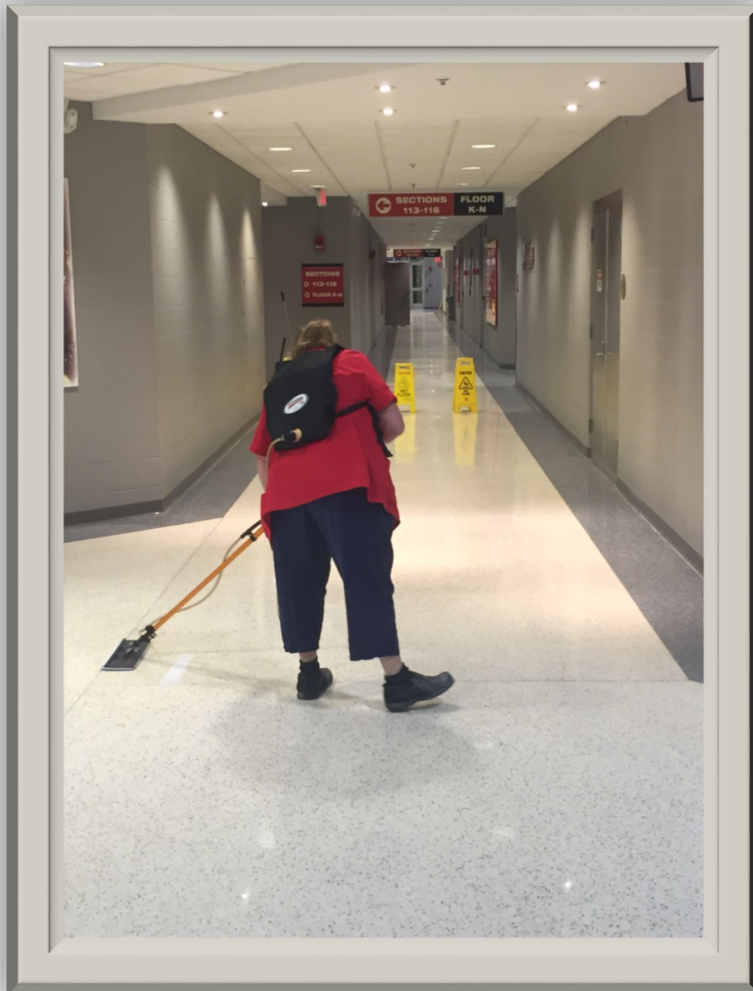


MAY 2016

*Facilities Management
Monthly Report*



Delivering The Experience



Western Kentucky University



THE DFM TEAM



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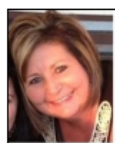
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Our Mission: Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of Western Kentucky University.





Training:

With summer clean-up, construction, and preventative maintenance projects on the horizon, the month of May was all about winding down for the summer.

Due to the Sodexo transition and budgetary issues, all classes for the career path program have ended until I can re-design the program to be more focused on cross-training and succession planning. I hope to have this completed and ready for the 2017 calendar year.

The Safety topic for May was Hand and Hand tool safety. A combination of videos and postings in the communication board were utilized to teach these topics to team members.

The Leadership series of trainings for all DFM Supervisors has come to an end until Fall. We wrapped up the Myers Briggs Personality tests and discussed the results as well as the why and how we can use those results to improve both team-work and communication. I have also posted and emailed information on all the different personality types, which one each person profiled as, how to communicate with each personality style, as well as how to type your team members and use the profiles to improve teamwork.

Classes for The Disney Cultural Enhancement series have come to an end. We will not be starting another series until we have completed the Leadership series.

The summer months will be devoted to re-designing the training program. As always, every program should be re-evaluated and improved at least on annual basis. With the transition of the majority of our team members moving to Sodexo, I will be working on incorporation Sodexo's practices/requirements into the program.

Summary of Training Hours for May:

- Provided weekly safety training topics to all departments
- Provided monthly safety training to all departments
- Leadership training
- GED classes

May-16

| Training Course | # of Participants | # of hours | Total Training hours |
|-------------------|-------------------|------------|----------------------|
| MOTW Training | 161 | 2 | 322 |
| Monthly Safety | 300 | 1 | 300 |
| Weekly Safety Msg | 300 | 0.25 | 75 |
| Leadership | 37 | 2 | 74 |
| GED Class | 1 | 1 | 1 |
| | | | 772 |

Total Hours: 772

MAY 2016 Work Order Statistics

Overall Routine
Work Order
Completion Rate
89.1%

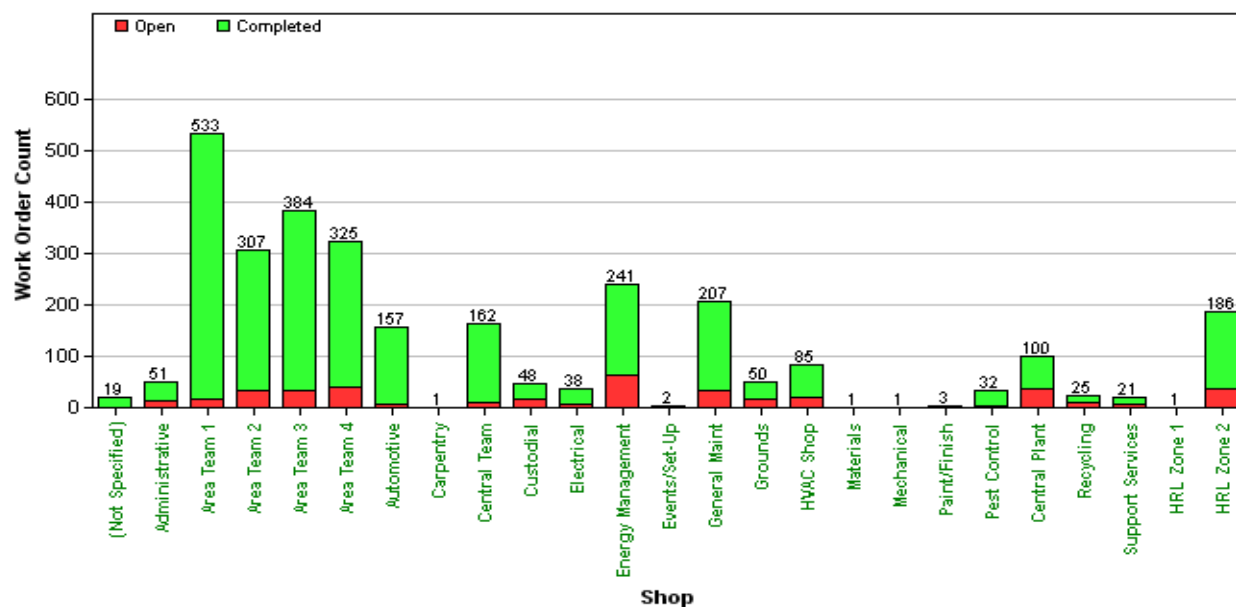


Report Criteria

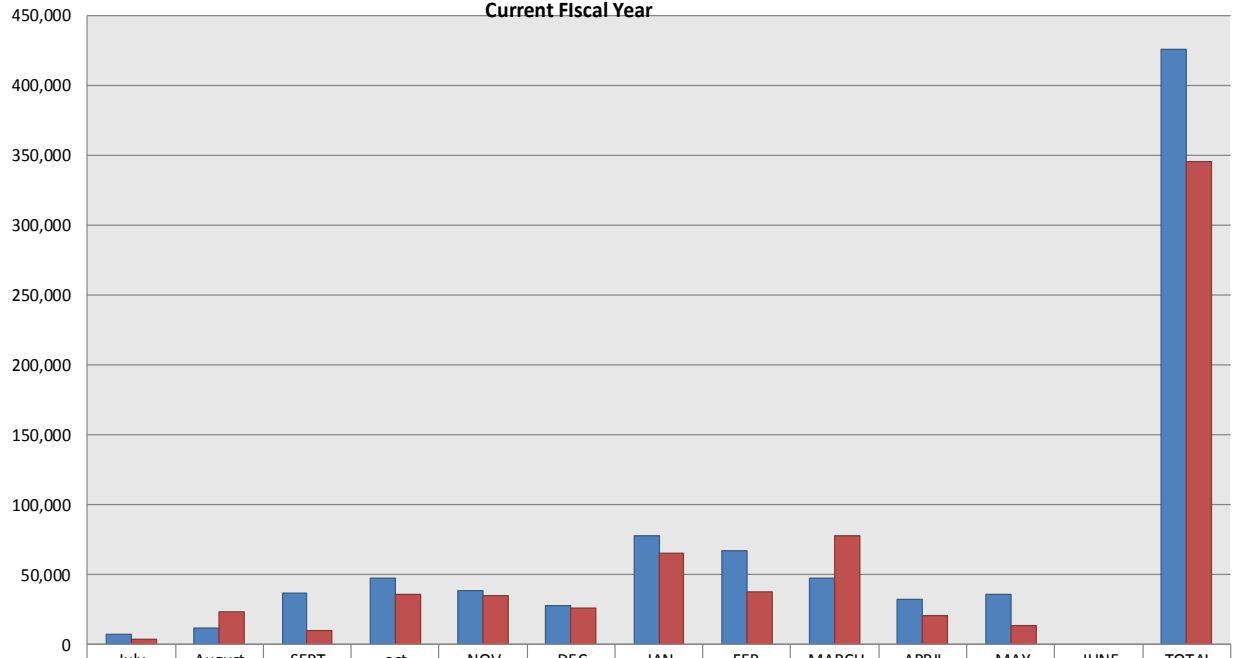
Report Period is between '05/01/2016' AND '05/31/2016'

| Historic Status of Work Orders Received | | | | | |
|---|-------------|------------|--------------|-------------|--------------|
| Priority | Received | Open | | Completed | |
| | | # | % | # | % |
| (All Other Priorities) | 64 | 8 | 12.5 | 56 | 87.5 |
| Deferred | 1 | 1 | 100.0 | 0 | 0.0 |
| Emergency | 0 | 0 | 0.0 | 0 | 0.0 |
| Low | 57 | 7 | 12.3 | 50 | 87.7 |
| PM-Monthly | 548 | 128 | 23.4 | 420 | 76.6 |
| PM-Weekly | 38 | 13 | 34.2 | 25 | 65.8 |
| Project | 10 | 3 | 30.0 | 7 | 70.0 |
| Routine | 2231 | 243 | 10.9 | 1988 | 89.1 |
| Safety Issue | 0 | 0 | 0.0 | 0 | 0.0 |
| Special Event | 30 | 3 | 10.0 | 27 | 90.0 |
| Urgent | 1 | 0 | 0.0 | 1 | 100.0 |
| Total: | 2980 | 406 | 13.6% | 2574 | 86.4% |

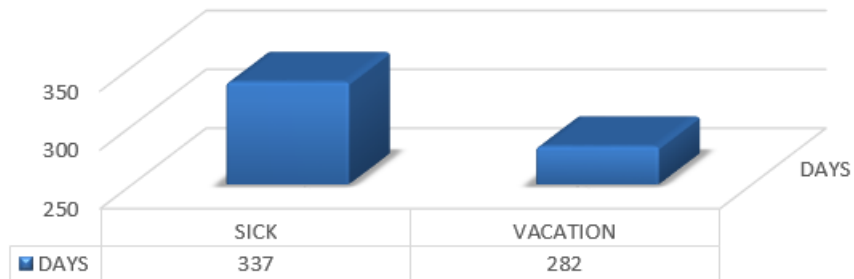
Historic Status of Work Orders Received



DFM Overtime
 (does not include 310108/310504 indexes)
 Current Fiscal Year



May 2016
Sick and Vacation USAGE



Driving Performance

- ◆ An engineering survey of Fine Arts Building Automation Controls has been completed which wraps up the preliminary work to identify the project scope and cost to replace the pneumatic controls. Due to the extensive work required this project will likely be completed in phases.
- ◆ The scope of work has been defined and cost presented to update metering points for many of E & G chillers. Once installed WKU will be able to optimize chiller efficiency by resetting chilled water discharge temperatures when demand is light using less energy.
- ◆ Electrical consumption decreased 4.4% in April of 2016 compared to the same period in 2015. Cost decreased by 2.75% or \$9,340. KW demand increased slightly by 1%. There were 194 heating degree days compared to 193 in 2015. There were 41 cooling degree days, an increase of 36.7% over 2015. Natural gas consumption at the Central Heating Plant increased 98.5% from a year ago. The plant remained online several days longer this year due to low nighttime temperatures that occurred mid-month
- ◆ The two large air handlers serving all of Helm Library were removed this month after 60+ years of service. New air handlers will be installed in the coming weeks along with associated controls and valves. Restoration of the building exterior has also begun this month.
- ◆ Underground steam and condensate pipe replacement projects have started at Southwest Hall and Preston Center. Replacement expansion joints have been ordered for Preston. Failed piping was observed in both locations as well. Ultrasonic thickness testing has been completed to determine where best to end pipe replacement and to demonstrate to the boiler inspector that the remaining pipe is in serviceable condition. Lyons Company will complete piping work assisted by Scott & Ritter, and Bluegrass Insulation. All project locations are expected to be complete along with the restoration work by the end of July.
- ◆ Williams Restoration has begun limestone removal to accommodate the air handler replacement project at Helm Library. Lyons Service Company will perform the mechanical portion which will start on May 16th. HVAC systems including the chiller will be shut down for the duration of the project which is expected to be complete by the end of July. Williams Restoration will also be cleaning, tuck pointing, and sealing all of the exterior limestone walls. The decorative terracotta band around the top of the wall will also be completely restored. The air handlers at Helm have been in continuous service since 1953.

Building Services Driving Performance

- ◆ New equipment demonstrations were conducted on three separate nights. New rider units were operated at Diddle Arena and the Preston Center.
- ◆ On-site building visits took place on a nightly basis. Key components of each building were reviewed and planning for special cleaning was discussed with staff members on the spot or during subsequent planning meetings.
- ◆ Carpets were bonnet scrubbed at Department of Facility Management Offices and PDC. Burdetta did a great job on this project.
- ◆ Rob and Todd will start working days for the summer to assist in cleaning windows. We will come up with a schedule on which need to be completed first and
- ◆ Had a meeting with GRH bldg. coordinator, (Sharon) discussed some of the challenges in the building. Also introduced Gerald to her. Gerald is holding weekly meetings with the BSA in GRH to discuss how to improve the quality of work.
- ◆ Still working on trying to move more buildings to the AM shift per request of the building coordinators. Special attention has been requested and prioritized for Gary Ransdell Hall. Stairwells, offices, lobbies, and study areas have been identified as needing regular cleaning. Two large first floor classrooms were top scrubbed and waxed.
- ◆ Spoke to building coordinator of Cherry Hall they are inquiring about moving their building to a morning shift. Richard has meeting with the building on Thursday to discuss with the Dean and building coordinator.
- ◆ We have found enough staff to move to a morning shift for GRH. This will go into effect in a week.
- ◆ We have 13 open BSA spots. Sebastian Stanley has done a great job fitting in a learning what he needs to learn. Gerald Belcher has done great fitting in with the team. Susan and Steve are doing great on their training.
- ◆ Shanna has reached out to Maxine to request 10 BSA from a temp company till we can fill our spots. We have then scheduled to start on June 6th. They will cover the 5pm and 9 pm shifts.
- ◆ We have 6 BSA new hires this month. We have checklist in place to follow up with them in 30/60/90 days.
- ◆ Gerald is doing some training building by building. He is pulling the BSA together and going through procedures and hands on training with equipment. He is doing a great job holding team accountable and putting some standards in place.
- ◆ Sebastian Stanley has started training to assume overnight duties at Diddle Arena, Smith Stadium West, and the Preston Center.
- ◆ Several scrubbers and burnishers were identified as needing repairs. Equipment was gathered for shipment to Kenway Distributors for various repairs.
- ◆ The BSA Management team and Supervisors met for three full team huddles and four supervisor planning sessions.
- ◆ BSA Manager and Supervisors conducted four performance counseling sessions.
- ◆ BSA Manager and Supervisors conducted two Leadership training sessions.
- ◆ Had Sodexo HR meetings with the teams to discuss upcoming benefits and answer any questions they might have. Seem to have a good vibe so far from the team.

SURPLUS & RECYCLING



**KY PRIDE
RECYCLING
GRANT**

WKU RESOURCE CONSERVATION AWARDED \$5100

In partnership with Dining Services, WKU Resource Conservation was awarded the KY Pride Recycling Grant. Funds will go toward 9 commercial can/bottle crushers, which will be installed throughout production areas in all Dining Services locations. By reducing the



Completed Projects

- ◆ Completed Cupola accent lighting install for Honors building
- ◆ HRL emergency generator PM's were completed
- ◆ Completed monthly roof PM's
- ◆ Energy Management replaced UNT controller on AHU 42 at Diddle
- ◆ HVAC replaced
- ◆ Completed VFD PM's at WAB, TCCW, Van Meter, Grise, and, Honors
- ◆ Operation Team completed monthly Safety Training for May
- ◆ Completed replacement of Cherry Hall heat exchanger control valves
- ◆ Completed wiring and programming of steam control valves on the convertor at ES&T
- ◆ Completed painting projects in the Kentucky Building, MMTH, Jones Jaggars, LT Smith, EST handrails, WKU Farm, and Snell Hall
- ◆ Entered summer class schedules into Metasys
- ◆ Completed flush and refill of hydronic systems at Gatton Academy
- ◆ Energy Management continues to trouble shoot controls at DSU still finding issues
- ◆ Energy Management replaced network engine batteries IEB, EBS, EST, Northeast, Bates, and Potter
- ◆ Upgraded software KY Bldg. cooling tower control
- ◆ Cleaned multiple AC condensers at AG Expo
- ◆ DSU cleaned condensing unit serving IT closet
- ◆ Cleaned/sanitized Tate Page unit serving 427, rebuilt fan shaft
- ◆ HVAC cleaned condenser units at Richlandsville transmitter site
- ◆ Replaced bearings return fan motor Cherry Hall
- ◆ HVAC completed air handler PM's Gary Ransdell, Potter, Academic, Music Hall, MMTH, and Service Supply
- ◆ Roof leak repairs at Jones Jaggars
- ◆ Painted halls at Academic Complex
- ◆ Caulked leaking windows at Academic Complex
- ◆ Energy Management corrected programming logic at IEB and Gordon Wilson
- ◆ Relocated photocell for Minton Circle lighting shutting lights earlier in the AM
- ◆ Boilers opened and cleaned ready for annual internal inspection HRL boilers
- ◆ Replaced safety valves #5 boiler sent out for repair/recertification
- ◆ Replaced large glass damaged by student at COHH
- ◆ Flushed and filled Gatton HW system prepping system for June restart
- ◆ Summer projects have started in many buildings. List to follow.
- ◆ Carpets were cleaned in the WKU football offices and locker rooms.
- ◆ Detail cleaning of the duct socks in the Smith Stadium West Weight Room was completed.
- ◆ Summer project work has been limited due to manpower shortages. We will re-evaluate the summer waxing schedule and window cleaning based on available labor for June, July, and early August.
- ◆ Weekly detailed cleaning has been ordered for the Honors College Building. Special attention to detailed cleaning needs at the first floor lobby has taken place. The first floor banquet hall was also detail cleaned. Carpets, windows, walls, and tables were cleaned. Three classrooms have been top scrubbed and waxed.
- ◆ Carpets cleaning continues in the Mass Media Building. Classroom carpets, computer wing carpets, and common areas are scheduled for cleaning and will be completed in June.
- ◆ Class room waxing is underway at Environment, Science, and Technology Hall, Cherry Hall, Snell Hall, and Tate Page Hall.
- ◆ Detailed restroom cleaning is underway at Gordon Wilson Hall.
- ◆ The first floor terrazzo stone flooring at Diddle Arena was stripped, prepped, and coated with 3M Stone Protector. The clear coat protector resists yellowing like traditional wax products and will reduce labor preparation for recoating.

Completed Projects cont.

Area Team ONE:

Completed Projects:

- ◆ Removed tables and chairs from room 111 at Jones Jagers for day care project.
- ◆ Completed testing of backflow preventer at P&T irrigation, P&T garage bay area and also at south street car wash building.
- ◆ Installed catch pan under hot water circulation pump at Knicely Center.
- ◆ Completed the outside lighting project at H.S.B. a total of 7 lights and ballast. There were 4 recessed cans and 3 lights over the side entrance doors.

Pending Projects:

- ◆ Working with day care staff at Jones Jagers to switch infant day care rooms and conference room.
- ◆ Working with Central Shop on lift and outside lighting project for Gary Ransdell Hall.
- ◆ Working with Central Shop on drywall issue and leak issue at M.M.T.H. 1st floor hall way, women's restroom.
- ◆ Waiting on filters for P.M.'s of unit ventilators at Jones Jagers.
- ◆ Waiting on filters for P.M.'s of unit ventilators and fan coil units at Tate Page Hall.
- ◆ Monitoring rooms on each floor of Tate Page Hall.
- ◆ Monitoring several rooms in Jones Jagers.
- ◆ Complete summer worklist.

◆ **Area Team TWO:**

Completed Projects:

- ◆ Worked with Steam Plant and EHS on blocked sump pump discharge line in the upper steam tunnel located in front of DSU. Was unable to unblock the line. Confirmed suspicion that Johnny Allen and Dale Dyer had that the line was never terminated into the storm drain. Dale to get with Dan Chaney and have contractors make the needed repairs and modifications.
- ◆ Worked on a blockage on the garbage disposal at DSU again this month. Also repaired a broken vent line coming off of the drain line that the Hydra-Extractor empties in to. The vent was broken because an Aramark employee hit it with a pallet and pallet jack while unloading a delivery truck. (See attached picture at bottom of document) WKU Commencement on May 13th (one event) and May 14th (three events). Also had high school graduations: Logan County HS (May 22nd) and Franklin-Simpson HS (May 29th). Warren County Schools graduations (5 events) to take place on June 3rd and 4th. We assist Special Events in setting all of the staging, etc. for the events as well as combing through all of the seating to make sure it is in great shape prior to each event. We also provided electrical and area maintenance support for each event.
- ◆ Finally finished up the overdue PMs from Smith East and Smith West.
- ◆ JD Phelps Construction replaced the carpet in several offices and one conference room in the Student Athlete Success Center (SASC) located in Smith East, 1st floor.

Pending Projects:

- ◆ Work on the gutter at Smith East, Upper Concourse started this week. The gutter will be cleaned and vacuumed dry. We will then get with Mark Updegraff to see what kind of lift we will need to get so we can reseal the seams.
- ◆ Met with John Sillman concerning the concrete work that needs to be done as was outlined in the handrail report for Smith Stadium. Also met with Jeff Wimpee to go over some welding work that needs to be done based on the same report. Our portion of the work to be completed (tightening brackets, adding new handrails, fixing signage, etc.) was started this week.
- ◆ We will be starting soon on repairing the sign located in the Grise Hall elevator. Issue stems from backpacks ripping the plastic lettering off of the sign. We are currently looking at removing the sign so we can affix an acrylic guard over the sign. Work to start soon.
- ◆ We will be starting seating repairs at Smith Stadium earlier than usual this year given the age and continuing deterioration of the seating on the East side of the Stadium.
- ◆ We will be assisting where and when needed for the upcoming phase of high voltage electrical work that will be affecting PHAC, Zacharias Hall and Meredith Hall (PFT Food Court also may be affected),

Area Team THREE:

Completed Projects:

- ◆ FAC - Installed new sump pumps (Southern Electric).
- ◆ WH - Rebuilt WH CWP
- ◆ WH- Installed new 1.5" relive valve heat loop.
- ◆ VMH – Rebuilt roof area exhaust fan.
- ◆ GWH – Partially restored room 105.
- ◆ PH – Ran new electric line for HVAC unit.
- ◆ CH – Installed new motor on exhaust fan.
- ◆ AEC – Repaired water line and faucet.

Pending projects

- ◆ Complete GWH Room 105 overhaul.
- ◆ Repair (replace seals) FAC condenser pump
- ◆ Complete summer work list

Area Team FOUR:

Completed Projects:

- ◆ Cut out and replaced approximately fifteen feet of stopped up drain line in GCC
- ◆ Contractor cut out and replaced leaking sprinkler supply line in Snell Hall Mech RM
- ◆ Replaced pump and pads for cooling system in EHS Greenhouse
- ◆ Replaced bulbs to brighten up 3rd floor stairwells and disconnected switches to allow light at all times for BSA at KYB
- ◆ Pumped out pit and pressure washed valve for fire system at EST
- ◆ Replaced bulbs in fixtures at AAC atrium with Genie lift

Pending Projects:

- ◆ Install LED fixtures to replace fluorescents in KYB Quilt Exhibit (start 5/31/16)
- ◆ Replace bulbs in Snell Hall entryways with Genie Lift
- ◆ Complete assigned PM's
- ◆ Work on Summer Projects list items

Nights and Weekends

Completed and on-going Projects:

- ◆ Conducting environmental/dew point monitoring in the following locations: MH Sub-basement, TPH 3rd floor center core, TPH 401, TPH 427C, GWH 109A, GWH 3rd floor, GWH Theatre.
- ◆ Emptied dehumidifiers daily in TPH on the 2nd and 3rd floors.
- ◆ Made repairs to exterior lighting at multiple buildings.
- ◆ Kept a check on campus pole lighting.

Pending Projects:

- ◆ Continue to monitor the temperature and humidity in the buildings. We ordered 10 more data loggers and plan to put more in Helm library due to the air handling units being changed over the summer.
- ◆ Continue to repair outside lighting on buildings around campus.
- ◆ Pick up work that the day shift can't get to as easily during the day.

Electronics:

Completed Projects:

- ◆ GRH – completed relocation and installation of a door strike (\$280)
- ◆ Ag Riding Arena – replacement and installation of a wireless microphone unit (\$580)
- ◆ Maintained high monthly concentration of service for campus wide fire alarm networks
- ◆ Maintained high monthly concentration of staff support for Special Events
- ◆ Continued campus wide support for Access Control, Sound Systems, Score boards, Video Boards, Athletic Events, ADA doors, Bells, LED lighting, Key Cabinets, and E-phone Units

Pending Projects:

- ◆ TCCW - Will complete fire alarm panel deficiency repairs by replacing & dating heat detectors and correcting any T-taps (ETR June 1st)
- ◆ High School Graduations / Special Events – Will complete events (ETR June 6th)
- ◆ Snell Lutron Lighting troubleshooting – Will be completed (ETR June 8th)
- ◆ TPH - Will complete fire alarm panel deficiency repairs by replacing & dating heat detectors and correcting any T-taps (ETR June 10th)
- ◆ CKC/SC – Sound Modification (\$250). Will complete (ETR June 21st)
- ◆ AC - Will complete fire alarm panel deficiency repairs by replacing & dating heat detectors and correcting any T-taps (ETR June 24th)
- ◆ Crossing Signs – Will complete equipment repair and installation pending EHS provides the necessary parts – Currently 5 of 6 are completed (ETR June 30th)
- ◆ Guthrie Bell Tower – Will perform lubrication and bell adjustment (ETR July 8th)
- ◆ Smith Stadium East & West – Will complete annual resealing / silicone caulking of all outside fire alarm devices (ETR July 15th)
- ◆ Van Meter Hall – Will complete ADA access door modifications (ETR July 20th)
- ◆ Complete shop overhaul and inventory (ETR July 29th)
- ◆ E-phone head fusing – Will be completed as service is required or as time permits outside of regular required service maintenance (ETR July 31st +)
- ◆ Continued campus wide support for Access Control, Fire Alarm Systems, Sound Systems, Special Events, Score boards, Video Boards, Athletic Events, ADA doors, Bells, LED lighting, Key Cabinets, and E-phone Units (ETR July 31st +)

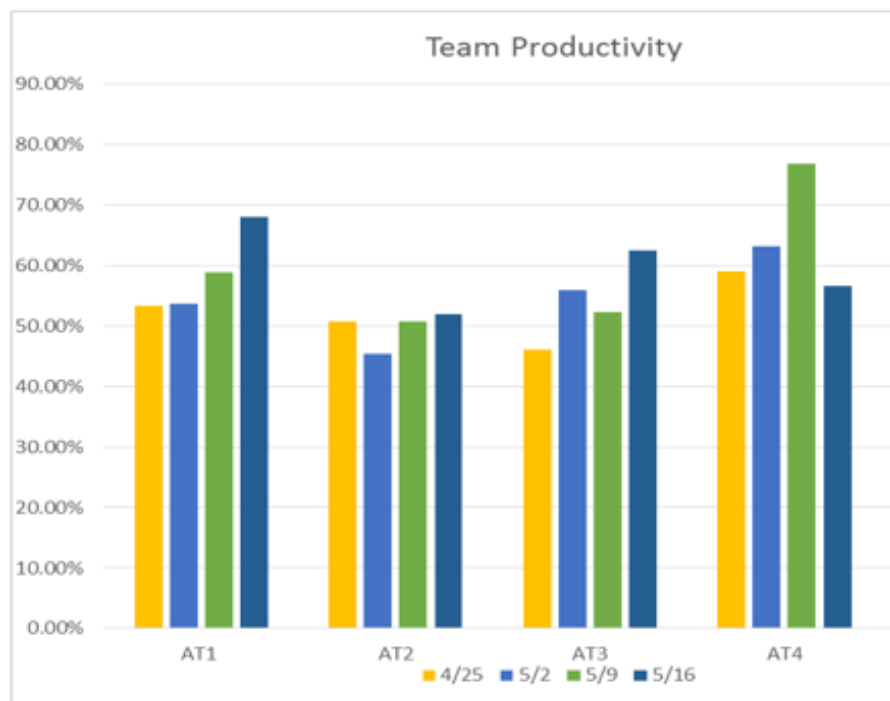
Auto Shop:

Completed Projects:

- ◆ Emergency Generator Maintenance
- ◆ Lawn equipment Planned Maintenance
- ◆ Replaced brushes on Tenant sweeper
- ◆ Replaced KYB E Generator thermostat
- ◆ Repaired EST E Generator starting circuit

Pending Projects:

- ◆ Replace display screen needs replacing on generator and transfer box at Snell Hall
- ◆ Repair handrails at South Campus



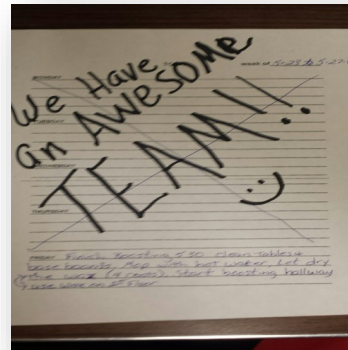


Housing and Residence Life Maintenance Completed Projects

- ◆ Our team completed the summer school preparation and flip at Rodes. We are continuing to go through the buildings and preparing for summer conferences. We have Keen, N.E., Poland, Bemis and Barnes completed.
- ◆ Shut down and repaired leaks in south hall on domestic water valves.
- ◆ We replaced water source heat pumps in rooms 230 and 116 at Zacharias hall.
- ◆ We replaced broken gate valve at McLean on the hydronic loop system.
- ◆ We took temperature readings at bates subway and pod store in preparation for a cooling capacity test.

◆ Housekeeping Completed Projects

- Keen and Bemis hall cleaned and inspected and ready for camps to move in.
- ◆ PFT: waxed all bedroom floors on 12 and 11th floors. Moving down to 10th floor.
- ◆ Summer School cleaning complete, Rodes (9 floors)
- ◆ Minton cleaning complete (10 floors)
- ◆ Northeast cleaning started, almost complete (6 floors)
- ◆ KY St Apartments – 12 partials, 4 whole complete





Long-Term Expectations:

We will be monitoring our housekeeping budget to see if we experienced any savings using Staples. We will look at the surface pro tablet and see if would be cost effective to use with maintenance work orders. We will look ant new housekeeping equipment that may help us be more efficient. This is ongoing.

Innovative Solutions:

We will look at the Lotus pro green cleaning system that cleans with water transformed oxygen to ozone. If we think this would be cost effective and would work in the residence halls we may set up a free trail. This has currently been set up at DSU and South campus and we are trying some of the product in the Resident halls using spray bottles. We have been working with E&G test the Lotus Pro with an ATP meter and getting good results. We will continue to test the product. We will also be looking at led lighting in some areas. We have tried the Nano edge cleaning tool to help us cleaning grout and restroom floors. We will be looking at a new Dell tablet for maintenance work orders to use out in the field. In the near future we will be looking at the BREEZE housekeeping inspection tools that are electronic. This is ongoing.



Customer Focus:

We have Rodes, our summer school building ready for summer school check in and on time. We have completed the first camp buildings and have them cleaned and inspected. We are working on some maintenance projects and assisting contractors when needed.

Enhanced Wellbeing:

Joyce Manning won the Hilltopper Hero award for April and received a \$40.00 visa gift card sponsored by Staples. We provided pizza for the employees that worked the summer school transition weekend.

Driving Performance:

We will inspect every room after cleaning and will check for maintenance that has been completed. We have hired 9 seasonal summer temps to help us get ready for the summer camps.



The Sodexo Experience.

- ◆ Employee Recognition Board at DFM to spotlight and brag on our team members!
- ◆ Moving forward with 'team Huddles' for team members on a weekly basis to further develop and nourish employee's job satisfaction and feeling connected and valued
- ◆ Two Employee of the month given, Sodexo provides a 25.00 dollar gift card to each recipient.
- ◆ Weekly Huddles held with staff
- ◆ Safety meeting held
- ◆ Monthly Department meetings held

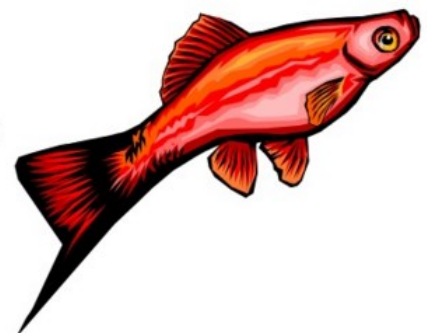


A Strong & Healthy Culture is the Result of...



- Positive workplace attitudes
- Buy-in from all team members
- Meaningful, measurable goals
- Clear policies & procedures
- Appropriate Training
- Responsibility & Accountability

- Choose Your Attitude
- Play
- Make Their Day
- Be Present/Be There





OUR DFM MISSION

Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of **Western Kentucky University**.

