



2019/2020 REVIEW



sodexo

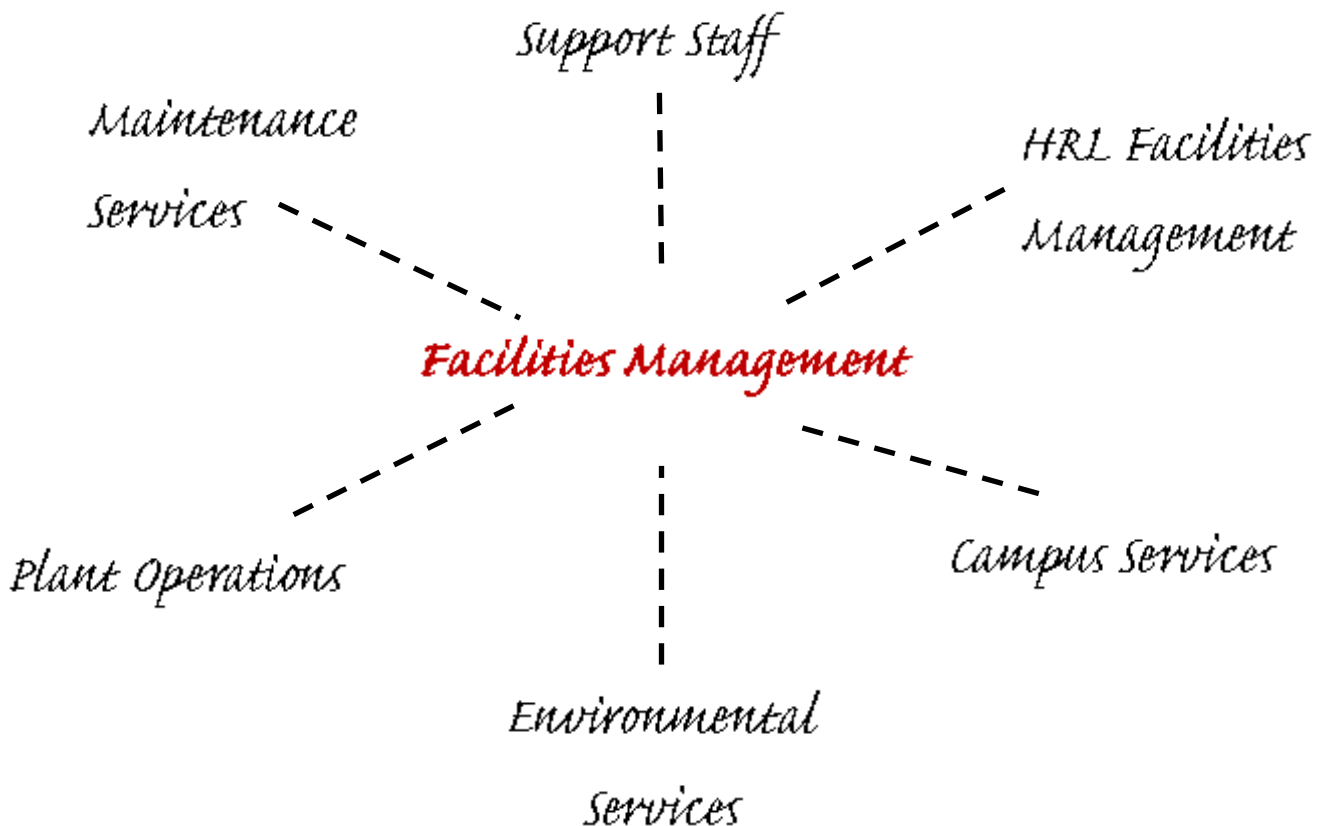
We are pleased to present the **2019/2020 REVIEW** for Western Kentucky University facilities.

We are proud to be your partner and appreciate the opportunity to help you achieve your strategic goals. Our goal is to continually drive engagement, and create the best facilities program possible by improving Quality of Life for the Western Kentucky community.

Sincerely,

Ken Branch

Director
WKU Facilities Management



Our goal is to continually drive each program to contribute directly to the WKU Strategic Plan. Creating the best facilities program possible, fulfilling our role in empowering student recruiting, retention and success is our total focus.

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OUR TEAM

Our Mission:

Guided by our shared values, 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 WKU.



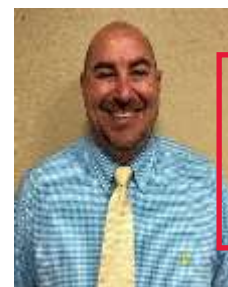
Director of
Facilities
Management
KEN BRANCH, PE



Environmental
Services Manager
GERALD
BELCHER



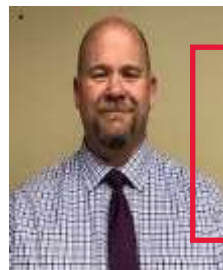
Director of
Environmental
Services
RAFAEL
HUGHES



Grounds Manager
KYLE
DAVENPORT



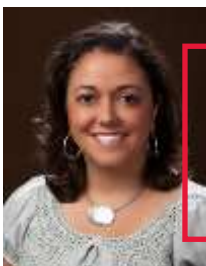
Energy
Manager
Mark Allen, CEM



Housing Facilities
Operations Manager
Randall Farris



Fiscal Service
Manager
ANGIE
JACKSON, PHR,
SHRM-CP



Human Resources
Manager
JENNIFER
MCLEOD



Training & Safety
Manager
TIM
SALLOOM



Maintenance
Manager
DAN UHLS, MA



Housing Facilities
Manager
RAY MURILLO

"Teamwork is the ability
to work together toward a
common vision...."

WORK ORDER SUMMARY

FY 2019/2020

98.5% Routine Work Orders Completion Rate

% Total Work Orders were self reported by DFM.

Below is a summary of our work order statistics for Fiscal Year 2019/2020. Initiation of work orders from out in the field was a key focus area.

- ◆ Preventative Maintenance work orders were issued at the first of each month . Our PM system provides us with a proactive approach and full documentation for maintaining our building equipment in satisfactory operating condition. The program provides a systematic inspection, detection, and correction of failures before they occurred or before they developed into major defects. 10,691 PMs were completed.
- ◆ Routine work orders finished the year with a 98.5 % completion

Report Criteria

Report Period is between '07/01/2019' AND '06/30/2020'



Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	1357	227	16.7	1130	83.3
Deferred	22	0	0.0	22	100.0
Emergency	1	0	0.0	1	100.0
Low	915	63	6.9	852	93.1
PM-Monthly	21636	11883	54.9	9753	45.1
PM-Weekly	961	23	2.4	938	97.6
Project	156	41	26.3	115	73.7
Routine	23840	348	1.5	23492	98.5
Safety Issue	48	0	0.0	48	100.0
Special Event	203	1	0.5	202	99.5
Urgent	8	0	0.0	8	100.0
Total:	49147	12586	25.6%	36561	74.4%

FY 2019/2020

Work Orders Issued: 26,50

Preventative Maintenance Work Orders Issued: 22,597

Grand Total Issued in FY 19/20

Total Completion Rate: 74.4%

WKU Facilities Management Survey 2020

It was another great year for the Department of Facilities Management! After receiving the results from the 2019 survey, Facilities Management put forth an effort to improve operations. Below is the results of the 2020 survey and itemized areas for continuous improvement.

Survey Responses

2019

282 Faculty/Staff Member Responses
387 Student Responses

2020

474 Faculty/Staff Member Responses
604 Student Responses

Survey responses increased significantly this year allowing the department to get a more accurate account of public perception. Below is the overall campus satisfaction of Facilities Management operations.

Overall Staff Satisfaction		
Response	2019	2020
Extremely Satisfied	64.10%	69.70%
May or May Not be Satisfied	17.90%	17.20%
Not Satisfied	17.90%	13.10%

8.74% increase from 2019

26.81% decrease from 2019

Overall Student Satisfaction		
Response	2019	2020
Extremely Satisfied	37.20%	56.70%
May or May Not be Satisfied	29.80%	26.50%
Not Satisfied	32.90%	16.80%

52.42% increase from 2019

48.63% decrease from 2019



DRIVING PERFORMANCE

Our DFM department and Sodexo continues to support WKU's Strategic Plan 2018-2028; Climbing to Greater Heights.

- **Student Recruitment**
- **Student Retention**
- **Student Success**

We continue to provide, support and invest in the following at Facilities Management:

- ⇒ \$50K in scholarships to our Sodexo Employees/Dependents
- ⇒ \$12K provided to the WKU Campus Beautification Foundation Account
- ⇒ Investing , training and mentorship with our student workers
Investing in all employee development and CEUs needed for licensing
- ⇒ Investing in building and grounds improvements
- ⇒ Surveying campus to provide us with feedback on improving our services to both students, faculty and staff

Safety and Training:

The 2019/2020 training program consisted of safety trainings, skills refresher trainings, professional development training, and job related training.

The Facilities Management team was committed to the goal of a comprehensive safety program that motivated, heightened awareness and embed our safety culture in all team members, both new and old.

Employee Education:

- Customer Service Training: Training conducted to all cleaning staff on how to appropriately interact with students. Employees learned how providing great customer service would keep our students happy. Happy students will stay and tell others to come to WKU.
- Job Specific Trainings: Training on job specific tasks were given throughout the year and new and better ways of performing tasks were introduced. These trainings helped keep employees sharp and keep the campus looking beautiful.

Safety Education:

- Monthly Safety trainings: Employees were trained monthly on numerous safety topics that helped them recognize hazards and report concerns to be fixed. These reports helped keep the campus safe and prevent possible student and employee injuries.
- New Hire Orientations: All new hires participated in Safety Orientation. This training educated new employees on our top priority which is keeping everyone on Campus safe and the importance of our employees to make that happen.
- Safety Committee: Committee meets monthly to find out better ways to keep the community safe: This year we have put in numerous work orders that fixed numerous safety hazards throughout campus. These fixes helped keep students, faculty and staff from possibly getting hurt. Keeping the campus safe shows students, their family, and friends how much we care about their health.

Maintenance Services:

FY 19/20 our maintenance services have fostered the University's ability to both attract and retain students by providing a quality learning environment by:

- Forced a continued reduction of indoor-air quality (mold) in the E&G Buildings.
- Using funds self-generated, conducted a \$300K, self-performed renewal of floors Ground-3 of Kelly Thompson Hall. Without internal initiative, these floors/classrooms would have been left largely untouched by the latest capital project.
- Provided a proactive "turn-around" service to Florence Schneider Hall/Gatton Academy each summer. For less than \$25K/annum (all-in) we are able to keep the building aesthetically fresh, and largely mold free providing a quality living/learning community to the Gatton Academy.
- Currently 75% (work content) thru a self-funded, self-performed, renewal of Academic Complex.

The renewal is designed to provide both a more aesthetic pleasing learning environment and a reduced long-term O&M cost to the University.

Campus Services:

- Virtually Litter Free campus: This task aligns with the strategic plan in all 4 categories by providing a clean neat campus for students to conduct their studies, helps with recruitment, retention, and contributes to student success.
- 5 yr. development of Turf Plan: The turf plan was developed to improve the overall appearance and durability of the turf around campus and on the athletic fields. This task aligns with the strategic plan in all 4 categories by providing enhanced "green space" for students to study outside and relax (retention), and esthetically pleasing view upon arrival to campus (recruitment), areas for students to study outside the classroom, as well as faculty to conduct class/labs outside (student success), and attract programs/faculty to our university and a place alumni can be proud to call home (climbing to greater heights).
- Pressure Washing Exterior Borders: Last summer and again this summer, DFM has begun to implement pressure washing of the exterior borders of campus. Last year the stairs to all of the "drive thru" and heavily visited buildings on campus were washed. In the process of washing the limestone brick walls around campus, as well as the brick pillars that border campus. By cleaning and maintain these areas, it not only increase the visual view of campus, but provides a welcome entrance to all faculty/staff/students/and guest that visit our beautiful campus (retention and recruitment).

Campus Services/Conservation Resource

- **Recycling:** Recycling has increased year over year to our current diversion rate of 30% from the landfill. As we continue to promote recycling on campus and at events (campus and athletics) WKU finished in the top 10 (out of 35) in the Recycling Mania challenge with our colleges and universities. Once a semester a waste classification lab is conducted at the courtyard of DSU to allow students the opportunity to separate #1-#7 plastics, paper, aluminum, and glass. This classification lab teaches students/faculty/staff what can and can't be recycled, along with the breakdown timeframe for items sent to the landfill. The increased commitment to recycling has helped to assist in helping to keep the campus "virtually" litter free, along with increased faculty/staff/students and guest understanding of importance of recycling and the role it plays in maintaining a healthy ecosystem (recruitment/climbing to greater heights).
- **Food Compost:** The compost program starting just under 2 years ago, and since its initial start-up has helped in our diversion rate from the landfill. Compost picked up from dining service locations has yielded in a decrease in landfill cost to dining services, while helping to produce compost that is sold to the local community. Sales from compost are returned to the university scholarship fund for students majoring in agriculture/sustainability and environmental science to use toward tuition and books (student retention/success).
- **Computer Program:** The computer program is a joint avenue between IT, SGA, Resource Conservation. As laptops become obsolete for faculty/staff, they are returned to IT for decommission. Once IT wipes the hard drives clean, they are brought to Resource Conservation, who in turn reaches out to SGA on the number of laptops available. SGA coordinates with students that are in need of a computer (financially unable to supply) to be given the ability to conduct their class work. This task aligns with the university's strategic plan in the categories of (student success and retention).

Plant Operation Services

- **Energy Cost Savings (Student Retention):** Many energy savings projects implemented this past year. A few equipment items were; upgrades in lighting to LEDs in many locations, switching controls from pneumatics to electronic control, and using high efficiency motors for all replacements. Increase use of the energy management systems: implemented demand limiting and encouraged campus community to better utilize ASTRA for scheduling classrooms to save energy. We completed the past years update to usage per square foot for the campus and the results look great. Usage from '08 to '19 (last full year) has reduced from 15.07 to 10.66 kWh per square foot or a reduction of 29%.
- **Grise Hall Air Handlers:** completed the upgrade of all of the air handlers in Grise Hall so we have better control of temperatures in all areas of the buildings. This upgrade was over two years and we replaced 4 air handlers. We were able to install the last of the air handlers with minimal interruption for the cooling system.
- **Use of Variable Speed Drives:** Over the years the technology for variable speed drives (VFD) has improved. Replaced 8 drives in 4 buildings. This gives better control of heating and cooling as well as a cost savings base on the technology upgrades. This allows students to feel more comfortable with uniform temperature in all classrooms.

Environmental Services

- **Chemical Management System:** Implement enhanced cleaning dispensers/cleaning chemicals in all academic buildings to better secure a safe, clean environment and increase frequency of cleaning to the following standards.
- **Window cleaning:** Wash exterior entrance windows, maintain a clean visible image to our students overall experience. Working on extracting dust particles in ledges in high traffic entry/exits hallways.
- **Recoating system:** Finalizing a new process in (waxing/stripping) floors to maximize efficiency, as well removing a % in cost supply cost.

Housing and Residence Life:

Bates: Subway Makeup Air Unit and Interior Fan Coils

What: HVAC system was idled previously due to multiple part failures.

Issues Addressed: All failed components have been identified and are in process of replacement. Internal FCUs undergoing complete PM sweep. Identified items being documented and repaired.

Strategic Impact: Student Retention – dining area is a high-traffic location for all students. Improved interior comfort during warm-weather periods.


After:



Before:



**All Residence Halls:
Electronic Access Control**





What: Installation of Electronic Access Control for all Residence Halls.

Issues Addressed: Improved security for all residents. Allows for near immediate response in the event of lost identification cards to minimize un-authorized access.

Strategic Impact: Student Retention / Student Recruitment:

1. Improves security of existing residents and reduces concerns over security.
2. For potential students and families, demonstrates awareness of security concerns and pro-active implementation.



To improve student retention/student success we enhanced the below services provided:

- **Maintenance Technicians:** Re-deployment of technicians to increase hours of service coverage and minimize impacts to residents.
- **ESA (Cleaning) Crews:** As an opportunity for improvement, restroom/shower rooms in our community-style halls are shifted to twice daily cleaning and increased weekend coverage.

APPRECIATION/RECOGNITION

The following events were **funded in 2019 by SODEXO**. Many employee appreciation

events and an active community engagement enabled us to connect with the community, support aspiring students, increase productivity, retain and motivate personnel.

Employee Appreciation

- Celebrated Administrative professional's day, took our support staff to eat at Mari-ah's and thanked them for all their hard work and support throughout the year
- Annual Pizza Party provided to our HRL staff, to show appreciation for their hard work during move in weekends
- Monthly DFM birthday board put up in main office, to show appreciation to staff on their designated birthdays throughout the year.
- Appreciation picnic was held at the plant. Grilled ribeye's and all the fixings to go along with it, to say thanks for all you do. A big hit!
- Employee of the Month Awards given each month. With Sodexo providing them with a \$50 gift card, along with recognition.
- Employee of the Year awards given in December, **providing** them with a **\$250 gift card**, along with recognition.
- Safety Incentive awards given out each month with a drawing for those areas that have had no accidents/incidents during that given month. **\$25 gift card**

Community Engagement

- Go Red for Women recognized each year to help spread awareness about Heart Disease.
- 200 Backpacks filled with school supplies were provided to our ESA's and Grounds employees who have children still in school and to one of our local elementary schools.





2019 DFM Employees of the Year

We are honored to recognize the following individuals for their commitment in striving to deliver excellent customer service and going above and beyond each and every day.

Environmental Services Attendant

LACY BOOTH
DEBBIE SCRUGGS

HOUSING FACILITIES MGT

JAMES DEAN

Grounds

KEVIN GARDNER

Maintenance Services

JAMES DANIELS

Support Team

HALEY KIRTLEY

Supervisor of the Year

CARLA KOZABO

Plant Operations

HUNTER HOLDCRAFT



our EMPLOYEES
ARE THE **strength** behind

Sodexo

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.**

