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PARTNERSHIP REPORT  
APRIL 2018 MONTHLY  
REPORT



# DELIVERING ON THE EXPERIENCE

We are pleased to present our *Partnership Report Card*, our April 2018 monthly update for Western Kentucky University.

We are proud to be your partner and appreciate the opportunity to help you achieve your strategic goals. Our goal is to continually drive student engagement, recruitment and retention by improving Quality of Life for the WKU community.

Sincerely,

*Edwin Morgan*

Sodexo District Manager



#### OUR WKU MANAGEMENT TEAM



**Gerald Belcher**

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# SAFETY

The Safety training this month was dealing with Air Quality on Asbestos and Mold Awareness. The subject matter from Environmental Health and Safety Office provided training and was there to answer questions.

We continue to develop our Leaders through our Leadership Development Training Program and this month training was on the Super Supervisor Series. This month our ESA Seniors and Team Leaders received training on motivate and recognize front line employees.

Job specific training methods of the week carpet extraction, floor machine pad assignment, stripping hard surface floors, and top scrubbing hard surface floors were the topics this month. Supervisors trained their employees on these topics to enhance their skills on job specific tasks.

Our Spanish-speaking employees meet twice a week with the English as a Second Language International Department to enhance their English Speaking Skills. This program has helped our employees better communicate with the customers they serve and their co-workers.

The following was the training for the month of April.

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	290	1	290
New Hire Orientation (Safety & HR)	4	8	32
Weekly Safety Messages	338	.25	84.5
Methods of the Week	36	1	36
Leadership Training (Super Supervisor)	14	1	14
English as a Second Language	65	1	65
Sodexo SoSafe Module 3 Investigations	4	3	12
Total	751	15.25	533.5



*safety Award Winners*

*END of Year Safety Winners*

*\$100 Gift Card*

**Safety Awards**

Name (Last, First MI)	Department
Jesse Thurman	Building Services
Amy Burden	Building Services
Sandra Cheatham	HRL
Mark <u>Wardlow</u>	Maintenance
Jason Abston	Plant Operations



## SODEXO Staffing Levels--APRIL 2018

Department	Budgeted # Employees	Targeted # Employees	Current Active	# Current WKU	# Former WKU	New Hires	Voluntary Terms	Involuntary Terms
Custodial (Academic)	141	161	145	6	57	1	4	5
Custodial (HRL)	37	37	45	1	18	1	0	0
Grounds	25	25	26	5	14	1	0	0
Monthly Totals	203	223	216	12	89	3	4	5

## TURNOVER

Department	Jan	Feb	Mar	Apr
Monthly Turnover	4%	5%	2%	5%
Turnover past 12 months	44%	43%	43%	43%

**WKU DFM STAFF**  
**Fiscal Year 2017-2018**

	July	August	Septem-ber	October	Novem-ber	Decem-ber	January	February	March	April
<b>Sick Hours Used</b>	752	839	766.25	838	587.45	325.3	842	980.5	999	880
<b>Vacation Hours</b>	1821	62.45	1123.45	1125	1031.45	331.15	298.75	412.5	659.25	1118
<b>New Hires</b>	1	0	1	1	0	0	1	0	0	0
<b>Retirements</b>	1	1	1	0	0	2	0	1	1	0
<b>Terminations</b>	1	0	2	1	2	0	0	0	0	0
<b>Promotions</b>	0	0	0	0	0	0	0	0	0	0

# How Diversity and Inclusion Can Add Value on Campus

Creating a campus environment that embraces and encourages diversity and inclusion is an important step in enhancing quality of life on campus. The value of diversity and inclusion can be tremendous; blending varied abilities, perspectives, and backgrounds to leverage collective insights can improve employee, client, and customer satisfaction and yield greater innovation and better organizational results. However, bringing individuals from a variety of backgrounds together in a way that best supports the success of your campus can be challenging and requires the right tools, resources, and expertise.

For nearly two decades, Sodexo has been at the forefront of leadership and innovation in diversity and inclusion, garnering more than 100 external awards and recognitions. These awards continually drive our organization toward innovation and help us gain expert insights on ways to do even more to support diversity and inclusion.

By collaborating with college leaders to develop campus-wide diversity and inclusion plans, we can help you achieve your goal of enriching the campus experience for students, faculty, and staff. We provide extensive training at all levels, educating employees on how to implement diversity and inclusion programs, communicate effectively, and further their diversity and inclusion journey. Customized plans to advance your diversity and inclusion efforts focus on:

- D&I executive planning and development
- Diversity learning solutions
- Supporting and augmenting existing D&I programming on campus

To learn more about how we can work together to create an environment that reflects and celebrates the variety of backgrounds found on campus, please contact Mike Aguilera at [mike.aguilera@sodexo.com](mailto:mike.aguilera@sodexo.com).

As of 2016, ethnic minorities make up 42% of students enrolled in an undergraduate program in the U.S. – up from 30% in 1993.

Enrollment of international students in the U.S. has increased by 70% since 2005.



## APRIL 2018 Work Order Statistics

### Routine Work Order Completion Rate 88.4%

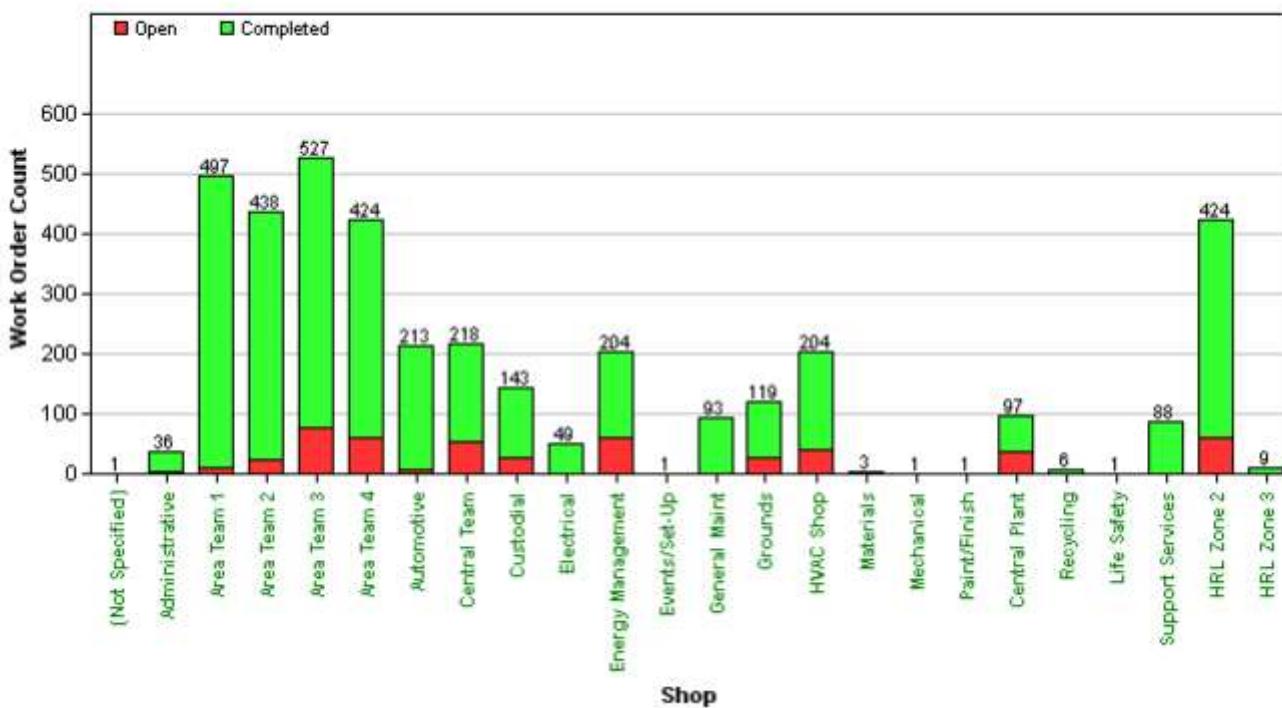
#### Report Criteria

Report Period is between '04/01/2018' AND '04/30/2018'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	73	3	4.1	70	95.9
Deferred	5	1	20.0	4	80.0
Emergency	0	0	0.0	0	0.0
Low	141	0	0.0	141	100.0
PM-Monthly	873	150	17.2	723	82.8
PM-Weekly	87	18	20.7	69	79.3
Project	16	10	62.5	6	37.5
Routine	2556	297	11.6	2259	88.4
Safety Issue	7	2	28.6	5	71.4
Special Event	39	6	15.4	33	84.6
Urgent	0	0	0.0	0	0.0
<b>Total:</b>	<b>3797</b>	<b>487</b>	<b>12.8%</b>	<b>3310</b>	<b>87.2%</b>

#### Work Order Stats by Shop

*Historic Status of Work Orders Received*



# MAKING EXCEPTIONAL CUSTOMER EXPERIENCES THE TOP PRIORITY



Our new award winning Sodexo Customer Experience program is designed to put our guest first. Empowering our employees at all levels of our organization builds upon our rich service history of thinking of our guests first. Creating positive and engaging interactions with everyone we have the opportunities to serve is just part of what we do to improve the Quality of Life on campus.

## ROADS & GROUNDS

April has been an interesting month in south central Kentucky. It started with freezing temperatures and ended with above 70 degree temperatures. This month the department has been busy prepping all the landscape beds with mulch, mowing all lawn areas, prepping for the university president's investiture, and commencement.

April mowing started with raising the height of cut on all mowers to 4". This was decided for three reasons:

- To help provide a thick/lush green turf all growing season
- To help choke out weeds from germinating and to help stop the spread of Bermuda grass
- To showcase a define stripe in the turf all season



Landscape beds around campus have awoken from their winter slumber. Perennials all over campus have bloomed in April providing a scenic appearance across our beautiful campus.



## ROADS & GROUNDS

The grounds department has worked tirelessly on mulch all the landscape beds on campus. These fresh mulched areas have provided not only color, but weed control and cleanliness across campus.



University President Dr. Timothy Caboni's investiture was held April 27, 2018 behind the Downing Student Center in the courtyard area. Here is where Dr. Caboni received his medallion signifying him as the 10<sup>th</sup> President of Western Kentucky University. This was a major key event for the university and a showcase for the grounds department. Many visiting university presidents, local business personal, alumni, faculty, staff, elected officials, and guests were on campus for the event. The grounds department utilized the opportunity to showcase the beautiful campus that we have at WKU. The department received multiple compliments about the status and presentation of the grounds across campus.



Grounds crew continue to maintain the baseball, softball, soccer, and football fields throughout the month of April. April 21<sup>st</sup> was the spring football game for WKU. Soccer's season concluded at the end of the month with baseball and softball to conclude at the end of May.

Preparations for commencement are still underway at the end of the month. On May 11 the commencement ceremony will be held in L.T. Smith Stadium (Football Stadium) for the first time in several years. The grounds department has been hard at work to prep the stands by pressure washing the concourses and exterior walls. Currently the department is still making preparations for the event with more to come in next month's report.

# We are building a better tomorrow for everyone

The world is changing.  
Population growth,  
environmental issues and  
social shifts are changing  
the way we live and work.  
Businesses have to change too.

**75**  
million customers

**425,000**  
employees

Over the past 50 years we have built a business that enhances quality of life. Our Better Tomorrow 2025 commitments help us continue that journey to make life better for individuals, communities and the environment. Our nine commitments are centered around:

Gender | Hunger | Waste

To learn more visit [Sodexo.com/bettertomorrow](http://Sodexo.com/bettertomorrow)



## DRIVING PERFORMANCE

- Electrical consumption decreased 5% in March of 2018 compared to the same period in 2017. Cost decreased by 3.3% or \$11,451. KW demand decreased by 10%. There were 565 heating degree days in March compared to 450 in 2017, an increase of 25.5%. There were no cooling degree days for the month.
- Central Heating Plant staff have started summer maintenance projects throughout the steam distribution system. Preparation of the boilers for annual internal inspection is also underway. Dismantling of the fabric filter baghouse previously required for the coal boilers is also underway. Completion of this project is expected mid-to late May.
- The new cooling tower for Grise Hall is in service and performing as expected. The scheduled power outage was postponed until after commencement to re-work several high voltage connections and to install primary power metering that will communicate with the Building Automation System.
- Two of the three remaining original 1965 Westinghouse air handlers at Grise Hall are scheduled to be replaced in an HVAC project this summer. Historically Grise Hall has been extremely challenging to adequately heat and cool for many years. An engineering study has been completed which determined actual heating & cooling loads. Two of the three units increased in size and output substantially requiring larger supply air fans. Air filtration is primitive using a roll type filter integral to the air handlers, the new units will upgrade to a MERV 11 filter that will significantly improve indoor air quality. Future projects will replace outdated and worn mixing boxes, air handler #2, and the chiller. Once finished that will complete the phased upgrades of the HVAC systems.
- Pipe replacement in the steam and condensate distribution system will be comprised of four project locations this summer. The purchase order has been issued to Lyons Company. Work will begin Monday May 14<sup>th</sup> replacing a section of failed piping between Wetherby and the Colonade. Three addition sections will follow in June. The Central Heat Plant was finally shutdown for the season on April 24<sup>th</sup> which is the latest shutdown in over 15 years. The very cool spring made it necessary to continue to heat buildings well past the usual time that the seasonal shutdown normally occurs.
- Another equipment renewal project will replace the 25 ton DX cooling system at Service Supply. The existing unit is 24 years old, utilizes R-22 refrigerant, and is obsolete. Demolition of the existing unit will start May 3<sup>rd</sup> with installation of the new to begin May 7. The project is expected complete on or about May 11<sup>th</sup>. Johnson Controls will complete the project turnkey replacing the condensing unit and changing the cooling coil in the main air handler.

**BECOME A HILLTOPPER**



### Area Team ONE

#### **Completed Projects:**

- Pumped Grease Trap at Jody Richards Hall/ Einstein Bagel.
- Installed new water cooler and stainless steel backing board at PHAC pool area.
- Hooked up piping and pumps on the rain recovery barrels at South Street.
- Put the car wash back on line at South Street.
- Completed the PM on all water coolers and exhaust fans at Tate Page Hall.
- Cleaned out all chandlers and wall packs at Knicely Center ball room 208 area.
- Reattached several feet of cove base on the blue courts at PHAC
- Assisted with dishwasher repairs at Jones Jaggers Kitchen.
- Relocated the T.V. in room 113 to room 106 at Parking and Transportation.
- Replaced the P&T valve on the booster water heater at Jones Jaggers.
- Replaced the broken toilet in the men's restroom at Parking and transportation.
- Removed the pressure regulator on the main water supply to the booster water heater at JJH and re-piped.
- Installed a new electrical circuit in the IT closet of PS3.
- Checked and made any needed repairs in Regents room at Jody Richards Hall prior to Board of Regents Meeting.
- Changed all 8 recessed can lamps in the 2nd floor foyer of Tate Page Hall over to LED.

### Area Team TWO:

#### **Completed Projects:**

- Installed a new wall heater in the 1st base dugout restroom at NDF.
- Repaired a water leak in the press box of Smith East.
- Repaired a leak on the domestic hot water return line at Smith West.
- Replaced the irrigation pump for the irrigation system at South Lawn.
- Assisted Ben Johnson with preliminary work for the upcoming Phase 11 High Voltage Project.
- John Sillman and Jeff Wimpee completed concrete, expansion joint and welding repairs at Smith Stadium.
- D&M Electric is working on replacing the service and panel for the parking lot lights and emergency phones in the Adams St. Lot. Service and panel were damaged from a recent vehicle accident.
- Romac removed some asbestos containing insulation from the water piping at Grise Hall in preparation for upcoming Summer Projects.

### Area Team THREE:

#### **Completed Projects:**

- Farm-Installed 2000 feet of water line.
- Faculty House-Installed new exhaust fan motor.
- VMH - Replaced window that was broken out.
- FAC - Replaced chilled water pump.
- Cherry Hall - Replaced chilled water pump.
- WAB - Replaced Chilled water pump.
- Cravens - Replaced sump pumps in steam pit.
- WAB - Replaced Condensate Tank.
- Cherry Hall - Replaced broken window.

### Area Team FOUR:

#### **Completed Projects:**

- Turned on fountains at AAC and President's House
- Repaired exterior lighting at Snell Hall with lift
- Turned on irrigation rain barrels at EHS and 503 Regents
- Repaired building air compressor at EST
- Prepared President's House for Investiture Celebration
- Unclogged sump pump drain line at African American Museum

### CENTRAL TEAM:

#### **Completed Projects:**

- Painting/Stain work at GWH
- HILTS pressure washing in support of pre-season football.
- Painted GWH, CH, HILTS, 1532 State Street hand rails
- 1 Carpenter position posted
- Central Shops supervisor position posted.
- Painter position request to fill in progress.

### GIS

#### **Completed Projects:**

- Completed all PM additions and revisions in Maintenance Connection
- Updated missing locations and other asset information in Maintenance Connection
- GPS and photographed new sanitary sewer line for Hilltopper Hall
- GPS and photographed new water line at Ag Farm
- GPS new stormwater features for the Emmett Ave bus drive
- Tagged new equipment at various buildings across Main Campus
- Create all of the room spaces and equipment for Hilltopper Hall in Maintenance Connection
- Created room space polygons for Glasgow Campus and Owensboro Campus
- Created room space polygons for South Campus and Kniley Center
- Finished inventory of all automatic door openers on Main Campus and South Campus

## **STOCKROOM:**

### **Completed Projects:**

- Researched, ordered and received supplies for HVAC, Energy Management, Steam Plant, Central shop, Night Maintenance, Grounds, Auto Shop, Recycling, Area Maintenance, HRL and special order items for Building Services.
- Placed purchase orders on commodities (other than janitorial and/or were for capital equipment) that were in excess of \$2000.00
- Utilizing Unimarket on one day bid process for items in various commodities to achieve lowest pricing on items.
- Procurement Card-March Totals \$148,744.83 Complete 345 Transactions
- Schedule and posted deliveries of Janitorial supplies
- Received Eyewash Replacement bottles for ESA Dept.
- Placed order for paper towels and toilet paper to be distributed to HRL and DSU which will be inter-accounted back to the 320203 account. This should finish out the budget year for these departments depending on camp and event needs.
- Janitorial deliveries have been able to complete for week in one day. Todd and Alexa have worked on ordering, receiving, stocking inventory and cross training on stockroom procedures.
- Procurement Card Transactions-April Totals \$129,311.58, 321 Transactions have hit our line. Reconciliation is not complete due to waiting on invoices.



## COMPLETED PROJECTS

- Completed steam system distribution system walk down to identify packing & gasket leaks
- HRL emergency generator PM's were completed
- Completed shut-down of the Central Heating Plant for the summer
- Completed start-up of remote boilers
- Replaced final filters Jodi Richards AHU 1
- Replaced return fan motor Delo air handler
- Replaced freeze damaged coils FAC 4<sup>th</sup> floor
- Completed weekly walks of underside of the Colonnade
- Recovered refrigerant from junk/recycle inventory at South Street
- Replaced expansion valve Supply Services unit 102
- Replaced blower assembly Energy Recovery Unit Smith Stadium East
- Replaced air handler motor Tate Page 256
- Replaced leaking wye-strainer lab area of Health Services
- Completed air handler PM's Potter, Cherry, Van Meter, Garrett, Jodi Richards, Academic and Confucius
- Completed survey of steam/condensate gasket, packing, leak repairs on steam distribution system
- Replaced fan motors in vestibule of Jodi Richards
- Completed a cleanup operation within Metasys of unbound reference points
- Replaced batteries in several wireless thermostats at Cravens Library
- Repaired several post top Granville walkway lights, converted from metal halide to LED
- Completed proper installation of temperature sensor at Knicely found over the ceiling tile





- Met with USA Clean to assist us in maintaining a PM program for our equipment. We also discussed doing an assessment on the current equipment we have, what is the value, life expectancy and cost of repairing what is not working.
- Had conference call with Brundell to discuss SSF roll out and site visit. Supposed to be out first week of May.
- Prepping Smith Stadium for upcoming Graduation on May 12<sup>th</sup>. We will deep clean the player's locker room May 7<sup>th</sup> through May 12<sup>th</sup>.
- Par levels are being reestablished for each closets in the buildings. We will start implementing the par levels right after graduation. Currently working on putting a schedule together. Goal is to be complete before the start of school.
- Kevin G. and his team hosted a customer service breakfast for all the facility and staff of his buildings. They introduced each other and what services we offer.
- We stop all orders for supplies for the buildings. Supervisors have collaborated with each other to assist in utilizing the supplies in their buildings. This has assisted us in maintaining our budgets.
- Method training has taken place for 199 employees. We have trained on floor care and carpet extraction.
- Survey scores came back and we are working with sharing with the team in our next unit meeting.
- Busy event month, WWE, Investiture and some small dinners and band completions in Diddle.
- Schedule is being finalized and turned into to Dale and his team for summer project work.
- Worked with Jessica Steenbergen to look at class schedules. We will reevaluate the way we do our work. Classrooms will be cleaned based off class schedule. Room occupied we clean it.
- We are starting interviews for Leslie's position. Only have 2 candidates that have applied.
- We continue to clean Diddle Arena and prepare it for graduation. Two weeks of nightly events plus Wrestling hindered our final prep.
- Crew members are detailing Smith West seating area for staging for graduation.
- We continue to repair and service equipment as requests are filed.
- We plan on top scrubbing and waxing the 1<sup>st</sup> and 2<sup>nd</sup> floor at DSU over the next few weeks. This has not been done in completion since the building opened.
- We are working toward tweaking event planning for the fall. Discussions continue for this very important task.
- Our leadership team focus has been to teach the Stephen Covey, Seven Habits of Highly Effective People. We continue to teach Time Management habits for our leadership team.

# DRIVING PERFORMANCE

## ENVIRONMENTAL SERVICES DEPARTMENT



- Staples conducted training for microfiber and cleaning chemical use during the month of February. Plans are ongoing to schedule other vendors for LVT floor care.
- Plans will be developed to schedule and manage cleaning at Gatton Academy for the summer. Each dorm suite will be cleaned, waxed, and detailed before the Fall Semester begins.
- Managers are developing criteria for daily vehicle inspections along with a suitable policy for identifying service and damage reporting.
- Plans are in development for changing cleaning routines based on ASTRA schedules. Our coverage times will extend past the noon day hour for each weekday. Grise Hall and Cherry Hall are being planned for this trial. We are educating our staff how to utilize the ASTRA schedule to clean there areas.
- Significant planning continues for the development of PAR levels for supply inventory. We look to reduce items on the shelf, but maintain a more sustainable inventory of everyday supplies. This process should be fully functional for the fall semester. This project is in the works.





### **Maintenance Projects**

Preparing for the heating cooling switch over in the halls.  
Switching over the natural gas boilers and shutting off steam to the buildings.  
Assisting with getting chillers, pumps and cooling towers ready to be in service.  
Working on project list for summer and working on the summer school building.  
Taking care of customer/ resident issues as they arise.  
Working on summer schedules.

### **Housekeeping projects and Accomplishments.**

Summer supply orders complete and almost all delivered.  
Summer cleaning schedule completed.  
Cleaned empty rooms at Rodes Harlin.  
Clean empty rooms that we open in Zone 1 at Bemis, Poland, PFT and Keen.  
Changed all shower curtains out at Bemis and getting ready for summer school.  
Getting employee schedules ready for summer school transition.

Restroom Indoor air quality improvements to be completed this summer.

- Bemis and Barnes restrooms FRP paint and repair drywall.
- PFT, Poland, Keen FRP painting, drywall, new countertops.
- Minton, countertops, caulking, ceiling repairs, repair shower drains, exhaust improvements.
- Rodes is to be determined.
- Gilbert, Painting, caulking, LVT in all hallways.
- McCormack total renovation in restrooms. Currently in design.
- Indoor air improvements, Poland, Keen, PFT, Rodes, Minton.
- All projects will be completed by S.E. engineering.



# THE NOT-SO-CARE-FREE COLLEGE YEARS

**Gen Z is the most anxious generation to arrive on campus yet according to Sodexo's 2017 International University Lifestyle Survey; their expectations are more fluid and immediate than previous generations.** This is contributing to increased stress levels among students and motivating universities and their partners to consider a whole new model of service. This survey reveals there are some factors you can predict, from financial burden to good Wi-Fi, but some you cannot, like the importance of a friendly atmosphere or dedicated space for collaboration.

Sodexo has conducted a University Lifestyle Survey in the U.K. biennially since 2004, identifying and tracking trends in key non-academic areas of university life as experienced by undergraduate students. For the first time in the report's 14-year history, and in response to a more global higher education sector, we have conducted the survey on a worldwide basis, polling more than 4,000 students in six countries around the world (China, India, Italy, Spain, the U.K. and the U.S.).

This report tracks the undergraduate student journey, providing valuable insights and identifying key trends in non-academic areas of university life. Sodexo is committed to consumer

insights; in a data-driven world, it is important to collect information, analyze findings and draw insights/conclusions that help us continually expand and adapt to ensure student needs are being met.

Key findings that could impact an institution's ability to attract, engage and retain students include:

43 percent of U.S. students decide where to attend college based largely on their first impression of the campus.

83 percent consider a friendly campus environment more important than a university's reputation.

86 percent of U.S. students study alone in their rooms (higher than any other country surveyed), completely missing the opportunity to collaborate, share knowledge and engage socially with others.

Nearly 50 percent are concerned about day-to-day finances; 19 percent say they are extremely concerned. This is almost 20% higher than their counterparts in the U.K. and China.

Of the 35 percent of students who have considered dropping out of college, nearly half say it is due to financial problems.

**Download the complete survey and read more insights about our findings at [www.sodexoinsights.com](http://www.sodexoinsights.com).**

## APRIL 2018 EMPLOYEE OF THE

Name (Last, First MI)	Department
Haley, Tabatha	Building Services
Avalo-Perez, Diosdado	Building Services
McGrew, Lisa	Building Services
Brooks, Dustyn	Campus Services
Jones, Charles D.	HRL
Wingo, Karen R	HRL
Hale, Nathan L	Maintenance
Mosley, Kenneth E	Plant Operations

\* Congratulations! \*



## Some of our SODEXO FY 17/18 Scholarship Recipients at WKU!



### **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**.

