

JANUARY 2018  
MONTHLY REPORT



PARTNERSHIP REPORT CARD JANUARY 2018

# DELIVERING ON THE EXPERIENCE

sodexo

We are pleased to present our *Partnership Report Card*, our December 2017 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,

*George Dowling*

Director of Facilities Management



OUR WKU MANAGEMENT TEAM

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# 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.

# SAFETY



The Safety training this month was on Personal Protective Equipment and Accident Prevention. The focus starting the new year was to go over previous years Safety Statistics and to have every employee commit to a Zero Harm mindset. We have made Safety not only our number one priority but also made it a Core Value.

In addition to Safety we conducted Human Resource (HR) training focusing on Family Medical Leave Act (FMLA). Our HR Manager spoke to all employees about reasons for taking FMLA and how to apply.

We continue to Develop our Supervisor's through our Leadership Development Training Program and this month the focus was on Performance Appraisals. Our HR Manager spoke to all Supervisors on the importance of talking to all employees about expectations and how they will be evaluated at the end of the year. All supervisors were trained on all the different categories of the Performance Appraisal Worksheet.

Job specific training called methods of the week were conducted in the Environmental Services Department during this month. The topics of Dispenser, Mirror, Restroom, and toilet cleaning were presented this month by the supervisors to help all employees enhance their skills on job specific tasks.

Our Grounds Department Supervisor started training her employees this month on Pruning. This is a series of training all employees are required to get to help enhance the skills they have in pruning.

Our Plant Operations Department received training on Phoenix Controls Owner/user Training. This training was to help our employees understand maintenance, operations, and troubleshooting of installed lab hood ventilation equipment.

In total the following training was conducted throughout the month of January.

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	301	.5	150.5
Weekly Safety Messages	325	.25	81.25
HR Training (FMLA)	218	.5	109
Leadership Training (How to Evaluate)	6	1	6
Methods of the Week	50	1	50
Phoenix Controls Owner/User Training	5	3	15
Pruning	10	1	10
Total	697	6.75	421.75

## Safety Award Winners for December

<b>\$25 Gift Cards:</b>	<b>Monthly Award</b>	<b>\$50 Quarterly Award</b>
Houston Eidson (Env. Svc.)	Walter Mays (HRL-Maint.)	Mario Danger (Env. Svc.)
Major Gebremedhim (Env. Svc.)	Dillon Finn (Maint.)	Gara Harp (Env. Svc.)
Maritza Hourruitinel (Env. Svc.)	Herb Hess (Maint.)	Roshan Gajmer (HRL)
Sebastian Stanley (Env. Svc.)	Kevin Garder (Grounds)	Jonathan Hughes (Maint.)
Aaron Coots (HRL-Maint.)	Sabrina oldcraft (Fiscal Svc.)	Daniel Jolly (Plant Operations)



## Work Order Statistics

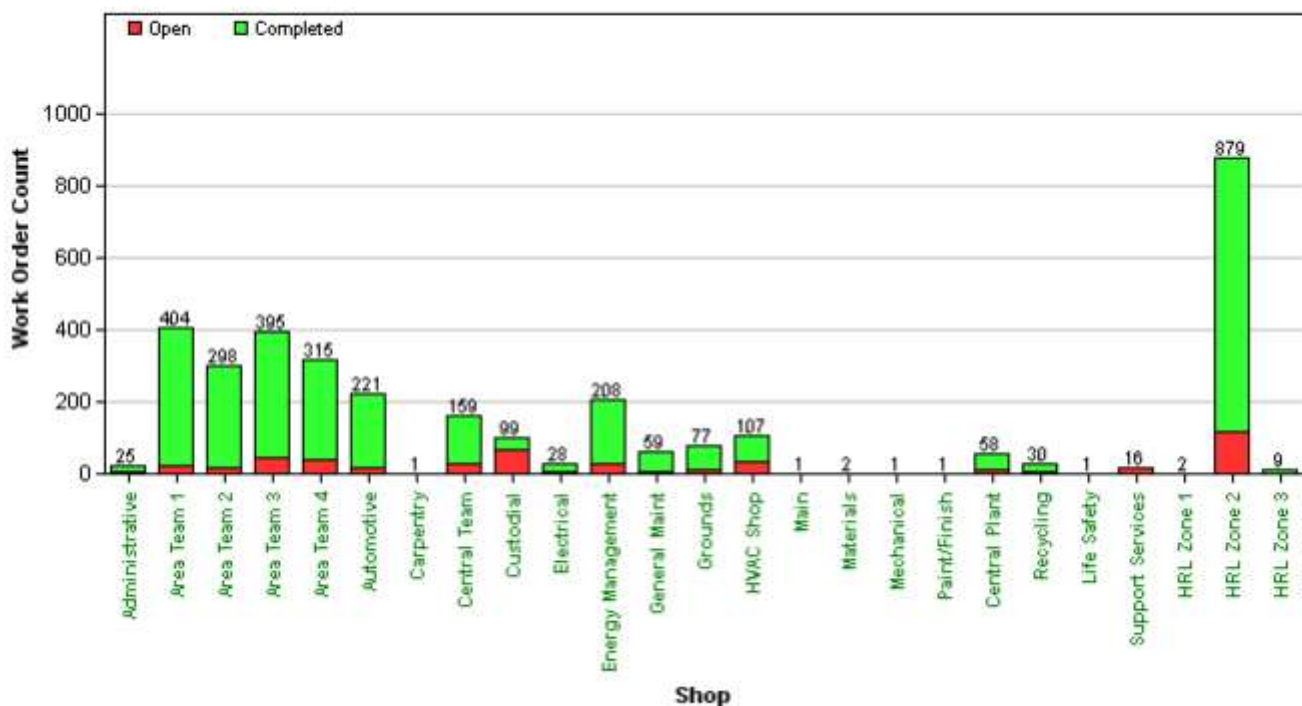
### Report Criteria

Report Period is between '01/01/2018' AND '01/31/2018'

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	65	5	7.7	60	92.3
Deferred	0	0	0.0	0	0.0
Emergency	1	0	0.0	1	100.0
Low	71	46	64.8	25	35.2
PM-Monthly	627	56	8.9	571	91.1
PM-Weekly	66	2	3.0	64	97.0
Project	19	12	63.2	7	36.8
Routine	2526	352	13.9	2174	86.1
Safety Issue	6	1	16.7	5	83.3
Special Event	12	6	50.0	6	50.0
Urgent	3	0	0.0	3	100.0
<b>Total:</b>	<b>3396</b>	<b>480</b>	<b>14.1%</b>	<b>2916</b>	<b>85.9%</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.

## RECYCLING / SURPLUS

Surplus held one of its quarterly online auctions from January 15th – January 29th, selling over 125 items, including televisions, books, security cameras, boat motors, and yes, even those pesky police uniforms. The auction generated \$11,200, and the next quarterly auction will be held on April 15 – April 29th.

Surplus also maximized the life of University property on campus while helping University Departments avoid costs by redistributing over 60 items from Surplus. Highlighted items that were distributed back out on campus this month include the following:

- ♦ Utility trailer transferred to the Biology Department to securely transport and store valuables at the Preserve
- ♦ Chevy AstroVan transferred to the Center for Research and Development to replace broken-down Ford Ranger
- ♦ Cannon Digital Camcorder Equipment transferred to Public Broadcasting for daily broadcasting
- ♦ Used Office & Lounge furniture transferred DSU to furnish the new PRIDE Center

Surplus prioritizes reusing items on campus, generating revenue, and supporting other local state entities; however, recycling is often the only feasible option for large quantities of items with little value. This month Surplus recycled the following:

- ♦ 537 empty toner cartridges collected from departments across campus
- ♦ 6,570 pounds of withdrawn books from the WKU Library
- ♦ 2,888 pounds of electronics



Our Grounds crew has been doing routine maintenance as well as snow removal for the month of January.

- \* Trimming Ornamental Grasses to prepare for spring growth
- \* Prep of snow equipment and snow management to ensure campus is open
- \* Completion of the cart washing station for composting





# 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](https://Sodexo.com/bettertomorrow)



## DRIVING PERFORMANCE

- ◆ Implemented Spring Semester Building Automation System setback scheduling
- ◆ HRL emergency generator PM's were completed
- ◆ Owner Training for Ogden Science Building Phoenix System
- ◆ Assisted with primary power restoration Barnes Campbell
- ◆ Restored/repared heat Taylor Center
- ◆ Restored/repared Reznor heater at P&T bus bay
- ◆ Restored/repared heat at Tower Food Court
- ◆ Reworked furnace venting at Presidents House
- ◆ Repaired broken dampers AHU #4 South Campus
- ◆ Replaced air compressor motor at Fine Arts Center
- ◆ Replaced fan shaft bearings AHU #2 South Campus
- ◆ Re-worked pressure reducing valves on steam system at EST
- ◆ Surveyed steam distribution system for leaks
- ◆ Completed weekly walk through inspections under Colonnade
- ◆ Completed owner training on Phoenix lab hood systems at Ogden
- ◆ Replaced area temperature sensor Van Meter (damaged by vandalism)
- ◆ Replaced 1/3 steam valve actuator Van Meter
- ◆ Replaced 1/3 steam valve actuator McLean Hall
- ◆ Honors built air handler discharge temp reset logic based on outdoor air temperature
- ◆ Replaced failed CO2 sensor Knicely AHU#2
  
- ◆ Electrical consumption increased 3.8% in December of 2017 compared to the same period in 2016. Cost increased by 1.2% or \$3,770. KW demand increased by 1.5%. There were 860 heating degree days in December compared to 811 in 2016, an increase of 6%. There were 0 cooling degree days for the month.
  
- ◆ The condenser water receiver tank will be replaced at the Wetherby Administration Building along with both condenser water pumps. Pumps and tank are expected in mid-February with the project completion scheduled to be early to mid-March.
  
- ◆ The cooling tower on Grise Hall is being replaced in late February. Lyons Mechanical has scheduled delivery of the tower to Western Crane Company with the install scheduled for February 22<sup>nd</sup>. This project is also expected complete before the start of the cooling season. Repairs have been made to the 4160 volt motor starter for the Grise chiller. This failed due to a flooding event in 2017.
  
- ◆ Evening Maintenance staff conduct area surveys of campus lighting each week. Operations quickly responds to failed lighting each week making necessary repairs, lamp and/or ballast replacement noted in the weekly surveys. Maintaining adequate illumination helps to provide safe walkways, roadways, and parking areas for staff, faculty, and students.
  
- ◆ Central Heat Plant staff have completed a survey of the entire steam distribution network looking for any indication of leaking pipe. Two areas have been identified for repair this coming summer. Condensate returning to the plant has maintained at 77% through January, this is compared to 46% in January of 2017. The 23% loss is very acceptable with the majority being necessary boiler blowdown. Maintaining a high condensate return greatly reduces operating cost associated with steam production.

# DRIVING PERFORMANCE

## Area Team ONE

### **Completed Projects:**

- ◆ Completed all of the PM on Equipment and unit ventilators at Jones Jagers/TPH.
- ◆ Assisted Area Team 3 on pump repair at CGH.
- ◆ Assisted Area Team 4 on sewer identification at 1660 Mimosa.
- ◆ Assisted with the sprinkler head work at Knicely Center east wing hallway.
- ◆ Repaired the 6 inch storm drain piping above the ceiling in room 163B at Knicely Center.
- ◆ Repaired the faucet in the cold prep room at Knicely Center Kitchen.
- ◆ Repaired the Emergency Eye Wash Station in the basement pool mechanical room at PHAC.
- ◆ Installed new bottle filler and water cooler 2nd floor hallway and dance studio of PHAC.
- ◆ Repaired Light Fixture at Einstein Bagel lobby of Jody Richards Hall.
- ◆ Cleaned diffusers in the kitchen main hallway of Knicely Center.
- ◆ Installed new coupler on domestic hot water recirculation pump at PHAC

## Area Team TWO:

### **Completed Projects:**

- ◆ Pump #1 in the lift station at DSU has been replaced.
- ◆ Power outage at Barnes-Campbell Hall.
- ◆ There were seven basketball games in Diddle Arena
- ◆ Assisted D&M Electric with a power outage at TCCW to remove a chiller starter so it can replace a bad one at GRH.
- ◆ Assisted Stewart Richey Service Group with a frozen fire sprinkler line at DFM.

## Area Team THREE:

### **Completed Projects:**

- ◆ Farm- Replaced fan motor on gas heater.
- ◆ AG Expo-Repaired leak under blacktop, installed new yard hydrant.
- ◆ Gatton-P.M all fan coil units in rooms.
- ◆ AG Expo-Repaired fan coil units in AG Expo
- ◆ VanMeter Repaired lights on 2nd floor.
- ◆ Helm-In Java City floor drain backed up.
- ◆ Wetherby-Repaired leak in floor drain on ground floor.
- ◆ Cravens- Replaced water heater on 5th floor.
- ◆ AG Expo- Replaced water heater.
- ◆ VMH-Programmed AH#5 motor starter.

## Area Team FOUR:

### **Completed Projects:**

- ◆ Unstopped clogged sewer line in IEB 1st floor
- ◆ Unstopped clogged sewer line at TTAS House
- ◆ Adjusted temperature for a few eye wash stations at EBS (EHS request)
- ◆ Unstopped floor drain in GCC kitchen
- ◆ Various “honey-do” items in support of OCH move in.
- ◆ Ran sewer machine through clogged sewer line at 1660 Mimosa Alley



### **CENTRAL TEAM:**

#### **Completed Projects:**

- ◆ Repaired floor 3rd floor entrance COHH Cherry Hall side and replace tile.
- ◆ Repaired 2 doors @ VanMeter going into auditorium.
- ◆ Replaced door closer on front main entrance of Cherry Hall
- ◆ Repaired office door ground floor Cherry Hall.
- ◆ Put Leo lift in VanMeter stage area for special events plus Billy operated it for them.
- ◆ Got lift repaired and back on campus from equipment depot. (LEO LIFT)
- ◆ Had window repaired that was broken in men's restroom room 323a and back in building.
- ◆ Had window repaired and reinstalled at VanMeter due to vandalism.
- ◆ Put up and took down American Flags for MLK day.
- ◆ Repaired plaster paint bubbling and plaster falling in Helm Library on 2 different floors repaired and painted.
- ◆ Repaired damaged drywall in Diddle and SSE.
- ◆ Replaced broken glass @ SSE spring sports next to University BLVD.
- ◆ Working in GCC on paint project for PDC.
- ◆ Handicap door at EBS.

### **GIS**

#### **Completed Projects:**

- ◆ GPS and updated GIS information of new gas line along State St.
- ◆ Updated GIS software on office computers
- ◆ Installed and updated GPS software
- ◆ Finished asset tagging at Ogden College Hall
- ◆ Placed new data loggers in FAC, Knicley Center, Music Hall and President's House
- ◆ Camera sewer line at 1660 Mimosa Alley
- ◆ Determined property line for 1660 Mimosa Alley and Floral Design House
- ◆ GPS and took photos of new sidewalk at the soccer and softball field

### **STOCKROOM:**

#### **Completed Projects**

- ◆ Moved supplies for Ogden.
- ◆ Procurement Card-December Total- \$65,667.32. December reconciliation is complete.
- ◆ Procurement Card-January Totals \$95,688.18.

## Driving Performance

### ENVIRONMENTAL SERVICES

- ◆ Significant daily planning is ongoing to assist the managers, supervisors, and team leaders in performing duties more efficiently and with weekly measurements in place. For example:
- ◆ Teams are now expected to conduct a minimum of 3 Quality Service Inspections, 2 written safety observations, and daily calendar planning. Measurements are ongoing and will need improvements in reporting.
- ◆ A detailed supply inventory is being conducted throughout campus to set par levels for supplies and to balance inventory between buildings.
- ◆ A bi-annual equipment inventory is underway across campus. Repair needs are being identified for each of our buildings.
- ◆ Crews have assumed daily cleaning of the new Ogden Science College. Extra detail cleaning is planned for February 17-18 in preparation for the ribbon cutting for the building.
- ◆ An emphasis is ongoing in identifying and correcting cleaning deficiencies throughout campus. Managers and supervisors are monitoring and assisting one on one where needed. Improvements are needed at EST, Police, and Supply Services.
- ◆ The weekend sellout crowds at Diddle Arena have taxed our staff for cleanups. The vending of beer has added a significant cleanup task for our cleaning crews.
- ◆ Overtime is being tracked on a weekly basis. Most overtime requests are being reimbursed for special events.
- ◆ Weekly meetings are being conducted with ESA senior staff, supervisors, and team leaders.
- ◆ A detailed snow plan is being written with implementation following senior staff approval.
- ◆ ESA Supervisor, Bonnie Deitz will assume an added role for training new hires for their 1<sup>st</sup> week of employment.



# ENVIRONMENTAL SERVICES

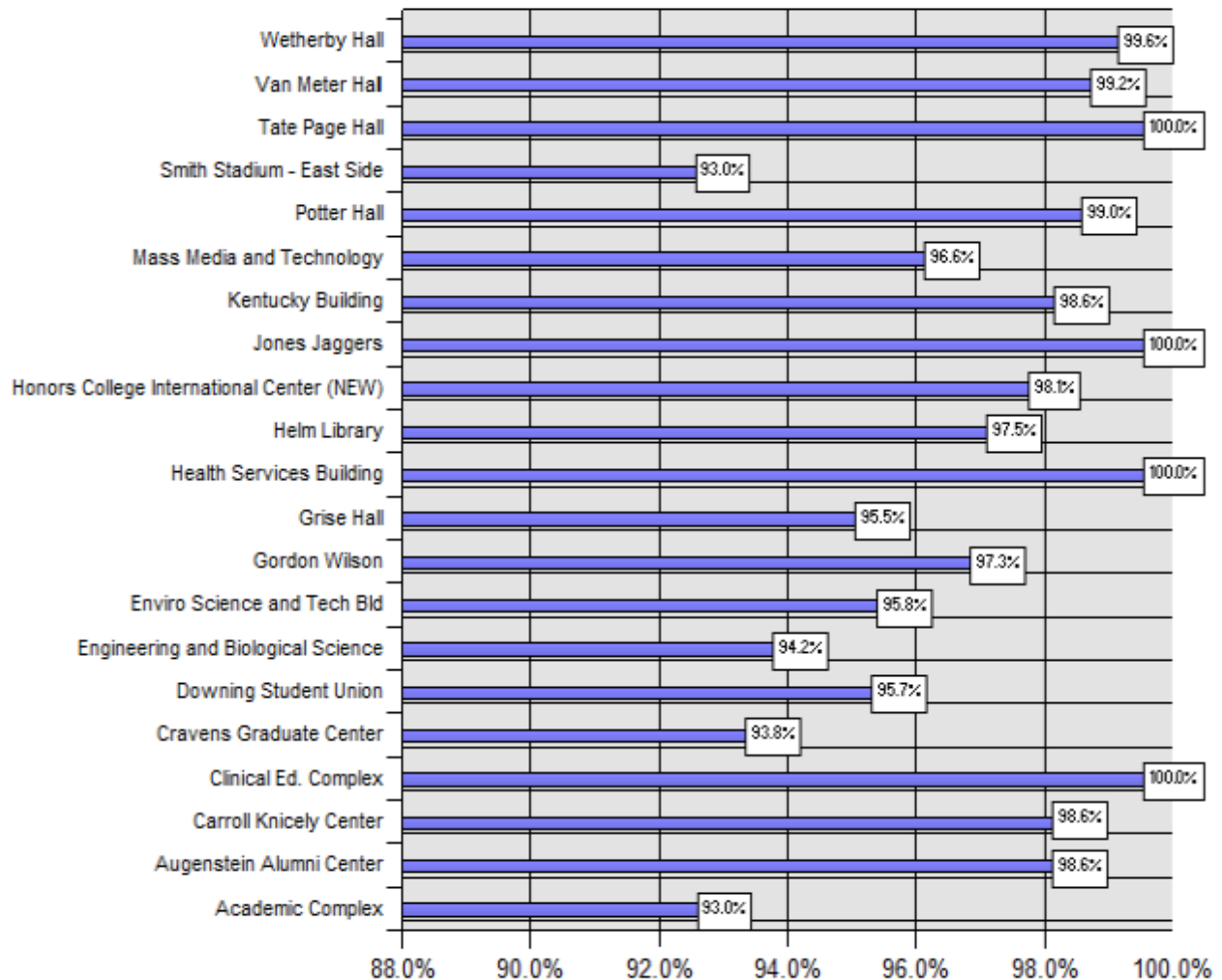
## QUALITY ASSURANCE INSPECTIONS

Selected Facility Scores  
Results of all Inspections

Sodexo Education Services Facilities  
Western Kentucky University

Between 1/1/2018 and 1/31/2018

Selected Facility Scores - Results of all Inspections





# 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.

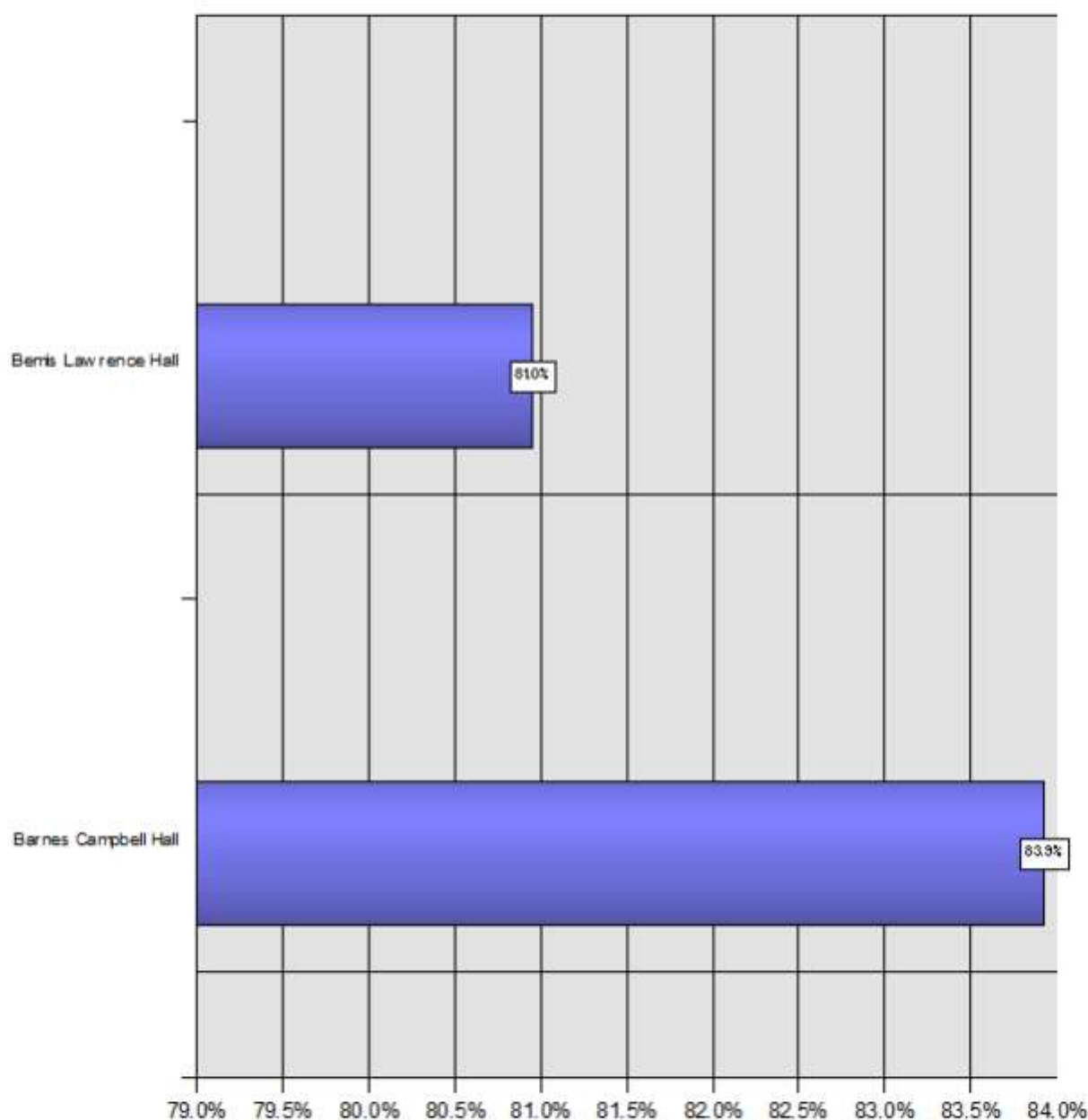
**Download the complete survey and read more insights about our findings at [www.sodexoinsights.com](http://www.sodexoinsights.com).**

**Selected Facility Scores  
Results of all Inspections**

**Sodexo Education Services Facilities  
Western Kentucky University**

Between 1/1/2018 and 1/31/2018

**Selected Facility Scores - Results of all Inspections**





### 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.**

