Facilities Forum

February 2016

Facilities Services

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With the start of 2016, it is a good time to reflect on the changes that will occur in our Division. First, I want to thank David Faircloth for his dedicated years of employment with the University System of Georgia and, specifically, with Georgia Southern. His leadership with the Planning, Design & Construction Department raised the Division to new levels. Every aspect of our campus facilities has been touched by David. We all hope
to continue the great traditions established by David, which include improving our facility assets and customer service.

Facilities Services continues to change. Employee retirements provide us with opportunities to restructure how we do business due to changing factors. The input from our customers and employees is very important in this process. Facility stewardship in higher education is changing and we must stay ahead of the curve in order to continue to provide a positive impact to the mission of Georgia Southern University. There are many critical issues that face higher education and facilities management. Affordability, performance measures, accountability, customer service, technology, classroom of the future, asset reinvestment, employee changes, sustainability, energy management, and safety are areas we will focus on in 2016.

Each of the Division’s departments and the six operating units will continue to share their progress in this newsletter. The good work in each area is the result of a lot of dedicated people working together. Please take some time each day to thank those who work in Facilities Services who take good care of the facility assets we enjoy!

As always, BE SAFE!!

Best regards,

Marv
Marvin D. Mills, Jr.
Associate Vice President for Facilities

Facilities Customer Satisfaction Survey
Central Warehouse Construction

- Located at South Campus, the Central Warehouse is 50% complete.
- The office portion of the building is dried in and interior finishes are beginning.
- The warehouse portion of the building is dried in and roofing was completed on 2/26.
- Project is currently on schedule and is to be complete on May 1.
- Warehouse will house Central Receiving/Surplus, ETS, Records/Archives, Project Sense/Museum, Costume Shop, Procurement, and Archaeology Repository.

Paulson Stadium Turf Project

- Paulson Turf is 45% complete.
- The underground storm, irrigation and low voltage is complete on the South side and 90% complete on the North side.
• Project is currently on schedule and is to be complete on May 1.

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**DFS Welcomes**

Matthew Shingler  
Associate Director  
FPDC

Matthew joined Facilities Planning Design and Construction in January 2016 and previously worked for Southern Nuclear, a subsidiary of Southern Company, for 6 years. He started as a system engineer and worked his way up to an Engineering Manager, with various roles such as: Engineering Rapid Response Supervisor and Engineering Programs Fire Protection Supervisor.

Before Southern Company, he worked in Savannah for civil engineering consultant Thomas & Hutton for 5 years and obtained his Professional Engineering license. He attended the Georgia Institute of Technology and graduated with a bachelor’s degree in Civil Engineering.

Matthew is from a small town in southwest Georgia, Cedar Springs. He has lived in Bulloch County for about 10 years. He is married and has three kids. His wife Kelli is a nurse at EGRMC. He enjoys sports, the outdoors, and spending time with friends and family. Matthew is committed to serving GSU and ensuring that our department strives for excellence, with integrity.
GSU: High Performance Healthy Schools Recognition Day

Georgia Southern was honored at Recognition Day on February 3rd at Georgia State Capitol for being listed in the Princeton Review of Green Colleges and completed LEED Silver certification for Sanford Hall. High Performance Healthy Schools is a U. S. Green Building Council (USGBC).

Accepting the award for Georgia Southern and pictured from Left to Right: 
Juthika Golder (GIS Specialist), Natalie Sands (Interior Designer), and Bonnie McMakin (Architect).

Facilities Operations

Submitting Work Orders
Work orders are entered online through the I-Service Desk portal. Where do they go after being submitted? The Service Response Center receives Facilities work requests and reviews and forwards to maintenance shops. In cases of emergency, the Service Response Center dispatches work via radio. Service Response staff are also responsible for keys issues and returns.

The response time to work orders is reviewed monthly and

- 1,100 routine work orders received per month
- The Electronic Access/Lock Shop receives 25% of work orders submitted
- Average response time from request to completion is 2 - 9.5 business days, depending on the nature of the work

A new customer service survey was implemented in September 2015.

- At the completion of a work order, the requester is given opportunity to participate in a 4 question survey online
- Survey data is compiled monthly and reported to the maintenance shops so they know how we are doing
- Employees mentioned in the survey comments are recognized monthly

<table>
<thead>
<tr>
<th>148</th>
<th>4.25</th>
<th>2.59</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average # survey results per month</td>
<td>Average rating for overall performance (scale: 1-5)</td>
<td>Average Customer Service Rating (scale: 1-3)</td>
</tr>
</tbody>
</table>

Service Learning Team

Over the past few weeks, Alicia Kitchens, Landscape Services North Campus Supervisor, has been leading a group of Environmental Biology students. They have focused on removing invasive plants on campus, such as kudzu.

First, students cut out and remove the plants. Then, the remaining stumps are treated with a systemic herbicide to target the remaining portion of the plant underground. This hands on education teaches students the negative environmental impact that invasive plants have on our forest environment.
This has been a three year collaborative effort with the Biology Department and Center for Sustainability and will continue until predetermined thresholds have been met.

Georgia Power Energy Rebates

Facilities Services is actively participating with Georgia Power's Commercial Energy Efficiency Rebate program. In 2015 Facilities Services submitted 30+ applications for energy use related to efficiency projects and received 21 rebate checks totaling $66,326.81.

Rebates are issued for the following eligible improvements to campus:
Since 2011, the University as a whole has submitted 100+ applications and amassed $219,508 in total rebate checks from this program. Thanks to **Steve Watkins**, Energy Manager, Georgia Southern still leads the way as one of the most active participants in this state wide program.

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### Eligible Improvements

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Lighting</td>
<td>For campus existing buildings and or new construction projects</td>
</tr>
<tr>
<td>Heating &amp; Cooling</td>
<td>For campus projects including eligible Heating and Cooling improvements</td>
</tr>
<tr>
<td>Water Heater</td>
<td>For campus projects with eligible Water Heater improvements.</td>
</tr>
<tr>
<td>Roof</td>
<td>For campus projects with eligible Roof improvements.</td>
</tr>
<tr>
<td>Food Service &amp; Grocery</td>
<td>For campus projects with eligible Food &amp; Grocery.</td>
</tr>
<tr>
<td>Custom Savings</td>
<td>For campus projects with Custom Savings improvements.</td>
</tr>
<tr>
<td>Small Commercial</td>
<td>For campus projects with eligible Small Commercial products.</td>
</tr>
</tbody>
</table>

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Many thanks to the following custodial staff members for a job well done!

2nd Shift: **Linda McQueen**, **Mattlean Lester**, **Shardasha Brown**, and **Shay Brannam**

3rd Shift: **Jackie Hill**, **Josh Murray**, and **James Williams**

**Thank You Notes** from Karen Iler and Dr. Steve Burrell

Click **Here** for more customer service feedback for more of Facilities Operations.
Environmental Health & Safety

Oh say, can you **recycle**
Georgia Southern University is one of over 400 colleges competing this year in the Recycle Mania Tournament from February 7 to April 2 to recycle the most and take the title.

“Get Caught Green Handed!”

Students, faculty, and staff who are caught recycling, drinking from a reusable mug, or engaging in other sustainable behaviors will win prizes and have their photos posted on social media. For more information please visit:

Center for Sustainability RecycleMania Page
In December of 2007, Georgia Southern’s President Bruce Grube signed the ‘American College & University President’s Climate Commitment (ACUPCC). In 2011, President Brooks Keel re-signed the ACUPCC agreement demonstrating a firm belief in the power that higher education has in shaping a sustainable society.

Since then we have aimed to make the principles of sustainability fundamental to every aspect of higher education here at Georgia Southern. As a campus we have committed to both preparing students to develop the solutions for a just, healthy and sustainable society as well as making sustainability a core value in our operations and planning.

Addressing climate change will reduce our long-term energy costs, the severe and damaging effects on our climate, increase our quality of life, attract excellent students and faculty, and build the support of alumni and local communities.

We urge everyone to join us in transforming society towards a sustainable, healthy, and more prosperous future.
Congratulations to Vickie Swan!!!
Retirement after 30 Years of Service with GSU

New Hires and Promotions

Left to Right: Randy Oglesby (Painter), T. Chad Montgomery (Custodial Foreman), Matthew Shingler (Associate Director, FPDC)
Top Right: Tony Johnson (Custodian)
Bottom Right: **Steve Haupt** (Plumber Apprentice)

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**Links of Interest**

- facilities services webpage
- directions
- work request
- key request form
- electronic access form

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**Director of Environmental Health & Safety**
Kelly Close
912-478-7163

**Director of Facilities, Planning, Design & Construction**
David Faircloth
912-478-5752

**Director of Facilities Operations**
James Grigg
912-478-2528

**Director of Business Operations**
Wendy Woodrum
912-478-5906