

# Support Services

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# Mail Room

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- Continue to improve service to students
  - Provide students with satisfaction survey beginning Fall 2009 for feedback and suggestions
    - Use data to identify areas for improvement where possible
    - Identify false information and/or lack of information being relayed to students and improve communication

# Mail Room

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- Student Services (Effective Summer 2009)
  - Student Mail
    - Student mail is now being delivered to individual boxes in residence halls by Mail Room personnel which was formerly a function of Housing
      - Mail Room control of this function is more efficient
      - Students have one place to go for answers related to mail
      - Student mail was formerly held for 2 weeks at the beginning of each semester
      - There is no longer a waiting period for students to begin receiving their mail once they are on campus

# Mail Room

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- Year Round Students
  - Students such as those in the Pharmacy school will now receive their mail through breaks when other students are not on campus
    - Current policy is that no mail is delivered to Residence Halls during traditional breaks



# Mail Room

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- Off Campus Students
  - There is now a (trial) process in place for off campus students to have the option of picking-up their packages from the mail room
    - Many students living off campus are away from home during most of the day
    - This new process gives them a much more convenient and secure option

# Mail Room

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- Continue to provide Shredding Services and increase department usage of this free service
  - Mail Services picks up shredding from any department that has need for the service
  - Approximately 1 ton of paper was shredded and sent to recycling in the past 6 months
    - This service is convenient and ensures that maximum amounts of paper are recycled
  - Reduces the Universities expenditures by alleviating most needs for shredding from outside vendors

# Duplicating

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- Continue Bi-annual Open Houses
  - Open house planned for early August
- Continue to capture printing business that is currently sent to outside vendors
  - Recent jobs secured by Duplicating
    - Bulletin: 100,000 impressions/annually/pub. 2X a month
    - Tiger Lore: 400,000 impressions → annual

# Duplicating

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- Constant review to assure competitive Pricing Structure
  - Recent examples:
    - Color copies: Priced to match off campus bids
    - New paper vendor = reduced expenses
      - Pacific water mark → \$7.00 per ream
      - Additional 5% off all other paper = \$55K - \$70K annual exp.
  
- Our effort to support Pacific's Sustainability
  - Using Soy-Based Ink which is more environmentally friendly
  - All toner is recycled to the manufacturer which results in
    - 0 → LAND-FILL Continue to increase use of Recycled Paper
  - Currently using 100% Recycled paper for:
    - Bulletin
    - ASUOP: All printed material
    - Tiger Lore

# Grounds

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- Continue to conserve resources through use of computerized campus irrigation systems
  - Saves water resources by remotely changing schedules based on weather conditions or events
  - Increase non-potable water irrigation
    - Recent changes will shortly raise the level of campus areas irrigated with water from the Calaveras River to 80%
      - New 12” line and pump will provide non-potable irrigation for the Chambers Tech Center
        - Necessary for desired LEED level certification
        - Allows entire block to be switched over to non-potable irrigation

# Custodial

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- “Green” chemicals/processes in Custodial
  - All chemicals for daily use are “green” certified
    - Glass, floor, restroom cleaners
- Restorative chemicals currently used are not “green” certified
  - Examining “green” certified chemicals to replace restorative chemicals as they become available
    - Currently testing floor stripper
    - Have not found “green” solutions for:
      - Foaming acid
      - Tile/grout rejuvenator
      - Floor wax
      - Hospital grade sanitizer: Athletics, Cowell, Aquatics



# Custodial

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- Goals:
  - Continue to find and research “green” certified chemicals and equipment for deep cleaning, etc. the meet the specific needs and are safer for the environment

# FAMIS

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- Implemented Discoverer as a reporting tool for FAMIS
  - Completed training
  - Developed reports to:
    - Balance monthly chargeable transactions to Journal Extract that posts to Banner
    - Compare hours to employee's time accounted for in FAMIS

# FAMIS

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- Next reports in development stage
  - Percentage of work orders started on time
  - Length of time between work order issue date and first labor entry date
  - Length of time to complete a work order
    - Time between first and last labor entry date
- Continue to develop reports to provide data to management that will assist in the assessment of performance standards and other areas of interests



# APPA Survey

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- Completed 2007-08 Facilities Performance Indicators Survey
  - Utilize data from Facilities Performance Indicators Survey to identify areas for improvement and to increase efficiency
- Develop & Implement
  - Employee and customer satisfaction surveys by end of Summer 09'
    - Gather enough data to include in the 2009 APPA Survey

# HVAC, Plumbing and Electrical

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- Complete Replacement of the School of Education's and WPC's boilers with extremely efficient boilers
- Continue to replace hot water heaters with new high efficiency water heaters
  - Completed in all Quad Dorms
    - Received PG&E incentive rebates
- Continue to replace inefficient heating and air conditioning equipment
- Replace incandescent exit signs with LED signs and replace other inefficient lighting



# HVAC, Plumbing and Electrical

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- Continue Staff Development
  - All HVAC techs have attended off-site training for energy management control systems
  - Continue to provide adequate training for staff on new systems
- Eliminate inefficient equipment
  - Developing priority schedule to replace underground utilities and coordinate these in conjunction with facility construction and or renovations

# Recycling & Sustainability

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- Goals from last retreat
  - Increase recycling toters on campus
    - 25 Event recycling toters
      - Automatically come with every request for outside event tables & chairs
  - Maintain and increase (if possible) 70% Overall Recycle Rate
  - Latest Audit Results
    - Total-379 tons of 100% RECYCLED
      - Green Waste = 320 tons
      - Concrete & Dirt = 8 tons
      - Wood = 14 tons
      - Dirt = 37 tons
    - 1,086 total tons of trash 50% recycled



# Recycling & Sustainability

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- Not included in audit figures are:
  - 125 toters throughout campus
  - Cardboard dumpsters behind kitchen & at Physical Plant are not included in figures (They are 100% recycled)
- Ongoing goals and efforts
  - Continue to support and improve other Pacific recycling programs such as:
    - Purchasing Department's surplus program
    - Residential Life- All salvageable items left behind by students are donated to charitable organizations