The team met to review the processes involved when a customer request space improvements. Review current administrative processes and practices related to minor facilities renovations, to completion; Identify and implement 'Quick Hits' to standardize, streamline and improve process, maximizing the use of existing technology to the extent possible and improving coordination across units.

**QUICK HIT RECOMMENDATIONS**

**Guideline for Campus when requesting Space Improvements:**
- Hiring Senior Administrators
- Hiring New Faculty
- Changing Space
- Clarify what is a Maintenance vs. Space Improvement Request
- Explain legal restrictions
- Code regulations
- Define project hierarchy
- Define Major vs. Minor Project
- Re-Accreditation

**Create New Estimate Worksheet for Customers:**
- Worksheet will provide customer ideas to think about and what is involved before requesting an estimate/project
- List most common renovation request
- Provide a general cost estimate for each request
- Estimate completion timelines for most common request

**Create New On-line Project Request Form:**
- PDF form customer fills out requesting an estimate or project
- Email notification automatically sent to Campus Planning
- Request LDAP group for oversight committee to be used when assigning ticket
- Identifies the Customer as single point of contact for project
- Require Financial Approval signature
- Indicate Funding is or is not available
- eMail notification sent Physical Plan when form submitted

**Webpage reviews of Current Physical Plant and Campus Planning:**
- Remove outdated materials and inappropriate links
- Update materials where needed
- Fix broken links
- Add security to information that should not be public
Combine Scope and Estimate Forms:
- Simply process by combining forms will save time for Campus Planning and Space Planning

Create New Space Improvement Website:
- Centralize all information to request a project
- Link to New Customer Estimate Worksheet
- Links to Physical Plant work order form
- Link to Updated University Policy on Space improvements
- Create FAQs
- Link to University Floor Plans
- Link to Campus Planning, Space Planning and Physical Plant websites
- University Standards Defined

Oversight Committee created for reviewing projects: Complete
- Schedule bi-weekly meetings with AVP Campus Planning, Campus Planning Designers, Space Planning and Physical Plant personnel
- Review and update all projects
- Determine a method to update customers on project progress

Notify Space Planning with Faculty New Hires:
- Request Academic Administrative Office add to new faculty hiring check list to send email to Space Planning
- Allow adequate time for planning for office space, furniture, space changes, or Lab needs

Project Solicitation Twice a Year:
- Identify projects for planning expenditures, work schedules and complete current projects
- Letters will be sent to Deans, Directors and Department Heads
  - October request for May Budget for work to be scheduled Summer Semester
  - March request for October Budget for work to be scheduled Fall and Spring Semester
  - Thirty days to respond with request

Update/Create Space Policy:
- Review and update Policy UM1457 Space Utilization Policy
- Create policy relating to facilities renovations

**Future Recommendation:**

Moratorium on New Project Activity during Fall Semester Startup:
- Project activity August 1st through Labor day
  - Allow Physical Plant to focus on Student move in needs
  - Allow Campus Planning and Space Planning time to finalize new faculty space needs

Facilities Software Purchase:
- Replace the outdated in-house work order system (WORQ)
- Funds are set aside for a new Facilities software, team recommends that Physical Plant moves forward with RFP

Reports for Project Team:
- Identify and create reports that will assist project teams with the new Facilities software implementation