

## University Facility Fee Advisory Board

### Meeting Minutes

Thursday, February 23<sup>rd</sup>, 2017

303 GSB

**Members Present:**

Tristan Syron	Chair
Nick Bohn	Vice-Chair
Rachel Largay	Warner College of Natural Resources
Kalyn Blach	College of Agriculture
Miriam Wagoner	College of Business
Amanda Evans	CVMBS
Jacob Royer	College of Natural Sciences
Mauri Richards	College of Engineering

**Member at Large** Tyler Siri ASCSU

**Associate Members Present:**

Alex Stately	CVMBS
Raleigh Heekin	College of Health & Human Sciences
Shannon McNulty	Warner College of Natural Resources
Grace Clark-Rabinowitz	College of Natural Sciences
Arnold Pleckler	Graduate School

**Other Members Present:**

Tom Satterly	Advisor
Simon Tavener	Co-Advisor
Tamla Blunt	Ex- Officio
Becca Mueller	Program Manager
Savanna Bunnell	Facilities Management
Dan Kozlowski	Facilities Management
Colin Glath	Facilities Management
Jared Cumpsten	Facilities Management

**1. Call to order**

- a. Meeting was called to order at 5:00pm.

**2. Approval of minutes**

- a. The chair asked for unanimous approval of the minutes.
- b. No dissent.
- c. Minutes approved.

**3. Presentation - Student Service Area Remodel - D. Tobiassen Baitinger and Lori Woodruff**

- a. **Total ask: \$333,438**
- b. Centennial Hall houses Veteran's Services, the Registrar's Office, and the Office of Student Financial Aid.
- c. A lot of behind the scenes work for the University is done through the offices in Centennial Hall including awarding financial aid, providing services through RAMweb and ARIESweb, scheduling classes, conducting degree audits, processing grades and graduation contracts, and providing transcripts.
- d. The customer service staff answer phone calls, respond to emails, and assist in-person parties.
- e. Currently, the department is not able to conduct all of this work in an efficient way. The space is poorly utilized, the signage is confusing, and there aren't any bathrooms on the first floor.
- f. The renovation of Centennial Hall is a three-phase project.
  - i. The first phase was funded by the Registrar and Financial Aid Office. This phase included daylighting for office spaces and capturing unused floor space for customer service function.

- ii. The second phase was funded by the Provost's Office and the Registrar. This phase included creating more square footage by removing a wall, adding open windows, and pushing back cubicles.
- iii. The departments are now asking for UFFAB funding for the third phase.
- g. The third phase is a customer service remodel. The remodel would take place in the front of the building in the main entryway.
- h. The renovation would include a new ADA compliant bathroom (there are currently no bathrooms on the first floor), 6 consultation rooms, an expanded customer service desk, and new flooring.
- i. The consultation rooms will provide much needed privacy for students and families to talk about very personal and sensitive topics.
- j. The renovation will also include a student kiosk area and charging station and improved waiting areas to alleviate waiting lines.
- k. The new layout of the customer service area will allow better cross-departmental training of staff, quicker resolution times, faster services, shorter waits, and higher satisfaction.
- l. There is a second option UFFAB can chose to fund if the ask of \$333,438 is too high. This option would reduce costs by eliminating the addition of an ADA bathroom.
  - i. Removing the bathroom would reduce the funding request to **\$206,316**.

#### Questions -

- a. Tyler asked if more full time staff would be hired with this new added space.
  - i. If the departments staff up to the level needed during peak times, they would be over staffed during other times of the year. The departments will be able to use current staff more effectively in a remodeled space.
- b. Raleigh asked if the project has considered adding one unisex bathroom instead of two separate bathrooms to reduce the cost.
  - ii. Yes, is has been considered but the building code pertaining to bathrooms will need to be researched more thoroughly to understand if this is possible.

#### Legitimacy Vote -

- a. Tristan mentioned that the Board has never funded a project specifically designed for customer services and asked the Board for input regarding its compliance with the bylaws.
- b. Tyler said that students are adversely affected by issues regarding financial aid and registration and the associated stress affects their academic success. Enhancing these spaces to help make them more efficient and pleasant for the students would help students be more productive. While it might not be direct, this project will still increase productivity.
- c. Jacob echoed support for the project, saying that the less time student have to spend remedying issues the more they can spend studying.
  - ii. All in favor: 9
  - iii. All opposed: 0
  - iv. All abstaining: 0
  - v. Project is legitimized.

#### 4. Presentation – Math Advising Center – Ken McLaughlin, Bryan Elder, and Hilary Freeman

- a. **Total ask: \$503,664**
- b. This project is to renovate space in the Weber Building to create a Mathematics Advising Center for CSU students.
- c. In the past 10 years, there have been many improvements in the Weber building, including the addition of a calculus center, the PACe center, new lab space, new undergraduate major space, graduate student offices, and facility offices. The funding for these projects have come from the College of Natural Sciences office and the Provost's office.
- d. The Calculus Center has been highly utilized and has received great feedback from students.
- e. Currently, there are 9,410 students enrolled in math courses each semester. When these students come into the office to ask variety of questions about grades, exams, and other topics, there are literal traffic jams due to lack of space and no way to protect student's privacy.

- f. All questions are asked in the same open area office, without any privacy. In addition to general traffic of students in and out, there are about 20 students who come in each day to ask specific advising questions. While these students are being helped, there is not space for others to wait.
- g. The vision of this project is to renovate the space by taking current office spaces and turning them into an advising center.
- h. This will include reorienting the entrance area to include more furniture and whiteboards for students to work and wait, as well as provide a space where faculty can interact with students.
- i. The office would include a reception area. With the renovation, more staff would be brought in with the specific purpose of helping students with advising and well as general office management.
- j. Not included in the budget is a window connecting the advising center to the lobby. The window would increase productivity but would be a significant additional cost.

**Questions -**

- a. Nick asked if this is an immediate need given you've just received over a million dollars in recent projects?
  - i. Yes, the other investments have been targeted to specific math students, like the calculus center. This project would serve a wide variety of students far reaching and very timely. Investments have been targeted. This is a need that is far reaching and timely. Distraught students. Don't have a place to go in privacy.
- b. Amanda asked what the use of the added window is.
  - ii. The main advantage would be increased communication and the ability to redirect students without them having to come into the office.

**Legitimacy Vote -**

- a. The chair asked for unanimous consent on legitimacy from the board.
  - i. No dissent.
  - ii. The project is legitimized.

**5. Voting Meeting Discussion**

- a. The board was tasked with thinking about the final voting process including a potential tour, either on their own or as a board.
- b. This topic will be revisited throughout the rest of the semester.

**Next meeting is Thursday, March 2<sup>nd</sup> in GSB 303.**