

DELIVERING ON THE *Experience*



WESTERN KENTUCKY UNIVERSITY FACILITIES MANAGEMENT

PARTNERSHIP REPORT CARD | SPRING 2021



HELLO

Our team had a great spring semester on campus! We are proud to be your partner at WKU and appreciate the opportunity to help you achieve your strategic goals.

Our goal is to continually drive campus engagement, recruitment and retention by improving Quality of Life for the WKU community. We can't wait to see what next semester has in store.

Sincerely,

Ken Branch

Director of Facilities Management



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WKU IN BLOOM

WKU had an interesting spring on campus! Snow in February and several flash flooding events kept our crews on their toes as they responded to the needs on campus. By the end of March, the iconic WKU Cherry Blossoms had bloomed coating the campus in color. The stunning landscaping, blooming trees and annual flowers made for the perfect backdrop for countless graduation pictures. It's a great time to be a Hilltopper!



*Congratulations
to all 2020/2021
Graduates!*

Graduation looked very different in 2021 compared to previous years, but thanks to the work of our ESA staff, all 2020 and 2021 graduates had the opportunity to walk the stage at graduation! It was an honor to recognize the accomplishments and resilience of this year's graduating class.





SNOW WEEK!

WKU canceled classes and closed campus between February 15th - 19th for a winter weather event. Kentucky rarely gets snow accumulation like this, but when it does the WKU hill turns into the perfect place for sledding. Students took to the snow with yard signs, plastic lids, kayaks and other make shift sleds to make the most of the time off. The grounds crew worked to remove snow from walkways, but the rest of campus maintained a blanket of snow.

Crews worked through the weekend to open safe pathways to buildings for all our faculty, staff, and students on campus. Ice removal at Gary Ransdell Hall required crews to plow the area, manually break up ice, plow the area again and apply salt to the walkway.



OUR LEADERSHIP TEAM



Ken Branch
Facilities Management Director



Angie Jackson
Fiscal Services Manager



Dan Uhls
Maintenance Services Manager



Kyle Davenport
Campus Services Manager



Gerald Belcher
Environmental Services Manager



Mark Allen
Plant Operations Manager



Kenny Johnson
Environmental Services Director



Randall Farris
HRL Operations Manager



Jennifer McLeod
Human Resource Manager



Ray Murillo
HRL Manager



Mark Updegraph
Maintenance Superintendent



Tim Salloum
Training Manager

WKU/SODEXO HIRING EVENT



WKU Facilities Management hosted their first hiring event April 24th, 2021 to recruit new talent to fill open positions! This event took place at the Knicley Convention Center on WKU's South Campus. Employees, supervisors and managers from all service areas were present to connect with potential employees.



The event was advertised through TV and radio ads, social media, posters, and employee referrals. Incentives to attend included spin-to-win prizes, on-site applications and a TV raffle! 14 potential new hires attended. The materials from the event were saved in order to incorporate them into future hiring efforts



EXCERPT FROM RADIO COMMERCIAL:

WHERE ELSE CAN YOU WALK OUTSIDE AND WATCH A PARADE? WHERE ELSE CAN YOU BELONG TO A CLOSE-KNIT COMMUNITY? WHERE ELSE CAN YOU BE A PART OF SHAPING THE LIVES OF OUR FUTURE LEADERS? THE WKU CAMPUS IS ONE-OF-A-KIND. SOUND LIKE A PLACE YOU BELONG? YOU'RE IN LUCK! WKU FACILITIES MANAGEMENT IS HIRING!



WKU AFFILIATE AWARD WINNER, PATSY PERKINS!

Patsy Perkins, a treasured member of the Sodexo Environmental Services crew on the WKU Campus, is the newest recipient of a WKU Staff Excellence Award! She has been devoted to serving the faculty, staff and students of this campus for the past 10 years. It was no surprise to those who work with Patsy that she should win such an award. The Department Head of Applied Human Sciences, Mr. Travis Wilson, who works in the building she services, said, "Ms. Patsy is a special person that brightens my day. She has a positive attitude and is ready to help, no matter the task. (She is) simply a delightful person to work with at WKU." Patsy is originally from Munfordville, KY. She moved to Bowling Green, Kentucky to be closer to family. Prior to coming to work on campus, she used her lived experience to help others by running a recovery center for women for three years. This is where she perfected the skill of thoughtfully listening to others and really caring about what happens to them. Julie Jones, who nominated Patsy for the award, stated, "I have had the privilege to work at WKU for





Our Team is United Against COVID-19!

Catherin Cabrera, ESA Supervisor, celebrates her team becoming fully vaccinated against COVID-19! Each employee decided to 'take their shot' at helping WKU, Kentucky and the country reach herd immunity. Catherin received many thanks from Chief Facilities Officer Bryan Russell, University President Tim Caboni, and many other key players at WKU for her leadership within the department. However, Facilities Management extends their appreciation to the entire team. Everyone benefits from the selfless decision to stop the spread of COVID-19.



COMPLETED WORK ORDERS

Historic Status of Work Orders Received					
Priority	Received	Open		Completed	
		#	%	#	%
(All Other Priorities)	0	0	0.0	0	0.0
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	1	0	0.0	1	100.0
PM-Monthly	0	0	0.0	0	0.0
PM-Weekly	0	0	0.0	0	0.0
Project	3	1	33.3	2	66.7
Routine	2431	211	8.7	2220	91.3
Safety Issue	8	0	0.0	8	100.0
Special Event	0	0	0.0	0	0.0
Urgent	0	0	0.0	0	0.0
Total:	2443	212	8.7%	2231	91.3%

- Work order reporting period is for the Spring Semester (January 19th—May 8th)
- Completion of routine work orders is **91.3%**

Completed Projects

The WKU Grounds Crew has been busy updating and revitalizing landscaping across campus! The crew managed to maximize resources and improve aesthetics by transplanting plants, refreshing mulch, adding river stone to select beds, trimming hedges and adding flowers to landscaping. Their work makes WKU one of the most beautiful campuses in Kentucky!

JOB 1



BEFORE



AFTER

JOB 2



BEFORE



AFTER

Completed Projects

JOB 3



BEFORE



AFTER

JOB 4



BEFORE



AFTER

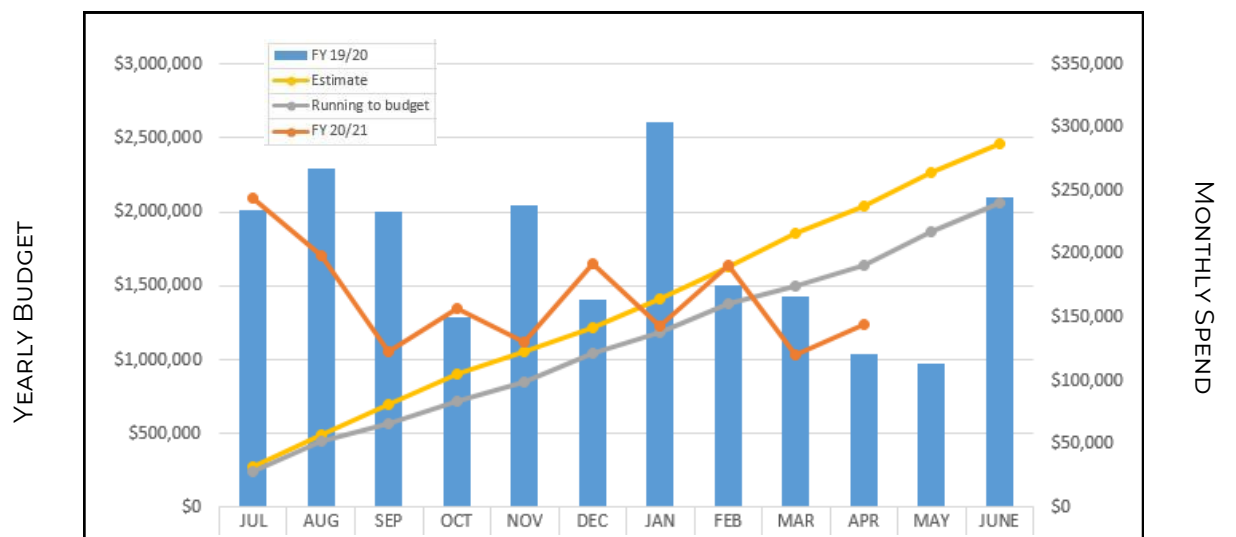
THE IMPACT OF COVID-19 IN THE ENERGY BUDGET

Building Analytics provides operational insight of the mechanical systems that are responsible for conditioning the building environment. In Spring 2021, these systems were impacted by COVID-19. The WKU Utilities spend was slightly below budget and generally below the FY 2020 levels. This development was attributed to decreased traffic on campus due to the implementation of flex scheduling (part-time online instruction, part-time in person instruction). The operations spring spending was higher than 2020 levels, but still on budget. Many 2020 projects were canceled due to COVID-19, so crews are returning to normal operations in Spring 2021.

Utilities Budget



Operations Budget



YOU ASKED, WE LISTENED!

YOUR CAMPUS FACILITIES MANAGEMENT TEAM APPRECIATES YOUR FEEDBACK AND IS COMMITTED TO PROVIDING YOU WITH THE BEST SERVICE POSSIBLE.

It was another great year for the Department of Facilities Management! After receiving the results from the 2020 survey, Facilities Management put forth an effort to improve operations and respond to the COVID-19 cleaning demands. Below is the results of the 2021 survey and itemized areas for continuous improvement.

Survey Responses

2020

474 Faculty/Staff Member Responses
604 Student Responses

2021

266 Faculty/Staff Member Responses
413 Student Responses

Survey responses decreased in 2021, largely due to the decreased campus traffic due to COVID-19. Below is the overall campus satisfaction rating of Facilities Management operations.

Overall Faculty/Staff Satisfaction

Response	2020	2021
Extremely Satisfied	69.70%	76.50%
May or May Not be Satisfied	17.20%	14.80%
Not Satisfied	13.10%	8.70%

9.76% increase from 2020

33.59% decrease from 2020

Overall Student Satisfaction

Response	2020	2021
Extremely Satisfied	56.70%	49.90%
May or May Not be Satisfied	26.50%	26.50%
Not Satisfied	16.80%	23.60%

12% decrease from 2020

40.48% increase from 2020



IT'S ALL
THANKS
TO THEM!

OUR
TEAM

NATIONAL EMPLOYEE
APPRECIATION DAY
2021

CUSTOMER
EXPERIENCE

#THANKSTOTHEM



WKU APPRECIATES A JOB WELL DONE!

Below are complements received from WKU Staff members. The hard work of Facilities Management does not go unnoticed!

Kenny,
Wanted to give our DSU ESA staff a shout out. Terri and her crew have done an amazing job of keeping this building in great shape. They tackled the challenges that we faced with the snow days and kept this place running. We were one of the few buildings open during this time and we had a lot of traffic in our building. They should be commended for the job that they continue to do in the Student Union.

Best,

Charley Pride

Totally agree. They are a great staff!

Sandra Hughey
Operations Office
Staff Employment
Western Kentucky University
Downing Student Union
Rm 1053
Office 270-745-5793

Catherin,

Good morning and thank you all for sharing this great example of leadership.
Awesome,
Bryan

Hear, hear!! Great leadership and a worthwhile effort to get even more of us vaccinated.

Bryan B. Russell, LEED®AP
Chief Facilities Officer

TCC

--
Tim Caboni
caboni@wku.edu

Mr. Uhls,

I want to express our gratitude for one of your employees. We often receive word of the negative and not much on the positive the hard-working folks on the grounds do for us. Today, while working on a motorist assist, our officers ran across a situation needing help removing a seized wheel on a disabled vehicle. Us not having the proper tools, Jeff Turner came to our assistance and helped remove the car's wheel. The student was very grateful, as were we with the customer service Mr. Turner provided. Please share our appreciation with him when able.

Sincerely,

John Bailey

Captain- Professional Standards/Training
Western Kentucky University Police Department
1906 College Heights Blvd #11050 | Bowling Green, KY 42101-11050
Tel: 270.745.6252 | Fax: 270.745.5275
www.wku.edu/police

COMING SOON!

The First Year Village will open in **August 2021!**

- The First Year Village includes the construction of two new residence halls, Normal Hall and Regents Hall. These halls will utilize space in a way that enables deep faculty and peer engagement around important ideas that connect directly to student success and learning.
- Approximately 25 students will share common spaces such as a community space, two community bathrooms, one private bathroom, and a kitchen.
- A *Java City* coffee shop and *The Spread: Wicked Good Subs* will be located in Regents Hall.
- A large green space will be located in the center of the First Year Village.

