



UNIVERSITY SENATE

Steps to Ensure that Meeting Spaces are Comfortable

Prior to the Day of Class/Meeting

1. Ensure that your class/meeting times are scheduled in ASTRA prior to the class/meeting taking place. Department of Facilities Management (DFM) receives updates from ASTRA on Wednesdays (1:00 pm) for the weekends, and on Fridays (1:00 pm) for the following week. To ensure that you get your class/meeting properly scheduled, get it done the day *before* these deadlines.
2. If you have regular organizational meetings, make the request for the whole semester in advance.
3. You can complete a DFM request by calling them at (270)745-3253 or visiting their website at: https://www.wku.edu/facilities/workorder_2column.php. First time users will need to create an account.
4. Get teaching schedules, club meetings, and special events to DFM as soon as you can to ensure that rooms are adequately heated/cooled. DFM's latest policy is to start the building heating/cooling in advance of class starting (actual start times depend on the efficiency of the building, with some starting as early as 4 a.m.). Air handling will shut down when the class ends.

Heating/Cooling Problems on the Day of Class/Meeting

1. If heating/cooling problems are experienced during a daytime class/meeting, contact DFM at (270) 745-3253. If the class/meeting is after hours, contact the Police Department at [(270) 745-2548]
2. Do not attempt to block heating/cooling thermostats because offices and rooms are heated in blocks, and changing one only makes it uncomfortable for someone else.
3. If a heating/cooling problem persists, be sure to Complete a DFM request by calling them at (270)745-3253 or visiting their website at: https://www.wku.edu/facilities/workorder_2column.php. First time users will need to create an account.
4. Some air-handling equipment is noisy, and DFM is aware of it. They are working to alleviate these issues; but, with a strained budget and more mandates being implemented, they face an uphill climb.

Important Facts to Remember

- DFM receives 60,000 ± calls per year.
- They log every call and issue a work order
- Work Orders / Service Requests can also be made online (or through building coordinator) and receive a tracking number.
- They watch / track orders daily, weekly, and monthly.
- Every week, DFM tracks aggregated hot/cold calls to determine problematic areas for greater attention.
- DFM also monitors building temperatures in real time on especially hot days
- DFM is implementing a 6-year plan for improved air quality
- This includes “area teams” responsible for particular buildings or building cohorts.
- We are all on the same team; let's work together to solve heating and cooling problems!