

BEST PRACTICES, Physical Plant

Title: Zoned Out: Ringling Grounds Beautification # 5
Source: Florida State University **Co Area:**
Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html
Abstract: Using a zone ownership concept, the Ringling Museum Grounds Crew worked as a team to restore and beautify the grounds of the 66-acre campus, which was in disrepair. Outsourcing this work would have cost \$385,000 plus, compared to the Museum cost of \$241,521 in salaries and fringe benefits. Beyond the cost savings of \$143,479, the zoning concept created a healthy competition among the crew, increasing employee morale and pride in their work. The Grounds Crew was also able to become more self-directed. The beautification of a campus that had been in disrepair resulted in a magnificent setting that adds to the enjoyment of approximately 280,000 annual visitors.

Title: Implementation of a Second Shift to Reduce "On-Call" Costs and To Improve Customer Service # 14
Source: Baylor University **Co Area:**
Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html
Abstract: On October 30, 2000 Baylor Facility Services (BFS) began a second shift to better serve the campus community. This change recognized the need to better serve the campus during a time period when campus activities were still going strong after normal working hours. The shift is M-F, 4pm to midnight, plus a weekend tech for daytime hours. Prior to this, any after-hour calls were handled by on-call techs and they were paid premium rates. Moving daytime workers to this shift created the second shift. No additional FTE's were added. Included in this move were general building mechanics, one HVAC tech, and all the painters. A total of 10 employees. To support this operation, the Service Response Center, our customer contact point for service requests, extended their hours to 10 PM on weekdays.

Results of this change include reduced overtime costs, faster response time to after hours service requests, an increase in painting efficiency, and better customer relations with the residential life community.

BEST PRACTICES, Physical Plant

Title: Physical Plant's Training Needs Assessment Process # 19

Source: University of Memphis **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2004.html

Abstract: In an effort to promote and encourage the training and development of Physical Plant employees, individual training programs are developed and implemented for each employee. An individual plan is the best method of insuring that each employee is capable of executing their work in the most efficient and effective manner possible and that the professional and personal goals of each employee are identified and acted upon.

In the initial phase of this process the training office and supervisor assess for each employee the training and development that is required by law, regulation, University or department policy and other training that is needed to improve performance on the present job.

The employee reviews the assessment completed by the supervisor and identifies additional training and development needs in those areas and adds training for their growth and development. Training identified by the employee should promote their ability to execute their work and meet their professional and personal goals.

The result of the assessments by the training office, the supervisor, and the employee forms the basis of a training and development plan for the employee for the coming year.

Title: Physical Plant's Web-Based Customer Communications System # 20

Source: University of Memphis **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2004.html

Abstract: As part of a process definition and improvement project undertaken in 2001, the Physical Plant department learned that the University community was very dissatisfied with facilities-related communications. Specifically, customers explained that they wanted and needed easier access to feedback on the status of work requests placed with Physical Plant.

Faced with the challenge of greatly expanding communication without additional manpower, Physical Plant opted to create a web-based customer communications system that would interface with the existing facilities information system. After months of planning and consulting with customers to better understand their requirements, the web-based Work Order Request Query (WORQ) system was launched in February 2002.

Requests for work are now submitted online through the Physical Plant website, at <http://bf.memphis.edu/pp>. When work requests are submitted, a work order is generated and sent to the appropriate unit in Physical Plant that is then responsible for completing the work and for updating WORQ on the status of their work. Further, the WORQ system provides the customer with a reference number, which can then be used to check the status of the request online 24 hours a day.

BEST PRACTICES, Physical Plant

Title: Training Partnerships Results in Lower Maintenance Costs and Improved Customer Services # 42

Source: Baylor University

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: In the Fall of 2001, Baylor Facility Services (BFS) created a partnership with a local trade school, Texas State Technical College (TSTC). The result of the partnership was a 60-hour customized training program that was conducted over a 10-week period in Jan-Mar 2002. Cost was \$7,125. Targeted employees were 20 Zone Technicians who are responsible for general maintenance functions in campus buildings. Classes were held 2 nights per week on the TSTC campus. Training subjects included electricity and controls, HVAC, plumbing, and general carpentry. Tests were given at the end of each session. Work times were shifted so no overtime was incurred for the training. The campus community was in full support of the training. During this time other BFS employees filled in for the "one techs" and received cross-training benefits. Plans are underway for another training session in 2003.

Results of the training include a general building maintenance mechanic with a higher skill level, lower maintenance costs because of their ability to make repairs without calling in higher paid specialty skilled technicians, and satisfied customers because their building repairs are handled faster.

BEST PRACTICES, Physical Plant

Title: Florida State University/Grainger Storefront # 45

Source: Florida State University **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: Florida State University partnered with WW Grainger, Inc. to establish the first of its kind Facilities Maintenance Storefront on campus to satisfy the objectives defined below.

Objectives of Program:

- To provide the Facilities Operations and Maintenance Department (FOMD) with a full range and sufficient quantity of Maintenance Repair and operations (MRO) supplies and materials from one source.
- To ensure materials are available on demand and keep abreast of new merchandise of interest to the FOMD.
- To provide for efficient and rapid customer response at all times.
- To refine the organization and its processes to realize cost reductions and efficiencies.

Benefits of Solution:

- Increased inventory value to approximately \$500,000 (5000 SKUs) from \$250,000 (\$2300 SKUs).
- Total time to complete a transaction was reduced approximately to five minutes.
- Process costs were reduced, yielding approximately 24,000 hours and \$345,000 in savings.
- Grainger incorporated a proven staffing model in the operations of the FSU Store, thereby reducing the operating budget by approximately \$300,000 per year.
- Service levels and customer satisfaction throughout the University have increased dramatically.

Estimated cost savings in year one totaled \$975,000.

Title: Increasing Campus Recycling and Waste Reduction Program – not only the environmentally right thing to do, but done right, a cost # 61

Source: Kennesaw State University **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2004.html

Abstract: Crucial in an age of dwindling resources and skyrocketing disposal costs, reducing the amount of waste being sent to landfills through a planned, dedicated effort has become an important priority for Georgia.

BEST PRACTICES, Physical Plant

Title: Team Cleaning # 97

Source: Hendrix College

Co Area:

Add Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: Like many other businesses and institutions across the country, a stagnant economy and increased operating costs led Hendrix College to take a hard look at ways to trim its budget in the fall of 2003. The renegotiation of contracts and competitive bidding helped, but much more was needed. What Administrators already knew, however, was that the only way to significantly reduce operating costs meant reducing the size of its staff, whose salaries and benefits represented the largest slice of the budget pie.

Physical Plant supervisors were asked for ideas on how to reduce costs. The College had previously studied the possibility of utilizing some non-traditional scheduling to expand its coverage hours, and Judy Jones, Housekeeping Supervisor, had been toying with the idea of implementing a team-cleaning concept. She felt that by getting away from the longstanding tradition of assigning housekeepers to individual buildings, she could clean the same amount of square-footage with fewer employees. Prior to coming to Hendrix, Ms. Jones had operated her own cleaning service, and she had successfully utilized the team-cleaning concept in her business. She knew it would work. The only question was whether it would work on the much-larger institutional scale.

Working in concert with the Physical Plant Director, Ms. Jones developed a plan to reduce the number of full-time housekeepers from 30 to 25, a 17 percent reduction. The plan was to phase in the team-cleaning program over a six-month period as the staff size was reduced through attrition, thereby eliminating the need to lay off employees.

Title: Performance Contracting at The University of Central Oklahoma # 116

Source: University of Central Oklahoma

Co Area:

Add Info: http://www.sacubo.org/sacubo_resources/best_practices/2005.html

Abstract: The University of Central Oklahoma and Johnson Controls, Inc. (JCI) entered into a Performance Contracting partnership in 2001 to resolve long standing facilities problems. Two buildings had gone through the summer without air conditioning capability, the central plant was not operating efficiently or reliably, the HVAC staff was not capable of providing necessary maintenance and repair activities, and there was insufficient funding to handle the emergency needs of the University. With JCI's help, projects costing approximately \$8.9 million were undertaken to replace the central plant's main chillers, connect the two buildings without HVAC capability to the central plant loop, replace the boiler systems in two buildings and a host of other HVAC upgrades and modernizations. That phase was so successful that JCI and UCO entered into an agreement for phase II of projects for another \$1.8M. Major improvements have been made in the condition of the campus infrastructure which will be paid for with the guaranteed utility savings to be accrued from the projects accomplished. Emergency conditions have disappeared and customer satisfaction with facilities conditions is as high as it has ever been.

BEST PRACTICES, Physical Plant

Title: Custodial Services' Self-Directed Work Teams # 179

Source: University of Memphis **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: Established during a time of reduced resources and increased workloads, the Self-directed Work Team approach to custodial operations has proved to be a successful initiative.

Designed to be truly self-directed, the SWTs do not have a supervisor. Instead, members are trained to perform these duties as a team. Work processes are changed if the majority agrees. A team member is removed for behavior or performance problems if the majority agrees that attempts to correct the problem have been unsuccessful. Together the team determines work distribution and schedules, maintains an inventory of supplies, schedules equipment repair and replacement, and controls key security. During unexpected absences the SWT is required to take on additional workloads until the team returns to full staff.

Increased satisfaction of both customers and team members has been the result. Team members make regular customer contact to stay abreast of concerns, problems, and scheduled activities. SWTs receive training and regular reinforcement in quality of work and customer relations, important determinants of customer satisfaction. In addition, because of the extra responsibilities, SWT members are compensated at a higher rate than non-SWT custodians. SWT members also enjoy the increased freedom and flexibility in work schedules that SWT participation affords them.

Title: Physical Plant's Training Needs Assessment Process # 180

Source: University of Memphis **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2003.html

Abstract: In an effort to promote and encourage the training and development of Physical Plant employees, individual training programs are developed and implemented for each employee. An individual plan is the best method of insuring that each employee is capable of executing their work in the most efficient and effective manner possible and that the professional and personal goals of each employee are identified and acted upon.

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BEST PRACTICES, Physical Plant

Title: FP&M – Physical Plant Web-based Service Delivery # 234

Source: University of Wisconsin - Madison **Co Area:**

Addl Info: [Redirect - http://www.oqi.wisc.edu/showcase/CampusBestPractices/tabid/109/Default.aspx](http://www.oqi.wisc.edu/showcase/CampusBestPractices/tabid/109/Default.aspx)

Abstract: Their program goes beyond FAU's. Through this technology, customers are able to request services (e.g. request a fleet car, create a work order), receive confirmation and review requests, track status of work, and review the financial history of transactions.

Once a customer logs in to the website through a portal, he or she is 'recognized' and the data available for display is customized to the individual user. This eliminates the need to search through all available information to answer specific questions. Duplicative entry is minimized on the customer's end through automatic population of fields. The ability to display service requests by building also has the potential to reduce or eliminate duplicative service requests entered by multiple users. Information that aids customers in decision-making is readily available on the customer's schedule.

Also see: <https://physicalplant.wisc.edu/>

Title: Communication — Spreading the Word # 290

Source: Elizabethtown College **Co Area:**

Addl Info: http://www.bmpcoe.org/bestpractices/internal/etown/etown_5.html

Abstract: The Department of Plant Operations initiated a Communication process to promote its mission, goals, objectives, and accomplishments throughout the campus community. Prior to this initiative, Plant Operations quality services were overlooked by most of the campus, viewed as unessential to the educational process, and minimally supported by top officials. Today, Plant Operations takes a dynamic approach to communicating internally within the Department; externally with customers and suppliers; vertically with top-down visions and bottom-up ideas; and horizontally with other departments. This approach champions reliable, efficient service and continuous improvement. In addition, Plant Operations established itself as an integral part of the educational process and conveys this message to students, faculty, and trustees through a variety of programs:

- * Plant Operations Scholarship Fund
- * Plant Operations Residence Life Management Team
- * Recycling Program
- * Opportunities for Interaction
- * Customer Satisfaction
- * Self-evaluation

This added dimension of communication enables Plant Operations to partake in the mainstream of the campus life and become an integral part of the educational process. The Communication process helped Plant Operations improve its performance, credibility, student involvement, staff visibility, and services to the campus, as well as lay the groundwork to win support for programs that promote continuous improvement.

BEST PRACTICES, Physical Plant

Title: Managing Change through a Team Environment

291

Source: Elizabethtown College

Co Area:

Addl Info: http://www.bmpcoe.org/bestpractices/internal/etown/etown_6.html

Abstract: Providing total quality service (TQS) is a team effort at the Department of Plant Operations. The Department employs 55 people who are distributed throughout three functional organizations: the Environmental Services Group, the Maintenance Group, and the Office Support Group. The Environmental Services Group manages academic, administrative, and residential issues. The Maintenance Group handles heating, ventilating, and air-conditioning; groundskeeping; general repairs; auto/fleet; safety; plumbing; carpentry; electrical service; and general maintenance. The Office Support Group addresses work orders; warehousing and delivery; and maintenance assistance.

Plant Operations established cross-functional teams to ensure high quality delivery of services and address issues associated with utility management, recycling, education, quality assurance, maintenance, and work orders. Teams are the essential ingredient for managing change throughout Plant Operations and ensuring consistency with the Departments mission, goals, and objectives. To promote team participation, everyone from the functional groups must serve on at least one team. Each team establishes its goals for one year. The team leaders work together with the Director and Managers as the management team.

Developing teams at Plant Operations has been an evolutionary process. See above website for more information

Title: Raising Staff Self-Esteem

292

Source: Elizabethtown College

Co Area:

Addl Info: http://www.bmpcoe.org/bestpractices/internal/etown/etown_6.html

Abstract: As part of its total quality and continuous improvement process, Plant Operations initiated several practices to raise self-esteem within the Department. The objective was to develop a staff that believed in itself and its purpose, and was willing to put forth extra effort. Plant Operations first step was the elimination of the night shift. By moving everyone to the day shift, students and faculty got to know the custodians. Plant Operations also holds a kickoff breakfast at the start of every fall semester. Invited guests include Elizabethtown Colleges President and others from outside the Department who speak on the importance of Plant Operations and offer encouragement.

Plant Operations takes full advantage of its educational surroundings by providing training to its staff in reading, writing, mathematics, computers, and communication skills. A typical workshop syllabus offers courses in Study Strategies, Basic Computing, Total Quality Service (TQS), and Working with Others with Differing Styles.

Each year, the Department conducts a Plant Operations In-Service Day where cross-functional teams work on various activities, and speakers discuss such topics as depression, stress, physical well being, and out-of-the-box thinking. Other practices include an employee of the month and an employee of the year program where employees nominate their peers.

Also see http://www.bmpcoe.org/bestpractices/internal/etown/etown_8.html

BEST PRACTICES, Physical Plant

Title: Recycling Program # 293

Source: Elizabethtown College **Co Area:**

Addl Info: http://www.bmpcoe.org/bestpractices/internal/etown/etown_9.html

Abstract: Elizabethtown College saves approximately \$18,000 each year through its Recycling program. The campus recycles various materials including paper, cardboard, cans, bottles, wood waste, dining hall scraps, paint, and asphalt paving. In addition, the program provides a valuable link between the Department of Plant Operations and the student population. Through the program, the Department educates and involves students in recycling responsibilities and operational issues which promote awareness, campus feedback, and continuous improvement. Plant Operations prides itself as an integral part of the learning community.

Students are strongly encouraged to recycle. Recycling centers are established in each residence hall so students can separate and dispose of recyclable material. Incoming freshmen receive written information describing the Recycling program and its various incentives. Plant Operations gives 50% of the profits from the Recycling program to the Residence Hall Association so students can purchase items (e.g., furniture, televisions, VCRs, ping-pong tables) for use in their common living areas. The remaining 50% is placed in the Plant Operations Scholarship Fund. Elizabethtown Colleges students and employees take pride in recycling, and continue to develop new ideas for the program.

Title: T.O.P.G.U.N. Customer Service # 329

Source: University of Florida **Co Area:**

Addl Info: <http://www.appa.org/FacilitiesManager/articleDetail.cfm?ItemNumber=1188> (Scroll down)

Abstract: Institutional Benefits of T.O.P.G.U.N. Customer Service Training
The University of Florida Physical Plant Division (PPD) is keenly aware that faculty, staff, and students have expectations for service delivery that we are responsible for meeting. Customer service is one of our most important responsibilities on campus. Data obtained from annual customer surveys was used to identify gaps in service and to develop corresponding service standards and training. Each employee at PPD attended a two-hour basic training (ground school) and a one-hour refresher training (preflight check-off/takeoff). Both classes are highly interactive, focused on improving customer service skills. Institutional benefits include:

- 1) Improved customer satisfaction levels and loyalty measures;
- 2) Increased employee commitment to customer service delivery;
- 3) Increased empowerment of employees through improvement in customer service skills;
- 4) High employee satisfaction with training;
- 5) Improved service levels recognized by customers;
- 6) Increased willingness to assist other team members in meeting customer needs, as well as a greater inclination to work directly with the customers;
- 7) Focused training on specific areas identified by customers, and tailored to facilities maintenance topics;
- 8) Avoided cost of \$68,310 through in-house design and delivery.

BEST PRACTICES, Physical Plant

Title: Water Runoff Management # 381
Source: Mississippi State University **Co Area:** Environmental Health & Safety
Addl Info: <http://www.abe.msstate.edu/csd/NRCS-BMPs/index.html>
Abstract: Large website related to Water Runoff Management - includes -
A. Construction Site Impact Reduction (8)
B. Source Reduction (16)
C. Erosion Control (19)
D. Water Volume Management (14)
E. Water Quality Treatment and Constituent Entrapment (vegetative and/or structural) (32)

<http://abe.msstate.edu/csd/NRCS-BMPs/tree.html> gives 3 Best Practices for Tree Protection and Restoration

Title: Pest Management at NCSU # 382
Source: North Carolina State University **Co Area:** Environmental Health & Safety
Addl Info: <http://www.ncsu.edu/ehs/www99/right/handsMan/worker/pestpolicy.htm>
Abstract: Structural and landscape pests can pose significant problems to people, property, and the environment; however, the pesticides used to solve these problems carry their own risks. It is therefore the policy of NC State University to use best practices and procedures, as explained below, for control of structural and landscape pests.

Goes on to define "Pests," how to manage pests using "Best Practices and Procedures", followed by education, recordkeeping, notification/pesticide sensitivity, pesticide storage and disposal, applicators and exemptions.

BEST PRACTICES, Physical Plant

Title: SUNY Best Practices Search Facility # 485

Source: State University of New York **Co Area:**

Add Info: <http://www.suny.edu/BestPractices/Best.Practices.2004.01.27.pdf>

Abstract: As part of the Task Force on Efficiency and Effectiveness, campus presidents were asked to provide initiative they believe they carry out better than any other campus, along with those innovative ideas that have saved or avoided spending resources. The "Best Practices" reported in this document have resulted in significant savings throughout SUNY and, when shared with other campuses, have the potential to realize even greater savings within the system.

Page 46 of the above PDF Document

Energy Conservation
Recycling Toner Cartridges
Surplus Vehicles
Recycled Paint
Cogeneration
Computerized Maintenance Management
Multi-campus Solid Waste Contract
Geothermal Heat System

Title: Recycling and Environmental Group # 562

Source: University of Manitoba **Co Area:** Student Affairs

Add Info: <http://www.caubo.ca/awards/documents/FinalCAUBO2004QPBookletEF.pdf>

Abstract: Page 8 - What's Hot at the University of Manitoba:
Recycling and Environmental Group: staff and students collect and sort recycling bins, run awareness campaigns and help shape environmental policy."

Maclean's Guide to Canadian Universities 2003 The University of Manitoba's unique approach to container1 recycling is an exceptional example of student initiative combined with administrative support. In 1999, after years of strained volunteerism, a referendum saw students vote overwhelmingly in favour of a \$2 tuition levy to support a campus-wide, student operated recycling program. Since then, the University of Manitoba Recycling and Environmental Group (UMREG) has been operating the University's recycling program at both University of Manitoba campuses as well as servicing two additional postsecondary institutions. Results have been outstanding and support from students, the Students' Union and the University Administration has been unwavering.

3rd Prize Winner of 2004 Canadian Association of University Business Officers Quality & Productivity Awards.
University's site - <http://umanitoba.ca/campus/recycling/umreg/>

BEST PRACTICES, Physical Plant

Title: Effectively Managing Professional Services Contracts: 12 Best Practices # 747

Source: IBM Center for The Business of Government **Co Area:**

Addl Info: <http://www.businessofgovernment.org/pdfs/FisherReport.pdf>

Abstract: This report is targeted to the growing pool of government managers who are responsible for managing professional services contracts. It gleans a dozen best practices, based on real-world experience, currently used by successful managers across the government. A major theme of these experiences is the importance of creating a more effective working relationship-much more like a partnership than the traditional adversarial relationship-between the project officer, the contract manager, and the contractor. The report is also aimed at the government contractor community, which is learning how to participate in working relationships in new ways.

Written by faculty at Clarkson University and George Mason University

Title: Plant Services Best Practices Awards # 772

Source: Plant Services Magazine **Co Area:** Environmental Health & Safety

Addl Info: <http://www.plantservices.com/industrynews/2006/027.html>

Abstract: Our Best Practices Awards recognize management technique, work process, product and service implementations as expressed in a short application story. The contest is open to anyone with a good story and the right to tell it. Site lists articles about:

* Best Practices Awards - Management - <http://www.plantservices.com/articles/2007/045.html>

* Best Practices Awards - Energy - <http://www.plantservices.com/articles/2007/043.html>

* Best Practices Awards - Predictive - <http://www.plantservices.com/articles/2007/046.html>

BEST PRACTICES, Physical Plant

Title: Zone Maintenance: Better Maintenance and Better Customer Service # 824

Source: University of Mississippi **Co Area:**

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices/2007.html

Abstract: Providing maintenance service for a major university is equivalent to providing city services for a metropolitan area of much greater size. Maintenance departments and their staff must become highly technical and explore different strategies in order to meet the ever-increasing demands placed on them. At the University of Mississippi Physical Plant, we have taken a systematic approach to become highly technical and effective in an ever-changing campus environment. Our approach, called "Zone Maintenance," is a strategy of using multi-disciplined craftsmen to achieve these goals.

The Zone Maintenance program is comprised of the three different units working together to provide improved maintenance service to the university community. The first component is an apprentice-training program that trains multi-disciplined craftsmen using custodians and other entry-level employees. The second segment of the program is the "Quick Response" Zone Maintenance group, which utilizes the graduates of the apprentice program, along with other multi-disciplined craftsmen, to provide general maintenance and repair services during normal business hours. The final component of the program is the Preventive Maintenance segment which provides the regular routine inspection and preventive maintenance of the University mechanical systems.

In this first full year of implementation, the number of work orders completed by the zone group was 4,163. By contrast, the average number of work orders completed during the previous four years was 1,711.

Title: Being Green: Changing Tomorrow, Today # 834

Source: University of Central Oklahoma **Co Area:**

Addl Info: <http://www.nacubo.org/Images/about/UniversityofCentralOklahomaSubmission.pdf>

Abstract: 2007 NACUBO Innovation Award Winner
1. The employees of the Physical Plant explored a move from Petrol-diesel to Bio-Diesel fuel for their equipment. Bio-Diesel fuel produced for diesel engines from vegetable oil or animal fat, which is normally costly to discard. The change allowed UCO to embrace a more economical fuel source, a more environmentally friendly fuel substitute, and create a template for other interested parties to implement.

A byproduct of the Bio-Diesel process is glycerin and is used as a degreaser and soap for the mechanics. The college of Math & Science and the College of Business have joined efforts in using Bio-Diesel as a medium for learning.

2. In 2004 UCO set a goal to become 100% Green energy dependent by 2007. During the process it was discovered that the resources were insufficient to undertake such a project. This led to an innovative partnership with Johnson Controls, Inc. relating to wind energy.

BEST PRACTICES, Physical Plant

Title: Developing an Online Work Request System to Help "Close the Loop" # 889

Source: Maysville Community College

Co Area:

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices_files/2008_files/Online-Work-Request-System.pdf

Abstract: The Finance and Facilities Department of the college heard complaints that service requests were not being managed and communicated back to department requestors in a timely manner. 2005, the college purchased a software program called Workorderama™ that is now being used for the management of service requests, vehicle requests, asset management changes, and preventive maintenance due schedules.

An important benefit of system is the ability to show the academic departments, with reports and bar graphs, the quantity of work being done by the staff and how quickly it was being done. Also it helped to answer inquires and head off complaints by giving ongoing progress status reports to the requestors which helped to "close the loop."

Title: Green University: Changing Tomorrow, Today # 904

Source: University of Central Oklahoma

Co Area: Environmental Health & Safety

Addl Info: http://www.sacubo.org/sacubo_resources/best_practices_files/2008_files/Green-University.pdf

Abstract: The increasing cost of energy has been a substantially impacting issue that UCO chose to overcome. UCO came to a crossroads. How can we curb the cost of energy while being stewards of the environment in which we reside? UCO focused on the following innovative facets: 100% Green Energy use, on-site creation of Bio-Diesel, Performance Contracting, Lean, and Recycling Campaign.

Green/Wind Energy - To date, UCO has saved over \$51,000 in purchasing over 50,000,000 kwh of electricity provided via wind.

Bio-Diesel - The Physical Plant invested time, money, and labor into the development of Bio-Diesel. Through this investment there has been a reduction of hazardous fuel use on campus and fuel budget savings by utilizing university produced Bio-Diesel fuel.

Performance Contracting - Since its implementation more than \$3.8M has been saved and we have reduced our CO2 emissions by 60,000,000 pounds which equals nearly 90,000 trees needed to absorb that amount of CO2.

Lean University - The outcome was a need to overhaul a multitude of administrative processes that over time had strangled the university's ability to function efficiently. One focus is the effort to move processes to paperless.

Recycling Campaign - The program is designed to make recycling easy and accessible to all students, faculty, staff and campus guests.

BEST PRACTICES, Physical Plant

Title: California Higher Education Sustainability Awards # 922
Source: California State University, Calif C/C & Univ of Calif **Co Area:**
Addl Info: http://www.greenbuildings.berkeley.edu/best_practices.htm
Abstract: Lists best Practices for 2005 through 2008. The Best Practice case studies showcase each award-winning project, making the strategies and achievements available as an educational tool to assist all campuses in achieving energy-efficiency and sustainability goals. California State University (CSU), California Community College (CCC) and University of California

Title: Developing an Online Work Request System to Help "Close the Loop" # 968
Source: Maysville Community College **Co Area:**
Addl Info: http://www.sacubo.org/sacubo_resources/best_practices_files/2009_files/PDFs/09_BP_Online_Work_Request_System.pdf
Abstract: The Finance and Facilities Department of the college heard complaints that service requests were not being managed and communicated back to department requestors in a timely manner. It began looking for a mechanism to replace the paper work order requests that departments were sending to the Maintenance and Operations section. The college has a small staff and no computer programmers. As an interim measure, Finance and Facilities developed a system using the Task Manager feature of Microsoft Outlook but it did not have the historical reports capability that was needed to track improvement in this area. A search began for programs that could be used. In 2005, the college purchased a software program called Workorderama™ that is now being used for the management of service requests, vehicle requests, asset management changes, and preventive maintenance due schedules.

First, an important benefit of system is the ability to show the academic departments, with reports and bar graphs, the quantity of work being done by the staff and how quickly it was being done. Second, it was also beneficial to have an outside programmer help the network administrator with the training, tailoring, and set up since the college is small and has no programmers on its staff. Finally, it helped to answer inquires and head off complaints by giving ongoing progress status reports to the requestors which helped to "close the loop."