

CSUSM ANNUAL FACILITIES REPORT

FACILITIES
DEVELOPMENT &
MANAGEMENT

FY 21-22



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A NOTE FROM THE AVP

The Facilities Development & Management (FDM) Fiscal Year (FY) 2021-22 Annual Facilities Report is presented to FDM's internal and external stakeholders. This report highlights the progress and activities of FDM Administration, Energy Management & Utility Services, Facility Services, and Planning, Design & Construction.

During FY 2021-22, FDM continued to make great progress in achieving department goals and expanding the team, making this another productive year. While we said good-bye to wonderful employees, we experienced personnel growth, which included internal promotions and a new department added to our team. Some accomplishments include goals created in line with the CSUSM Strategic Plan, submitted a proposal to the 2021-22 Higher Education Student Housing Grant Program, and the transformation of existing entrances to sliding glass doors on multiple campus buildings.

FDM Administration welcomed Distribution Services to their department this fiscal year. Work Control and Operations consolidated into one team and now has a new internally hired manager. Work Control and Operations closed over 16,900 work order phases, processed 2,072 invoices, and over 330 requisitions and purchase order amendments. The Administration team gained an internally hired lead and two new administrative support coordinators. FDM also held the first subdivision "Summer Olympics", which was a great success!

Energy Management & Utility Services (EMUS) worked on many deferred maintenance

projects, including the replacement of one of the Central Plant Heated Hot Water Pumps. The team welcomed a new director and plant manager who were both internal candidates. EMUS also successfully turned over the Zero Waste Program to Safety Health and Sustainability.

Planning Design & Construction (PD&C) had a year of building with 1 large and 28 small Cap projects completed with a combined budget of \$3,375,094. PD&C also completed 98 moves. The Moves team welcomed a new internally hired install, move, add, and change coordinator. One of the projects PD&C completed was the installation of sliding glass doors at the main entrances of Science Hall 1 and 2, Arts, and Cougar Central at the Administrative Building creating a touch-free and easily accessible entry for everyone.

Facility Services (FS) currently maintains 1,978,801 square feet campus-wide and is proud to provide a clean and well-maintained environment conducive to supporting learning. FS continues to prioritize preventative and deferred maintenance, closing over 11,175 preventive maintenance phases and completing the refinish of the Markstein north exterior stairwell. FS also identified new ways to strengthen existing partnerships and support the campus community, including beginning the process of certifying the campus as an Arboretum.

Our success is fueled by the team we have built, their focus on continued improvement, collaboration, teamwork and supporting the campus community.

Mark Norita

ASSOCIATE VICE PRESIDENT

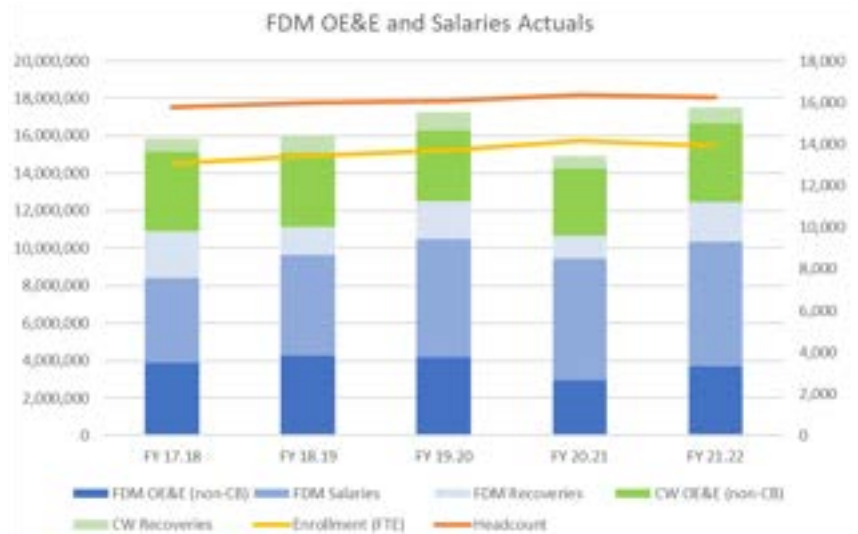
FDM ADMINISTRATION



FDM Administration (FDMA) is the hub of FDM and consists of four main teams: Operations and Work Control, Administrative Support, Technology, and Distribution Services. On January 1st, 2022, Distribution Services joined our subdivision under FDMA, creating an opportunity to specialize each team. Operations and Work Control teams consolidated into one working team with a manager and the Administrative Support team added two new administrative support coordinators under a new lead.

FDMA is responsible for:

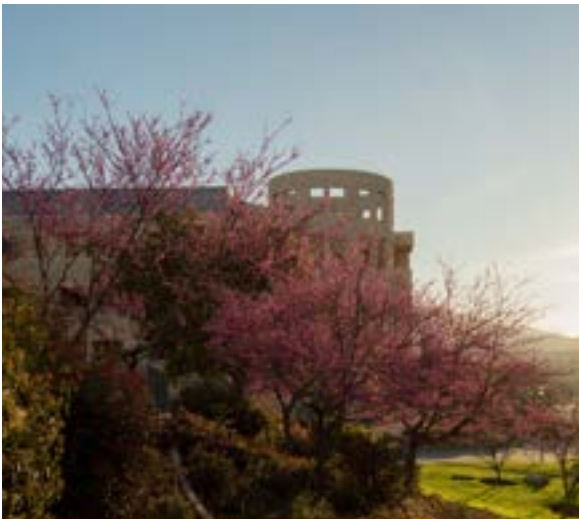
- Strategic planning
- Employee engagement
- Development and management of a \$13,794,885 operating budget
- Human resources
- Technology
- Procurement and accounts payable functions on behalf of FDM
- Campus mail/package services
- Property Control



Technology Team

The Technology team maintains and implements:

- AiM, our CMMS system
- Functionality and system upgrades
- iPads
- Cellular phones
- Data and data integrity
- Process improvement
- FDM website
- SmartSheet



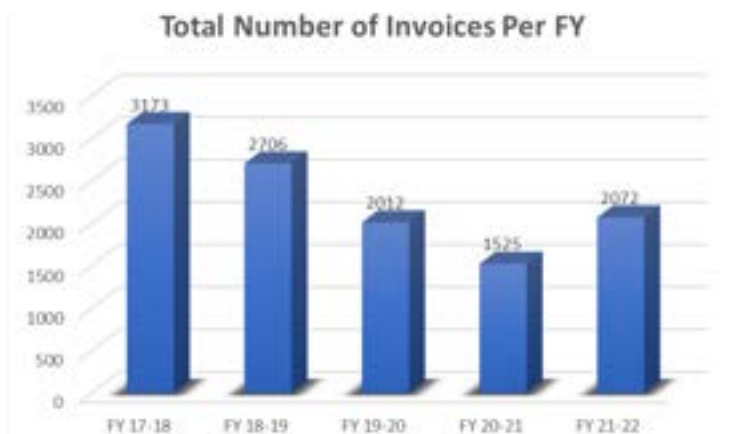
FDM ADMINISTRATION

Work Control & Operations Team

Work Control & Operations serves as the support system enabling facilities personnel to excel in maintaining and improving the physical campus. They ensure that all facility-related tasks are executed with an emphasis on customer satisfaction, collaboration with campus business partners, and adherence to campus and Chancellor Office guidelines. Their responsibilities include:

- Campus business partners of FDM
- Components of FDM that collaborate with business financial services:
 - Procurement
 - Accounts payable
 - Accounting
 - Budget
- Managing billing on behalf of FDM to the campus community
- Liaise with the Chancellor's Office for capital projects related to billing and funding
- Liaise between the campus community and the facilities trades for intake and dispatch of all campus work orders
- Face of FDM customer service for the campus community
- Owner of the work order system

In FY 21-22, the number of requisitions, invoices, and ProCard purchases began to increase to pre COVID levels due to the campus community returning to in person activities.



FDM ADMINISTRATION

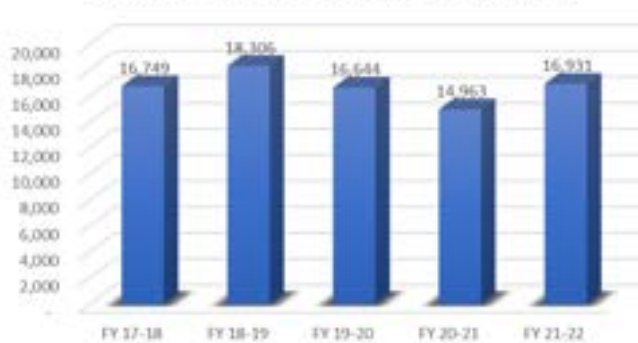


Work Control & Operations Team

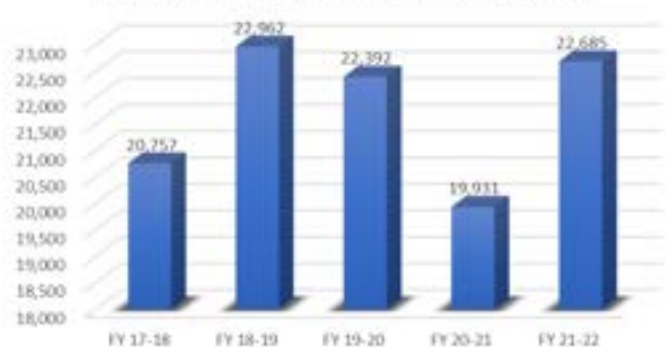
This fiscal year, the Work Control & Operations team:

- Managed 15 operating department budgets and 23 trusts
- Processed 2,072 operational invoices
- 1,404 ProCard transactions totaling \$777,738.00
- 337 Requisitions turned to Purchase Orders
- Closed work order phases 16,931
- Created work order phases 22,685
- Submitted the annual APPA FPI Report supporting nationwide benchmarking

Number of Closed Work Order Phases



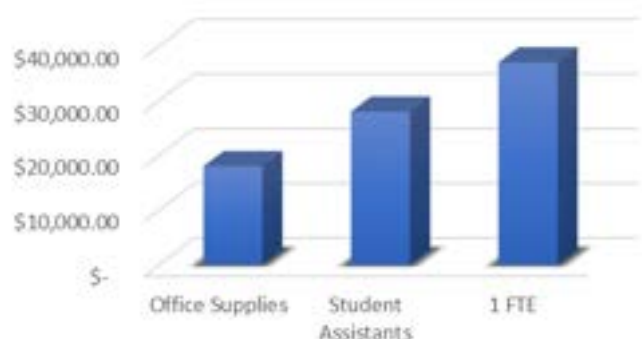
Number of Created Work Order Phases



Administrative Support Team

During the fiscal year, a 15% budget reduction was implemented in FDM, prompting FDM to consolidate individual department's admin support into a centralized FDM team named the Administrative Support Team. This consolidation presented challenges and necessitated adjustments for administrative staff, leadership, and employees at various levels. This integration resulted in streamlining four distinct support methods into a single team, resulting in an estimated total savings of \$83,000.

Amount Saved



FDM ADMINISTRATION



Administrative Support Team Continued

The Administrative Support Team, under the guidance of a newly appointed lead and two new Administration Support Coordinators now provides comprehensive support to all of FDM.

The Priorities of the team:

- People
- Core Services
- Safe Environment
- Customer Service
- Lead by Example
- Culture of Care

The responsibilities of the team include:

- Scheduling Meetings
- Separations & Pans
- Recruitments & Interviews
- Maintain Uniforms Program
- Travel Requests
- Event Planning and Execution
- Year End Shop Inventory
- Daily Who's Out Notifications
- Apprenticeship Program
- Technology Requests
- Timekeeping Review
- Other Personnel Related Admin Support
- Overview of Student Assistants



Projects

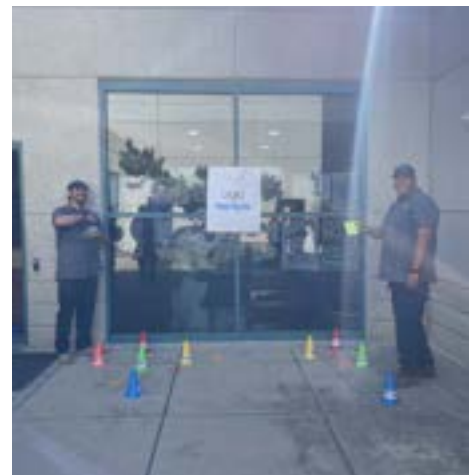
One project the Administrative Support Team conducted was to upgrade all the custodial lead's flip phones to iPhones, aiming to streamline communication and workflow within FDM. With these improved phones, photos, videos, and emails can be shared quickly, which is essential as the custodial team is often among the first to encounter urgent tasks on campus.

They also assisted in the implementation of SmartSheets in FDM. This included support for administrative personal scheduling, EREQ systems, project tracking, and a management dashboards.

FDM ADMINISTRATION

Employee Support

The team provides employee support through many avenues. From collaborating with Safety Health and Sustainability on the monthly safety meetings for FDM, to overseeing the annual Safety Fair. Another way the Admin Team supports employee morale is through morale events, including BBQs, Chili Cook Off, and the first ever "FDM Summer Olympics".



FDM ADMINISTRATION



Distribution Services

This fiscal year, FDM welcomed Distribution Services to the subdivision. Distribution Services is comprised of three teams: Mail Services, Shipping & Receiving, and Property Control. This team serves as the campus central hub for all incoming and outgoing mail shipments. Each team plays a crucial role in the daily operations of the campus.

Mail Services

The Mail Services Team responsibilities include:

- Daily Mail Routes
- Training Campus Community in Mail Policies/Processes
- Receiving and Sending Mail via United States Postal Services
- Providing Mail Supplies to Campus Community
- Intercampus Mail
- Business Reply Mail
- Sorting and Delivering of Campus Mail

Shipping & Receiving

The Shipping & Receiving responsibilities include:

- Receiving all Standard, Freight, Private, and Special Courier Deliveries and Shipments
- Receiving Purchase Orders and Matching them in PeopleSoft
- Shipping and Tracking of all Campus Packages and Shipments
- Pick Up and delivering of Campus Packages and Shipments
- Provide Forklift Support for Packages and Shipments as Needed

Property Control

The Property Control Team responsibilities include:

- Tracking all Property Assets by working with the campus community
- Oversees Archive Storage and Archive Shredding
- Responsible for tagging capitalized assets
- Oversees Auction Sale of Campus Property that is Authorized to be sold
- Assist Mail Services and Shipping & Receiving as needed

FDM ADMINISTRATION

Distribution Services Continued

Distribution Services is dedicated to optimizing service while providing products and services that maximize system resources; maintaining the highest level of professionalism, ethics and integrity in support of the university mission.

Distribution Services Stats

USPS Mail/Packages (in Pieces)		
FY	Incoming	Outgoing
2020-2021	69,172	78,382

Shipping/Receiving (in Pieces)		
FY	Incoming	Outgoing
	Freight / Packages	UPS / FedEx
2020-2021	23,960	N/A

Property Controls Services			
FY	E-Waste	Shred Boxes	
	Pounds	Boxes	Pounds
2020-2021	27,486	464	12,992

Property Control / Capital Assets				
FY	QTY	Additions (\$)	QTY	Disposals (\$)
2020-2021	33	\$ 848,515.81	15	\$ 237,990.13

Energy Management & Utility Services



Energy Management & Utility Services

Energy Management & Utility Services (EMUS) is charged with the oversight, operations and efficient management of the campus' utility infrastructure, energy efficiency projects and energy production and delivery.

The scope of EMUS includes the ongoing maintenance and operation of:

- Electrical and Natural Gas Service
- Domestic, Well and Sewer Water
- Campus waste
- Recycling
- Compost

The team focuses on energy service and campus occupant comfort through the successful operation of the Central Plant and the delivery of reliable energy resources through a series of tunnel systems which circulate throughout campus.

The EMUS team is also responsibilities include:

- Implementation of energy efficient building controls strategies
- Projects and equipment maintenance
- Forecasting and managing Budgets for electricity, natural gas, waste, recycling, and sewer services.
- Working closely with Safety, Health & Sustainability to provide sustainability program support to the campus
- Managing large scale projects ensuring continuity of services



ENERGY MANAGEMENT & UTILITY SERVICES



Energy Management & Utility Service Projects

The 2021-22 year was very busy for Energy Management and Utility Services (EM&US). The following are a list of projects, emergency situations, and initiatives performed by the EM&US:

There have been many CARES/HEERF related HVAC projects on campus this year:

- EM&US oversaw the testing and air balancing of the Arts Building, University Hall, Academic Hall, Markstein, and Kellogg Library. These projects verified that every register (hundreds per building) in the building was receiving the designed airflow rates.
- Many filters were upgraded to at least MERV 13 (the pandemic filtration target). As of the end of FY21/22, 87% of the campus filters were MERV 13 or MERV 14, one of the highest in the CSU system.
- EM&US replaced the Markstein moisture separators. This reduced the building's relative humidity, in accordance with ASHRAE recommendations, and decreased the energy consumption due to lower moisture content in the air.
- EM&US replaced the Clarke Field House Athletic Trailer A/C with a unit that meets the COVID-19 filtration target. EM&US also worked with PD&C to replace the rocks underneath the HVAC unit so that maintenance would no longer be a safety concern.
- EM&US rehabilitated and sealed the external ductwork of Markstein, Arts, and SBSB. This decreased air leakage, so more air flow reaches the building while optimizing energy efficiency and decreases the likelihood of leaks caused by rain.
- EM&US worked with a contractor to apply an epoxy coating to the Chillers. The tube sheet was rusted and pitted and is now looking new.



ENERGY MANAGEMENT & UTILITY SERVICES

Energy Management & Utility Service Projects

- EM&US commissioned a COVID HVAC readiness study for 20 campus buildings where an engineering firm verified the design, operation, maintenance, and COVID mitigation strategies for each building.
- EM&US installed more Aircurity sensors in both Science 1 and Science 2 labs. Aircurity monitors the air for contaminants. If it senses an indoor air quality issue, it will speed up the airflow rate of the building's exhaust fans so that the area is 'flushed'. The system also slows down the airflow rate when no contaminants are detected for energy savings.
- In August 2021, EM&US had a third party clean the coils on every heat exchanger on campus outside of the normal preventive maintenance schedule before the majority of the faculty and staff returned to campus following the pandemic.



- As the community returned to campus, EM&US worked heavily with all campus stakeholders to address their HVAC concerns regarding COVID-19:
 - In the summer, EM&US created a HVAC 101 class tailored for SH&S so that they could be prepared to answer questions/concerns from the campus community.
 - After the community returned, EM&US teamed up with SH&S to meet with stakeholders across campus in a town-hall meeting type platform. EM&US spoke to anyone interested in their particular building's HVAC systems. EM&US director met individually with occupants from ACD, Arts, Commons, Craven, Kellogg, Markstein, SBSB, Science 1, Science 2, SH&CS, and U-Hall. The COVID mitigation strategies were reviewed in addition to any other subject related to utilities, energy, and other FDM projects.
 - EM&US continues to operate all buildings in accordance with the Cal OSHA, CA Department of Public Health's Emergency Temporary Standards, ASHRAE guidelines, CDC, and the Chancellor's Office. During the pandemic, the campus kept up with the constantly-evolving building operation best practices of these agencies.

ENERGY MANAGEMENT & UTILITY SERVICES

Energy Management & Utility Service Projects

- Five slip stream filter skids were installed in the tunnel to remove corrosion from the 2M gallon chilled water system. These filters were initially changed twice per week but after several months changing the filters were only required once per week. The filtration efforts are making a noticeable difference in the water quality.



- The local Wastewater Authority implemented an ordinance banning the chemicals we use so that we were no longer allowed to discharge process water to sewer. FDM developed a method to dispose of water in order to do routine maintenance yet remain in compliance. Water was either stored in containers, and for large jobs shipped away via trucks. EM&US worked with SH&S and the Encina Wastewater Authority to implement measures to drain water to sewer. We are now allowed to drain up to 700 gallons a day which has saved the campus tens of thousands of dollars in disposal fees.

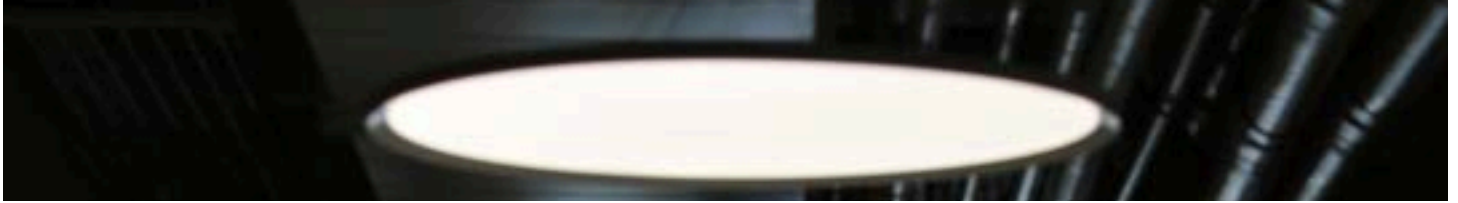


A Building Service Engineer diverting water to a storage container



A wastewater authority employee collecting a water sample from our sewer

ENERGY MANAGEMENT & UTILITY SERVICES



Energy Management & Utility Service Projects

- EM&US and PDC worked together to remodel the Central Plant. The original boiler was replaced with 4 highly efficient pony boilers. An emergency generator was also installed at the Central Plant so that the Central Plant can serve as a backup EOC and supply chilled water to the campus even during power outage. This 6 month project not only required the typical planning, engineering, construction, and workarounds, but this was implemented while Central Plant was still in operation so that the campus community was not impacted.



Old Boiler



New Boilers



New Generator being set by a crane

ENERGY MANAGEMENT & UTILITY SERVICES

Energy Management & Utility Service Projects

- In summer 2021, EM&US replaced University Hall building's Heating Hot Water piping and reinsulated the pipes. The original design of the building had flaws which caused intermittent leaks that would become emergent issues. The new piping was engineered to prevent those issues and minimize service disruptions.



Old Boiler

- In summer 2021, EM&US replaced the Clarke Field House Heating Hot Water boilers. The old boilers were near the end of their useful lives and original to the building. The cost to maintain the old boilers was increasing while they were becoming less reliable. The new boilers are more energy efficient and require less maintenance.



New Boiler

- In the fall 2021, EM&US performed the first in-house crane pick in 4 years. EM&US rented a crane to replace an aging exhaust fan motor on top of the Science 2 roof. After the pick, PD&C utilized the crane for one of their projects to save the campus mobilization costs.

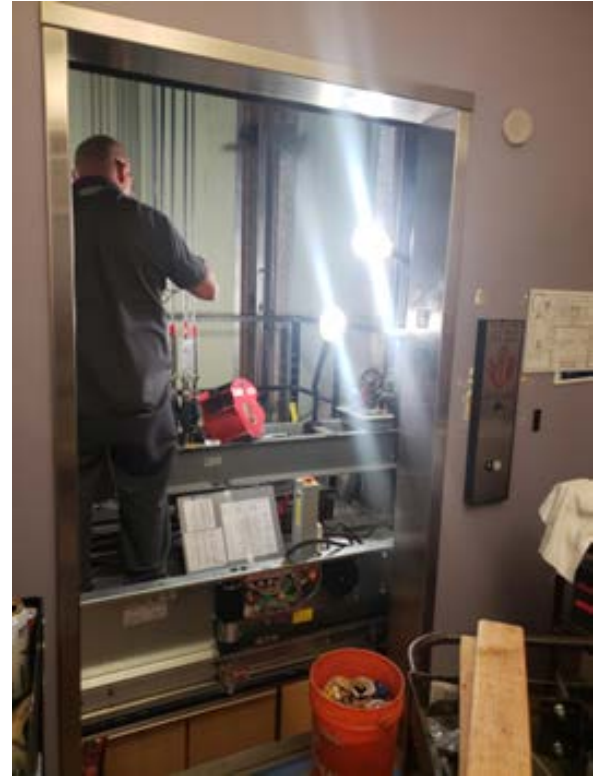


New exhaust fan being install by a crane

ENERGY MANAGEMENT & UTILITY SERVICES

Energy Management & Utility Service Projects

- As part of campus outreach, EM&US hosted 3 Campus Connect tunnel tours in April and a private one in December with Provost Kemnitz. These types of tours highlight FDM's role on campus, educate the campus on sustainability practices, and help illustrate the magnitude of behind-the-scenes maintenance accomplished by FDM without disrupting the campus.
- In October 2021, Governor Newsom declared a statewide drought. In December, EM&US published the campus' Water Management Plan, which documents our strategies for previous water conservation initiatives, water saving progress, future conservation projects, and emergency conservation action plan.
- EM&US had initiated projects for elevator modernizations (managed by PD&C with EM&US support). In FY21/22, 4 elevators (Admin Building Elevator #3 and 4, U-Hall #A and B) were modernized with new controllers, safety devices, door operators, and motors.



Administrative Building
Elevator #4 Car Top



New Equipment being craned to the Elevator Machine Room

ENERGY MANAGEMENT & UTILITY SERVICES

Energy Management & Utility Service Projects

EM&US performs a large amount of regular maintenance to keep the campus running smoothly. Some examples in the past year are:

- EM&US performed eddy current testing of the Central Plant chillers on both the condenser and evaporator barrels. This tested the tubes to make sure they are not leaking and ensure that the walls are not thinning. It is pivotal to do this for long range planning of a chiller's life cycle.



Eddy Current Testing

- One of the Admin Building main server room A/Cs failed due to a leak in the cooling coil. EM&US aligned the system so that it would still provide the necessary cooling for the servers. The coils were then replaced without impacting service to the campus.



Old Coils



New Coils

ENERGY MANAGEMENT & UTILITY SERVICES



Energy Management & Utility Service Projects

- A large part of EM&US and Central Plant responsibilities is responding to campus wide emergencies, even during non-business hours. Two such examples this past year where this department was instrumental were:
 - On the Sunday morning after Thanksgiving, UPD noticed that multiple rooms in the ELB were flooded. The first responder was our Chief Engineer who isolated the leak. 4 other EM&US members, came to campus to clean up the mess. In all, about 20 staff members from all of FDM arrived and worked for several hours.
 - Another emergency response happened last December during a Chanukah menorah lighting ceremony. One evening where many students and the President were in attendance outside at a ceremony without the proper equipment for their need so their lighting and the electric menorah lighting were not working. The EM&US night shift crew responded and brought emergency power to the celebration.



Planning Design & Construction



Planning, Design, & Construction

Planning, Design, & Construction (PD&C) serves the campus community in the development of environments that promote learning, interaction, innovation, and collaboration in support of the vision, values, and goals of California State University San Marcos.

Planning, Design, & Construction (PD&C) includes Project Management, Campus Planning, Campus Signage, and Campus Moves. Each collaborates with each other, the campus community, and external partners and vendors to provide to the best service.

Project Managers:

- Construction Management
- Long Range Capital Planning
- Building Design
- Code Compliance
- Construction Safety Management
- Project Management

Campus Planning:

- Space Planning
- SFDB Reporting
- Managing Space Requests
- Long Range Capital Planning
- Interior Design Decisions
- CEQA Management
- Annual Reporting to Chancellor's Office

Campus Signage:

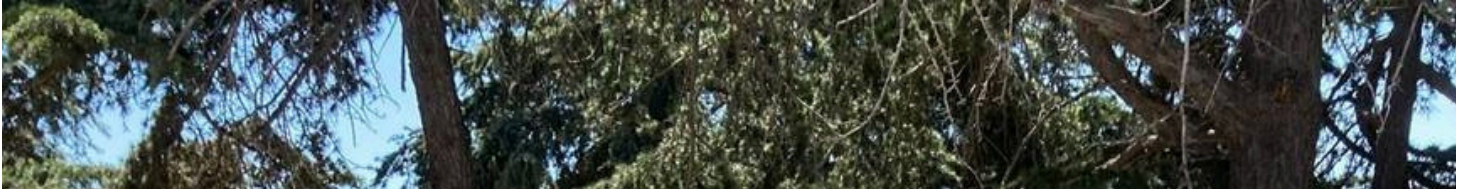
- Campus Wayfinding
- Building Wayfinding
- Signage Requests
- Floor plan Management/Updating

Campus Moves:

- Space Planning
- Campus Moves/Requests
- Furniture
- Code Compliance
- Installation, Add, Change, and Moves
- Furniture Donation to Mexico

Along with managing all construction projects on campus, PDC also manages all relocations, reconfigurations, purchase of office furniture and removal of furniture. The Campus Moves Team and Project Managers work together to oversee moves related to minor and major capital projects on campus.

PLANNING DESIGN & CONSTRUCTION

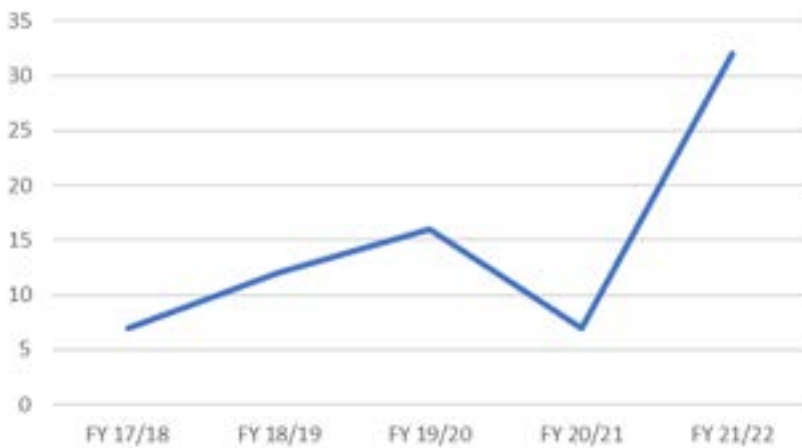


Planning Design & Construction Data

The number of projects completed by PDC vary greatly year over year, With COVID ramping down and a new fiscal year beginning, we saw growth in the number of projects and moves being completed from the previous fiscal years. Many of the projects completed this fiscal year were focused on creating a touch free, clean, accessible and safe campus.

Please note that this data does not account for additional scoping and pre-design work on tertiary projects and/or shared projects with Facility Services and Energy Management and Utility Services.

Project Count by Fiscal Year



PD&C had a year of building with:

- 3 Major Cap Projects
- 29 Minor Cap Projects
- Combined budget of \$6,792,618.00

In FY 19/20, there was a large increase due to the completion of the new Extended Learning Building, which officially opened this fiscal year.

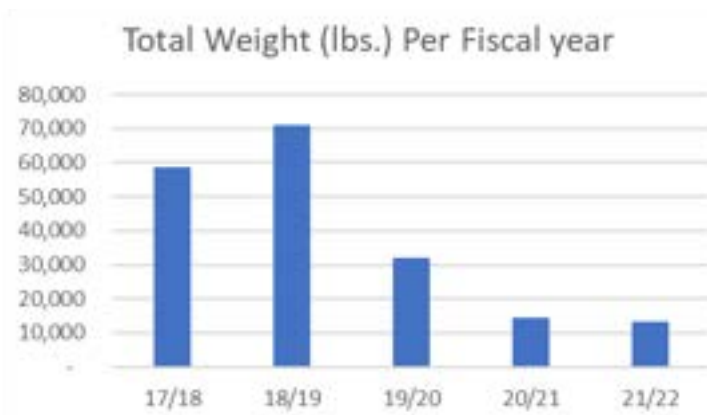
Project Budget at Closeout by Fiscal Year



PLANNING DESIGN & CONSTRUCTION



Planning Design & Construction Move Data



In FY 19/20, the method of donation weight changed from the total exact weight to the total estimated weight based on # of truck loads and there was a drop in donations due to COVID.

Campus Moves Totals;

- 98 Moves
- 68 Move days

This fiscal year:

- 11 Truck Loads of Donated Items
- 13,193 pounds of Donated Items



During FY 20/21, the number of on campus moved dropped due to most of the campus community working from home during COVID.

Planning Design & Construction Projects

Veterans Center Flag Pole

During this FY, the Veterans Center was honored with the installation of a flag pole that displays the six (6) branches of Military under the American flag.



PLANNING DESIGN & CONSTRUCTION



Planning Design & Construction Projects **Kellogg Library 3rd Floor Furniture Replacement**

The Kellogg Library 3rd Floor underwent a renovation including the removal and placement of the carpet in preparation for the new furniture. The walls were painted where the base molding was removed and new rubber base was installed. During this FY the design and preparation was completed with the project scheduled to be completed in FY 22/23. This space was renovated to better support student computing needs created by the hybrid learning environment, the Library and IITS aimed to renovate the former computer lab area on the 3rd floor of Kellogg Library, which was dismantled to support staff computing needs during the pandemic. The redesigned lab will support students in individual and collaborative learning pursuits and feature multiple types of computing options and study spaces.



PLANNING DESIGN & CONSTRUCTION



Planning Design & Construction Projects

Sliding Doors

During COVID, the campus received Higher Education Emergency Relief Funds (HEERF) which were we used towards updating the main entrances of building to touchless and accessible sliding doors.

These buildings included:

- Social and Behavioral Sciences Building
- Markstein Hall
- Administrative Building
- Cougar Central at Administrative Building
- Student Health and Counseling Services
- Arts Building
- Science Hall 1
- Science Hall 2



Markstein Hall



Arts Building



Science Hall 2

PLANNING DESIGN & CONSTRUCTION



Planning Design & Construction Project Outdoor Furniture

Using the HEERF, the campus provided ways to promote social distancing while maintaining and providing functional spaces in an outdoor environment, was to replace and create cohesive designated outdoor seating areas across campus.

This included new:

- Benches
- Tables
- Chairs



Facility Services



Facility Services

Facility Services (FS) proudly maintains a clean, sustainable learning, and working environment for the students, faculty, and staff. Facility Services strives to provide quality facility maintenance, operations, and support services that foster a university of first choice while enhancing the learning environment.

Facility Services Teams include the Building Maintenance Shop, Automotive Shop, Custodial Services Team, Electrical Shop, Plumbing Shop, Grounds Team, Paint Shop, Carpentry Shop, and Lock Shop. Each of the the teams is specialized to best serve the needs of maintaining and improving the campus. Preventative maintenance and deferred maintenance continues to be a priority with each of the teams while servicing the campus.

Facility Services is responsible for:

- Preventative Maintenance
- Daily Building Maintenance
- Automotive Maintenance and Sourcing
- Daily Custodial Services
- Electrical
- Plumbing
- Grounds
- Paint
- Carpentry
- Key and Lock Services
- Deferred Maintenance
- Capital Renewal Planning

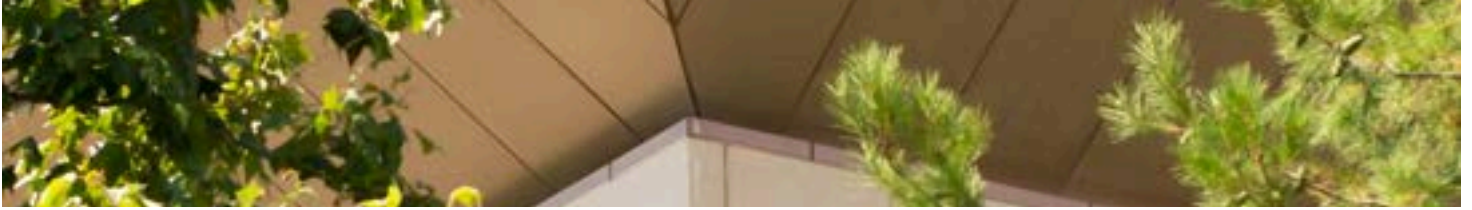
Number of Created Work Orders by Phase Type



Work orders are completed by all FDM teams, however the bulk reside with Facility Services. In fiscal year 21/22, there was a increase in reactive, project, and preventative maintenance work orders.

Facility Services currently maintains 1,978,801 square feet campus-wide. As the campus population grows the square foot per student decreases increasing campus density. This means we have a high use of our useable square footage resulting in heavy use of doors, elevators, restrooms, furniture, flooring, and other related building components. The concentrated use within a compressed schedule minimizes the time that Facilities has to perform necessary maintenance, repairs, and cleaning. Density also affects our landscape, athletic fields, roads, and parking lots. Compared to universities with similar institutional profiles, CSUSM is an extremely dense campus.

FACILITY SERVICES



Facility Services Deferred Maintenance Projects

All FDM teams work together to refine the annual process of reviewing and prioritizing the campus's deferred renewal and maintenance needs (DM).

FDM's leadership team meets systematically throughout the year on DM Projects to:

- Present Projects
- Prioritize Projects
- Value Projects
- Completed in order of priority and funding availability

This process is integrated with the annual Facilities Renewal and Capital Improvement Plan used by the Chancellor's Office to fund large-scale DM projects

Annually the campus provides FDM with about \$770K for deferred maintenance projects, these funds are used to complete high priority projects that fit within this budget. Anything above this budget is moved to the Five Year Capital Plan to request Chancellor Office funding to complete.

The goal is a holistic approach to coordinate planning and maximize available funding to reduce CSUSM's deferred maintenance backlog. This data is vital in securing funding to maintain the campus systems running beyond their expected life span and the campus at an APPA level 2.

Example of DM Project: University Hall Roofing

The University Hall Roof had two drains with stretch marks on the membrane near the mechanical area. This led to FS working with a contractor to replace the roofing on University Hall.



FACILITY SERVICES



Facility Services Customer Requests

Facility Services skilled trades teams also perform customer improvement projects around campus as resources allow. These projects are requested and paid for by the requestors.

Examples of Customer Requests include:

- Painting Walls/Offices
- Patching Drywall/Paint
- Installing Keypads
- Installing Noise Machines
- Adding an Electrical Outlet
- Landscaping a specific area for the Athletics or Track
- Adding or Removing a Door/Wall
- Adding Carpet and Cove Bases
- Hang a Picture/Whiteboard
- Install a Hydration Station
- Etc

Many customer requests take one or more shops. With each shop having a specialization, they each work together to complete a work order.

Facility Services - Arboretum

As the university continues to grow, FDM persists in identifying new ways to strengthen existing partnerships and support the campus community. This has led to the process of certifying the campus as an Arboretum. This is scheduled to be completed in Fiscal Year 23/24.



FACILITY SERVICES



Facility Services Customer Request - Example Kellogg Library 1103

Kellogg Library 1103 was refreshed with the removal of the old carpet and cove bases and replaced with new carpet and cove bases. Three offices in the suite received a refresh of new paint.



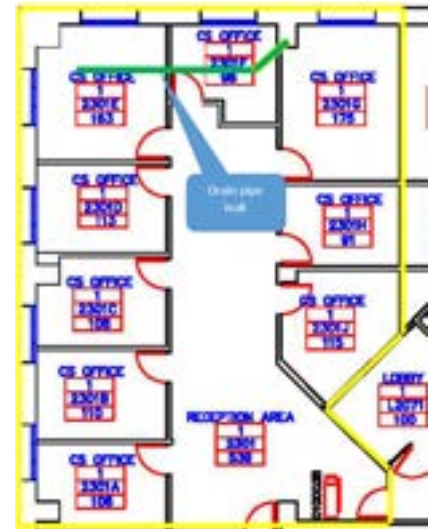
Before



After

Administrative Building 2301E - Flood Remediation

There was a flood in Administrative Building 2301E that originated from a drain pipe joint from an above drain line. FS dried out the carpet and walls by drilling holes at the base of the wall. The team then inspected and tightened the affected drain line joints. The carpets, walls, and cove based were repaired after the room was completely dry.



FACILITY SERVICES



Facility Services Customer Request - Example

McMahan House - Grapevine

Facilities Services added grapevines and plant climbing fixtures to the some walls around the McMahan House.



Engagement Survey Results



Customer Satisfaction Results

Annually, FDM requests feedback from campus customers, including students, faculty and staff. The survey, run out of UCSD, allows us to determine primary areas of opportunity and primary strengths. The valuable and confidential feedback helps our departments plan and prioritize initiatives to improve service quality and processes. Once participating departments receive and review their data, they are asked to develop action plans for improvement. Results and goals are posted annually on FAS' website.

Click the link to department for review of annual results.

Employee Satisfaction Results

The Employee Engagement survey was designed to assess employees' satisfaction with their work environment. CSUSM Finance & Administrative Services (FAS) division has conducted Employee Engagement surveys since 2004 and transitioned to UCSD's Employee Engagement survey in 2016. The goal of the survey is to identify key strengths (areas where FAS is doing well) and key opportunities (areas needing improvement). Each year, FDM leadership reviews findings and develops goals to address areas of opportunity.

Click the link for the year's results.

[FY 21-22 Customer Satisfaction Results](#)

[FY 21-22 Employee Satisfaction Results](#)

