

Facilities, Support Services and Technology Committee

January 20, 2010

Minutes

Present: J. Artiss, P. Parajuli, J. Sawasky, D. Charbonneau, T. Reddy, N. Sarhan, D. Wildman, J. Whittum-Hudson.

Guest: D. Wrench

Absent with Notice: J. Lanza, T. Roumayah, T. Somers.

Absent: S. Peters, D. Rappolee, T. Allen, T. Stemmler, K. Browne, B. Madigan, D. Golodner.

Meeting began at 2:07PM.

With regards to the issue of classroom cleanliness, Mr. Wrench provided the committee with an update. He has been adding staff to his workforce. It appears that the outside consultants have not worked out as well as might be hoped so that he and Mr. Colburn are developing a Made at WSU solution to custodial services. Mr. Wrench commented that there had been periods when the custodians were left without supervision and that he was working to address that. As well the walk-through's that he has initiated by supervisors from different areas are being better accepted and suggestions were being taken seriously by the host supervisors. Mr. Wrench presented the committee with the *Voice Your Opinion* question that he and Ms. Roumayah had drafted for the Student Counsel website. It follows below:

"Help Keep Wayne Clean"

"As members and students of the Wayne State University campus community we are interested in your feedback on university janitorial services. We would like to know how the Office of Facilities Planning & Management can better service our university. Please provide constructive feedback regarding specific rooms, hallways, buildings, and other campus locations. Please include the time and day when commenting on conditions of places considered less than desirable."

The committee thanked Mr. Wrench for all of his efforts and the Chair requested the committee's approval to respond to Policy with the intent of closing this matter. Mr. Wrench expressed his interest in continuing to attend the committee meetings as he found the feedback of the committee to be beneficial. The invitation was extended.

The Chair informed the committee that he and Mr. Sawasky had exchanged a series of e-mails discussing the possibility of expanding or building on the apparent success of Mr. Wrench and Ms. Roumayah in utilizing the Student Council website to garner feedback. The opinion was expressed that there are

numerous areas within the university that need improvement and that there were good people in responsible positions that are willing to make the changes as they become aware of them. The committee agreed that the Chair should draft correspondence to Policy recommending that a page be developed in Pipeline where, once logged in, students, staff and faculty could draw attention to issues within the University. C&IT has software that could be used to route the issue to either a "super" ombudsman or directly to the appropriate person in senior management. This administrator would take responsibility for the matter and have 24 hours (for example) to post a response. The response might be a brief, reasonable explanation for the issue or that it had been resolved or that it was being investigated and a detailed response will be forthcoming. In order for this to work it will have to be taken as seriously by everyone as it was by custodial services.

Minutes of the December 16, 2009 meeting were approved.

Mr. Sawasky was pleased to inform the committee that during the previous week, the second heaviest usage week of the year, that the usual restriction of 2,500 simultaneous users had been lifted and that the upgrades that had been installed during the Fall had comfortably handled peak periods of 5,100 users logged into Pipeline at the same time. Although the Blackboard software still has bugs the hardware was upgraded with used parts and is performing well. C&IT is working with Blackboard to resolve the outstanding software issues. There is another Blackboard release scheduled for 2010 and C&IT will be calling on the faculty to assist in testing the software. Mr. Sawasky informed the committee that he was involved with drafting recommendations for the code of ethics as it involves IT and requested that it be made an agenda item for the next meeting. There was expressed interest in this by the committee members.

Mr. Sawasky has invited the committee to hold the February 17th meeting, in conjoint with FAC, in the C&IT facility at 5925 Woodward.

Dr. Whittum-Hudson raised an issue about Purchasing's choice of particular Dell computer models being more expensive than the identical product was on-line. Mr. Sawasky informed the committee that that issue has been addressed and that a new contract had been negotiated with Dell and that the University was now recognizing a 26-41% range of savings over the on-line educational pricing. The savings achieved in the first quarter of FY2010 using these new discounts was around \$90,000. These annual savings are projected to grow, as the university expends several million dollars on desktop and laptop computers every year.

Meeting was adjourned at 1450h.

Next Meeting: February 17th, 2:00PM, Rm. 292, 5925 Woodward Ave.