



# University Senate Annual Committee Report Academic Year 2014-15

## Section I

**Name of Committee:** University Services and Facilities Committee

**Submitted by:** Thomas E. Schildgen, Professor of Technology, Polytechnic School

**Date Submitted:** 20 April 2015

### Roster:

#### Downtown Campus Members

- Ann Maceachron, Social Work, 2016
- Rajni Nair, Letters and Sciences, 2016

#### Polytechnic Campus Members

- Thomas Schildgen, Chair, The Polytechnic School, 2015
- Keith Hollinger, Letters and Sciences, 2015
- Kiril Hristovski, The Polytechnic School, 2016

#### Tempe Campus Members

- Nancy Buck, Music, 2016
- Tim Karcher, LeRoy Eyring CSSS, 2016
- David Wells, Interdisciplinary and Liberal Studies, 2015
- Steven Desch, Earth and Space Exploration, 2015
- David Gay, Law Library, 2015

#### West Campus Members

- Judd Ruggill, Social and Behavioral Sciences (St. Sp 15), 2016
- Nicole Roberts, Social and Behavioral Sciences, fall 2014 only

### Overview:

Purpose and Functions:

To serve in an advisory capacity in the study, clarification, and formulation of policy and procedures in areas affecting the university, including:

- strategic planning, annual budget planning, and allocation of university resources
- technology transfer policies, including patents and copyrights
- university services and facilities, including parking services, the libraries, and computing services

### Office of the University Senate

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- information services, including information gathering and dissemination on issues affecting higher education, faculty, and academic professionals
- public relations initiatives, including those of the university's public relations units, the ASU Foundation, and the Alumni Association.

The USFC was very active during the 2014-15 academic year, with a total of six meetings.

- 24 September 2014 – Set goals for the year and prioritize concerns
- 5 November 2014 – Hosted Morgan Olsen and John Riley to discuss campus concerns raised by the faculty
- 3 December 2014 – Hosted Director of Parking Melinda Alonzo and Assistant Director Gabe Mendez to discuss ASU parking concerns on all campuses
- 18 February 2015 – Meeting to discuss a faculty survey regarding campus safety and facility concerns, also High Performance Computing (HPC)
- 25 March 2015 – Hosted ASU Police Chief Michael Thompson, collected feedback for the USFC Annual Survey
- 15 April 2015 – Final meeting of the academic year – reviewed the entire USFC Annual Survey and based on discussions with the Provost's Office divided the instrument into two surveys.

## Section II

### **Request for Consultations and/or topics reviewed by the committee and outcomes:**

1. Antonio Garcia had a Request for Consultation regarding his ability as a faculty member to access both his classroom and laboratory in a timely manner. This was caused by ISSAC Access Card System to which Tony had an overload of rooms and access points on his Sun Card.
  - a. Outcome – The USFC invited Morgan Olsen and John Riley to discuss solutions and identify the fact that this occurred and solutions would be reported. It was determined that Tony represented about 5% of the Sun Card Users that would max their Sun Card memory.
2. Joseph Comfort had a Request For Consultation regarding the new Walk Zones on the Tempe Campus, and how far East on the campus would these be located.
  - a. Outcome was decided that we would begin the semester and relocate the no walk zones based on need as determined by complaints or accidents.
3. Brenda Hosley requested a walk light at the intersection of Taylor and 1<sup>st</sup>. The Downtown campus has had a police officer during part of the day the first few weeks of the Fall term directing traffic. Brenda indicated that they have a flashing light at 3rd street and Taylor but it is not always effective so she is not sure if that is what they plan to propose to resolve the issue.

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Presumably, this request was made to the City of Phoenix. We can follow up if we are provided with the details of the request

4. Several members of the UAC raised the issue of ASU Parking structures not being responsive of employee needs. The time for faculty to park and exit is excessive. Some of the older parking structures were still running on an outdated version of the old XP Windows Operating system.
  - a. The USFC hosted the Director of Parking Services Ms. Melinda Alanzo and her Assistant Director Gabe Mendez to get a complete report of the new PARCS System capabilities, which are being rolled out one structure at a time. There have been no parking increases since 2009.
  - b. The PARCS system will create a new way of conducting business and using campus parking facilities. Parking and Transit Services plans to improve communications and is currently in the process of designing a web page to track this significant parking system upgrade and advise the University community of the features it offers. The following are examples of the customer service enhancements the new system will provide
    - i. Multiple access credential types for permit parking (i.e. RFID, lclass chip, barcode)
  - c. Ability to pay for parking at multiple locations in our mixed-use facilities (i.e. pay on foot, pay in lanes)
    - i. Expanded payment options for visitors. For example Fulton Center customers will be able to pay at the existing cashier kiosk; at pay on foot machines that will be conveniently located throughout the structures, and at the exit lane, thereby minimizing disruptions with egress.
    - ii. ASU will be able to maximize use of underutilized parking structures, such as Packard Drive South and Stadium, especially as other parking is lost to campus development.
    - iii. Accommodate more flexible "pay-as-you-go" programs in addition to the Eco Pass option, which allows periodic parking access to transit and alternative mode customers.
  - d. Expanded guest validation programs
    - i. Provide online validation for departments. For example at Fulton Center, ASU Foundation and other departments can validate online and customers can head straight to vehicle and exit.
    - ii. Ability to pre-issue coupons/passes for special events so that VIPs can be validated at check-in.
    - iii. Coupons can be printed at home (barcode) and scanned at gate for entry/exit, so that VIPs can be sent a barcode they use to enter and exit the garage.
  - e. Expanded visitor/event parking options

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- i. Preprinted coupons for any facility, which can help alleviate downtown visitor parking issues.
  - ii. Passes that decrement in value for extended visitor stays (i.e. auditors, consultants, etc.)
  - iii. Improved infrastructure and network application will provide stability and interoperability. 4. This is especially true at the Downtown Phoenix Campus where we have experienced connectivity and programming issues with the old system.
  - iv. Uniform access across all university parking facilities for a more consistent and Improved customer experience.
5. The new ASU Police Chief attended the 25 March 2015 USFC meeting – Chief Michael Thompson, made suggestions for data that he would like to see addressed in the USFC Annual Survey and discussed the new ASU Live Safe Mobile App.
6. The membership of the USFC determined that an annual survey of the faculty would be beneficial from an operations, safety, and maintenance perspective. Faculty and academic professionals have a working knowledge of the diverse facilities and services that make up the University. The results of the survey would be sent reported to the University Senate, Dr. Moran Olsen, and the Chief of Police Michael Thompson. The USFC created the survey and solicited input from the Police Chief, Librarians, HPC Task Force, and the Provost’s Office.

Based on input from the Provost’s Office it was determined that the survey instrument should be divided and the entire University Academic Assembly would not be surveyed, rather a significant selective sampling that represented each of the campuses, approximately 400 faculty and academic professionals would be asked to complete the survey. The Department Chairs and Directors would be asked to respond to the portion of the survey that addresses facilities such as classrooms and laboratories. The faculty and academic professionals would be asked to provide demographic data, safety concerns, parking and transportation, libraries, and High Performance Computing.

### Section III

#### **Request for Consultations and/or topics that were not started, or remain unfinished and need to be carried over to the next academic year:**

1. There are no outstanding Requests For Consultation (RFC)

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## Section IV

### **Recommendations to the Senate or Final Comments:**

The USFC has created the annual survey instrument, which will be divided into two surveys. It is recommended that the Department Chairs and Directors would be asked to respond to the portion of the survey that addresses facilities such as classrooms and laboratories. A significant selected sample of the faculty and academic professionals would be asked to complete the second survey which provides demographic data, safety concerns, parking and transportation, libraries, and High Performance Computing. The University Senate President and Senate Office Director can administer the two surveys before the end of the semester. The data collected from these surveys can be used to structure a report that one of the campus presidents can accomplish during the summer of 2015.

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