



Facilities Management

Policies and Procedures

July 2023

Clayton State University

Table of Contents

FACILITIES MANAGEMENT.....	3
ORGANIZATIONAL STRUCTURE OF FACILITIES MANAGEMENT.....	3
11.1. OUR SERVICES.....	3
11.2. DEPARTMENTS	5
11.3. PHYSICAL PLANT OPERATIONS	5
11.3.1. Building Services Responsibilities:	6
11.3.2. Landscape Management Responsibilities	10
11.3.3. Management of Demand Service and Preventative Maintenance Requests.....	13
11.3.4. Building Operations Responsibilities.....	14
11.3.5. Warehouse Operations and Buyer Responsibilities	19
11.3.6. Housing Maintenance.....	20
11.4. BUSINESS OPERATIONS.....	21
11.4.1. Contract Management.....	22
11.4.2. Budget Management of Facilities Management.....	22
11.4.3. Fleet	22
11.4.4. Fleet Management.....	24
11.4.5. Central Receiving Operations	24
11.4.6. Mailing Services Operations.....	25
11.4.7. Property and Inventory Control	26
11.5. FACILITIES PLANNING AND DESIGN	29
11.5.1. Capital Project Planning, Estimating, Bidding, and Construction Administration	31
11.5.2. Communication with the University Community and Outside Agencies	31
11.5.3. Assistance in Development of Master Plans and Capital Implementation Plan.....	31
11.5.4. Monitoring the Design and Construction/Renovation Activities	32
11.5.5. Update of Architectural Floor Plans	32
11.5.6. Maintenance of Clayton State University Facilities Related Information.....	32
11.5.7. Preparation of Facilities Performance Indicator Reports	32
11.5.8. Preparation of Facilities Finding Reports	33
11.5.9. Interior Design Services.....	33
11.5.10. Furniture Procurement	33
11.5.11. Space Utilization.....	34
11.5.12. Review of Facilities Modification and Space Requests.....	34
11.5.13. How to Request Services.....	34
11.5.14. Signage.....	35
11.6. Miscellaneous.....	36

Clayton State University

11.6.1. Uniforms.....	36
11.7. CONCLUSION38
<u>APPENDIX</u>	<u>11-20</u>

Facilities Management

Facilities Management creates and maintains Clayton State University's physical resources to provide a healthy and safe educational environment for the campus community through our services below by the following departments: Physical Plant Operations, Business Operations and Planning and Design.

Organizational Structure of Facilities Management

The organizational chart of Facilities Management is available upon request.

This chart displays the names and titles of the various Facilities Management team members within the organization.

11.1. Our Services

- Administration of Outsourcing Contracts (pest control, elevator inspections, boiler inspections, fire suppression system, etc.)
- Assistance with Asset Management
- Building Services
- Carpentry Repair Services
- Central Receiving Operations
- Contract Management
- Disposition of Surplus Property, including Electronic Devices and Equipment
- Emergency Services: Inclement weather, power outage, gas leak, flood, roof leak, water leak, broken storm water covers
- Assistance with Environmental Health & Safety Coordination
- Event Setup and Furniture Moving
- Extended Services (semester preparedness, safety walks, building inspection walks, roof inspections)
- Facilities Modification and Space Request Form
- Fleet Management
- Heating, Ventilation, and Air Conditioning
- Assistance with Housing Projects

Clayton State University

- Interior and Exterior Electrical Work
- Interior Design Services and Furniture Procurement
- Key Issuance and Locksmith Services
- Leadership and assistance in development of campus master plans, as well as the University's Capital Implementation Plan
- Mailroom Operations and Campus Mail Delivery Service
- Masonry Services
- Monitoring the Design and Construction/Renovation of Facilities
- Painting
- Plumbing
- Preventative Maintenance
- Project Planning and Administration
- Property and Inventory Control
- Recycling
- Repair, Maintenance, and Operation of Campus Buildings
- Trash Removal
- Work Request System (ServiceNow) - You are requesting work to be done by Facilities

11.2. Departments

The following departments within Facilities Management are responsible for providing the above services, and their responsibilities are described below:

11.3. Physical Plant Operations

The responsibilities of Physical Plant Operations include maintaining 216 acres of landscape and 26 academic support buildings consisting of 793,296 sq. ft., the infrastructure of the main campus and satellite facility Lucy C. Huie Hall. Physical Plant Operations is dedicated to supporting the University's core mission of education and enlightenment by ensuring the proper operation of the support functions of the University. The purpose is to preserve the assets of the University and to support the University's Mission by providing project management, design input, estimating projects, bidding projects, construction administration and capital project planning.

Department staff keep all operating systems in proper working condition by having a detailed preventative maintenance plan, an ongoing deferred maintenance plan and responding to the repair needs of the campus community. Physical Plant Operations provides the following services:

- Building Services
- Landscape Management
- Building Operations
- Warehouse Services
- Management of Demand service and preventative maintenance requests through the work request system

Clayton State University

Name	Title	Contact Information
Charles Bridges	Assistant Director of Building Services	CharlesBridges@clayton.edu (678) 466-4248
Michael Perkins	Assistant Director of Landscape Management	michaelperkins@clayton.edu (678) 466-4255
Terry Allgood	Assistant Director of Building Operations/Electrical	TerryAllgood@clayton.edu (678)466-4240
Gregory Roche	Assistant Director of Building Operations/HVAC	gregoryroche@clayton.edu (678) 466-5489
Richard Pepples	Warehouse Operations and Buyer	RichardPepples@clayton.edu (678) 466-4247
Bernida Jacques	Administrative Assistant	bernidajacques@clayton.edu (678)466-4240

11.3.1. Building Services Responsibilities

Charles Bridges is the Assistant Director of Building Services reporting to the Executive Director of Facilities Management. The Building Services department is responsible for the overall cleanliness of 780,497 square feet of interior spaces of main campus and satellite facility (Lucy C. Huie Hall). Each building has team members assigned to perform the scheduled routine duties: maintain the appearance of offices, classrooms, hallways, laboratories, lobbies, lounges, elevators, stairways and restrooms by performing housekeeping duties; such as dusting, vacuuming, sweeping, wet moping, waxing floors, carpet cleaning, and trash removal.

Cleaning and trash removal are performed daily. Hard floors are stripped, and refinished, carpeted floors are shampooed in preparation for special events, and on an as needed basis. High traffic areas are given priority. Windows are washed inside and outside. Indoor insect control is also provided by this department. Clayton State University also participates in a Single Stream Recycling Program.

Clayton State University

Building Services and Facilities Compliance Department Work Hours:

Morning shift work hours: Monday-Friday, 4:00 am - 1:00

pm Evening shift work hours: Monday-Friday, 1:00 pm -

10:00 pm

Requests for services should be submitted online through [ServiceNow](#) online software.

Facilities Management can also be contacted at (678) 466-4240.

Staff is also available in the event of an emergency. If after hours, call Public Safety at (678) 466-4050.

Morning Shift Daily Tasks:

- Dailey classroom trash removal
- Floors swept. Floor mopped as needed.
- Vacuuming
- Restrooms cleaned 2 or 3 times daily on this shift
- All building closets stocked with supplies
- Cobweb removal
- High and low dusting in selected areas, based upon rotation schedule (Fridays only)
- Most detailed cleaning projects are executed campus wide on Fridays
- Pressure washing buildings during semester breaks
- Support events at Spivey Hall after hours
- Commencement set up and detailed cleaning
- Manager/Supervisor conducts building inspections

Afternoon Shift Daily Tasks:

Each building has team member assigned to perform the scheduled routine duties: maintain the appearance of offices, classrooms, hallways, laboratories, lobbies, lounges, elevators, stairways and restrooms by performing the following housekeeping duties:

- Sweep, mop, and buff hallways throughout the campus, based on rotation schedule
- Periodic scrubbing and waxing of selected areas
- Carpets spot cleaned, or steam cleaned in selected areas

Clayton State University

-
- General sweeping and mopping of classrooms throughout the campus, based on rotation schedule
 - Selected hallways swept, mopped, and buffed

Clayton State University

Special Events

Please notify the Building Services department at least 5 business days before a special event occurs on campus. This will allow the department to provide the adequate services, staff and resources for this event.

Overtime – If the special event requires overtime, the requesting department is responsible for providing the funds from the account of that department.

Proactive	
People	We are ordinary people offering extraordinary services.
Integrity	It is not who is right, but what is right that is important.
Quality	We will set our goals and expectations.
Professionalism	We will treat our customers and fellow co-workers with respect, responsiveness, cooperation, and open communications.
Service	We will remember that every customer is important and plays a role in our daily success or failure.
Accountability	Any employee who receives a complaint in his/her area will be accountable until it is resolved.
Responsibility	Each employee will treat Clayton State University property as if it were his/her own.
Teamwork	Always speak positive about the Facility Management Building Services Department and fellow co-workers, in or out of the workplace.

11.3.2. Landscape Management Responsibilities

Michael Perkins is the Assistant Director of Landscape Management, reporting to the Executive Director of Facilities Management. The Landscape Management Department maintains 216 acres of main campus and a satellite facility (Lucy C. Huie Hall) in South Jonesboro and housing. The Landscape Management department strives to enhance Clayton State University's learning environment through designing, installing and maintaining beautiful and inviting landscapes. Landscape Management also installs irrigation systems throughout the campus that are fed by pond water. In addition, this department provides event setup and moving services for campus functions.

The campus is divided into eight zones for landscape maintenance purposes. Work is concentrated in one zone per workday to maximize productivity. The goal is to do substantial maintenance in each area of campus so that the entire campus gets attention every five to seven days. The zone map is only a guide, as holidays, inclement weather, and special projects may cause the zone schedule to be modified frequently.

Clayton State University participates in the Tree Campus USA initiative. Which is renewed yearly through implementing a Tree Committee, encouraging students to participate during Arbor Day Observances, and conducting Service-Learning projects twice a year to inform the campus community about the importance of trees.

Landscape Management Department Work Hours:

Monday-Friday: 7:30 am - 4:30 pm

Requests for services should be submitted online through [ServiceNow](#) online software. Facilities Management can also be contacted at (678) 466-4240.

Staff is also available in the event of an emergency. If after hours, call Public Safety at (678) 466-4050.

Clayton State University

The Landscape Management department provides the following services:

- Commencement Setup
- Event Setup
- Exterior Pest Control
- Inclement Weather Preparation
- Irrigation
- Landscape Design
- Landscape Equipment Preventative Maintenance
- Landscape Installation
- Landscape Maintenance
- Leaf and Debris Cleanup
- Moving Services
- Pond and Dam Management
- Sports Field Maintenance
- Storm Drain Maintenance
- Exterior Trash Removal
- Tree Management

The Landscape Management department is proactive and conducts safety inspections throughout the campus grounds.

- Continuous monitoring of dead and hazardous trees and limbs.
- Monitoring of manhole covers (storm drains, valve boxes, etc.)
- Nuisance wildlife and pest control: snakes, bees, wasps, yellow jackets, hornets, fire ants, etc.
- Overgrown Vegetation
- Pond and Dam inspections
- Inclement Weather Preparation
- Zone safety walk-throughs

Clayton State University

Moves and Setups

Landscape Management's Moves and Setups team is responsible for setting up or moving tables, chairs, and other furniture or equipment for campus events or for faculty and staff work requirements.

All moves and setups are state funded. Larger moves may require a moving company to perform the larger work required. This will require bidding the job out, which could take up to 2 weeks or more through the Procurement Office. Please take into consideration the time frame that is needed for bids and scheduling.

When Campus Departments have events that require setting up tents, inflatables, posters, signs, etc., please contact the Facilities Management department to coordinate these events so irrigation systems, utilities, tree roots, turf grass, plants, etc. are not damaged from these items.

Overtime Pay – When other departments request an event set-up or other work order that is required to be performed after normal working hours or on weekends, the requesting department shall pay for the overtime wages from their budget.

When moves or setups are required, the requesting office should complete the appropriate work request through [ServiceNow](#) online software

Event Rental Procedures – When other departments request services for events held on campus for profit, Facilities Management will impose standard fees. For services and fees reference the following link [Event Rental Procedures](#).

REQUESTS SHOULD BE SUBMITTED AT LEAST 5 BUSINESS DAYS PRIOR TO REQUESTED DATE FOR SETUP.

11.3.3. Management of Demand Service and Preventative Maintenance Requests

The Administrative Assistant utilizes an online maintenance management system for organizing, tracking, and facilitating work to be accomplished. All work requests from departments is scheduled via a work order request.

When repair, replacement, or other maintenance service is required, the requesting department should complete a [Service Request](#). The department uses an online work request system for organizing, tracking and facilitating work.

Preventative Maintenance requests are carried out on a constant basis following its scheduled frequencies. Majority of preventative maintenance items, i.e., electrical, plumbing, HVAC, special systems and equipment are performed by Building Operations technicians. Some preventative maintenance work, such as fire suppression system and elevator pressure tests, require special certifications or licensing, and are coordinated with outside vendors. Requests are scheduled by Facilities Coordinator by collaboration with Building Operations.

11.3.4. Building Operations Responsibilities

Two Assistant Directors of Building Operations (Gregory Roche, HVAC and Terry Allgood, Electrical) report to the Executive Director of Facilities Management. The Building Operations department of Clayton State University is dedicated to providing a comfortable environment to the campus community and to support the University's core mission of education and enlightenment. Services provided fall into four major categories: preventive maintenance, demand calls, customer request calls, and emergency services. A brief description follows:

Preventive Maintenance

Building Operations conducts ongoing preventive maintenance on equipment to prevent emergencies and equipment breakdowns. Preventive measures include inspections, testing, lubrications, cleaning, filter replacement, belt changes, etc. Work is performed according to the manufacturer's recommended maintenance procedures. Preventive maintenance responsibilities also include those mandated by government regulations, insurance requirements and building codes. Many of these, such as fire alarm testing, life safety, emergency lights and elevators are designed to ensure the safety of building occupants. If a customer requests to have Building Operations maintain any special equipment outside the scope of the department's basic responsibilities, such services will result in establishing a work order.

Demand Calls

Demand calls are defined as the everyday work that originates within Building Operations. Examples of routine maintenance are:

- Ceiling tiles: Replace stained, broken or missing
- Climate Control
- Install and remove door stops
- Light bulb replacement (blown lamps)
- Locksmith
- Paint: Parking lots, curbs, walkway light posts, offices, corridors and classrooms
- Remove personal space heaters
- Repair carpet and vinyl
- Roof leaks
- Toilets and Sinks: Leaking, repairing flush valves, loose seats
- Walking surfaces: Loose bricks, uneven sidewalks, step treads, etc.
- Water leaks: Chilled/hot water pipes, Domestic hot/cold water pipes, roof drains, etc.

Clayton State University

Customer Request

Demand calls take priority over Customer Requests, but we try to complete all request within 3 business days. Examples of Customer Requests are:

- Assemble: Furniture, carts and keyboard trays
- Hang banners
- Hanging: Pictures, shelves, door signage, coat hangers, white boards, cork boards, etc.
- Install cabinets
- Repair and install blinds
- Repair furniture

Emergency Services

A Building Operations emergency is any situation that will result in a threat to life, safety, health, facilities, utilities or interruption of classes, clinics or events. Examples of an emergency would be:

- EPA/SPCC concerns
- Fire alarms/Fire doors
- Floods in buildings
- Inclement Weather
- Power outages in buildings
- Refrigeration systems
- Sewer backups inside or outside buildings
- Underground water, gas or electrical lines
- ADA Door Operators

In any emergency situation Public Safety should be contacted at (678) 466-4050 and reported. Our staff is on call 24/7 and will respond immediately.

Clayton State University

Building Operations Department Work Hours:

First Shift: Monday-Friday, 7:30 am - 4:30 pm

Second Shift: Monday-Friday, 1:00 pm - 10:00 pm

Saturday, 7:30 am - 4:30 pm

Requests for services should be submitted online through [ServiceNow](#). Facilities Management can also be contacted at (678) 466-4240.

Staff is also available in the event of an emergency. If after hours, call Public Safety at (678) 466-4050.

Services provided by the Building Operations department include:

- Carpentry
- Commencement Setup
- Electrical
- Energy Conservation
- Energy Management System
- Irrigation
- Locksmith
- Life Safety Equipment
- Lighting
- Masonry
- Mechanical
- Painting
- Plumbing
- Preventive Maintenance
- Refrigeration
- Renovation of all facilities
- Special In-house Projects
- Storm drains
- Utilities

Key Requests

Key Requests consist of submitting the “Key Request Form” through the Public Safety website or <https://www.clayton.edu/public-safety/parking-services/>. Public Safety approves the request and submits to Facilities Management; in turn, a work order is created in ServiceNow. After the request is completed, Facilities Management will turn the keys back over to Public Safety who will contact and issue the keys to the appropriate person.

Clayton State University

Life Safety

Below is a list of Life Safety items that are handled by Building Operations:

Elevators	Passengers possibly trapped in elevator, not working, lights out, phone not working, inspections (weekly and monthly), etc. <i>If trapped in elevator, simply press the phone button and you will be connected to our Public Safety office.</i>
EPA	Spill Prevention Control and Countermeasures (SPCC), transformers, generators, fuel tank, grease traps pumped, fluorescent lamps, etc.
ADA	Door operators, parking, sidewalks, evacuation chairs, etc.
Emergency Lighting	Exit lights, egress lights, generator power for lights, parking lights, streetlights, walkway lighting, etc.
Fire Prevention	Fire alarms, fire extinguishers, sprinklers, fire pumps, fire suppression systems, etc.

Any personal appliances or equipment such as: Microwaves, heaters, refrigerators, coffee pots, etc. must be approved by Building Operations prior to placing for inspection to see if the circuits can handle the power required. This is to prevent any safety issues such as fire hazards.

Inspections

Building Operations conducts many inspections in-house to ensure that we have a safe campus environment. A few examples are listed below:

- ADA – Doors, ramps, parking
- Building Walks – Conducted monthly
- Chillers, Cooling Towers
- CSU East Walk path – Wood Planks and Lighting
- Elevators
- Emergency Lights
- Exit Lights
- Fire Alarms
- Fire Extinguishers
- Generators
- Outdoor Lighting – Conducted bi-monthly
- Roofs
- Safety Walks
- Student Classroom Readiness – Conducted prior to start of each semester
- Transformers

Clayton State University

Some semi-annual and annual inspections on campus require state or local officials to inspect and must be outsourced. Examples are listed below:

- Boilers
- Elevators
- Fire Alarms in Buildings
- Fire Doors
- Fire Extinguishers
- Fire Hydrants
- Fire Sprinklers and Pumps
- Fire Suppression, Vent Hoods, FM200 and Stat X
- Grease Traps Pumped and Manifest Logged
- Transformers
- Vent Hoods in Kitchen Cleaned
- Water Treatment

Assistance to Other Departments

Building Operations assist other departments around campus such as:

- Media Printing with installing Monitors, outlets and TVs, along with pulling cables to different locations
- IT with installing outlets and cables
- Assist with departmental accreditation
- Assist Aladdin prepare for health inspections in food services
- Assist Labs with fume hoods and distillers
- Assist departmental events

11.3.5. Warehouse Operations and Buyer Responsibilities

Richard Pepples is the Warehouse Operations Buyer, reporting to the Executive Director of Facilities Management. The warehouse department is responsible for the warehouse functions only for Facilities Management. Services provided by the department include:

- Locate and order parts and materials for Facilities Management department.
- Accountability for inventory of tools, equipment, materials and supplies.
- Coordinate disposal of hazardous materials for Plant Operations.
- Coordinate the receipt and distribution of parts, material and supplies.
- Responsibility for all record keeping (reports, logs, etc.) of inventory.
- Responsibility for maintaining the warehouse, keeping it clean, organized and stocked at all times.
- Responsibility for keeping records that deal with any EPA issues in Facilities Management.
- Responsibility for fuel management for all vehicles at Plant Operations
- Pick up supplies off campus.
- Track and keep tool inventory annually.
- Maintain logs on all refrigerants.
- Input data on parts into centralized computer system and correlate it with work requests in the system for expense tracking associated with the work orders.

Warehouse Work Hours:

Monday-Friday, 7:30 am - 4:30 pm

Please contact Facilities Management at (678) 466-4240. Staff is also available in the event of an emergency. If after hours, call Public Safety at (678) 466-4050.

11.3.6. Housing Maintenance



How To Submit Maintenance Work Orders

Call **(678) 497-4449** to submit a work order with the maintenance call center. You will be asked to confirm your name, residence hall, and unit number when logging the work order request.

OR

Visit **ClaytonState.ResidentPortal.com** or scan the QR code below to access the Resident Portal for online work order submissions.

Create a New Account using your legal name and the university email address associated with your housing contract. This will allow you to submit and track your order requests online via your resident portal.

If you have problems setting up your account or issues with the portal, please contact the maintenance facilities team at **ClaytonState@BHomStudentLiving.com**



11.4. Business Operations

Name	Title	Contact Information
Jill Shuffler	Facilities Data Manager	jillshuffler@clayton.edu (678) 466-4203
Donnie Collins	Assistant Director of Campus Services	DonnieCollins@clayton.edu (678) 466-4242
Torrence Harrell	Supervisor Central Receiving and Property Control	TorrenceHarrell@clayton.edu (678) 466-4251

Business Operations provides support with the planning, organizing, managing and controlling of the business affairs in the Facilities Management Department. It maintains budgets for Facilities Management, prepares Capital and Construction Reports quarterly, A/E Monthly Reports and reconciles monthly credit card statements.

Business Operations Responsibilities:

The Business Operations Department provides the following services:

- Contract Management and Project Files
- Budget Management of Facilities Management
- Asset Management
- Fleet Management
- Central Receiving operations
- Mailing Services operations
- Property Control

11.4.1. Contract Management

The Facilities Data Manager controls all aspects of Public Works construction contracts and consulting agreements through the bidding process and advertising requirements which are driven by the construction costs associated with the service. The Budget Coordinator follows Board of Regents rules and guidelines. The Budget Coordinator also ensures proper control over all required documentation and affidavits following established [Project File Check List](#) procedure to ensure they are completed properly and processes payments for invoices.

11.4.2. Budget Management of Facilities Management

The Facilities Data Manager is responsible for monitoring the budget for the entire Facilities management operation. Continuous analysis of budgeted amounts vs. actual expenditures and encumbrances is provided to reveal areas where the budgeted amount may not be sufficient. The Budget Coordinator works with the Executive Director of Facilities Management to amend the budget as required.

11.4.3. Fleet Vehicles

Donnie Collins is the Assistant Director of Campus Services for fleet management, reporting to the Executive Director of Facilities Management, Darren Thomas. Asset Management is facilitated by the Budget and Finance division of Business Operations and Facilities Management assists with tagging the assets and during the annual inventory walkthroughs and notifying the Budget and Finance department on assets surplus items and tagging received items.

When a purchase order item is received in Central Receiving that meets the classification requirement for capitalization and recording as a university asset, Property Control assigns an inventory tag to the item before delivery to the ordering department. The item is then entered into the Asset Management system by the Budget and Finance so that the item may be tracked, managed, depreciated, and properly reported.

The day to day control of small assets is handled by the Property Control division. See the section below titled **Inventory Control** below for day to day control of asset information.

Clayton State University utilizes the Asset Management System to provide the following benefits to the institution:

Clayton State University

Conducting Physical Inventory

All institutions within the University System of Georgia must conduct a mandatory physical equipment inventory on an annual basis. The results of these annual inventories should change the status or condition of the item (such as poor condition or missing) as required in the Asset Management System.

The actual physical inventory performed annually and initiated by the Budget and Finance department. Facilities Management assists with the inventory walkthrough.

11.4.4. Fleet Management

Management is facilitated by the Assistant Director of Campus Services and Fleet Management personnel. Fleet Management monitors 20 vehicles that serve technicians of the Facilities Management department and 11 vehicles that serve the Public Safety department. Maintenance of the vehicles is contracted to local vendors.

Fleet Management Responsibilities:

Responsible for all data related to the Fleet Management Program utilizing DOAS software Holman Insights (ARI).

- Coordinate Fuel, Maintenance, Repairs and Inspection
- Assign Decals and Unique Vehicle Number
- Record Odometer Reading and Update Monthly Mileage and Fuel Consumption
- Receive Titles, Registration and Plates for Vehicles
- Maintain Vehicle Records
- Submit an Annual Model Year Compliance Report To OFM
- Address and Respond to Driver's Alert Call Reports
- Maintain Records of All (Report My Driving) Reports Received
- Provide OFM With Necessary Disposal/Transfer Information to Verify Removal Of Vehicles from The State Fleet Inventory Database.

11.4.5. Central Receiving Operations

Torrence Harrell is the Supervisor of Central Receiving and Property, reporting to Donnie Collins, Assistant Director of Campus Services. The Central Receiving Supervisor and staff receive all shipments facilitated by purchase order designated for central receiving delivery. Some items are delivered directly to the ordering department due to special handling requirements.

For items delivered to Central Receiving, the delivery clerk verifies that goods received are those ordered with the matching purchase order and packing slip. The non-asset items will be delivered to the department and verified by the department. Packing slips will be signed by the receiving clerk or the department and sent to Accounts Payable for further processing. Asset items are tagged for inventory after they arrive at department, but before they can be paid for.

For items delivered directly to the department, the delivery clerk coordinates with the department to accomplish the same services as for items delivered to Central Receiving.

11.4.6. Mailing Services Operations

The Central Receiving and Property Control department consists of two employees that operate the campus Mailing Services operation. The Mailing Services Operation provides processing for all incoming and outgoing USPS mail, along with campus delivery services. The Mailing Services Operation also accepts and coordinates pickup for Courier Mail, including UPS.

The Policies and Procedures of Mailing Services require that:

- Items to be mailed are designed and printed to take advantage of lower rates for size, weight and content
- Addressed with a USPS certified correct address
- Bundled in the approved manner (see below)

The Delivery Schedule provides:

- Incoming mail will be delivered to departments on campus in the first part of the day.
- Outgoing mail is picked up by post office each day.
- Pickup and delivery is provided once per day at the student residence halls.

Mailroom Procedures require that:

- Mail requiring postage will be placed in bundles and identified by the department account number for “charge-back” purposes.
- All outgoing mail must have a Clayton State University’s return address and the sending department’s account number in the top left corner of each mail piece for accounting purposes.
- Mail with postage already applied, including Business Reply mail, and mail that in envelopes of an irregular shape, must be pre-sealed – the mailroom will not seal this mail.
- If five (5) or more envelopes are to be mailed from one office, submit the envelopes together with the flaps of the envelopes folded down or flat; this procedure will facilitate the mail being run automatically through the postage machine.
- Mail designated for outside the United States must be specifically marked and bundled separately; to ensure accuracy and prompt delivery coordinate with the mailroom on such mail pieces.

Additional specific information about Mailing Services may be found at the Central Receiving and Property Control web site at: <https://clayton.edu/facilities/business-operations/central-receiving>. The additional information includes Courier Mail, Certified Mail, Insured Mail, and Bulk Mail.

11.4.7. Property and Inventory Control

Torrence Harrell is the Supervisor of Central Receiving and Property, reporting to Donnie Collins, Assistant Director of Campus Services.

State Laws

The laws of the State of Georgia require the Department of Administrative Services (DOAS) to maintain an accurate central inventory of movable equipment owned by the State. Under these laws and the regulations of DOAS, the university is required to maintain a perpetual inventory of all moveable equipment. The equipment that is required to be tracked are only those items with an estimated usable life expectancy of three years or more and an item acquisition cost of \$3,000 or more.

Clayton State University Policy

All items meeting the definition of inventoried property will be placed in the inventory. A complete definition of inventoried property may be found on the web at: <https://www.clayton.edu/facilities/services/inventory#State%20Laws>. There are other items that Clayton State University has elected to include in the inventory without regard to the \$5,000 minimum cost. These items are:

- Books (Library) – only if procured through Library Accounts and cataloged by the Library
- Firearms
- Original works of art
- Classroom furniture, seating, stools, or large quantities of furniture (not listed individually but by amount of purchase order, and purchase order must exceed \$5,000)

Gifts to the university should be assigned a value based upon either the value established by the donor or the estimated fair market value. When the assigned value exceeds \$5,000 and estimate life exceeds 3 years, then all appropriate documents must be provided to inventory control. Gifts made to the foundation for the benefit of the University are governed by the foundation's rules.

Responsibilities of Inventory Control

The Inventory Control section of Operation Services is responsible for maintaining a perpetual central inventory from information provided continually by the various Departments/Units and from annual inventories. Inventory Control records acquisitions,

Clayton State University

affixes decals to equipment, records dispositions of equipment, verifies and prepares reports of periodic inventories.

Department Inventory Coordinators

Each Dean, Director, Department Head or other Administrator responsible for property is accountable to the President for all property assigned to the respective Department/Unit. Each Dean, Director, Department Head may delegate basic inventory responsibility to a coordinator. The coordinator is responsible for annual departmental inventories; surplus coordination with Inventory Control; and notification of acquisitions of equipment.

Annual Inventory

The Department/Unit head is responsible for conducting an annual inventory of equipment when requested by Inventory Control. Inventory Control will provide a listing of equipment charged to each Department/Unit. The list should be verified for accuracy and any discrepancies should be noted on the original equipment listing. The listing should be signed by the Department/Unit head and forwarded to Inventory Control who will perform an audit/reconciliation with the Department/Unit. After completing the reconciliation, Inventory Control will prepare an itemized inventory list showing the total dollar amount of the gain or loss in inventory. The Department/Unit head must immediately notify Inventory Control and Public Safety of any item stolen or damaged by malicious acts. If an item is not located during the annual inventory of the following year, Public Safety will be advised, and it will be removed from the inventory records. The property control coordinator will file insurance claims as appropriate with DOAS Risk Management Services department.

Recovered Property

If property is recovered that was previously part of a loss settlement, the property control coordinator will promptly notify the DOAS Risk Management Services department. A return of the previous settlement amount may be required. Recovery expenses and/or repair expenses may possibly be an additional settlement.

Cautions about Use of State Property

The Board of Regents of the University System of Georgia states the following:

"Personal property owned by an institution shall be used only for institutional purposes. No employee in the University System shall permit such property to be removed from the campus of an institution for use on either a rental or loan basis if the use for other than institutional programs".

Clayton State University

Procedures for the Transfer of Equipment

A Department/Unit must notify Inventory Control of any transfer of equipment to another Department/Unit or movement to another building. This includes repairs or lending of items to Departments/Units in another building. Internal departmental records need to be maintained if a Department/Unit remains accountable for any inventoried items that are being moved to another room in the same building.

To document a transfer or movement, the Department/Unit must complete a **Property Movement Report** and submit it to Inventory Control. The Department/Unit will coordinate with Plant Operations to arrange the transfer of items. The **Property Movement Report** may be found at: <https://www.clayton.edu/facilities/services/records>

Procedures for Disposal of Surplus Property

Inventory Control is responsible for coordinating the disposal of all surplus, obsolete, or unusable university equipment. Departments/Units must complete an [Inventory Management](#) form and forward it to the Operation Services department to initiate the process. Inventory Control will evaluate the equipment, make it available to other CSU departments, and follow all state laws regarding disposal of the equipment. Serviceable equipment not required by other CSU departments will normally be transferred to a DOAS warehouse for further processing. Additional information about surplus property may be found at:

<https://www.clayton.edu/facilities/services/inventory>

Personal Equipment Used by University Employees

Any items of personal equipment used on campus in connection with an employee's responsibilities **will not** be inventoried, tagged or insured. The responsibility for such equipment rests entirely with the owner. University insurance does not provide coverage for personally owned equipment.

11.5. Facilities Planning and Design

Clayton State University's Facilities Planning and Design supports the mission of the university by providing adequate facilities through existing and future planning.

Name	Title	Contact Information
April Tomlin	Facilities and Project Coordinator	apriltomlin@clayton.edu (678)466-4664
Open	Manager of Facilities Planning and Design	

At Clayton State University, the Planning and Design team of Facilities Management is committed to providing the University with physical spaces that meet the programmatic needs of the campus. In addition, each project is planned and executed with the desire to provide an environment that is aesthetically pleasing and sustainable. The team provides planning support to the University in the development, evaluation, and justification of facility needs and projects.

Planning and Design Responsibilities:

The Planning and Design Department provides the following services:

- Capital Project planning, estimating, bidding, and construction administration
- Communication and coordination with the university community and outside agencies through the entire project life cycle
- Leadership and assistance in development of campus master plans, as well as the University's Capital Implementation Plan
- Monitoring the design and construction/renovation of facilities
- Update of facilities architectural floor plans
- Maintenance and report of facilities-related information
- Preparation of annual Facilities Performance Indicators Reports
- Preparation of annual Facilities Funding Reports
- Interior Design Services
- Furniture Procurement
- Review of Facilities Modification and Space Requests on behalf and as part of Facilities Advisory Committee
- Signage

Clayton State University

11.5.1. Capital Project Planning, Estimating, Bidding, and Construction Administration

Planning and Design is responsible for activities in preparation of bidding documents for renovation and construction projects working closely with consultants. The activities adhere to Board of Regents policies, procedures and guidelines.

Levels of delegated authority:

http://www.usg.edu/facilities/resources/levels_of_delegated_authority

Bidding documents shall be prepared in accordance with Board of Regents forms:

http://www.usg.edu/facilities/resources/contracts_and_agreements

11.5.2. Communication with the University Community and Outside Agencies

Department is responsible for campus notification thru e-mail system of any future construction activities, coordination of pre-construction preparation including relocation of the affected by projects occupants, and any other associated with projects coordination.

11.5.3. Assistance in Development of Master Plans and Capital Implementation Plan

The department works with consultants and campus community providing necessary documents, plans, and data pertaining to the facilities and campus overall.

The CSU Master Plan was completed by Sasaki Associates. Areas covered by the plan include history of the college, goal formulation, existing campus conditions, future campus requirements, physical master plan, and implementation. The full text of the [Master Plan](#) is available at Facilities Management web site.

Capital Implementation Plan is prepared with reference to the university's demand for space, history and projection of enrollment, and in accordance to the University's Master Plan.

Planning and Design Department is responsible for preparation of Due Diligence submittals for acquisition, rental, and demolition of facilities in accordance with Board of Regents guidelines:

http://www.usg.edu/facilities/resources/due_diligence_guidelines/introduction

11.5.4. Monitoring the Design and Construction/Renovation Activities

A Facilities representative, as assigned to projects, oversees construction project activities in collaboration with representatives from other units of Facilities Maintenance Division. Every new renovation project is thoroughly reviewed for code compliance. Every design drawing for new project undergoes approval by the State and local Fire Marshal. The Facilities Management Department works closely with the county office to make sure all road work and exterior utility work is done with reference to the proper area of expertise.

11.5.5. Update of Architectural Floor Plans

The department is responsible for the update of electronic files pertaining to the building diagrams and campus property maps. Building plans for all campus structures are maintained and stored in the Facilities Management Building in blueprint and electronic formats and available upon request.

11.5.6. Maintenance of Clayton State University Facilities Related Information

Planning and Design department is responsible for maintaining facilities related data and annual reporting to the Board of Regents and the State Properties Commission Agency. Modification, adjustment and addition of new facilities have to be reported through the Banner web-based system and Building, Land, Lease Inventory Property (BLLIP) State database. Department follows the established BOR procedures for FIDC data formatting and reporting:

http://www.usg.edu/facilities/initiatives/facility_data/

11.5.7. Preparation of Facilities Performance Indicator Reports

Clayton State University participates in annual surveys conducted by Association of Physical Plant Administrators (APPA) on performance in various areas including building maintenance, custodial services, Landscape Management, administration, construction, utilities, and other vital areas of facilities planning and business practices.

The report is intended to benchmark CSU with other universities nationwide in operating cost and levels of customer satisfaction.

Reports and access to surveys:

<https://www.appa.org/surveys-and-reports/>

11.5.8. Preparation of Facilities Finding Reports

The department staff works in collaboration with other units within the Facilities Management in preparation of annual Major Repair and Renovation (MRR) funding requests by referencing deferred maintenance and emergency projects lists. Submittal requirements:

http://www.usg.edu/facilities/resources/forms_and_submittal_documents

MRR guidelines:

http://www.usg.edu/facilities/resources/mrr_projects

Capital Improvements Plan (CIP) prepared for a period ranging in at least a 5-year span and includes projects that normally exceed MRR funding limit. CIP is prepared with reference to CSU Master Plan.

http://www.usg.edu/facilities/capital_budget_requests

11.5.9. Interior Design Services

Planning and Design department has a qualified and experienced interior designer on staff and provides interior design services following [Board of Regents guidelines for pre-planning](#). Campus planning is performed with reference to a Master Plan and Capital Implementation Plan outlay. Design & Planning Services plays a roll of liaison between campus community and outside architects and consultants and works closely with the Procurement Office on projects. The Planning department uses resources to identify space shortfalls and make corrections upon availability of funds.

11.5.10. Furniture Procurement

All requests for the purchase of new furniture or refurbishing of existing furniture are required to be submitted to Facilities Management to ensure a smooth process and coordination within the campus community. Requestors have to follow [Furniture Purchase Policies and Procedures](#) that includes the necessary request form.

11.5.11. Space Utilization

At Clayton State University, all the buildings are at full capacity and space availability is a critical concern. We support the Space Utilization Report Observations and encourage users to consider sharing spaces and use the available space efficiently.

The space utilization study explores how the space is utilized on campus and how to better utilize existing space before constructing new buildings. The recently released Space Utilization Report emphasizes using space effectively and efficiently. Key observations from the study included the need for campus-level leadership to promote a new culture of institutional ownership, and for investments in existing buildings that focus on enhancing utilization and enabling space to be used more effectively and reducing operating costs. The study shows that more consistent metrics are needed to compare and reveal utilization opportunities.

http://www.usg.edu/facilities/initiatives/space_utilization

11.5.12. Review of Facilities Modification and Space Requests

The Clayton State University Facilities Advisory Committee is comprised of faculty and staff representatives from various departments on campus. The Committee was tasked to create a consistent process for submission and to review requests for new or modified workspace allocations. The Committee ensures that all requests are reviewed fairly and objectively and attempts to balance the needs of each department consistent with institutional requirements and priorities. Facilities Management takes a role in providing project cost estimate and feasibility of project implementation.

11.5.13. How to Request Services

Since the reader of this manual may be initially interested in obtaining services, it should be noted that Facilities Management uses an online work request system for organizing, tracking, and facilitating work. The several forms of service requests may be found online at

<http://www.clayton.edu/facilities/services>.

The **Service Request** may be found at:

<https://service.clayton.edu/>

The **Facilities Modification/Space request** may be found on the menu at:

<https://service.clayton.edu/>.

The **Property Movement Report** may be found at:

<https://www.clayton.edu/facilities/business-operations/central-receiving>

The **Inventory Management Form** (submitted along with a work request for sending unused property to surplus) can be found on the menu at:

<https://www.clayton.edu/facilities/services/inventory>.

11.5.14. Signage

Planning and Design is responsible for assisting and providing guidance on interior and exterior signage on campus. In order to improve navigation around the campus and stay in compliance with ADA regulations, signage has to comply with the following requirements:

- Interior and exterior signage need to be acquired via Facilities Management/Planning and Design.
- Interior signage to be classified by classroom, office, utility, exit signs, and signs for rooms of
- Common use (restrooms, stairs, elevators, etc.).
- Signage shall be ADA compliant.
- Signage shall be easy interchangeable for room type adjustment.
- Signage shall consist of an insert for a room name.
- Interior directional signage needs to be included.
- Exterior monumental building signage shall be on a stone base and matching the existing campus signs.

Signage committee report can be found at: <https://www.clayton.edu/facilities/minor-projects/campus-signage>

11.6. Miscellaneous

11.6.1. Uniforms

Facilities Management departments need their team members to be identifiable and visible to the campus community. To help make the employees identifiable and visible standard uniform dress is required. This policy identifies the departments and groups by functional unit, provides procedures for promoting a professional image and establishes guidelines for the standard uniform dress for each unit.

TERMS

Uniform – a uniform will be clothing, such as pants, shirts, hats, coats, or other work-related clothing or a combination of these items.

PROCEDURES

- Uniform purchases will be made once a year by Facilities Management for employees in Building Services, Building Operations, Housing Maintenance, and Landscape Management.
- The approval to purchase uniform or safety clothing for administrative staff, managers, assistant directors and directors is at the discretion of the AVP.
- Uniforms for new employees are ordered only after the employees has been on the payroll for 90 days.
- Uniforms must NOT be worn on or off campus during non-working hours, with the exception of the commute time when reporting to and from work.
- Uniforms are provided, inventoried and remain the property of Clayton State University and must be returned to employee's respected Assistant Director (hence forth referred to as AD) for that unit upon separation from the University.
- Uniforms will be replaced when they are worn out or if destroyed while on the job. Worn uniforms must be returned to the AD for the unit at the time the new uniforms are received by the employee.
- Uniforms must be maintained in a neat and orderly appearance and should not be restrictive or excessively loose. Replacement of carelessly soiled uniforms is the responsibility of the employee.
- Laundering and repair of uniforms is the responsibility of the employee.
- Shirts are to be worn tucked in and buttoned. No more than the two top buttons should remain unbuttoned at any time.
- Garments worn under uniforms cannot extend outside the uniform.
- In cold weather, personal clothing in a solid coordinating color may be worn under the uniform.
- Shoes must be closed at the toe and provide protection from the equipment as appropriate to position – no sandals or flip flops allowed. Steel toe or composite toe, electrical hazard rated shoes or boots must be worn in specified areas. Each assistant director and director is

Clayton State University

responsible for ensuring safety shoes are worn in areas where required.

- Caps are provided by Facilities Managements and intended to be part of the uniform. Wearing a cap or hat is optional. However, uniformed employees who choose to wear a cap or hat during working hours may not wear personal caps or hats. Caps are to be worn with the brim facing forward.
- Employees who loose uniforms, change uniform size or need other uniforms due to non-work-related damage may special order additional uniforms at their own expense during the year. Work related damaged uniforms will be replaced or repaired by Facilities Management with AD approval.
- ADs will ensure employees are properly dressed while on the job. Corrective disciplinary action will be taken when employees report to work out of uniform or are in violation of this policy.

UNIFORM ITEMS

New employees are entitled to the following items for their first order. Any subsequent order will be determined on a needs basis. Every order must be approved by the Director of the department.

Front line staff and supervisors will be provided with:

- Jacket – 1
- Polo Shirt – 5
- Cargo Pants – 5
- Hat – 1
- Coveralls (optional) – 1
- Smock (Custodial) – 5

Departmental Colors

Landscape Management – Bright Orange polo shirts with Navy Blue cargo pants (Winter Coats have reflective strips)

Building Operations – Bright Orange polo shirts with Navy Blue cargo pants (Winter Coats have reflective strips)

Building Services – Bright Orange polo shirts with Navy Blue cargo pants (Winter Coats have reflective strips)

11.7. Conclusion

The Facilities Management team is committed to providing the best service to the students, faculty and employees of Clayton State University. This manual has been prepared to document and provide guidance in the policies and procedures of the Facilities Management Department at Clayton State University. The purpose of this manual is to support the mission of the Facilities Management department and to support our campus users, community, and our region through responsible stewardship of resources.

This manual is intended for use by department personnel for training and guidance and for use by all members of the University community who utilize the services of the Facilities Management Department. It consists of a series of policy statements. Each statement describes a policy that governs a specific area of responsibility of the Facilities Management Department, and it is followed by one or more procedures that describe how those responsibilities are carried out. The content of this document reflects compliance with applicable laws and regulations. This manual is revised on a regular basis to provide the most updated policies and procedures.

The Facilities Management department is committed to enhancing the quality of Clayton State University's physical resources by providing services in a safe, timely, and cost-effective manner. The department consists of people with experience, training, and specialization in their field of expertise. The department strives to be effective and efficient and believes in being proactive. It is an ongoing and collaborative approach with partnership between students, faculty, employees and managing departments and we expect and welcome your observations and suggestions through phone and email surveys in order to assist us in developing and maintaining high quality facilities.

The Policy and Procedure Manual of Facilities Management is a working document and will be updated on a regular basis.

Appendix

File	Website Location
Work Order Requests	https://service.clayton.edu/
Moves and Setups Requests	https://service.clayton.edu/
Key Requests	http://www.clayton.edu/public-safety/Parking-Services
Project File Check List	http://www.clayton.edu/Portals/543/docs/PROJECT%20FILE%20CHECKLIST.pdf
Information about Mailing Services	https://www.clayton.edu/facilities/business-operations/central-receiving
Inventoried Property	http://www.clayton.edu/facilities/services/inventory#State%20Laws
Procedures for Transfer of Equipment	http://www.clayton.edu/Portals/543/docs/property-form.pdf .
Property Movement Report	http://www.clayton.edu/Portals/543/docs/property-form.pdf
Information about Surplus	http://www.clayton.edu/facilities/services/inventory#Surplus%
Levels of delegated authority	http://www.usg.edu/facilities/resources/levels_of_delegated_authority
Bid Requirements	https://www.usg.edu/assets/facilities/documents/PW_bid_requirements.pdf
BOR Format for Bidding Documents	http://www.usg.edu/facilities/resources/contracts_and_agreements

Clayton State University

11-20

Master Plan	http://www.clayton.edu/https://www.clayton.edu/facilities/planni
Due Diligence	http://www.usg.edu/facilities/resources/due_diligence_guidelines/introduction
BOR Procedures for FIDC data formatting and reporting	http://www.usg.edu/facilities/initiatives/facility_data/
APPA Annual Surveys	http://www.appahttps://www.appa.org/surveys-and-
MRR Submittal Requirements	http://www.usg.edu/facilities/resources/forms_and_submittal_documents
MRR Guidelines	http://www.usg.edu/facilities/documents/mrr_guidelines_bor.pdf
Capital Improvements Plan (CIP)	http://www.usg.edu/facilities/capital_budget_requests
BOR Guidelines for Pre-Planning	http://www.usg.edu/facilities/documents/preplanning_guidelines_2000.pdf
Furniture Purchase Policies and Procedures	http://www.clayton.edu/portals/543/docs/furniture%20guidelines.pdf
Service Requests	https://service.clayton.edu/
Facilities Modification/Space Request	https://service.clayton.edu/
Property Movement Report	http://www.clayton.edu/portals/543/docs/property-form.pdf
Event Rental Procedures/Fees	Event Rental Procedures
Inventory Management Form	http://www.clayton.edu/facilities/services/surpluscomputers