

EMU Student Center Office Space Protocols

Introduction and Philosophy

The following protocols are intended to allow staff who work in the Student Center the freedom to manage their office environment in a personal and tasteful manner while supporting the image and philosophy of the Student Center.

The Student Center is more than a facility – more than bricks, mortar, furniture and equipment. The Student Center is an intentionally designed environment. The selection of offices and services, the incorporation of Universal design, the transparency between spaces, the purposeful inclusion and celebration of diversity, and the appreciation of the arts are all part of an intentional plan to make the Student Center a rich environment.

The people that work in the Student Center are an integral part of what makes the Student Center a success. Collectively we maintain an environment that celebrates and respects our students.

These protocols are forms of etiquette that staff in the Student Center are encouraged to follow. The protocols are designed to provide for privacy needs, effective interactions, efficient use and maintenance of resources, and maintain a productive work environment.

Collectively, the following protocols provide a comprehensive approach to supporting and maintaining the vibrant and welcoming Student Center environment.

Tack Boards and White Boards

The typical Student Center staff office has only three walls available for hanging materials. The fourth, as part of the intent to provide more natural light, is usually a large window. The wall opposite the window usually has a door with side windows.

To maximize the wall space and to accommodate a variety of office and workflow organizational styles, the Student Center is making available three different sizes of tack boards. The tack boards were selected with consultation with the University interior design staff to complement the furniture style and color scheme selected for the Student Center.

During October and November 2008, the Student Center will purchase and install one of the three recommended tack boards in any staff members office that select ones. After this period, a request for tack boards must be submitted to the Student Center Administration Office. A charge will be provided to the requesting department.

The three tack board choices are:

1. 70" w X 18" h – Recommended for over desk.
2. 30" w X 48" h – Recommended for hanging on the side of large window.
3. 36" w X 48" h – Recommended for hanging on the partial wall next to the door.

Samples will be provided for staff who desire tack boards to review and try out in their office before placing the initial order.

Large suite areas have different needs for organization and planning tools that require hanging. To address these needs the option of white boards for the suite offices is also available. As with the tack boards, a sample white board will be available before the initial order.

Showcasing the Arts

One of the intentions of the Student Center is to help develop aesthetic appreciation. In collaboration with the University Art Department, the Student Center is making original artwork available for “borrowing” for staff offices. The pieces are part of the University Art Collection. This collaboration is making almost 300 pieces of art, in a variety of styles, available. The Student Center and Art Department will pay to have up to 100 pieces mounted and hung. Staff who are interested in making use of this program to decorate their offices, will have a chance to select art from the collection during October and November 2008. If more than one person selects the same piece, a lottery will be held for that piece. The staff member takes responsibility for ensuring proper maintenance of the art once in their office.

Wall Décor

A comfortable and compatible personal work space encourages creativity and productivity. At the same time it’s recognized that individual taste in artwork and décor vary widely. The following are intended to provide for individualized workspaces that complete the overall Student Center environment and maintains a welcoming and inclusive atmosphere.

To help get offices decorated, the Student Center will pay to hang wall decor during the months of October and November 2008. After that, the Student Center or Physical Plant maintenance staff must install any wall hangings. After November 2008, complete a Student Center work order request to begin the process (see work orders section below). If items are hung without approval, it may be removed and repair of wall charged to the staff members department.

The following are recommended:

1. Original art (e.g., oil, acrylic, water color, etc.)- University takes no responsibility for personally owned art
2. Prints or pictures of EMU and Student Center activities
3. Student activity pictures or prints
4. Prints of EMU sports or campus locations
5. Prints that showcase your department’s focus (e.g., food or special events for Event Planning, orientation activities for New Student Programs)
6. Diplomas, professional certifications, and professional awards

To maximize the wall space, reduce maintenance and installation costs, and provide for good aesthetics, the following are recommended for the wall décor:

- Must be framed (wood, metal, acrylic, resin)

- Must be hung by EMU approved staff
- Use single, larger pieces, instead of clusters of smaller hangings, except for diplomas, professional certifications, and professional awards
- Items 11" X 17" or larger
- Consistent theme for multiple wall hangings in the same office
- Personal, family, pet, etc. photographs are allowed on desks
- Children's artwork are allowed on desks
- Art, prints, photos, etc. 8" X 10" or less in size, except for diplomas, professional certifications, and professional awards are not allowed

Items of Concern:

- Heavy three dimensional objects (e.g. baseball bat, railroad lantern, tools), with the exception of ceremonial shovels, are not allowed
- Shelves that are not free standing or supported by desk top are not allowed
- Art, prints, photos etc. with evident religious, political, erotic, or sexual themes or nudity are not allowed
- Political endorsements are not allowed
- Unframed materials and tapestries are not allowed
- Wall anchors make permanent changes to walls and increase maintenance cost. Hanging of any wall items must be done through the Student Center.

Furniture and Seating

The Student Center Building Project purchased a standard set of office furnishings and task chairs for each Student Center Office. A catalog was developed by the University interior design office to help with the ordering of additional furniture.

In addition to the standard desk, there are other matching items available for purchase by departments. To preserve the walls, to help reduce maintenance costs, and provide for the flexibility to change office arrangement, no wall hung storage units are allowed. It is recommended that wall storage units be free standing or work station supported. Free standing bookcases are available for departmental purchase.

Requests for furniture are submitted by requisition to the Student Center Administration Office. The requisition must describe the pieces requested, number of units required, office number for intended furnishings, department account information, and contact info. The Student Center staff will review request and do a preliminary survey of the room to be furnished to ensure that proper clearance and applicable codes are maintained. The request is then forwarded for approval by the Physical Plant Staff and then forwarded to Purchasing.

An online furniture catalog for the Student Center is available at <http://nbs.yourensync.com/emu014>. For online orders the company still requires written approval from the Student Center Administration Office.

Transparency

Windows and Glass

One of the defining characteristics of the EMU Student Center is the use of glass to provide transparency between spaces and the outside. As the chief architect for the Student Center described it:

“[The Student Center] breaks down walls to encourage social interaction by increasing the visibility of activity. Interior glass... in conjunction with open, contiguous space planning creates layers of transparency to arouse interest and stimulate pedestrian interaction. In addition, the transparent exterior glass curtain wall will showcase the building to the entire campus by highlighting the crowds of student activity and beckoning pedestrian to come inside.”

To maintain the transparency and a safe environment postings and decals are not allowed on glass windows or railings.

In support of the same concept, windows sills, especially the ones facing the outside of the building are recommended to stay object free. Collectibles can be displayed if they also show well from the outside of the building. Using the window sill as a bookshelf is not allowed.

The large office window is supplied with window blinds. Please keep window blinds aligned parallel to the window sill at all times (i.e., please no crooked window blinds.)

To help maintain a safe and easy-to-monitor office space, window blinds are not permitted on the side door windows.

Plants, Aquarium, and Pets

The Student Center maintains a live plant service for public areas. Staff can purchase their own office plants. However, it's recommended that they be a reasonable size that fits on a desk top. Staff members are responsible for the proper maintenance of the plant. Due to the possible water damage, aquariums are not allowed in offices.

Pets, with the exception of service dogs, are not allowed inside the building.

Common Areas and Shared Spaces

Areas outside offices are considered common areas and any change, additions, signage, furnishings, display, etc. need to be reviewed and preapproved by the Student Center Administration Office. This is needed to ensure the proper sharing of common areas and maintain standards throughout the building. Out of respect for others and in keeping with fire codes, these areas are not to be used for storage.

Common areas are cleaned daily by the Student Center custodial staff. Please help keep these areas clean and organized between cleanings.

Copier or print areas need to be kept neat. Please remember to notify the appropriate person if you happen to use the last of the toner or paper. This way an order can be placed to ensure supplies arrive before they run out. Please make sure white out is dry before making a copy.

Each department in the Student Center has an assigned mailbox. The mailboxes are

located in the reception area of suite 240. For more information about your mailbox or mail delivery in the Student Center, contact the Student Center Administration Office. Some shared areas have kitchenettes, microwaves, or coffee makers. Please use these items with respect and courtesy to others. Wash and return all kitchen items to their proper place, clean spills, and wipe countertops and tables as needed. Food and drink items in a shared refrigerator need to be marked with your name and date. At the end of the work week, remove all items and toss or recycle empty containers. It is equally important to clean your refrigerators on a weekly basis as this is not the responsibility of our custodial staff.

Fragrance Sensitivity

In the highly interactive atmosphere of the Student Center it is important that we are considerate of those employees and students that suffer from allergies, asthma, and respiratory conditions. With this in mind, please use your perfumes, colognes, and aftershaves sparingly.

Communication in Office Environment

Out of respect for each other, realizing the importance of proper use of communications and sound devices is important to provide for a good work environment. Noise between offices and in shared open office spaces can deter a positive work environment. Keep the following in mind:

- Please reduce the ring volume on your desk and cell phone or switch your cell phone to vibrate when in the office
- Telephone speakerphone conversations must be contained to single offices. The volume must not reach the hallway. If needed close the office door. If you answer the phone on speakerphone let the caller know, especially if there are others in room when you answer
- Please refrain from playing radios, iPod devices, or music streams in a manner that others can hear

E-mail can be a valuable communication tool when used correctly. Here are some suggestions for e-mailing:

- Use EMU approved accounts for business use
- Have a proper signature to identify yourself and facilitate e-mail, phone, or mail follow-up
- There is no such thing as a private e-mail once you hit send
- Messages should be concise and to the point

Housekeeping

On weekdays office trash and recyclables are pulled daily. Light sweeping is done as necessary and each office is vacuumed weekly. Open desk top areas are dusted routinely. Custodial staff will not touch or move any paperwork. Staff is responsible for the proper maintenance of their office. To coordinate a deep cleaning of your office contact the Custodial Supervisor, Cyndi Jones, at 487.5663 or e-mail her at cjones@emich.edu.

Custodial staff usually starts pulling trash around 4 p.m. If you don't want custodial staff to enter your office, leave the trash and recycling bins outside your door. Also keep in mind that if you work late, you should put any food trash into hallway bins instead of your office bin. This is especially important if you work on a weekend or on holidays when the building closed. This practice will prevent your office from becoming a biology experiment by the time your trash is pulled again.

If you have a liquid spill, please notify the custodial staff right away. Proper and immediate spot treatment will prevent spills from permanently staining the carpet.

We all have a responsibility in helping keep the Student Center looking clean. Given the high traffic use of the Student Center, we need all the staff to help "keep eyes on the building." Although the custodial staff work hard to maintain all the areas of the Student Center, it is impossible to keep it clean all the time. As you walk about the building, please help by picking up any trash you see. When you use a bathroom, if you see paper on the floor or water on the counter, please help by taking some action. Take clean paper towels to wipe the counter or pick up any floor trash and place it in the trash bin.

If you notice something wrong with a bathroom (e.g., toilet not flushing, low on toilet paper, etc), please notify the Information Center at 487.1157 right away.

Recycling

The Student Center is designed and built as a Green Building. Staff's daily practices help maintain a green environment. Staff are strongly encouraged to participate in the Student Center recycling program. Each office is provided with a blue recycling container. Currently, the office recycling bin is to be used for paper and cardboard items. Plastic and glass items can be recycled into larger recycling containers in the common areas. The third floor recycling center bins are located by the Center for Student Involvement kitchenette. On the second floor the bins are located in the south to north hallway between New Student Programs and Student with Disabilities office and on the main second floor hallway across from the family bathroom. On the first floor there are bins by the Ticket Office.

If you expect an order that contains large cardboard boxes, please coordinate with the custodial staff in advance so that the cardboard is promptly removed from your area.

If you would like a small recycling bin for glass and plastic in your office, contact the Custodial Supervisor. Staff who request this service are asked to empty the small container into the larger glass and plastic recycling bins on their floor.

Batteries require special disposal. Batteries should be brought to the Student Center Administration Office for the Custodial Supervisor to handle them.

Toner for printers and copiers are often recyclable through the supplier. For more information on this program contact the Student Center Administration Office.

We are always looking for more ways to improve the Student Center recycling program while coordinating with the Physical Plant on University efforts.

Suite Conference Rooms

Conference rooms are available adjacent to suite areas. These conference rooms are shared spaces for the nearby offices and are part of the number of meeting rooms available for reservation. The suite conference rooms are reserved by a secretary in the respective area using the Event Management System (EMS) provided through the Event Planning Office. Planned meeting start and completion times must be adhered to. A closed door indicates “Do Not Disturb” meeting unless there is an emergency. From time to time the Event Planning Office reserves the right to book the suite conference rooms to accommodate large conferences or special events happening in the Student Center.

Suite Conference Rooms are cleaned daily by the custodial staff. Conference table tops are cleaned, trash pulled, and carpet vacuumed daily.

After use of the suite conference room, the room must be returned to a neat and orderly fashion for the next event. Reset conference chairs, remove trash and place it in the provided trash bin, and wipe off the table top as needed. Return any dishes to the area kitchenette and clean them. Left-over food items should be disposed in the hallway trash.

Facility Maintenance (work Orders)

If you see any non-emergency facility maintenance related issues that need to be addressed, please do not hesitate to communicate these issues to Cyndi Jones, via email and cc: Kevin Lawson and Carlos Costa.

Key Requests and Swiper Access

The Physical Plant has established policies for the request and management of University Keys. The policy and request forms are found at:

<http://www.emich.edu/physplant/PDFs/A-01%20Key%20Policy.pdf>

<http://www.emich.edu/physplant/keys.html>

The Plant requires that any key or lock changes and new key requests have the approval of the Student Center Building Administrator, Carlos Costa. Please fill out the request form and forward to the Student Center Administration Office along with a requisition outlining the account to charge for the keys or locks. To expedite the approval process it helps to discuss the request in advance.

Immediately notify the Student Center Administration Office if a key or keys are found or lost.

The Student Center also is equipped with swipe card access for certain areas. Authorized staff that need to swipe into the building when its closed or into an area that has card access can be added to the card system. Please notify your supervisor and have them email Kevin Lawson, klawson@emich.edu in the Student Center Administration Office.

Conclusion

Efforts were taken to consult and have an inclusive review process to develop these

protocols. At the same time they are not intended to be fully inclusive of all the expected responsible and respectful office protocols. Consult your supervisor for any additional information. If you have suggestions to be included in subsequent versions of this document, please notify Carlos Costa. Thank you for helping keep the Student Center a vibrant and productive work environment.

References

This document was assisted in its development by the following references:

NBS Furniture Company Protocols

Steelcase Inc., Office Etiquette Guide

Soil and Materials Engineers, Inc., Office Art Guidelines

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