

# Events One Stop Shop

Managing Chaos One Request At A Time



COLUMBUS STATE  
UNIVERSITY

# University Support Services

## ▶ Our Mission

The mission of University Support Services is to serve the needs of the campus and strive to provide quality services that enhance the living and learning environment for students, faculty, staff, guests, and other members of the CSU community.

## ▶ Our Vision

**Customer Service:** Provide a great customer experience from the first call to the last farewell.

**Dedication:** Create an atmosphere of excitement and passion for the job.

**Industry Knowledge:** Be on the forefront of industry trends, bringing them to use at Columbus State University.

**Productivity:** Be a highly effective, lean, and fast-moving department.



# Who We Are: University Support Services

- ▶ University Support Services at Columbus State University has been working over the past 7 years to simplify event coordination and billing processes for our clients, including faculty, staff, students, alumni, presidents office, athletics, and the community
- ▶ University Support Services strives to be the full one-stop shop experience, wrapping all space reservations, event coordination, consultations, parking, and police arrangements into one work order system
- ▶ This one-stop shop allows us to plan an event with ease, knowing that all coordination will be handled by University Support Services



# Why we created a centralized one stop shop for events at Columbus State

- ▶ To help eliminate confusion
- ▶ One office as the liaison for events on campus
- ▶ Central notifications to all department faculty and staff of event on campus
- ▶ Facilitate better planning for events
- ▶ Ensuring campus can accommodate and support the many activities



# In the beginning, events weren't tracked or monitored; they just happened.

- ▶ Absence of a centralized scheduling system
- ▶ No master calendar of events/activities scheduled on CSU campuses
- ▶ There was no regard to academic class schedule when planning an event, which led to over-capacity of academic and event spaces
- ▶ Each department managing their own calendar



This led us finding a software to  
Managing Chaos One Step at a Time

## Event Scheduling

- ▶ Requesting event spaces through one online system
- ▶ Process of approval through one system
- ▶ All scheduled events tracked through one system



# Why We Chose Ad Astra

- ▶ After reviewing other higher education Scheduling systems, CSU decided to choose Ad Astra
- ▶ Academics was already using Ad Astra
- ▶ System communicates with Banner, the scheduling system CSU uses for academic space reservations
- ▶ Capability to funnel all event requests through specific request forms
- ▶ Ability to send requests to multiple account users in a system of approval
- ▶ Ad Astra communicates directly with customers via email during approval process
- ▶ Eliminating overbooking space: system does not allow multiple reservations in one space
- ▶ Reports automatically sent to facility coordinators with campus schedule via email
- ▶ From January to December 2016, there were approximately 1,700 scheduled events



# So You Want to Plan An Event On Campus

- ▶ Does the space fit your event needs?
- ▶ Did you talk to the IT department about your Audio Visual needs?
- ▶ Did you let the print shop know that you need signs for your event?
- ▶ Did you meet with Parking Services to ensure guests can park on campus without getting a ticket? Do you need any roads blocked?
- ▶ Has the building manager reached out to the custodial department about cleaning services?
- ▶ Has University Police been notified to let you in campus?
- ▶ Is plant operations aware that you will be occupying the space for heating and cooling needs?

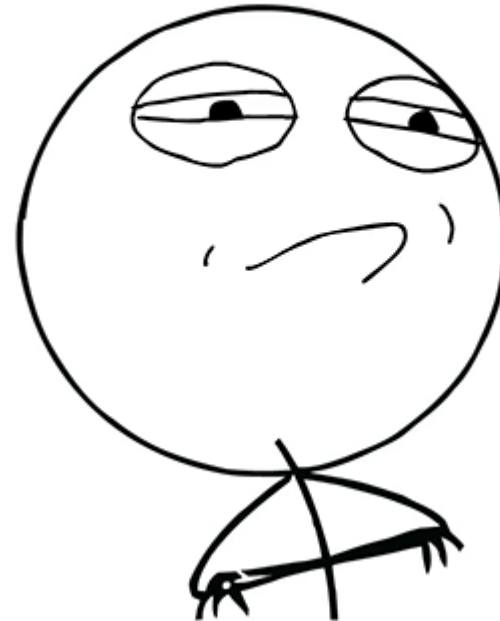




# Meeting the challenge

- ▶ Feedback from stakeholders
- ▶ Consultation with campus entities
- ▶ Communication with all those impacted by the change
- ▶ Continuous reflection on the process
- ▶ Teamwork approach!

**CHALLENGE ACCEPTED**




# Process for Requesting Space on Campus

## Step 1: Request the space

- ▶ Three Request Forms - Faculty/Staff, Student, Third Party
- ▶ Starts with University Support Services: Can Campus support this event?
- ▶ The University Event Panel: Reviews events that include the University President, invites the public, visitors from outside CSU, and requires excessive funding
- ▶ Final Approval: Granted by the Facility Coordinator over the space requested
- ▶ Emails are sent to the contact to the event to update on status changes



# Submitting Space Requests and Work Orders

 COLUMBUS STATE UNIVERSITY

MyCSU

GENERAL

- Home
- Campus Information
- My Tech

STAFF

- Staff
- Cougar Alert
- CougarVIEW
- Directory Search
- EAB
- eQuest
- Quick Links
  - Banner Forms
  - Banner SIS
  - Banner Workflow
  - Cougar Scheduler

SETTINGS

- MyCSU Help
- Logout

MyCSU

   RYAN HARRIS

[ANNOUNCEMENTS](#) [EVENTS AND NEWS](#) [FORMS & SURVEYS](#) [NEED HELP?](#)

## My Notifications

You have no notifications at this time.

## Announcements

- Welcome to the new MyCSU portal!
- Please be sure to **logout and close your browser when you are done using MyCSU for security reasons.**
- All of the content from CougarNet is still here! Some content may have been moved or combined with other content to help you find information faster!
- If you are having any issues, please contact the CSU Help Desk at 706-507-8199.
- We're looking for feedback on the design and content of the new MyCSU portal. Please consider leaving any feedback via our feedback form.

## Course Registration

### Registration (Summer 2017)

Graduate School - March 27th to May 14th  
Seniors and Post-Baccalaureate - April 3rd to May 14th  
Juniors - April 4th to May 14th  
Sophomores - April 5th to May 14th  
Freshman - April 6th to May 14th  
Non-degree, Transient, and Audit Students - April 7th to May 14th

### Schedule Change, Drop/Add for Summer 2017 (100% Refund)

Regular Term - June 12th to June 13th  
Maymester and 10-Week Session - May 15th  
Mini I Term - May 15th to May 16th  
Mini II Term - June 21nd to June 22nd

Deadline to Withdraw with a WP - See [withdrawal dates](#)

### Registration (Fall 2017)

Graduate School - March 27th to August 13th  
Seniors and Post-Baccalaureate - April 3rd to August 13th  
Juniors - April 4th to August 13th  
Sophomores - April 5th to August 13th  
Freshman - April 6th to August 13th  
Non-degree, Transient, and Audit Students - April 7th to August 13th

### Schedule Change, Drop/Add for Fall 2017 (100% Refund)

Regular Term - August 14th to August 18th

[ACCESS COURSE REGISTRATION](#)

## Google Apps



Gmail



Calendar



Drive



Contacts



Docs



Spreadsheets



Presentations



Sites



Groups

[Google Groups and Distribution List](#)

## What's New in MyCSU

- A session timeout notification has been added to MyCSU to alert users that their session is about to expire.

Check back for more new features being added to MyCSU!

# Requesting Space - Through one of the three request forms

**Event Request Wizard**

Welcome to the Event Request Wizard. Please select an Event Request Form to begin.

**Event Request Form:**

- Faculty/Staff Event Request Form
- Non-CSU Request Form
- Student Event Request Form**

Cancel

# Request Form

**Event Request**

Editing...

## Event Request - Student Event Request Form

Please complete the following Event Request Form. This form only requests use of the space. Following space approval, please have your adviser submit an eQuest for event setup needs.

### Contact Information

Event Name:	21st Annual Office of Real Estate and Facilities Conference Dance Tryouts
Organization Name:	Dance Dance
Contact Name:*	MC hammer
Telephone Number:*	unknown
Contact Email:*	

### Location Information

Meeting Name*:	21st Annual Office of Real Estate and Facilities Conference Dance Tryouts	Max Attendance:	0
Meeting Type*:		<input checked="" type="checkbox"/> Requires Room	
Description:	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>		

### Meeting Recurrence

**Single Meeting(s)** | Recurring | Spanning

Start Time: 10:30 AM | End Time: 11:30 AM

October 2017							November 2017						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7	29	30	31	1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31	1	2	3	4	26	27	28	29	30	1	2
5	6	7	8	9	10	11	3	4	5	6	7	8	9






### Meetings

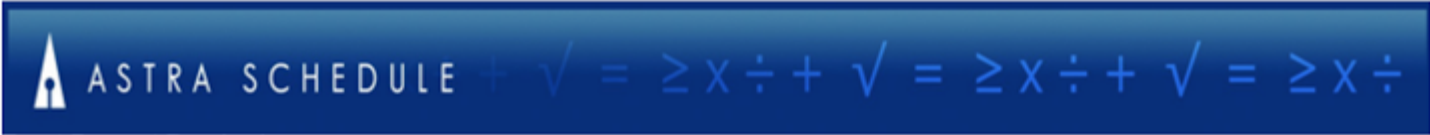
Name	Start Date	Start Time	End Time	End Date	Room	Resources
None						



After an event is submitted, the contact will receive an email of successful submission from the scheduler:

Event Request #2017-01137: 21st Annual Real Estate and Facilities Conference Dance Tryouts - Request  
Received Inbox x

 **cougar\_schedule@columbusstate.edu** 12:08 PM (26 minutes ago)     
to me 



Event Request Received  
10/23/2017  
12:08PM

Thank you! Your event request was successfully received and is being reviewed. You will receive an email response when further action is taken, or if more information is required.

Event Name  
DESCRIPTION  
21st Annual Real Estate and Facilities  
Conference Dance Tryouts

In USS, we log into our Event Notification Queue to view all incoming requests:

The screenshot shows the 'ASTRA SCHEDULE' web application interface. At the top, there is a navigation bar with 'ASTRA HOME', 'CALENDARS', 'RESOURCES', 'EVENTS', 'PEOPLE', and 'REPORTING'. The 'EVENTS' tab is selected. Below this, there are sub-navigation links: 'Events', 'Event Wizard', 'Event Request', and 'Notifications'. The 'Notifications' section is active, displaying a table of event requests. On the left side, there is a 'Filter' panel with several dropdown menus: 'Group by Activity' (set to 'All'), 'Activity Type' (set to 'All'), 'Request Type' (set to 'All'), 'Send Notification' (set to 'No'), and 'Send Active' (set to 'Yes'). The main table has columns for 'Description', 'Name', 'Start Date', 'End Date', 'Start Time', 'End Time', 'Created Date', 'Created By', and 'Resource Qty'. The table contains ten rows of event requests, with the second row highlighted in yellow. Each row includes a set of small icons (info, refresh, delete, search) to the left of the description.

	Description	Name	Start Date	End Date	Start Time	End Time	Created Date	Created By	Resource Qty
	Event requested: 21st Annual Real Estate and Facilities Conference Dance Tryouts	21st Annual Real Est...			12:00 AM	12:00 AM	10/23/2017 12:07 PM		
	Event requested: 21st Annual Real Estate and Facilities Conference Dance Tryouts	21st Annual Real Est...			12:00 AM	12:00 AM	10/23/2017 12:02 PM		
	Event requested: CSU Poodles Bake Sale	CSU Poodles Bake S...			12:00 AM	12:00 AM	10/22/2017 8:20 PM		
	Event requested: Pie A Poodle	Pie A Poodle			12:00 AM	12:00 AM	10/22/2017 7:46 PM		
	Event requested: CSU Poodles Movie Night	CSU Poodles Movie ...			12:00 AM	12:00 AM	10/22/2017 7:34 PM		
	Event requested: DSTea	DSTea			12:00 AM	12:00 AM	10/22/2017 1:43 PM		
	Event requested: Actively Moving Forward Interest Meeting	Actively Moving Forw...			12:00 AM	12:00 AM	10/20/2017 9:53 PM		
	Event requested: iLead Retreat	iLead Retreat			12:00 AM	12:00 AM	10/20/2017 11:56 AM		
	Event requested: FCA Fields of Faith	FCA Fields of Faith			12:00 AM	12:00 AM	10/18/2017 11:41 AM		
	Event requested: Leadership Development ITDS Course	Leadership Develop...			12:00 AM	12:00 AM	10/16/2017 1:40 PM		
	Additional Info Requested: Adult Learner's Meeting	Adult Learner's Meeting			12:00 AM	12:00 AM	09/22/2017 1:26 PM		

In order to process each request, our scheduling coordinator must open each individual event to add contact information and view the entire request:

The screenshot displays the ASTRA SCHEDULE interface. At the top, there are navigation tabs: ASTRA HOME, CALENDARS, RESOURCES, **EVENTS**, PEOPLE, and REPORTING. Below these are sub-tabs: Events, Event Wizard, Event Request, and Notifications. A toolbar contains buttons for Edit, Check For Conflicts, Send Event Summary, Clone Event, View Event Request, and Notification History. The main title is "21st Annual Real Estate and Facilities Conference Dance Tryouts (Reservation Number: 20171023-00007)".

The "Event Information" section includes the following fields:

- Event Name: 21st Annual Real Estate and Facilities Conference Dance Tryouts
- Event Type: Student Organization Event
- Event Status: Requested by guest
- Internal Description: (empty field with an External Description link)
- Res. Number: 20171023-00007
- Owner: User, System
- Customer\*: Logistical Services (with a Create button)
- Customer Contact\*: Collins, Telena (Logistical Services) (with a Notify checkbox and a Create button)
- Est. Attend: 0 (with a dropdown arrow, Private, and Featured checkboxes)
- SISKey: (empty field)

Below the event information are tabs for Meetings, Additional Contacts, Attendees, Attachments, and Notes. The Meetings tab is active, showing a toolbar with buttons: Add Meeting, Edit Selected, Request Rooms, Request Resources, Drop Selected, and Delete Selected. A table below lists the meeting details:

Name	Status	Start Date	Start Time	End Time	End Date	Room
21st Annual Real Estate and Facilities Confere...	Initial to Schedule by guest	02/18/2018	12:00 PM	6:00 PM	02/18/2018	HOW CRTYD



After it has been decided if our department or campus can support the event in the given location on the date requested, we will approve the Event from the Event Request Queue:

The screenshot shows a web application interface with a top navigation bar containing tabs for CALENDARS, ANALYTICS, ACADEMICS, RESOURCES, EVENTS, PEOPLE, REPORTING, and SETUP. Below the navigation bar is a 'Request Notifications' section with a table of event requests. A modal dialog box titled 'Approve - undefined' is open, displaying 'Optional Email Confirmation Comments' and 'Approve' and 'Cancel' buttons.

Description	Name	Start Date	End Date	Start Time	End Time	Created Date	Created By	Resource
HOW CRTYD: has been requested for Event: 21st Annual Real Estate and Facilities Conference Dance Tryouts	HOW CRTYD	02/18/2018	02/18/2018	12:00 PM	6:00 PM	10/23/2017 12:24 PM	CSU Logistics	1
HOW CRTYD: has been requested for Event: Actively Moving Forward Tabling	HOW CRTYD	10/31/2017	10/31/2017	7:30 AM	10:00 AM	10/19/2017 4:33 PM	CSU Logistics	1
LMPKN 200: has been requested for Event: Risk Management Awareness Event	LMPKN 200	10/24/2017	10/24/2017	8:00 AM	5:00 PM	10/19/2017 2:23 PM	CSU Logistics	1
WDRF 102: has been requested for Event: Neophyte Presentation	WDRF 102	03/10/2018	6:00 PM	10:00 PM	10/17/2017 3:31 PM	CSU Logistics	1	
SSCTR 130: has been requested for Event: Study Abroad Program	SSCTR 130	12/05/2017	2:00 PM	8:00 PM	10/17/2017 10:04 AM	CSU Logistics	1	
SSCTR 130: has been requested for Event: Orientation	SSCTR 130	10/24/2017	8:30 PM	9:30 PM	10/16/2017 3:51 PM	CSU Logistics	1	
SSCTR 130: has been requested for Event: Study Abroad Program	SSCTR 130	12/07/2017	12:30 PM	1:30 PM	10/11/2017 3:36 PM	CSU Logistics	1	
XXXX Woodruff Park: has been requested for Event: the Green (Young Professionals)	XXXX Woodruff Park	10/27/2017	5:00 PM	11:00 PM	10/11/2017 3:35 PM	CSU Logistics	1	
SSCTR 130: has been requested for Event: Orientation	SSCTR 130	10/27/2017	3:00 PM	5:00 PM	10/10/2017 2:56 PM	CSU Logistics	1	
CLOCK TOWE 2: has been requested for Event: Soccer Day Camp 1 (2017)	CLOCK TOWE 2	10/26/2017	9:30 AM	11:00 AM	10/10/2017 2:51 PM	CSU Logistics	1	
CLOCK TOWE 1: has been requested for Event: Soccer Day Camp 1 (2017)	CLOCK TOWE 1	10/26/2017	7:30 PM	8:00 PM	10/10/2017 1:58 PM	CSU Logistics	1	
LMPKN 200: has been requested for Event: Risk Management Awareness Event	LMPKN 200	10/24/2017	10/24/2017	8:00 PM	9:30 PM	10/10/2017 1:08 PM	CSU Logistics	1
LMPKN 218A: has been requested for Event: Soccer Day Camp 1 (2017)	LMPKN 218A	05/31/2017	05/31/2017	9:00 AM	4:00 PM	01/11/2017 5:12 PM	CSU Logistics	1
LMPKN 218B: has been requested for Event: Soccer Day Camp 1 (2017)	LMPKN 218B	05/31/2017	05/31/2017	9:00 AM	4:00 PM	01/11/2017 5:12 PM	CSU Logistics	1
LMPKN 218A: has been requested for Event: Soccer Day Camp 1 (2017)	LMPKN 218A	06/01/2017	06/01/2017	9:00 AM	4:00 PM	01/11/2017 5:12 PM	CSU Logistics	1
LMPKN 218B: has been requested for Event: Soccer Day Camp 1 (2017)	LMPKN 218B	06/01/2017	06/01/2017	9:00 AM	4:00 PM	01/11/2017 5:12 PM	CSU Logistics	1

**Approve - undefined**

Optional Email Confirmation Comments

Approved. This reservation only holds the space. The room will be in the default setting. Please submit an eQuest (or have your advisor submit an eQuest) under University Support Services if you have any additional needs (i.e. - linen, security, A/V). Please contact University Support

Approve Cancel

If we cannot support an event, USS will decline the Event from the Event Request Queue:

The screenshot displays the 'ASTRA SCHEDULE' web application interface. The top navigation bar includes 'ASTRA HOME', 'CALENDARS', 'RESOURCES', 'EVENTS', 'PEOPLE', and 'REPORTING'. The 'EVENTS' tab is active, and the 'Notifications' sub-tab is selected. On the left, a 'Filter' panel allows users to group by activity, select activity types, request types, notification status, and active status. The main area shows a table of event requests with columns for Description, Name, Start Date, End Date, Start Time, End Time, Created Date, Created By, and Resource Qty. A modal dialog box titled 'Decline - undefined' is open, featuring a text area for 'Optional Email Confirmation Comments' and 'Decline' and 'Cancel' buttons. The comment text reads: 'Declined. Due to the event type, this would be better suited in an alternate location. This would be better suited in a larger space. Our office can assist with filling out a new form with a more appropriate location. Contact University Support Services at 706-507-8203 to check'.

Description	Name	Start Date	End Date	Start Time	End Time	Created Date	Created By	Resource Qty
Event requested: 21st Annual Real Estate and Facilities Conference Dance Tryouts	21st Annual Real Est...			12:00 AM	12:00 AM	10/23/2017 12:07 PM		
Event requested: CSU Poodles Bake Sale	CSU Poodles Bake S...			12:00 AM	12:00 AM	10/22/2017 8:20 PM		
Event requested: Pie A				12:00 AM	12:00 AM	10/22/2017 7:46 PM		
Event requested: CSU				12:00 AM	12:00 AM	10/22/2017 7:34 PM		
Event requested: DSTa				12:00 AM	12:00 AM	10/22/2017 1:43 PM		
Event requested: Activ				12:00 AM	12:00 AM	10/20/2017 9:53 PM		
Event requested: (Lead				12:00 AM	12:00 AM	10/20/2017 11:56 AM		
Event requested: FCA				12:00 AM	12:00 AM	10/18/2017 11:41 AM		
Event requested: Lead				12:00 AM	12:00 AM	10/16/2017 1:40 PM		
Additional Info Request				12:00 AM	12:00 AM	09/22/2017 1:26 PM		

## All responses are kept on a template for quick retrieval during event processing:

### Approvals

Approved. This reservation only holds the space. The room will be in the default setting. Please have your advisor submit an eQuest under University Support Services if you have any additional needs (i.e. - linen, security, A/V). Please contact University Support Services at [706-507-8203](tel:706-507-8203) with questions or concerns. Thank you.

Approved. This reservation only holds the space. The room will be in the default setting. Please submit an eQuest under University Support Services if you have any additional needs (i.e. - linen, security, A/V). Please contact University Support Services at [706-507-8203](tel:706-507-8203) with questions or concerns. Thank you.

Approved. This reservation only holds the space. The room will be in the default setting. Due to another event scheduled after this reservation, please ensure that the room is left organized and clean. Please contact University Support Services at [706-507-8203](tel:706-507-8203) with questions or concerns. Thank you.

Approved. This reservation only holds the space. The room will be in the default setting (12 Rounds of 7, 2 6ft tables). Be aware that University Support will not assist in any special set up the day of your event due to Commencement. Please contact University Support Services at [706-507-8203](tel:706-507-8203) with questions or concerns. Thank you!

### Greek Life


Approved. This reservation only holds the space. Please have your advisor to submit an eQuest under University Support Services for all additional needs (i.e. - linen, security, A/V). New Member Presentations are required to have two security officers present. In your event request, please list the start and end times for security purposes. Contact University Support Services at [706-507-8203](tel:706-507-8203) with questions or concerns. Thank you.

Final event status (approved or declined) is sent to the contact via email:

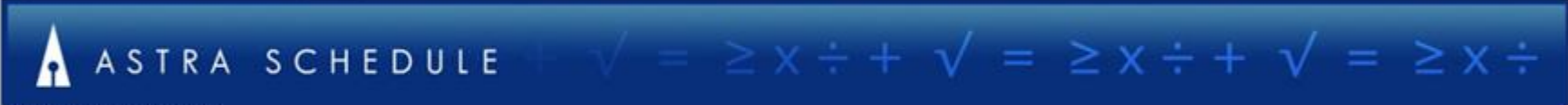
Event Request #2017-01137: 21st Annual Real Estate and Facilities Conference Dance Tryouts - Requested event has been declined 🖨️ 📧

Inbox x

---

 **logistics@columbusstate.edu** 12:36 PM (0 minutes ago) ☆ ↩️ ⌵

to me ▾



Event Request Declined  
12:36PM  
10/23/2017

This event request has been declined for the following reason:

Declined. Due to the event type, this would be better suited in an alternate location. This would be better suited in a larger space. Our office can assist with filling out a new form with a more appropriate location. Contact University Support Services at 706-507-8203 to check availability of more suitable rooms.

Event Name  
DESCRIPTION

# Step Two is Easy, Vista

SO you have the space, but you need tables, chairs, linen, balloons, banners, speakers, projector, lighting, a truss structure, security, roads blocked, maintenance and custodial support.

All you have to do is  
place one E-Quest!!



# What is an E-quest?

E-quest is our one stop shop for all your campus needs

- New faculty member and need your name plate on the door....

Put in an E-quest!

- Have a wasp problem around the building entrance?

Put in an E-quest!

- Booked a space and need 10,000 chairs

Let me hear it!

PUT IN AN E-QUEST





Welcome to the Self Service Support Portal!

How may we help you today?  
Please click one of the support areas below to begin.



## Facilities



Request Services for Building Maintenance, Transportation, Vehicle Maintenance and Reservations, Campus Planning, Environmental Safety

## Technology



Submit a request for any technology assistance

## University Support Services



Event Support, Custodial, Grounds, Event/ Building Signs, Furniture, Receiving

## Printing Services



Request short or long-run print orders, personalized printing, large prints, and addressing

## View My Approval(s)



You currently have 0 approval(s) pending completion.

## View My Open Request(s)



You currently have 60 request(s) open.

## View ALL My Request(s)



You have created 60 request(s).

## Support Overview

**Custodial Needs:** Place a request for cleaning in addition to our regularly scheduled items.

**Custodial Supplies:** Place a request for additional supplies for your department such as paper towels or rubber gloves. Be sure to include the account number.

**Door Unlock/Lock:** Place a request to unlock a door at a certain time. Make sure you already have the area reserved through Cougar Scheduler or Academic Affairs.

**Equipment Check Out:** Place a request for a portable sound system or other event item for your CSU sponsored off site or after-hours event.

**Event Services:** Place a request for all your event needs including tables, chairs, linen, A/V and more!

**Furniture Needs:** Place a request for New or Surplus furniture. Be sure to get Department Head approval for a new purchase.

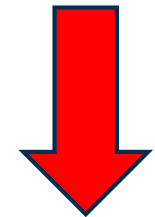
**Grounds:** Place a request for limb removal, outdoor trash pick up, or outdoor pest control.

**Moves:** Moving offices? Place a request to let us know furniture types and number of boxes and a preferred move date. Be sure to empty and label all furniture prior to our arrival.

**Pick Up/ Deliver:** Place a request to pick up and deliver items to another area of campus.

**Shred Pick Up:** Place a request to pick up items to be securely shredded.

**Special Project:** If your request does not fit into the above categories, choose this one



<b>Custodial Needs</b> <a href="#">New Request</a>	<b>Custodial Supplies</b> <a href="#">New Request</a>	<b>Door Lock, Unlock</b> <a href="#">New Request</a>	<b>Equipment Check Out</b> <a href="#">New Request</a>	<b>Event Services</b> <a href="#">New Request</a>	<b>Furniture Needs</b> <a href="#">New Request</a>	<b>Grounds Needs</b> <a href="#">New Request</a>	<b>Moves</b> <a href="#">New Request</a>
<b>Pickup, Deliver</b> <a href="#">New Request</a>	<b>Shred Pick Up</b> <a href="#">New Request</a>	<b>Signs</b> <a href="#">New Request</a>	<b>Special Projects</b> <a href="#">New Request</a>				



# Office Move

Back to Home

**\*\*All Items and Furniture to be moved must be emptied and labeled prior to our arrival. \*\***

DESCRIPTION

Rich text editor toolbar with icons for Bold (B), Italic (I), Underline (U), Strikethrough (ABC), Subscript (x<sub>2</sub>), Superscript (x<sup>2</sup>), Font Color (A), Text Color (T), Bulleted List, Numbered List, Decrease Indent, Increase Indent, Quote, and Unquote.

Rich text editor toolbar with icons for Undo, Redo, Bold, Italic, Underline, Strikethrough, Bulleted List, Numbered List, Decrease Indent, Increase Indent, Quote, and Unquote.

I need my office moved to the Moon

34

Date Needed \*

NOW 

Move From \*

EARTH

Move To \*

MOON



Ok

Cancel

Custodial Needs

New Request

Custodial Supplies

New Request

Pickup, Deliver

New Request

Shred Pick Up

New Request

Grounds Needs

New Request

Moves

New Request

## Support Overview

**Custodial Needs:** Place a request for cleaning in addition to our regularly scheduled items.

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**Equipment Check Out:** Place a request for a portable sound system or other event item for your CSU sponsored off site or after-hours event.

**Event Services:** Place a request for all your event needs including tables, chairs, linen, A/V and more!

**Furniture Needs:** Place a request for New or Surplus furniture. Be sure to get Department Head approval for a new purchase.

**Grounds:** Place a request for limb removal, outdoor trash pick up, or outdoor pest control.

**Moves:** Moving offices? Place a request to let us know furniture types and number of boxes and a preferred move date. Be sure to empty and label all furniture prior to our arrival.

**Pick Up/ Deliver:** Place a request to pick up and deliver items to another area of campus.

**Shred Pick Up:** Place a request to pick up items to be securely shredded.

**Special Project:** If your request does not fit into the above categories, choose this one



Custodial Needs

New Request

Custodial Supplies

New Request

Door Lock, Unlock

New Request

Equipment Check Out

New Request

Event Services

New Request

Furniture Needs

New Request

Grounds Needs

New Request

Moves

New Request

Pickup, Deliver

New Request

Shred Pick Up

New Request

Signs

New Request

Special Projects

New Request



[Home](#) Back to Home

### How may we assist you?

Start by selecting a general option on the left, then select the appropriate field on the right.

#### Support Overview

- Custodial Needs:** Place a request for cleaning in addition to o
- Custodial Supplies:** Place a request for additional supplies fo
- Door Unlock/Lock:** Place a request to unlock a door at a cert
- Equipment Check Out:** Place a request for a portable sound s
- Event Services:** Place a request for all your event needs inclu
- Furniture Needs:** Place a request for New or Surplus furniture
- Grounds:** Place a request for limb removal, outdoor trash pick
- Moves:** Moving offices? Place a request to let us know furnitur
- Pick Up/ Deliver:** Place a request to pick up and deliver items
- Shred Pick Up:** Place a request to pick up items to be secur
- Special Project:** If your request does not fit into the above cat

#### Event Services

Location of Request

Campus \*

If Other, please describe:

Describe your event needs: \*

**B I U S x<sub>2</sub> x<sup>2</sup> A T**   
  
I want to have an event. I don't know what I need, but figure it out

Event Name \*

[Start](#) Custodial Needs

Custodial Supplies


Grounds Needs

Moves

- Custodial Needs:** Place a request for cleaning in addition to o
- Custodial Supplies:** Place a request for additional supplies fo
- Door Unlock/Lock:** Place a request to unlock a door at a certa
- Equipment Check Out:** Place a request for a portable sound s
- Event Services:** Place a request for all your event needs inclu
- Furniture Needs:** Place a request for New or Surplus furniture
- Grounds:** Place a request for limb removal, outdoor trash pick
- Moves:** Moving offices? Place a request to let us know furnitur
- Pick Up/ Deliver:** Place a request to pick up and deliver items
- Shred Pick Up:** Place a request to pick up items to be securel
- Special Project:** If your request does not fit into the above cat

Custodial Needs <a href="#">New Request</a>	Custodial Supplies <a href="#">New Request</a>
Pickup, Deliver <a href="#">New Request</a>	Shred Pick Up <a href="#">New Request</a>

[View My Approval\(s\)](#)



## Event Services

Event Sponsor \*

Do you need the room unlocked?

Do you need an event set up and/or equipment (i.e. Tables, Chairs, Etc)? \*

Do you want us to break down your event? \*

Estimated Event Attendance \*

Is Catering Needed for your event?

Is Linen needed for your event? \*

Do you need Audio-Visual Equipment? \*

Is Transportation needed for your event? \*

Do you need signs for your event? \*

Do you need security for your event? \*


If this request is for someone else, check the box.

ATTACHMENT



Grounds Needs <a href="#">New Request</a>	Moves <a href="#">New Request</a>
--	--------------------------------------

[View ALL My Request\(s\)](#)



ev | Service Manager

Advanced | ACTIONS FOR MY GROUPS | Assign | Creation Date | Global search

Filter: Not assigned | View: List

			Creation Date	Number	Category	Questionnaire	Last Update	Recipient	Requesting Person	Support Person	Group	Status	Schedule
<input type="checkbox"/>			10/26/2017 11:31:13 am	SR031316	Event Services	Location of RequestCampusRiver...	-	Lumpkin, Jon	Lumpkin, Jon	-	_USS	In progress	-
<input type="checkbox"/>			10/26/2017 11:31:13 am	SR031316	Event Services	Location of RequestCampusRiver...	-	Lumpkin, Jon	Lumpkin, Jon	-	_USS	In progress	-
<input type="checkbox"/>			10/26/2017 11:25:29 am	SR031315	Equipment Check Out	Location of RequestCampusMainB...	-	Hayes, LaWanna	Hayes, LaWanna	-	_USS	In progress	-
<input type="checkbox"/>			10/26/2017 11:14:44 am	SR031311	Signs	Location of RequestCampusRiver...	-	Lumpkin, Jon	Lumpkin, Jon	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 11:13:59 am	SR031189	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 11:13:59 am	SR031189	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 11:10:28 am	SR031187	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 11:10:28 am	SR031187	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 11:06:29 am	SR031185	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 11:06:29 am	SR031185	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 11:06:29 am	SR031185	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 11:02:13 am	SR031183	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 11:02:13 am	SR031183	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 10:56:45 am	SR031181	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 10:56:45 am	SR031181	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 10:53:25 am	SR031179	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 10:53:25 am	SR031179	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 10:50:06 am	SR031178	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 10:50:06 am	SR031178	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 10:46:47 am	SR031174	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 10:46:47 am	SR031174	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-
<input type="checkbox"/>			10/25/2017 10:40:20 am	SR031171	Event Services	Location of RequestCampusMainB...	-	Llanos, Julio	Llanos, Julio	-	_USS	In progress	-

- SR022688
- SR031126
- SR031126
- SR029621

Feedback from Customer

Feedback to Customer (Service Apps Only)

**B** *I* U A

Questionnaire 0

Attachments 0

Description

**B** *I* U A

Tech Needed - Illges 216 - President's Student Success Committee - 11/16/17 at 9 am

Tech Rehearsal Time: 8:30 am  
Event Start Time: 9 am  
Event End Time: 11 am

Complete Action

Log Activity

Assign

Transfer

Need Information

Create Action

Assign to me

Hold / Reopen

Cost

Month

ACCOUNT 714100

PROGRAM XXXXX

Cost Type

Year

FUND XXXXX

CLASS CODE XXXXX

DEPT XXXXX

PROJECT CODE XXXXX

Filter: Detailed View **Compact View** | [+] Display All [-] Hide All

	Created	Assigned To	Action	Comment	Scheduled Start	Late
		Daniel, Mitchell	+ Set up President's Student Success Committee @ 11/16/2017 09:00 AM:00 am	Set Up - Illges 216 - Presiden ...	11/16/2017 7:30:00 am	-
		Daniel, Mitchell	+ AV President's Student Success Committee @ 11/16/2017 09:00 AM:00 am	AV Needs - Illges 216 - Presid ...	11/16/2017 7:30:00 am	-
		_USS (0)	Tech President's Student Success Committee @ 11/16/2017 09:00 AM:00 am		-	-
		_USS (0)	Break Down President's Student Success Committee @ 11/16/2017 09:00 AM:00 am		-	-
	Less than a Minute	worthington, ashley	+ Assignment => Daniel, Mitchell	_USS () => _USS (Daniel, Mitch ...	-	-
	2 Minute(s) ago	worthington, ashley	+ Assignment => Daniel, Mitchell	_USS () => _USS (Daniel, Mitch ...	-	-
	1 Day(s) ago		+ Request Submitted		10/25/2017 9:50:26 am	-
	1 Day(s) ago	Marino, Nancy	=			7
	1 Day(s) ago	Marino, Nancy	Creation			-

Number of Records 50

Event Name	President's Student Success Committee
Event Date/Start Time	11/16/2017 09:00 AM:00 am
Event Sponsor	CSU- Event Sponsored
Do you need the room unlocked?	Yes
Do you need an event set up and/or equipment (i.e. Tables, Chairs, Etc)?	Yes
Date/Time	11/16/2017 08:00 AM:00 am

worthington, ashley

- SR029207
- SR031293
- SR030193
- SR030578
- SR029382
- SR030193
- SR031126
- SR031126
- SR031126
- SR027608
- SR022688
- SR031126
- SR031126
- SR029621

### Send Notification to Requesting Person ? ?

From:

To:

Cc:

Attached Files

Subject:

Text

**B** *I* U ~~S~~ Font Family Font Sizes A [List Icons]

Good morning,

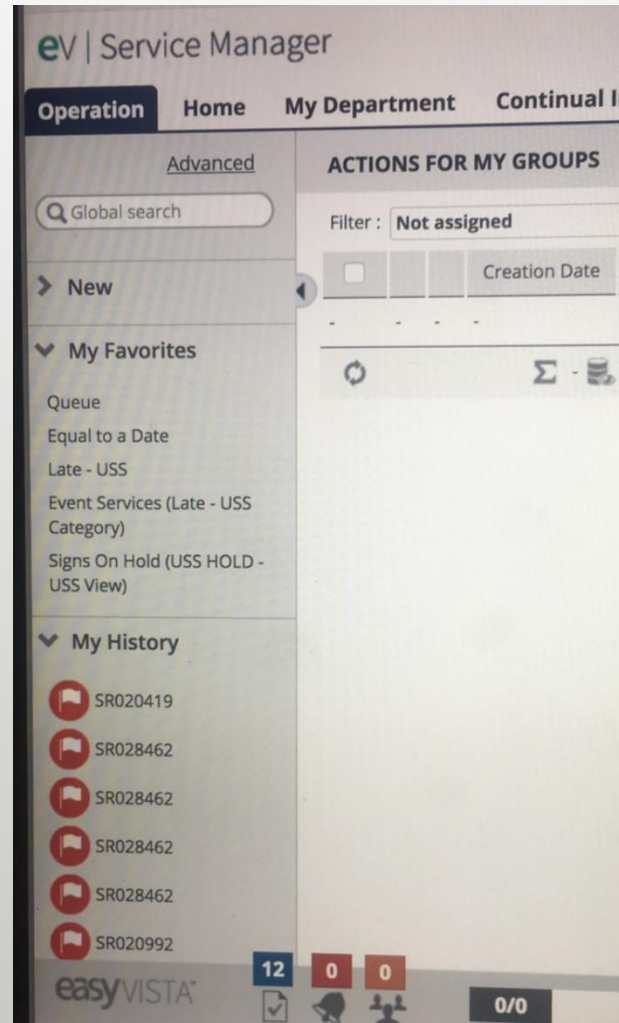
We do not have a space requested for this event. A space request will need to be submitted through Ad [Astra](#).

If you need any assistance with this process, please feel free to email me or call our office at the number below and we will be happy to assist!

Best,

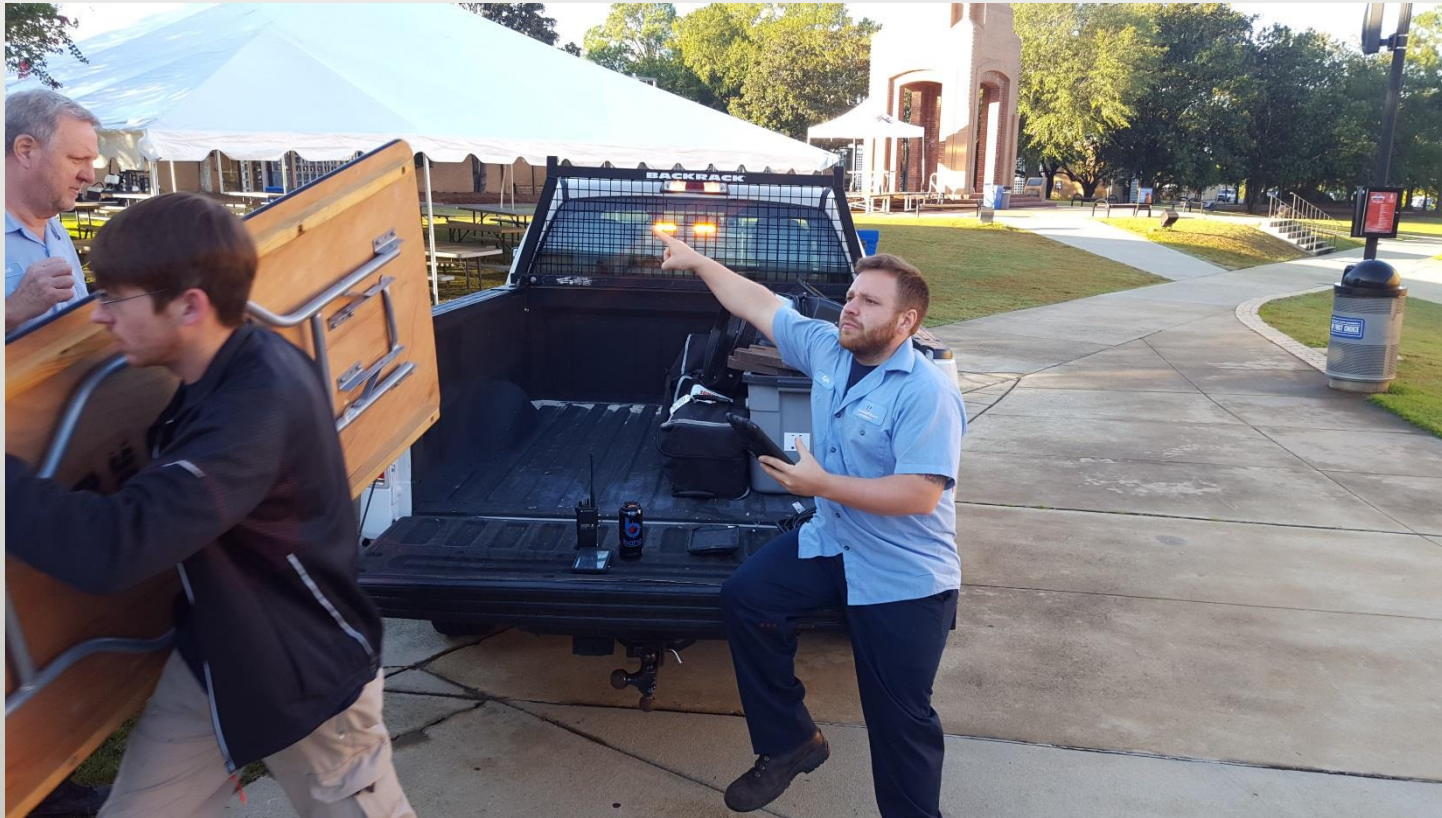
Finish Cancel

We always strive to keep our queue at ZERO!





All work orders for setup staff are accessed through individual iPads



# iPad View

iPad 8:43 AM 87%  
columbusstate-apps.easyvista.com

**Today's Date is:** Thu Oct 19 2017 07:31:25 GMT-0400 (EDT)

Add an Attachment and/or Take a Photo for Task (Project Needed)?  
*Please use the "Attachments" button for this process.*

[Attachments](#)

**To Do (9) for \_USS**

Start Date/Time	Task	Comments	Attachments	More Info	Complete
10/19/2017 7:30:00 am	Set up SGA Forum Meeting @ 10/19/2017 12:30 PM:00 pm	<a href="#">View Comments</a>	<a href="#">View Attachments</a>	<a href="#">View More Info</a>	<a href="#">Complete Task</a>
10/19/2017 8:00:00 am	Set up Homecoming Block Party @ 10/19/2017 10:30 AM:00 am	<a href="#">View Comments</a>	<a href="#">View Attachments</a>	<a href="#">View More Info</a>	<a href="#">Complete Task</a>
10/19/2017 9:00:00 am	USS Break Down Job & Internship Fair @ 10/18/2017 11:00 PM:00 pm	<a href="#">View Comments</a>	<a href="#">View Attachments</a>	<a href="#">View More Info</a>	<a href="#">Complete Task</a>
10/19/2017 10:00:00 am	Set up ALUMNI AWARDS LUNCH @ 10/20/2017 11:30 AM:00 am	<a href="#">View Comments</a>	<a href="#">View Attachments</a>	<a href="#">View More Info</a>	<a href="#">Complete Task</a>
10/19/2017 10:00:00 am	Set up CSU Alumni Association's Alumni Awards Lunch & Program @ 10/20/2017 12:00 PM:00 pm	<a href="#">View Comments</a>	<a href="#">View Attachments</a>	<a href="#">View More Info</a>	<a href="#">Complete Task</a>
10/19/2017 11:30:00 am	Break Down PAWS UP Talent Show @ 10/18/2017 07:00 PM:00 pm	<a href="#">View Comments</a>	<a href="#">View Attachments</a>	<a href="#">View More Info</a>	<a href="#">Complete Task</a>
	USS Break Down				

# Everyone Gets an E-Quest!

- ▶ The work orders go to our queue for scheduling
- ▶ The system is unique because once someone requests an event, a set of questions are generated to guide in the event planning
- ▶ Each question creates an action to be scheduled by our department, ranging from requesting signage to ensuring plant is scheduled for heating and air.



# The E-Quest System Keeps our Work Flow Organized

- ▶ Key office employees are in charge of our E-Quest System to ensure that the appropriate personnel are assigned work orders
- ▶ Once assigned the work orders are scheduled on a daily basis with information as to who, what, when, and where
- ▶ Each team who works for our department have iPads that update in real time with work orders
- ▶ Once work orders are completed, teams come in and check a box that says it has been completed and it comes back to our Queue
- ▶ Before we close work orders out we check for completion, check for chargers, and close the work order out which will send an e-mail back to the customers
- ▶ If the customer reports the work order wasn't completed, it will go back to our QUEUE and someone will have some explaining to do as to why they clicked "completed" and the task will be reassigned



# E-Quest Brings Teamwork to Life

- ▶ Our office staff will schedule work orders based on the needs and staff word load.
- ▶ The work orders get assigned to individuals in our department
- ▶ Every member of our team carries an iPad that is updated with tasks daily.
- ▶ In real time we can make changes to work orders if the requester asks to change a set up, delivery time, or even the color of the table linen.
- ▶ The team member has the ability to snap a photo of what the task after completion and log it into the work order.
- ▶ Once the team member hits complete on their action in the iPad, a notification to the office and to the customer is sent so everyone can celebrate the task completion.



# Department Outreach

- ▶ With all requests funneled to one location, we can request personnel across departments to assist with completing work orders.
- ▶ Keeping everyone informed promotes a good rapport with our partner departments.
- ▶ This opens dialogue and has strengthened collaboration across departments.
- ▶ For example, our partnership with several departments including Facilities/Plant Operations, University Police, University Relations, Food and Beverage serves to benefit the campus as a whole.



# What's the Catch:



- ▶ How do you know when events will happen
- ▶ When do you know to do building cleanings
- ▶ How to you track expenses
- ▶ How do you employees complete special projects
- ▶ How do you keep up with inventory
- ▶ Who did we order from last year
- ▶ Contact info for everyone



# There is a Smartsheet for that

- ▶ Phone calls and emails only cover so much information in the event world
- ▶ Everyone needs reminders
- ▶ We found that Smartsheet allows us to create manager tracking
- ▶ Smartsheet has the ability to upload information to individual Smartsheets.

Did you get permits for the parades?

Did you post the new job position?

Did you order the attractions for the event?

Did create the PowerPoint for this conference?



# What is a Smartsheet?

Smartsheet is the world's leading SaaS **platform** for managing and automating collaborative work.

Think of it as a living excel file: You can manage, track, and **collaborate** from the comfort of your phone.

Smartsheets keep us from being blind-sided by reoccurring projects/events.



Create New Import

- ★ Favorites
- Sights
- Sheets (55)
  - Cunningham Sheets (14)
    - Backup (4)
    - Cunningham FY2016-2017 (4)
    - Cunningham FY2017-2018 (4)
- Workspaces
- Resource Views
  - All Users
  - Steve Morse
- More
  - Reports
  - All
  - Owned By Me
  - Shared To Me
  - Deleted Items

Sheets

Actions

	Name	Sharing Status	Owner	Last Update
<input type="checkbox"/>	★ Cunningham Sheets	Not Shared	Steve Morse	11/10/16
<input type="checkbox"/>	★ Amanda S. Project Sheet	Shared	Steve Morse	10/23/17
<input type="checkbox"/>	☆ Ashley W. Project Sheet	Shared	Steve Morse	10/23/17
<input type="checkbox"/>	☆ At A Glance Building Information	Shared	Steve Morse	09/13/17
<input type="checkbox"/>	☆ Athletic Space Events- Pending TODD approval	Shared	Steve Morse	10/15/17
<input type="checkbox"/>	★ Building Rotation Schedule	Shared	Tammy Whorton (whorton_tammy@columbusstate.edu)	08/25/17
<input type="checkbox"/>	★ Carolyn R Project Sheet	Shared	Steve Morse	10/11/17
<input type="checkbox"/>	☆ Casual Labor Task Sheet	Not Shared	Steve Morse	10/10/17
<input type="checkbox"/>	★ Conference Travel	Shared	Steve Morse	08/20/17
<input type="checkbox"/>	★ Contracts - Floors,Furniture,Windows,&PressureWash	Shared	Steve Morse	08/20/17
<input type="checkbox"/>	☆ Cougar Scheduler Process 2017-2018	Shared	Steve Morse	09/22/17
<input type="checkbox"/>	☆ CSU Faculty & Staff Cell #s	Shared	Tammy Whorton (whorton_tammy@columbusstate.edu)	10/11/17
<input type="checkbox"/>	☆ Cunningham - Yearly Projects	Shared	Tammy Whorton (whorton_tammy@columbusstate.edu)	10/12/17
<input type="checkbox"/>	☆ Custodial Recurring Training	Shared	Steve Morse	09/07/17
<input type="checkbox"/>	★ Director	Not Shared	Steve Morse	10/10/17
<input type="checkbox"/>	☆ Employee Job Duties	Not Shared	Steve Morse	10/10/17
<input type="checkbox"/>	☆ EV Project Sheet- Consolidated- Laura	Shared	Tammy Whorton (whorton_tammy@columbusstate.edu)	08/22/17
<input type="checkbox"/>	☆ Event Spaces and Diagrams	Shared	Steve Morse	10/23/17
<input type="checkbox"/>	☆ FY 2016.2017 Purchasing	Not Shared	Steve Morse	10/11/17
<input type="checkbox"/>	☆ FY 2016/2017 Year End Updated	Shared	Steve Morse	10/11/17
<input type="checkbox"/>	☆ grounds check list	Not Shared	Steve Morse	10/10/17
<input type="checkbox"/>	☆ Grounds Team	Not Shared	Steve Morse	10/10/17
<input type="checkbox"/>	☆ Hurricane Irma 2017 Log	Shared	Tammy Whorton (whorton_tammy@columbusstate.edu)	09/19/17
<input type="checkbox"/>	☆ Inventory of Event Spaces on Campus	Shared	Steve Morse	08/20/17
<input type="checkbox"/>	★ Kele T Project Sheet	Shared	Steve Morse	10/24/17

	Start Date	End Date	Tent... Date	Street Clos...	Event/Project Name	Location	Category	Frequency	Type of Event	Point of Contact	Added Sched
80	02/01/17	02/28/17			Annual performances- Due to RR		Campus Services Projects				
81	02/01/17	02/28/17			<b>February 2017</b>						
82	02/01/17	02/28/17			Light clocktower RED for Heart Disease Month Make and place sign at clocktower indicating Heart Disease Month Start 1st week of the month and run through month	Clocktower	Campus Services Projects	Yearly			
83	02/01/17	02/17/17			Yearly Reoccurring Project - Walk Main Campus for Spring project list: Custodial - Custodial General Projects - Carpet Cleaning - Furniture Cleaning - Window Cleaning Logistics - Logistics General Projects - Furniture Replacement/Move Grounds - Grounds General Projects - Pressure Washing Maintenance - Maintenance Issues Signage		Custodial Services Projects				
84	02/01/17	02/17/17			Yearly Reoccurring Project - Walk RiverPark Campus for Spring project list: Custodial - Custodial General Projects - Carpet Cleaning - Furniture Cleaning - Window Cleaning Logistics - Logistics General Projects - Furniture Replacement/Move Grounds - Grounds General Projects - Pressure Washing Maintenance - Maintenance Issues Signage		Custodial Services Projects				
85	02/01/17	02/10/17			Create Spring Break project list for Logistics staff		Campus Services Projects				
86	02/01/17	02/03/17			Update emergency contacts for staff		Campus Services Projects				

	Complete	Priority	Task Name	Duration	Start	Finish	Assigned To	Comments
42	<input type="checkbox"/>		Ryan to put together a power point of our department and program for Conference		09/25/17	10/06/17	Ryan Harris	
43	<input type="checkbox"/>		Ryan - We need to filled the vacant positions Utility Worker 1 – position number – 300001154 Utility Worker 1 – position number - 30000632 Teams		07/24/17	10/13/17	Ryan Harris	
44	<input type="checkbox"/>		Rent Christmas float, need trailer or design bed for our trailer, sign up for Christmas float, need students, faculty, and staff		10/09/17	10/13/17	Steve M./Ryan	
45	<input type="checkbox"/>		Meet with Steve on creating a training incentive program for Custodial.		04/18/16	10/20/17	Ryan Harris	
46	<input type="checkbox"/>	1	Review and set outline for structure and business plan for next year	13d	07/11/16	10/20/17	Ryan Harris	well re-work my original plan along the lines of QEP and polish
47	<input type="checkbox"/>		Need to get information on Tent training for Josh. How to put them up, clean them and store them. Make sure there is a copy of this in our training cabinet on top shelf with other materials- Get with Carol/Kele		01/09/17	10/20/17	Ryan Harris	<a href="https://www.gettent.com/images/C06Z40X60-40-x-60-classic-f">https://www.gettent.com/images/C06Z40X60-40-x-60-classic-f</a> has been printed and placed in grounds box, in a notebook,
48	<input type="checkbox"/>		Rent Snow Machines for - FX Solutions- Florida or Callaway		10/23/17	10/25/17	Ryan	
49	<input type="checkbox"/>		I would like a email/letter created for all reoccurring events for 2017 - 2018 year include set dates. this should be a email/letters to be sent out to individuals to confirm the their event, date and location for the next year. We might need to schedule a meeting if they plan any changes or altercations to there event that needs and changes		06/12/17	10/27/17	Ryan Harris	We are working on our schedule for 2017-18 and we want to be sure that the date and space are reserved for your annual event. Please confirm your event, the date as well as the space needed, so that we add the information to our calendar. We look forward to working with you again!
50	<input type="checkbox"/>		For next Staff. Think about and bring suggestions of goals for your area/ department as a whole			10/27/17	Ryan Harris	
51	<input type="checkbox"/>		Scholarship with GAPP - research training and a leadership opportunities		06/19/17	10/30/17	Ryan Harris	
52	<input type="checkbox"/>		Ryan - Call Georgia Tech on doing a tour and discussion on their water chemical cleaning.		06/12/17	11/10/17	Ryan Harris	They can only meet tuesdays this year
53	<input type="checkbox"/>		Kele, I would like for you to work with Ryan to create a safety training manual. John Crowe started this for custodial and moving and set up and grounds. It needs to cover equipment that is being used. ie Lull, forklift, tractors, pressure washer, dollies, fridge raider dollies Lifts, trucks liftgates on trucks. As well as custodial services equipment there using each piece of equipment the safety it's covered under that equipment how to use it how to store it how to clean it how to operate it as well as chemicals  If I'm not mistaken John Crowe started this process. I'm not sure how far he got but it was when we hire employees there to review these training manuals as well as once a year all of our staff!  I think John started the hiring process package as well as the training tracking process as well as collecting the data for the training please research and give me some feedback on this very important this gets accomplished very soon					in progress
54	<input type="checkbox"/>		Request Cody for Bi-City Christmas Parade (12/03/16)		11/13/17	11/17/17	Ryan Harris	

# Expense Tracking in the Smartsheet

- ▶ With over 2.5 million square feet, it is necessary sometimes to contract out services to support our in-house staff in the areas of cleaning, grounds, and so on.
- ▶ Smartsheet allows us to track the cost, the contractor, and date of services.
- ▶ This provides an accountability trail and a tool for addressing issues promptly

	Complete	Vendor	Building/Location	Type of Cleaning	Frequency	Priority	2016 Date	\$ 2016 Price	2016 Winter Quote Price	\$ 2016 Quote Price	2017 Date	\$ 2017 Price	2018 Date	\$ 2018 Price	2019 Date	\$ 2019 Price	2020 Date	\$ 2020 Price
<b>- Floor Cleaning (tile, VCT, terazzo)</b>																		
1	<input type="checkbox"/>																	
2	<input type="checkbox"/>		Corn Center Lobby - sealant removal and deep clean	Floor Cleaning (Tile, VCT, Terazzo)														
3	<input type="checkbox"/>		Corn Center Lobby - hone and polish	Floor Cleaning (Tile, VCT, Terazzo)														
4	<input type="checkbox"/>		Student Rec Center Pool Hallway (2" tile)	Floor Cleaning (Tile, VCT, Terazzo)														
5	<input type="checkbox"/>		Student Rec Center Family Restrooms (2" tile)	Floor Cleaning (Tile, VCT, Terazzo)														
6	<input type="checkbox"/>		Student Rec Center 2nd floor Ladies (2" tile)	Floor Cleaning (Tile, VCT, Terazzo)						\$1,443.75								
7	<input type="checkbox"/>		Student Rec Center 2nd floor Mens (2" tile)	Floor Cleaning (Tile, VCT, Terazzo)						\$1,443.75								
8	<input type="checkbox"/>		Student Rec Center 2nd floor Mens and Ladies Grout Sealant	Floor Cleaning (Tile, VCT, Terazzo)						\$960.00								
9	<input type="checkbox"/>		Student Rec Center 3rd floor Ladies (6" tile)	Floor Cleaning (Tile, VCT, Terazzo)						\$574.00								
10	<input type="checkbox"/>		Student Rec Center 3rd floor Mens (6" tile)	Floor Cleaning (Tile, VCT, Terazzo)						\$574.00								
11	<input type="checkbox"/>		Student Rec Center 3rd floor Mens and Ladies Grout Sealant	Floor Cleaning (Tile, VCT, Terazzo)						\$393.00								
12	<input type="checkbox"/>		Student Rec Center 1st floor Ladies (2" tile)	Floor Cleaning (Tile, VCT, Terazzo)						\$343.00								
13	<input type="checkbox"/>		Student Rec Center 1st floor Mens (2" tile)	Floor Cleaning (Tile, VCT, Terazzo)						\$343.00								
14	<input type="checkbox"/>		Student Rec Center 1st floor Mens and Ladies Grout Sealant	Floor Cleaning (Tile, VCT, Terazzo)						\$235.20								
15	<input type="checkbox"/>		Schwob School of Music - Studio Hallway				07/25/16			\$935.00								
16	<input type="checkbox"/>		Schwob School of Music - 1714				07/25/16			\$852.24								
17	<input type="checkbox"/>		Schwob School of Music - Practice Rooms - 2002-2011 - 2014-2019 - 2021-2023 - 2025-2027 - 2029-2033 - 2040-2044				07/25/16			\$1,585.95								
18	<input type="checkbox"/>		Carpenter Building - Lobby				07/28/16			\$343.44								
19	<input type="checkbox"/>		Carpenter Building - 218				07/28/16			\$745.20								
20	<input type="checkbox"/>		Carpenter Building - 217 + Stage				07/28/16			\$1,108.82								
21	<input type="checkbox"/>		Carpenter Building - 214				07/28/16			\$321.00								
22	<input type="checkbox"/>		Corn Center - downstairs				08/01/16			\$2,214.00								
23	<input type="checkbox"/>		Corn Center - upstairs				08/01/16			\$1,884.85								
24																		
25	<b>- Window Cleaning</b>																	
26	<input type="checkbox"/>	A&S	Armory	Window Cleaning					\$225.00	\$250.00								
27	<input type="checkbox"/>	A&S	CCT - front entrance of building	Window Cleaning					\$2,850.00	\$1,250.00								
28	<input type="checkbox"/>	A&S	Arnold	Window Cleaning							03/20/17	\$455.00						
29	<input type="checkbox"/>	A&S	Davidson - cafeteria and bookstore	Window Cleaning			11/28/16	\$280.00	\$280.00	\$315.00								
30	<input type="checkbox"/>	A&S	Health and Wellness - front and side entrance	Window Cleaning			11/23/16	\$45.00										
31	<input type="checkbox"/>	A&S	Howard Hall	Window Cleaning			11/20/16	\$295.00	\$650.00	\$600.00								
32	<input type="checkbox"/>	A&S	Library Main Campus	Window Cleaning			11/20/16	\$170.00	\$1,575.00	\$1,550.00								
33	<input type="checkbox"/>	A&S	Richards 2nd floor entrance	Window Cleaning			11/21/16	\$235.00	\$650.00									
34	<input type="checkbox"/>	A&S	Schuster front entrance	Window Cleaning			11/28/16	\$1,575.00	\$2,550.00		03/20/17	\$1,575.00						

Views

Incident

Format

Arts

Numbers

Insert

# Additional Software Options for Controlling Chaos

**CompuClean**<sup>®</sup>

**Deggy**  
GUARD TOUR SOLUTION

**How does it work?**

**Easy to use**


Install the Deggy control software on your computer and register the Deggy Steel Pen entering the name of the security officer who will handle it.

Register and name the Deggy Buttons (tour checkpoints).

Place the Deggy Buttons at chosen locations (gates, walls, doors, lamp posts, etc.).

Make the appointed tour, touching each Deggy Button with the Deggy Steel Pen (a beep is heard, indicating reception).

Download all information using either one of the three forms that follow:



**Key Systems** **INC**<sup>®</sup>  
www.keystorage.com **KEY**





CompuClean®, Spartan's Custodial Management Software tracks and manages cleaning operations through the new CompuClean App. Featuring custom inspection capabilities, CompuClean Mobile makes documenting performance and tracking cleaning issues easy. Inspections are quick and convenient with the ability to capture multi-media content including images that reinforce inspection results.





Key Systems' GFMS brings together versatile management software, real time information and high security electronic asset control into a single system. Global Facilities Management System refers not to a specific security device or software application but to your entire Key Systems install functioning together. All of our electronic asset control devices are designed to function as a part of your GFMS solution.



## How does it work?

### Easy to use

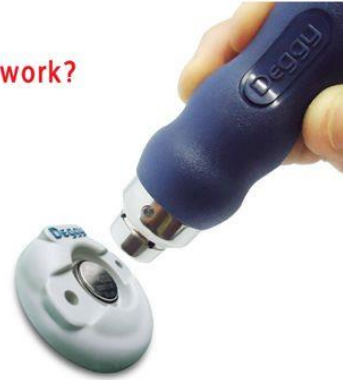
Install the Deggy control software on your computer and register the Deggy Steel Pen entering the name of the security officer who will handle it.

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Place the Deggy Buttons at chosen locations (gates, walls, doors, lamp posts, etc.).

Make the appointed tour, touching each Deggy Button with the Deggy Steel Pen (a beep is heard, indicating reception).

Download all information using either one of the three forms that follow:



Present-day systems work by providing a record of the time, date, and location when an employee arrives at the checkpoints on his/her tour. Usually the employee will carry the handheld device which is then activated at each of the checkpoints. Once the handheld device collects the information (time, date, and location) from the checkpoint, the information can then be downloaded from the handheld device onto a computer. After the information is downloaded, the information can be reviewed, and reports can be created.

# University Support Services: A One Stop Shop

Custodial Services

Event/Facility  
Scheduling &  
Management

Moving & Set Up

Warehouse:  
Shipping &  
Receiving

Furniture

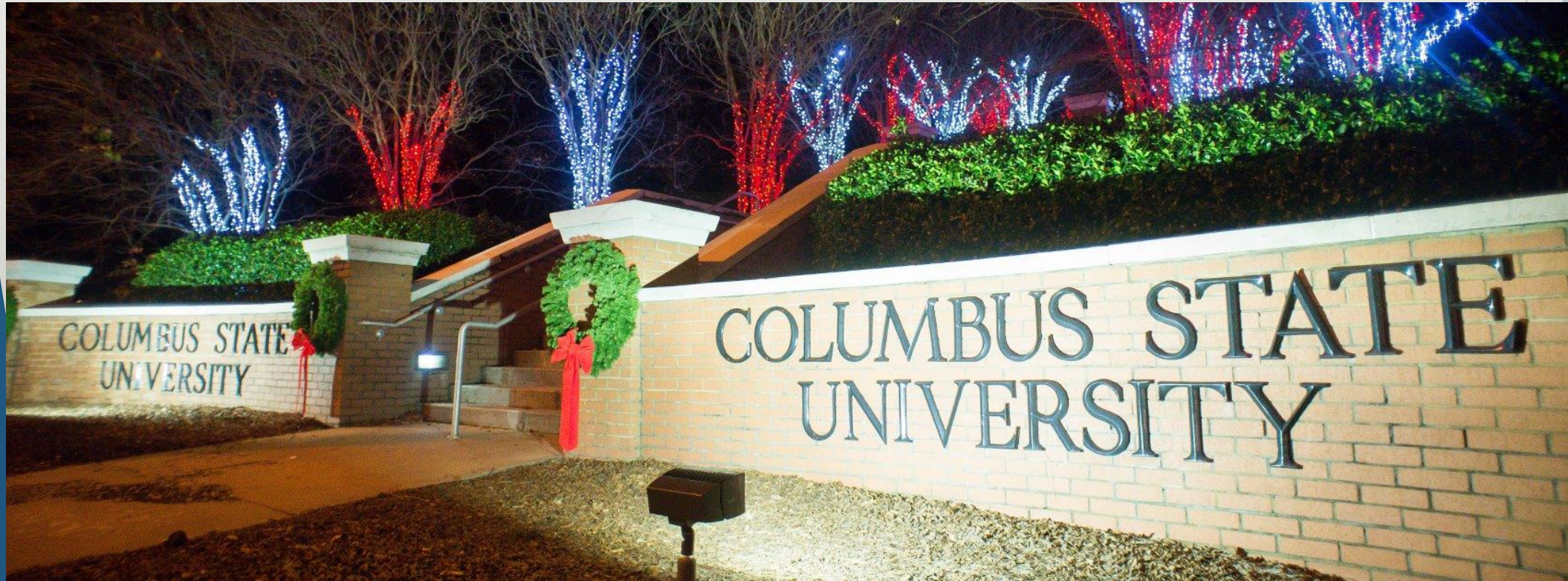
In House Ground  
Services

Sign & Design  
Graphics

Cunningham  
Conference  
Center/Offices at  
Cunningham

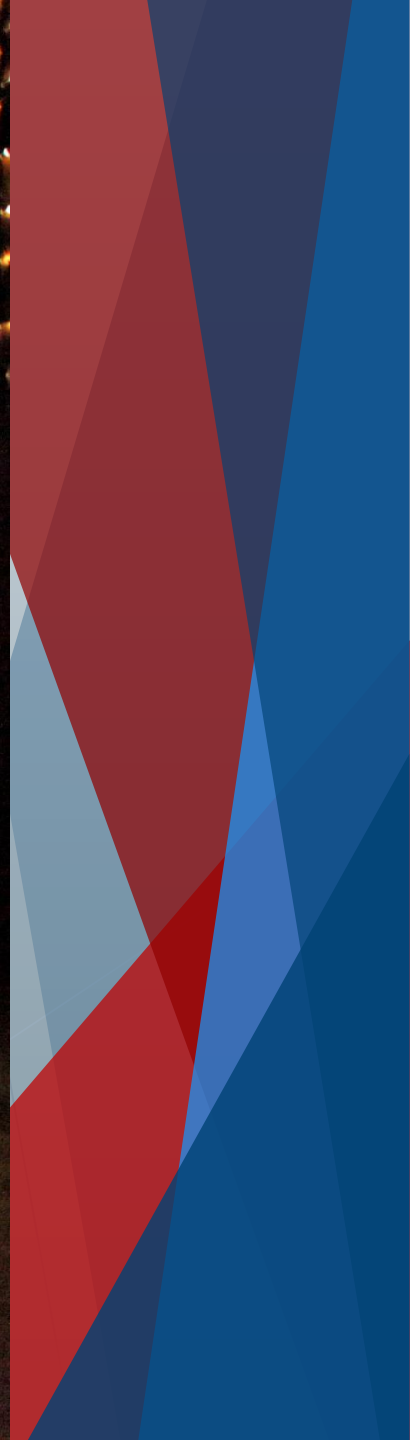
Parking Services

# Events at Columbus State University

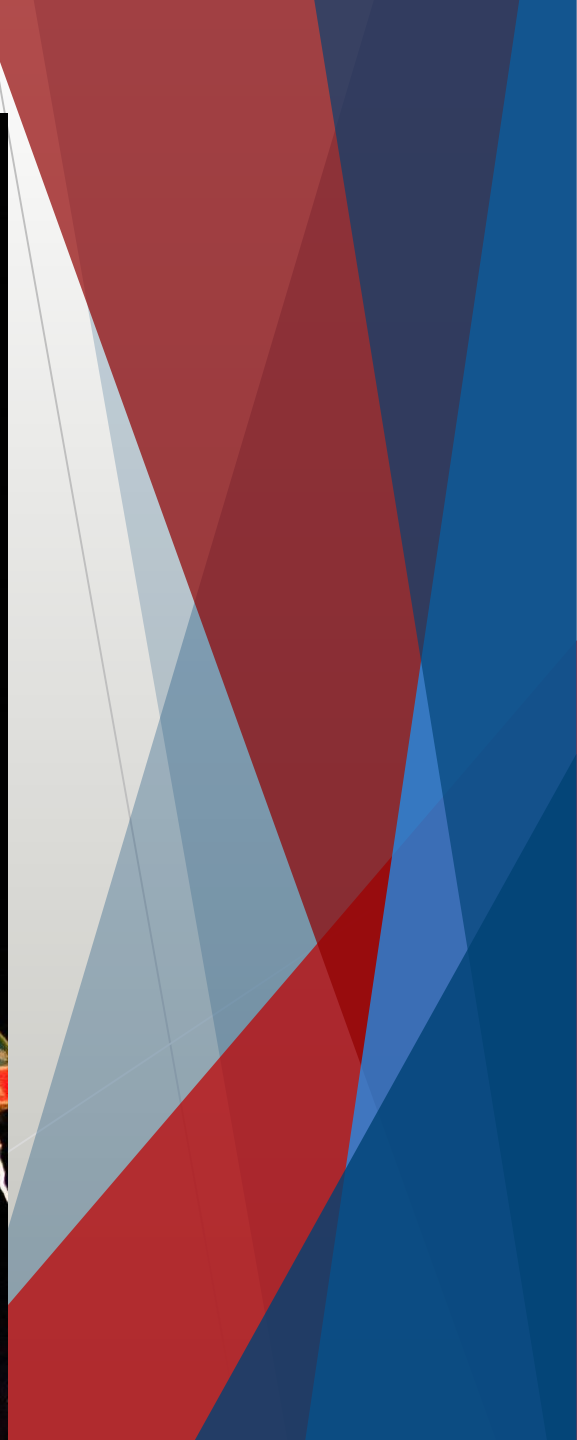


# Tower Society Gala 2016





# Winterfest 2016



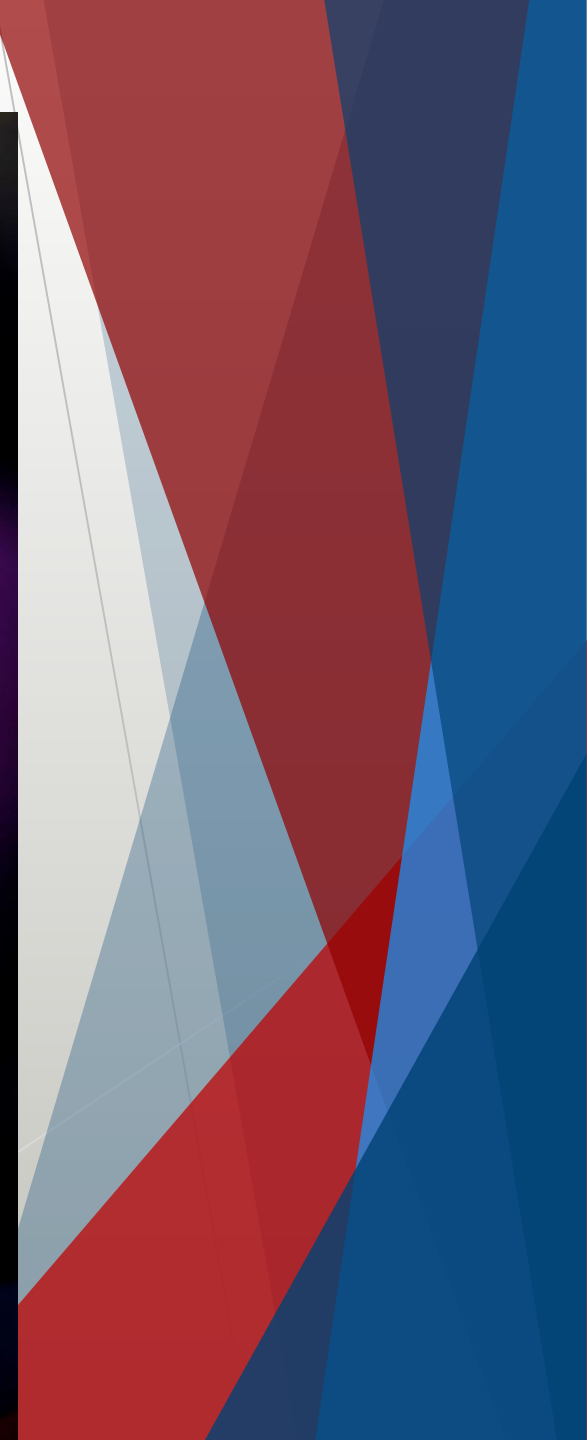


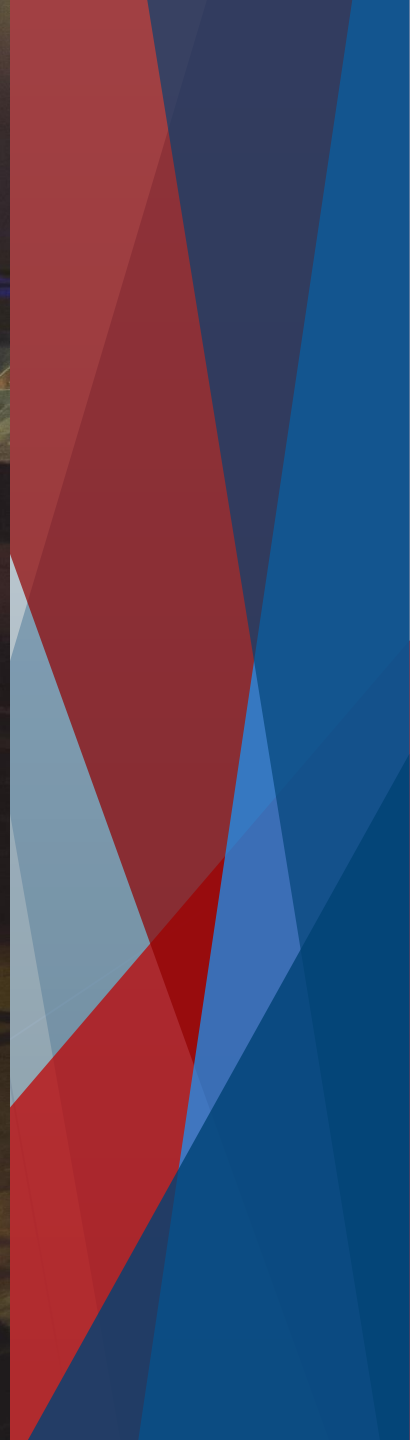




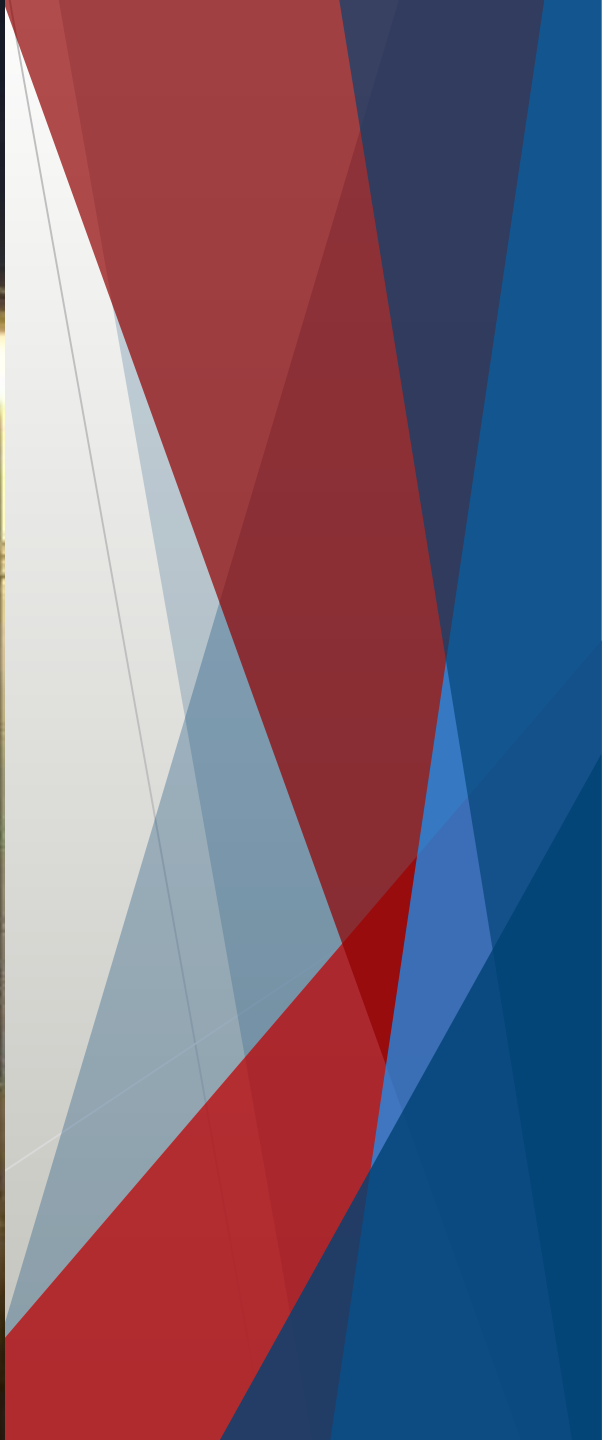


# Homecoming Events at CSU

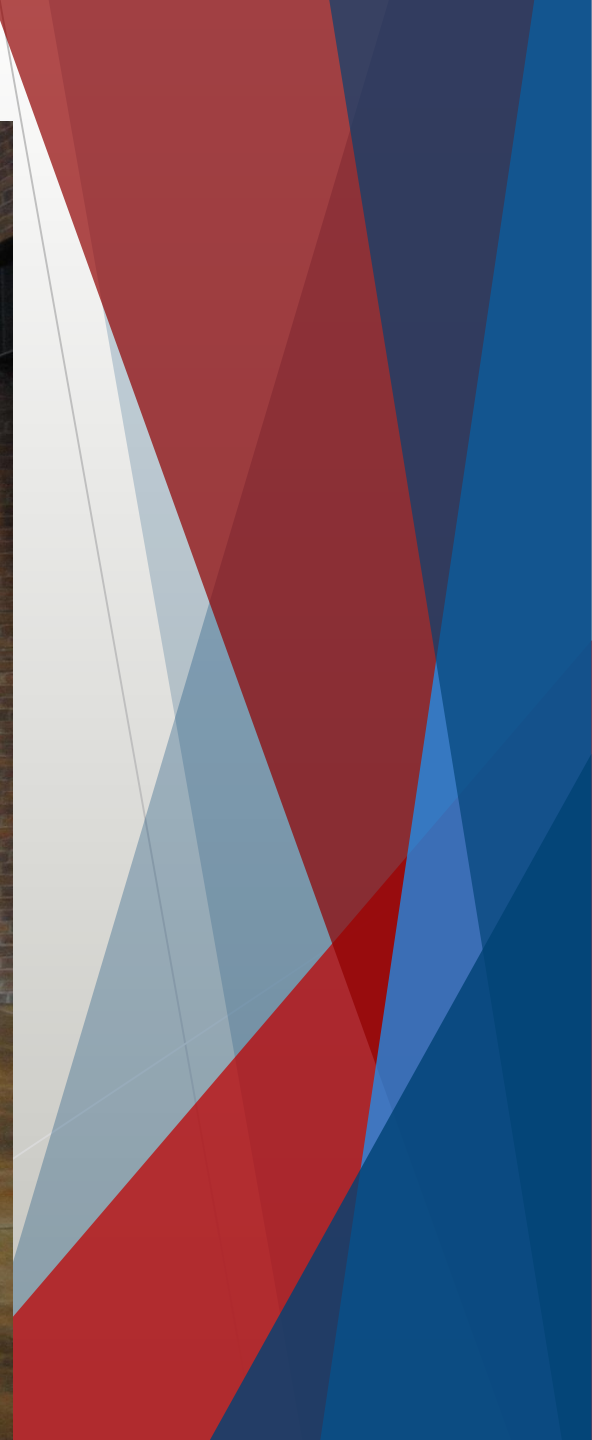








# Jim Blanchard Leadership Forum





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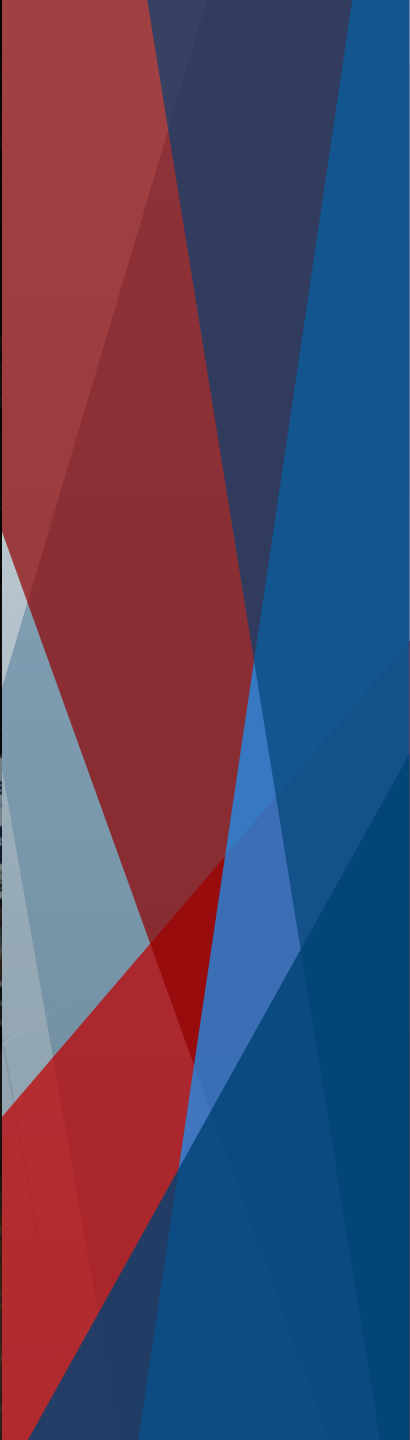
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# Graduation at Columbus State University, May 2017







# Annual Cougar Kickoff Events









# First Year Convocation 2017





# Questions?



# Additional Info

<https://universitysupportservices.columbusstate.edu/>

Contact USS 706-507-8203

