Meeting Notes
Business and Operational Practices Working Group
August 27, 2014, 8:00-9:30 a.m., HH 309

Attending: Roxanne Adams, Blake Araki, Dyann Fong, Earl Matsushita (Convener), Dierdre Nakamura, Martin Nguyen, Mark Nishimoto, Clifton Tanabe, Teri Wong, Gale Yamada, Lynn Mayakawa, Byron Moon, Harry Partika, Rebekah Carroll, Susan Hippensteele

1. Review/edit Building Coordinator Handbook
   a. Discussion of “Building Coordinator Program Manager”
      i. Requires
         1. Background in WCC
         2. Knowledge of system
   b. Overall Edits
      i. Change “custodial” to “janitorial”
      ii. Diacritical marks
      iii. Discussion of additional sites/resources
         1. R25 website view-only?
         2. Would require training, but very useful
      iv. ITS site does outage updates
      v. Create a training checklist
         1. AIM, other useful training opportunities
   c. Discussion of Keys
      i. Need to develop a key policy
      ii. Should BCs have keys? Should alternates?
      iii. Is there anyone on campus working on the key situation?
   d. Cancellation fee
   e. Discussion of Keys
2. Discussion with current BCs
   a. Questions
      i. What do BCs need to be trained on?
      ii. Is there one set that we want to use as a model?
      iii. If you were brand new, what would you need to know to function?
   b. Current BCs shared experience
      i. Large part of the job is communication between different parties
      ii. Continuous, sustainable follow-up
      iii. Responsive to all needs
      iv. Good manager
      v. Knows how to get things done- knows the protocols
      vi. Policies by department- not person
3. Approaches to training
   a. Problem-solving based
   b. Role-playing
4. Discussion of Current BC needs from Facilities
   a. Strong communication
b. Understanding of the Chain of Command
   c. Be involved/consulted with for large projects

5. How to Organize the Training
   a. Discuss who is going to do what
      i. Team Work exercise
      ii. Come back together
      iii. Role-playing
      iv. Question: Who needs to be in front of the BCs?
         1. Opportunity to present a Who’s Who
         2. Scope of responsibility
         3. Hierarchy
         4. Explain how WOs are processed
            a. Chain of events

Next Steps
   1. SH will follow-up with additional BCs

   Next Meeting: Wednesday, September 3, 2014, 8:00-9:30 a.m., HH 309