

CS 3.11.3 The institution operates and maintains physical facilities, both on and off campus, that appropriately serve the needs of the institution's educational programs, support services, and other mission-related activities. (**Physical Facilities**)

Off-Site Review Team Comments

The information provided by the institution does not demonstrate that the physical facilities appropriately serve the needs of the educational programs, support services and other mission-related activities. The Campus Development Plan was published in 1974 and its purpose was to guide the building of a new college campus. The Facilities Master Plan for 2012-2020 consists primarily of aerial photographs with superimposed colored blocks representing new buildings. The institution did not provide documentation that shows how it determines that facilities are sufficient and appropriate. In addition, the institution did not provide documentation that shows how it maintains the main campus as well as the Performing Arts Center in downtown Florence.

The three sections of this response address the preceding concerns by:

1. Demonstrating that the physical facilities serve the needs of the educational programs, support services, and mission related activities;
2. Providing documentation to demonstrate how FM determines that facilities are sufficient and appropriate; and,
3. Providing documentation to demonstrate how FM maintains the main campus as well as the Performing Arts Center in downtown Florence.

1. Physical facilities serve the needs of the educational programs, support services, and mission related activities

The total gross area of FM constructed facilities is 707,984 square feet (Table 1). When the functional areas of instruction, academic support, student services, public service, and institutional support are considered (see shaded rows), the square footage of facilities assigned to these functions at FM equals or substantially exceeds the average assignable percentage of total for South Carolina Teaching Universities.

SACS CS 3.11.3 Table 1. FMU Fall 2013: Assignable Area by Function Use Codes^[1]			
Functional Areas	Assignable Square Feet	% of Total	Average for SC Comprehensive Teaching Universities
Instruction	219,610	31	27.20%
Academic Support	68,032	9.6	9.60%
Auxiliary Enterprises ¹	204,209	28.8	42.50%
Student Services	94,385	13.3	8.40%
Public Service	45,712	6.4	1.30%
Institutional Support	47,126	6.6	4.40%
Plant Operations & Maintenance	15,617	2.2	2.90%
Independent Operations	12,032	1.7	1.20%
Unassigned	1,015	0.1	1.40%
Research	246	0	0.70%
Total Assignable Area	707,984		

Pictures of campus facilities are identified according to functional use and presented in Appendices A.1 – A.7: Instruction; Academic Support; Auxiliary Enterprises; Student Services; Public Service; Institutional Support; and Plant Operations and Maintenance. Buildings serving multiple functions appear in more than one section. The following information is included on the page with each picture: physical characteristics, functions,

¹ In 2004, the Francis Marion Real Estate Foundation leased existing student housing facilities (Allston Housing Office Complex, Residence Halls, and the Village Apartments) and land from the University. The FMU Real Estate Foundation constructed the Forest Villas Apartments. As a result of these private agreements, student housing facilities are not included in the S.C. Commission on Higher Education reports.

a *Building Quality Survey Score* (described in Appendix B), year of construction, date of last physical improvement, and replacement cost of the facility. Additional information about the various categories of facilities is included in the narrative below.

Appendix A1. Instruction. Instructional facilities on the FM campus are in use for 13-14 hours each weekday. During the Fall 2014 semester, classes and labs met in 132 rooms located in ten buildings during the following hours:

7:30am - 9:00pm Monday and Wednesday
8:00am - 9:00pm Tuesday and Thursday
7:30am - 2:20pm Friday

The percentages of classrooms and laboratories used during each class and lab period of the Spring 2015 semester are shown in Tables 2 and 3. For classes which convene prior to noon, the utilization rate ranges from 4% to 86% (*median*=71%). For classes which meet during the afternoon, the range of rates is 1% to 57% (*median*=25.5%), and for evening classes the rate ranges from 3% to 8% (*median*=4.6%). While the utilization rate for classrooms is highest prior to noon the utilization rate for labs is highest during the afternoon/late afternoon periods. For morning labs, the utilization rate ranges from 4% to 9% (*median*=6.5%). For labs which meet during the afternoon/late afternoon, the range of rates is 4% to 78% (*median*=30%) and for evening classes the rate ranges from 9% to 17% (*median*=9%).

SACS CS 3.11.3 Table 2. Classroom Utilization Rates (%) for Spring Semester 2015

	Monday	Tuesday	Wednesday	Thursday	Friday	
Classes Beginning prior to Noon (Morning)						
						Section ²
8:00- 9:15	4		4			AA
8:30- 9:20	35		35		35	A
8:30- 9:45		51		51		1
9:30-10:20	73		73		73	B
9:55-11:10		86		86		2
10:30-11:20	74		74		74	C
11:20-12:35		84		84		3
11:30am -12:20pm	69		69		69	D
Classes Beginning between 12:30pm – 5:45pm (Afternoon/Late Afternoon)						
12:30-1:20	47		47		47	E
12:45-2:00		57		57		4
1:30-2:20	18		18		18	F
2:10-3:25/2:10 - 4:50		39		39		5
2:30-3:20	1		1		1	none ³

² The section code corresponds to the day and time that the course is offered.

³ These are non-traditional time periods which are not assigned a code.

2:30-3:45	32		32			G
TOTAL	32		33		1	
4:30-5:45	15		15			none
4:30-5:45		3		3		none

Classes Beginning at 5:30pm or later (Evening)

5:30-8:30 or 6:00-9:00	5					NM
5:30-8:30 or 6:00-9:00		7				NT
5:30-8:30 or 6:00-9:00			8			NW
5:30-8:30 or 6:00-9:00				4		NR
6:00 -7:15	4					NA
6:00 -7:15		3		3		N1

SACS CS 3.11.3 Table 3. Laboratory Utilization Rates (%) for Spring Semester 2015

	Monday	Tuesday	Wednesday	Thursday
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Labs Beginning prior to Noon (Morning)

9:55am-12:35pm		9		9
10:30am- 1:20pm			4	
11:30am-12:20pm	4			

Labs Beginning between 12:30pm – 3:45pm (Afternoon/Late afternoon)

12:30pm- 3:20pm	43		30	
12:45pm- 3:35pm		78		70
1:30pm- 4:20pm	17		57	
3:30pm- 6:20pm	22		9	
3:45pm- 6:35pm				4

Labs Beginning after 3:45pm (Evening)

4:30pm- 7:20pm		9		
6:00pm- 9:00pm		17		9

Academic departments and the Information Technology Committee (see Governance Chart on p. 9) are instrumental to ensuring that the amount of technological equipment is adequate—but not excessive—to serve the instructional needs of faculty and students. Currently 652 computers are available in 99 labs and classrooms located in eight buildings. In 24 of the labs/classrooms, there is a computer for each student. In 56 rooms, there is one computer for instructional presentation by the professor. In the remaining eight rooms, multiple computers are available as deemed necessary (e.g., in a lab all students may not need to use a computer at the same time; so five computers would be adequate for the maximum number of students).

Appendix A2. Academic Support. The Library, Academic Computer Center, and Media Center provide staffed computer stations for student use (Table 4). All services of the Library are available during the same hours.

Location	Schedule	Stations
Stanton Academic Computer Center	Mon-Fri 8:00 a.m. - 5:00 p.m.	32 Stations
James A. Rogers Library	Mon-Thurs 8:00 a.m.- 11:00 p.m. Friday 8:00 a.m.- 5:00 p.m. Saturday 9:00 a.m.- 5:00 p.m. Sunday 2:00 p.m.- 11:00 p.m.	59 Stations 21 Laptops
Cauthen Educational Media Center	Mon-Fri 8:00 a.m - 5:00 p.m.	52 Stations

The Writing Center and the All Campus Tutoring Center are available as indicated in Table 5.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Writing Center		9:00am - 5:00pm	9:00am - 5:00pm	9:00am - 5:00pm	9:00am - 5:00pm	9:00am - 1:30pm
Writing Center Online	5:00 – 8:00pm	5:00 – 8:00pm	5:00 – 8:00pm	5:00 – 8:00pm	5:00 – 8:00pm	
All Campus Tutoring Center		Noon- 8:00pm	Noon- 8:00pm	Noon- 8:00pm	Noon- 8:00pm	

Appendix A3. Student Services. The hours of availability for the student services described in this section are shown in Table 6. The Smith University Center provides a: large Commons social area; game room; weight room; and an Olympic-size indoor pool. An outdoor recreational pool is located near The Grille.

The Counseling and Testing Center and the University Health Center are located in the Education Foundation Building. The Griffin Athletic Complex and the Kassab Tennis Courts are integral to the Athletic program which competes in the Peach Belt Athletic Conference.

SACS CS 3.11.3 Table 6. Hours of Operation for Student Services							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
University Center	1:00pm – 10:00pm	8:00am - 11:00pm	8:00am - 11:00pm	8:00am - 11:00pm	8:00am - 11:00pm	8:00am – 10:00pm	10:00am – 10:00pm
Indoor Pool	1:00pm - 6:00pm	1:00pm - 5:00pm	1:00pm - 5:00pm	1:00pm - 5:00pm	1:00pm - 5:00pm	1:00pm - 5:00pm	Noon – 5:00pm
Outdoor Pool	1:00pm –6:00pm						Noon – 5:00pm
Counseling & Testing		8:30am - 5:00pm	8:30am – 5:00pm	8:30am – 5:00pm	8:30am – 5:00pm	8:30am – 5:00pm	
Health Center ⁴		8:30am – 4:30pm	8:30am – 4:30pm	8:30am – 4:30pm	8:30am – 4:30pm	8:30am – 4:30pm	

Appendix A4. Auxiliary Enterprises. Food service is available in the Ervin Dining Hall and/or The Grille on: Monday-Friday from 7:00am – 11:00pm; Friday from 7:00am-7:00pm (except 3-5pm); and Saturday and Sunday 11:00am-11:00pm). The Joseph Heyward Community Center located in the Forest Villas Apartment Complex is open to students Monday – Friday from 2:00pm – 11:00pm and on weekends from noon – 11:00pm.

Appendix A5. Institutional Support. Stokes Administration Building serves all constituents of the University. The offices of the President, Provost, seven other members of Senior Staff, and other administrative offices are located here. Faculty officers and officers of the African-American Faculty Staff Coalition have offices in this building. The Academic Affairs Committee and the Graduate Council hold all meetings in the Board Room which, along with the Provost’s Conference Room, is available for any committee meeting. Students are served by the Registrar, Financial Aid Counselors, Director of Orientation and Provisional Programs, and the Cashier’s Office.

The Education Foundation Building houses the FM Development office, which is the administrative office for the FMU Education Foundation and the Non-Profit Leadership Consortium. The Print Shop/Mail Room, the Campus Police/Facilities Management Building, and the Warehouse complete the support infrastructure.

Appendix A6. Public Service. The Education Foundation Building also provides free office space to grant-funded public service entities. Currently, the North Eastern Strategic Alliance, an economic development initiative for the Pee Dee region, is located in the facility.

Auditoriums in the Cauthen Educational Media Center, McNair Science Center, and Hyman Fine Arts Center provide facilities for lectures and recitals. The Hyman Center theater and art gallery provide professional and student artistic presentations for the campus and region. The Performing Arts Center, located in downtown Florence, is an

⁴ Closed 12:30pm – 1:30pm for lunch

award-winning, state-of-the-art facility designed to serve the region and beyond. The Griffin Athletic Complex provides competitive sports venues and walking trails for the Pee Dee region.

Appendix A7. Plant Operations and Maintenance. The Facilities Management/Campus Police Building and Energy Facility houses the Facilities Management administrative staff offices; Police force and dispatcher; and custodial services clock-in area and a break room.

The Warehouse houses the Workorder Management Center. It is also the primary location for all University equipment and supplies which are received and/or shipped out. The warehouse maintains a minimum inventory of parts supplies as needed to support the needs of the other maintenance departments and manages the surplus property in conjunction with the state surplus property office.

2. *Planning processes are adequate to determine sufficiency and appropriateness of facilities*

Physical development at FM has always been guided by a plan or purpose – be it the *Campus Development Plan* or the current *FMU Strategic Plan* – both of which are aligned with the *FMU Mission Statement*. The current campus strongly reflects the planning process begun in 1970 by the State Board of Trustees when they commissioned Gills and Wilkins, Architects and Planners, Florence, South Carolina to complete a *Campus Development Plan (The Plan, see Appendix C)*. The strong connection between the goals of the University and the development plans for the physical campus, which was evident in *The Plan* (page 53), continue today.

The Plan acknowledged that “the Board having embarked on a long-range campus development plan has made it possible for the College to plan its next steps with some certainty that they will result in a consistent and balanced campus” (p. 27) and “These items involve far more money than is presently available; however their proper insertions into the plan can be made at future dates.” (p. 28). Growth Goals during 1970 – 80 were considered (pp. 17-18; 20; 37; 46-50), and the summary section of *The Plan* began with the statement:

It is from this planning process that major ideas will be generated for the future development of the campus (p. 53).

The impact of *The Plan* on the development of the current campus is detailed in Appendix C. With the completion of the Stanton Academic Computer Center in 1988 and the dormitory complex in 1992, the academic and student-services needs of the University needs were adequately served, and University facilities provided many educational, cultural, and artistic venues for the community. The President’s home was renovated for FM’s third President in Fall 1994 and named Wallace House. During 1994-1999 there was no extension of academic programs or increase in student enrollment; so there was minimal emphasis on the development of campus facilities.

In October 1999, Francis Marion’s fourth President, Luther F. Carter, created a Future Studies Committee comprised of a group from the FM Board of Trustees. The

Vice President for Student Affairs, the Associate Provost and Dean of Graduate Studies, and the Chair of the Council of Chairs and Deans attended the committee meetings. In November 1999, the President held a retreat which included vice presidents, faculty leadership, and the Chair of the Council of Chairs and Deans. The group began the development of a set of planning assumptions which would ultimately guide the formation of the *FMU Strategic Plan* (see folder for enclosure). The Future Studies Committee, University administrators, and faculty leaders collaborated intensively to formulate a set of eleven planning assumptions.

One of the eleven planning assumptions which guides the planning processes for FM concerns the physical campus:

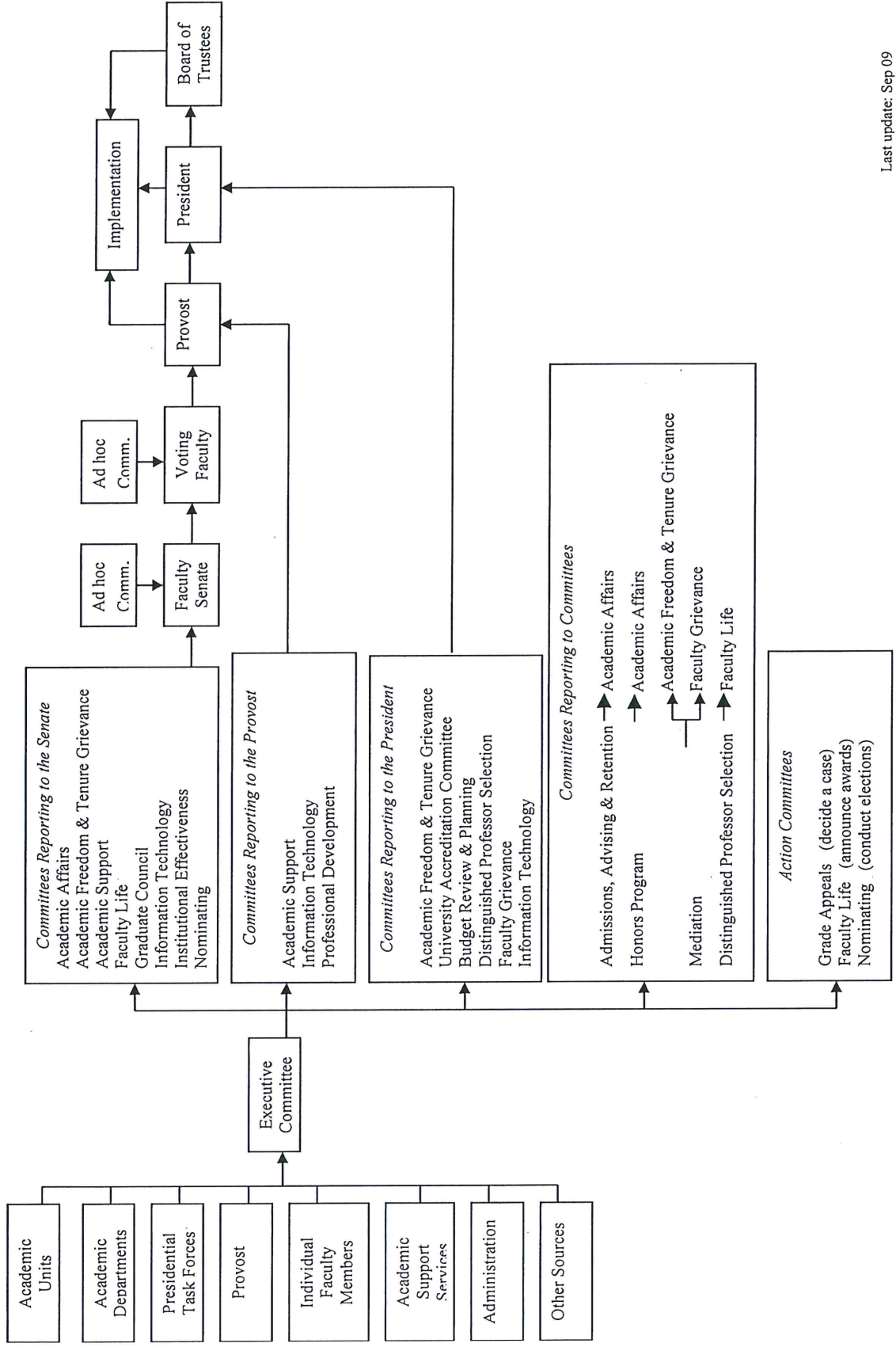
Francis Marion University must maintain and expand its physical facilities to preserve their beauty and to enhance the viability and environmental sustainability of the campus. *2012 Francis Marion University Strategic Plan*

Shared Governance. The system of shared governance between the Board, Faculty, and Administration gives rise to a set of processes which ensure that there are adequate facilities on campus to support the mission of Francis Marion to educate and serve the citizens of the Pee Dee region and SC (see Governance Chart on page 9 of this section). Proposals for new construction and renovations may arise from faculty or student support staff who propose programmatic initiatives that require, or would be enhanced by, new facilities. Facilities Management staff who routinely monitor the physical infrastructure may discover conditions that require repair. The staff routinely practice preventative maintenance (as discussed in section 3 of this document starting on page 11).

With academic or student support initiatives, the proposal would be considered by one or more committees which would determine the value of the program to FM and whether the University has the resources to support the program. Committees most likely to be involved are an *ad hoc* committee to study the feasibility of a new program, the Academic Affairs Committee, the Graduate Council, Information Technology, or other Standing Committees of the Faculty Senate. If the University cannot provide the required facilities, it is unlikely that the proposal would advance to the Faculty Senate or General Faculty. The program, however, may become a long-range goal as the University and the Education Development Foundation staff seek sources of public and private funding.

When new facilities or major renovations are approved, the Directors of Facilities Engineering & Maintenance; Facilities Services; and Facilities Support oversee the development of construction plans, operating budgets, schedules, project management, and other such elements required for the success of any project. These directors report to the Director of Facilities Management who consults regularly with the relevant administrative staff.

An Overview of the Governance Process: The Movement of a Proposal from Initiation to Implementation



Community Involvement. The Provost and President in consultation with other administrators or community leaders may identify initiatives which require new facilities. The need and source of funding would be discussed with relevant campus constituencies (e.g., other administrators, the Faculty Executive Committee, program Directors, etc.) and the Board of Trustees. Two such projects were the Lee Nursing Building and the Performing Arts Center.

1. *Lee Nursing Building.* Local physicians and medical administrators encouraged FM to increase the number of nursing graduates to address the shortage of nurses in the Pee Dee area. Discussions also ensued which addressed the shortage of physicians in the rural areas of the Pee Dee. Citizens in some areas, who lacked transportation to Florence, were unable to be attended by a physician. The need for Nurse Practitioners was clearly demonstrated. To increase the number of graduates with B.S.-Nursing degrees and to develop a Nurse Practitioner program would require an expansion of classroom and laboratory facilities which could not be funded by the University budget. With a major grant from a local philanthropic foundation and appropriations from the SC legislature the necessary funds to build a state-of-the-art teaching facility were acquired.
2. *Performing Arts Center.* Florence has a large number of citizens who are extremely dedicated to the development of arts and culture. Since the 1950's Florence has supported an amateur theater group and a community-based symphony. The theater group owned a theater where all productions were presented; however the symphony lacked such a home base. It had performed in local high school auditoriums, the Civic Center, and Francis Marion. There was no centralized and permanent storage site for equipment.

Many citizens had expressed their concerns about the lack of a high-quality performance venue – and “home” – for the symphony to public officials; they were also concerned that high-quality musical, theatrical, and drama professionals were not coming to Florence, because there were no suitable performance facilities. The Civic Center, which was the closest approximation to an acceptable site, was often too big and the acoustics not appropriate for small productions. The cost of renting the Center precluded the production of any events which were presented without cost to the public.

Francis Marion has a vibrant and highly productive Fine Arts Department which includes a Music Industry program. New classrooms, laboratory facilities, and practice rooms for the music programs would allow those programs to expand. The mayor of Florence, members of City government, a state Senator, concerned citizens, and University officials developed a plan which was supported financially by state-appropriated and local-government funding, a local philanthropic foundation, and the University.

Final Approvals. All major physical projects of the University require approval by the Francis Marion Board of Trustees:

Powers and Duties of the Board

7. To assure the effectiveness of comprehensive and mission-based institutional planning; to review, approve, and adopt plans for program development, financial strengthening, and capital and campus development; to assure the effective implementation of plans and to monitor the formation of short-term plans and decisions in the light of long-term goals for University development.

11. To authorize the construction of new buildings and the major repair or renovation of existing buildings. (*Bylaws of the Francis Marion University Board of Trustees*)

Maintenance. When physical renovations or repairs are needed, facilities management staff report the severity of the problem and in conjunction with the appropriate administrators assign priorities for repair. Every three years all education and general buildings with more than 3,000 square feet are surveyed according to an evaluation system mandated by SC Commission on Higher Education (see Appendix B). A building condition code is determined for each building. The codes are used by the Commission when evaluating requests for Capital Improvement Bonds and when responding to legislative requests. These values are also used by FM when setting renovation and repair priorities. For example, Cauthen Educational Media Center, Founders Hall, and the Library which have scores in the lower 80's and upper 70's have had, or are scheduled to have, physical improvements (see Table 8, page 14).

The Physical Campus planning assumption (page 1, *FMU 2012 Strategic Plan*) is directly related to the strategies associated with three University Objectives stated in the *Strategic Plan*. The objectives and strategies to achieve them, listed in Table 7, were identified by an *ad hoc* Strategic Planning Committee which held a retreat during Fall 2012. The Strategic Plan was then approved by the General Faculty (October 18, 2012) and ratified by FM Board of Trustees (November 9, 2012).

SACS CS 3.11.3 Table 7. Objectives and Strategies Derived from Physical Campus Planning Assumption	
University Objective	Strategy
VI. Maintain investments in information resources and educational support services	<ul style="list-style-type: none"> a. Continue adequate funding for and updating of library resources. b. Continue adequate funding for and updating of support units on campus such as the Media Center, Writing Center, Tutoring Center, etc.
VII. Increase student enrollment and retention	<ul style="list-style-type: none"> d. Provide a vibrant campus life through a variety of artistic, cultural and recreational events.
XII. Develop the physical facilities, natural resources and infrastructure of the campus	<ul style="list-style-type: none"> b. Continue to develop and enhance the campus in a manner that will increase student involvement in campus life. c. Engage in renovation, construction and modification of campus facilities including Founders Hall and Cauthen Educational Media Center. d. Encourage environmental sustainability.

As a result of continuous collaboration between faculty, administration, and the Board of Trustees, with professional input from Facilities Management and outside consultants, FM developed the *FM Campus Master Plan* which was publicly presented at the Board of Trustees Retreat in August 2012 (Appendix D).

3. The main campus, as well as the Performing Arts Center in downtown Florence, is adequately maintained.

The Performing Arts Center is subject to the same care given to all campus facilities. During the academic year two custodians are on duty from 7:30pm-4:30pm and lunch periods are staggered so that one person is always available. During the summer when classes are not held at the PAC, the facility receives a major cleaning once per week. For any event – during anytime of the year, which involves more than 200 people – a male and a female custodian are always at the PAC.

The Facilities Management Division, which consists of 89 full-time staff, 18 temporary staff, and 8 student assistants, is divided into seven divisions: Building Maintenance; Construction/Renovation; Custodial Services; Events Support/Setups; Grounds Maintenance; Key Control; Work Order Center/Warehouse, which serve eight functional areas.

a. Building Maintenance (20 Personnel)

Services provided by Building Maintenance include repairs and renovations to existing facilities, heating/cooling problems, and support for campus events. The department consists of craftsmen, plumbers, electricians, Zone Maintenance Technicians, HVAC/Boilers Contract Technicians (Current Contractor: Trane), a welder, a carpenter, a locksmith, and a painter.

The Building Maintenance Department is sub-divided into four sections: Zone Maintenance; Housing Maintenance; Electricians; and Special Trades. *Zone Maintenance* is comprised of five individuals who have experience in all aspects of maintenance. A technician is responsible for up to six buildings on main campus and is the primary individual or first responder, to issues that arise. They can perform limited electrical, plumbing, and carpentry to include sheetrock work and flooring. When a task exceeds their capability or involves more than one trade, our Special Trades or electricians may be called in for assistance depending on the circumstances. When a task appears to exceed more than a couple of days work, a contractor may be called in using one of our procurement vehicles such as an Indefinite Delivery Contract (IDC).

Housing Maintenance is similar to Zone Maintenance in that the four assigned individuals have primary responsibility to certain buildings, but in this case it involves strictly the campus housing facilities and the dining hall. The same procedure occurs for escalation of support depending on the circumstances.

The *Electrician* section has five electricians. When not supporting zone or housing maintenance, they work diligently to upgrade our electrical infrastructure by replacing old wire, pulling new wire for our growing needs, and assisting the Information Technology (IT) department with getting power and data cabling to new offices and classrooms, etc.

The *Special Trades* section consists of our two plumbers, carpenter, locksmith and painter.

The University uses a work order system to report deficiencies (flow chart on page 18). All campus staff and faculty have the ability to report an issue in one of three ways: phone, email or via the internet. Students report issues through the

Housing office, who in turn submits work order requests. Once an order is received, the Building Maintenance Superintendent determines which section the work order should go to and assigns accordingly while also establishing its priority. Once the work is complete, the technicians report back to their supervisor and the work order is closed out.

b. Construction/Renovation (4 Personnel)

The Facilities Management Department manages all of the construction and renovation projects for the campus. The Directors of Facilities Engineering & Maintenance; Facilities Services; and Facilities Support oversee the development of construction plans, operating budgets, schedules, project management and other such elements required for the success of any project. These directors report to the Director of Facilities Management. Table 8 includes the list of current projects that have been completed recently or are being managed by the department at the time of this report.

SACS CS 3.11.3 Table 8. Current projects being managed or completed by the Facilities Management Department					
FY	SFB	Description	Budget	Expended	Completion Date
11-12	3650	Founders Hall Renovations	\$93,087.46	\$93,087.46	Completed
11-12	3651	Library HVAC	\$501,903.57	\$247,321.52	May-15
11-12	3652	UC Roof Repair	\$245,145.97	\$245,145.97	Completed
11-12	3653	Campus Signage	\$55,000.00	\$55,000.00	Completed
11-12	3654	Sidewalk Repair Project	\$40,664.00	\$40,664.00	Completed
			\$935,801.00		
12-13	3660	Contingency Budget	\$8,737.00	\$0.00	TBD
12-13	3663	UC Patio & Brick Refurbishment	\$89,484.00	\$89,484.00	Completed
12-13	3664	UC Pool Valve Replacement	\$16,500.00	\$9,210.38	Completed
12-13	3665	University Center Commons	\$89,069.00	\$83,202.80	Completed
12-13	3670	Fine Arts Center Refurbishment	\$313,073.00	\$312,030.89	Completed
12-13	3671	Fine Arts Center Carpet Replacement	\$63,433.47	\$63,433.47	Completed
12-13	3672	Fine Arts Center Pipe Insulation	\$7,000.00	\$0.00	TBD
12-13	3675	Parking Lot A&C Resurfacing	\$499,003.99	\$499,003.99	Completed
12-13	3677	FH/CEMC Breezeway Concrete Refurbishment	\$20,000.34	\$20,000.34	Completed
12-13	3682	LSF/MSB Interior Renovations	\$470,668.75	\$469,744.84	Completed

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12-13	3683	MSB Water Heater Replacement	\$23,234.36	\$23,234.36	Completed
12-13	3684	MSB Valve Replacement	\$4,199.13	\$4,199.13	Completed
12-13	3685	Boiler House Valve Replacement	\$6,380.00	\$4,527.25	Completed
12-13	3686	Stokes Administration Bldg Carpet Replacement	\$62,764.00	\$62,764.00	Completed
			\$1,673,547.04		
13-14	3640	Office Services Demolition	\$47,186.99	\$47,186.99	Completed
13-14	3644	GAC Recreation Facility	\$52,813.01	\$51,709.83	Completed
13-14	3646	Amphitheatre Shell -PAC	\$125,000.00	\$125,000.00	Completed
13-14	3648	Hwy 327 Enhancement Project -SCDOT	\$150,134.00	\$143,239.20	May-15
			\$375,134.00		
13-14	3610	FH/CEMC Contingency	\$3,248.00	\$0.00	Jan-16
13-14	3611	FH/CEMC Soundproofing	\$250,000.00	\$63,494.00	Jan-16
13-14	3612	FH/CEMC HVAC Upgrades	\$350,000.00	\$2,375.00	Jan-16
13-14	3613	FH/CEMC Door Upgrades	\$48,000.00	\$0.00	Sep-15
13-14	3614	FH/CEMC Interior Restroom Renovations	\$118,000.00	\$6,400.00	Dec-15
13-14	3615	FH/CEMC Elevator Upgrades	\$200,000.00	\$0.00	Sep-15
13-14	3616	FH/CEMC Paint & Flooring	\$20,000.00	\$14,908.00	Aug-15
			\$989,248.00		
14-15	3621	Sidewalk Repairs	\$18,392.00		15-Aug
14-15	3622	Boiler #1 Replacement	\$60,000.00		15-Aug
14-15	3623	UC Clerestory Window Repairs	\$75,000.00		15-Aug
14-15	3642	Emergency Power Upgrade	\$90,000.00	\$3,250.00	15-Aug
14-15	1-626	Repair Storm Drainage System	\$5,000.00	\$5,000.00	15-Mar
14-15	1-626	Sidewalk Repairs	\$10,000.00	\$10,000.00	Completed
14-15	1-626	Inclement Weather Mitigation/Campus Night Vision	\$16,000.00	\$16,000.00	Completed
14-15	1-626	SAB Carpet Replacement	\$17,904.00	\$17,904.00	Completed
14-15	1-626	Pavement Striping	\$5,000.00	\$5,000.00	Completed
			\$297,296.00		
14-15	3690	Classroom Renovations	\$139,583.00	\$0.00	TBD

			\$139,583.00		
14-15	3630	FH Renovations	\$1,500,000.00	\$0.00	TBD
			\$1,500,000.00		
	7620	Medical & Health Science Complex	\$15,500,000.00	\$0.00	Jun-16
			\$15,500,000.00		

c. Custodial Services (33 Personnel, 12 Temporary Employees, 5 Student Workers)

The Custodial Services Department is responsible for cleaning the interiors of all campus buildings including classrooms, lecture halls, theaters, laboratories, library, offices, halls, stairs, elevators and other public areas as well as cleaning and restocking building restrooms on a regularly scheduled basis. Most routine cleaning is scheduled once per day. The Custodial Services Department is also responsible for moving or replacing furniture in all campus buildings and for moving items to the warehouse for storage or disposal, when properly requested.

The Department also has daily cleaning responsibilities in Student Housing. They take care of cleaning laundry facilities, student center, commons areas in 6 residence halls and 5 villa apartment buildings, the housing office, and trash rooms.

Custodial Services personnel are the first responders to interior pest problems, such as ants, roaches, or rodents. They are also the first responders to clean up body fluid resulting from personal injury and/or sickness. Staff personnel are trained in 'Blood Born Pathogen' for handling such emergencies.

There are two work shifts: day shift (7:30am to 4:00pm) and evening shift (3:00pm to 11:30pm). Custodial Services will also respond to emergency situations resulting from fire, flood, or vandalism 24 hours a day 7 days a week.

The Custodial Services / Facilities Services unit coordinates physical and personnel support for various University and Community sponsored events held on the campus of Francis Marion University. They are able to provide tables, chairs, tents, stages, sound systems, and/or other such commodities as are available upon request.

d. Events Support/Setups (4 Personnel & 1 Temporary Employee)

Facilities Services coordinates physical and personnel support for various University and Community sponsored events held on the campus of Francis Marion University. They provide tables, chairs, tents, stages, sound systems, and/or other such commodities as are available upon request. Request for support is initiated with the Space Coordinator located in the Office of Business Affairs.

e. Grounds Maintenance (18 Personnel & 5 Temporary Employees)

Grounds Maintenance is responsible for maintaining approximately 350 acres of University property in pristine appearance. Of those acres, some seventy percent is maintained daily. Daily tasks include, but are not limited to, trash/debris removal, mowing, mulching, plant bed maintenance, fertilizing, and weed control. The Department is also responsible for assisting with storm water runoff, as well as street and road repairs.

The Grounds Maintenance Department takes care of the main campus using a zone maintenance approach. Staff personnel are assigned to specific zones, normally in teams. There is cross training, so that the zones will be taken care of when a staff member is absent. The Grounds Maintenance Department personnel are emergency responders in the event of natural disasters.

f. Key Control (5 Personnel-4 have functions in other areas)

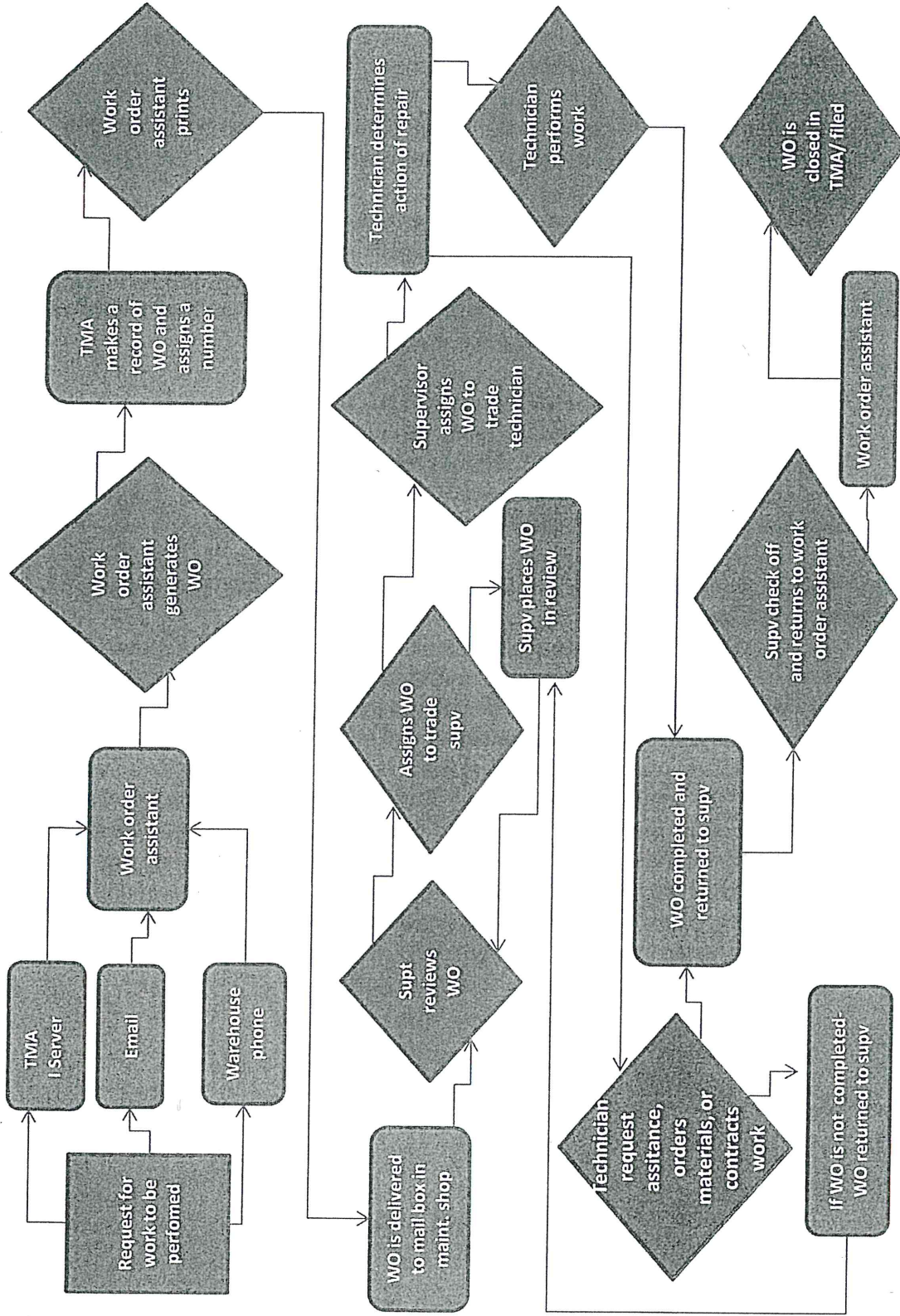
The Facilities Management Department provides and monitors keyed access to each facility on campus. The Department supports and maintains all physical locks including electronic door access locks for entire campus. The Key Control inventory is maintained in the Facilities Management building.

g. Work Order Center & Warehouse/Shipping/Receiving/ (5 Personnel & 3 Student Workers)

The Work Order Management Center is located in the Warehouse. They receive and distribute work orders to the appropriate maintenance staff member, and they maintain a database to document work orders history and completion. They develop preventive maintenance work orders for major equipment in all of the buildings on campus. The flow chart for a Work Order is on the next page. Results of the Facilities Management Survey (page 20) presented in Table 9 indicate that the majority of faculty and staff know how to report a problem.

The Warehouse is the primary location for all University equipment and supplies which are received and/or shipped out. The warehouse maintains a minimum inventory of parts supplies as needed to support the needs of the other maintenance departments. The warehouse also manages the surplus property in conjunction with the state surplus property office.

Work Order Flow Chart



Approval Ratings. Every other year the Facilities Management Division distributes a satisfaction survey, seen on the next page, by campus mail to all faculty and staff.

As can be seen in Table 9 for all facilities, but one, the facilities are rated considerably above the middle rating of 3 when the mean ratings for all buildings are considered. When the highest and lowest ratings for all facilities for each question are considered ratings are equal to or below 3 in only three instances.

SACS CS 3.11.3 Table 9. Responses of Faculty and Staff to Facilities Maintenance Survey			
Question Concerned	Building(s) ⁵ Receiving the Lowest or Highest Score for Each Question		Mean Rating for All Buildings
	Lowest Score	Highest Score	
1. Cleanliness	3.64 - Library	5.00 – ACC; CEMC; HO; PDEC; SAB	4.34
2. Room temperatures	2.50 - ACC	5.00 - CEMC; HO; SAB	3.39
3. Light fixtures	3.00 - OSB	5.00 - CEMC; HO; LSF, PDEC, SAB	4.44
4. Room finishes	2.5 - PDEC	5.00 – CEMC; SAB	3.82
5. Doors and locks	3.43 - LNB	5.00 – ACC; HO; PDEC	4.41
6. Building exteriors	3.67 - HFAC	5.00 - ACC; CEMC; OH; PDEC; SAB	4.48
7. Landscaping	4.0 - FM, OSB	5.00 – ACC; CEMC; Cottage; FH; Housing; LSF; LNB; PDEC; SAB	4.75
8. Walkways, streets, parking lots	4.0 - FM, OSB	5.00 – ACC; CEMC; HO; LNB, PDEC, SAB	4.68
9. Facilities Maintenance personnel courteous/helpful	4.33 - HFAC	5.00 – ACC; CEMC; Cottage; FH; HO; LNB; PDEC; SAB	4.87
10. Know how to report maintenance issue	50% Yes PDEC	100% Yes - ACC; CEMC; FM; HFAC; HO; OSB; SAB	88.49% Yes

⁵ ACC-Academic Computer Center; CEMC-Cauthen Educational Media Center; HFAC-Hyman Fine Arts Center; HO-Housing Office; LSF-Leatherman Science Facility; LNB-Lee Nursing Building; OSB-Office Services Building; PDEC-Pee Dee Educational Center; SAB-Stokes Administration Building

FRANCIS MARION UNIVERSITY
FACILITIES MAINTENANCE SURVEY

The Facilities Management requests your assistance. Your opinion of how well the campus facilities and grounds are maintained is important to us so that we may improve our future performance. Please take a minute to complete the following short survey. Your opinions and comments will be held in strict confidence.

In what building(s) do you spend most of your time?

Answer the following questions by indicating a level of performance or degree of satisfaction on a scale from 1 to 5, with 1 being the lowest, 3 average, and 5 the highest. Mark N/A if you feel you are not qualified to give your opinion.

1. Are the buildings' rooms (classrooms, offices, restrooms, and corridors) kept clean?
Not at all 1 2 3 4 5 Very Clean N/A

2. Are the buildings' room temperatures maintained at a comfortable level?
Not at all 1 2 3 4 5 Very Comfortable N/A

3. Are the buildings' rooms light fixtures adequately maintained?
Not at all 1 2 3 4 5 Very Well Maintained N/A

4. Are the buildings' room finishes (wallpaper, paint, carpet, ceiling) adequately maintained (paint not peeling, wallpaper not torn, carpet not badly worn, ceiling tiles not missing or stained)?
Not at all 1 2 3 4 5 Very Well Maintained N/A

5. Do the buildings' doors and door locks work properly?
Not at all 1 2 3 4 5 Work Very Well N/A

6. Are the buildings' exteriors clean and adequately maintained?
Not at all 1 2 3 4 5 Very Well Maintained N/A

7. Are the campus grasses, shrubs, and trees adequately maintained?
Not at all 1 2 3 4 5 Very Well Maintained N/A

8. Are the campus walkways, streets, and parking lots adequately maintained?
Not at all 1 2 3 4 5 Very Well Maintained N/A

9. Are the Physical Plant's maintenance personnel courteous and helpful?
Not at all 1 2 3 4 5 Very Courteous and Helpful N/A

10. Do you know how to report a maintenance problem?
Yes No

Please give us your comments:

Name and telephone extension (optional):

Thank you for your help.

Please return the completed survey to the Office of Business Affairs, Physical Plant by campus mail.