

## SPACE MANAGEMENT COMMITTEE MEETING MINUTES

Location: University Center, Room 329

Date: February 2, 2024

Time: 10:30 AM – 12:00 PM

Attendees: Paula Short, Committee Chair  
Samantha Romero, Committee Secretary  
Reed Humphrey, Office of the Provost  
Brittany Smith for Kelly Nolin, Office of Enrollment Management and Strategic Initiatives  
Kim Nielson, Office of Planning, Design & Construction  
Andrew Ranck, Office of Research and Creative Scholarships  
Rich Huffman, Office of Vice Provost Student Success  
Shannon Brilz, Office of Conference and Event Services  
Scott Holgate, Office of Cyber Infrastructure  
Maria Mangold, Office of the Registrar  
Libby Newman, Office of Human Resource Services  
Paul Trumbley, Office of Facility Services

Non-Attendees: Hillary Stowell, Office of the Provost  
Amy Capolupo, Office for Disability Equity

### AGENDA ITEMS

1. Opening – Committee welcome
  - a. Introductions were made for new member coming in.
2. Event Management System
  - a. There are lots of events held at the University of Montana and we have a lot of different ways to manage them. We have done highlighting and physical calendars, outlook calendars through our email, and management through different softwares. The Registrar currently schedules using spreadsheets and live humans for all classroom schedules.
  - b. Accruent is the enterprise company that owns EMS. It was purchased in 2002 by the UC and the Office of Student Success. Our contract for EMS is grandfathered in with unlimited buildings, rooms, users, and requestors. That type of contract does not exist anymore.

- c. The University adopted EMS to increase revenues when enrollment was low around 2010. The decision makers wanted to develop a one stop shop so everything could be captured in one place. The goals were to improve communications to clients, build relationships, expand services, build trust, and many more. During this time, a huge space audit was completed of campus to build out EMS. In 2016, the event services began operating the one stop shop and chose the UC as their command center.
- d. When VP Lasiter came on board, he wanted to end the “wild west” mentality and operation that existed on campus, so all scheduling could become more organized and cohesive. Progress was made towards a better scheduling system and Helena College came on board with EMS as well after IT took it over.
- e. When COVID-19 hit, a lot of the momentum that was building with EMS was lost due to staff’s focus being turned towards other directions and duties.
- f. Current users include around 10 – 15 departments across campus and Helena College. Western has recently hired new staff that are excited to get on board with EMS as well, but they have not started using it yet.
- g. We have attempted different softwares for scheduling classes, such as Course Dog, but they did not work out the way we hoped. Course Leaf will be implemented in the near future for scheduling classes, but it will connect with EMS so they will layer over each other. Right now, classes are entered manually into EMS, so it is updated daily and it has been very helpful. Once Course Leaf is implemented and talks to EMS, it will streamline scheduling for classes as well. The Registrar actually controls a very small amount of classroom scheduling right now, so everything will need to be moved into Course Leaf in the future so the Registrar is able to provide accommodations for students who need it.
- h. Facilities Services recently began using FAMIS that includes a space management module and a key module. These modules can be integrated with EMS. It can integrate with many other softwares used across campus, including Outlook.
- i. Anyone can use EMS and you do not have to have a sign on to request a space to use or rent. Event Services is able to give individuals permission to schedule a room with having to ask them first. Most departments that use EMS have designated one person to do all of their scheduling for them. That person is assigned permissions to schedule for specific rooms within their department and that usually works pretty well.
- j. The College of Health came on board with EMS because there was a cyber security issue with their previous scheduling software. Event Services got the college on board with EMS and they have been using the software since then. When a department comes on board, Event Services builds the user group and they are able to give levels of permissions so they can only schedule in certain buildings. They are able to see all buildings on campus, but they are only able to schedule certain buildings on their own. The web users can be built and given scheduling permissions without having to take up one of our 30 licenses.
- k. Opportunities within EMS include central scheduling across campus and it adds a level of cyber security. It also allows for data collection and produce revenue reports. The biggest benefit is that it will allow event services to view all spaces across campus and make sure campus is taken care of first, but then rent out any empty spaces to commercial vendors. Event Services does not rent out spaces without checking with deans or departments first.

- l. Every two weeks, EMS sends out a report to a group of people so they are aware of who will be coming to campus.
- m. The software could also communicate with digital room tags that would update automatically with event information for said room, if we chose to invest in that system as well.
- n. Campus has not had EMS training or audit since 2000. This creates a lack of training sometimes or doing things incorrectly in the system. We currently only have one administrator and that makes training difficult, as they have to do their job and try to make time for training individuals as well. The IT support for EMS has not been as present recently nowadays versus previously.
- o. The way we should approach EMS is if there is ever a scheduling conflict, EMS would win and that would encourage individuals to use EMS instead of other scheduling software. Departments are working to train their professors to look in EMS to see if a room is actually available or not before they hold a class in a different room than originally scheduled. When scheduling requests are sent in, it will be approved by Event Services if there are no issues with the request. Outlook is not currently integrated with EMS, but it could be in the future.
- p. We have an annual renewal fee and we pay to maintain our licenses. There is cloud services available with EMS, but we have not moved to the cloud yet because we may be forced to do an SOS contract at that time. SOS contracts can be very expensive so there has been hesitation with moving EMS to the cloud. Accruent is still providing us updates for EMS, but in the future, they may stop giving us updates if we do not move to the cloud. Hoteling is also a possibility with EMS.
- q. A few departments on campus help pay for EMS right now, but the UC cannot afford to pay for EMS on their own, or even with the little bit of help they have now. If campus is not willing to help support the software, event services may have to drop it for a less expensive scheduling system.

### 3. Discussion Items

- a. The University does not currently have a faith-based spot and our faith-based groups are super active. They need a spot. The Muslim based association student group prays many times throughout a single day and they need a room that accommodates a foot-washing station. A student came to event services wanting a space to meet their needs as their house was shut down previously. A temporary space was assigned to the group that has a custodial closet with sink, but it is only assigned to the group through the end of the semester. Men and women do pray separately where they cannot see each other. They need to have access all day, every day so an auxiliary building may be a more acceptable spot. A space needs to be identified by the Space Management Team.
- b. The implementation of Course Leaf is still in progress. It will hopefully be up and running by summer, which means scheduling would begin in Spring of 2025. It may be beneficial to see what we can do not to begin the overlay process with EMS.
- c. In regard to the Clapp renovation, the space analyst and project manager have begun to identify buildings that the Clapp building occupants can be moved to during the renovation. This is an ongoing process. We anticipate being able to send out an RFP for an architect in March. The

Clapp elevator has ran into some problems, but the hope is the elevator will be back up and running by mid-February to early March.

- d. Mark ups for the student office procedure will be due in two weeks, on February 16<sup>th</sup>. The electronic copy of the procedure will be emailed to all committee members.

4. Procedure Voting

- a. Lactation Room procedure passed the Space Committee with a unanimous vote. One addition to the passed procedure includes where the code for the rooms will be dispersed from. The procedure will go to Legal and Title 9 for review next.

5. Action Item Assignments

- a. The Campus Space Moving Procedure has been developed. The draft needs to be reviewed by IT and will be sent out to Space Committee Members for review and comment. Members can provide their comments to Samantha Romero before the next space committee meeting or bring their comments to the next meeting and be prepared to discuss.
- b. The signage and name plate procedure is in progress as well. It was determined that this procedure should include all signage, but be divided into sections for exterior, interior, etc. Downtown Missoula recently just redid their signage and may be good people to check in with on what they have implemented.
- c. The key module is in the process of being implemented, but the deadline was pushed back by a month due to the volume of data that needs to be transferred over. Once the data transfer is completed, training will be needed as implementation moves forward. The process for getting a key and coordinating with the Lock Shop and UMPD is somewhat flawed right now, but the key module should improve the overall process. The key procedure will come forth with further information once the key module is implemented because we will know more about how the process works at that time.

6. Next Month's Meeting

- a. Next month's meeting will be held in the UC again. The deadline for sending feedback on the student office procedure is February 16<sup>th</sup>.
- b. The next meeting will include some model images of how student office spaces can look.
- c. The Space Committee meeting in April will include a tour of the new dining facility.

ACTION ITEMS	OWNER(S)	DEADLINE	STATUS
Determine access for procedure on lactation rooms	Voting next meeting	February 2, 2024	Complete
Finalize edits to key procedure	Paul Trumbley & Rich Huffman	April 5, 2024	In Progress

ACTION ITEMS	OWNER(S)	DEADLINE	STATUS
Have legal review Emeritus procedure, post to website once approved	Kim Nielson	April 5, 2024	In Progress
Finalize procedure for graduate and undergraduate students	All SMC Members	April 5, 2024	In Progress
Review and develop accessibility standards	Amy Capolupo	April 5, 2024	In Progress
Develop “What to expect when moving” guidelines	Samantha Romero & Maria Mangold & Scott Holgate	May 3, 2024	In Progress
Develop written name plate/signage policy and procedure	Kim Nielson & Paula Short	June 2, 2024	In Progress
Develop written abandoned office procedure	Paula Short	June 2, 2024	In Progress