**Life in the New Building - FAQs**

**Breakrooms**

# **Who orders and manages the supplies in the breakrooms?**

Facilities Management (FM) is responsible for tracking, ordering, and stocking supplies in the breakrooms and the Commons. Centralizing this task should help us avoid duplication of orders and ensure we don’t have too much or too little of an item. Department Floormates may submit work order requests if supplies run low unexpectedly.

# **Will there be a schedule on who loads/runs/unloads the dishwasher?**

It may take some time to get used to the reusable dishes, cups and flatware but like many businesses, we went with that option rather than continuing with the disposable versions because it’s much better for the environment, it’s less expensive in the long run and it’s healthier than some of the plastic materials that contain chemicals. FM oversees the kitchen duties, including running and unloading the dishwashers on each floor. We have provided clean/dirty magnets for the dishwashers so you’ll know where to place your dirty dishes and when you can pull out a clean dish if the cabinet is empty. Each of us should load our own dishes into the dishwasher after use (after scraping and rinsing, please!).

# **Who will be cleaning the microwaves and how often?**

Just as they have been doing, the custodial crew will wipe out the microwaves daily. However, just like at home, we should all clean up after ourselves as well. It’s so much easier to clean a microwave right after the mess is made than later.

# **Is it okay to allocate an entire refrigerator for our department?**

No, that’s not what we had planned when we determined how many refrigerators needed to be placed to serve all the staff on the floor. Please label any items that may be department-specific versus labeling the refrigerators.

# **Who will remove old food from the refrigerators? And on what days?**

Just as they have been doing in UT System buildings, Custodial Services will remove old food, including unmarked plastic containers, from the refrigerator each Friday. If you would like to keep an item, please label it with your name and the date placed in the refrigerator.

# **How do we get additional coffee flavors?**

We have two coffee sources in the breakrooms: the Keurig single-serve brewers and the carafe drip brewers. We’ve stocked what we think would be popular flavors. However, we want to get this right. We’ll be conducting a survey for both types of coffee makers to see what you want to see in the breakrooms. We can’t stock every flavor—that’s too unwieldy—but we can stock those flavors that are most popular in the survey.

We included Keurigs in the breakrooms because we know many people have a Keurig at home and already have supplies of their favorite flavors. It’s also easy to find beverage pods that work in the machines. So for you lovers of niche flavors, feel free to bring a stash of your favorites for your own enjoyment!

# **Who is responsible for rinsing out the coffee carafes at the end of the day?**

FM is responsible for emptying and rinsing the coffee carafes each afternoon. Anyone who drinks coffee should take responsibility for refilling the carafes if they are empty during the day.

# **Can I store my food in cabinets/drawers in the break room?**

Absolutely! There will be areas for storage of personal food items that do not need to be refrigerated. Just remember that you’re sharing the space with others so don’t bring a month’s supply at a time and don’t “claim” areas for yourself or your department. Periodically, FM and the Floormates will go through the storage areas to make sure the food is not expired and isn’t stored in a way that could attract insects.

# **Is the water in the break room filtered?**

Yes, filtered water is provided in every break room so we are not continuing with the Sparklett’s service. The machine offers both filtered water and ice. Also, the Keurig and carafe drip coffee makers use filtered water.

**Conference/Meeting Rooms**

# **How big are the conference rooms?**

Every floor features three to four conference rooms located just outside the elevator lobby. The small rooms can accommodate about 12 people at the table; the largest seats approximately 20 at the table with a maximum of 33 in the room. Larger conference centers are available on the first and second floors. The first floor houses two meeting rooms that can accommodate about 16 people seated at the table or 20 per room, plus a larger meeting room that can accommodate 24 seated at the table and about 47 people total.

The second floor features the largest meeting space, a multifunctional room that can hold up to 96 people in classroom seating (with tables) or up to 208 with presentation/theater seating (chairs only). A room divider will allow that space to be used for two meetings concurrently, with each side providing enough space to seat up to 30 at tables or 40 in a classroom-style layout.

# **How do we schedule conference rooms?**

Choose from one of two options to reserve a meeting room:

* Send a meeting invitation through Outlook using the Resource Scheduler add-in and the meeting room designated will automatically be reserved. The system even generates visitor badges at the reception desk based on the attendees listed in the invitation. You can indicate any special A/V needs and order beverage service as well. For now, it’s best to also send an email to the Help Desk to request assistance with the A/V for your meetings.
* Use the touchpad screen outside each meeting room to schedule an impromptu meeting on the spot for that day. Please note, the touchpads allow you to book the room no more than 12 hours prior to your meeting.

# **Do the huddle rooms require reservation?**

No, there is no need to reserve a huddle room. They can be used by anyone on almost any floor for short, impromptu meetings involving a small number of people. They are shared by all, so it’s important to keep the rooms available when meetings are not going on. The huddle rooms are not intended for use as individual workspaces. (The same “rules” apply to use of the phone rooms.)

# **Is the commons area available for parties?**

Not generally. The Commons is designed to be a place where anyone can gather to eat lunch or take a break at any time. Unless the event is for the entire building, we will want to keep this area open for all. If you want to schedule a party, you can reserve a meeting room. The exception would be an after-work event, which would have to be coordinated with FM.

# **Are the phone rooms soundproof?**

The phone rooms were designed to provide a more private space to use your cell phone or headset for phone conversations away from the workspace environment. However, they are not completely soundproof. There is added insulation on walls and a white noise system that help to limit sound transmission but people standing just outside the room may be able to hear your conversation. If you experience sound issues, please contact FM to investigate alternative solutions.

**Workspaces**

# **Can I re-configure my office?**

Each of us works in a different way, so you may find that the current configuration of your workspace is not ideal for the way you work. You can adjust the cords to move your monitor short distances if you’re not planning to use the sit/stand desk but other configuration changes will need to be coordinated through Facilities Management. We ask that you “live” in your space for a few months before requesting significant changes. If approved, Facilities Management will make the changes. Please do not attempt to move large pieces of furniture yourself. We are concerned that you might injure yourself. In addition, if the furniture gets damaged, we will not be able to repair or replace it due to warranty issues.

# **Will we be able to put our personal music devices in our work stations?**

Yes, as long as you use a headset and otherwise limit any noise generated.

# **Will we be able to use small kitchen appliances at our desks? A small coffee maker, hot pot, or mini-crock pot?**

A hot beverage warmer is fine. Coffee makers, crock pots, hot pots, or anything beyond that does not belong in a workstation or office. All food and beverage preparation should be conducted in the breakrooms or the Commons.

# **Are coat hooks or standing coat racks allowed in our work stations?**

Vertical storage units included in each office and workstation provide space to hang jackets or coats (you’ll need to bring hangers from home). Facilities Management can also attach hooks to the backs of office doors. Standing coat racks are not allowed.

# **Will our offices/workstations maintain constant temperature? What can we do if we are too hot or cold?**

Like your home, there will be about a plus/minus one degree swing around the set temperature. The office set temperature is currently 73 degrees. However, we’re having reports of localized hot and cold spots/areas. We have tuned the HVAC system to address this issue and are beginning to conduct thermal comfort surveys to help us fine tune to the comfort setting of the greatest number of employees. We encourage the use of clothing for those mildly affected by the set temperature (take a jacket off, put a sweater on.) For those on the extreme limits of comfort, FM will provide fans and heaters to make them more comfortable.

# **Can I use my portable heater under my work station?**

FM will supply safe heaters and low noise fans that can be used in individual areas upon request. Please do not bring your own.

# **Can I place my desktop wooden nameplate on top of my workstation wall?**

We will have nameplates outside of each office and workstation so please do not place your wooden nameplate on top of the workstation wall. However, you are welcome to display it on your desk or cabinet if you like.

# **Can I change my chair?**

Yes, we have extra chairs in each style available if you want to make a switch. Before changing chairs, though, you may want to make sure it’s adjusted properly. The UT System safety specialist is trained to assist with chair and desk adjustments and the vendor reps will be available as needed. The Welcome Manual includes links to the chair manufacturers’ adjustment instructions. Instructions for conducting a self- assessment of your space can be found in the [Ergonomic Self-Checklist](https://utsystem.edu/sites/default/files/documents/supporting-documents/Desk%20Ergonomic%20Comfort%20Self-Checklist%3A%20Standing%20and%20Seated/Ergonomics%20checklist.pdf).  Ask your Move Coordinator to make arrangements for assistance or to request a new chair if needed.

**Should lights be turned off when not in use?**

Many of the lights turn off automatically but you’re welcome to turn lights off when everyone is out of an area or office.

**Using Technology**

# **Is there wireless and cell service throughout the building?**

Of course! Use the UTSPUBLIC (password:  UTSPUBLIC) or EDUROAM (SNAC@utsystem.edu and password) WiFi for mobile devices and to access all audio-visual capabilities in the meeting spaces. Turn on WiFi calling on your cell phone to reduce the chance of hitting any cell phone dead spots when moving around the building.  You can Google instructions for your phone’s operating system, service and model or contact your service provider.

# **Are there plugs in the multi-function room floor for power strips so they aren’t strung out everywhere?**

The tables have built-in outlets for use with laptops and other devices, with the tables connected to one another and ultimately to power outlets in the floor. Most layouts with conference tables should preclude the need for power strips. If the room is setup auditorium style, without tables, then it would not be appropriate to provide power to all the attendees in their chairs. Power outlets for charging of phones/tablets are available along the wall.

**Printing/Copiers**

# **What type of and how large of a printing job can be accommodated in the 16th floor RICOH copy center? How do I submit a print job?**

We basically have an in-house Kinko’s available through the RICOH copy center. Complete a RICOH copy job form, located in the copy center, to have large jobs printed (black-and-white or color), collated and/or bound. Materials can also be laminated.

# **Who do we contact about printer problems on the office floors?**

**RICOH Business Solutions** assists with copy machine repair. You can contact RICOH at (512) 499-4286 or at RICOH@utsystem.edu.

# **Do we still order copy paper through MicroMain?**

No, FM will ensure there is copy paper stocked in the cabinets by the copiers. If you notice supplies are running low, ask your department representative to submit a work order.

# **How do I use the printers?**

You can print to just about any printer in the building. Your documents are held in the queue until you swipe your badge at the desired printer. There are two parts to setting up the print queue:

1. Connect and install the driver for the printer:

* Click the Windows button and type \\ROIPRINT\
* Open the link and you should see the "myQueue" printer.
* Right click on the myQueue printer and select Connect to install the printer to your machine.
* Click the Windows button, type device and open Devices and Printers
* Right click the myQueue on roiprint, and select “set as default printer”
* The ROI Follow Me Printer should now be installed on your system

2. Swipe your badge over the ROI follow me print device at the desired printer and select and print your document.

* Make sure that myQueue is the selected printer and then go to any of the connected printers and swipe your badge on the device to see a list of your print jobs.
* Select the ones you would like to print and select print.
* As they are printing, the printer will show the message “You have no print jobs waiting to be released.”

**Facilities Maintenance/Cleaning**

# **How do I report a facilities issue/problem like a spill or other building issue?**

Each department has a designated representative with access to the work order system. Notify him or her of the issue (be specific!) so that a work order can be submitted. That allows Facilities Management to prioritize requests and respond most effectively.

# **What is the schedule for the custodial staff (e.g. vacuuming, trash/recycle pickup, bathrooms)?**

There are custodial teams working day and night shifts. Most cleaning is done during the night shift.

**Who do I contact if my work area has not been cleaned or the trash or recycle bin has not been emptied?**

Ask your department’s designated representative to open a work order.

# **What items can be recycled? What can we put in the blue recycling bins?**

The blue bins at each desk should be limited to paper recycling. Single stream collection containers are available in all the breakrooms and in The Commons. All types of recyclables—aluminum, paper, plastics, glass, etc.—are collected in those bins. Paper napkins cannot be recycled. A City of Austin recycling guide has been posted above each recycling container.

**Supplies/Deliveries**

# **How do we order needed office supplies?**

You will continue to order office supplies through your department representative as you always have.

# **Where should we send deliveries such as catering or packages?**

All deliveries should be sent to 210 W. 7th Street. Deliveries should go to the mail room in the loading dock. Deliveries will be accepted there between 7:30 a.m. to 4:30 p.m. Orders should include your name and department name. RICOH will deliver packages to the departments as they always have. RICOH will contact the person whose name is on the order to come down to the mail room to pick up catering deliveries or to escort the caterer into the building.

**Parking Garage**

# **Are there reserved parking spaces?**

There are reserved parking spaces in the basement for executive officers and VIP guests, such as regents and university presidents. Reserved handicapped spaces are available on Floors 3-10. Designated UFCU parking spaces are on Floor 3. All other spots are open to all employees and guests.

# **Is it possible to be issued two parking tags if I have two vehicles? Do I need a temporary permit to park a vehicle in the garage that I don’t normally drive (e.g. rental car)?**

Only one parking tag will be issued. The parking hangtags can be easily transferred so there is no need to get a temporary permit if you are using your regular hangtag on a different vehicle. All vehicles require either a regular or visitor parking tag so you will need to get a visitor tag if you do not have your parking tag with you.

# **Can I enter the building through the loading dock area? Does it require a badge to enter? Can I park in this area only for a few minutes?**

The loading dock is meant for deliveries only and should not be used as an entrance. You may park in this area only long enough to unload items that you can’t unload through the parking garage. Only those riding a bicycle can enter the building through the loading dock area. Contact FM if you need access to park a bike.

# **Where can I park my bicycle?**

Bike racks are provided in the basement for bikes that have been registered with Facilities Management. To enter the garage, bike down the alley and enter the loading dock, then exit past the trash/recycling compactor and use your badge to enter the service elevator lobby. Use your badge again to take the freight elevator down to the secure basement garage. Exit right off the elevator and through the door to the bike racks. Bring your own lock. If needed, showers and locker rooms are available in the Wellness Center on the 19th floor, which can be accessed via the freight elevator. Take a tower elevator (not the freight elevator) when you are ready to go to your department’s floor.

# **Is there signage to indicate “Garage Full”?**

No, but we don’t anticipate a problem as there is plenty of parking for UT System employees, tenants, and a reasonable number of guests. Guests will need a parking pass with GRP-Guards notified of all visitors. This notification will give us an idea if there looks like an overflow situation pending. We still overflow visitors to the One American Center garage.

# **Are UFCU customers allowed to park in the garage?**

Yes, they can park in designated UFCU spaces located on the third floor. They must take the garage elevator down to the first floor and go through our lobby to exit the building and walk around to the UFCU entrance on Lavaca Street.

# **Where will media park for special events (e.g. BOR meetings)?**

Designated spots will be provided on the third level of the parking garage for media vehicles. Live trucks or vans will have to use street parking. The alley behind the new building is city-owned so cannot be used for media parking.

**Building Access**

# **Do visitors need to check in and be escorted? Where? What is the process?**

Only the first and second floors are accessible without a badge. Guards are stationed in the lobby both during and after business hours. Visitors must obtain a visitor badge at the reception desk on the first floor to access the office floor elevators. The visitor badge only allows access to the specific floor they are visiting. Visitor badges only provide access to the non-secured areas on a floor, such as the breakroom, restrooms, and conference rooms. An employee will need to meet the visitor to escort them into the work areas. An employee badge is needed to access the workspace areas.

If expecting a visitor, email the name(s) to the guards at GRP-Guards ahead of time with the meeting name, sponsor name and phone number, and expected day and time of arrival. The department is responsible for emailing a dashboard garage pass to each visitor who requires parking with the day/time of that meeting only. GRP-Guards should be copied on that email. Visitors can park on Floors 3-10 in any open space and then sign in at the reception desk.

If the visitor is expected, the guard will issue a visitor badge and an elevator key card, then notify you that a visitor is on his/her way up to the floor. Meeting invitations created through the Resource Scheduling system automatically generate visitor badges. If a visitor shows up who is not expected, you will be asked to come down and identify the visitor in order for them to get a floor access badge.

VIP visitors will be directed to park in the basement garage. As with any visitor, notify GRP-Guards ahead of time. There are limited VIP spaces in the basement so these should be offered only to regents, institution presidents, elected officials or other dignitaries.

If you enter the reception area and see a visitor waiting for someone else, do not allow the visitor to enter the work area unescorted. Instead, help locate the person being visited.

# **Will my badge allow access to all floors?**

Your badge will allow you to access any UT System floor, which are 1-2, 11-16, and 19. While your badge will allow you access to any of our floors and the conference rooms in the attendant reception area, not all departments/offices are open to all employees. For example, your badge will not provide access to the office areas on the 14th floor, which houses the restricted access offices of the General Counsel and Audit, unless you work on that floor or have an approved exception. Some departments have restricted access as well, such as the Office of Employee Benefits, the Office of the Director of Police, Risk Management and the Board of Regents offices. However, a vast majority of our spaces are fully open and allow unrestricted access for employees.

Please remember, non-UT System guests should be escorted at all times when in departmental areas. They do not require this escort when they are in the reception areas of each floor.

# **Who will monitor the security cameras and where are they located?**

Security cameras are located strategically throughout the building and parking garage and are monitored by our guard force.

# **Who do I call if I need assistance getting into the building or garage or see something suspicious?**

Contact the guards at 512.499. 4440 if you need non-emergency assistance. Call 911 if there is an emergency.

# **How will employees with disabilities leave the building during an emergency?**

There are two Areas of Refuge for mobility impaired individuals with a two-way communication system that can be used to summon assistance. They are just inside the stairwells in Stairs 1 or 2. Individuals may shelter in whichever stairwell is closer to them.

* + Stair 1 is on the east side of the building and opens into the 1st floor lobby.
	+ Stair 2 is on the west side of the building and opens onto Lavaca Street.

# **Will tenants have access to all floors in the building?**

No, tenants will only have access to their lease space floor, the public areas on the first two floors, and the 19th floor for use of the Wellness Center. We are not planning to allow tenant access to The Commons.

**Wellness Center**

# **Can my family use the gym?**

Yes, family members (and any other guests employees want to bring) are allowed to use the gym before or after normal business hours as long as they are accompanied by the employee and have completed a gym waiver. You can print out the gym waiver and send the signed copy to FM. Guests should be at least 16 years old.

# **How do I access the gym after hours?**

The Wellness Center will be open from 5 a.m. to 9 p.m. on weekdays and 7 a.m. to 9 p.m. on weekends. You can access the gym using your employee badge during those hours.

# **Will the building tenants be able to use the gym?**

Yes. To attract quality tenants at competitive lease rates, we are providing access to the Wellness Center as a condition of a tenant lease.

# **Do I need to sign up for a locker?**

Lockers are available on a first-come, first-served basis for use while working out. There are a limited number of lockers available for long-term use that can be reserved for $50 per year. You must provide your own lock.

# **Can we bring our own music device into the Wellness Center? Are TVs available?**

Personal music and video players may be used with headphones so others are not disturbed. Some gym equipment has internet capable screens so you can open up YouTube, Netflix or Hulu to watch movies or videos, but there are no TVs or DVD players provided in the workout areas (DVD players are available in the fitness classrooms).

# **Will classes be offered?**

There are two classrooms in the Wellness Center designated for group fitness classes. The class formats will be determined based on employee interest. The plan is to begin offering group fitness classes later in the fall. It may take some time to build a full schedule.

# **What type of equipment is in the Wellness Center?**

The Wellness Center gym includes six treadmills, two climbmills, three ascent trainers, three recumbent bikes, three rowers, four ellipticals, three upright bikes, two Krankcycles, barbells, free weights, and strength equipment. Email wellnessthoughtbox@utsystem.edu to learn more, including how to use equipment.

**Can I invite my personal trainer to the Wellness Center?**

Personal trainers are not allowed to provide training sessions in the Wellness Center at this time. We understand some employees are interested in that and it may be an option in the future.