



**Operations and Technology Committee
April 22, 2022
8:00 a.m. | Chandler Boardroom**

Agenda:

Call to Order and Opening Prayer Mr. Steve Bickford, Chair
Introductions/Opening Remarks Mr. Bickford
Approval of minutes from October 21, 2021 Mr. Bickford
Operations Report..... Mr. Chip Lambert, VP of Operations and Technology
Facilities Overview Mr. Christian Hershey, Facilities Director
Centennial Entryway Project Dr. David Olive, President
Student Remarks Ms. Keirstan Farmer, SGA Representative
Faculty Remarks..... Dr. Tracey Stout, Dean School of Arts & Letters
Committee Discussion
Closing Remarks..... Mr. Bickford

Committee

Mr. Steve Bickford, Chair
Mr. John P. Beckett, Jr.
Mr. David Kirk
Mrs. Phyllis Marcom
Mr. John G. Rocovich, Jr.
Dr. Jerry Turley

Dr. David Olive, *President, ex officio*
Mr. Chip Lambert, *AVPFA, ex officio*
Mr. Christian Hershey, *National*
Dr. Tracey Stout, *Dean*
Ms. Keirstan Farmer, *SGA*

Bluefield University Operations Committee Meeting Minutes

Date: October 22, 2021

Submitted by: Ms. Jordan Dillon

Committee Chair: Mr. Steve Bickford

Attendees: John Beckett, David Larimer, Phyllis Marcom, John Rocovich, David Olive, Chip Lambert, Christian Hershey, Dr. Thomas Brewster, Emma Justus (SGA Rep.)

Mr. Bickford welcomed the committee and opened the meeting in prayer.

Mr. Bickford asked the committee if they had any questions about the minutes from the previous meeting and asked for a motion of approval.

Phyllis Marcom motioned for approval and John Rocovich second motion.
Minutes approved.

Mr. Bickford called upon Chip Lambert to highlight and review his report before the board. Chip Lambert, VP of Operations and Technology, spoke about the new partnership with Pioneer Catering services. Students have shared positive reviews about the food options and that this partnership is a better financial situation for the university. Chip shared that maintenance has seen some changes, as well, with National. Mr. Christian Hershey was hired on as Director and has been working hard to help provide the services the institution needs and also hiring workers with skills to repair services in house rather than outsourcing, which has already shown a cost savings for the university. IST has also been making strides for improvement by hiring on Josh Grubb as the Director of Data Intelligence. Josh will be able to collect and research valuable data for the institution that can be used in multiple areas. Michael Gutu, recent BU Grad, will be assisting Josh in this area.

IST has been working on several projects and initiatives. Those include:

- Apple iPad Initiative
- Cloud Control Media
- Canvas
- New Phone System
- Blackbaud

Mr. Bickford welcomed Mr. Hershey to the committee. Christian shared information from his report highlighting the steam issues the university has been dealing with and costs that accompany the issues. Christian spoke about Harman Chapel and that he would like to have an engineer look at the space and the structure. Within the last 4 months, maintenance has been working on: boiler issues, plumbing issues, HVAC issues, replacing shower stalls in Alumni Hall, replacing drain lines for Pioneer in the Cafeteria, toilet repairs, and door handles. Christian and his team have also renovated and re-wired several rooms on campus, have re-wired the Dome, striped floors, and have completed fire inspections. Christian has seen a 36% increase in work orders and an increase in completed work orders. He has also been working on revamping the deferred maintenance list. As Chip mentioned, Christian hired on guys that are trained and skilled in specific maintenance areas, allowing the work to remain inhouse, providing a

reduction in 3rd party contracts, which will allow maintenance to come below or on budget. Christian and his team have already saved 20k-25k by providing in house HVAC repairs. Christian has also been working on documenting materials and equipment across campus. He has also focused on housekeeping and providing a better plan and supervision for that department. At current, Facilities has 2 maintenance men, 6 custodians, and 3 grounds crew.

Dr. Olive shared that the university was recently given the Keene Carpet Building in downtown Bluefield, WV. It was a carpet showroom that also has an addition, The Karsyn Center, that was made a tennis and pickle ball athletic facility that community members still use. Dr. Olive and Chip Lambert will take the committee to the Keene Building to tour concluding the meeting.

Mr. Bickford discussed with Christian and the committee about the need for an engineer coming to campus and looking at Harman Chapel. He also asked about the tech initiatives and how students were responding to the iPad initiative.

Dr. Olive shared that in early August, our website actually was under a cyber-attack. No malicious data was breached, but the website was flooded with traffic. Our IST team was able to move us to a new website with a better fire wall.

Chip shared that just this week, BU has had its second power outage causing issues with the server. Chip and his team worked closely with an engineer to fix the issues, and all of campus except East River, is back online.

Dr. Olive shared the plans for the South Campus athletics/recreational complex and the great value that it would add to BU. He also reminded the committee members of previous work done to replace Alumni Hall with a contemporary, four-story residence facility with possible academic spaces. Dr. Brewster suggested that we prioritize living and learning spaces first for our students. Committee members asked about other areas on campus, such as athletic facilities and their maintenance.

Dr. Olive has been attempting to work through the supply issues related to the Centennial Entryway Project. Unfortunately, the cast stone for the project is not available, and we have not been given a date as to when production of the stone will begin. The brick mason is ready to start on the project once materials are delivered.

Emma Justus, SGA Representative, joined the committee and shared updates from students on athletic facilities. She enjoyed seeing updates to residential living and campus.

Dr. Olive took a moment to brag on Emma. She and her brother worked together, and with the BU community, we raised money for flood victims in her home community. They raised over \$3,000 in relief efforts.

With no further discussion, and with no resolutions presented, Mr. Bickford closed the meeting in prayer.

Meeting adjourned.

** Committee members toured Keene Carpet Building.



OPERATIONS AND TECHNOLOGY REPORT TO THE BOARD OF TRUSTEES

*Submitted by Paul “Chip” Lambert, VP of Operations and Technology.
Christian Hershey, Facilities Director (National)*

Facilities and Maintenance

In the past 8 months we have made some improvements but are currently facing a backlog of deferred maintenance and renewal projects.

- **Heating:** This heating season has seen two cataclysmic boiler outages with our 12-year-old gas boiler in the library. The first outage was due to a failure in the condensate returns system. When this system went down it scrambled the emergency low water cut off system on the boiler preventing operation. This issue was remedied with both the replacement of the existing pump and the installation of a secondary pump system to prevent future boiler outage created from a single condensate pump failure.
- **Roofing:** We have suffered major roofing leaks in Shott Hall, Alumni Hall and the Library that have been spot repaired since our last report. Currently, the four buildings listed below are desperately in need of either an entire roof replacement or major sectional replacement.
 1. *Alumni Hall*
 2. *Cafeteria*
 3. *Cottage 1*
 4. *McMillian Center*
- **Mold Mitigation:** Due to the ongoing roofing leaks at Alumni Hall, black mold has developed behind many of the existing shower units on the second and third floors. We have currently replaced 7 showers and removed the mold behind them but need to remove and replace a minimum of 8 more where we have identified water damage and mold.
- **Plumbing/DWV:** We have a major corruption of the 2-inch feeder line for Faculty Row. Currently we have repaired 4 sections of this line but with each repair we add pressure to weak spots further down the line that were previously unknown. This line will continue to not only produce more leaks but will also allow ground sediment into the houses corrupting pressure valves, shut off valves, water fed boilers and faucets and shower diverters. This line needs to be replaced as soon as possible.
- **Foundational/Structural Leaks:** The Dome is experiencing a major structural leak at its mechanical room at the southeast corner of the building. This leak is due to a failed roof drain system that has allowed water to sit against the wall inside a buttresses pylon. This pylon needs to be completely removed and replaced with a new integrated downspout installed and connected to the existing drainage system below ground.

Deferred Maintenance

Due to some unforeseen cataclysmic repairs: only three (Easley Library Roofing Repair, Replacement of underground steam line repair, Science Center flashing issue) of the planned 12 deferred maintenance items were completed. Please see the updated list for FY 2022-2023.

Work Order Counts

A total of **756** work orders have been processed and closed from 10/21 through 3/22. This does not include preventative maintenance; proactive ground work or any daily custodial work. Currently we are on track toward a **150% increase** in work order count completion over the previous two years.

Food Services

The University has heard positive responses from students about our new catering partner, Pioneer. Pioneer has accommodated student needs and requests and has provided quality service for university events. There have been small transitions and hiccups, but their overall service has been positive. I look forward to our continued relationship with Pioneer.

Campus Store

We are now offering a 50% discount for “Bluefield College” merchandise. While being budget conscience, small quantities of Bluefield University apparel have been placed in the store and have assisted in sales continuing to increase. At current, a 40% profit has been maintained on all BU sales.

Information Technology

Since the fall board meeting, the IST Department has completed several major system upgrades to put the University at the forefront of higher education technologies. We completed the implementation of the Salesforce CRM for enrollment management and lead generation; the Canvas learning management system for academic use; a new cloud-based phone system for enrollment counselors and integrated all the new systems with our existing student information system and financial aid software. We also enabled the school’s charter bus to have Wi-Fi connectivity for athletes as they travel.

Progress has continued on the data warehouse. We are at about 85% completion. Even though we are only at 85%, the Office of Business Intelligence has been providing data to college leadership that has assisted tremendously with budget planning, program review, and other important decisions.

Some items that we are working on for the next six months:

- Move our student information system to Jenzabar
- Finish the data warehouse project
- Continue to add integration amongst all University software to improve processes
- Move all faculty and staff to a new cloud-based phone system
- Implement our new help desk ticketing system
- Complete the Operations Strategic Plan