Space Allocation Request Form

Space Allocation Request Basics

Request Name:

Contact Name(s): Breck Robinson

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Contact Phone: 1-707-826-6212

Division Submitting Request: Academic Affairs

MBU: Information Technology Services

Department Name: ITS

Department ID: D20075

Nature of Request:.

Requesting additional or alternate square footage with a specific room/space/location already identified.

Is this change expected to be temporary?: No

Preferred Allocation Date: 12/1/2022

Type of Space Needed

Customer Care requires 1000-1500sf of office space to house current and future staff members (6-8 new) and allow ITS to vacate offices in NR (for instructors) and the Library (for the Accessibility Resource Group). The additional office space will also preserve existing ITS space in Gist Hall as the workspace needed for Customer Care to successfully manage the huge volume of additional work required to support becoming a Polytechnic. This work includes deploying more than 650 new computers, assisting with the design and building of many new labs and instructional spaces, and replacing a multitude of old instruments that are used for instruction and research.

A location in or near Gist Hall is much preferred because the majority of the team will be located in that building. Having all of the team in one location will significantly improve the team's productivity and increase the level of service to campus.

ITS-Customer Care is planning on moving out of space in NR (for instructors), Telonicher (for another department), and the Library (for Accessibility Resource Center) and needs to replace some of this office, workspace, and storage space.

Gist Hall 210 perfectly fits the ITS-Customer Care space requirements detailed in this request.

Thank you for your consideration.

Space Allocation Request Details
Alignment with University Principles

1. **How does this request support Cal Poly Humboldt's Strategic Plan?**
   Goal 1: Academic Roadmap, Goal 3: Employee Engagement & Success, Goal 4: Future Proofing Cal Poly Humboldt, Goal 5: Resources Stewardship & Sustainability, Goal 6: Student Experience & Success

2. **How does this request support each of the goals selected above?**
   Academic Roadmap:
   Goal 2: Advance Academic Access And Inclusive Student Success:
   This goal includes: "deploying online and other alternative approaches to teaching and learning for greater access and scheduling flexibility for working students". This is exactly what ITS - Customer Care has accomplished with the deployment of hyflex classrooms and the coming development of new and innovative labs and classrooms.

   Goal 3: Retain Faculty And Staff:
   The increased team efficiency provided by the re-organized space usage would support our objectives to decrease service request resolution times and increase face-to-face/direct support experiences for Staff and Faculty, removing some efficiency obstacles inherent in remote-only technology support. This higher quality of service increases overall Staff/Faculty satisfaction and the positive perception of the University's overall infrastructure.

Employee Engagement & Success:

Goal 1 - Foster Inclusive Employee Community Customer Care has a very broad scope of responsibility and requires diverse and knowledgeable support teams to succeed. These teams must be able to freely interact and exchange ideas, perspectives, and even casual conversation to understand each other, the scope of work, and the campus community. Providing space to centralize support operations in an open office, close proximity, environment will enable these critical interactions that disparate locations on campus cannot achieve.

Goal 2 - Build A Growth Culture: Currently, ITS support staff populate one of five non-adjacent buildings on-campus that creates knowledge silos and diverts support workloads into independent streams. Consolidating support staff into the same building and floor with mostly adjacent or contiguous open spaces would allow support staff to engage with the entirety of Cal Poly's support workload, improve support outcomes, foster a healthier work-life balance with more fallback support available,, and develop more meaningful relationships vertically and laterally with team members otherwise working independently with little or no direct contact with each other.

Goal 3 - Promote Ongoing Organization Development Customer Care is in the later phases of a reorganization designed to increase team efficiency, rebalance assigned workloads, and integrate teams performing similar work across different departments/support areas. An integral part of this reorganization is centralizing our workspaces to provide support overlap and allow us to more effectively adapt to changing campus needs with the removal of obstacles like knowledge silos, redundant work processes, and process overhead.

Future Proofing Cal Poly Humboldt

Goal 1 - Support Adaptive And Transformative Teaching And Learning: Humboldt's labs, classrooms, and other instructional spaces provide the infrastructure and technology to support and help drive adaptive and transformative teaching learning. ITS and the Customer Care Team is partnering with faculty and departments to design and implement new or updated instructional spaces for virtual and augmented reality work for GSP and other classes, thermodynamics and other engineering labs, and new technology for the Library including an anatomize table and a new SIM table.

Goal 2 - Build a Culture of Continuous Improvement: Immediately, acquisition of spaces that can be used for open area workspaces will increase direct interaction with our support process to all support staff instead of the few staff that are in one campus building or another at the

time of a support request. We will be able to engage with our processes more frequently and build more thoughtful and diverse feedback among the support teams on how to improve our customer service outcomes.

Resources Stewardship & Sustainability
Goal 1 - Prioritize Student Needs: Our request for Gist Hall 210, or other appropriate space, aligns with the goal of Prioritizing Student Needs as part of this request is in response to other requests for spaces currently occupied by Customer Care to transfer to academic or direct student serving programs in Natural Resources and the Library. By centralizing customer care resources into what is currently primarily administrative office space, existing spaces adjacent to or previously assigned to academic or student service needs would be available for those uses.

Goal 2 - Steward University Resources: Our current work processes are built around the necessity of delivering and organizing large orders of critical and expensive equipment to multiple locations. By reducing how far widespread our physical footprint is across campus, and providing appropriate space with close physical proximity to other Customer Care staff and resources, we can employ more efficient processes to secure, stage, and track our campus property and remove complexity from our inventory and audit practices.

Goal 4 - Create A Sustainable Institution:
Customer Care is committed to helping support all that Cal Poly Humboldt does in regard to sustainable technology purchasing and life cycle maintenance. We purchase equipment that is as sustainable and energy efficient as possible. And we prepare as much of our old equipment as possible to be donated or reused elsewhere. We are currently working with a group of students to develop plans to make even better use of our old computers and help students in need of computing devices. Having the needed space in Gist Hall will enable us to better perform the work needed to reuse and recycle our old equipment.

Student Experience and Success:
Goal 1 - Build A Culture of Shared Responsibility: Previously, Lab and Classroom support was a separate team/workload from Staff/Faculty Office support, with almost no overlap in day-to-day operations, despite the work being effectively identical. . Our reorganization has functionally combined these teams in order to create a culture of shared ownership of all technology support on-campus, but full realization of this goal is hampered by the physical distance and barriers between members of the newly combined Direct Support Team.

Goal 3 - Maintain and Grow Consistent and Accessible Student Services: With coming increases in enrollment and available programs, we are anticipating increasing our computer lab footprint, including annual refresh cycles, and integrating our purchasing and staging processes into one location would allow for faster deployment, service, and support of instructional areas.

3. **How does this request support, sustain, or enhance current initiatives with proven patterns of success?**
   This request is driven by expanding instructional, research, and academic technology support needs inherent in increases in offered programs, faculty recruitment, instructional technology use, and service optimization as part of the transition to Cal Poly Humboldt.

   Additional initiatives supported by this request include an ongoing project to overhaul Computer Refresh processes, a new student device program, the reorganizing of the Customer Care division of ITS to improve service, and constant process evaluation to improve technology support outcomes.

Needs Analysis

The ITS - Customer Care Teams performs critical IT support services for all of the labs, classrooms, offices, and conference rooms on campus. Our current footprint supports 13 staff members and 4 concurrent student assistants across 5 different buildings, which can cause increases in response times to support requests and general inefficiencies in service offerings.

In the next two years of Cal Poly expansion, we will be adding 6-8 FTE technical staff and increasing our concurrent student assistant count to 6. These additional staff members will mainly be focused on student and faculty support including focus on student computing devices, academic software, specialized labs, and new/innovative labs and classroom technology.

As mentioned above, The additional office space will also preserve existing ITS space in Gist Hall as the workspace needed for Customer Care to successfully manage the huge volume of additional work required to support becoming a Polytechnic institution. This work includes deploying more than 650 new computers, assisting with the design and building of many new labs and instructional spaces, and replacing a multitude of old instruments that are used for instruction and research, all in the next few years.

We are currently using 7832sf for Customer Care operations, including individual staff workspace, storage, and staging or repair areas. Approximately 1600sf of that space is temporary space occupied during COVID response that needs to return to its original use as a conference and training room. Additionally, 3652sf of our current permanent space is being requested to be returned for academic and student use in NR 225, NR 211 and TH 001, as well as space for the Accessibility Resource Center in LIB111i and LIB111H.

Our request for Gist Hall 210 would add 1173sf to bring our total space usage to 6636sf to house our additional expected staffing levels after relinquishing requested academic areas and returning COVID space usage to its original purpose.

MBU/Division Outcomes and Objectives Related to this Request
The requested space would concentrate customer care staff and resources to increase team communication and collaboration, increase our available resources for student-centered instructional support, and support our on-going organizational improvement plan. Additionally, the space allocation would provide adequate work areas for upcoming positions directly supporting the expanded academic and research programs at Cal Poly Humboldt.

Funding
1. **Has funding been identified?**
   Yes

2. **If funding has been identified, do you have an estimated cost?**
   No, but the expected cost for Customer Care to prepare GH 210 is expected to be low. This will save more of our limited remodeling budget for other needed work.

3. **If a chartfield has been identified, please provide.**

4. **Have you consulted with Planning, Design and Construction Unit?**
   Yes

Additional Relevant Information not Previously Addressed

Do you have additional information pertaining to your request that has not been previously addressed?

https://drive.google.com/open?id=1b1XtE96ZPrCzwb7avcdS-4YWNy59oneT

Would you like a colleague or colleagues to be provided a copy of your space request? If so, please provide their email address below.

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