

As the university prepares for reduced operations on campus, Facilities is working to reduce exposure to the COVID-19 virus. Staffing and service levels are being adjusted with available staff, commensurate with building closures. The following service levels will go into effect Monday, March 23. Service requests should continue to be directed to the customer service desk at 785-532-6389 or electronically on the [Division of Facilities website](#).

**Capital Planning & Project Management:** Construction projects are anticipated to remain in progress and are being closely coordinated with contractors, the authorities having jurisdiction and department contacts. Construction project meetings are being scheduled for remote participation. Campus Planning project managers will work mostly remotely until further notice. It is possible that unforeseen circumstances may impact the ability to continue construction activity, but at this time, construction projects are moving forward. Questions and correspondence on construction projects can be emailed to [FACCampusPlanning@ksu.edu](mailto:FACCampusPlanning@ksu.edu).

**Customer Service & Storeroom:** The customer service desk and storeroom will be minimally staffed Monday through Friday for continuity of service to campus. Notification of service interruptions will be sent to the SHUT-OFFS listserv.

**Custodial Service:** Custodial staff will report once per week beginning Wednesday, March 25 to complete regular duties in all buildings. Buildings that remain open for essential business may be cleaned more frequently. Contact customer service (M-F, 8 a.m.-5 p.m.) or KSU Police Department at 785-532-6412 (after hours) for response to emergencies.

**Energy & Controls:** Building automation systems will be closely monitored and modified as needed to maintain building integrity and provide energy savings where feasible. Staff will remain working, mostly remotely, until further notice. Utility metering, data processing and communication will continue with utility providers to ensure continuity of services.

**Landscape Services:** Landscape services will continue as normal with available staff. It is possible that unforeseen circumstances may impact the continuity and breadth of service provided.

**Maintenance Service:** Maintenance service will continue with available staff. Collaborating with designated staff in some colleges and KSUPD, maintenance staff will regularly circulate through locked buildings to ensure unexpected conditions, such as water leaks, are discovered and remedied. Contact customer service (M-F, 8 a.m.-5 p.m.) or KSU Police Department (after hours) for response to emergencies.

**Keys:** External door keys will only be issued to faculty and staff who have been deemed by the provost or vice presidents as essential to be physically on campus and do not currently have them. The authorized personnel should complete the fillable key request form available on the [Division of Facilities website](#). Fill in the "Approved" signature line with "electronic signature by <name, date>". Email the completed form to [keycontrol@ksu.edu](mailto:keycontrol@ksu.edu). The requestor will receive an email when the key is ready to pick up in Dykstra Hall.

**Mail distribution & deliveries** – Mail will not be collected from and distributed to campus buildings during this limited operation period. Beginning Monday, March 23, 2020, departments may pick up and drop off outgoing mail at the Mail Center in Dykstra Hall Monday through Friday between 2-5 p.m. Please complete the [mail delivery requirements form](#) which can be found on the [Division of Facilities website](#) under "ALERTS." Departments should postpone non-essential deliveries to campus. If the deliveries are essential, then the departments will need to coordinate to provide access into the building. Unfortunately, space is not available to store deliveries nor are appropriate protocols in place to handle hazardous materials.

**Trash Service:** Trash service will be provided beginning Tuesday, March 24 with a limited staff and will occur on Tuesday and Thursday each week. If additional service is required, please contact KSU Police Department.

**Utilities and Plant:** Steam and chilled water generation for the entire campus will continue as normal with available staff. Demand for heating, cooling and hot water in buildings is expected to be substantially reduced.