

# GRAND VALLEY STATE UNIVERSITY

## Pew Campus Protocols

### *What Are Protocols?*

Protocols are simply the forms of etiquette observed by members of an organization. They define social “norms” for the community.

### *Why Are Protocols Necessary?*

The work of the GVSU community at the Pew Campus requires collaboration and the sharing of space and equipment. Therefore, it is important for everyone to understand the protocols that support effective interaction, meet privacy needs, and promote effective utilization of our resources.

### *What areas do the Protocols cover?*

These protocols are for the Pew Campus and Regional Centers. The Pew Campus includes:

Richard M. DeVos Center  
Cook DeVos Center for Health Sciences  
L.V. Eberhard Center  
Keller Engineering Labs  
Kennedy Hall of Engineering  
The Depot  
Winter Hall  
Secchia Hall

### *What Protocols Are Necessary At The Pew Campus?*

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## Mail Distribution

### PROTOCOL

- All incoming mail and packages (intercampus and U.S. mail) are delivered to each building individually. All incoming materials are sorted and placed into departmental bins. Each department will be responsible for sending a representative to the mail room each day to pick up their mail and/or packages. A key is issued to each department for their respective mail bin. Requests for keys should be directed to Pew Campus Operations at x. 16700.
  
- Mail Room Locations:
  - Eberhard Center: Loading Dock
  - Keller – Kennedy: Eberhard Center Loading Dock
  - DeVos Center: Loading Dock
  - Cook DeVos Center for Health Sciences (CHS): Room 157
  - Secchia Hall: Winter Hall & Tower G
  - Winter Hall: Main Entry
  
- Any packages small enough will be placed in the departmental mailboxes.
  
- All outgoing mail (intercampus and U.S. mail) should be taken to the mail room in your building on a daily basis. All unstamped outgoing mail will still be processed and posted through Allendale. The current protocols for incurring postage charges will still apply. Pre-stamped mail can be placed in the U.S. mailboxes.
  
- U.S. Mailbox Locations:
  - Eberhard Center: 1<sup>st</sup> Floor next to the Security Department
  - DeVos Center: Plaza, near the bookstore
  - Cook DeVos Center for Health Sciences: Room 157
  
- Fed-Ex
  - Each department should individually coordinate all Fed-Ex pickups and deliveries.
  
- UPS
  - The Mail/Copy Center can ship UPS packages and will deliver them to your department.

## Proper Mail Addressing

- **Cook DeVos Center for Health Sciences:**

US mailing address:

John Smith  
Grand Valley State University

301 Michigan Street N.E.  
Suite 219  
Grand Rapids, MI 49503-3314

Inter-campus mailing address:

Nursing	300CHS	John Smith
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- **The Depot:**

US mailing address:

John Smith  
Grand Valley State University  
510 W. Fulton  
Suite 219  
Grand Rapids, MI 49504-6433

Inter-campus mailing address:

Business Development	DEP	John Smith
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- **Eberhard Center/Keller Engineering Labs/Kennedy Hall of Engineering:**

US mailing address:

John Smith  
Grand Valley State University

301 W. Fulton  
Suite 219  
Grand Rapids, MI 49504-6430

Inter-campus mailing address:

Engineering	718EC	John Smith
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- **Richard M. DeVos Center:**

US mailing address:

John Smith  
Grand Valley State University

401 W. Fulton  
Suite 219  
Grand Rapids, MI 49504-6431

Inter-campus mailing address:

Operations	219C	John Smith
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- **Secchia Hall:**

US mailing address:

John Smith  
420 W. Fulton  
Apt. 101 Tower A  
Grand Rapids, MI 49504-6436

- **Winter Hall:**

US mailing address:

May Smith  
32 Winter Ave. S. W.  
Apt. 101  
Grand Rapids, MI 49504

## Custodial Cleaning

A contracted cleaning service will be utilized to provide cleaning of the Pew Campus.

### **PROTOCOL**

- Common areas, including hallways, bathrooms, and lounges will be cleaned on a daily basis.
- Individual office spaces will be cleaned on a weekly basis. A schedule will be developed so that each floor is assigned one night per week for cleaning. The Pew Campus Operations Office can provide the schedule if needed.
- Open cubicles and office suites will have trash emptied on a nightly basis.
- If an office trash bin needs to be emptied, place it outside its respective office door.
- Large items that are trash need to be labeled with a specific sign in order for the items to be taken. See attached.
- Any concerns with the custodial cleaning service should be directed to the Operations Department at extension x.16700.
- Specific cleaning requests should be made through the Pew Campus Operations Department.
- To ensure proper recycling, please fill recycling bins with approved paper only.
- Two wastebaskets will be provided per office; a black one for regular trash and a blue one for paper recycling.

## Recycling

- Two wastebaskets will be provided per office; a black one for regular trash and a blue one for paper recycling. Rules on what can be recycled in this bin can be found at [www.gvsu.edu/operations](http://www.gvsu.edu/operations).
- There are larger multi-bins in public areas in each building. These contain locations for Plastic/Metal/Glass recycling as well as larger bins for Paper Recycling.
- Any concerns with the recycling service should be directed to the Pew Campus Operations Department at extension x.16700.
- Specific requests for other items to recycle should be made through the Pew Campus Operations Department.
- To ensure proper recycling, please fill each bin with appropriate items only.

## Workrooms

Workrooms are located throughout all buildings on the Pew Campus, except housing. Workrooms are intended to be utilized by all occupants of a particular floor or office space. Workrooms may contain such items as copy machines for small-batch copying, a refrigerator, a coffee machine, mail slots for faculty/staff members, shredders, and worktables.

Lounge space is provided adjacent to workrooms at the DeVos Center on the 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> floors of the office tower. Lounges include tables for informal gatherings, comfortable chairs and/or couches and are intended to be used by all employees.

### **PROTOCOL**

- Lounges are intended for informal socializing and work purposes only and should remain open for everyone. Lounges cannot be reserved for meetings.
- Each person using the workroom will be responsible for cleaning up after him or herself. Washrags, sponges, and soap will be provided under the sink for all staff members to utilize. Please inform the Pew Campus Operations Department at x. 16700 when additional cleaning items are needed.

### Coffee

- Each employee that wishes to drink coffee should be responsible for the actual purchasing of the coffee on a regular basis. A volunteer may wish to establish a schedule should the work room be shared by multiple departments. Those individuals who choose to drink coffee are also responsible for cleaning the coffee maker and pot.
- If a coffee maker should malfunction or break down, please contact the Pew Campus Operations Department at x. 16700.
- Liquid coffee machines have been provided for various departments. If your area has a liquid coffee machine, please contact the vendor for supplies and /or maintenance.

### Food

- Refrigerator cleaning will be the responsibility of all residents of a floor/office area. A schedule may need to be developed to share this task equally.

## Copy Machines

### PROTOCOL

- Copy machines are located in each workroom and in some public area locations.
- Copy paper will be supplied on a regular basis by a contracted service. If paper is low, please contact the Mail/Copy Center at the DeVos Center at x. 17323.
- Copy machines are intended for small-batch jobs only (30 copies or less). All large copy jobs should be coordinated through to the Mail/Copy Center at the DeVos Center at x. 17323.
- Recycling bins are be available and should be used for any discarded paper.
- If a copy machine should malfunction or break down, please contact the Mail/Copy Center at x. 17323.

## Copy Services

A copy center will be located on the first floor of the DeVos Center to handle larger copy jobs. As with other university mini-print operations, a departmental charge form will be needed to request work. A brochure of services and costs will be distributed at the beginning of the semester or can be obtained through the copy center.

### **PROTOCOL**

The Pew Campus Mail/Copy Center will distribute a complete list of procedures. This procedures list will include a pricing guide.

## Telephones

Each office and workstation will be supplied with a university phone and connected to the university phone system. All university policies and procedures regarding phone usage, as outlined in the Campus Directory, will still apply.

### **PROTOCOL**

- All telephones can be set up for direct dial long distance. Access codes for long distance billing are at the request of each department/office and can be set up through the telephone business office.
- Please note that telephones left in open areas (i.e., COT stations and student stations) are accessible after hours. It is suggested that departments/offices consider setting these phones up with access codes so as to maintain security. This will, however, be the decision of each department/office and should be coordinated through the telephone business office.
- Fax machines can also be set up with access codes if necessary. This is also a decision left to each department/office.

## Keys/Access Cards

Distribution of keys/access cards will be coordinated through the Pew Campus Operations Department via a central representative for each department. New employees should first inquire within their department regarding key acquisition.

### **PROTOCOL**

- Keys/access cards are to be used only by the individual to which they are assigned
- Office keys will only access a particular individual's office or conference room.
- Filing cabinet keys will be available for each workstation and should be maintained by the occupant of that workstation.
- Keys/access cards will not and should not be labeled with specific floor or room designations.
- If you lose your key or access card, please inform the Pew Campus Operations Department as soon as possible. There is a ten-dollar fee for a lost access card or key.
- An access card will be issued for access to the outside of the building, elevator, and secure locations. Individual office keys will not open exterior doors.
- A master key for each unit will be issued to the unit head for that particular area. It is left to the discretion of each unit head as to how this key should be maintained and secured.

### Key/Access Card Issuance

All new faculty/staff members at the Pew Campus will be issued their keys through the Pew Campus Operations Department. A key form will need to be signed for each key that is issued. A separate policy will be disseminated by the Operations Department for initial move-ins.

## Work Orders

### PROTOCOL

- All work orders should be submitted through the Operations Department. This can be done in a number of ways:
  1. Work orders can be called in to extension x.16700
  2. Work orders can be submitted via email to “Operations, Downtown Campus”
  3. Work orders can be submitted via the web at [www.gvsu.edu/operations](http://www.gvsu.edu/operations)
- Work orders will be assigned to Grand Valley State University service staff and handled in a priority manner.
- Please be as detailed as possible in all work order requests. Essential information includes the name and phone number of the person requesting the work, the exact location of the problem (room #, floor, etc.), and the exact nature of the problem.

## Decorations

Office and departmental decorations that tend to personalize workstations are encouraged. Decorations that must be hung on the wall or in any way attached to permanent surfaces could, however, cause damage and require that these more specific guidelines be followed.

### **PROTOCOL**

- Any decorations that require affixing to permanent structures (walls, ceilings, floors) need to be coordinated through the Operations Department. A standard work order should be submitted through the Operations Department, and a service staff member will visit each office and attach the item in the desired location.
- Individuals requesting service staff assistance with hanging decorations should clearly mark the location of each item in their office so that the work can be completed in their absence.
- Temporary items may be attached to walls with the use of only certain types of adhesives. Approved adhesives include blue tape and poster putty.

## Compressed Files

Compressed file rooms are located throughout the buildings on the Pew Campus.

### **PROTOCOL**

The manufacturer of the compressed files will provide a comprehensive user's manual for the equipment.

- A key to the compressed file room, if applicable, will be issued to each unit.
- It is the responsibility of each user to make sure the door to the compressed file room is locked after each visit.
- Compressed file rooms that are shared by departments will have clearly designated locations for each unit.

## Bulletin Boards

### **PUBLIC BULLETIN BOARD POSTING POLICY**

Any person(s) intending to place a memo, advertisement, announcement, etc. on this bulletin board must first obtain permission and an approval stamp on the posting from the Pew Campus Operations Office.

A list of bulletin boards open for public postings is available in 219C DeVos. Postings may not be posted on any bulletin boards that contain the message: "This bulletin board is for...postings ONLY!"

The following are the terms for public postings:

1. Initial approvals are issued for one month. If the person(s) intent is to display the posting for an additional month, the authorization process must be repeated when the stamp date has expired.
2. There is a limit of five postings per person. However, if the posting is related to housing, the limit is three.
3. The Director of Operations makes the final decision on what can and cannot be posted.
4. The maximum size for bulletin board postings is 11" X 17".
5. Approval stamps from offices other than Pew Campus Operations are not acceptable.

Any postings that are not in compliance with these terms will be discarded. The bulletin boards are checked weekly and will be cleaned at the end of each semester.

## Scheduling Space

Spaces needing pre-scheduling include:

### DeVos Center:

105B	Conference Room	297C	Conference Room
125C	Student Project Area	302C	Conference Room
102E	Regency Meeting Room	303C	Conference Room
NA	Regency Lubbers Garden	488C	Conference Room
105E	Hagers/Lubbers Exhibition Hall	499C	Conference Room
103E	Gordon Gallery	502C	Board Room
122E	Loosemore Auditorium	145C	Plaza
		107C	U-Club Lounge

### Eberhard Center:

201	The GR Press Teleconference Auditorium	902	Conference Room
202	The GR Press Teleconference Auditorium		
203	The GR Press Teleconference Auditorium		
215	Paul A. Johnson Conference Hall		
Pyle Room	WGVU Conference Room		
Foundation Room	Executive Board Room		

### Cook DeVos Center for Health Sciences:

119	Auditorium
123	Large Classroom
136	Conference
140	Jack H. Miller Conference Room
240	Chris and Joan Panopoulos Conference Room
340	Seidman Family Conference Room
440	Hauenstein Conference Room
540	Robert and Sharon Grooters Conference Room

### Pew Campus Housing:

3 meeting rooms

## **PROTOCOL**

- All non-academic spaces will need to be scheduled through Conference Services.
  - Eberhard Center and Keller Engineering Building: x1.6620
  - DeVos Center and Pew Campus Housing: x.16624
  - Cook DeVos Center for Health Sciences: x15807
  
- All arrangements for food & beverage service for non-academic spaces must be made through Conference Services.
  - Eberhard Center and Keller Engineering Building: x16620
  - DeVos Center and Pew Campus Housing: x16624
  - Cook DeVos Center for Health Sciences: x15807

## Parking

Parking on the Pew Campus is regulated by the university's Traffic and Parking Ordinance as approved by the Board of Trustees. A copy of this ordinance is available on the Grand Valley State University website at [www.gvsu.edu/publicsafety](http://www.gvsu.edu/publicsafety) or by contacting the Pew Campus Security office at x. 16677.

Reserved parking for faculty and staff is provided in designated lots on the Pew Campus as follows:

- DeVos Lot
- Mt. Vernon Lot - designated spaces on west side of lot
- Eberhard Lot
- CHS - lower level of garage and designated spaces on upper level of garage
- Crawford Lot - located 2 blocks east of CHS - on Sinclair Street, just east of McDonald's

Student parking is provided in the following lots on the Pew Campus:

- Front Lot
- Watson Lot - except for section reserved for resident students
- Mt. Vernon Lot - except for designated Faculty/Staff spots
- Seward Lot
- Pew Campus Parking Ramp
- Winter Lot
- Secchia Lot - reserved for resident students

Guest and visitor parking is requested through Pew Campus Security at [www.gvsu.edu/pewsecurity](http://www.gvsu.edu/pewsecurity) and if available, they will park as follows\*:

- Front Lot
- Fulton Lot - Conference guests only\*
- CHS - pre-approved for the upper level or 15 minute spaces outside by Lafayette entry

\*Large groups require coordination through Conference Services and Pew Campus Security.