

# UNIVERSITY of HOUSTON

## ADMINISTRATION & FINANCE



Bookstore



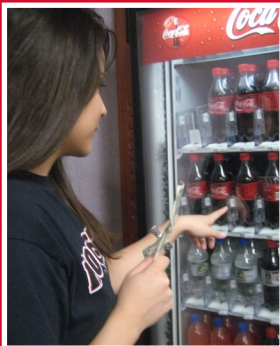
Cougar Card Office



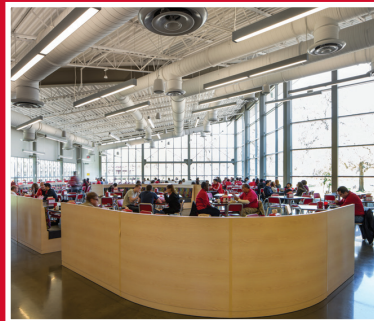
Parking & Transportation



Department of Public Safety



Vending



Sustainability

Just The Basics

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## **AUXILIARY SERVICES**

### **Bookstore**

130 University Center  
713-748-0923

<http://uh.bncollege.com>

Calhoun Lofts  
4700 Calhoun

Stadium Parking Garage  
3874 Holman St

Fan shop visit: [www.uhfanshop.com](http://www.uhfanshop.com)

The bookstore is more than a store where students buy required textbooks and school supplies. It is a place to find computer software supplies, electronic merchandise, current best sellers, clothing, emblematic gifts, greeting cards, on-campus living supplies, art supplies, posters, stuffed animals and much more. The bookstore provides material and services that complement the academic environment and that support its diverse needs in an economical, efficient manner.



#### ► Faculty Services

The bookstore now offers faculty the opportunity to research and adopt textbooks all in one convenient place through its new [FacultyEnlight platform](#). This program allows faculty members to not only adopt certain course materials, but also gives them the chance to read and write peer reviews, compare costs and more.

#### ► Coog Gear

For those in the market for some eye-catching Cougar gear, there's no need to look any further than the UH bookstore. Faculty, alumni and staff members can enjoy a 15% discount on apparel, accessories and souvenirs when they present their Cougar Card ID at checkout.

### **Cougar Card**

Welcome Center Suite 151

832-842-2273

[www.uh.edu/cougarcard](http://www.uh.edu/cougarcard)

The Cougar Card is the university's official identification card for students, faculty and staff; however, the Cougar Card can be used for many other purposes like building access and library services.

#### ► Getting Your Card

Faculty, staff and students can save time by taking advantage of the online photo submission option through AccessUH. It takes approximately 7 to 10 business days to process online photo submittals. Once the photo is processed and ready for pick up, an email directing them to pick up their Cougar Card in the Welcome Center Suite 151 will be sent.

#### ► Employee Printing

University employees get a \$7.50 printing allocation on their Cougar Card each semester that can be used to print at the M.D. Anderson Library printing lab. Please note that the allocations do not carry forward into the next semester.

#### ► Online Services

A full list of the card's functions and features can be found [online](#). Here you will be able to submit a specific photo to [AccessUH](#).

## Catering on Cullen

4700 Calhoun, Ste. 102

832-842-5998

[www.cateringoncullen.com](http://www.cateringoncullen.com)



Catering on Cullen, the catering division of University of Houston Dining Services, wants to bring your events to life with a delicious array of food selections. Our catering is more than just great food. We create experiences for your guests to remember. We cater small to large occasions; coffee breaks to wedding receptions.

Our innovative team will carefully craft your experience with first-class displays, table décor, and customizable menus prepared with the freshest and best ingredients in the market, all offered at a reasonable price. Our tiered pricing provides options for everyone from price conscious individuals to those who want to treat their guests to the finest dining experience available.

To order your next event or view our diverse menu visit [www.CateringOnCullen.com](http://www.CateringOnCullen.com).

## Dining

4700 Calhoun, Suite 102

Houston, TX 77204

832-842-5989

[www.uh.edu/dining](http://www.uh.edu/dining)

University of Houston Dining Services (UHDS) offers you convenience and quality in dining. Visit our restaurants and enjoy a wide variety of delicious food offerings including national, local and specialty brands. Follow us on [Facebook](#) to learn about events, promotions and giveaways. [Dining locations map](#).



### ► \$5 Friday

UH Dining sponsors \$5 Faculty/Staff Fridays. Show your Cougar pride by wearing Cougar Red every Friday and enjoy lunch at our all-you-care-to-eat residential restaurants in Moody Towers or Cougar Woods for just \$5 plus tax on Friday. Must show faculty and staff ID and wear Cougar Red to receive discount.

**▶ Dietitian**

UH Dining is committed to bringing fresh and healthy dining options to diners including vegetarian and made without gluten options. UH Dining offers faculty, staff and students an opportunity to meet with our registered dietitian Sarah Feye. Feye is able to recommend healthy alternatives and provide advice on special dietary needs. For more nutrition information, visit: <http://bit.ly/uhn nutrition>.

**▶ Meal Plans**

University of Houston faculty, students and staff can enjoy the convenience and savings of a meal plan. By combining block plans with Cougar Cash, you can customize a plan that's right for you.

A block plan offers all-you-care-to eat meals at either of our residential restaurants: The Fresh Food Company in Moody Towers or Real Food on Campus in Cougar Woods. Cougar Cash not only can be used at any UH Dining retail location on campus, it also gives you a 10% discount in the residential restaurants. Also, it's important to note that all Faculty/Staff meal plans roll over indefinitely or until the employee leaves the university.

**▶ Block 15 (Best Value)**

- 15 all-you-care-to-eat meals per month in our on-campus residential restaurants.
- \$80 per month (plus tax)

**▶ Block 10**

- 10 all-you-care-to-eat meals per month in our on-campus residential restaurants
- \$55 per month (plus tax)

**▶ Block 5**

- 5 all-you-care-to-eat meals per month in our on-campus residential restaurants
- \$30 per month (plus tax)

**▶ Cougar Cash**

- The minimum amount is \$25 per month; tax will be added at the time of usage.

All faculty/staff meal plans are payable through payroll deduction only and can be assigned by visiting the Cougar Card Office in the Welcome Center Parking Garage. You may also contact their office with any questions at 832-842-9053 or [auxiliaryservices@uh.edu](mailto:auxiliaryservices@uh.edu).

## Parking

Welcome Center

832-842-1097

[www.uh.edu/parking](http://www.uh.edu/parking)



Whether you have questions about parking permits or citations, Parking and Transportation Services is here to serve you. The parking desk in the Welcome Center provides maps of the different parking lots and garages on campus and one-on-one interaction with one of our friendly customer service reps who will gladly answer any questions you might have.

### ► Commuter Club

Here at UH, we have a Commuter Club that's free for faculty and staff to join. The only requirement to become a member is that you must refrain from purchasing a parking permit of any kind. Participants enjoy several perks, including a 25% discount on their METRO fare. For more information or to join, just visit [www.uh.edu/parking](http://www.uh.edu/parking) and click on the "Getting to Campus" followed by "Commuter Club."

### ► Online Parking Services

Everything from purchasing your permit to locating your lot can be done online via [AccessUH](http://AccessUH). Here you can even pay or appeal parking citations.

### ► Parking Permits

There are several different permit options available, so to find the one that's best for you, visit our website and check out our [interactive parking map](#). Once you are ready to make a purchase, just visit [AccessUH](http://AccessUH).

### ► Shuttle

UH also has three different shuttle routes that go around campus and are free to faculty, staff and students. All we ask for you to do is swipe your Cougar Card each time you ride so we can adjust our routes and schedules as needed. You can also find out when the next shuttle is going to be at your shuttle stop before you journey out by tracking it on Cougar Trax through your mobile phone at [www.uh.edu/cougartraxmobile](http://www.uh.edu/cougartraxmobile).

### ► Zipcar

Parking and Transportation Services is now partnering with Zipcar, a global car-sharing company, to provide UH faculty, staff and students the opportunity to reserve vehicles as necessary in exchange for "driving credits." A great resource for the UH community, Zipcar has four vehicles located at various buildings across the University to allow quick and easy access for everyone, regardless of where they are on campus. Anyone interested in participating is encouraged to fill out an application at [www.Zipcar.com/UH](http://www.Zipcar.com/UH). Applicants who are approved will receive \$35 in driving credits, after they pay the \$25 annual fee.

## Parking Enforcement

3869 Wheeler

713-743-5869

[www.uh.edu/parking\\_enforcement](http://www.uh.edu/parking_enforcement)

[www.uh.edu/police/UHlotmap.html](http://www.uh.edu/police/UHlotmap.html)

The university has adopted a parking and traffic program to create an orderly traffic flow and equitable parking conditions on campus. Your personal safety, the recognition of others' needs, campus appearance and applicable laws were considerations in the formulation of these regulations, as we are a part of the UH Department of Public Safety. More information is available [online](#).

## Printing and Postal

4211 Elgin – General Services Building

713-743-5900 or 713-743-5840

[www.uh.edu/pp](http://www.uh.edu/pp)

The UH Printing and Postal Services Department supports the mission of the university by providing on-campus centralization of specialists and equipment to assist the faculty, staff and students with high-quality printing and mail processes at a competitive and reasonable price. It is also responsible for the inter/intra-office distribution of mail among faculty, staff and students. We provide the university a one-stop shop concept which comprises three components: design, print and mail. We work closely with UH Marketing to maintain the graphic standards of the university. Our award-winning print shop offers a full array of services including offset and digital printing, and a wide format for banners, posters and signs. UH Printing is also the only non-profit FSC (Forest Stewardship Council) certified printer in Houston. All incoming and outgoing mail for the Houston campus is processed by UH Postal Services.

### ► Campus Address

UH Postal issues the campus addresses and mail codes for the colleges/ departments on the Houston campus. The current official campus address and internal mailcode list can be viewed [online](#) under Campus Addr./Mailcodes. Hard copies of the internal mailcode list can be obtained by calling 713-743-5840.

### ► Stationery

University business cards and other related stationery items can be ordered through us.

### ► Student Mail

All incoming USPS letter mail along with incoming parcels from the USPS, UPS, FedEx and DHL addressed to students in the seven residence halls are processed and delivered by UH Postal Services. If you have any questions or concerns, please email us at [postserv@central.uh.edu](mailto:postserv@central.uh.edu)



## Sustainability

Oberholtzer Hall 252A

832-842-9051

<http://www.uh.edu/sustainability>

[sustainability@uh.edu](mailto:sustainability@uh.edu)

The University of Houston Office of Sustainability serves as the hub for UH sustainability efforts by fostering collaboration among departments, academic programs, researchers and student groups on campus as well as partnering with sustainability-related entities in the Greater Houston region. The Office of Sustainability is dedicated to educating the campus and community about social, economic and environmental factors that contribute to the quality of life of today's society and generations to come. The office facilitates sustainability initiatives with the goal of improving campus life and the natural environment, as well as contributing to the global sustainability conversation and influencing individuals to incorporate sustainability into their regular actions and personal mindset.



### ► Events

The Office of Sustainability hosts Cleanup day in the summer, Sustainability Fest in November, UH Earth Day Festival on April 22 and participates in the national university recycling competition RecycleMania throughout the spring semester. The office also holds educational tablings and exhibits on campus and in the Greater Houston region as well as presenting about campus sustainability at student and new hire orientations.

### ► Campus Community Garden

Located at Cullen and Wheeler, the Campus Community Garden is approximately 600 square feet of university land devoted to growing organic produce and educating campus and community members about healthy living. All of our produce is donated directly to local food pantries and facilities serving low-income families and individuals. The garden requires regular visits by volunteers who assist in harvesting, weeding and planting. To volunteer, email us at [garden@uh.edu](mailto:garden@uh.edu).

### ► Campus sustainability highlights

On-campus initiatives include single-stream recycling, water bottle refill stations, a solar array, car sharing, commuter clubs, tray-less dining, fair trade coffee offerings and reusable to-go containers. The Cougar Woods dining hall is LEED silver certified and the Keeland Design Center features the only sloped green roof in Houston.

## truecolor GRAPHICS at the University Copy Center

Welcome Center Suite 170

713-741-5200 [www.truecolorgraphics.com](http://www.truecolorgraphics.com) or [www.universitycopycenter.com](http://www.universitycopycenter.com)

Truecolor GRAPHICS at the University Copy Center is your on-campus digital and offset print provider and postal center. We are here to provide you and your department with all of your printing projects. Our experienced staff can help you with any color or black and white flyers, brochures, postcards, manuals, presentations and more!

### ► Postal Services

The University Copy Center is your on-campus home for all postal needs. We are authorized shippers for FedEx, UPS & USPS for domestic and international shipping. We have all necessary packing supplies, forms and offer mailbox services as well. You can bring your shipment in ready to mail or we can pack it for you! You can track your postal packages at [www.universitycopycenter.com](http://www.universitycopycenter.com)

### ► Course Packs

The University Copy Center also handles all course packets and course materials for UH faculty. We clear any necessary copyrights and royalties can be added to any packet. We offer a variety of different options for course packets and can assist in getting any course materials to the students.

### ► Additional Services

We offer free on-campus pick-up and delivery and are located in the Welcome Center garage. Please visit our online ordering system at [www.truecolorgraphics.com](http://www.truecolorgraphics.com) to sign up. You can send files and projects directly to our production machines, receive quotes and keep track of past jobs.

## FASTSIGNS – Houston Midtown-South

Welcome Center Suite 170

713-747-4867 [www.fastsigns.com/2008](http://www.fastsigns.com/2008)

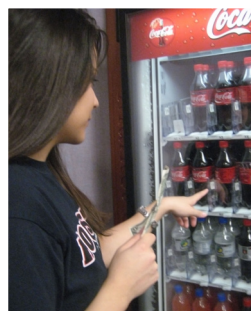
FASTSIGNS is now open on the University of Houston campus. Located in the Welcome Center, Suite 170, FASTSIGNS is the newest addition to the package of services offered to the University of Houston community by truecolorGRAPHICS and the University Copy Center. Specializing in all types of visual communications from wall graphics, dimensional letters, digital signage, vehicle graphics, posters, banners, yard signs and more. Give us a call at 713-747-4867 or stop by and check out the new showroom highlighting the many new sign options now available right here on campus. You can also order online at [fastsigns.2008@fastsigns.com](mailto:fastsigns.2008@fastsigns.com) and we will produce your signage and even install it for you as well.

## Vending Services

Welcome Center Suite 151

832-842-9053 [www.uh.edu/vending](http://www.uh.edu/vending)

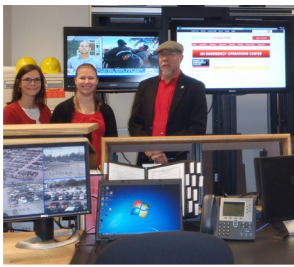
Auxiliary Services and its contracted partners provide a wide variety of delicious snacks, beverages and ice cream for the campus community to enjoy. You can visit [www.uh.edu/vending](http://www.uh.edu/vending) for more information on vending locations. There you can also learn how to report any issues you might have with our products and/or machines.



**DEPARTMENT OF PUBLIC SAFETY**[www.uh.edu/police/UHDPSEmergencyref.pdf](http://www.uh.edu/police/UHDPSEmergencyref.pdf)[www.facebook.com/pages/University-of-Houston-Department-of-Public-Safety/180505992253?ref=stream](https://www.facebook.com/pages/University-of-Houston-Department-of-Public-Safety/180505992253?ref=stream)[twitter.com/uhdps](https://twitter.com/uhdps)**Emergency Management Bureau**

4343 Elgin, Room 106, (Center for Public Broadcasting)

832-842-5503

[jmendez3@central.uh.edu](mailto:jmendez3@central.uh.edu)[www.uh.edu/emergency](http://www.uh.edu/emergency)[www.facebook.com/UHEMB](https://www.facebook.com/UHEMB)[twitter.com/uhememb](https://twitter.com/uhememb)

The Emergency Management Bureau is primarily responsible for enhancing and improving the university's preparedness for emergency, disasters and crisis incidents and to coordinate emergency response to these incidents. The UH Emergency Management Bureau supports our campus community of staff, faculty and students to ensure that we work together to build, sustain and improve our incident management capability to prepare for, protect against, respond to, recover from and mitigate all hazards.

The bureau works closely with all university departments, directs the management team, and is responsible for managing university-wide emergency operations center, preparedness and outreach programs, campus-wide business continuity planning, including management of the university's emergency management plan, technical assistance and training related to incident and site-specific response planning, continual impact analysis and planning, assessment of response efforts, and support training for emergency response and business continuity planning to the university community.

**Environmental Health & Life Safety**

4513 Cullen Boulevard (TLC2 building #106)

713-743-5858

[ehs@uh.edu](mailto:ehs@uh.edu)[fire@uh.edu](mailto:fire@uh.edu)<http://www.uh.edu/ehls/>

Environmental Health & Life Safety, under the UH Department of Public Safety, works to ensure health and safety of faculty, staff, students, visitors, facilities, operations and infrastructure. It also ensures regulated activities are in compliance with applicable local, state and federal regulations/ institutional policies.

Primarily, the department works to identify, evaluate, analyze and control or mitigate new, existing, or potential workplace safety and health hazards, and/or code violations. Comprehensive policies, procedures and practices are developed to achieve these objectives. Implementation is through regular facility inspections, review and analysis of high hazard operations, accident and incident investigation, taking proactive actions to eliminate future

hazards through permits (fire and life safety permits, food safety permits, research laboratory safety permits), new building design and activity reviews for operations, major equipment use, etc. The department accomplishes the objectives through the different functional units and safety committees such as:

- ▶ Fire and Life Safety (Fire safety, life safety, food safety, etc.)
- ▶ Occupational Safety (industrial hygiene functions, indoor air quality concerns, office ergonomics, etc.)
- ▶ Research /Teaching Laboratory Safety and Compliance (chemical, biological, radioactive material, x-ray and laser radiation, etc.)
- ▶ Hazardous materials and Waste Minimization (chemical, biological, radiation and others)
- ▶ Environmental Protection
- ▶ Health, Safety and Compliance trainings
- ▶ Advisory Services and Code Enforcement
- ▶ Radiation Safety Committee, Institutional Biosafety Committee, Safety and Security Committee, Institutional Compliance Committee, etc.

## Police

3869 Wheeler

713-743-3333

[www.uh.edu/police](http://www.uh.edu/police)

The University of Houston Police Department (UHPD) strives to enable students, faculty, staff and visitors to be safe while pursuing their on-campus endeavors. Every UHPD employee uses three principles to help ensure that the UH campus is a protected, user friendly venue by promoting and preserving a safe campus, identifying and implementing efficiencies, and providing great customer service. These principles, in practice, help to make the UH campus a great place to study, work and visit.



In the event of an emergency on campus, dial 911. Tell the 911 dispatcher that you need the police and they will immediately connect you with UHPD through a special line that alerts UHPD it is a 911 call. This will ensure that your call is handled immediately by someone at UHPD. The telephone number for non-emergency calls for the UH Police is 713-743-3333. Additionally, red emergency call boxes have been placed at various locations on the UH campus to provide assistance with contacting the UH Police Department. Operation is easy. Your call goes directly to the UHPD. Call boxes can be used to request police assistance, escorts, assistance with vehicle problems and obtain other information.

## Public Safety Systems

3869 Wheeler

713-743-0590

[dsarkozi@uh.edu](mailto:dsarkozi@uh.edu)

[www.uh.edu/police](http://www.uh.edu/police)

Public Safety Systems, as part of the Department of Public Safety, designs and manages the campus security camera network of approximately 1,300 cameras. Cameras are placed in buildings to track activity on public areas and are not generally located in offices, laboratories and classrooms.

Public Safety Systems manages the campus access control system (card swipes). Departments generally manage their access locally and Public Safety Systems helps resolve problems that the local department may have.

Public Safety Systems also maintains the more than 100 emergency call boxes on campus. The call boxes are tested weekly to maintain the highest up time possible.

## Security Services

3869 Wheeler

713-743-3333

[police@uh.edu](mailto:police@uh.edu)

[www.uh.edu/security](http://www.uh.edu/security)

The University of Houston security unit works in conjunction with the UH commissioned police officers to enhance the overall safety of the campus. As police officers patrol the campus, the security officers are also patrolling the campus looking for suspicious activities, emergency situations and/or people in need of assistance. When events happen, every second counts. The security officers also monitor the cameras in the virtual patrol room (VPR) daily and communicate information to the police officers.

The UH Police Department continually works with the University community to make the campus a safe place to learn, work, and live. The security escort service is designed for community members who have safety concerns and desire having another present when traversing the campus. Based on availability, either a UH police officer or security officer will escort students, faculty and/or staff to locations beginning and ending on campus. If you feel that you need an escort please call 713-743-3333.



## **INFORMATION TECHNOLOGY**

### **AccessUH**

713-743-1411

[accessuh@uh.edu](mailto:accessuh@uh.edu)

[uh.edu/gethelp](http://uh.edu/gethelp)

[accessuh.uh.edu](http://accessuh.uh.edu)

AccessUH is your gateway to the University of Houston's information and computing resources. Log into AccessUH with your CougarNet User ID and password and you will get immediate access to other critical systems that you use on a daily basis including myUH, Blackboard, PASS, email and many more.

### **Classroom Technology**

713-743-1155

[mdist@uh.edu](mailto:mdist@uh.edu)

[www.uh.edu/infotech/services/facilities-equipment/classrooms](http://www.uh.edu/infotech/services/facilities-equipment/classrooms)

UIT Classroom Technology supports the computers and projectors installed in all the general purpose classrooms throughout the campus and offers presentation and multi-media equipment checkout and setup, free training on classroom equipment use, and assistance with designing multimedia classroom environments. UIT Classroom Technology can provide the classroom equipment you need to maximize your teaching. Requesting equipment is simple. Just email an equipment request at least a day before you need it to [mdist@uh.edu](mailto:mdist@uh.edu), or submit an online equipment request form.

### **Emergency Contact Information**

[ecomm@uh.edu](mailto:ecomm@uh.edu)

[www.uh.edu/emergency](http://www.uh.edu/emergency)

During a campus emergency incident, the UH Department of Public Safety (UHDPS) will issue notifications to faculty, staff and students via email and by text messaging (SMS).

UHDPS may also use text messaging to reach out to faculty and staff after a crisis to communicate information about resuming work and check if faculty and staff can safely return to work. This feedback will help UH leadership make informed decisions regarding when to re-open the campus.

To ensure that you can receive emergency texts and emails, update your information at [www.piersystem.com/go/doc/1093/155718/](http://www.piersystem.com/go/doc/1093/155718/).

#### **Important Related Resources:**

UH Emergency Operations Center: [uh.edu/emergency](http://uh.edu/emergency)

UH Check-In Center: [uh.edu/checkin](http://uh.edu/checkin)

## Help Desk Services

Tech Commons, Basement of MD Anderson Library

713-743-1411

[support@uh.edu](mailto:support@uh.edu)

[www.uh.edu/gethelp](http://www.uh.edu/gethelp)

[www.uh.edu/uit](http://www.uh.edu/uit)

The UIT Support Center at the Technology Commons is available to assist all faculty, staff and students with their IT needs. The IT Support Center can be contacted by phone, email, chat or walk up. Many colleges also have support staff for your computing needs so be sure to check with your college to see what services are available to you.

## Lync Unified Communications

713-743-1411

[LyncSupport@uh.edu](mailto:LyncSupport@uh.edu)

[www.uh.edu/lync](http://www.uh.edu/lync)

Microsoft Lync is a communications application that provides phone service, instant messaging, desktop videoconferencing and desktop collaboration similar to Go-To Meeting. Lync works in conjunction with Microsoft Exchange to allow faculty to schedule online meetings and desktop videoconferencing with peers both at UH and at other institutions. Lync is available to all faculty and staff, making UH one of the first Universities in the nation to offer this powerful tool.

## UIT Security

832-842-4695

[security@uh.edu](mailto:security@uh.edu)

[www.uh.edu/uit/security](http://www.uh.edu/uit/security)

UIT Security is responsible for developing security policies and best practices, coordinating security issues, conducting investigations and working within UIT and other campus departments to minimize security risks and assure compliance with security policies and procedures. UIT Security is also available to assist faculty members in assuring the confidentiality of information resources.

The Information Technology section of the UH Manual of Administrative Policies and Procedures contains policies to assure compliance with state and federal information security requirements, such as the Texas Administrative Code, Title 1, Chapter 202 (TAC 202) Information Security Standards, and the Family Educational Rights and Privacy Act (FERPA). Faculty members are required to comply with these policies.

Faculty members can report information security incidents to UIT Security by phone or email. UIT Security personnel are available 24/7/365 to respond to reported incidents. Incidents can also be reported anonymously at [www.mysafecampus.com](http://www.mysafecampus.com).

# Facilities Management

General Services Building, 4211 Elgin

713-743-4948

[www.uh.edu/plantops/departments/fm](http://www.uh.edu/plantops/departments/fm)

UNIVERSITY of  
**HOUSTON**

## ► Building Coordinator Program

### BUILDING COORDINATOR PROGRAM

The diversity of university programs, functions and activities often requires coordination and collaboration between building operations, building occupants and various campus departments. The Building Coordinator Program helps facilitate the communications between these components and represents user needs within each building. These relationships between building occupants and key campus support units and partners such as Plant Operations, Public Safety, Environmental Health and Life Safety, Research, Academic Affairs and Student Affairs will help to enhance and improve facility services on campus, which is the goal of the BC program. This program provides a forum for discussion and resolution of occupancy problems, training and development of building coordinator roles, opportunities for involvement in broader initiatives such as sustainability, safety and security, outreach programs, and communications and marketing.

Building coordinators (BC) are full-time university employees, selected and assigned by university leadership to fulfill the unique BC role. They generally will have a defined role in campus emergency and disaster preparedness in addition to building management; the BC responsibilities are in addition to the employee's other job duties. Each building has a primary and a secondary building coordinator assigned to represent building occupants and users and serve as building liaison to other campus departments and units. They help facilitate emergency preparedness planning and notify occupants of access interruptions, power outages, and will potentially have other responsibilities as the need arises.

As a UH faculty, staff or student, you are encouraged to look to your building coordinator as your point of contact for custodial and maintenance services, energy management, heating and cooling, fire and environmental safety, building security, construction planning and project management activities within your facility. For a complete list of building coordinators, please visit the building coordinator website located at [www.uh.edu/plantops/bcp](http://www.uh.edu/plantops/bcp). For more information about the Building Coordinator Program, please contact Jacquie Vargas, FM communications manager, at [jmvargas5@central.uh.edu](mailto:jmvargas5@central.uh.edu) or 832.842.4861.

## ► Facilities Services Center

Facilities Management (FM) is committed to providing our customers excellent and responsive service for facilities needs and repairs. The FM Facilities Service Center (FSC) acts as the university's central point of contact for facilities damage/usage concerns and processing facility work order requests for service, 24 hours a day 7 days a week. The FSC serves as liaison between campus customers, service providers, emergency responders and building coordinators.

To report facility problems and request service: 1) Self-service - log onto [access.uh.uh.edu](https://access.uh.uh.edu) and click on the FAMIS work order system logo; 2) call 713-743-4948 (on campus dial 3-4948); text or email to [csc@central.uh.edu](mailto:csc@central.uh.edu); and 3) come to the lobby service window of the General Services Building, #585, 4211 Elgin.

When requesting service for facility needs or repairs, it is important to have the following information ready to share with the service center representative: department name; building name; room number where the problem is located; a contact name, phone number, and email address; and a description of the work needed that is clear and concise including the exact location and any specific and relevant information. Be prepared to respond to the representative's questions. This information will help the service representative create an efficient and effective work order.

Facilities Management works to ensure a quality environment for students, faculty, staff and visitors in support of the university's mission of teaching, research and community service.

## ► Keys

In addition to managing work requests and work flow, the FSC processes key requests for all applicable personnel. Key control is a function of the Facilities Service Center (FSC), and is operated by Facilities Management. Requests for individual room and building keys should start with your department (department head, professor, lab manager or building coordinator) and they can assist in requesting access. Keys may be picked up at the FSC lobby service window in the General Services Building.

## ► FM Sustainability Program

Facilities Management (FM) and Facilities Planning and Construction (FP&C) made a path-changing decision to embrace sustainability. For these groups, whose mission is to provide responsible and quality stewardship for the long-term preservation and growth of the university's physical assets, it has become a great opportunity to instill and promote sustainability concepts and practices. The sustainability program strategy incorporates programs and projects, community enhancement, and staff resource development in close alignment with the metrics and guidelines established by the Association for the Advancement of Sustainability in Higher Education Sustainability Tracking, Assessment and Rating System (AASHE STARS). Some of the sustainability program priorities include: installation of a building energy and water metering system; energy audits and



Big Betty Solar Trash and Recycling Unit

retro-commissioning; investment in cost-effective building energy-conservation measures; development of a systematic approach to accomplish the university's 2020 goal of 40% waste diversion; completion of a holistic infrastructure master plan; enhancement of the campus tree canopy and institution of low water use/ reduced chemical use landscape management practices; improvement of Central Plant operations through new technologies and approaches; reduction of fleet emission profile through selective maintenance and management; building partnerships with faculty to offer student research and project opportunities to enhance student understanding of sustainable practices; initiating university and community initiatives to share sustainability goals and objectives; setting deliberate programmatic goals for comprehensive staff training; employing alternate means of human-powered transportation (Ride Red Bicycle Program); collaborating with other campuses and entities to share knowledge and best practices; publishing successes in campus communications; and documenting the accomplishments of all component programs and setting expectations for continued initiatives.

For more information about the FM Sustainability Program or for a copy of the 2013 published report, please contact Michael Burriello at [mlburrie@central.uh.edu](mailto:mlburrie@central.uh.edu) or 713-743-4562.

## Facilities, Planning and Construction

4211 Elgin

713-743-8025

[www.uh.edu/plantops/departments/fpc/](http://www.uh.edu/plantops/departments/fpc/)

The Facilities Planning and Construction department of the University of Houston is responsible for oversight of all facility capital renovations, additions, alterations and new construction for all of the University of Houston system campuses. In achievement of this responsibility, the department offers development, design and construction services in accordance with University of Houston Campus Design Guidelines and Standards, and the Campus Facility Master Plans.

### ► Construction Updates

Since design and construction services fall under FPC, they are also the department responsible for keeping everyone posted on the latest project and construction work updates. Important notices will be posted at [www.uh.edu/plantops/news-events/index.php](http://www.uh.edu/plantops/news-events/index.php).

