

RFA's – Students as the After-Hours Front Line of Defense

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MEET YOUR PRESENTER



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Learning Objectives

Upon completion of this program you will be able to:

1. Effectively and efficiently utilize student labor within Facilities
2. Improve employee morale and decrease burnout through the use of students
3. Supplement preventive maintenance inspections through student engagement
4. Utilize RFA's to help absorb low-skill level work and free up time for medium- and high-skill Facilities employees to focus on tasks better matched to their skill level.

Quick Facts

University of Hartford Quick Facts

- Main campus: 350 acres
 - 2.1 million square feet of buildings
- Total students: 6,580
 - Living on campus: 2,943
- About 130 Facilities employees
 - Unionized custodial and grounds only



The Past

Facilities in 2002

- Replacing lights in residential rooms often took over a week
- Trades constantly called in for simple fixes
- 80% of all work requests were for residential buildings
- 70% of work requests did not require skilled labor
- Issues in residence halls were reported to Facilities exclusively via residential life staff members



A New Era

2003 - A New Era Begins

- 15 Resident Assistant (RA) positions were eliminated
- Funding was transferred from Residential Life to Facilities to support creation of the RFA program
 - Compensation is a stipend to cover the costs of room & board
 - In 2008 the RFA staff was increased from 15 to 18 students
- Creation of one new full-time position to manage all aspects of the RFA program
 - In 2013, two part-time graduate assistant positions were added to increase the after-hours coverage

The Basics

What do RFAs do?

- Staff the front desk of our service response area, answering phones, and processing work requests
- Preventive maintenance inspections of residence halls, laundry rooms, academic buildings, exterior lights, and overall grounds
- Provide emergency response after-hours and on weekends ("on duty")
- Assist with monthly life safety inspections



The Basics

What else do RFAs do?

- Inspect and button up every residential space before move-in
- Closing inspections of residence halls before winter break
- Year-end damage billing inspections in May
- Assist with Commencement preparation and activities
- Summer recovery work of residence halls
- Ad-hoc projects/inspections, escorting contractors into occupied residences

On the Job



Training

RFA Training

- Two and a half weeks of training in August before move-in
 - Info sessions with each trade group
 - Safety/hazardous material training
 - Maximo training
 - Residence hall preparation
 - Staff development
- Four days of training in January
 - Trade info sessions for skill review
 - Continued staff development



Training

Thursday, August 16, 2018		
9:00 am / Jessica	*Breakfast / welcome back / icebreakers	HH 115
	*Job description / training schedule / calendar	
	*Teambuilding	
10:45 am / Jessica	Quit	HH 115
12:00 pm / Staff	Lunch	Commons
1:00 pm / Sean	Teambuilder	HH 115
1:30 pm / Jessica, Sean, Tim	Office discussion	HH 115
3:30 pm / Catherine	Pests info session	HH 115
4:00 pm / Sean	Teambuilder	HH 115
Friday, August 17, 2018		
9:00 am / Electricians	Electrical info session	Regents Park Office
11:30 am / Sean	Teambuilder	Regents Park Office
12:00 pm / Staff	Lunch	Commons
1:00 pm / Carpenters	Carpentry info session	Regents Park Office
2:30 pm / Sean	Teambuilder	Regents Park Office
3:00 pm / Jessica	Buttoning up training & residence hall prep	Regents Park Office
Monday, August 20, 2018		
9:00 am / Jessica & Sean	Residence hall preparation	Regents Park Office
11:30 am / Arlen	Power plant info session	Regents Park Office
12:00 pm / Staff	Lunch	Commons
1:00 pm / Sean	Teambuilder	Regents Park Office
1:30 pm / Plumbers	Plumbing info session	Regents Park Office
3:30 pm / Painters	Paint info session	Regents Park Office
4:00 pm / John Turner	Furniture info session	Regents Park Office

Training

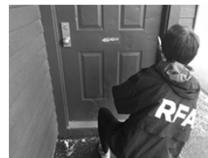
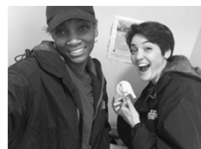


On Duty

RFA's on Duty

- Two RFAs are on duty at a time
 - Both equipped with a duty cell phone
- Complete work orders that came in that day
 - Typically replacing light bulbs and shades
- Respond to any incoming 'emergency' calls
 - Filtered through Public Safety dispatch after Facilities closes
- Duty log sent out in the morning with a full report of previous night's activity
 - Any needed follow-up work orders are entered by the RFAs

On Duty



Duty Log

RFA Duty Log

Day of Duty Shift: Sunday
Date of Duty Shift: 10-21-2018
RFA1 on Duty: Kacey Friedman
RFA2 on Duty: Justin Simko
RFA E-mail: simkoj@hartford.edu
Work Orders:
18-283438 - Hawk Hall 232 dead batteries in door. Replaced batteries. Complete (10 min).
18-283439 - PR W412 Oven Light out. Replaced light. Complete (10 min).
18-283441 - PR W412 Sink was clogged RFA's snaked drain. Complete (10 min).
5:26pm - Regents North 205 no heat. RFA's went window was open heat was low. Turned heat up. Complete (5 min).
5:32pm Park River W401 bedroom 8 key will go in lock but won't turn. Sprayed lock saver in lock. Key was turning after. Complete (5 min).
7:28 pm Hawk Hall left elevator makes noises when elevator doors close. Incomplete (10 min). Follow up work order Elec: 18-283448.
7:40 pm Regents W205 kitchen fuse blew. Reset breaker power came back on. Complete (10 min).

Call:

Call Ins

After Hours Call Ins

- RFAs contact On Watch graduate assistant (GA)
- On Watch GA calls on-call designee
- On-call designee calls needed trade



Call Ins

Re: Off Hours Trade Call In 12-08-2018 3:10 PM

Jessica Abbott

Sat 12/08/2018 3:10 PM

to: Abbott, Jessica <jabbott@hartford.edu>; Denny, Judy <JDENNY@hartford.edu>; Farrell, Jason <jfarrell@hartford.edu>; Beaumont, Ashley <a.beaumont@hartford.edu>; Facilities <facilities@hartford.edu>; Young, Norm <nyoung@hartford.edu>; Garland, Timothy <GARLAND@hartford.edu>; Connelly, Sean <SECONNEL@hartford.edu>; Kohut, Sara <SKOHUT@hartford.edu>;

Off Hours Trade Call In

Call In Made By: Jessica Abbott
Email: jabbott@hartford.edu
Date of Call In: 12-08-2018
Time of Call In: 3:10 PM
Location of Call In: VA 7221
Reason for Call In: Only toilet in apartment won't flush, power flush toilet so RFA's can't access tank.
Did RFA's respond to this issue? Yes
Trade: Plumber
Tradesperson Contacted: Leroy Noble

Inspections

RFA PMs

- For each semester RFAs are assigned office hours, inspections, or a combination of the two
- Each academic/auxiliary building is inspected twice a semester
- Each residential building is inspected every two weeks
- Exterior lights and grounds are inspected every two weeks
- RFAs fix what they can and enter work orders for the rest
- Area report summarizing their findings is submitted

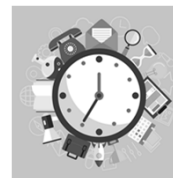
Area Report

Exterior Lights 10/6/2018			
Area	Location	Description	Status/WO #
Residential	Near trees/dumpster at the end of HH near short black removable poles	Witch hat light out	18-280989
Residential	To the right of the basketball hoop behind HH	Witch hat light out	18-280990
Residential	To right of softball field entrance	Witch hat light out	18-282303
Residential	Driving Bridge first light on right going towards A Complex	Witch hat light out	18-282304
Residential	Exterior of Bushnell-side facing PR	Wall light out	18-282305
Residential	Operations	Wall light out above Carp Shop's back door	18-280991
Residential	Operations	Wall light out above bucket truck	18-280992
Residential	Quad 5-near 5221	Witch hat light out	18-280996
Residential	Along RP South/back wall of the 6s	(4) Shoe box lights out	18-282307
Residential	Triangle to the right of the Konover flag pole facing the Village lawn	3 Witch hat lights cycling	18-282308
Residential	To left of 15 minutes spots in F lot	Witch hat cycling	18-282309
Residential	Regents-Corner of 15 minute lot near Facilities spots & near the dumpster	2 Shoe box lights out	18-282310
Residential	Along road between N lot/Regents	3 Shoe box lights out	18-282311
Residential	Courtyard of Regents near the 5s	3 Witch hat lights out	18-282312
Residential	Between RP South & back wall of 6s	Witch hat out	18-282313

The Commitment

Time Commitment for RFAs

- 15 – 16 duty nights per semester
 - 11 weekdays, 4 weekends
- Biweekly 7:45 am staff meetings
- 6 hours of office/inspection work per week
- Residence hall preparation and shutdown at the beginning and end of each semester



The Commitment

RFA Position Eligibility

- Enrolled as a full-time undergraduate student (12 or more credits)
- Maintain a cumulative and semester GPA of 2.3 or higher
- Maintain good standing with the Office of Residential Life
- Not responsible for significant or repeated violations of the University Code of Student Conduct
- Able to perform physical requirements such as lifting up to 25 lbs, climbing ladders, working on slippery or uneven surfaces, etc.

Accomplishments

RFA Accomplishments

- Between 2008 – 2018 RFAs have responded to:
 - 3,536 lights and light covers
 - 2,049 clogged/overflowing toilets
 - 1,159 door/lock issues
 - 1,082 leaks
 - 1,250 small pest issues (mice, bees, ants, etc.)
 - 1,081 shades
 - 4,592 other tasks, including but not limited to: icy sidewalks, clogged showers, broken windows, tripped breakers, and no heat/AC



Accomplishments

RFA Accomplishments

- On average, RFAs successfully complete 60% of the tasks they are dispatched to
- Of the remaining 40%, RFAs are able to stabilize the situation enough to not require an emergency call in 95% of the time
- Between 2008 – 2018 RFAs spent an average of 744.4 hours (31 days) per year completing tasks on duty



Post Grad Opportunities



Statistics

RFA Statistics

- 147 RFAs since the program started in 2003
 - 70 male and 77 female
 - 40 RFAs worked for 3 years
 - 62 RFAs worked for 2 years
 - 45 RFAs worked for 1 year
- Average GPA of RFAs is consistently over a 3.0
- Majors have ranged from Engineering, Architecture, and Business to Musical Theatre, Vocal Performance, and Prosthetics & Orthotics

Personal Benefits

“Real-world application: As a new working professional, it’s become increasingly apparent that the skills I’ve learned as an RFA have transferred into my work and personal life. For example, understanding the key dialog to share regarding the prioritization of work. Or a more important example includes my mother’s excitement that I can snake the drain. Humor aside, my RFA story helped me become more independent, as well as a better professional.”



Fun on the Job



Hindsight Reflection

“When I trace my steps back to significant periods that helped me to become the man I am today, I remember being an RFA.... I remember a time close to summer that you decided to meet with the RFA team to give us a talk. Collectively, we weren’t doing well and curriculum stress was a part of it. You weren’t hard on us; you were empathetic, understanding, and assertive with good intention. You demonstrated leadership, at the time I didn’t understand how much of an example of leadership you were, but after college I have been able to truly assess for myself by assessing other management. I am and want to be a better leader as time goes on and much more is added to my plate...Thank you for being an integral part of the program and for being a great example of leadership.”

Current RFA Staff



Questions?



QUESTIONS?



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THANK YOU