

UMass President's Office Relocation

50 Washington Street
Westborough, MA

All Staff Virtual Town Hall
May 12, 2023



University of Massachusetts

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Topics

- Welcome & Logistics
- Project Team Introductions
- Hybrid Work Guidelines Update
- 50 Washington Street Update
- Technology Update
- Activities and Events
- Q&A / Wrap Up
- Appendix – Room Definitions

Welcome & Logistics

Lisa Calise, Michael Milligan, David Nero

- Session is being recorded
- Please put questions or feedback in the chat
- Questions will be addressed at the end of session

UMPO Relocation Project Team



Executive Sponsors

- Lisa Calise (A&F)
- Michael Milligan (UITS)
- John Dunlap (HR)



Project Management

- Amy Ryan (A&F)
- Jacob Sturtz (Innovation)



Workstream Leads

- Amy Ryan (Construction & Furniture)
- Bill Smith (Audio Visual & Workstation)
- Keith Boisseau (Network)
- Amy Thompson (Operations)
- Jacquie Kittler (Change Management)



Change Management Leads

- John Dunlap
- Michael Milligan
- Jacquie Kittler
- Kelly Weeks
- David Nero
- Amanda Onwuka
- Kate Targett
- Christine Packard
- Amy Ryan
- Amy Thompson

Governance

Weekly project team meetings, bi-weekly (every other) governance meetings, UMPO Town Hall meetings

Hybrid Work Guidelines Update Jacquie Kittler

Hybrid Work Guidelines Update

- The UMPO Hybrid Work Pilot Program began on September 13, 2021. Effective July 1, 2023, the hybrid work guidelines will no longer be a pilot, rather become a permanent operational guideline for hybrid work
- The major components of the revised guidelines include:
 - I. Continues to require Senior Executive Team (SET) member's approval for hybrid classifications
 - II. Continues to encourage departmental hybrid schedules but allows individual schedules
 - III. Eliminates the "Individual Hybrid Agreement" paperwork
 - IV. Clarifies what IT equipment will be provided on-site and what IT equipment will be provided for employees to take with them to their remote work location
 - V. Creates expectation of on-site onboarding by on-site staff
 - I. Fully remote employees are the exception
 - VI. Clarifies the UMPO does not ship IT equipment or office supplies to employees
 - I. Fully remote employees are the exception
- Each position will continue to be classified in one of the four existing categories:
 - Fully On-Site, Regular Reporting, On-Site as Needed, Fully Remote
- A SET member can modify or discontinue a department, business unit, or individual employee's hybrid work schedule if they determine a modification or discontinuation is in the business interest of the department or business unit. The SET member is encouraged to provide an impacted parties with as much notice as possible

50 Washington St. Update

Amy Ryan & Christine Packard

50 Washington Street – Highlights

Location

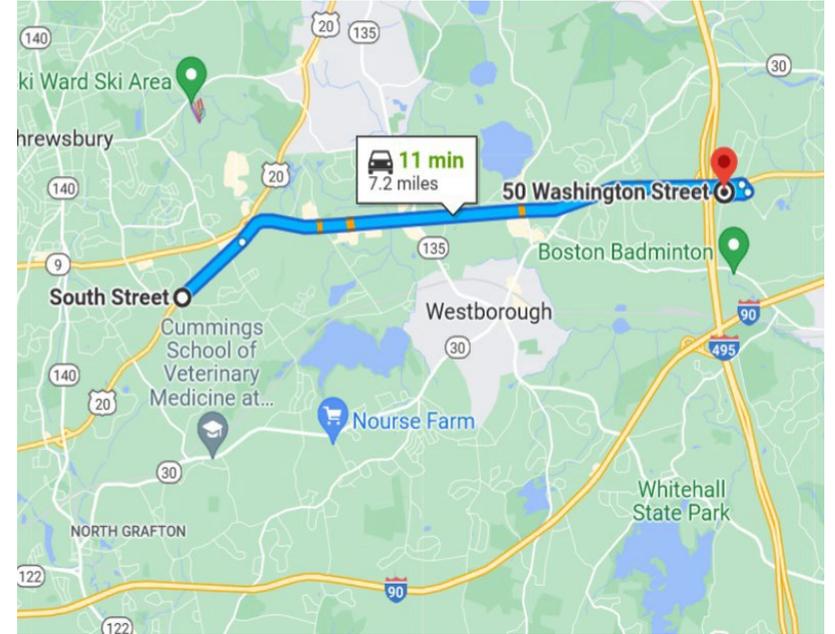
- On Rte. 9 at the I-495 cloverleaf
- Approximately 7 miles from the South St. location

Amenity Highlights

- Town Hall space and multiple conference rooms
- Cafeteria with outdoor patio
- Fitness Center
- All Gender Restroom, Mother's Room & Wellness Space

Parking

- Free
- Electric Vehicle charging stations
- 4 spaces per 1,000 SF unreserved & 10 reserved for UMass visitors



Construction and Furniture

- Construction has started at 50 Washington and is expected to be complete in mid-summer
- New furniture has been ordered



New UMPO Location – Key Design Elements

Designed for UMPO Hybrid Guidelines

- Designed to meet the needs of today's UMPO workforce, in which most employees work on-site 2 days per week or are on-site as needed

Collaboration is Key

- Since a priority during on-site workdays is collaboration, the new location will have additional conference rooms, huddle spaces, and other resources to promote face-to-face communication and teamwork

Mixture of Assigned and Reserved Spaces

- Aligning with UMPO department requirements

50 Washington St. 2nd and 3rd Floors

2nd Floor

- Internal Audit and OGC suites
- Kitchenette
- 2 Conference Rooms
- Large Town Hall
- Open Collaboration

3rd Floor

- UITS and A&F shared space
- 121 Desks (21 offices and 100 workstations)
- Main reception
- 16 Conference / Huddle Rooms
- 4 Call Rooms
- Large Breakroom
- Mother's Room
- Wellness Room
- Open Collaboration
- Central mail room
- Central supply/copy room

Room definitions and uses in the Appendix

Working Differently



We will be providing tips and tricks for planning your days and reserving the space you need

How do I prepare? What do I need? How can I make the most of my in-office time?



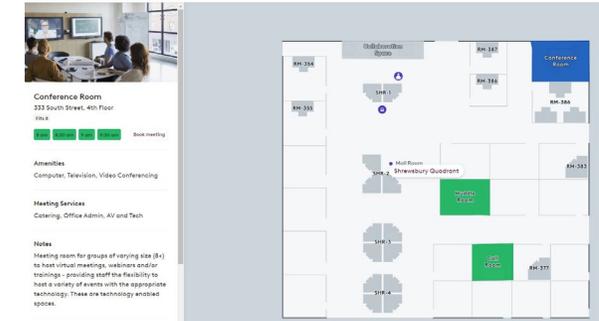
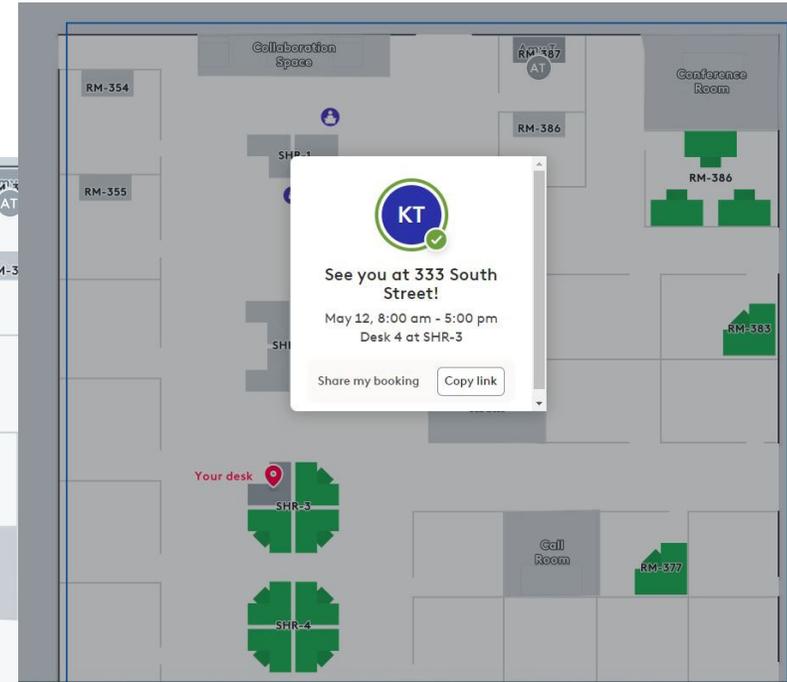
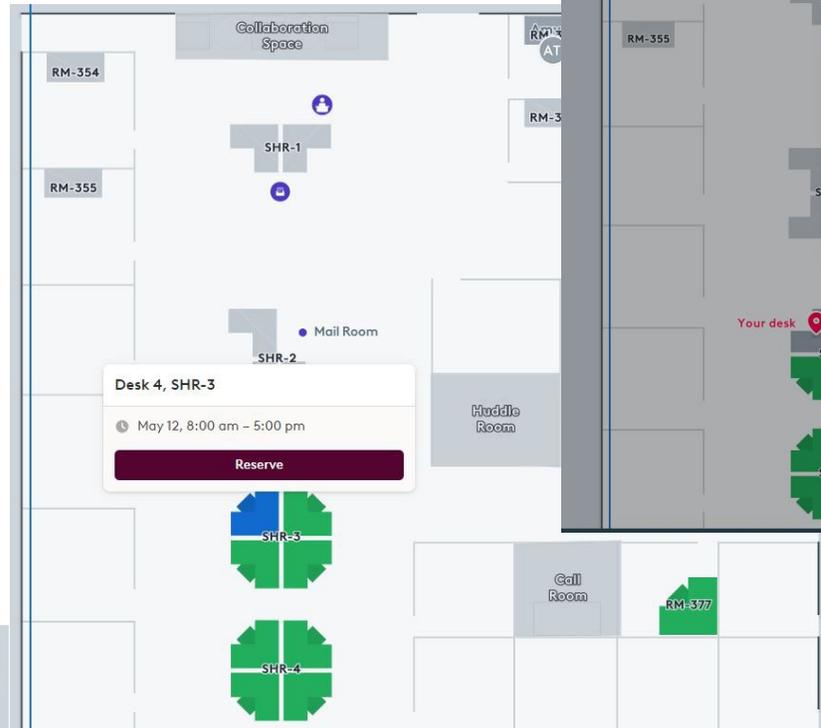
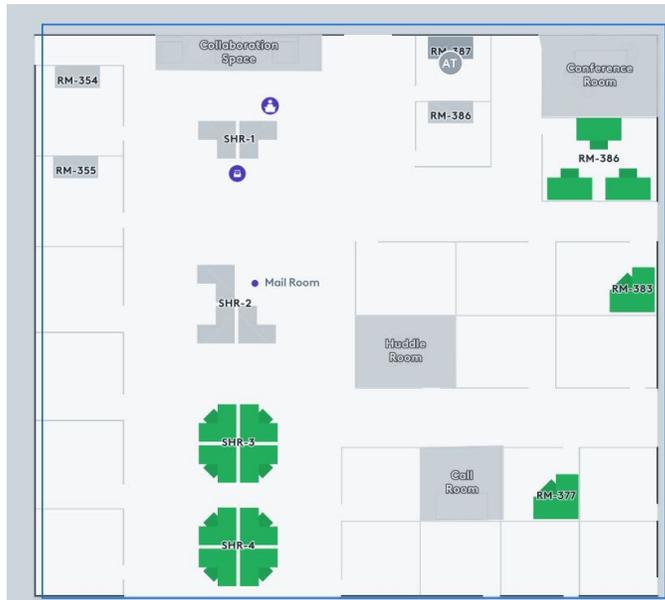
We will be providing training on new technology and offering lots of opportunities to test things out before you enter the new space

Technology Update

Kate Targett & Bill Smith

Robin Room Reservation System

- Sneak Peek of Shrewsbury POC



Zoom Phone

- Zoom phone is a cloud-based VoIP system whose benefits include portability, reduced costs, no capital costs or equipment to manage and one phone number per person regardless of work location
- Zoom Phone was launched on 4/26/23 for all UMPO staff
- Starting 6/1/23, Zoom Phone will be the primary system of the UMPO
- On 6/30/23, UMass Chan telephone system will be deactivated
- Weekly Zoom Phone trainings are being held by UITS each Tuesday at 12pm throughout May
 - The next training will be held on 5/16

Conference Room Technology

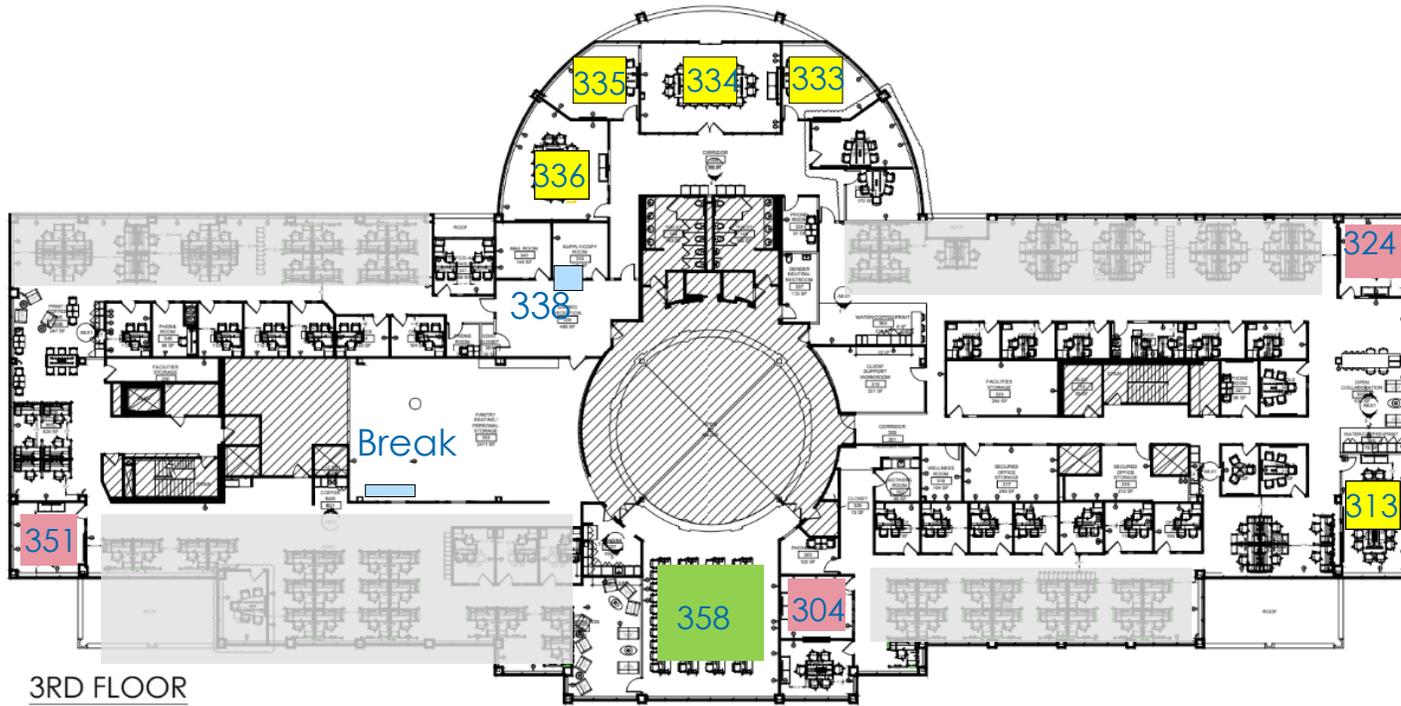
Equipment / Room Type → ↓	Minimal Viable Product ¹	Hybrid Meeting Room	Managed Presentation Space	Comments
TV/Projector	Yes	Yes	Yes	Most use TV screens – Two X-Large rooms will use a projector
Control Panel	No ²	Yes	Yes	In Room Panel to easily start and manage meetings
Scheduling Panel	No	Yes	Yes	Outside Room to show room schedule and book meetings
Zoom Room	No	Yes	No	Empower users to easily start/manage their own meetings
Overhead or Portable Microphone & Speakers	No	313, 334, 336	Yes ³	Needed for larger rooms only
Micro PC	Yes	No	Yes	Non Zoom Rooms only. Use laptop for non-Zoom events.
Rooms	204, 304, 324, 351	313, 333, 334, 335, 336	207, 358	

1 - Basic Rooms are intended to get us “up and running” and will be upgraded later to Hybrid Meeting Rooms

2 - Basic Rooms will have buttons on wall to control power, volume and source

3 - Note that 207 (Town Hall) will not have overhead microphones but will use portable audience microphones

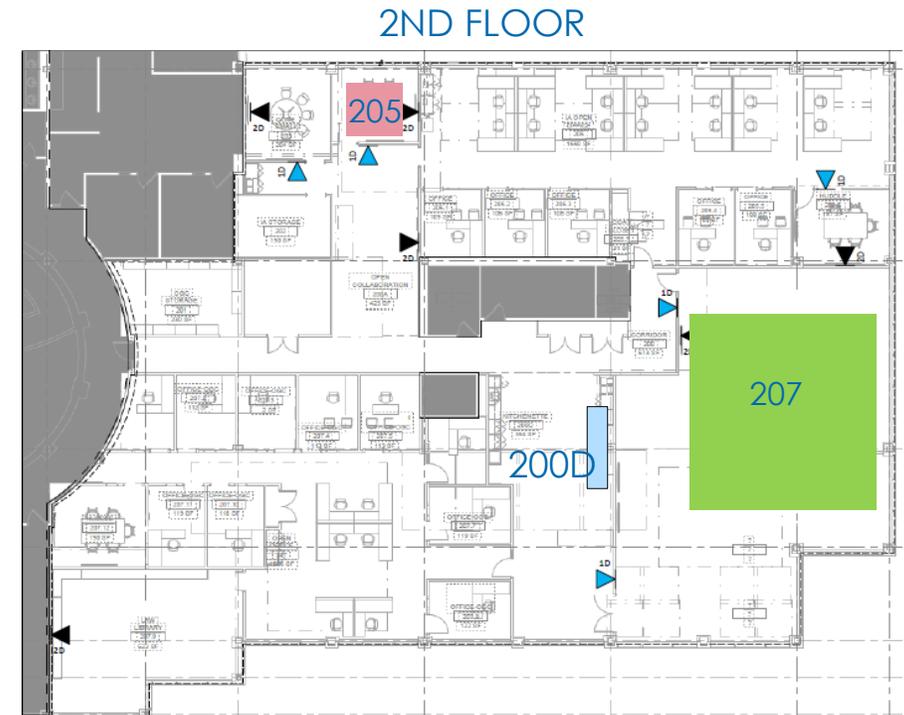
50W - AV – Conference Rooms By Phase



- Phase 1 – July 2023 – 4 Minimum Viable Product Rooms
- Phase 2 – September 2023 – Zoom Hybrid Meeting Rooms
- Phase 3 – Nov 2023 – Managed Presentation Spaces

Date TBD – Convert 4 Phase 1 rooms to Zoom Hybrid Rooms

- Mobile Cart 1
- Mobile Cart 2
- Phase 2 – Digital Signage – Fall 2023
- Phase 2 - Sound Masking – Date TBD



Workstation Technology

Equipment / Locations → ↓	All 2nd Floor & 3rd Floor Walled Offices	3rd Floor Open Spaces
Monitor	2 – 24"	1 – 34"
Docking Station	External	Built In
Camera	External	Built In
Keyboard	Yes	Yes
Mouse	Yes	Yes
Headset	No	No
Connectivity To Laptop	USB-C	USB-C

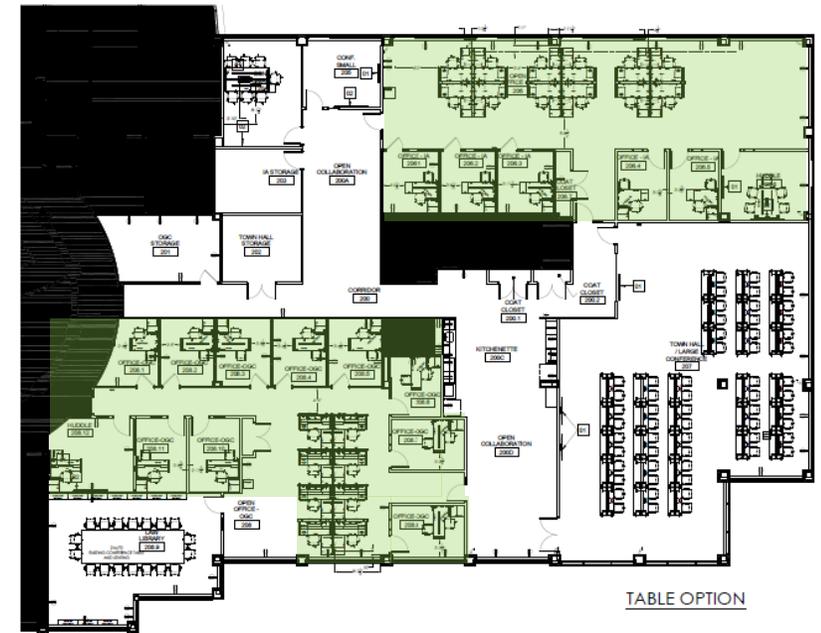
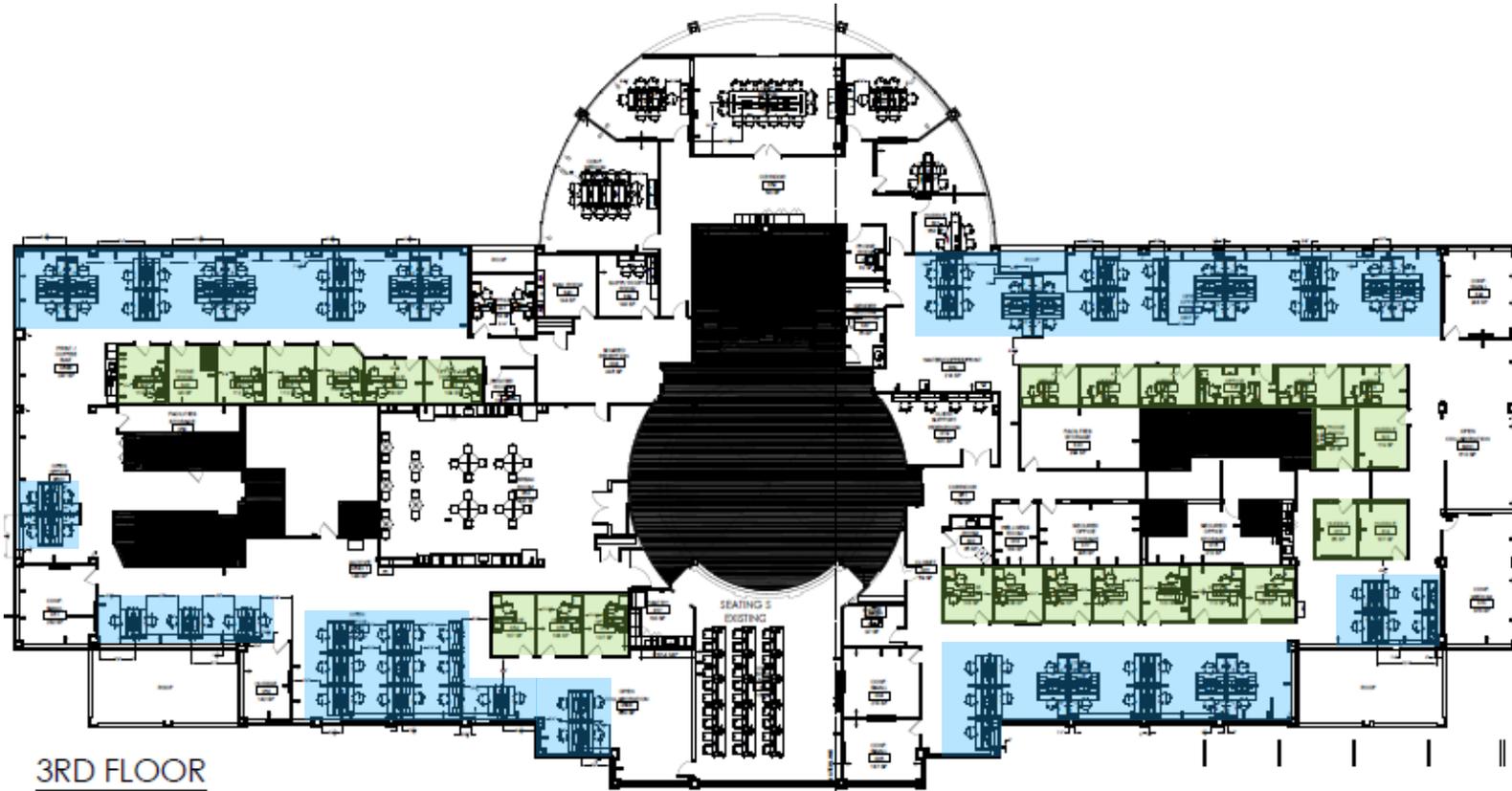
All workstations provide the ability to:

- Connect your laptop
- Power your laptop
- Participate in a web conference
- Use external keyboard and mouse
- Connect USB peripherals
- Connect headphones
- Charge mobile phone

Client Workspaces – Equipment

2 – 24" Monitors, Dock, KB, Mouse, Camera

34" Monitor (built in dock, camera) KB, Mouse



Activities and Events

Amy Thompson

Activities and Events

Operation Declutter

- Completed Onsite Secure Shred and Disposal Days in March
- Upcoming Shed and Shred Day are Wednesday, May 17, and Tuesday, May 30
- Personal items should be taken home

Coffee Service Demo

- Lighthouse Coffee provided a demo of their services in April
- High turnout with great participation and feedback
- Currently evaluating options

Showcase - Coming soon...

- The office relocation showcase at South Street is a program of activities and displays for employees to learn more about elements planned for the new office.
- The showcase will include furniture and standard desktop equipment, an introduction to the Robin Reservation system and highlight local businesses and restaurants from our new location
- The showcase, located next to Human Resources, will go live on Wednesday, May 31st and run through the month of June.

Wrap Up / Q&A

Wrap Up / Q&A

- Visit the Project webpage for information - Q&A

www.umassp.edu/50wash

- Look for a June Virtual Townhall email announcement
- Townhall Questions and Answers

Appendix Room Definitions



Conference Rooms (Town Hall)

meeting room for groups of varying size (8+) to host virtual meetings, webinars and/or trainings - providing staff the flexibility to host a variety of events with the appropriate technology

these are technology enabled spaces



Collaboration Space

area of the office which allows people to come together to workshop and exchange ideas - providing staff a change of environment to inspire creativity and collaboration

these are no-tech spaces



Mothers Room

a private and relaxing space for nursing mothers - a location where mothers can use a breast pump and store their milk

this is a no-tech space



Wellness Room

a special area in the workplace that's designated for quiet time - a space for privacy, recuperation, and escape from the noise and pace of the typical office environment

this is a no-tech space



Huddle Rooms

collaborative spaces meant for informal, peer-to-peer communication - perfect for brainstorming or touching base with co-workers

these are low-tech / no-tech spaces



Phone Rooms

small space for solo phone calls, virtual meetings, and focused work - providing staff the space to participate in a private call

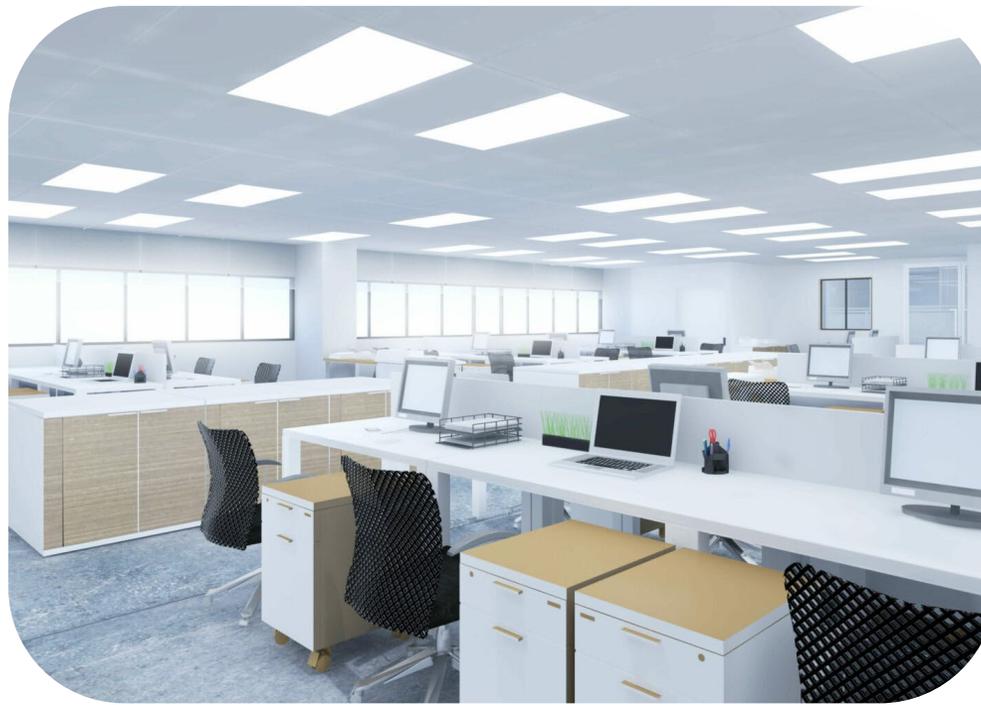
these are low-tech spaces (phones only)



Coffee Bar & Water Station

a small but comfortable area in the workplace to grab coffee and refill water - the area will also provide soft seating or will be in close proximity to collaboration areas.

these are no-tech spaces



Workpoints

a workpoint is the location where you will work for your on-site workday – can be a workstation, private office or a desk in a double office

these are tech enabled spaces (BYWL – bring your work laptop)