UC RIVERSIDE | University Advancement

Move Related Questions

Where is my workstation location? Who am I sharing a workstation with?

You can view all Iowa Suite 200 space assignments here: 1420 Iowa Space Assignments - 10.17.24.pdf. For reference, please refer to this floorplan: 1420 Iowa Ste 200 Floorplan - Final.pdf.

I am assigned to a modular office with two desks, which is Desk A and Desk B?

The Desk A and Desk B on the space assignments only indicate which occupants should share a desk based on their hybrid schedules. The coworkers assigned to the office can together determine which desk each pair will utilize.

When should I move into the new suite?

All UA staff assigned to Iowa should work in the new Iowa Suite 200 beginning Monday, October 21, 2024. Beginning this week on your assigned hybrid days, you are welcome to bring personal items and supplies to "move in" to your workstation.

Is everything related to the renovation in the suite completed?

Nearly, but not quite. All mission critical components are in place. There are a few remaining items that we anticipate being completed by the end of the calendar year, including:

- Install of a glass front door by the reception desk
- Install of signage throughout the suite
- Install hybrid meeting technology in the conference room, multi-purpose room, and break room
- Complete lounge space with items on backorder: rug, tables, pillows
- Replace damaged ceiling tiles
- Install office desk modesty panels
- Privacy glass frosting of modular offices
- Implement Zoom conference scheduling to manage bookable spaces

What about those Scottish names we voted on at our last All Staff meeting?

Based on popular vote, we are pleased to introduce:

- Edinburgh Multi-Purpose Room
- Portknockie Break Room
- Dunbar Conference Room
- Argyll Meeting Pod
- Blackburn Phonebooth
- Stirling Phonebooth

General Questions

What custodial services are provided at Iowa?

Per UC's policy to achieve zero waste on all campuses, facilities is implementing a [Zero Waste Program](#) at Iowa. As a result, there will be trash, food waste, and recycle bins available in central locations in the suite. However, there will be no bins at desks or offices.

Every evening the central bins will be emptied, the floors will be vacuumed, and there will be light dusting of surfaces in common areas.

Custodial services will not clean surfaces at workstations or in offices. The recommendation to staff is to use disinfectant wipes to clean your work surfaces before leaving for the day. This will ensure that it will be a clean environment for any other staff assigned to that location.

How does parking work at Iowa? What if I must visit campus?

Great news—the parking at Iowa is free of charge and no registration/permit is required.

For campus visits, per campus policy, UA will not pay or directly reimburse employees for campus parking permits or campus parking fees. The recommendation for staff making infrequent trips to campus is to utilize a [10-Pack permit](#).

For hybrid employees, you may qualify for complimentary parking incentives from TAPs. For more information on rules and eligibility please visit the [TAPs website on telework](#). Eligible hybrid staff will qualify for a complimentary 10-pack parking permit each quarter.

Alternatively, it is an option to keep your existing [blue or red permit parking passes](#) to allow maximum flexibility and easy access to campus parking.

What amenities will be available in the UA kitchen space?

There are three community refrigerators, two microwaves, and a Keurig single-serve coffee machine (no coffee pods, sugar, or creamer will be provided by UA). We will have a Nestle Pure Life water dispenser (hot and cold) available through a delivery service, which is in the process of being procured – we will update staff on the installation timeline. Disposable plates, napkins, paper towels, and cutlery will be kept in stock.

Where can I find office supplies?

There are basic office supplies available in the Copy Room filing cabinets. The drawers are labeled for convenience. If you need to order new office supplies, please make a request to Stephanie Falcone (stephanie.falcone@ucr.edu).

How do I reserve hotel space, conference rooms, or phone/meeting booths?

We are partnering with ITS to configure the Zoom platform to serve as the scheduling tool for UA's bookable spaces at Iowa. This should be ready for use within the next two weeks, and we will provide training resources once the service is live.

In addition to booking space on your laptop via the Zoom app, we will have a touchscreen kiosk at the main entrance to Suite 200 to allow for same day bookings of available spaces.

Until Zoom scheduling is available, we will have sign-up sheets posted on the Dunbar Conference Room and Edinburgh Multi-Purpose Room doors to allow for manual booking. Phonebooths, hotel workstations, and the meeting pod will be first-come first-served until the Zoom scheduling capabilities are live.

How does building access work at Iowa?

The exterior doors to Iowa are on a timer and unlocked from 6:30a.m. to 6:00p.m. For access after hours and on weekends, UA Iowa Staff will have access added to their R'Card. A work order has been submitted to configure this access and it will be shared with staff when this is live.

If you do not have an R'Card, you can find [information online here](#) about the process of ordering a card. UA will cover the cost of a new R'Card and you can contact Sandra Mora (sandra.mora@ucr.edu) to coordinate that procurement process. To replace a lost or missing R'Card will incur fees which are the responsibility of the employee.

At this time, access to the suite and all internal doors will be controlled with physical keys. Employees assigned to an office will receive a key to the office. The key to unlock the suite will be distributed to employees with a business need to access the suite outside of work hours. If you have questions about this access, please refer to your department head.

There is a goal of installing card-based access for interior doors in the future, but no concrete timeline is in place. If this materializes, we will communicate to staff and provide sufficient advanced notice.

How do I use the lockers?

The lockers are available on a first-come, first-served basis. Each locker is numbered for convenience and has a key inside the lock. You may use any available locker. Just leave the key in place when finished. We recommend that lockers not be used longer than one week to ensure the resource is accessible to other staff members.

How do I address my ergonomic needs at Iowa?

On October 30, 2024, at 10a.m. we will be hosting a Zoom info session with an ergonomic specialist to inform staff on ways to best utilize the Iowa equipment to promote a healthy working environment. A calendar invitation was sent to all staff (if you don't see it, please contact Sandra Mora). We encourage you to attend, but a recording will also be made available.

All workstations have height adjustable desks, two monitors on adjustable monitor arms, and the most [ergonomically adjustable chair offered by Steelcase](#).

For staff that previously had specially ordered chairs, we have those chairs in storage. We recommend evaluating the new office chairs to determine if they will meet your needs. If after an assessment you still require your old chair, we will work to accommodate.

What is the mailing address for the new location?

Please use this address format for any packages (Amazon, UPS, FedEx, DHL, HD, PSA, etc.) to ensure it is received:

3401 Watkins Drive
Iowa Suite 200
Riverside, CA 92507

You can use the above address for letters as well. However, we will also be able to accept letters sent directly to 1420 Iowa Avenue Ste 200, Riverside, CA 92507.

What is the access code to use the restrooms?

The code for the restroom with the sign labeled "Women" on the door is: 1420#.

The code for the restroom with the sign labeled "Men" on the door is: 1420.

Community Guidelines & General Etiquette

What is the UA Community Guidelines Workgroup?

The UA Community Guidelines Workgroup was formed in August 2024 to prepare a recommendation to UALT for guiding principles that allow us to ensure we have a collegial atmosphere in this new shared workspace model, including best practices that align with our core values of excellence, integrity, accountability, respect, and collaboration.

The workgroup included representation from each UA department prepared a written recommendation which has been reviewed by UA leadership and has informed some of our move considerations.

As a next step, Department Heads will collaborate with the Workgroup to finalize a one-pager of general community principles that will be shared with all staff in the coming weeks. As we acclimate to the new Iowa location, we will continue to revisit these guidelines and encourage all staff to share feedback about ways we can improve our working environment.

While the final community guidelines are not available yet, we are sharing some initial recommendations here in this FAQ to aid our move to Iowa.

What etiquette considerations should we make when using shared space?

- While we have a variety of bookable spaces for meetings at Iowa, it is still a premium. We encourage staff to only reserve space for confirmed meetings, rather than holding space for pending meetings.
- The Phonebooths and Meeting Pods should not be reserved or utilized for more than two hours at a time.

- The Dunbar Conference Room should not be reserved or utilized for more than four hours at a time.
- The Portknockie Break Room should not be reserved between the hours of 10am and 2pm to allow an opportunity for staff to take their meal break.
- The lounge space will not be bookable and is designated for informal coffee chats, impromptu meetings of a short duration, and breaks.
- Treat our suite and each other with respect:
  - Stay home if visibly or audibly sick
  - Don't wear strong fragrances
  - Leave spaces as you found them

What about cleaning workstations and bookable rooms?

- The department is providing disinfectant wipes throughout the suite. You'll find one in every bookable space. We ask that you please wipe down all surfaces when finished with your meeting or activity.
- The department is supplying hand sanitizer which is available throughout the suite in all common areas.

What about maintaining clean refrigerators?

We all benefit from these community refrigerators and have a responsibility to work together to maintain a clean environment. We will employ a lottery system, and 1 staff member will be selected each week to clean the refrigerators on one of their hybrid days that week.

There are three refrigerators:

- One refrigerator will be designated for:
  - A) Community food (e.g. leftover food from an event, coffee creamer available for community use, etc.).
  - B) Beverages that you don't intend to use the same day (e.g. if you store a few cans of Coke that you intend to use throughout the week). Note: anything <u>not</u> considered community property must be labeled clearly.
  - Nothing should be stored in this refrigerator longer than one week.
- The remaining two refrigerators will be designated for daily staff use. Nothing should be kept overnight. What you put in the refrigerator must be removed when you leave for the day.

IT-Related Questions

How do I use the printer?

The copy room includes two printer/copy machines available to all UA Iowa staff. They are named *COPIER_IOWA_1* and *COPIER_IOWA_2*. These are online and available for use. You must be connected to VPN to print from your laptop if you are on Wifi. We are working on if you are hard wired in Iowa, you will not need to be connected to the VPN. For now, please make sure you are on the VPN to print whether you are hard wire connection or Wifi.

For Windows users, once you connect to VPN, within 2-hours these printers should automatically map and become available for your device. For Apple users, please contact CMT (advancementservices@ucr.edu) to configure the printers for your device.

How do I connect my laptop to the dock station?

Connect your laptop to the dock using the USB-C or Thunderbolt port. Ensure that the dock is powered on and connected to the monitors and internet.

What are the monitor connection types, and how do I switch between them?

The dock station supports two monitor connections: one via HDMI and the other via DisplayPort. To switch between monitors, right-click on the desktop, select "Display settings," and adjust the settings accordingly. Note that some Macs have a certain CPU that will not allow the use of two external monitors, only one.

What should I do if one of my monitors is not displaying?

Check if the monitor is powered on and that all cables are securely connected. If the issue persists, try disconnecting and reconnecting the dock or checking your display settings. Also, ensure the connections to the back of the monitors are secure and that there is power at your desk.

How can I access the internet?

The dock station provides a direct internet connection. Ensure your laptop is connected to the dock, and it should automatically access the network. Restarting the dock or laptop can help resolve issues. If there are connection problems, we may need to patch the direct connection in the network room, which will require CMT assistance.

The *UCR-SECURE* Wi-Fi network is also available throughout University Advancement's suite and can be accessed using your netID credentials.

There is a *UCR-GUEST* Wi-Fi network available for visitors. For information on how to register for access, please visit this ITS knowledge article.

How do I adjust the display settings for multiple monitors?

Right-click on the desktop, select "Display settings," and you can choose to extend or duplicate your displays. You can also arrange the monitors to match their physical layout.

What do I do if I experience connectivity issues with the dock?

Ensure all connections are secure. Restart both your laptop and the dock. If problems continue, contact IT support for assistance.

Can I use my own keyboard and mouse with the dock?

Yes, you can connect your peripherals to the dock's USB ports for convenience.

What should I do if my laptop does not charge when connected to the dock?

Ensure that the dock is plugged into a power source. Check the power indicator on the dock. If it's not charging, try using a different outlet or check if the docking station is functioning correctly by connecting to another laptop.

Is there a way to reset the dock if I encounter issues?

Yes, to reset the dock, disconnect it from your laptop, unplug it from the power source, wait for about 10 seconds, then plug it back in and reconnect it to your laptop.

How do I adjust my standing desk or program presets?

You can find detailed instructions for the standing desk control panel within the product's online User Guide.

Who do I contact for IT support?

For any IT-related questions or issues, please reach out to the CMT support team at advancementservices@ucr.edu and/or submit a ticket through the TFS system.

Other questions or concerns?

Contact Stephanie Falcone (stephanie.falcone@ucr.edu or 951-827-5596)