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Facilities Management

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Office of Sustainability

Guidebook for Interns

Fall 2019

PLANNING ♦ DESIGN ♦ CONSTRUCTION ♦ SUSTAINABILITY ♦ OPERATIONS ♦ MANAGEMENT

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Background

- **ESM 482 has one section that is housed in the Office of Sustainability, within Facilities Management.** The Office of Sustainability is comprised of the following team members: Tall Chief Comet (Director), Morgan King (Climate Action Analyst), Katie Koscielak (Sustainability Analyst), and Andrea Alstone (Energy Analyst). While most direct interactions are anticipated to be with Facilities staff, course credit will come from the Environmental Science and Management (ESM) department and students should work closely with their major advisor to ensure what intern responsibilities will fulfill degree requirements. Danielle Trapkus is the contact through the ESM department, but a Facilities instructor should be able to help with most internship details, including enrollment and course credit.
- **The goal of this internship is to provide students with an applied learning opportunity while also providing value to Facilities Management.** Our intent is to design a project that aligns with student skills, background, and experience but that also provides our office something we either do not have the time to do ourselves or do not have the resources to complete without student support. Keep in mind that this is a different situation than being in a large class, where most of the energy and focus is generally directed toward providing benefit to you; in the case of this internship, it is a two-way street, so please be mindful of such.
- **Faculty of Record for the Office of Sustainability:**
 - Morgan King, mpk9@humboldt.edu, 707-826-5899
 - Katie Koscielak, kmk928@humboldt.edu, 707-826-5945
- **Enrollment:** In order to enroll in the Sustainability Office section of ESM 482, students must contact either Morgan or Katie (Faculty of Record) with a cover letter and resume, and then set up an in person meeting to discuss current project opportunities.
- See website at <https://facilitymgmt.humboldt.edu/sustainability> for more info about the Office of Sustainability
- ESM 482 On-campus Internships are available with the Office of Sustainability, Green Campus, the Waste Reduction & Resource Awareness Program (WRRAP), and the Humboldt Energy Independence Fund (HEIF). As an on-campus intern, students will:
 - Gain hands-on experience developing and implementing campus sustainability projects;
 - Develop project management, communication and leadership skills;
 - Gain work experience directly translatable to a career in sustainability;
 - Receive 2 units (90 hour commitment) or 3 units (135 hour commitment) of credit towards your degree, and
 - Contribute to building a more socially and environmentally sustainable campus.

Opportunities

Below are descriptions for the different assortment of opportunities to which students might commit in order to fulfill internship obligations.

Internships in the Office of Sustainability:

This position directly supports the Office of Sustainability in the planning, development and execution of current sustainability initiatives. Specific duties and responsibilities include but are not limited to:

- Work closely with the Climate Action Analyst or Sustainability Analyst to support a particular project or current sustainability initiative
- Develop and maintain project implementation plan and other project planning documents
- Conduct research, compile data and report on findings. Research can include reviewing case studies from other universities, conducting on-campus surveys and/or energy/waste audits,
- Interface with project stakeholders, including attending/facilitating meetings with students, faculty and staff
- Calculate and report on economic, social and environmental impacts of the project, including cost savings, greenhouse gas emissions reductions and other sustainability metrics
- Submit a presentation or written report at the conclusion of the internship.

Examples of past internships include:

- Climate Action Intern: Assist with the implementation of strategies in the HSU Climate Action Plan
- Strategic Engagement Intern: Develop and facilitate engaging outreach and sustainability training resources
- Utility Management Intern: Use GIS to map PG&E electrical networks and analyze storm-water management
- Analysis of Occupant Comfort & HVAC Efficiency in Humboldt State University Buildings: interviewed building engineers on heating/cooling challenges, and reviewed hot/cold calls from occupants, ground trothed temperatures in buildings

Internships with the Waste Reduction & Resource Awareness Program (WRRAP):

This position supports one of WRRAP's five branches: Education, Zero Waste, Compost, Reusable Office Supply (ROSE), or the Bicycle Learning Center (BLC). Specific duties and responsibilities include but are not limited to:

- Work closely with designated WRRAP student staff members to support an existing project and/or develop a new project;
- Utilize community based social marketing techniques to foster zero waste behaviors;
- Develop outreach and communication materials to support project;
- Assist with hands-on facilitation of workshops, bike maintenance instruction, compost collection, Donation Dash waste separation and other activities, and
- Submit a presentation or written report at the conclusion of the internship.

Examples of past internships include:

- Compost Intern: Participates in all aspects of on-site compost creation, from food scrap collection to compost harvesting and distribution and compost workshop facilitation
- Education Intern: Assist with organizing the annual Zero Waste Conference and Donation Dash, facilitating workshops, and creating waste reduction education materials
- ROSE Intern: Educates students, faculty and staff about ROSE, leads creative re-use workshops, assists with organizing and distributing inventory

Internships with Green Campus

This position may support one of Green Campus's core programs: Green Workplace Assessment, Green Room Certification, Sustainability in Dining, Energy & Water Conservation Competitions in the Residence Halls, Power Down/Power Hour, OR may select an array of tasks spanning many projects to gain a wide breadth of experience and skills. Specific duties and responsibilities include but are not limited to:

- Work closely with designated Green Campus student staff to support an existing project and/or develop a new project;
- Utilize community based marketing techniques to bolster engagement with Green Campus activities
- Assist with content development to maintain and further Green Campus initiatives, such as development of in-person canvassing scripts, graphic design, video production, copy writing and newsletter editing
- Coordinate events
- Submit a presentation and written reflection at the conclusion of the internship

Examples of past internships include:

- Energy & Water Competition Intern: assisted with all elements of this event, including in-person recruitment for champions and participants, printed and designed outreach collateral, tabled, analyzed data, coordinated award event
- Green Workplace Assessment intern: recruited offices to participate in Green Workplace Audits/Consultations, assisted with champion information and kick off sessions, conducted on-site consultation and ground-truthing evaluation in champion office, developed summary report, developed educational and incentive tools, assisted with results presentation back to office
- Power Down intern: assisted in marketing energy saving events to campus community via tabling, chalking, staking, class announcements, digital announcements, guerrilla events (turning off lights and computers on day of event), and analyzed data
- Outreach intern: assisted with all outreach and marketing related tasks for various projects by completing graphic design tasks, modifying and maintaining website content, developing newsletter content, completing in-person canvassing, developing film resources

Internships with HEIF

This position may take on one of the following characterizations and all are typically paid positions with HEIF for which students may apply in a competitive job application process through Handshake:

- Development Team Student Assistant (typically 4-12 positions each Fall)
- Development Manager (typically 1 position spanning Fall and Spring)
- Outreach Manager (typically 1 position spanning Fall and Spring)

Development Team Student Assistants are the most frequently available opportunity for students to become involved with HEIF and are selected in the late Spring during a competitive job interview process. Development teams are responsible for writing proposals associated with energy efficiency or other sustainability projects on campus that have been brought forth by students. Development teams generally range from 1-4 students per team and HEIF usually hosts between 2-5 projects per

semester. Development teams are expected to take a high-level concept idea as submitted by another student and research and compile all the elements of the project that will inform a “feasibility study” or “schematic design”. This generally entails developing a scope of work for the project, estimating budget, evaluating outreach elements, and calculating energy or other natural resource impacts to the campus. Students gain experience by working with professional mentors and other technical experts at Facilities Management on campus. Candidates must be self-motivated and able to work within deadlines with little direct supervision.

Development Manager is selected on a rolling basis via a competitive job interview process, depending on vacancy of the position. This person helps coordinate the HEIF process over the course of the academic school year. As energy-saving and sustainability ideas are selected and proposals enter into the development stage, the Development Manager serves as coordinator for proposal development and teams comprised of students, faculty and staff. This student also works closely with Facilities Management staff and HEIF Committee, maintaining communications with the Staff and Student Chairs, and serving as support staff for all functions of the Committee. This position provides multiple leadership opportunities and requires a student who is self-directed and accountable. In terms of leading peer students, this position will act as a hub/facilitator for student development teams that generally range from 1-4 students per team and between 2-5 teams per semester.

Outreach Manager is selected on a rolling basis via a competitive job interview process, depending on vacancy of the position. This person helps publicize the HEIF organization, projects, and events. This person markets HEIF on campus through a variety of channels: flyers, websites, social media, classroom presentations, tabling, events, chalking, blogs, news articles, etc. They may work with HSU Marketing & Communications to produce outreach materials for a broader public audience. Prior experience with marketing, outreach, public relations, or similar is desired. Relevant coursework in marketing, communications, graphics, and related fields is helpful.

Best Practice Expectations & Logistics

Below are bulleted best practice expectations and logistical information for successful interns in the Office of Sustainability at HSU:

Scheduling

- **Alert team members ahead of time if you have to cancel a meeting or activity.** If you cannot make it to a scheduled meeting, you should alert attendees ahead of time that you will not be there. This should be done via email at minimum 24 hours prior to the event or activity, or as soon as you know that you will not be able to attend. All stakeholders that are planning to be at the meeting or activity should be included on the correspondence, especially the instructor/advisor/mentor. If you forgot to let everyone know ahead of time that you can't make it, then sending a follow-up email explaining your absence is the next best action to take. It is not professional or acceptable behavior to “no call, no show” without reasonable explanation.
- **Schedule the conference room ahead of time.** In order to use the Facilities Management conference room, you must check whether it will be available by coordinating with your Instructor. Sometimes other spaces in Facilities Management are ok to use for meetings (such as the Plan Room or the Break Room) if the Conference Room is already booked, but always check with your instructor/advisor before assuming these spaces are ok to meet in. Generally note

that using the Break Room is not ideal at or around the following times: 10am (morning break time), noon (lunchtime), and 3pm (afternoon break time). Also note that the Conference room is the only space in our building that has a projector.

- Note that we do not grant students log in access to the computer in the Facilities Conference Room as standard operating procedure. If a student needs to use this computer in order to utilize the projector, they must employ one of the following options: plug their laptop into the projector or email their instructor/advisor/mentor the materials ahead of time so that the staff member may login for them and make the materials available.
- **Utilize Google Calendar to schedule meetings with HSU peers, partners, and instructors.** The preferred method for scheduling meetings is to review Google Calendar and then send meeting invitations during available timeslots. You can find partner availability by logging into your HSU email account, then opening Google Calendar, then searching for your partner's calendar/availability in the search window on the left-hand side of the page. Times that they are unavailable should display within the calendar tool. Classes at which students and faculty are committed will be automatically displayed within the tool. It is your job to use Google Calendar as the primary mechanism for requesting meetings. Your advisor will expect that students take the initiative to request a meeting when they need help or to set up regular discussions for routine check meetings.
- **If you decline a meeting invitation, please let us know why.** It is important to let us know why you have declined a meeting we have proposed so we can plan properly to reschedule. This is generally because we will often suggest meeting times based on availability in your Google Calendar. If you decline a meeting during a time for which you appear to be available, this may help us resolve Google Calendar issues. Alternately, if you simply do not believe we need to meet, then letting us know this will help us all get on the same page.
- **Utilize 25Live to reserve rooms for meetings and other activities.** While it is expected that stakeholders will send Google Calendar Invitations to partners in order to hold the timeslot for meetings, this system does not interface with our campus room reservation system. Therefore, in order to reserve a room, students should log into 25Live and schedule an event. Access the tool here: <https://25live.collegenet.com/humboldt/>. You must "Sign In" (upper right) to schedule an event. If you have not used the 25Live system before and need step-by-step instructions or user guides, find them here: <https://25live.humboldt.edu/user-guides>. For additional support, see your instructor or contact Bella Gray (bella@humboldt.edu).

Communication

- **Communicate early about challenges.** If you encounter a technical or professional problem, you need to let your instructor know about it so they can help you. Problems you might encounter could range from not being able to find needed tools or files, to realizing you never hit send on your assignment, to jamming the printer, and beyond. We cannot help you fix the problem if we are not made aware of it; also remember that we are invested in your success and purpose of this internship is to learn, so it is to our benefit to help you work through challenges.
- **Check your email regularly.** This should be your HSU email. If you do not regularly check your HSU email, but do check a personal email account, then consider forwarding HSU mail to your

personal account so you get alerts and stay up to date on group happenings. *HSU email accounts will be the primary mechanism for communication in this internship.*

- **Get your work reviewed before publishing.** Always forward any work you will distribute to the larger campus (i.e. outreach materials) to your instructor for review before publishing them. This gives them an opportunity to give materials a quick look and suggest any edits. Including time for review does not indicate weakness or inexperience on your part. Instead, it shows you are a good collaborator, are aware of how to conduct yourself professionally, (which entails having someone edit your work, proofreading your writing, planning your project with enough lead-time for review), and shows that you are mature enough to handle constructive criticism.
- **Copy team members on relevant communication.** Please copy the instructor and when relevant, other partners on your communication. This simply means that you include these team members in the “cc” field for relevant emails, even if they are not directly your desired audience. This is a courtesy to keep your team on the same page about what is going on. If team members are not aware of whether you sent an email because they were not copied on it, they may assume you did not do it. This can lead to duplicative efforts, which teams should avoid to the extent possible. If you forgot to copy someone important on an email, then next best action is to simply forward the send message to that person.
- **Communicate if you are having personal problems so we can help you access relevant support resources.** While we expect that you will successfully balance life/school/work, sometimes unforeseen or unavoidable issues come up that you are not sure how to deal with. We will be much better prepared to support you if you communicate early and often. The University has a designated Title IX Coordinator to provide you with assistance and support, as well as resources offered through CARE in the Dean of Student’s office. Find more information and support at <http://www2.humboldt.edu/titleix/> and <https://deanofstudents.humboldt.edu/CARE>.

Staying Organized

- **Practice efficient file management.** This means you should archive all the files you produce in an easy-to-follow, scaffolded structure in your project portfolio. This is integral for future team members to be able to find, review and draw from your work.
 - If you end up working in a shared file location (such as Google Drive or the T: drive) and you need to make changes to the file archiving structure, be sure to send an email alert to all team members so they know you have made a change.
 - If you encounter old files that are significantly outdated, are no longer useful, or are no longer the primary reference materials for this activity, create an embedded file called “Archive” and put old files into it. Do not delete or completely remove old files.
- **Follow prescribed naming formulas.** Please use the following naming structure for draft files created for your internship:
 - name of the project it’s related to (example: ESM 482),
 - keyword identifying your project (example: HVAC study)
 - specific activity the file is related to (example: data analysis),
 - Date in the following format: two-digit year, two digit month, two digit day (example: a file created and saved on December 15, 2017 would be _171215).
 - Full example: “ESM 482_HVAC study_data analysis _171215.xls”

- Once you have created a final draft, you may remove the date at the end of your file and replace with the word “final”. Example: ESM 482_HVAC paper_final.doc
- **Spreadsheets.** The use of spreadsheets for analyses of various types is common. Sometimes spreadsheets are used as ‘scratch paper’ to quickly answer a question, other times they are used for sophisticated analyses and part of a project deliverable. If you plan to provide a spreadsheet as part of a project deliverable you should design the workbook for clarity and ease of use for your intended users. Each workbook should include a readme or introduction sheet that includes at a minimum:
 - Name(s) of creator(s) and contributor(s)
 - Date the spreadsheet was created and last modified
 - An explanation of the spreadsheet’s purpose, including the outputs, and any necessary user inputs
 - A list of the all the sheets contained in the workbook and the contents of each sheet
- **Track your time diligently.** At the end of each month, you are required to submit a detailed time log showing how much time you spent on each task and a correlating description of each task you worked on. This helps us understand if we are delegating too much, just enough, or not enough responsibility to you and is one of the primary mechanisms by which we will determine whether you will receive credit for your internship. Make sure to keep detailed notes of how much time you are spending on your internship. One trick for easily keeping this record is to insert event windows for all intern-related activities in your Google Calendar and use consistent keywords in the event title. This way you can do a search at the end of the month and find all related activities based on these records.

Goal Setting & Professionalism

- **Set tangible goals early.** At the beginning of each semester, instructors and interns collaboratively create a detailed scope of work that identifies key milestones aligned to your semester timeline. This scope of work is essentially the roadmap to your success. Students should be proactive in coordinating goal-setting meetings and checking in with their instructor to be sure they are on track. If you start to find that you cannot keep up with intended timelines or goals, let your instructor know so that you can both readjust to a plan with realistic expectations.
- **Proofread, spell check, and grammar check all submitted reports.** All materials you submit and share with your instructor should demonstrate your best attempt at professionalism. Files should be clean, formatted, and should include your name, date, course number, and a title at the beginning of each document. This is especially important if you intend to ask the instructor for a recommendation or hope to work with them in the future.
- **Make your best effort to research and explore things you do not know before asking for help.** It is your job to do research, and at least try to find answers before expecting that your instructor will show you how to do something. This means you should take the time to complete a quick Google search on the unknown activity before telling your instructor you do not know how to do it. Even if you still have questions or are unsure about one component of the activity after doing so, at least you will be better informed to ask pertinent questions after doing some initial digging.

Space & Resources at Facilities Management

- **Interns have access to two computers in Room 100B and may print hardcopy files from printer PO 105 MPC 3003 for work that pertains to their internship.** Check in with your advisor to determine whether extensive printing is necessary, as our goal is to minimize waste and resource impact on the campus to the greatest extent possible. If you need to print largescale on a plotter or in color, check with your instructor about how to do so. This computer is also first-come-first-served.
- **Keep Room 100B clean and tidy.** This room is a shared space with other students, and with temporary and permanent staff. Students should treat this as a professional space, and should not dump, shove, or otherwise leave items there in a disorganized manner. You can use many of the office supplies in this room but be sure to return them to their original places. Do not remove items from this room without checking in with your instructor/mentor/advisor. Also, this is not an appropriate place to store personal items long-term.
- **If you need a tool for your internship, check with your mentor about whether we already have it on site.** We have numerous office supplies, light meters, lamps, books, infrared thermometers, data loggers, and other items stored throughout Facilities Management. We are happy to loan these items out to students who will be responsible with them and will return them in their original condition. Before taking a tool, make sure you check it out from Katie Koscielak, 707-826-5945, kmk928@humboldt.edu. She will need to record a photo of the items, make and model numbers, and your name and contact information before loaning you the tool.
- **Note that the doors to Facilities Management lock at 5pm.** The doors to the Facilities Management building automatically lock at 5pm, so be sure to take your keys and belongings with you if you step out of the building around that time.
- **Do not park long-term in the parking lot in front of Facilities Management.** This parking lot is for very short-term visitors only, such as for 5 to 10 minutes to pick up keys or rental vehicles.

We are excited to work with you and hope your internship will be mutually beneficial! If you have any questions or concerns, please contact your instructor.