

MOVE MANAGEMENT PROCESS FOR END USERS

Move Instructions Basic Outline

Note: A complete Move Instructions example is provided in this document.

BASIC OUTLINE	COMMENTARY
Move Contacts	Comprised of DCD Move Manager, DCD Project Manager (when involved) and DCD support staff assigned to the move.
Project Locations	Includes temporary and final move locations for project.
Established Move Dates	Dates established during opening coordination meeting with End Users.
Office Furniture Moves	Clarifies who is responsible for moves with noted exceptions.
Boxes / Equipment Moves	Clarifies roles such as oversight, SCFM, Media Services, etc. In addition, moves for miscellaneous furnishings such as bottled water machines, coat trees, and wall art. Copiers are addressed as well.
Work Orders	Defines who is responsible for submitting. Most will be covered by DCD with some exceptions where End Users will be responsible – acquiring new computer equipment for example.
Furniture Transfers	Clarifies outsourced move items from SCFM moves. DCD is responsible for organizing all moves in this category.
End User (Employee) Responsibilities	Combination of standard and move specific mentions.
Standard Boxes	General explanation.
Special Boxes / Packing Items	General explanation with move specific mentions.
Phones (VoIP Handsets)	General explanation with move specific mentions.
Personal Property	General explanation with move specific mentions.
Boxing Confidential Files	General explanation with move specific mentions.
Pre-Move Instructions	Reoccurring Topics: File Storage Units; Refrigerators; Box Labeling (explained elsewhere in this document); Box Stacking; Chairs; Personal Computers; Office Equipment; and Nameplate Signage.
Space Access	Reoccurring Topics: Door Keys & Access Badges; Custom Millwork Cabinet Keys; and Office Furniture Locks.
Post-Move Instructions / Activities	Reoccurring Topics: Empty Boxes and Post-Occupancy Check-up.

Move Instructions

GENERAL INFORMATION

A. Move Contacts:

1. Move coordinator will be Department of Construction & Design (DCD).
2. Kim George – Operations & Implementation Specialist
Jeffress Center; Office JC400D / Ext. 5318 / kgeorge@schoolcraft.edu
Work Schedule: M – F; 7:30 am – 4:00 pm
Role: Move Team Lead, Service Request Processing (i.e. work orders, transfer forms, moving supply orders) & Customer Experience Rep.
3. Casey Samyn – DCD Assistant
Jeffress Center; Office JC400D / Ext. 4701 / csamyn@schoolcraft.edu
Work Schedule: M; 10 am – 5:30 pm, T; 12 pm – 5:00 pm, TH; 9 am – 5:30 pm, F; 10 am – 3 pm
Role: Field Data Collection & Move Resources (i.e. packing supplies, packing assistance)
4. Lainie Ficara-Willard – DCD Support Staff
Jeffress Center; Office JC400D / Ext. 7324 / awillard@schoolcraft.edu
Work Schedule: M & W; 9 am – 5:30 pm, F; 9 am – 1:30 pm
Role: Move Resources (i.e. packing supplies, packing assistance)

B. Established Move Dates:

1. Move dates established by Project planning meetings are final. Reason is FM Dept., IT Dept., Media Dept., SCPD, Furniture Contractors, Electrical and IT Contractors installing powered furniture, copier moves by Vendor, etc. are all coordinated from those dates.

C. Office Furniture Moves:

1. Primarily performed by contract under NBS.
Exclusion: Assigned / repurposed office chairs tagged for furniture move by Facilities Management.

D. Boxes / Equipment Moves:

1. Construction & Design – oversees move activities on behalf of End Users.
2. Facilities Management Department primarily performs these moves.

NOTE: End Users should not move boxes other than personal belongings that are not property of the college.

3. Facilities Management disconnects, moves, and reinstalls reused computers and printers at their new locations. Information Technology, via service ticket submitted by Construction & Design, performs technical and network support services to ensure these devices are operational. **End User contacts Construction & Design directly with questions on existing equipment moves and should avoid contacting Information Technology Tech Support directly.** **Note: End User obtains new computer equipment by submitting a Technology Request with Information Technology who procures, receives, and installs directly.**
4. Facilities Management moves miscellaneous furnishings such as bottled water machines, coat trees, and wall art.
5. A/V equipment moves are by Media Services Department. **Note: End User obtains new A/V equipment by contacting Media Services Department who procures, receives, and coordinates installs directly.**
6. Applicable copier moves (repurposed equipment) are Construction & Design coordinated with Purchasing Department and Facilities Management to perform. **Note: End User obtains new copiers by contacting Information Technology who procures, receives, and coordinates installs directly.**

E. Work Orders:

1. Construction & Design will prepare all Facilities Management work orders necessary for your move.
2. Construction & Design will submit required Information Technology Work Requests for technical and network support services.
3. Construction & Design will coordinate work with Media Services Department for move services they perform. Wall mounted TV monitors for example.
4. **Exclusion:** End users will need to submit technology requests directly to Information Technology for any involved computer equipment and/or software adds/upgrades.
5. **Exclusion:** Requests to add Colleague printing capability will require an Information Technology Request (itrequest@schoolcraft.edu) submitted directly to Information Technology several weeks in advance of the move.
6. **Exclusion:** If presently using phone headsets end users will need to submit Information Technology Request (itrequest@schoolcraft.edu) directly to Information Technology. Information Technology will evaluate and advise you on headset update options.

F. Furniture Transfers:

1. Prior to start of this move process, all project furniture has been vetted and/or purchased. To maintain accurate account of those items – End Users shall not submit Facilities Management furniture / equipment transfer requests for unwanted items (aka changes in thought) until moves are complete. Construction & Design will address those requests as part of Post Occupancy Evaluation (POE) check-up explained at end of this document.
2. Construction & Design shall arrange all furniture transfers requests for better assurance that furniture inventory records remain accurate.

G. Employee Responsibility:

1. End Users are responsible to pack/unpack Schoolcraft College belongings assigned to them and/or their department.
2. End Users may request/receive limited move packing/unpacking assistance from Construction & Design staff.
3. Facilities Management will transport packed belongings between locations in accordance with assigned Move Schedule date(s).

H. Standard Boxes:

1. Box size: 15" long x 12" wide x 10" high.
2. Construction & Design furnishes, preps, and stages boxes for staff to use.
 - a. Construction & Design will deliver boxes to the building staging them in a centralized location for persons to draw from pile.
 - b. Please contact Construction & Design at ext. 5318 whenever boxes need replenishing.

I. Special Boxes / Packing Items:

1. These items are project charges.
2. Construction & Design will acquire, prep, and/or deliver these items in quantity requested.
3. Construction & Design will furnish bubble wrap on request for packing of fragile items.
4. Construction & Design will furnish packaging tape on request.

J. Phones:

1. End User and Information Technology work directly on new office phone needs and phone extensions to new office locations.
2. Construction & Design works with Information Technology on new phones for instructional spaces, lab support areas, and corridors.
3. Facilities Management moves existing VoIP phones (extension follows with employee or department) reinstalling in new office locations.

K. Personal Property:

1. It is highly recommended that owner transports personal property – especially fragile items.

L. Boxing Confidential Files:

1. Facilities Management personnel will transfer these boxes standard; unless special arrangements to move confidential file boxes to interim, secure storage space as part of the move process.
2. Secure box lids with packaging tape where broken tape can indicate potential tampering.
3. Include # of # count on box labels to ensure all boxes arrive.
4. Try not to overly draw attention to box contents with warning labels.

PRE-MOVE INSTRUCTIONS

A. File Storage Units:

1. End Users must empty file storage units prior to move. Storage units are not constructed for loaded transport and would present a safety hazard to movers.
2. Tape assigned furniture keys inside lockable storage units left behind or at minimum leave keys inserted in locks.

B. Refrigerators:

1. End Users must remove personal refrigerator contents prior to move date. **Note: End User obtains new refrigerator by discussing with Construction & Design to determine sufficient power and space at desired location. Once approved, Purchasing procures, receives, and installs directly.**
2. Label your personal refrigerator by taping a move location tag to it. Indicate with colored highlighter where to deliver the item. Construction & Design will furnish tags to you for this purpose.

Box Labeling:

3. Label each box by taping a move tag map to it. Indicate with colored highlighter on map where the item is to be delivered. Construction & Design will furnish these tags for this purpose.
4. Tape move tags, on 8-1/2 x 11-paper size, to the long side of each moving box. This permits unrestricted access to box hand holes located on short sides of boxes.

C. Box Stacking:

1. Stack packed moving boxes, so move tag information is exposed and facing same direction.

D. Chairs:

1. Unless informed explicitly otherwise, a person assigned task chair moves with them to their new location.
2. Label chair backs by taping a move tag to it. Indicate delivery location with colored highlighter. Construction & Design will furnish move tags for this purpose.

E. Personal Computers:

1. Label computer monitor by taping a move tag to it. Indicate computer destination with colored highlighter on tag. That one tag addresses processing units, second monitor, keyboard, mouse, label maker, and other connected devices – excluding scanners. Construction & Design will furnish move tags for this purpose.
2. Facilities Management disconnects, packs, and transports personal computers for reuse at move destination.

F. Printers, Scanners, Shredders, etc.:

1. Label these devices by taping a move tag to it. Indicate item destination with colored highlighter on tag. Construction & Design will furnish location maps for this purpose.
2. Facilities Management will disconnect and transport printers and scanners.

G. Nameplate Signage:

1. Take your nameplate signage with you if not attached to wall surfaces by fasteners or double-sided tape.
2. Nameplate signage attached to wall surfaces by fasteners or double-sided tape will be removed and delivered by Facilities Management. Construction & Design will organize for End User.

SPACE ACCESS

A. Door Keys & Access Badges:

1. Facilities Management will address keying needs for End User by work order requests submitted by Construction & Design. Facilities Management will meet with department decision makers to address keying preferences.
2. End User obtains door keys through the standard Key Authorization procedure conducted by SC Police Department.
3. End users will need to visit SC Police Department for new/first-time access badges. An appointment is preferred. SC Police Department will take a badge photo at their office in Jeffress Center; Lower Level.
4. SC Police Department will need information from a department head indicating spaces reporting personnel need to access and the spaces those persons will no longer access.

B. Custom Millwork Cabinet Keys:

1. Facilities Management may be able to rekey lockable custom cabinets. Construction & Design will evaluate that potential and represent your needs to Facilities Management in the form of a work order request.
2. You can obtain keys to lockable custom cabinets through the standard Key Authorization procedure conducted by SC Police Department.

C. Office Furniture Locks:

1. Rekeying of locking office furniture, on both new and repurposed products, is possible per department preference. Construction and Design will facilitate lock changes based on End User input.
2. Keys will be available on the date of respective furniture install.

POST-MOVE INSTRUCTIONS/ACTIVITIES

A. Empty Boxes:

1. Construction & Design will arrange for carts or other means to stack unpacked boxes for transport back to Construction & Design storage.
2. Moving boxes need to be unfolded and flattened for their return. Box lids left assembled.
3. Contact Construction & Design at ext. 5318 when unpacked boxes are ready for pick-up and reuse for upcoming College moves.

B. Post-Occupancy Check-Up:

1. Approximately 1 ½ - 3 weeks after the move, a post-occupancy check-up (aka Post Occupancy Evaluation) will be conducted with End Users to identify and document post-move items and issues in need of correction. Furniture adjustments, removals, additions are discussed at that time.
2. Unused overhead bins are to remain in space, even if not used, so long as they are not interfering with End User's present-day operations (i.e. interfering with computer monitors on a sit-to-stand unit).
3. Unused freestanding file cabinets and storage cabinets are to remain in space even if not used.
4. Freestanding bookcases and wall mounted shelving may be removed if End User chooses.

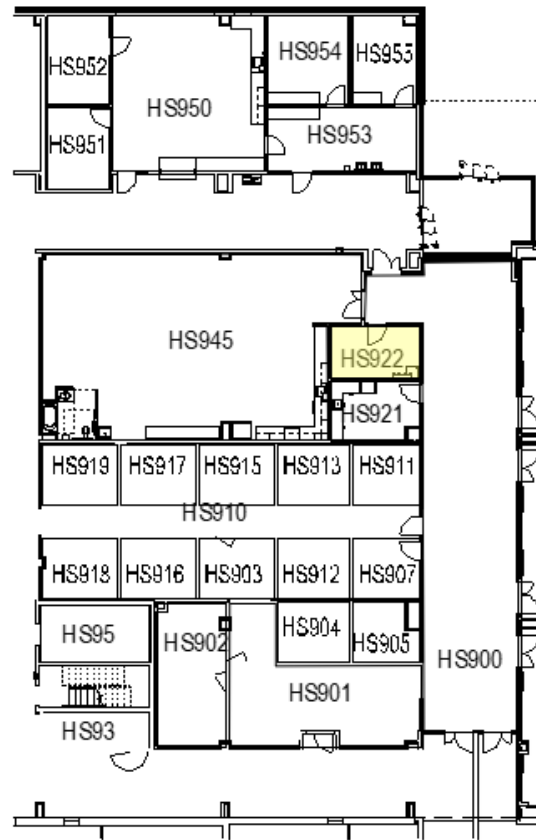
Move Tags Use & Instructions

Move tag instruction has two components. The instruction sheet showing a building part plan with highlighted "move to" location and written instructions on tag use. The second sheet is the move tag itself that end users can print at will highlighting "move to" location electronically or manually.

Traditionally, electronic move tags have been formatted in Microsoft Word using text boxes around move locations to serve electronic highlighting when preformatted shading is selected. **Other ways of achieving similar or improved tag effectiveness can be used by DCD Move Manager based on time available or other, maybe newer, technology used at the College. Tag format though must follow what was established in 2013 and shown in examples below.**

Move Tag Instructions Format Example

SC PROJECT 18FR01; Applied Science (Heath Science Center) Wing A

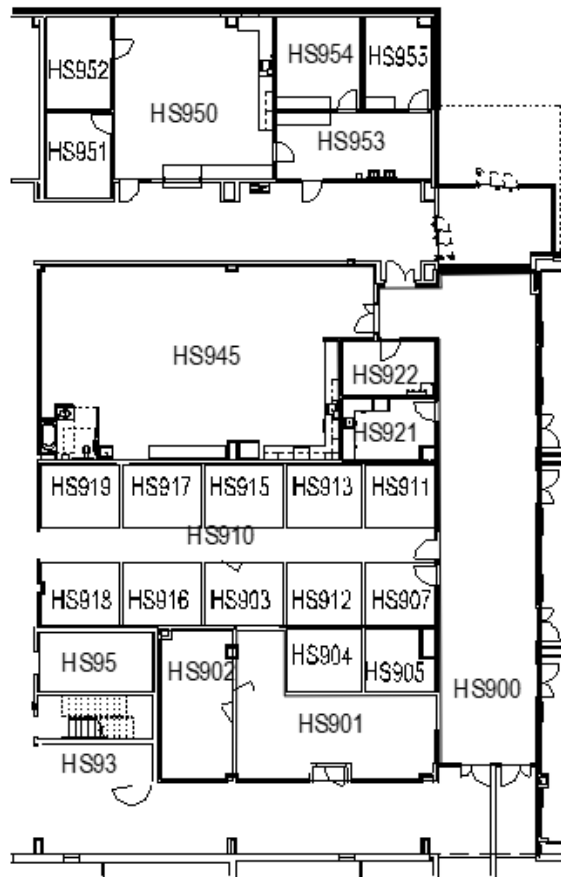


Instructions for Digitally Highlighting Map:

If you choose to highlight this map digitally, open the attached formatted file in Microsoft Word and click "Enable Editing" at the top of the screen. Then click within the move destination room/area where a text box should appear around it. Double-click on the text box to bring up the Drawing Tools menu. Highlight yellow within the textbox by choosing Format→ Shape Fill→ Yellow. The result is shown above for Room HS922.

Move Tag Format Example

SC PROJECT 18FR01; Applied Science (Heath Science Center) Wing A



ID TAG:

Move Management Checklist

SC PROJECT:

PROJECT MANAGER:

MOVE DATE(S):

#	MOVE ITEM	DEPARTMENT	RESPONSIBILITY	STATUS
1	ESTABLISH MOVE DATES	DCD	ESTABLISH FINAL MOVE DATE	
2	OFFICE FURNITURE MOVES	NBS	PRIMARILY PERFORMED	
		SCFM	ASSIGNED/REPURPOSED OFFICE CHAIRS & FREESTANDING FURNITURE	
3	BOXES / EQUIPMENT MOVES & RELATED WORK ORDERS	DCD	MOVE ACTIVITIES	
			SCFM WR'S	
			I.T. "AS NEEDED" REQUEST FOR ALL COMPUTER/VOIP PHONE (EXISTING)/PRINTER/COPIER MOVES	
			I.T. REQUEST PHONES (NEW) - INSTRUCTIONAL SPACES, LAB SUPPORT AREAS, CORRIDORS	
			MEDIA EMAIL (IF NECESSARY) FOR A/V EQUIPMENT	
		SCFM	PERFORMS MOVES & CLEANING	
			DISCONNECT, MOVE & REINSTALL REUSED COMPUTERS & PRINTERS	
			BOTTLED WATER MACHINES, COAT TREES, WALL ART	
			DEEP CLEAN OF OFFICES	
		I.T.	PERFORMS TECHNICAL & NETWORK SUPPORT SERVICES TO ENSURE OPERATION	
		MEDIA	PERFORMS MOVES OF A/V EQUIPMENT	
		END USER	DO NOT MOVE COLLEGE PROPERTY	
			NEW COMPUTER EQUIPMENT AND/OR SOFTWARE ADDS/UPGRADES DIRECTLY SUBMIT A TECHNOLOGY REQUEST WITH I.T.	
			COLLEAGUE PRINTING CAPABILITY ADD SUBMIT SERVICEPRO REQUEST	
			EXISTING PHONE HEADSETS SUBMIT SERVICEPRO REQUEST	
			NEW PHONES FOR OFFICE LOCATIONS SUBMIT SERVICEPRO REQUEST	
			NEW COPIERS OBTAINED THROUGH I.T. (BILL FOX OVERSEES)	

#	MOVE ITEM	DEPARTMENT	RESPONSIBILITY	STATUS
4	FURNITURE TRANSFERS	DCD	VETTED TRANSFER REQUESTS SUBMITTED TO SCFM	
		END USER	DO NOT SUBMIT REQUEST TO SCFM FOR UNWANTED ITEMS. DCD WILL ADDRESS WITH END USER AT POE CHECKUP.	
5	MOVING BOXES, MOVE TAGS & PACKING/UNPACKING	DCD	DELIVER BOXES TO DEPARTMENT UPON REQUEST	
			PICK UP UNPACKED BOXES & RETURN TO INVENTORY	
			PROVIDE MOVE TAGS TO END USERS	
		END USER	REQUEST # OF BOXES FOR DCD TO DELIVER	
			PACK/UNPACK BELONGINGS	
			CONFIDENTIAL BOXES SECURE LIDS WITH PACKING TAPE	
			PERSONAL PROPERTY MOVES ONLY (HIGHLY RECOMMEND)	
			ATTACH MOVE TAGS TO ALL ITEMS & BOXES BEING MOVED	
			STACK BOXES WITH MOVE TAG EXPOSED AND FACING THE SAME DIRECTION	
	PRE-MOVE INSTRUCTIONS			
6	FILE STORAGE UNITS	END USER	EMPTY ALL DRAWERS AND SHELVES PRIOR TO MOVE DATE	
			TAPE KEYS INSIDE OR INSERT INTO LOCK FOR LOCKABLE UNITS NOT BEING MOVED	
7	REFRIGERATORS	END USER	REMOVE CONTENTS PRIOR TO MOVE	
			LABEL WITH MOVE TAG PROVIDED	
8	CHAIRS	END USER	LABEL WITH MOVE TAG PROVIDED ON CHAIR BACK	
9	PERSONAL COMPUTERS	END USER	LABEL MONITOR WITH MOVE TAG PROVIDED; ALL COMPUTER COMPONENTS WILL BE MOVED WITH THIS MOVE TAG	
			LAPTOP MOVE ONLY BY END USER	
10	PRINTERS, SCANNERS, SHREDDERS	END USER	LABEL WITH MOVE TAG	
11	NAMEPLATE SIGNAGE	DCD	IF ATTACHED TO WALL SURFACES: SCFM WR	
		END USER	PACK SIGNAGE THAT IS NOT ATTACHED TO WALL SURFACES BY TAPE	

#	MOVE ITEM	DEPARTMENT	RESPONSIBILITY	STATUS
12	DOOR KEYS & ACCESS BADGES	DCD	SCFM WR'S	
		SCFM	MEET WITH DEPARTMENT ON KEYING PREFERENCES	
		SCPD	PROCESS REQUESTS AND INFORM END USER WHEN AVAILABLE	
		END USER	KEY AUTHORIZATION FORM TO SCPD	
13	CUSTOM MILLWORK CABINET KEYS & OFFICE FURNITURE LOCKS	DCD	CUSTOM MILLWORK: EVALUATE REKEY OF CABINET OR FURNITURE	
			SCFM WR	
			OFFICE FURNITURE LOCK CHANGES BASED ON END USER INPUT	
		SCFM	REKEY CABINET BASED ON SCFM WR FROM DCD	
		END USER	CUSTOM CABINET EXISTING LOCK - KEY AUTHORIZATION FORM TO SCPD	
	POST-MOVE INSTRUCTIONS			
14	EMPTY BOXES	END USER	UNFOLD & FLATTEN BOXES (LIDS LEFT ASSEMBLED)	
			CONTACT DCD FOR PICKUP (MOVE BOXES ARE PROPERTY OF COLLEGE)	
15	POST-OCCUPANCY CHECK-UP	DCD	SCHEDULE MEETING WITH END USER	
			GENERATE PUNCH ITEMS & POE SPREADSHEETS	
			COMPLETE POST MOVE ITEMS & ISSUES IN NEED OF CORRECTION	
		END USER	IDENTIFY MOVE ITEMS & ISSUES IN NEED OF CORRECTION AFTER OCCUPYING SPACE FOR 1 1/2 - 3 WEEKS	

Prepared by: Schoolcraft College; Construction & Design

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