

# ASU Washington Center

## Resource Guide: Building Procedures

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### Receiving Guests

To streamline the receiving of visitors and guests for meetings, ASU faculty and staff should add their guest information to the shared Outlook calendar entitled 'ASU DC Guest and Delivery' calendar. This will assist the lobby attendants in easily identifying who to expect, when they will be arriving, and who to call upon their check in.

Please email UTO at [utodc@asu.edu](mailto:utodc@asu.edu) if you do not have access to the 'ASU DC Guest and Delivery' Calendar.

### Adding a Guest on the Outlook Calendar

When adding a guest to the Outlook calendar, please add their name(s) as a meeting at the time of expected arrival. Include contact information (preferably a cell number) for who should be called upon their arrival.

### Visitor Access Protocol

1. Visitors must check in at the lobby security desk – to include providing their name and organization affiliation
2. Lobby attendant will call meeting host
3. Meeting host must come to the lobby to escort their visitor

### Signing In

Anyone visiting the facility (as defined as anyone who is not a full-time ASU DC staff member or student) must sign in at the lobby desk.

### Visitor Parking

Parking validation is available for VIP guests needing to park locally for meetings during the business day. This does not include vendors or event attendees. Please see the facility manager for assistance. Note that per ASU policy, ASU cannot validate parking for employees.

### Temporary Staff

The names and requested access dates for temporary staff (interns, visiting scholars, fellows, etc.) should be indicated to the front desk and facility manager so that a temporary building access card can be prepared in preparation for their arrival.

### Mail and Deliveries

All mail and deliveries will be received by the Washington Center front desk staff during business hours. The facility does not have a loading dock.

The front desk staff will seek to delivery all packages to the appropriate floors. Lobby staff will contact the appropriate party to advise the receipt of oversized packages and boxes or if they are too busy to make the deliveries.

Outgoing packages may be left at the front desk for pickup by FedEx, UPS or a courier service. The shipper is responsible for contacting the service to schedule the pickup during established business hours.

There is also a USPS letter box located on the NW corner of 18<sup>th</sup> and I Streets, NW. Pick up is twice daily.

### Access to Event Pavilion

Faculty and staff are welcome to enjoy the eighth-floor patio until 5PM Monday thru Friday when the Event Pavilion is not otherwise in use. A listing of the day's functions will be available in the lobby for your convenience. If a meeting or program is in session, access to the eighth floor and the patio is not permitted.

Sun Card access to the eighth floor will be removed from anyone who knowingly interrupts a meeting or event in progress.

## Desk Space/Office Utilization

The facility manager will work with each ASU department to assign desk space/offices to full-time staff. Consistent with standard ASU operating procedures, decisions on placement are made at the facility or department level rather than by the individual occupant.

Workspace usage will be assessed on a quarterly basis. If the workspace is found to not be regularly used (as defined as less than 75% of the month), it will be re-assigned or offered as hoteling space.

## Hoteling workspaces

Hoteling workspace can be reserved in advance by contacting the facility manager.

Hoteling workspaces will not be permitted to become storage areas for individual occupants who do not regularly utilize the building. Personal belongings should not be left at hoteling workstations.

Additionally, any workspace that does not have a fulltime occupant should be deemed as available hoteling space. Unoccupied workspace should not be used for departmental storage.

## Private Office Keys

Individuals with offices will receive a hard key for their door from the facility manager. In the event that this key is lost, please see the security desk during business hours for assistance.

## Furniture Keys

Each private office and workstation will be provided with a furniture key that locks the cabinets and drawers.

Most keys can be found inside the pencil tray in the top drawer of the workstation. If you plan to work from the facility full-time, we recommend putting the key on your key ring for both ease of access and safekeeping. The key should be left in the top drawer for the next occupant if you move workstations or leave ASU.

If you are utilizing hoteling space, please take the key with you during the day when your items are locked up. At the end of your day, leave the key in the top drawer for the next user.

## Office and Cubical Signage

Requests for updated or new office or cubical signage should be forwarded to the facility manager. All signage must comply with ASU signage standards.

## Wi-Fi

ASU provides an encrypted wireless network for use by ASU staff and students. To login to the encrypted wireless on your device:

- Select the wireless settings
- Select ASU from the list of wireless networks
- Log in with your ASURITE ID and password and accept the certificate if prompted

ASU provides complimentary Wi-Fi for use by all guests (ASU Guest). Please click [here](#) for instructions on how to assist your guest in accessing the network. Registration is required and the guest network is not encrypted.

Questions related to wi-fi access should be forwarded to [utodc@asu.edu](mailto:utodc@asu.edu).

## Phones

To make an outgoing call, you must first dial '9' for an outside line. This does not apply when dialing an internal 5-digit extension.

Workstations are equipped with Cisco 7965 and Cisco 7841 telephones. For basic instructions on how to operate them and how to set-up voice mail, please access the Quick Resources Guide available under the ASU DC Resources tab on the website or email [utodc@asu.edu](mailto:utodc@asu.edu) for assistance. Note that not all features indicated in the user guide may be functional on your specific phone.

## Timely Facility Requests

Timely facility requests such as thermostat adjustments, bathrooms out of toilet paper or assistance with a spill should be directed to the Washington Center lobby desk.

If at any time you witness an incident requiring immediate attention – such as a overflowing toilet, a leak, a large spill, etc. – please advise the security desk, the building engineer, the day porter and/or the facility manager immediately.

## **After Hours Facility Emergency Services**

In the event of an after-hours facility emergency, please call Rodney Day, the building engineer at (202) 322-4342 to report the incident.

Facility emergencies might include a stuck elevator, a leak, an overflowing toilet, etc.

PLEASE NOTE that in the case of overflowing water, we ask that you FIRST TURN THE WATER OR APPLIANCE OFF, if possible. This is to prevent further damage to the facility.

If at any time, you arrive to the facility after hours and discover any damage to the facility façade (such as a broken window) or any signs of forced entry, do not enter the facility! If you believe there might still be an unauthorized individual in the facility, please call 911 to report the incident. Following this call, please contact the facility manager, Roxanne Ladd, at (703) 855-9693 to advise of the situation.

## **Requesting non-critical repairs**

If anything of a non-critical nature within your workspace or work area becomes damaged, or if you notice anything throughout the facility that has been damaged, please advise the front desk personnel of the item and its location. This information will be passed on to the appropriate individual so a repair can be scheduled. This might include such items as a broken drawer pull, a hole in the wall, a portion of furniture that has fallen off, etc.

If the damaged or broken item is technology-based including your computer, phone, any cords/wires, etc., please email [utodc@asu.edu](mailto:utodc@asu.edu) to log the incident and receive repair assistance.

## **Wall and Office Décor**

All facility occupants should be mindful of the shared office environment at the Barrett & O'Connor Washington Center. Cubicles and offices should not be decorated or adorned in a manner unbecoming of a professional office environment.

All spaces within the facility should be kept clear at all times. Nothing may be hung from the ceiling. No signs should be placed in the windows or hung from the eighth-floor balcony. Nothing may be mounted to a wall, unless in a closed-door office, without approval from the facility manager.

## **Windows**

At no time should any window be left open overnight or during adverse weather conditions.