

Project Number 11045  
Purpose Subject Area Committee Meetings – Call Center  
Location EMU – Board Room  
Start Time 11:30 AM

## CONFERENCE REPORT

### 01 THOSE PRESENT

*University of Oregon, Campus Planning and Real Estate*  
Fred Tepfer

*Annual Giving*  
Rick Ericson, Colleen Buck, Caroline Goan, Elliott Scherer

*EMU*  
Dana Winitzky

*AC Martin*  
Tammy Jow, Christopher King

### 02 MISSION

The Annual Giving program's Telefund contacts UO alumni, updating records and raising gifts for UO Academic programs and scholarships. The program raises \$1 million a year for academic programs and the university. 20-33 students work in the Call Center during each 4 ½ hour shift.

### 03 ORGANIZATIONAL STRUCTURE

See attached Organizational Chart.

### 04 HOURS OF OPERATION

The space will be utilized for calling purposes year-round as outlined below. Additionally, calling shifts may be added as needed. Any scheduling changes will be communicated with EMU staff in a timely fashion.

- i. Monday through Thursday, 4:30 pm – 10:00 pm
- ii. Friday, 3:00 pm – 8:30 pm
- iii. Sunday, 12:00 pm – 10:00 pm

## **05 FREQUENCY OF USE**

The Annual Giving program operates year-round and is closed for only 4-5 weeks per year.

## **06 STAFFING AND WORKSTATION REQUIREMENTS**

The Annual Giving program is fully student-staffed except for Rick, the Director.

There are 34 part-time Telefund Callers, 6 part-time Student Supervisors, 5 part-time Lead Callers, and 1 part-time Weekend Shift Manager.

## **07 TYPES OF SPACES REQUIRED**

Floor plan provided for existing space. See attachment.

The Annual Giving staff very much likes their current space. A big, open floor plan is ideal with sound deadening. The shared work area should accommodate 40 people. Each work station requires a computer, monitor, keyboard, dialer, and amplifier. CPU's are in lockable cases, bolted to adjacent walls. There is one shared printer required.

Dedicated storage is required for the following items: telephone closet, network junction, 1 wooden cabinet, 2 file cabinets. Room 18C is adequate.

The room should have bulletin boards and white boards.

Annual Giving's current space of 1,300 SF is not in the EMU program. The program can share space during off hours.

## **08 ADJACENCY REQUIREMENTS**

Annual Giving has affinities to Holden Leadership Center and ASUO.

## **09 VISIBILITY, ACCESS, AND SECURITY**

The Annual Giving program keeps \$55,000 - \$59,000 of equipment in the room. Their equipment cannot be shared because of the sensitive data. The computers are connected to a remote server that regulates and provides the sensitive information. The Annual Giving program can operate in a shared space if specific security measures are provided that include:

- i. Disable USB function on monitors.
- ii. Lock down equipment to allow use of space as a board room or conference room.
- iii. Various methods of securing equipment were discussed including lockable furniture design and lockable partition walls.

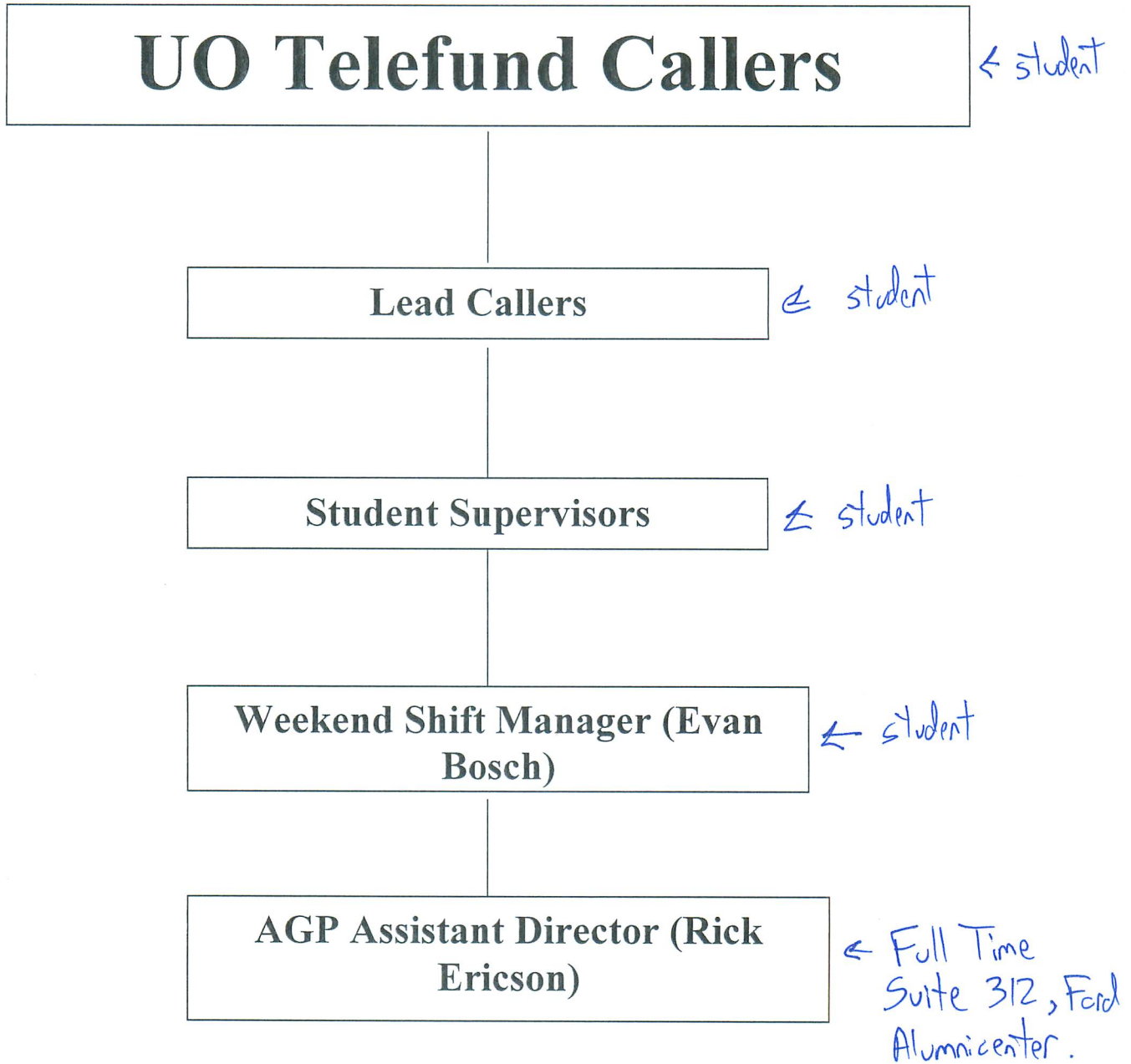
A bright room is better than a dark room for workspace morale. A storefront wall is acceptable; however, security is still an issue.

Access to daylight is not particularly important since the Annual Giving program operates primarily during the evening hours.

It is ideal to have card lock doors to record access into the space.

• **ORGANIZATIONAL CHART**  
**Annual Giving Program Telefund**

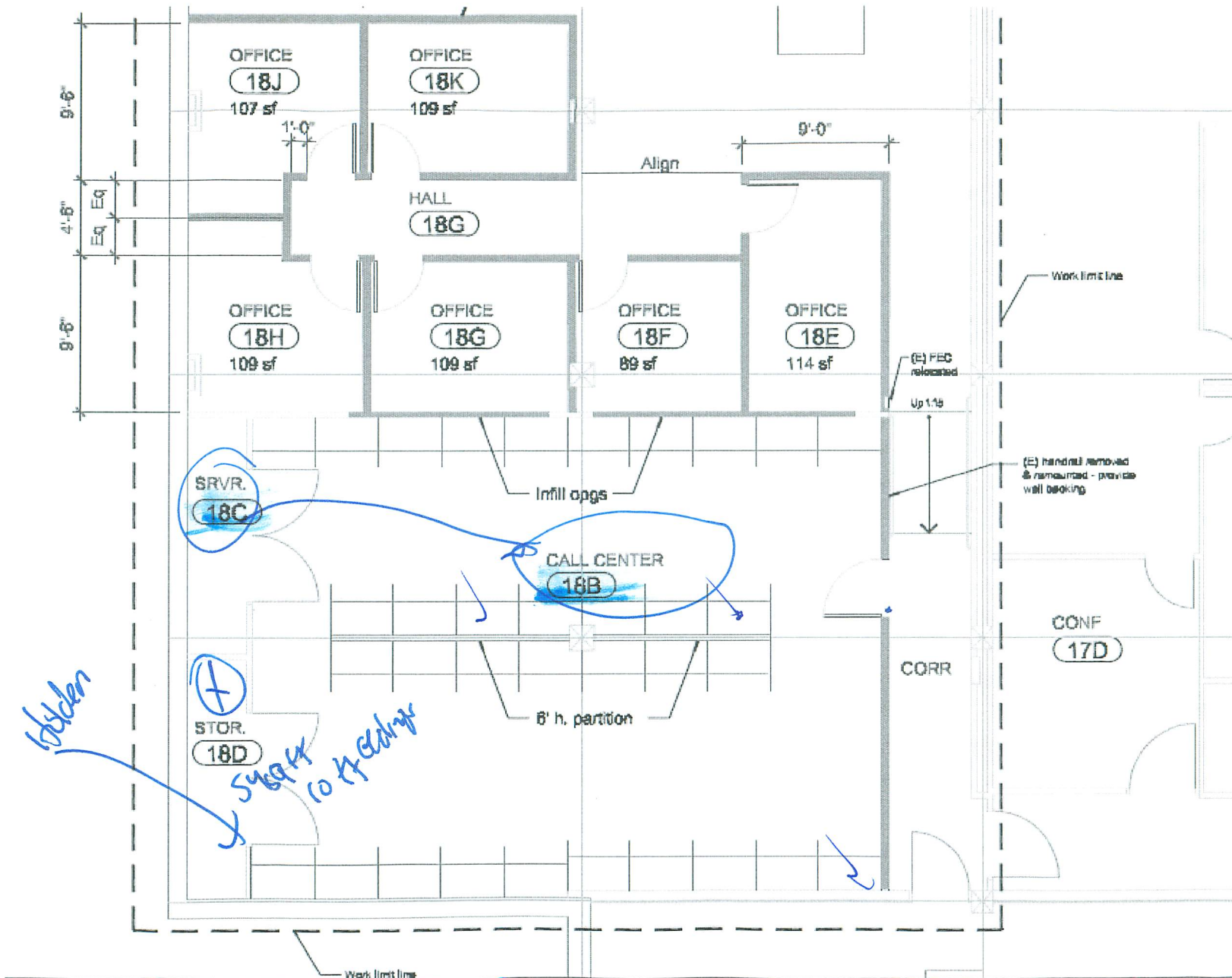
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\* Professional Staff

- c. The space will be utilized for calling purposes year-round as outlined below. Additionally, calling shifts may be added as needed. Any scheduling changes will be communicated with EMU staff in a timely fashion.
- i. Monday through Thursday from 4:30 pm until 10:00 pm
  - ii. Friday from 3:00 pm until 8:30 pm
  - iii. Sunday from 12:00 noon until 10:00 pm.

Atch 2



Attch: 3