**Enrollment Services Unit**

**Sustainability and Climate Action Plan**

**Overview**

Between October through December 2017, the Enrollment Services Unit, including the Office of the Registrar, Office of Financial Aid, and Office of Admissions, was assessed by PACES (Program for the Assessment and Certification for the Environment and Sustainability). Assessment information was compiled using a business officer survey, a departmental walkthrough of the office space, and a survey completed by 63 building occupants. The results of the assessment, as well as recommendations for future action, are outlined in the report below. It is entirely up to the departments which of the suggestions below are implemented. Our goal is to present a number of options from which your department can choose from that works best with its current operations.

**Transportation**

Based on the building occupant survey for the Enrollment Services administrative unit, 25% of employees commute using an alternative to single-occupancy vehicles, including bike, bus, and carpool. Additionally, 52% of employees that attend conferences opt for the option to use video call to reduce long distance travelling. PACES is impressed by the efforts made to help reduce the Enrollment Services unit’s carbon footprint.

Although family obligations, location, and work schedules make it difficult to use alternative transportation, the department shows interest in learning more about additional resources and options to reduce their greenhouse gas emissions from their daily commute. Currently, 60% of the department is knowledgeable about the UCSB Transportation Alternatives Program (TAP). 10% of survey respondents participate in TAP, and are offered a variety of resources including discounts on bus passes that provide unlimited MTD bus use, complimentary parking, vanpool subscriptions, enrollment in the emergency ride home program, pre-tax payroll deduction, and free showers at Robertson’s gym for faculty. To learn more about TAP and how you can save on commuter costs, please visit: <http://www.tps.ucsb.edu/commuter-options>.

To increase the number of employees that bike to work, PACES recommends that the staff participate in the CycleMAYnia Bike Challenge that happens annually in May. During this event hosted by Traffic Solutions, volunteers from the community’s agencies, organizations, and businesses participate in the team-based competition to replace as many car trips with bike trips. The department can play a role in helping employees be more sustainable by engaging employees in team-based activities such as CycleMAYnia where employees motivate each other to bike to work. This year, the Healthy Campus Network will be hosting university-wide events during the month of May and coordinating an interdepartmental bike competition. Contact Kristyn Keylon for more information regarding the competition. To sign up for CycleMAYnia, please visit <http://cyclemaynia.ning.com/>

**Energy and Atmosphere**

*Lighting*

PACES is impressed by the Enrollment Services Unit’s recent lighting retrofit consisting of 700 LED retrofits with default illumination of 50% power and advanced wireless controls for sensing room occupancy. 44% percent of survey respondents with windows in their offices use natural daylight as an alternative to overhead light. For occupants without control of daylight, an alternative to overhead lighting is an LED task lamp. The use of LED task lamps near the keyboard and work surface can reduce the need for overhead lighting and give employees more control over their work environment. When choosing a task lamp for your office space, be sure to consult the ergonomic recommendations determined by Julie McAbee, UCSB’s Ergonomics Program Director. If you would like to purchase and LED task lamp that has been reviewed by Julie McAbee, please see our suggestions listed in the sustainable purchasing guide attached to this report.

*Office Equipment*

The building occupant survey also indicates that 48% of employees never unplug their devices. One way to improve this practice is by utilizing power strips in conveniently accessible areas. This increases the convenience and likelihood of building occupants turning off a large cluster of electronics and appliances at once. PACES recommends hitting the “off” switch on power strips at the end of the work day to reduce energy use. Cell phone chargers and other devices with a charging block should be fully unplugged or plugged into an unplugged power strip when not in use. When chargers and other devices that have continuous displays and lights are turned off but remain plugged into an outlet, electricity is wasted. This occurrence is called “standby power” or “vampire power”. To remind office occupants to turn lights and appliances off when leaving a room, increase the amount of signage and/or stickers next to light switches, appliances, and electronics. PACES can provide these signs for you, and has attached an infographic flyer regarding “vampire power” For more information on power management, please refer to the guide we have included at the end of this report.

*Computers*

According to the building occupant survey, 67% of respondents did not reduce brightness on screens. When computers are in use, PACES encourages all building occupants to turn the computer screen brightness down to each person’s own comfort level. The added brightness of a computer screen can be harmful to your eyes. When computers are not in use, it is best to turn off your monitor to save energy. Using a screensaver may consume more energy than not using one, and may prevent a computer from entering sleep mode. Screensavers with rotating images or bright graphics are particularly problematic. To reduce your office’s energy consumption, PACES recommends setting all department monitors to turn off after a certain period of time while not in use, and disable the screensaver.

*Kitchen Appliances*

During our department walkthrough, we found no personal mini-fridges in the office space. PACES is impressed at the unit’s use of centralized refrigerators in the kitchen and break areas. PACES would like to congratulate the Registrar’s office for recently replacing its large kitchen refrigerator with an ENERGY STAR rated refrigerator. PACES recommends keeping the appliance free of frost buildup in the freezer unit to maximize its efficiency. Other small appliances like microwaves, coffee pots, and toaster ovens should be placed in common areas like the kitchen for communal use to limit the need for individual appliances. If shared appliances are not an option, PACES recommends unplugging these appliances when they are not in use.

*Heating and Cooling*

Finally, during the walkthrough, PACES noticed that offices or cubicles had a personal space heater, indicating that employees are opting to use their own equipment due to temperature discomfort. Staff comfort is always very important. To reduce the amount of energy used from personal heaters, it is recommended that you dress accordingly to seasonal temperatures. If there are continuous issues regarding heating and cooling that are negatively impacting your productivity, PACES advises your department to have ongoing communication with Facilities Management about temperature comfort concerns. In the event that Facilities Management does not respond to your requests immediately, it is important that you provide continuous feedback. All reports regarding maintenance are tracked and will be resolved given time and funding.

**Materials and Resources**

*Purchasing*

According to the MSO Interview, Enrollment Services strives to purchase office products online and use Gateway to increase electronic purchasing. PACES encourages the department to purchase items in bulk by picking up all necessary supplies in one shipment or trip rather than multiple separate trips. These efforts may be coordinated by encouraging individuals to consider all staff, faculty, and student’s future needs as well when ordering supplies.

*Office Equipment*

Of the survey respondents that purchase electronic devices, 50% of them do not request Energy Star certified devices. When choosing new or replacement appliances, request ENERGY STAR certified kitchen appliances and EPEAT certified office equipment. EPEAT is managed by the Green Electronics Council and rates products based on environmental criteria. This criteria addresses the product’s lifecycle from design, manufacturing, and packaging. The preferred level of certification for computers, screens, imaging equipment, copiers, fax machines, printers, and scanners is EPEAT Gold. When purchasing new printers, make sure to look for sustainable features such as sleep mode, automatic shut-off, and automatic double-sided printing.

*Stationary and Kitchenware*

The department currently participates in multiple sustainable purchasing practices that are worth emphasizing. During the walkthrough, PACES found 30% and 100% post-consumer recycled content multi-use copy paper in communal areas like the copy room. PACES recommends the department to extend its use of 100% post recycled content paper by encouraging its employees to purchase it for their personal office spaces. Enrollment Services use large whiteboards to reduce the amount of paper used for collaborative work. To further develop the department’s sustainable purchasing practices, PACES recommends replacing some paper towels with reusable towels and rags for cleaning, and reducing the amount of disposable cups purchased for visitors with reusable cups and mugs. To reduce the number of disposable cups used by the department, encourage employees to bring a reusable bottle to work. Using a reusable water bottle prevents individuals from buying bottled water or beverages at cafes while utilizing the various hydration stations and water dispensers on campus. When purchasing paper towels and napkins, look for post-consumer recycled products. When purchasing utensils, look for compostable products. For sustainable office supplies, look for locally produced goods and items that are refillable. For writing utensils and plastic accessories, look for post-consumer recycled content. For a list of sustainable office supplies, please refer to the Sustainable Purchasing Guide attached to this report. This guide will also outline criteria for green certified products.

*Cleaning Supplies*

During the walkthrough, PACES recorded a variety of cleaning products found throughout the department, such as Lysol wipes and spray, Resolve stain remover and deodorizer, and all-purpose cleaners. PACES recommends purchasing Green Seal certified products, or contacting Byron Sandoval from Facilities to receive a free bottle of all-purpose cleaning solution. Please see the attached Green Cleaning Guide additional information on sustainable cleaning practices and reliable certifications.

**Water and Waste Management**

PACES is impressed by the departments efforts to reduce the amount of disposable products used. 80% of occupants use reusable mugs and bottles, and 60% use reusable dishes. Kitchens with Keurig machines have reusable k-cups to reduce the amount of disposable k-cups that end up in the landfill.To increase the sustainability of your department, consider adding reusable cutlery to the break room. Additionally, PACES is happy to see that the department has a pen recycling program through Terracycle in place that collects sharpies, pens, and expo markers. You can save 15% if you purchase another Terracycle bin online from Staples. For more information on the pen recycling program and how your department within Enrollment Services can participate, please refer to the Pen Recycling Program guide attached in this report. To divert the amount of waste that ends up in the landfill, PACES recommends that all central printers and copy machines are set to double-sided printing. Enrollment Services reduces its waste by using scratch paper for print jobs. The department can further reduce its waste by carefully calculating the number of prints and back-up copies necessary for required recipients. Conducting paperless meetings by encouraging staff to use their computers for reviewing documents and note-making will reduce the amount of waste generated.

*Recycling and Composting*

PACES is excited that Enrollment Services staff show interest in the topic of recycling, and as a result, have a conscious effort to recycle. During the department walkthrough, PACES noticed that some of the recycling bins and trash bins were not paired next to each other. Occupants tend to use the waste management system most effectively when all of the options are present each time they dispose an item. When all options are not available, employees are more likely to throw recyclables in the landfill bin rather than finding a more inconveniently located recycling bin. Therefore, having a pair of trash and recycling bins is essential for proper sorting. Unpaired bins should be addressed to Matt O'Carroll, UCSB’s Campus Recycling Manager.

The building occupant survey indicated that 40% of employees consider the department’s recycling practices effective, but would like more information on recycling specific materials. PACES is impressed by the number of recycling bins present in the department, as well as the department’s initiative to collect dead batteries in a central area. Areas where Enrollment Services may easily improve include clarification on furniture and E-waste recycling practices. 42% of employees desired clarification on e-waste practices. To part with furniture that is no longer in use, department employees can contact Central Stores. E-waste disposal for small items can be placed in the nearest e-waste drop-off location located in the Student Affairs and Administrative Services building. Larger items that cannot fit in the e-waste bins can be disposed of by contacting the executive officer for the department. Used toner and ink cartridges should be sent over to AS Recycling. Extra packing materials can be collected by Mail Services. To inform employees on appropriate e-waste practices, the specifics of what is or is not accepted can be posted adjacent to your recycling bins, or made available as a department communication material. To learn more about properly sorting e-waste and finding other drop-off locations, refer to AS Recycling E-Waste Campus Resources page. PACES has also attached a Waste and Recycling Guide to this report that you can forward to your department.

The Enrollment Services Unit expressed interest in adding a composting program in the department’s kitchen spaces. UCSB Associated Students’ Department of Public Worms is responsible for helping departments set up composting programs. You can contact them by visiting their website at <https://worms.as.ucsb.edu/asr-composting-at-ucsb/>.

*Water*

The building occupant survey indicated that 45% of employees are unsure of how to report a leak. In this situation, employees should be directed to contact their department MSO in order to bring the leak to the attention of facilities management. Promoting quick and effective responses to water waste situations can improve the water-saving practices exhibited by the department.

**Food System**

When making catering orders for department events, Enrollment Services contacts UCSB Dining Services. The university’s Special Events Catering actively supports UC-wide sustainability initiatives by choosing locally sourced products as much as possible. It is important that the department has a conversation with the caterer regarding available sustainable options. When deciding on a menu, consider having soy or dairy-free options, organic and fair-trade or locally sourced food, and healthy dishes that incorporate seasonal fruits and vegetables. Caterers can modify traditional dishes and use more sustainable alternatives. PACES encourages having at least one vegetarian or vegan option available for food events. Modifying your menu can incur a cost. However, the cost differential can range from 50 cents to 1 dollar depending on the alternative. In addition, make sure to request 100% compostable serviceware products and place a compost bin near trash and recycling bins at all food events. For events not catered through UCSB Dining Services, hire caterers that have local green business or restaurant certification. For smaller events like picnics and potlucks, purchase napkins and paper towels with post-consumer recycled content, and opt for reusable, BPI certified compostable cups and utensils or ASTM D6400 labeled products.

**Indoor Environmental Quality**

*Ergonomics*

Enrollment services is aware of and utilizes the services provided by Julie McAbee, UCSB’s ergonomics program director. PACES recommends inviting her back periodically to assess andimprove the ergonomics of workspaces. Ms. McAbee can assist in assessing which staff members and spaces can best benefit from an office lamp, and make recommendations for styles that follow ergonomic requirements. Task lamps increase energy efficiency and can also help improve the functionality of workspaces. Beyond the use of task lamps, Ms. McAbee can also assist staff members with determining the appropriate adjustments for sit-stand desks that are tailored to each individual.

*Human Health*

Taking small breaks during the workday can maximize workforce productivity and health. 42% of survey respondents indicated that they eat breakfast and lunch at their desk 3-4 times a week, and 30% indicated that they do this 5 times a week. PACES recommends staff members to refrain from eating at their work space to increase health and wellness. Refraining from eating at your desk will also decrease the chance of food particles lingering in the work space, which decreases the chance of attracting pests that require extermination using harmful chemicals and toxins that can pose a threat to occupant health.

63% of survey respondents indicated they would like the department to offer a health and fitness program. Programs are offered through UCSB Recreation (<http://recreation.sa.ucsb.edu/>). There are other more simple and less costly activities that employees can participate in. FitSQUAD, a program led by UCSB Recreation, offers yoga, stretching, and light exercise tutorials three times daily on campus for staff, faculty, and students to get a 15 minute exercise break in their day. Kristyn Keylon is the Healthy Campus Crew representative from the Office of Financial Aid, and leads an office-wide fitness program that motivates staff to exercise and work as team. Fitness is tracked using a fun poster with multiple squares that staff members can cross off to visually track their progress. There are many other options for organizing team-building activities around health and wellness, such as a group walk around the lagoon, a picnic featuring healthy recipes, or a trip to CCBER’s campus restoration sites. Supporting health and wellness initiatives extends beyond physical and environmental health. Staff can improve their financial health by attending UC/Fidelity’s financial workshop that will be offered in Spring 2018. Attached to this report are a list of programs and events hosted by the Healthy Campus Network that staff members are welcome to attend. For questions about events, reach out to your Healthy Campus Network Crew Members at the contact information provided at the end of this report.

*Occupant Comfort*

It is important to keep VOCs and other pollutants and chemicals away from food preparation and food storage areas to prevent ingestion of harmful participles and toxins. Enrollment Services has satisfied this recommendation by keeping all office equipment away from central food storage and chemicals in closed cabinets. To further improve the office’s indoor environmental quality, PACES recommends using desktop plants. Indoor plants like Spider Plants, Snake Plants or Dracaena can be helpful in improving the indoor air quality. These plants can be purchased at local stores indicated in the sustainable purchasing guide mentioned in Materials and Resources.

**Communication and Training**

In order to foster building-wide environmental awareness, Enrollment Services staff members should be informed of the recommendations provided by PACES that are outlined in this report. Currently, 85% of respondents said that they have no training on sustainability. PACES suggests providing resources and future goals through print materials such as handouts, signage, web pages, or emails to reduce the time impacts upon the department. It is important to engage and encourage all staff to give regular feedback on how the office is operating because they understand their space and its functionality the best. By setting aside time and space for staff to provide insightful sustainability suggestions, staff comfort and productivity can be improved. We recommend setting up a method to collect suggestions on an ongoing basis. This can be during a quick “check-in” time slot each meeting or an email inquiring for any comments and suggestions to the office operations.

If Enrollment Services is interested in additional workshops or training, PACES can offer these workshops. If the topic is outside of our scope, we can help identify trainers who can. Institutionalizing this effort through an education plan and consistent communication will benefit the departments’ overall efforts to promote and excel in sustainability.

For additional suggestions or comments, please contact:

Ryann Jeff Malicdem

[Rmalicdem18@gmail.com](mailto:Rmalicdem18@gmail.com)

**Contact List**

Ryann Jeff Malicdem, PACES Coordinator, [rmalicdem18@gmail.com](mailto:rmalicdem18@gmail.com)

Katie Maynard, UCSB Sustainability Coordinator, [kmaynard@geog.ucsb.edu](mailto:kmaynard@geog.ucsb.edu)

Julie McAbee, UCSB Ergonomics Program Director, [julie.mcabee@ucsb.edu](mailto:julie.mcabee@ucsb.edu)

Matt O’Carroll, UCSB Recycling Coordinator, [matthew.ocaroll@pf.ucsb.edu](mailto:matthew.ocaroll@pf.ucsb.edu)

Byron Sandoval, UCSB Custodial Services, [byron.sandoval@pf.ucsb.edu](mailto:byron.sandoval@pf.ucsb.edu)

Stacey Eymann, Healthy Campus Network Crew Member, [stacey.eymann@sa.ucsb.edu](mailto:stacey.eymann@sa.ucsb.edu)

Kristyn Keylon, Healthy Campus Network Crew Member, [Kristyn.keylon@sa.ucsb.edu](mailto:Kristyn.keylon@sa.ucsb.edu)

**PACES Assessment Checklist**

**Transportation**

* Educate department on TAP program
* Prioritize the possibility of video conferences rather than meeting for conferences

**Energy and Atmosphere**

* Set at least 90% of departmental computers, monitors, and other devices to energy saving modes (Refer to power management guide)
* Have at least 30% of the department unplug devices on a semi-regular basis or turn off power strips
* Use natural lighting or task lighting instead of overhead lighting
* Post reminder signs near light switches for spaces without occupancy sensors

**Materials and Resources**

* Educate department on electronic and hazardous waste management
* Replace 30% post consumer recycled paper (PCRP) with 50-100% PCRP
* Continue requesting ENERGY STAR appliances and products like computers, copiers, fax machines, printers, scanners, and water cooler
* Purchase task lamps to reduce the amount of overhead lighting
* Purchase biodegradable utensils
* Purchase products manufactured within 500 miles of UCSB
* Purchase products with green certification

**Water and Waste Management**

* Inform office staff of who to contact for water leaks
* Implement pen recycling program and notify all departments within Enrollment Services
* Replace paper cups with reusable cups for public water dispensers
* Encourage department to use reusable water bottles
* Continue the reusable washcloths protocol
* Minimize the amount of waste from paper consumption by reducing print runs
* Make sure there is a paired recycling and trash bin in kitchen areas

**Food**

* Choose sustainable, local, fairtrade, and organic options when catering or purchasing food for small office events for at least 1 meal
* Add a compost bin in kitchen spaces

**Indoor Environmental Quality**

* Limit the amount of times you eat at your desk in the week to increase worker productivity and control the presence of pests
* Use all-purpose green chemical provided by facilities for cleaning office space rather than lysol wipes (under materials and resources?) or other Green Seal certified cleaning products
* Encourage department to participate in exercise programs and activities

**Communication and Training**

* Provide sustainability resources and information through a bulletin board or electronic listserv
* Incorporate sustainability information into staff meetings

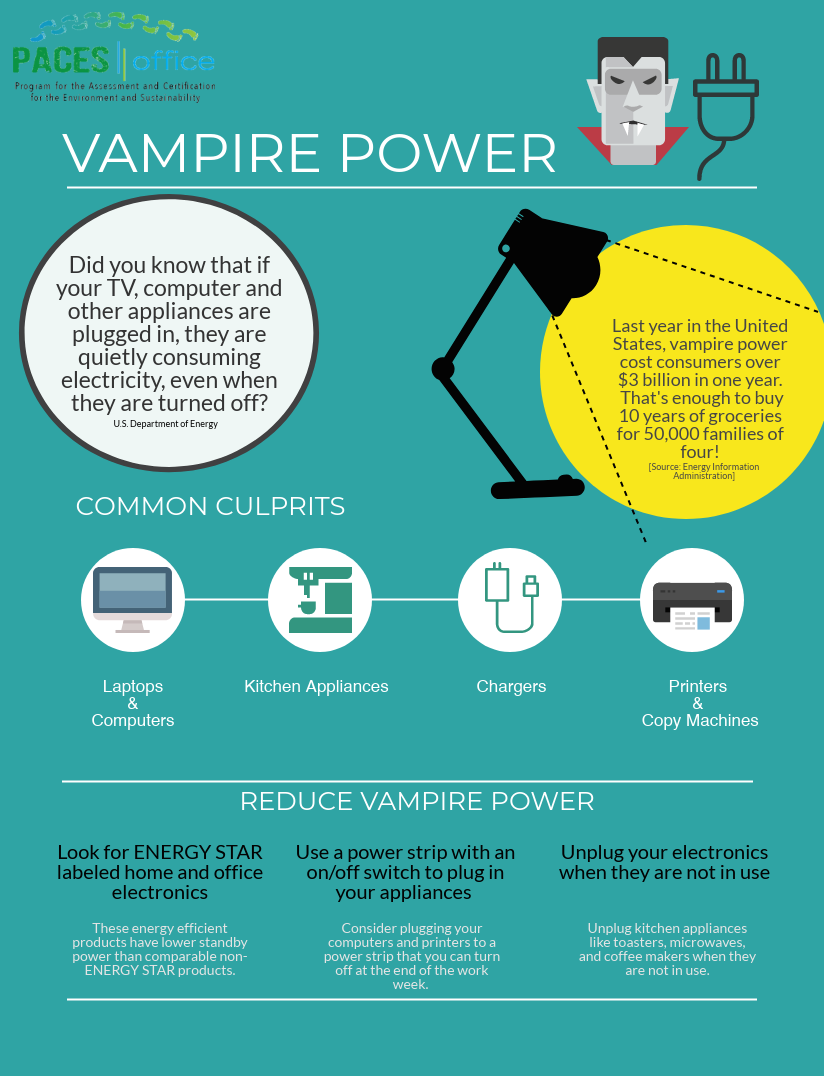
**Sustainable Purchasing Guide**

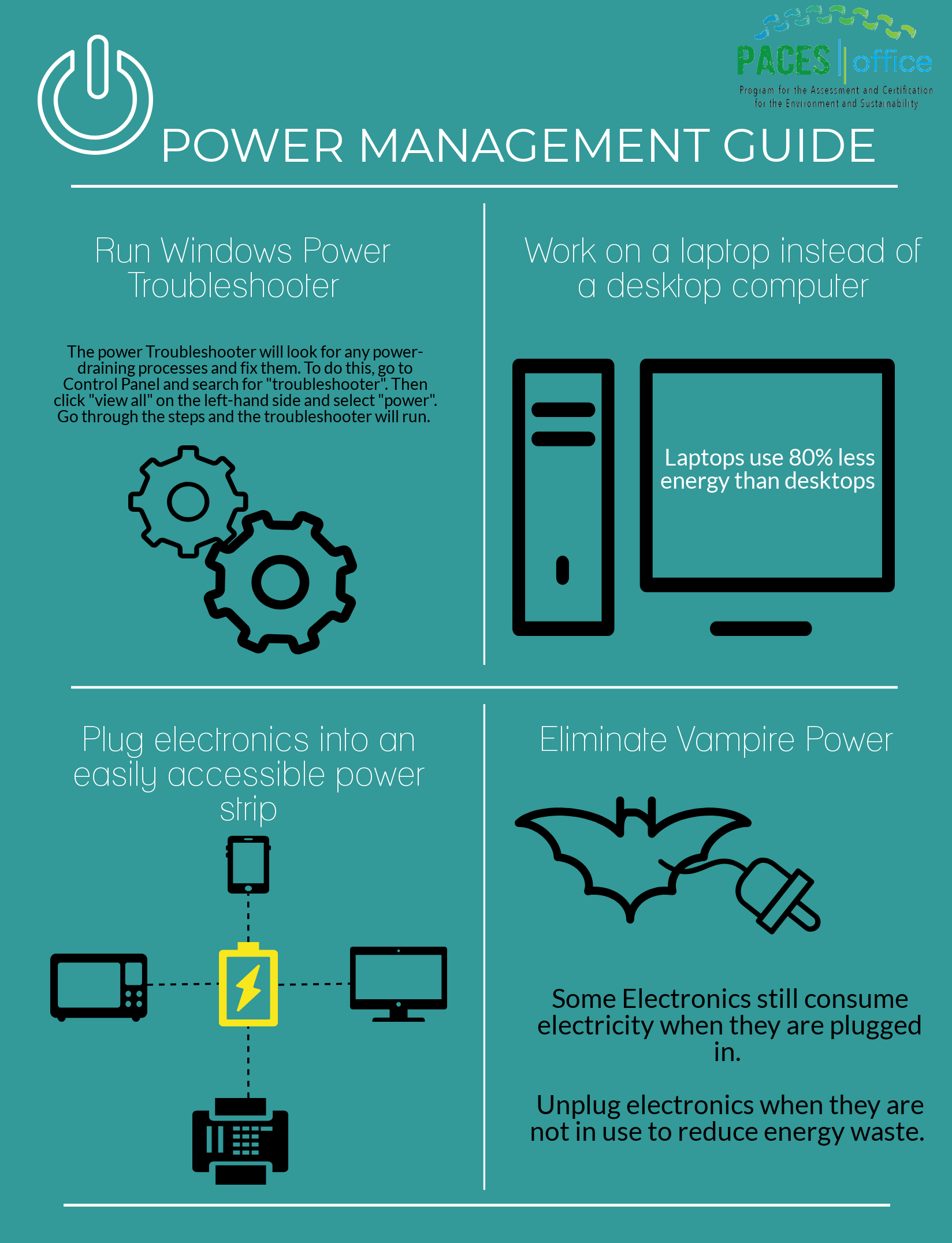
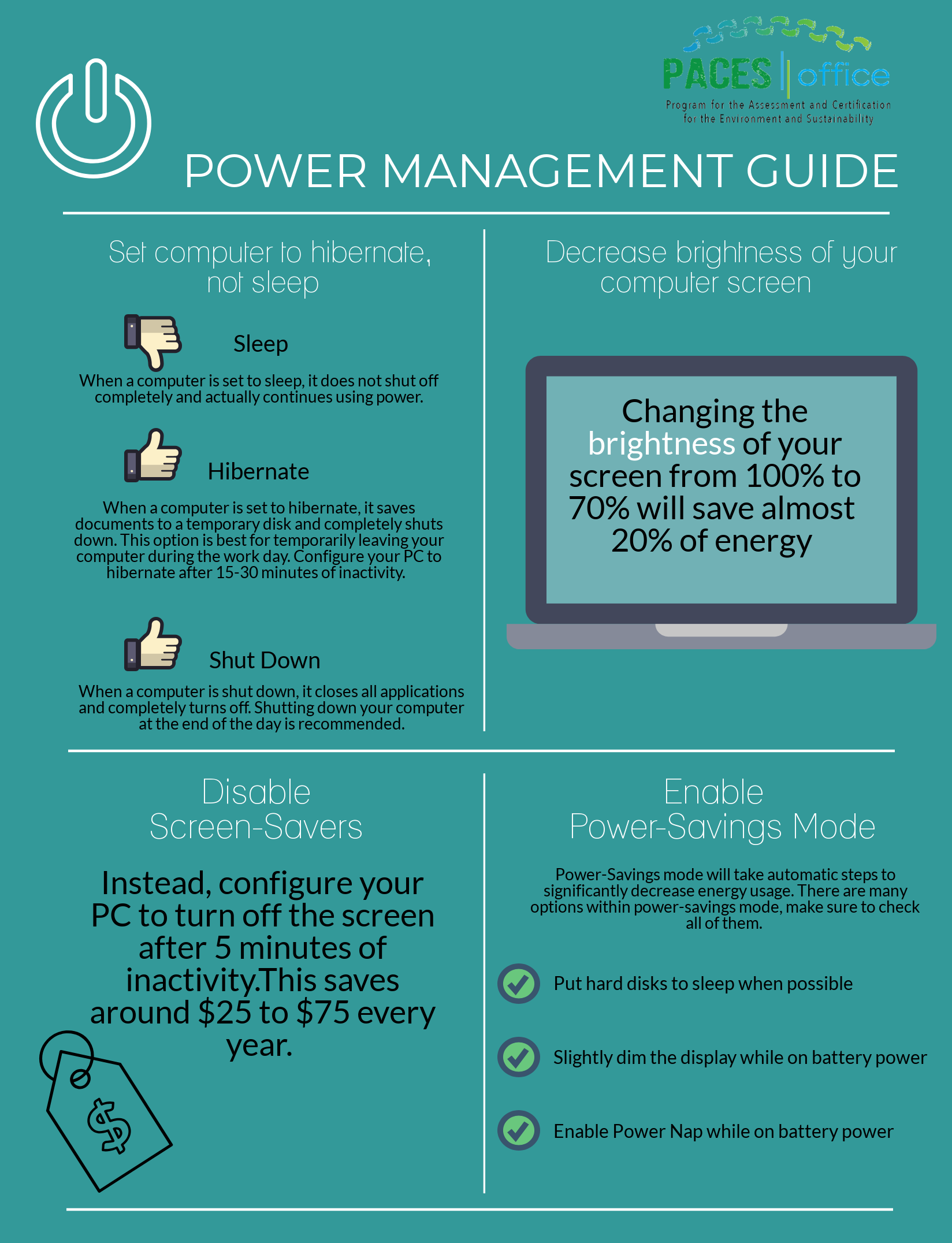
|  |
| --- |
| **Paper Office Supplies** |
| *Required level:*  Look for items with a minimum of 30% post-consumer recycled content (PCRC) or agricultural residue content (GS-07). Items can be purchased on UCSB Procurement Gateway. Make sure to filter items fo using the “Green” product flag.  *Preferred Level:* 100% post-consumer recycled content (PCRC) copy paper, and 100% recycled content with minimum 50% PCRC paper office supplies.  *Recognized Standards and Certifications:*   * FSC Recycled Content * Post-Consumer Recycled Content (PCRC) * Processed Chlorine free * Green Seal (GS-07) * Agricultural Residue Content   *Example items:*   * Copy paper * Post-it notes * Manila folders * Calendars * Writing pads |
| **Non-Paper Office Supplies** |
| *Required Level:* Look for items that meet the minimum EPA Comprehensive Procurement Guidelines (CPG) recycled-content levels for non-paper office supplies. For writing utensils (including plastic), purchase items with a minimum of 30% recycled content and free of antimicrobial coating.  *Preferred Level: Meets the recycled content specifications in the**Preferred EPP Specifications, and free of antimicrobial coating.*  *Recognized Standards and Certifications:*   * EPA CPG Guidelines: <https://www.epa.gov/smm/comprehensive-procurement-guidelines-non-paper-office-products> * PCRC * Total Recycled Content * Non-Antimicrobial * Northeast Recycling Content (NERC) * Model EPP specifications and purchasing guidelines for office supplies: <https://nerc.org/documents/EPP/Office%20Supplies/EPP%20Specs%20-%20Office%20Supplies.pdf>   *Example Items*   * Paper clips * Scissors * Pens * Highlighters * Dry erase markers * Plastic trash bags * Plastic envelopes * Staplers * Tape dispensers * Clipboards |
| **Cleaning Supplies** |
| *Required Level:* A minimum of 25% of purchases are certified by  one of the recognized certifications  *Preferred Level:* At least 75% of purchases are certified by of the recognized certifications  *Recognized Standards and Certifications:*   * Green Seal * UCL Ecologo * EPA Safer Choice   *Example Items:*   * All-purpose cleaner * Dry erase cleaner |
| **Reusable Items** |
| Below are a list of accessible items that should be purchased to replace disposable items:   * Eco Clamshell * Reusable Water Bottle (Stainless Steel) * Utensils (Bamboo- BPA free) * Tote bags |
| **Electronics** |
| *Required Level:* ENERGY STAR, EPEAT Bronze  *Preferred Level:* ENERGY STAR, EPEAT Gold |

****

****

****

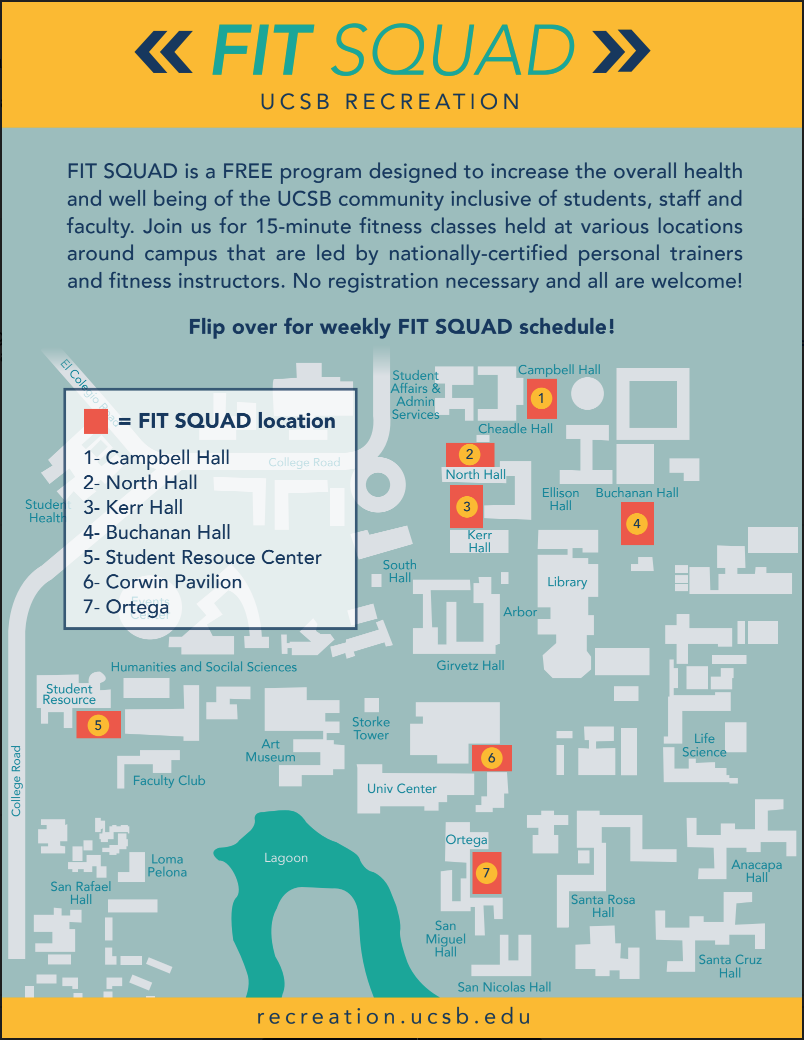
****

****

****

****

****

****