

Stanford in Redwood City Pilot Instructions and Information

Noel Hirst

Assistant Vice President for Business Affairs Finance and Facilities

Contributors:

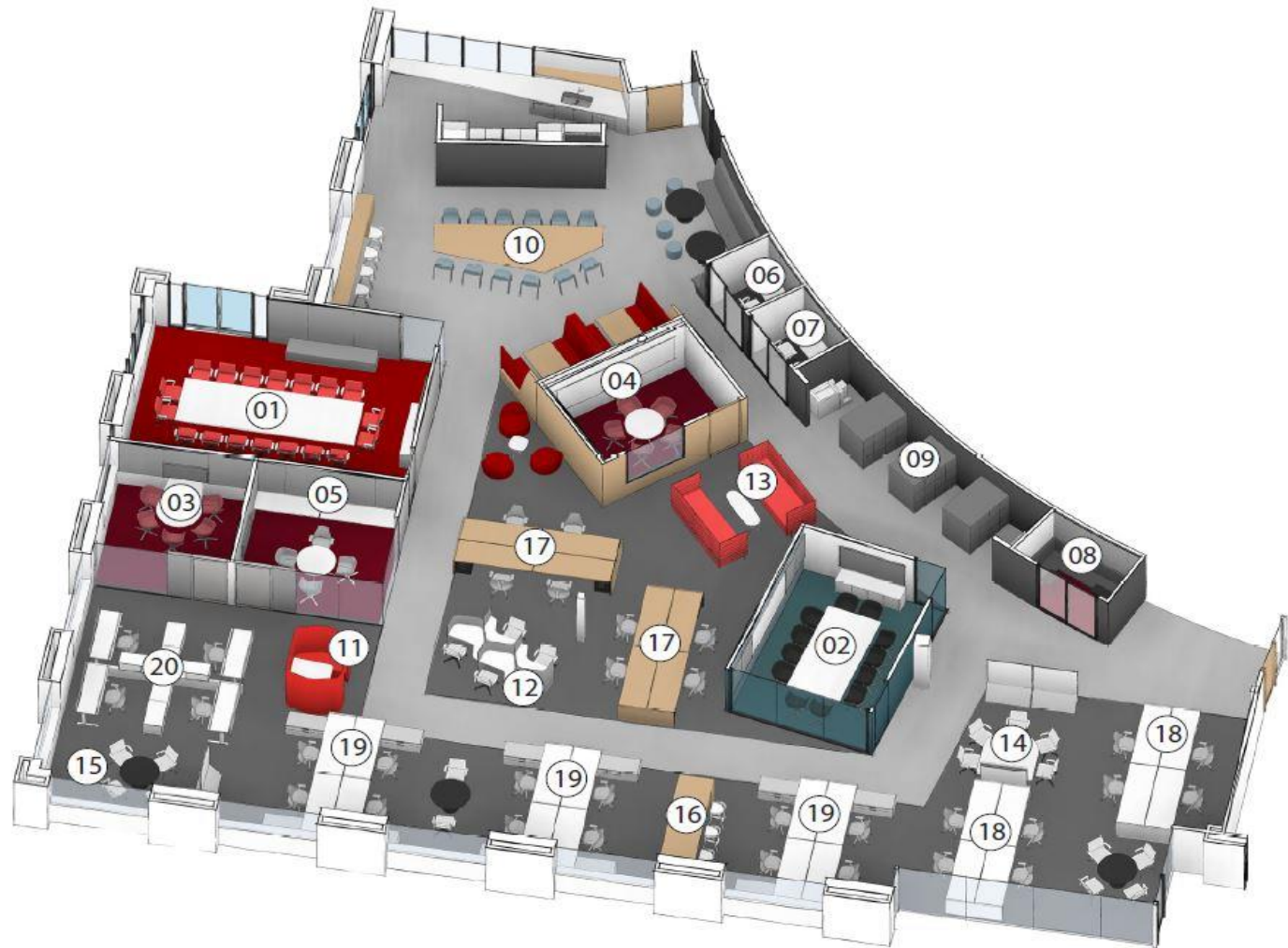
University IT: Matthew Ricks, Blake Gentner, Kevin Tully, Nate
Wagenaar

Redwood City Advisory, RWC AV Standards & Change
Management Teams

Clive Wilkinson Architects



Stanford in Redwood City Pilot at 3160



See Welcome package for additional info



Stanford in Redwood City Pilot

Purpose:

- Exciting opportunity to experience and test new ways of working (workspaces, collaboration, technology, gathering spaces, sharing, etc.)
- Helping to define Stanford's workplace of the future and explore new cultural norms for our new campus including: shared spaces and resources and more open collaborative environments. Many support functions presently dispersed will be together in our new cohesive campus
- Provide input to ensure Stanford in Redwood City's workplace success
- Become change agents who will help champion the move and encourage others to be open to new work behaviors
- In our early workplace survey we discovered that, on average, we spend 40% of our day away from our desks. These findings have inspired the University to think deeply about the opportunity the new campus provides for an updated approach to designing our new workplace. The Pilot is our test of this updated approach
- Clive Wilkinson Activity Based Working, what is it?

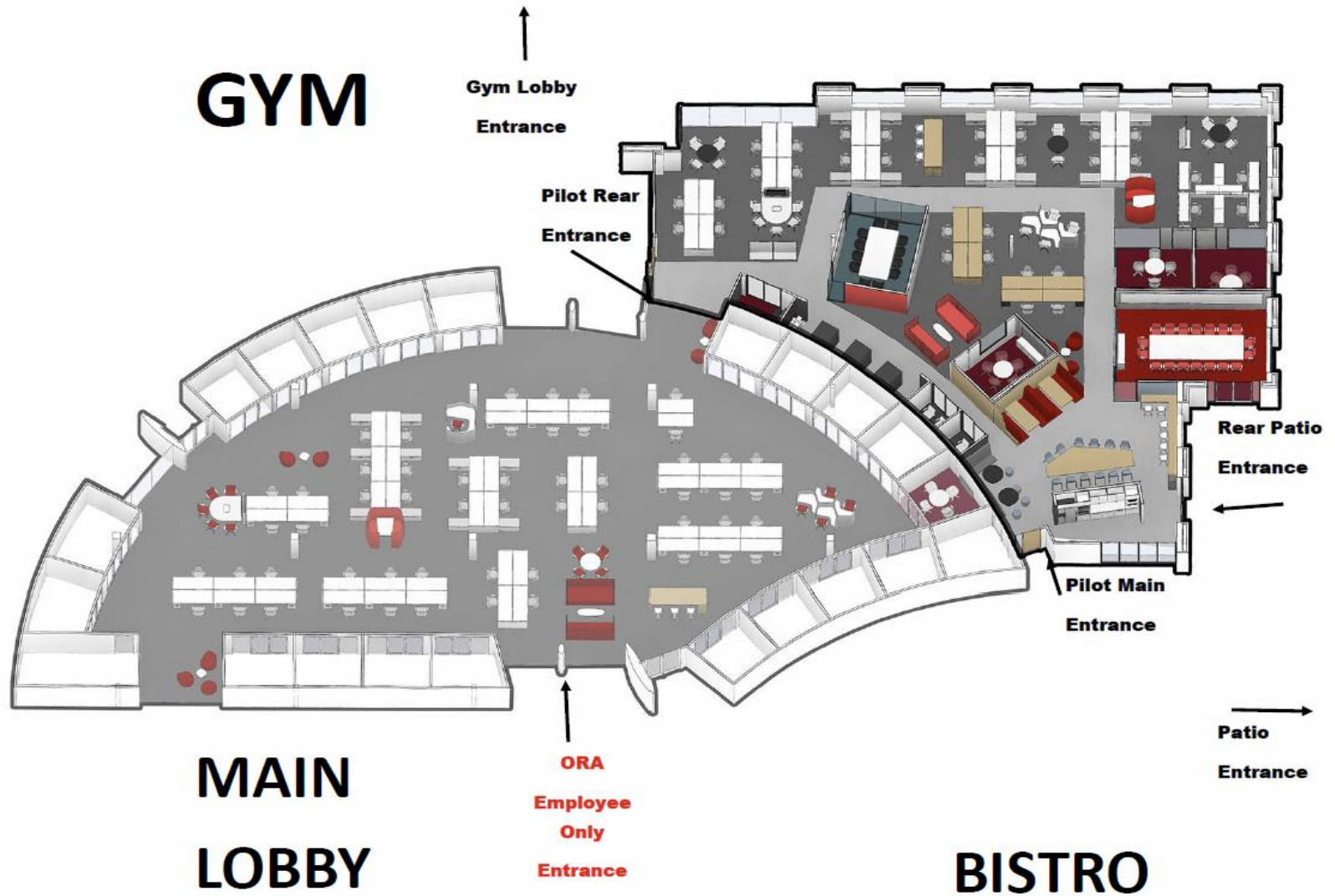


Tips to Enhance Your Pilot Experience

- Come with an open mind. When you first walk into the Pilot Workplace you will notice it looks different from our current work space. From the color scheme and furniture to technology and the open floorplan – the Pilot Workplace provides us the chance to test out a new way of working. The goal is to create a floorplan that maximizes space, enables job-performance excellence, provides flexibility and opportunities to collaborate with colleagues. The open floorplan also allows natural light to flow throughout the space, creating a healthier work environment.
- Float around – don't stay stationary. The Pilot Workplace is made up of a “kit of parts” that we hope you'll test out throughout the two-week period. Therefore, we encourage you to move around and try the phone room for a private meeting or call, eat lunch with colleagues in the dining lounge, book a meeting in a small or medium size conference room, work quietly in a coupe or hold a brainstorm/collaborative session in any of the open seating areas.
- Jot down notes and prepare to share feedback through the survey tool. (links noted later)



Stanford in Redwood City Pilot at 3160



Parking and Transportation

Location: 3160 Porter Drive, Palo Alto

Park at 3160 or 3145, Overflow in the back of 3165

- Please note on Mondays the Welcome Center New Hire Orientation is held at 3160, causing parking to be more congested than the rest of the week
- Please do not park in the visitor parking spaces, and only park in the fuel efficient spaces if your auto qualifies
- **Commute by Public Transportation?** See the Porter Drive website at <http://porterdrivecampus.stanford.edu> for Marguerite, Cal Train, and other commute options
- **Please be safe and cross at the cross walk near 3172**



Building Access

Your Stanford ID will admit you to 3160 Porter via the card reader system

ID Badge/Card Access Key

The Pilot location is card access controlled. Your ID badge serves a dual purpose in that it identifies you as an employee of Stanford and allows you access to your facility. You will find it necessary to have your badge at all times to ensure entry at exterior doors. Our security system is designed to allow employees 24 hour, 7 day a week access. In the event that you feel you may have lost or misplaced your employee badge, please notify Facilities at drochoa@stanford.edu or 724-3901 *immediately*. You will need to get a replacement card at the campus ID card office.

For more information about lost or damaged ID cards:
www.stanford.edu/services/campuscard/cardoffice.html

Card Readers

There are card readers located at all entrances to the Stanford @ 3160 Porter Drive campus. To access any door with a card reader, simply pass your badge along the reader. You will first hear a beep and then the latch will release allowing access to the door. It is important to remember not to prop or leave doors open after hours for longer than 30 seconds as this may trigger an alarm and subsequent guard response. The front lobby is open from 8am-5pm for visitors and guest access.



At the Pilot Desks

Provided

- 34" wide screen monitor (capable of simulating dual screens)
- Logitech ambidextrous mouse
- Logitech wireless keyboard
- Cisco VOIP Phone
- A sit-stand desk, ergonomic task chair & individual storage unit
 - *Note: Trash receptacles are in common spaces*
- white boards at each desk where you can write your name, so people know where you are sitting

Bring

- Your Laptop & Power Cord
- Binders or folders of essential information you need (keep to the minimum possible). The hope is that we move to being a more mobile community, where information is maintained on servers or in the cloud for access from anywhere
- If you need assistance in bringing your personal items to the Pilot space, please work with your RWC Advisory Team member. Be thoughtful about injury prevention



Getting Started: How to connect to the monitor, mouse, and keyboard at your workstation

Step One: Choose the cable that fits your computer.
(If your computer does not have either of these connectors, please let your IT consultant know.)

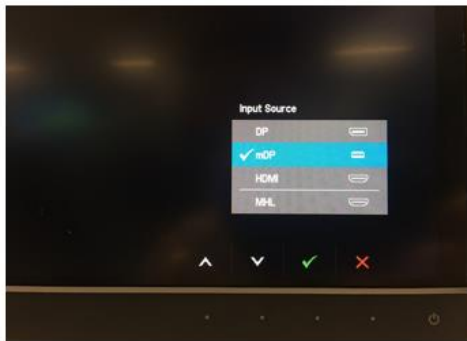


Mini Displayport



HDMI

Step Three: If necessary, press one of the dot buttons (·) on the bottom of the monitor and use the arrows to select the proper input. If you are using the mini-displayport cable, select DP, if you are using HDMI, select HDMI.



Step Two: connect the video cable **AND** the provided USB cable to laptop.
(If necessary, Choose from one of the provided adapters)



Step Four: While the resolution should auto-configure, you may need to adjust your monitor in your computer's display settings. If prompted for a desired resolution, select 2160x1440. If you get stuck, let an IT consultant know.

macOS

1. Open System Preferences
2. Select "Displays"
3. Adjust monitor layout to your liking

Windows

1. Right click on your desktop and select "Display Settings"
2. Adjust monitor layout to your liking

When a user plugs in both the video cable and the USB cable as described in the document, the keyboard and mouse will automatically connect to the computer and start working



One Monitor Simulating Dual Screens



There are several ways to show multiple display panels on these large monitors. Ask your friendly CRC Pilot support representative on your first day in the pilot to set up the best option for you.



Getting Started With Your Cisco VoIP Phone



To Log in/log out:

- Press Services
- Enter your SUNet ID (may be auto-populated). Use the navigation arrows to scroll down and enter your initial PIN: 123456
- The Quickstart guide will be provided at each desk
- For more information go to:
<https://uit.stanford.edu/sites/default/files/2013/01/24/7965-gtg-std.pdf>
- On the first morning of your pilot stay, there will be a telecommunications consultant available to assist you with phone setup if needed



Jabber/Soft Phone – More info coming



Jabber is a comprehensive communication and collaboration tool that is easy to use, reliable, and secure.

- IM chat — send instant messages to others
- Presence — show others your availability status
- Voice phone mobility — receive and place phone calls from your desk phone number to your computer or mobile device. Free voice calling that does not use carrier minutes
- Group chat and persistent group chat — chat with multiple people at the same time
- Federation — communicate across Stanford affiliations

<https://uit.stanford.edu/service/jabber>

Use this technology solution when you want to move from your open plan desk to a phone or meeting room to continue a conversation



Provided in the Pilot Workspace

- Day Lockers and a coat wardrobe are located at the Anchor Point for your personal belongings; see #9 on Pilot Map
- Shared file spaces, “Storage Islands” are available in the pilot workspace, see #16 on Pilot Map – Trash/Recycling here too
- Basic office supplies will be provided at the Storage Island & Anchor Point, including staplers, scissors, pens, pencils, and paper
- Basic kitchen supplies will be provided at the Plaza, including paper plates, cups, and flatware. Coffee, tea, and snacks will also be provided. A dish washer is provided. Do not put Bistro dishes in the dishwasher.
- Two multi-function printer, scanner, copiers will be provided in the Pilot Workplace. On your first day of the Pilot, the on-site IT consultants will help you install and set these up
- Trash & Recycling located at “Storage Islands” and in the Plaza. Please all food trash in the Plaza receptacles only. No desk trash/recycling provided



Sharing the Pilot Workspace

- The Pilot Workspace is located adjacent to the Office of Research Administration (ORA) on the first floor of 3160 Porter.
- ORA shares use of the Pilot Plaza area as well as the Anchor Point and Meeting Rooms.
- You will see ORA staff within the Pilot throughout your stay.



Security in the Pilot Workspace

- Each workspace has locking storage
- Laptops should be locked in the workspace storage if you leave your workspace. Since there are no docking stations, cable locks will not work during your pilot stay
- Please ensure that your laptop has proper encryption enabled as mandated by the University. <https://uit.stanford.edu/guide/encrypt>
- The Pilot is a working environment. Employees need to be productive in the space. However, it is also a location that is exciting and educational for staff moving to Redwood City and staff that are remaining on Main Campus. To that end, Open House tours lead by the RWC Advisory Team are planned for the second Wednesday of each unit's occupancy. Tours of up to 25 employees will be held from 11:30 – 12:15pm



Technology Support

- On your first and last days in the Pilot, there will be onsite IT support to ensure smooth setup and disconnect of your equipment. The UIT Computer Resource Consulting (CRC) will also offer on-call support to all participants for any IT needs related to the Pilot: University IT CRC – IT Pilot Support
- Your local IT support should be coordinating with the provided CRC Support. CRC Main Contacts:
 - Kevin Tully ktully@stanford.edu (650)497-7477
 - Nate Wagenaar wagenaar@stanford.edu (650)497-8673
 - University IT CRC – IT Pilot Support



Conference & Video Teleconference Options

- All, but one, Pilot meeting room will have the ability to teleconference. These rooms will be equipped with a tablet that can be used to share content and make an audio or video call. Using Blue Jeans, WebEx, or Zoom
- Instructions provided in each room



Large conference room



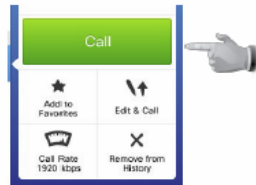
Conference and Video Teleconferences in the Pilot Space

If you want to dial into a WebEx, BlueJeans or Zoom meeting

- 1 Use 'Contacts --> Favorites to find speed dials for video collaboration tools.



- 2 When an entry has been located and selected the **Call** menu will appear. Tap **Call** to place the call.



Making a call

- 1 Tap **Dial**, as outlined.
*For audio only, please dial 9+1+area code
*For on campus, please dial the 5-digit extension
*For dialing an IP address, please prepend ip@



- 2 When the number has been keyed in, tap the **Call** key to place the call.



Sharing content

Make sure your presentation source is switched on and connected to the video system before you tap **Share**.

- 1 Make sure your source is connected and on. Tap **Share**, as outlined.



- 2 When the presentation is over, tap **Stop Sharing**, as outlined.



Where to go for assistance

The Porter Drive receptionists and Operations team are available to assist you and help make your Pilot experience a success.

- Nancy Franzen, Receptionist – 650-724-7990 or nfranzen@stanford.edu
- Lorin Mukai, Receptionist – 650-724-7990 or lorinm@stanford.edu
- Denise Ochoa, Operations Manager – 650-796-7786 or drochoa@stanford.edu
- Terri Flamer, Assistant Building Manager – 650-400-8403 or tflamer@stanford.edu

Technology Support:

University IT CRC – IT Pilot Support

Need a Wellness/Health room for any reason – contact the Porter Drive Receptionist for assistance. There is a room on the 2nd floor of 3160



Emergency/Safety Plans...

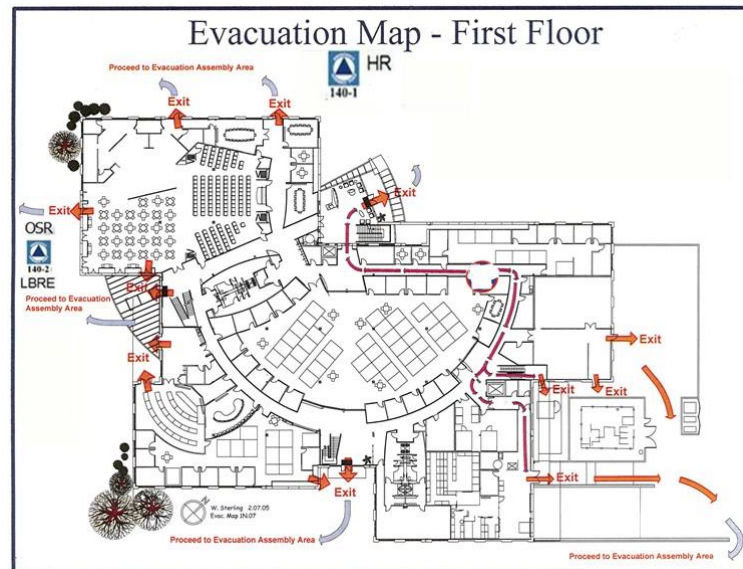
After Hours Emergency Response

During non-business hours, please call 9-911 for an emergency.

Please acquaint yourself with the new exit routes and your emergency assembly points, which are listed on the EAP map (below)

Your exit route is posted in prominent locations on primary circulation paths generally leading to building exits.

Your New Emergency Assembly Point (EAP) is EAP 140-2 Lawn area behind rear patio



Open Plan Workplace Etiquette...

- In an open environment, noise can carry so please remember to **modulate your voice**. You may actually notice it's much quieter than expected because you can see others around you and are subconsciously more respectful
- The open workplace brings together a diverse group of work styles and personalities. Keep an open mind, be tolerant of these differences, and find ways to adapt
- Just because others are sitting nearby doesn't mean they are available for conversation at all times. Act as if there is a door between you and if they appear to be busy, ask if they have a moment to talk
- **If you need to have a confidential face-to-face or phone conversation (especially extended ones), please use a phone room or small meeting room located throughout the space... please move your conference call to a phone room.**
- Make the most of the entire workplace. There are many other spaces to work besides your desk and having the freedom to move about can break up an otherwise ordinary day
- **Refrain from using speaker phones in the open workplace** and set your cell phone to vibrate. If you are particularly sensitive to noise, use your ear buds to stream your favorite music. Though you are still in a shared space, music will offer a quiet retreat
- If someone takes a call or their conversation at their workspace is disruptive to you, **it is perfectly ok to politely request that they move to a meeting room.**



Open Plan Workplace Etiquette...(cont)

- Keep your desk clutter to a minimum. It's a good practice to tidy up your desk each day before leaving work. Filing and storing important documents also assists with information security
- It's distracting for your co-workers to smell your lunch, especially if it's not time for theirs. Use the Plaza to prepare and eat hot food, and do not put food trash in the open workplace
- A dishwasher is available for your use in the Plaza. If you notice that the dishwasher is nearly full, please put the proper soap into the machine and start the machine. If you enter the Plaza and note that the dishwasher has completed its cycle, please unload it into the cupboards provided
- If you hand wash your dishes, please collect them when dry, and put them away

Note: Departments have discretion to assign workspaces in the pilot, and to use the pilot in the best way they see fit. Occupants that work in the pilot for multiple days, should respond to the RWC Pilot Survey as a 1-2 Week occupant, not as a visitor.



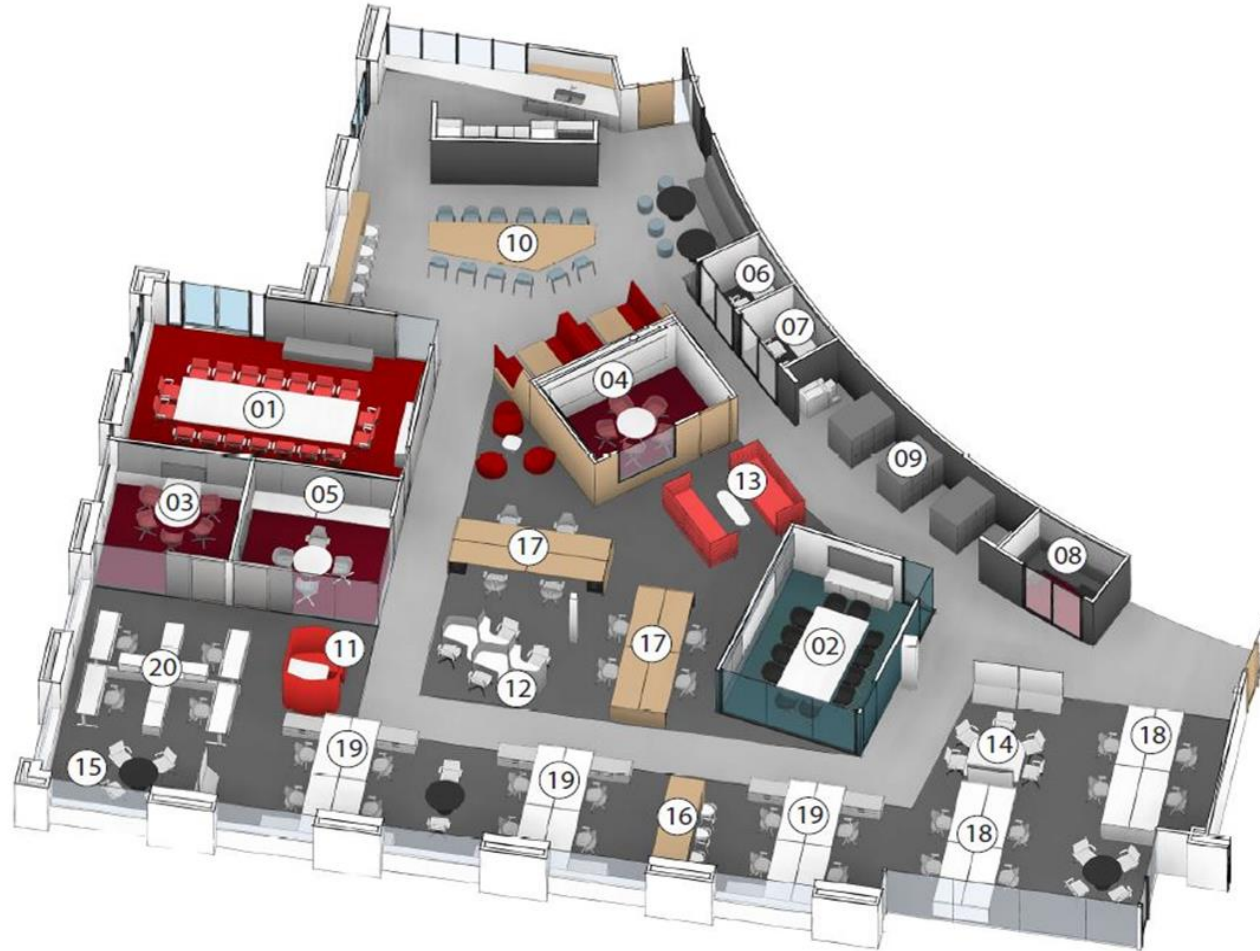
Pilot Departure Day

On your departure date please ensure you do the following:

- Clean up the workspace you have been using. Dispose of all trash/recyclables and collect all personal belongings
- **Make sure you leave the personal workplace storage key in the lock where you found it when you arrived on your first day**
- Collect your personal dishes and food storage containers from the kitchen and the refrigerator
- Collect your overcoat and any items placed in the Anchor Point, Day Lockers or the Storage Islands
- Take your computer and your power cord with you
- **Leave the Wireless Keyboard and Mouse for the next occupant**
- Note your primary workspace # in case you do leave something behind, that will help to find your lost item
- **Please complete the Stanford in Redwood City Pilot SURVEY at:**
 - <http://www.surveymonkey.com/r/RWCpilot>



**Survey - Be Sure and Complete after your stay
Thank you!!**



<http://www.surveymonkey.com/r/RWCpilot>

