ENROLLMENT CENTER

SPACE DESCRIPTION

The Enrollment Center provides current and prospective students with one location to fulfill their administrative and enrollment needs. The suite provides a lounge with refreshments for a welcoming, hospitable environment where users can be at ease. A bank of kiosks will allow users to drop in for quick access to online student services and is supplemented by meeting rooms where Enrollment Admissions Specialists may assist with more complex administrative needs, or for private or sensitive conversations. Direct access to a Multi-Purpose Room is preferred for large group assemblies and enrollment center events. Departments serving the suite include: Admissions, Enrollment Center, Financial Aid, Registrar, and Bursar. Additional departments such as Career Services, Disability Services, and Veterans Services may be located within close proximity.

SUCCESS FACTORS

Public-Facing: Locate the center near the main entrance for easy navigation and access to services. A reception space shall be open to the main corridor with an adjacent refreshments station and all-ages lounge. A central drop-zone serves as a place for Enrollment Admissions Specialists to greet customers and offer assistance or direction.

Comfort: Furniture selection, finishes, and location in the building shall promote a comfortable space for all users. A kid's corner shall be outfitted with TV, toys, and tablets for the entertainment of young family members. The suite shall also foster use of personal technology with ample seating, power/data outlets, and wireless capability.

Adaptability/Mobility: Employees should easily be able to connect to technology and move between spaces in the Enrollment Center -- including their workstation, phone booth, huddle room, and conference room. These spaces shall have easy-to-use and reliable virtual capabilities for seamless, distraction-free meetings.

Acoustics: Due to the sensitive nature of conversations, finishes, furniture, and equipment shall be selected to provide a sense of discretion and privacy.   Means may include use of acoustically absorbent materials for reduced sound transmission and the addition of ambient noise. Cubicle partitions shall be selected for acoustically absorbent properties and shall be increased height for greater privacy. Noise from HVAC systems may be at tolerable levels for sound masking of speech intelligibility.

Conference Rooms: The program layout must balance public, semi-public, and private areas to give users opportunities for private conversation. At a minimum, every Enrollment Center shall have (2) 2-3-person phone booths, (4) 4-person huddles, (2) 6- person conference rooms, and (1) 12-person conference room for every (20) cubicles. At least one conference room shall have solid, opaque walls for privacy. All huddle rooms and conference spaces shall have panic buttons for the possibility of an emergency.

Employee Rest Areas: An employee breakroom or kitchenette shall be located within easy access to the open office. The breakroom may be shared between departments. A Personal Wellness Lounge shall also be provided for faculty/ staff use.

Office Support: This space can be either a copy room, breakroom, or a kitchenette.

GENERAL

All perimeter walls shall extend full height to deck.

Kiosks, huddle rooms and conference rooms shall be provided depending on Service Area size and anticipated student volume.

Adjacent spaces include career services nearby, updated restrooms, event space, testing area, and workroom and break room nearby.

The security access point door may be locked after hours and accessed by key fob.

ACOUSTIC

Acoustic ratings for general office perimeter walls: STC 50. Special accommodation may be required due to location in the building.

Maximum recommended HVAC Background Noise: 40dBA

Follow the recommended methodologies and best practices for mechanical system noise control in ANSI Standard S12.60; the 2015 ASHRAE Handbook-- HVAC Applications, Chapter 48, Noise and Vibration Control (with errata); and AHRI Standard 885–2008.

MECHANICAL

Window or room unit systems are not acceptable in office rooms due to poor acoustic performance. Noise from HVAC systems may be at tolerable levels for sound masking of speech intelligibility.

Follow the recommended methodologies and best practices for mechanical system noise control in ANSI Standard S12.60; the 2015 ASHRAE Handbook – HVAC Applications, Chapter 48, Noise and Vibration Control (with errata); and AHRI Standard 885-2008.

Maximum NC Level for VAVs shall be less than 30 at maximum CFM.

ELECTRICAL & DATA

Power and data requirements vary per room type, see room descriptions. Ample connections for personal devices must be provided throughout the suite.

LIGHTING
- Provide zoned LED lighting with lighting controls to regulate natural daylight in open office areas.
- Provide low-brightness luminaires with high visual comfort probability (VCP). Average 40fc at 30" A.F.F. Min CRI 80.
- Lighting watts per square foot and controls shall meet the latest requirements of ASHRE 90.1

DOORS AND WINDOWS
- Doors to access the meeting rooms and the open office shall be secured after hours and accessed by key fob.
- Provide interior glazing for natural light into conference/ huddle rooms where privacy is not a concern.

- Provide a transaction window between Reception and the Bursar's office. Design for full accessibility, including an ADA counter.

TECHNOLOGY

Technology requirements vary per room type, see room descriptions. Wireless technology shall be provided throughout the suite.

ACCESSORIES AND EQUIPMENT

Provide whiteboards as noted in room descriptions. Rolling boards may be used. Storage space may be required depending on the size and function of the office suite.

FURNITURE

Furniture and equipment shall be selected to provide a sense of privacy within the open office setting. Cubicle partitions shall be selected for acoustic properties and shall be the correct height for the department's intended level of privacy.

Lounge furniture shall be selected for comfort, functionality and integral power.

NOTE: Any large projects or large furniture orders shall be approved by Standard Process of Facilities & Capital Planning Department

FINISHES

Ceilings

Recommended Height: 9' to 10', with special consideration to acoustics when greater than 10'.

Ceilings shall have an NRC of .70 to .85.

Floors

Carpet tile is preferred for acoustic properties. Hard flooring is preferred where the floors are more susceptible to dirt or liquids.