

RINKER SCHOOL OF CONSTRUCTION MANAGEMENT  
UNIVERSITY OF FLORIDA

**FACILITY OPERATIONS AND MAINTENANCE**

**COURSE NUMBER:** BCN 5778

**NUMBER OF CREDIT HOURS:** 3

**INSTRUCTOR:** Dr. R. Raymond Issa, Ph.D., J.D., P.E., F. ASCE, API ([raymond-issa@ufl.edu](mailto:raymond-issa@ufl.edu))  
UF Distinguished Professor of Construction Management

**RECOMMENDED MATERIALS:**

Roper, K. and Payant, R. (2014). *The Facilities Management Handbook*, 4<sup>th</sup> Ed., American Management Association.

**References**

*In course.*

**COURSE DESCRIPTION:**

*Facilities management as a specialized professional career; study of how a facility, its people, equipment, and operations are served and maintained.*

**PREREQUISITE KNOWLEDGE AND SKILLS:**

*Satisfactory standing as an MCM student*

**PURPOSE OF COURSE:**

*To familiarize the student with the theories of organizational behavior.*

**COURSE LEARNING OUTCOMES:**

*Upon completion of the course students will:*

- *Develop understanding of facilities management responsibilities*
- *Develop skills to engage in facilities management functions*
- *Comprehend facilities management requirements for emergency plans, security and safety*
- *Understand the role of COBie in Facility Management*
- *Gain a deeper awareness of the various contexts in which the facilities management function operates*
- *Evaluate outsourcing key Facility Management operations to third party organizations*
- *Understand the role of project management in the context of Facility Management*

**COURSE POLICIES:**

**ASSIGNMENT POLICY:**

*All work turned in for this course is expected to be of professional quality in content and presentation. Assignments are due when called for.*

**EXAM POLICY:**

*There will be one comprehensive final exam during the course and it will be worth 300 pts.*

**GENERAL POLICIES:**

- *There will be no substitutions for assignments*
- *Writing assignments will be checked using Turnitin software to identify any instance of plagiarism. Any student found guilty of plagiarism will be assigned an "F" for the course. NO appeal. Please make sure you understand what this means and how to avoid it.*

- ASSIGNMENTS SUBMITTED AFTER CALLED FOR WILL BE NOT BE ELIGIBLE FOR CREDIT.
- The professor reserves the right to adjust the grade scale. Under no circumstances will a student's grade be lowered by this adjustment.
- For exams and in-class assignments, students are responsible for all material presented in class, all reading assignments, and handouts distributed in class or via the class website.

## GRADING POLICIES:

Components	Points
Assignments	400
Final Exam	400
Total	800

## GRADING SCALE:

Grades will be computed according to the following scale:

A = 90.0 AND ABOVE	C = 70.0 to 76.9
A- = 87.0 to 89.9	C- = 67.0 to 69.9
B = 80.0 to 86.9	D = 60.0 to 66.9
B- = 77.0 to 79.9	E = below 60

Grade Values for Conversion												
Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E, I, NG, S-U, WF
Grade Points	4.0	3.67	3.33	3.00	2.67	2.33	2.00	1.67	1.33	1.00	.67	0.00

## STUDENTS REQUIRING ACCOMMODATIONS

Students with disabilities who experience learning barriers and would like to request academic accommodations should connect with the [Disability Resource Center](#). It is important for students to share their accommodation letter with their instructor and discuss their access needs, as early as possible in the semester.

## COURSE EVALUATION

Students are expected to provide feedback on the quality of instruction in this course by completing [online evaluations](#). Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students on the [Gator Evals page](#).

## UNIVERSITY HONESTY POLICY

UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment." [The Honor Code](#) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate

personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

## SOFTWARE USE

All faculty, staff, and students of the University are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against University policies and rules, disciplinary action will be taken as appropriate. We, the members of the University of Florida community, pledge to uphold ourselves and our peers to the highest standards of honesty and integrity.

## STUDENT PRIVACY

There are federal laws protecting your privacy with regards to grades earned in courses and on individual assignments. For more information, please see the [Notification to Students of FERPA Rights](#).

## CAMPUS RESOURCES:

### HEALTH AND WELLNESS

#### **U Matter, We Care:**

If you or a friend is in distress, please contact [umatter@ufl.edu](mailto:umatter@ufl.edu) or 352 392-1575 so that a team member can reach out to the student.

**Counseling and Wellness Center:** [counseling.ufl.edu/cwc](http://counseling.ufl.edu/cwc), and 392-1575; and the University Police Department: 392-1111 or 9-1-1 for emergencies.

#### **Sexual Assault Recovery Services (SARS)**

Student Health Care Center, 392-1161.

**University Police Department** at 392-1111 (or 9-1-1 for emergencies), or [police.ufl.edu](http://police.ufl.edu).

### ACADEMIC RESOURCES

**[E-learning technical support](#)**, 352-392-4357 (select option 2) or e-mail to Learning-support@ufl.edu.

**[Career Resource Center](#)**, Reitz Union, 392-1601. Career assistance and counseling.

**[Library Support](#)**, Various ways to receive assistance with respect to using the libraries or finding resources.

**[Teaching Center](#)**, Broward Hall, 392-2010 or 392-6420. General study skills and tutoring.

**[Writing Studio](#)**, 302 Tigert Hall, 846-1138. Help brainstorming, formatting, and writing papers.

**[Student Complaints Campus](#)**

**[On-Line Students Complaints](#)**