

To: Students, faculty and staff

From: Robert Cramer, Vice Chancellor for Finance and Administration

Subject: Frequently Asked Questions: Campus cooling issues

Date: June 28, 2026

General questions

Why is campus lacking cooling (air conditioning)?

A chilled water main supply line at one of the three heating and cooling plants that serve campus suffered a significant break. Chilled water provides cooling (air conditioning) for campus.

How is campus trying to restore the lost cooling capacity?

In the short term, UW crews have secured and are in the process of installing approximately 30 temporary chillers across campus. However, there will still be a shortfall from our normal cooling capacity until a permanent new chilled water line can be installed. This is expected to take at least one month.

Is campus open for business and operating normally?

Yes, however, some operations are being adjusted. A number of buildings will be without cooling and will be temporarily closed to the public. Other buildings will have limited cooling and experience higher than normal temperatures until a longer-term fix is completed.

Student Questions

Is my Summer Term class being relocated?

Students with classes in affected buildings will receive a message from their instructor if their class has been relocated.

What if my class isn't being relocated, but I am unable to be in a warm building for health reasons?

Contact your instructor. Instructors are being asked to provide reasonable flexibility to students with health conditions affected by heat.

Visiting Campus

I plan to visit UW–Madison this summer. Are activities like SOAR, campus tours and Office of Admissions and Recruitment events still running?

Yes. Campus is still open for normal business. Program participants will be advised of any changes.

Are Memorial Union and Union South still open?

Yes, however food service at the Memorial Union may be more limited than normal. All dining operations at Union South remain unchanged at this time. For more information about campus dining options, visit union.wisc.edu/dine

Where can I see more information about my event or program?

Check the website of your event or program to learn about any potential changes or contact the organizer.

Building Questions

Why are many buildings warm?

Many buildings will continue to operate with limited cooling. This is being done to conserve and reallocate cooling to priority areas. Other buildings will have their cooling turned off and will be closed temporarily. Again, this step is being taken to conserve and reallocate cooling to priority areas.

Can buildings with cooling turned off still be occupied for normal use?

No. These buildings will be closed to the public at the end of the business day on Monday. Unless a manager or supervisor grants an exception, employees whose primary work locations are in buildings that have been closed must work with their manager or supervisor to make alternative work arrangements, including temporarily working from home if duties can be performed remotely. Please see the message sent to campus on June 28.

Will closed buildings be secured during this period?

Yes, impacted buildings will be locked and UWPD will provide increased patrols for these facilities.

What happens if I have an event scheduled in a building that has been closed?

If you have questions or need guidance, please contact your supervisor or your building manager. You may also reach out to the [Campus Events Services Office](#) for support; however, please note that all campus facilities are experiencing some level of impact and

relocations may not be possible. Please share information about any changes with event attendees, and on your website, if applicable.

What should I do if I have a service that is potentially affected?

Contact your dean or director for guidance. Publish information about your changes on your website and notify your key stakeholders.

Are campus childcare facilities affected?

No.

Are campus and youth programs affected?

Youth programming has been identified as a priority for cooling on campus. Program coordinators will communicate directly about any changes.

Is the UW Hospital or are UW Health clinics affected?

No. Normal cooling levels will be maintained for patient care.

Employee Questions

Can I retrieve personal and business items from a building or office that is temporarily closed to the public?

Yes. Buildings will be open for regular business hours on Monday, June 29 and will close to the public and be locked at the end of the day.

If you are unable to collect your items on Monday, please inform your supervisor when you will be accessing them. Use your UW-issued access card or key to access your space and collect your items.

If you normally do not have after-hours access to your workspace, please work with your supervisor to make appropriate arrangements.

If I am being relocated to a different workspace, where should I park?

Relocated employees with permits may contact [Transportation Services](#) for temporary accommodations.

Where can I get additional information about my work location or situation?

See the message sent to all employees on June 28. If your question isn't answered, contact your supervisor or HR rep.

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