CONTINUOUS IMPROVEMENT

While Facilities and Services is made up of nearly 300 dedicated and skilled staff who do an excellent job, we always like to look at ways that we can improve. We take pride in being able to evaluate ourselves objectively, and quite frankly, when we take a long hard look, we find there are always innovative ways to improve processes which will positively impact the organization.

The reclassification of several positions this year has meant that we have been able to make a number of significant improvements that will help us sharpen our customer service and ultimately be more efficient in delivering projects to our customers.

UNIVERSITY ARCHITECT

Michael Rickenbaker accepted a position at Georgia College over the summer, and after a search that drew candidates from across the country, the current Assistant Director for Design, Greg Walke, was selected as the University Architect and Campus Planning Officer. Greg has nearly 40 years of experience as a registered architect with firms in New Mexico and Oklahoma, and brings a wealth of experience in both large and small projects to Facilities and Services.

Greg has worked for the past 7 ½ years at New Mexico State University in the University Architect's office and the Office of Facilities and Services, first as a Project Manager and then as the Assistant University Architect and Assistant Director of Facilities Planning & Construction. Prior to that, Mr. Walke was a principal in WOA, Inc., a firm that had formerly been Greg Walke and Associates.

A few of Greg’s notable projects at NMSU are his assistance with the NMSU Master Plan, the Historical Preservation Plan, and the renovation of O’Donnell Hall.

ASSISTANT DIRECTORS FOR DESIGN

One of the new organization improvements was the addition of a second Assistant Director for Design. And with the promotion of Greg Walke to University Architect, we were able to post and fill two Assistant Director for Design positions.

Jean Robinson and Scott McLean were each selected as Assistant Director for Design, and each will work with a team of project managers. In addition, projects will be grouped by area so that large
customers such as the College of Agriculture and Auxiliaries will have the same one or two project managers assigned to all of their projects.

Jean Robinson holds a Bachelor of Architecture and a Bachelor of Environmental Design from the University of Kansas and comes to NMSU from Treanor Architects where she led the Institutional Student Life and Housing Facilities Team that completed projects at the University of Arkansas, the University of Missouri, and in Doha, Qatar. Prior to that, Jean worked for Washburn University in Topeka, Kansas as the Assistant Director of Facilities in Planning and Construction. In that role she was responsible for the Annual Capital Improvements process, managing staff in the planning, design, and construction of campus upgrades. Jean also has a number of years of experience as an environmental consultant, having worked with the Cumberland Valley School District in Pennsylvania and the General Services Administration in Los Angeles, California.

Prior to joining Facilities and Services at NMSU this past January as a Project Manager, Scott McLean worked for the University of Northern Colorado (UNC) in Greeley, Colorado for the past 22 years as a Senior Construction Project Manager and as the Manager of the Planning and Construction Department. Scott has an Associate’s Degree in Applied Science / Solar Energy Technology from the Community College of Denver and prior to joining UNC, he worked for a general contractor in the private sector as an estimator, field engineer, and project manager. Scott has worked in the construction industry for 38 years and has also been employed in the renewable energy field.

**ENVIRONMENTAL HEALTH AND SAFETY (EHS)**

EHS will be posting and interviewing for a full time, permanent Safety Specialist position.

**PROJECT DEVELOPMENT AND ENGINEERING**

Facilities and Services Construction will be filling the Assistant Project Manager’s position recently vacated by Ray Perez, who decided to return to his previous line of work involving ships in Alaska. Also, a new Project Manager position was created that will be dedicated to the Agricultural Science Centers in effort to improve service delivery to that group.

The selection process for the Civil Engineering position that was recently created by the retirement of David Bollschweiler is nearly complete and an announcement will be made shortly.

**INTERNAL ADVISORY TEAM**

Katrina Doolittle of Environmental Health and Safety (EH&S) chaired an Internal Advisory Team and was joined by David Schoep and Greg Vogel from EH&S; David Bollschweiler, Alton Looney, and
Sheila Morgan from Project Development and Engineering; Melissa Fernandez from Facilities Administration; and Fernando Ortega and Rick Montoya from Facilities Operations.

This team was tasked with looking at our division name in light of the reorganization, and with almost 300 folks, “The Office of” just didn’t seem right for one of NMSU’s largest work units. As a result, the Advisory Team recommended dropping the term “office”.

The “new” name of OFS is now simply Facilities and Services, a division with the following work units: Environmental Health and Safety; the Office of Sustainability; the University Architect and Campus Planning; Facilities Administration; Project Development and Engineering; and Facilities Operations.

The Internal Advisory Team also developed a divisional Mission Statement:

**Our Mission is to Efficiently Provide a Safe, Well Maintained, and Environmentally Sustainable University Community.**

The Team also listed our organizational goals -

**Our Goals**

- Quality, Timely, Competitive, Value-Added Services
- Continuous Improvement of Core Business Plan
- Innovation and Sustainability
- Professional Development and Recognition
- and our values.

Facilities and Services is currently looking at several assessment and measurement framework models, and this internal Advisory Team will become a permanent group. I’d like to express my appreciation to Katrina and this group for their leadership.

SHOP COOK-OFF / SPRING PICNIC
There are a lot of new initiatives taking place, but you know us, we’ve got to make time for the “fun stuff”. The First Annual Facilities and Services picnic was held on July 14th. The turnout was great, the food was even better, and everyone had a chance to get to know one another.

SALSA AND DESSERT CONTEST
In addition to the picnic, there was a cooking contest with categories for “Salsa” and “Dessert”. 2nd place for best salsa was taken by Fernando Ortega with HVAC Department and Tony Barajas of the Grounds Shop was the winner. Dessert Contest 1st place winner was Ron Tarazoff of the HVAC Shop, and 2nd place was taken by Crystal Maldonado with Accounting.

THE JUDGES
Our special “Guest Judges” were Diane Madrid of Financial Systems Administration, Suzanne Montes from the Physical Sciences Laboratory, and Gary Rachele with Special Events.
THE DUNKEES

Executive Director of Facilities Operations Tim Dobson, Director of Building Maintenance Ron Fisher, Custodial Manager Art Lucero, Grounds Manager Bud Jones, Sustainability Manager joni newcomer, Lead Engineer Dale Harrell, and Director of MEP John Shen all took a splash in the dunking booth to help raise funds for the next event - as did “yours truly”.

THE PLANNING COMMITTEE

We’d like to give a special thanks to the Planning Committee: Art Lucero, Bud Jones, Robert Segreto, Ralph Lucero, Nivia Grajeda, Dale Harrell, Lalo Rodriguez, Jerry Valdez, and Lorraine Silva
PICTURES THIS ISSUE

The pictures in this issue are from the First Annual Facilities and Services picnic:
Ethical behavior is the responsibility of every NMSU employee.

Each one of us has a personal obligation to report any activity that appears to violate applicable laws, regulations, rules, policies, and/or procedures.

Thank you!

Glen Haubold
Assistant Vice President for Facilities
Facilities and Services
New Mexico State University