



Facilities and Services

FACILITIES AND SERVICES SOMETIMES MONDAY MORNING MEMO

AN OPEN LETTER TO ALL FACILITIES AND SERVICES EMPLOYEES FROM ASSISTANT VP GLEN HAUBOLD:

I would like to thank all of you who participated in the “Environmental Scan” sessions conducted by James Cole; you provided some very good feedback that will be used for organizational improvement and to shape the strategic plan. We will be discussing the observations in numerous employee forums starting with this newsletter, and his report will be published. Later this fall, we will have Workforce Meetings similar to what we did last year.

One of the more important issues that was brought up that I would like to comment on is the “OFS Scandal” and / or the “OFS Audit”. One item that we will address immediately is that it is very apparent that I need to do a better job of explaining the reasons for the many revisions and improvements to business practices over the past few years, because only a few of these were directly related to the “OFS Scandal”.

Adjusting staffing levels – increases as well as decreases – to match those of other highly technical research institutions with similar square footage, implementation of a robust work order system, replacement of “take-home” trucks with “call-back vehicle reimbursement”, formalizing professional development, and establishing cell-phone allowance standards that were fair for everyone – all of these are related to doing our part to control costs, keep tuition low, and help keep the business of education competitive.

We would have done most of these regardless of any scandal or recession. Our organizational health is dependent upon our adoption of the most current practices in professional facilities management.

While there are certainly some work units that could use additional help, NMSU Facilities and Services is pretty well staffed and funded when compared to other universities, and it’s the metrics we develop that help us defend those staffing and funding levels.

We will begin working to do a better job communicating why we do the things we do.

Continuing education and professional development also was mentioned, and I thought I would repeat this paragraph from the last newsletter:

We’ve said this before, but a reminder doesn’t hurt: Facilities and Services pays for trades and professional licenses, renewals, and continuing education classes. Professional development is another method we have of making sure that we deliver quality services to the campus

community. If you want to pursue professional development, please be sure to discuss it with your supervisor.

Facilities and Services has invested more dollars in professional development over the last few years than it ever did before. In fact, the investment in training was maintained throughout the budget reductions because of its importance. All we ask about training requests are 4 things: that the training match a business need, be a part of the development plan, be listed on the performance evaluation, and that the request is made in time to budget and plan. If you have a training request that was not approved, let's please talk about it.

We will discuss many other issues in the workforce meetings, because there were additional areas mentioned where we need to reduce organizational restrictions and work to develop trust. However, if we're going to do things like reducing the amount of paperwork, we need your help.

And, if we're going to make "continuous improvement" an organizational culture, it needs to apply to all of us from the top down – starting with me. I'd also like to say that while we should always look to improve, it's important to take time to appreciate why we work here and take note of the many accomplishments that we make.

This is the 4th university I've worked for, and I think it's a pretty darn good one! I plan to stick around and help make it better, because Facilities and Services has nearly 300 hard working, highly competent people that I'm proud to be associated with.

"Thank you" for all that you do. We appreciate all of your efforts!

Glen Haubold



PS: PLEASE REMEMBER TO CAST YOUR VOTE ON NOVEMBER 6TH!

**This is a multi-million dollar business...
we must run it that
way.**



PERSONNEL

OUR MOST IMPORTANT RESOURCE

Facilities and Services welcomes new Electricians, **PEDRO FELIX** and **DAVID CHACON**; Plumber, **LEITH BISHOP**; Custodial Workers, **ROSARIO ESTRADA**, **LUCERO NAVARRO**, **DOLORES MIRABAL**, **GABRIEL SAENZ**, **JESSIE MURPHY**, **ERNESTO GALLEGOS**; Laboratory Safety Specialist, **DERRIK WOOTON**; Facilities Tech, **RAYMUNDO MELENDEZ**; Mover, **CHARLEY ROMERO**; Painter, **JOSE CANDELA**; and HR Unit Coordinator, **YVONNE TELLEZ**; and Design Project Manager, **ALFONSO FLORES, JR.**

NEW SAFETY SPECIALIST

DERRIK WOOTON will join Environmental Health & Safety as the Laboratory Safety Specialist starting November 1. Derrik has eight years of experience as departmental safety coordinator at NMSU, an industrial safety background, and was a member of the Hazardous Materials Response Team for many years. Derrik brings strong teaching skills to our unit through his experience as Assistant Professor. We are looking forward to expanding our capabilities in laboratory safety, along with similar training for remote areas and new programs such as laser safety as we tap into his areas of expertise.



FACILITIES AND SERVICES ROLE AS A CAMPUS LEADER

As Administration and Finance continues with the development of a division strategic plan, I would like to remind everyone of the great work that **KATRINA DOOLITTLE** and the **INTERNAL ADVISORY COMMITTEE** did on the **FACILITIES AND SERVICES MISSION STATEMENT, VALUES, AND GOALS** that led the way by setting an example.

These were adopted and announced in the **EMPLOYEE NEWSLETTER**, but as there have been many new employees join us since the original announcement, I would like to repeat the following information from the **MAY 7, 2011 MONDAY MORNING MEMO**:

CHARACTERISTICS OF A PROFESSIONAL

- **APPEARANCE**
- **DEPENDABILITY**
- **PRIDE IN YOUR WORK**
- **HUMAN RELATIONS**
- **RESPONSE TO CRITICISM**



INTERNAL ADVISORY TEAM

(REPEATED FROM 5/7/2011)

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

I had asked this team to look at our division name in light of the reorganization, and they recommended a small change by dropping the term “office” and becoming “Facilities and Services”. The Committee agreed that the unit names were appropriate and that further change would only create more confusion than is already felt by recent consolidation and internal reorganizations, believing that stability in changing times is much more valuable. There was also concern expressed regarding the cost related to any major name changes and this type of expense should be avoided because of budget reductions.

The former OFPC and the Project Development and Engineering folks decided that Project Development was more appropriate for their work group.

There you have it: as soon as the paperwork clears, we'll be Facilities and Services, with the following work units: Environmental Health and Safety; the Office of Sustainability; the University Architect and Campus Planning; Facilities Administration; Project Development; and Facilities Operations.

The Internal Advisory Team also worked on and recommended a divisional Mission Statement:

Mission Statement Task Statement

The Advisory Committee developed a mission statement for the Facilities and Services Division that is tied to Living the Vision goal "to be an excellent steward of all resources dedicated to achieving the vision of the University" and the vision for NMSU to be a premier university. Their recommendation, which we have accepted:

OUR MISSION IS TO EFFICIENTLY PROVIDE A SAFE, WELL MAINTAINED, AND ENVIRONMENTALLY SUSTAINABLE UNIVERSITY COMMUNITY.

They also developed our goals:

OUR GOALS

-  **QUALITY, TIMELY, COMPETITIVE, VALUE ADDED SERVICES**
-  **CONTINUOUS IMPROVEMENT OF CORE BUSINESS PLAN**
-  **INNOVATION AND SUSTAINABILITY**
-  **PROFESSIONAL DEVELOPMENT AND RECOGNITION**





OUR VALUES

-  **A SAFE ENVIRONMENT**
-  **PROFESSIONAL ORGANIZATION**
-  **INTEGRITY AND ACCOUNTABILITY**
-  **OPEN AND RESPECTFUL COMMUNICATION**
-  **TEAMWORK AND PARTNERSHIP**

..and our values.

I'd like to express my appreciation to this group for their efforts.

This internal advisory team will become a permanent group, and I need a few more volunteers from the

Building Maintenance shops, Grounds, and Custodial. If you are interested in volunteering, please let Katrina Doolittle know.

That was from the May 2011 newsletter, but is a good reminder that Facilities and Services led the way towards strategic planning with our effort. The **FACILITIES AND SERVICES MISSION STATEMENT, VALUE, AND GOALS** were shared and discussed at last year's workforce meetings and may be found here:

<http://www.ofs.nmsu.edu/Webdocs/FacilitiesandServicesValues.pdf>

<http://www.ofs.nmsu.edu/Webdocs/FacilitiesandServicesGoals.pdf>

FIRE CHIEF INTERVIEWS

Interviews for the NMSU Fire Chief will start on November 2 and continue through November 7. There is an open session that Facilities and Services staff is invited to, and we are asking for input from the campus community on the candidates because this position has an impact on all of us. Please work with your supervisor if you're interested in attending the sessions.

STRICKLAND AND AVP AWARDS

It is time to request nominees for the Strickland Award. Charles Strickland served as NMSU's Physical Plant director for 45 years, from 1911 through 1956. In honor of his long service to our



organization, the Strickland Award was created in 1997 to recognize individuals who have rendered exceptional service to the organization that is now Facilities and Services. Please make nominations to your Director, to me, or to Melissa.



“BE PREPARED TO ADJUST”

FACILITIES INTERNAL ADVISORY COMMITTEE UPDATE

The Internal Advisory Committee continues their regular meetings, and they will be the voice of Facilities and Services in the Administration and Finance efforts towards developing the divisional Strategic Plan.

The Internal Advisory Committee was formed to provide employees with a voice to address cross-functional issues in Facilities and Services and is chaired by **GREG VOGEL**. The Internal Advisory Committee has looked over reasons for locking the yard gate during

the day and has had discussions on streamlining the warehouse material inventory. As an update, I have offered to leave the gate open during the day if we could do better as a group at reporting non-Facilities vehicle traffic, and the internal advisory committee has offered several alternative solutions. I will work with **GREG** and **MELISSA** to start posting the committee minutes.

If you have a problem, concern, issue, or solution that impacts multiple departments in Facilities and Services, please see one of the Internal Advisory Committee members: **CYNTHIA POOR** (Administration), **PRISCILLA CARABAJAL** (Administration), **DAVID AVALOS** (Plumbing), **ALBERT GIRON** (Structural), **DAMON GARLAND** (Access Control), **RUBEN MADERO** (Paint), **ESTHER AMEZQUITA** (Grounds), **ORLANDO FLORES** (Grounds), **TOM RUBADEAU** (Electrical), **MARK BLACHFORD** (Mechanical), **HENRY ESPALIN**, (Project Development and Engineering), and **ROE DAY** (Project Development and Engineering). If you are interested in serving on this committee, please contact **GREG** or me.

Several folks also volunteered for workgroups in the Administration and Finance Strategic Planning effort, and we'd like to thank **FRED MADRID**, **JOE PAYYAPILLY**, **SHEILA MORGAN**, and **MICHAEL MUNOZ**.

The Administration and Finance Strategic Planning efforts are underway, and you can follow the progress at: <http://af-strategic-planning.nmsu.edu/>.



PROJECT DEVELOPMENT AND ENGINEERING



Taos Dining is now open, increase the “zoom” and see if you can identify the folks in the back right hand corner of the picture (looks like Duran, Payyapilly, and Espalin admiring their work). They’re glad to finally be cooking!

This was an incredibly challenging project that was made even more difficult when the exhaust ductwork had to be routed outside the building.

HOLIDAY CHEER

We have been thinking about the holiday celebrations and we really want employee input, so we’re interested in hearing how you would like to celebrate the winter holiday cheer within our division. Creative ideas are in abundance in FS, so please share some of your ideas with your Director or with Melissa and Bea.



SUSTAINABILITY

NMSU celebrated its first annual Campus Sustainability Day event on October 24th. The Office of Sustainability started the day off by hosting a tabling and workshop event outside of Corbett Center. Various student sustainability-related organizations participated and hosted educational activities such as a composting demonstration and seed planting. The City of Las Cruces Sustainability Office showed what they do to be green and Sodexo Dining Services gave out free reusable mugs. OoS activity was “Caught You Being Green” and gave out bamboo pens and reusable bags to people who were carrying their own “to-go” bottle or other reusable items. The turnout was great and the campus community really engaged with the educational event. We also had student-designed posters hanging from the trees that had interesting sustainability facts to really open eyes on what we’re doing to the planet.

Next, we watched the Campus Sustainability Day “National Keynote” broadcast on “Preparing Students for Climate Change” and had a provocative discussion following.

The main event was the evening Campus Forum on Sustainability: “Moving Toward Success”. Provost Wendy Wilkins opened the event and Regina Wheeler, the CEO of Positive Solar Energy, was the keynote speaker who spoke about “Big Thinking” and breaking down silos of thought. Then, over 30 attendees participated in roundtable brainstorming sessions that focused on building a vision of sustainability for NMSU. We closed the event by having each of the groups present their visions. A summary report for the day will soon be available on the NMSU Sustainability website.

PICTURES IN THIS ISSUE

..are from the office decorations. We really appreciate the positive attitude of the facilities and Services business office and their efforts to boost morale – they just generally keep everyone smiling and engaged. Besides, we think they were the real winners in the **TOUGH ENOUGH TO WEAR PINK** contest –





Glen

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

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