



Facilities and Services

FACILITIES AND SERVICES SOMETIMES MONDAY MORNING MEMO

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

Summer apparently has finally arrived, and while there is less pedestrian traffic here on campus, there will soon be more elsewhere when the area schools let out; as Cindy says, "Be careful out there!"

The end of the fiscal year always brings numerous university announcements as one department after another closes for one reason or another. Many NMSU offices declare moratoriums or closures so that they can facilitate a process before fiscal year-end. Additional staff cannot be hired while we figure out how to pay those we do have, offices close to count our money, and warehouses shut down to inventory widgets used across campus.

In keeping with that spirit, we announce the -

FACILITIES AND SERVICES 2014 DEADLINES AND CLOSURES

HVAC will be closed from May 26 - 30 to calibrate instrumentation

- o Work orders for "hot" and "cold" calls should be entered prior to May 23

Plumbing will be closed to inventory parts and service equipment from June 2 - June 6

- o Requests to clear stopped up drains or toilets must be made before May 26

Electric will be closed from June 9 - 13 to count inventory

- o Requests to reset breakers and replace lights need to be submitted prior to June 3

EHS will be closed from June 16 - 20 to prepare annual reports

- o Notification about chemical spills should be made before June 11

Fire Department will close from June 23 - 25 to wash the trucks

- o Cross your fingers

We are kidding, of course, but it makes the point that the folks in Facilities and Services are here to keep our buildings and grounds clean, cool, lit, and safe 24 hours around the clock without a break – and we appreciate it that they are here!

Glen

OUR MISSION IS TO EFFICIENTLY PROVIDE A SAFE, WELL MAINTAINED, AND ENVIRONMENTALLY SUSTAINABLE UNIVERSITY COMMUNITY....AND IT TAKES EVERY ONE OF YOU.

NMSU IS ALL ABOUT DISCOVERY!

FACILITIES AND SERVICES JUNE 2014 NEWSLETTER

PERSONNEL

OUR MOST IMPORTANT RESOURCE

WELCOME TO: ...**JAMES BIZZELL**, **FERNANDO CANALES**, **DIEGO MENDOZA**, **ROBERT FRANK**, **ROBERTO CEDILLO**, and **ROBERT MARTINEZ**, Facilities Technicians; **MANNY ROBLES**, **JOSE MENDOZA**, and **MICHAEL TENNYSON**, Laborers (Grounds); and **SUZANNE MONTES**, Facilities Space Planner.

BEST WISHES TO: ...**CYNTHIA VASQUEZ**, Custodial Supervisor, **SATIVA CRUZ**, Student Assistant (Sustainability Office), **NAKISHA ANTONIO**, Student (Assistant Grounds), and **IGNACIO CEBALLOS**, Custodial Worker.

WE'RE ALWAYS EXCITED WHEN WE CAN PROMOTE FROM WITHIN: **JAKE VILLA**, advanced from Mover to Facilities Tech and **JOSE LOERA**, promoted from Project Manager to Assistant Director, Facilities Project Development.

*WORK AT NMSU WITH PRIDE; AGGIE PRIDE
PERFORM AT THE BEST LEVEL THAT YOU POSSIBLY CAN
FOCUS ON THE ENTERPRISE: STUDENTS, FACULTY, AND STAFF*

- NMSU PRESIDENT GARREY CARRUTHERS, PH.D.



REMEMBERING THOSE WE LOST

Fire Captain Kellen Tarkington, NMSU PD Chief Stephen Lopez, and Dean of Students Michael Jasek alongside ROTC Color Guard recognized students, faculty, staff, and alumni that have passed in the last twelve months at the Aggie Memorial Ceremony that was held on April 30th. There were 219 Alumni and 50 students, faculty, and staff that passed on in this last year.



NEW DEVELOPMENTS IN PROJECT DEVELOPMENT (PDE)



JOSE LOERA is one of the Strickland Award winners for this year and he has now been promoted to an Assistant Director in the Project Development group. Mr. Loera came to NMSU in 1999 as a Lead Carpenter after working for McGinley Construction, advanced to Assistant Project Manager in 2008 and became a Project Manager in 2013. Congratulations!

PSL Roof



One of Jose's projects is this re-roof at PSL; he has also been busy with many projects at the Carlsbad campus as well as the NMSU Golf Course.



FINANCIAL AID REMODEL

This was another one of Jose's projects; this attractive remodel project at the entrance to Financial Aid in Ed Services is nearing completion.



NEW FACILITIES SPACE PLANNER




SUZANNE MONTES will soon be joining Space Management. Ms. Montes came to NMSU in 1990 as a clerical aide and has worked for Grants and Contracts, the College of Engineering, Physical Sciences Laboratory (PSL), and most recently in Administration and Finance. She has a certificate from Dona Ana Community College (DACC) in Civil Surveying Drafting and Graphic Technology as well as one in Geographic Information Systems, two associate's degrees from DACC in Geographic Information Systems and Secretarial Administration/Microcomputer Bookkeeping, and a Bachelor's degree from NMSU in Geographic Information Systems/Business Administration.

SPACE MANAGEMENT

Speaking of space management, the annual Space Survey required by the Office of Management and Budget (and other agencies) has been emailed to departments and should be returned by July 1st. If your responsibility includes helping with this survey, the information that you furnish is provided to a number of state and federal agencies and is used in many different ways on behalf of NMSU, so we ask that you please pay particular attention to the accuracy of the information that you report. Besides being critical for our own internal records, this information has a direct bearing on cost allocations in several areas.

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.



The cartoon shows two men in business suits standing in a room filled with papers. They are holding up signs that say 'I THOUGHT 'GOOD ACCOUNTING PRACTICES' WAS JUST A SUGGESTION!!!'. The signature 'Wolfgang Weig' is visible at the bottom of the cartoon.



ELECTRICAL ENCLOSURES



Well, they did promise me burros, sombreros, and horses next time, but NMSU has some better looking electrical enclosures courtesy of the Art Department. 30 students came up with three initial designs each and then whittled the possibilities down to one final design per student. A team comprised of both Facilities and Services and Department of Art representatives voted on three final designs the students would install on the electrical enclosures near the art building by the end of the semester. You can read the entire story here:

<http://newscenter.nmsu.edu//Articles/view/10341/nmsu-art-students-decorate-electrical-enclosures>



OUR VALUES

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

ENVIRONMENTAL HEALTH AND SAFETY (EHS)



Environmental Health & Safety (EHS) worked closely with a High Hazard Remediation contractor to stabilize 50 potentially explosive chemicals that were picked up from a variety of departments on campus (photo). EHS worked closely with this contractor to identify an additional 50 unidentified chemicals picked up from campus laboratory operations. These chemicals had to be certified as deactivated prior to shipment, and the cost was \$5,500. The estimated additional cost to ship the

chemicals for incineration is \$3,000. The contractor stated that it was possible to prevent most of the work to stabilize the potentially explosive chemicals with good inventory control, and we encourage NMSU chemical users to follow EHS established procedures. We do remind everyone that currently these costs are covered without charge to the user, a practice that is becoming more and more difficult to fund.

SPEAKING OF 24x7x365

NMSU'S FIREFIGHTERS ARE ALWAYS ON DUTY! Deputy Chief Louis Huber spent the Spring Holiday weekend with the student firefighters, drilling alongside them on a simulated fire with a rescue at Monagle Hall. 14 full-time students are employed at the Fire Department. These drills help prepare the student firefighters for emergencies as well as teaching them how to work as a team.



SAVE THE DATE – 2014 ANNUAL EMPLOYEE PICNIC

Esther, Priscilla, and the rest of the committee are hard at work on the Annual Picnic. Hold the date for Friday, June 20, 2014 from 10:30am - 1:30pm in Preciado Park.





OUR GOALS

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

CUSTOMER SERVICE SURVEY

Facilities and Services wishes to convey our thanks to those of you who participated in our annual customer service survey.

A somewhat wise person once said that criticism is completely true, partially true, or patently false; in any event, one should thank the person and act upon the feedback to improve. In that spirit, we appreciate the many positive comments and we will act upon those that pointed out areas where we can improve. Sometimes constructive criticism can be painful, but asking for feedback and acting on it is the only way to improve our performance - and improving is important to us.

2013 Facilities and Services Customer Service Survey:

<http://facilities.nmsu.edu/wp-content/uploads/sites/57/2013/11/FS-Survey-2013.pdf>

Facilities and Services Customer Services Surveys since 2009:

<http://facilities.nmsu.edu/customer-surveys/>

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



BI-ANNUAL EMPLOYEE SURVEY

Also, we are proud of additional efforts that have been made towards continuous improvement. As part of the strategic planning effort in Administration and Finance, Commtch Transformations was selected to perform an Environmental Scan of each unit in the division. In addition, this last year Facilities and Services conducted an Employee Climate Survey through the Center for Organizational Excellence, and the results were so helpful that the entire Administration and Finance division decided to repeat the

initiative this year. While those results are still outstanding, we have provided links to the Environmental Scan and Facilities Services Employee Climate Survey.

Employee Engagement page with Environmental Scan and Center for the Organizational Excellence Employee Survey by department:

<http://facilities.nmsu.edu/employeeengagement/>

Administration and Finance Environmental Scan:

<http://af-strategic-planning.nmsu.edu/environmentalscanresults/>

STAFFING

There were many comments about staffing levels in both surveys, and there have been changes in staffing since 2008 as we adjusted and realigned staffing levels to match those of other highly technical research institutions with similar square footage.

We spend a lot of time benchmarking our staffing and funding levels, because 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 periodically, NMSU Facilities and Services is pretty well staffed and funded when compared to other universities, and it the metrics we develop that help us establish and maintain those staffing and funding levels.



ENERGY PERFORMANCE CONTRACT

We wish to remind everyone that the construction upgrades and retrofits for the newly signed energy performance contract with Ameresco are ready to begin. In buildings across the Las Cruces campus, you will see contractors begin construction on new lighting and mechanical systems to improve NMSU's energy efficiency and to help hold utility costs down. These improvements will be paid for through the savings generated by the project, and at the end of the performance period NMSU will be able to retain the almost \$2 million in annual savings as well as the accompanying infrastructure improvements.

Look for the CARE logo on signs and banners showing that NMSU is "*Conserving and Reducing Energy.*" A new website will be launching soon to provide schedules, news, and updates on our progress. The campus and surrounding community will be invited to a groundbreaking ceremony in July to kick off this great project.

MEMORIAL TURF

The installation of the turf at memorial Stadium has started and there are some great videos here:

<http://www.kvia.com/video/NMSU-putting-in-synthetic-turf/25988478>

http://www.lcsun-news.com/las_cruces-news/ci_25761129/nmsu-rips-up-grass-begin-turf-installation





Have a great weekend!

Glen Haubold



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