Facilities and Services

Facilities and Services
Sometimes Monday Morning Memo

From the AVP –

Fall is an exciting time as the faculty and students return. And, after all, they are the reason why we exist. Many of you helped out with and were recognized for your efforts on Move-In Day, and we really appreciate the willingness to do whatever it takes.

It is hard for me avoid writing about the budget, and yet we have talked about this so many times that some of you have told me that the funding shortfall is just “old news.” I will simply say that the state budget woes continue, and that I am available to come to your shop or departmental meetings at any time to answer questions.

I have mentioned this before, and I hope we can continue to make it a hallmark of our service delivery in FS. Just about every single department on this campus has fewer people than it had two years ago. That is also literally the “old news.” Everyone on campus “gets it” or at least should “get it” that service delivery will simply take longer these days, and the constant reminders of being shorthanded only come across as making excuses.

Yet, for some reason, many people on campus seem compelled to remind everyone else that they are shorthanded, as if it were somehow possible for others not to know this already.

Some departments act as if they were the only ones that lost budget and FTEs, when in reality, staffing levels and budgets were reduced all across NMSU.

When I hear these comments, my first thought is to ask, “WOULD YOU LIKE SOME CHEESE WITH THAT WHINE?”

NMSU is all about Discovery!!
We can continue to be known as a department that is different and leads the way. Let’s keep working on providing realistic completion dates in advance, striving for excellent communications, and then making sure that we do what we say we will.

As most of you know, I am a relatively simple person. NMSU is a business, and revenue is down; staff and expenses need to shrink to match. Anything else is not sustainable.

My rule #2* is that, “Hope is not a strategy and denial is not a plan.” There is no such thing as more with less, there is only less with less. Continuing to provide excellent services to the system campuses will take creativity and thinking differently. We need to be willing to identify core services, and then have the discipline to scale back on those that are less important while communicating honestly and openly with our customers. We have to rigorously measure what we do at every level and adjust as required.

Hoping that the budget will get better is denying reality and can be saved for the politicians. Let’s make the best of what we have.

I have previously noted in several newsletters that what was really important was that there was a wife who cared about me, food in the refrigerator, and a dog that greeted me with tail wagging. All remain intact and continue unabated although a few strokes off the golf game would be nice. Life is good.

Hang in there – NMSU is still a great place to work, and you make a difference!

Glen

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

Paul Reyes, Chucky Estrada, and Ramon Rodriguez, Facs Techs; Kieron Pena, Fiscal Asst Assc; Adrian Carabajal, Customer Service Asst; Gilbert Uranga and Monique Mirabal, Painters; Frank Sage, Cody De La O, and Fernando Madrid, Student Firefighters; Antonio Lopez and Francisco Guaderrama, Plant Operators; Richard Trujillo, Elizabeth Nunez, and Andrew Smith, Custodial Workers; Nathaniel Munoz, Jason Smith, Paul Garza, Mark Roman, and Richard Hernandez, Grounds; and Miranda Griego, Student Assistant.

CONGRATULATIONS ON THE PROMOTION/RECLASSIFICATION

Anthony Legarda, Theresa Duran, and David Dominguez, Fac Techs; and Cecilia Espana, Customer Service Assst.

BEST WISHES TO AND WE WILL MISS

Sammy Saenz and Ismael Molina, Plumbers; Fernando Canales, HVAC Mechanic; Kelsey Moore, Fiscal Asst Assc; Juan Santillan, Custodial Worker; John Larson, EH&S Safety Spec; Lorenzo Astorga, Groundskeeper Sr.; Albert Orozco, Grounds; Mitchell McMillan, Angelo Pacheco, Angel Rios Eichelberger, and Patrick Armijo, Student Firefighters; and Joel Contreras, Facs Tech.

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 CHANCELLOR GARREY CARRUTHERS, PH.D.
FS would like to welcome Lauri Millot, the new Director and Title IX Coordinator in the Office of Institutional Equity (OIE). Of course, you already know the Associate Director, Angela Velasco.

New Mexico State University (NMSU) is dedicated to providing equal opportunities in areas of employment and academics without regard to age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, serious medical condition, sex, sexual orientation, spousal affiliation or protected veteran status as outlined in federal and state anti-discrimination statutes – and OIE is there to help us.

**EthicsPoint**

In addition, we all have the right to work and study in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment, which helps us to fulfill our responsibilities to each other and to the taxpayers. We encourage you to speak with supervisors and report inappropriate behavior through established channels whenever possible; however, we recognize that there will also be situations when you may not feel comfortable or secure doing so.

To address this, NMSU has provided Ethicspoint® as a confidential reporting system that provides students, faculty, and staff an alternate and confidential method to report a business concern or suspected/observed misconduct, in lieu of, or in addition to, existing grievance procedures. Reports submitted through Ethicspoint® will be forwarded to the appropriate official for confidential investigation, and no employee shall be subjected to retaliation or reprisal for making a report in good faith or for seeking guidance on dealing with suspected improper behavior.

[https://auditservices.nmsu.edu/reporting-line/](https://auditservices.nmsu.edu/reporting-line/)

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.
ANNUAL REPORTS
We mentioned priorities earlier, and we are proud that most Facilities departments still can find time to prepare annual reports. The old saying is that, “YOU CAN’T MANAGE WHAT YOU DON’T MEASURE” and it is more important today than ever.

Environmental Health and Safety
(bottom of page)
https://safety.nmsu.edu/

Fire Department
https://fire.nmsu.edu/annual-reports/

Sustainability
http://sustainability.nmsu.edu/annual-reports/

Project Development and Engineering
https://facilities.nmsu.edu/pde/about-us/

Facilities Operations / Facilities and Services Business Office
https://hr.nmsu.edu/ofc/wp-content/uploads/sites/57/2016/03/080-Departmental-KPI_All.pdf

Facilities and Services Award for Excellence submission (multiple reports and KPIs)
https://facilities.nmsu.edu/appa-award/appa-reference/
CAMPUS BEAUTIFICATION PROJECTS

Grounds focused all summer on campus beautification projects to be completed prior to opening day. This picture is of the renovated planters in the east stairwell of Corbett Center.

NMSU FIREFIGHTERS LOGGED 3,944 TRAINING HOURS IN CALENDAR YEAR 2015!

This July, the teams focused on rope rescue. Throughout the year, NMSU firefighters are trained to respond to emergency medical, fires, hazardous materials and technical rescues. Student firefighters are employed year-round—they do not go home for the summer or winter holiday break. Shown in the photo on the left is student firefighter Korina Jimenez tending the main rope descending line. On the right, student firefighter Alex Cordova performs edge safety duties as career firefighter Richard Largent rappels off the wall.
**FIRE ARSON ORIGIN AND CAUSE INVESTIGATION CERTIFICATION**

Fire Captain John Guerin attended the Fire Arson Origin and Cause Investigator class held at the National Fire Academy in Emmitsburg, Maryland from July 11-22. The course is designed to meet or exceed the applicable sections of NFPA 1033, Standard for Professional Qualifications for Fire Investigator. The NMSU Fire Department now has two certified investigators to identify the origin and cause of a fire, conduct a technically and legally sound investigation, and pursue the case through the judicial system. Fire Captain Kellen Tarkington is the other certified investigator.

**SISBARRO COMMUNITY PARK**

All preparation work has been completed at the Sisbarro Community Park. The grass has sprouted and Grounds personnel are performing routine maintenance to promote grass growth. Grounds will be erecting barricades south of the Student tailgating area to prevent access. The student tail-gating area will still be available for student events and Grounds will coordinate access with ASNMSU.

**CHILDREN’S VILLAGE BEAUTIFICATION**

Grounds shop personnel performed a landscaping restoration project at Myrna’s Children’s Village by clearing a 3,800 square foot yard and installing a new irrigation system. The crew laid sod in the yard to make it available for use on opening day of classes, and they also trimmed the pine trees and power washed the building. Structural Maintenance will reattach the section of fence that was removed to allow access into the yard. This project provides the children a nice grass play area and improves the appearance of the building from the street.
OASIS (Organization of Aggie Students Inspiring Sustainability), ESSO (Environmental Science Student Organization), engineering students, and the Office of Sustainability are preparing a submission for an EPA storm water project to keep our precious resource where it belongs - on plants and not parking lots (or going to Texas!). The winning submission will receive a prize of $5,000. All students, faculty, and staff are welcome join the fun in helping our environment. For more details, please contact the Office of Sustainability.

**DACC Central Campus, Building 341**

Phase I construction began on April 19th along Corridor 100 in Building 341 at the Doña Ana Community College Central Campus and was completed in time for the start of the fall 2016 classes. Phase I increased the number of area classrooms from five to six, increased the size and number of plumbing fixtures in the Men’s and Women’s Restrooms, improved lighting, added water stations in the corridor, and put a new face on the interior that will eventually be extended throughout the building. Phase II began on May 19th along Corridor 120 with a scheduled completion for the end of November. The end product for Phase II will be upgraded laboratory and classroom spaces, a new Americans with Disabilities Act lift installed on the west side, code compliant west stairs, new interior finishes and improved lighting, re-roofing, stabilization of the building foundation, and the installation of a new fire sprinkler system and updated fire alarm system throughout the entire building. Incidentally, this building was recently named for Dr. Alex Sanchez, the founder and first president of DACC.
**Campus Beautification**

Grounds personnel worked all summer to enhance the appearance of the campus. This picture was from the refurbishment of the American Society of Civil Engineers (ASCE) planter on the International Mall by Hardman Jacobs. The modified planter includes a xeriscape border and a red mulch planting area. All of the work was designed to complement the new landscaping installed as part of the McFie Circle project.

---

**Custodial Recognition**

Rosa Fleenor was recognized by the College of Agricultural, Consumer, and Environmental Sciences for her outstanding customer service. Rosa approached an anxious student who was having difficulty finding her classes. She spent time talking with the student to calm her down then helped her find her class. This act of kindness helped a student and demonstrated that we truly are a Caring Community.
Swainson’s Hawks
Hawk territory extends from the Astronomy Building and Frenger Mall at the north to the Intramural Field at the south, and from west of Computer Center building to the east of Breland Hall and the Activity Center.

A pair of Swainson’s Hawks with fledglings are roosting in the area trees and have dived at pedestrians.

Please use caution when walking in this area.

2016 Fall Safety Events
With the start of the fall semester, Environmental Health and Safety (EHS) reminds the NMSU community of the Fall Safety Events. These events include training classes, program activities, and guidance by the EHS, Fire, and Police departments to ensure the campus is safe and prepared for emergencies.

An event schedule for Las Cruces is provided on NMSU Safety website at:

If you think it’s expensive to hire a professional

Wait until you hire an amateur

- Red Adair
I started by talking about the budget earlier, and want to close with the observation that in my 40+ years, I have never seen anything like the way that NMSU departments are coming up with innovative ways to charge other NMSU departments, in many cases for services that they should be providing anyway. Most of us absorbed a 6.5% reduction, and if we all try to make that up by charging one another or by trying to circumvent reasonable charges, it will negate the impact of the reduction.

Not only that, this constant charging of one another and arguing about reasonable charges can cause some really hard feelings.

Facilities and Services rates are calculated regularly and reviewed with Cost Accounting, and are set so that the department will “break even.” We publish what we bill for and what is covered in our rates. Let’s be sure to provide value and bill fairly. As with the everything we do, take the high road and leave the pettiness to others.

* PS: I mentioned Glen’s Rule #2, here are the rest:

1. **THERE WILL ALWAYS BE TIME TO PANIC LATER; EVERYTHING WILL BE OKAY IN THE END, IF IT ISN’T OKAY, IT ISN’T THE END**
2. **HOPE IS NOT A STRATEGY AND DENIAL IS NOT A PLAN**
3. **MOST ANY PROBLEM CAN BE SOLVED GIVEN ENOUGH TIME AND MONEY**
4. **IF IT ISN’T USED, GET RID OF IT**
5. **LEAVE YOUR EGO AT HOME**
6. **SHARE CREDIT, BUT ACCEPT RESPONSIBILITY WHEN THINGS GO WRONG**
7. **FOLLOW THE GOLDEN RULE**

**AND AS ALWAYS – THANK YOU FOR ALL THAT YOU DO!**

**NMSU IS ALL ABOUT DISCOVERY!**

HONOR, REMEMBER, AND REUNITE