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Contact Information

NMSU
Facilities & Services
 1530 Wells Street
 Las Cruces, NM 88003
 facilities.nmsu.edu

575.646.2101 - Main Office

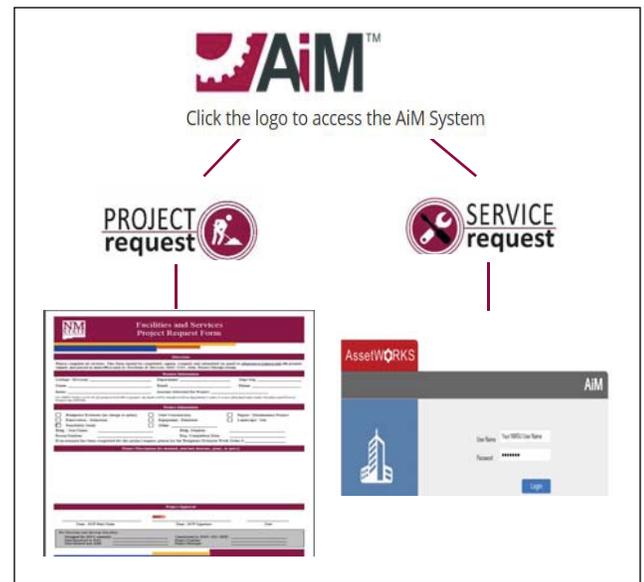
askfs@nmsu.edu

AiM Requests

AiM System is the best way to submit concerns about your facility and initiate corrective actions. The AiM System is the tool for describing the problem and providing a point of contact. You can either submit a Service (Customer) Request or Project Request.

Service (Customer) Requests can be used to change light bulbs, clean carpet, replace broken ceiling tiles, adjust temperatures, paint offices and a multitude of other activities. A Project Request can be used to obtain estimates (budgetary and detailed) for a project, remodels, facility improvements and new facilities.

The Work Order Desk is always ready to help and is a valuable resource. Sometimes you may be uncertain on whether a Project Request or a Service Request is needed to perform an action. Please call the Work Order Desk, 646-7114, or submit a Customer Service Request in AiM. The work order desk will generate a work order or contact you with additional guidance on processing your request.



How do I obtain/delete an AiM logon?

- 1) Go to the [AF Forms website \(https://af.nmsu.edu/forms/\)](https://af.nmsu.edu/forms/)
- 2) Select the Computer System Access form
- 3) Fill out appropriate fields on both pages and send signed form to security_admin@nmsu.edu
- 4) If you are deleting access, use the same form but only fill out sections 1 and 3.

How to access the AiM system for a Customer Service Request?

- 1) Go to the [Facilities & Services Website \(http://facilities.nmsu.edu\)](http://facilities.nmsu.edu)
- 2) Select the "AiM" logo at the bottom of the page - it will open in new tab
- 3) Select the "Service Request" logo at top of page and it will take you to "AssetWORKS" login page
- 4) Log in using MyNMSU credentials
- 5) Create a Customer Service Request

What fields do I fill out in the Customer Request?

Here is the list of items that must be filled out in order to submit a Customer Request: Description, Organization, Requestor, Contact, Contact Phone, Contact Email, Index, Account Code, University, Campus, and Property. Please note that if you add the Desired Date, all attempts will be made to complete the request by that date.

Next Meeting: November 30, 1:30 to 2:30 PM, Hardman-Jacobs, Rm 228

To suggest future topics, please contact Tim Dobson via email: tdobson@nmsu.edu or phone: 6-8026.

To update building monitor information, contact Eunice Martinez Campos via email: eunice7@nmsu.edu or phone: 6-2101.

Room Temperatures

Facilities and Services would like to remind everyone at the New Mexico State University Las Cruces campus of our temperature set-point standard. Occupied mode temperature settings for buildings that allow for remote temperature control will be 76° F for cooling and 70° F for heating. Occupancy times are an established practice developed through discussion with faculty and staff to minimize the impact on academic and research programs. Unoccupied mode temperature settings are 85° F for cooling and 60° F for heating. Unoccupied is generally defined as all other times, i.e., nights and weekends. Buildings with manual thermostats will be set at 76° F for the summer months and 70° F for the winter months.

Facilities and Services requests your assistance in identifying areas with special needs, such as server rooms, lab experiments, and night classes, and we need your help in maximizing the unoccupied times while minimizing the impact to programs. If you have an area that requires a deviation from these set-points or operational times, please email the Director of Utilities Pat Chavez at pchavez@nmsu.edu or Executive Director of Operations Tim Dobson at tdobson@nmsu.edu. Should a special event arise, please create a work order at the [Facilities and Services website](http://facilities.nmsu.edu/) (<http://facilities.nmsu.edu/>) or [email](mailto:askfs@nmsu.edu) (askfs@nmsu.edu) us.

Reminders

- Space heaters should not be used as a means of routine temperature control. If the space temperature in your area is not properly regulated, please notify the Facility and Services Work Order desk to request necessary repairs and/or adjustments.
- Our staff estimates that these measures can reduce NMSU emissions up to 800 metric tons of CO₂e annually (carbon dioxide equivalent) thus meeting our promise as a signatory of the American College and University Presidents' Climate Commitment.
- We appreciate everyone's support in this time of tight budgets and we encourage you to keep up with the campus sustainability accomplishments by frequently visiting <http://sustainability.nmsu.edu/>.

Seasonal Housekeeping

At some point in time, all departments have the opportunity to reorganize their work spaces to become more efficient. During the reorganization you may find that you have excess furniture, equipment, or items that can be recycled or transferred to Property for sale. The first step is to determine if you want to turn the items into Property for surplus or recycle the items.

This is a great opportunity to help reduce campus costs and NMSU wants to encourage you to consider recycling your items! RePete is NMSU's property and supplies marketplace to facilitate the exchange of useful property and supplies. Items can be offered by departments on repete.nmsu.edu if they are usable so other departments can claim them. More information about the process and the submittal form can be found at repete.nmsu.edu.

Facilities and Services will transport surplus materials to the Property Office. However, the Property Office must first agree to accept the material. Here are their procedures:

1. An email is sent to nmsuproperty@nmsu.edu with the Inventory Change Request (ICR) form. ICR Forms can be found [here \(https://af.nmsu.edu/forms/\)](https://af.nmsu.edu/forms/).
2. Property staff will let the department know if there is space available.
3. Property staff will enter a work order for pick up – departments are not allowed to enter a work order for surplus pick ups.
4. Movers will pickup items with original ICR and deliver them to the surplus warehouse.

Contact the Property Office at 575-646-3139, 575-646-3129 or nmsuproperty@nmsu.edu for more information.

