

March 2017

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Contact Information

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

575.646.7114 - Work Order
 575.646.2101 - Main Office

askfs@nmsu.edu

New Work Order Process

As part of our improving communications, we have modified the customer service request email to include the following text:

In most cases, routine requests received during regular working hours will be converted into work orders and submitted to the appropriate shop within four hours of receipt. Occasionally, routine requests may take longer to process. Urgent requests will be converted as soon as possible and shop personnel will be immediately notified.

You will now receive an email when it has been assigned to a shop. Keep in mind this will be within four hours of submitting a customer request in the system for routine work.

It was agreed that:

- The shops should respond to the customer within three days of receiving a routine work order.
- If they are unable to respond within three days the technician will contact the customer and provide an estimated service date.

To help communicate this to our customers we have modified the email from AiM to include:

Our goal is to make the initial visit on a routine work order within three days. If we are unable to meet this goal, you will be contacted and provided with a date of expected service.

These changes are the first steps towards improving communications between the Operations shops and our customers. If you have a work order and are still waiting for the shop to communicate an expected service date please contact the Work Order Desk at 646-7114 and they will help obtain an update.

Master Plan Survey

Take the Master Plan Survey. Facilities and Services has just released the NMSU Master Plan Survey as part of its data gathering efforts for the 2017-2027 Master Plan. The survey, which is four questions in length, is open to all students, faculty, staff and community members at <http://masterplan.nmsu.edu/>. Please join the conversation about your future campus.

Next Meeting: March 31st, 1:30 to 2:30 PM, Location: Domenici Hall Rm. 106

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

To update building monitor information, contact Miranda Griego via email: mgriego0@nmsu.edu or phone: 6-2101.