

# Facilities and Services

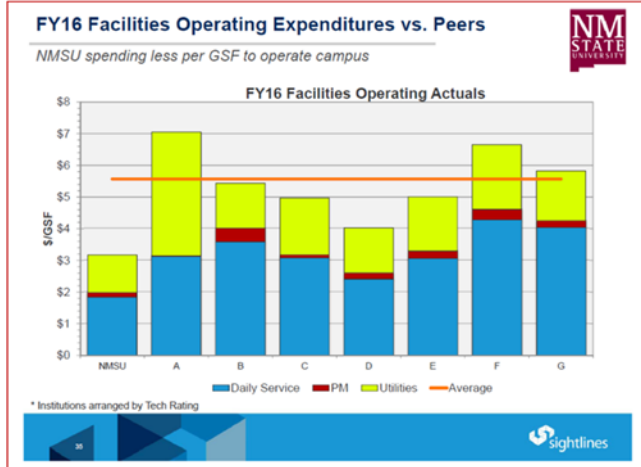


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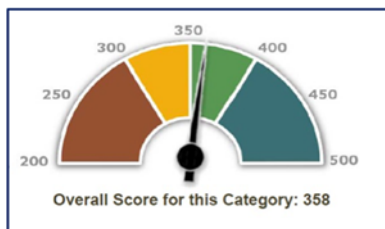
## FACILITIES AND SERVICES

### HOLIDAY SOMETIMES MONDAY MORNING MEMO

FROM THE AVP –



The slide to the left illustrates the FS operating expenditures when compared to similar institutions who also benchmark with Sightlines, our 3<sup>rd</sup> party firm. The data represents dollars and not just staffing FTE, and while we do receive the benefit of the lower wages in the area, NMSU FS is also less expensive compared to others because we have not had raises in years. Remember, too, that FS has had yet another reduction since this data was compiled, and we are looking over this year's information as I write. We will be even lower when compared to other universities next year.



The bottom line is that we are demonstrably short-staffed and under-funded, and yet – if you recall from our employee engagement survey – our morale is still measurably above average. Not as much as we would like, and we will focus how we can improve the quality of our work-life in 2018.

Where I am going with this is that occasionally I find it challenging to come to work and address issues that are largely rooted in NMSU being short-staffed and under-funded. We received an email the other day from a department talking about being shorthanded and how our request for help might take a while to be answered. On a little different note, almost out-of-the blue, someone walked up to me only to criticize the new stucco color at Corbett, despite the fact that the building previously was 5 different colors and needed painting. Opinions are certainly welcome, but this was a little much.

We take constructive criticism seriously and as an opportunity to improve our services, but sometimes people are fussing because they're not happy or have an agenda. If I find it hard, I can only imagine what you deal with every day. I am particularly proud of our FS staff that takes pride in providing the best service that we can, especially given what we have to work with.

As we wrap up 2017 and start thinking about 2018, I like to think about New Year's resolutions, and I will choose to focus on the good things we have to be thankful for. There are many.

**RESOLUTION #1: BE THANKFUL, NOT ANGRY. IT DOES NOT DO ANY GOOD REGARDLESS.**

**TAKE THE HIGH ROAD. WHEN DEALING WITH AN UNHAPPY PERSON, WIN THEM OVER WITH A SMILE AND GOOD SERVICE.**

**MANUEL T. PACHECO**

This also seemed like a good time to remember something we heard from Interim President Manuel Pacheco, who served NMSU from June 2009 to December 2009, and from October 2012 to May 2013. You may recall that he was at NMSU between Waded Cruzado and Barbara Couture, and then again between Couture and Chancellor Carruthers.



While addressing the University Administrative Council when he was here the second time, President Pacheco made the comment that when someone has a new idea, we collectively and instinctively begin to think of reasons why it won't work or isn't allowed. This aspect of our NMSU culture was also mentioned by James Cole of CommTech Transformations when working with Facilities and Services and later with Administration and Finance. James had cautioned us that the NMSU administrative offices tend to be compliance centric to the point of being customer service averse.

President Pacheco said that we should work on an **"ATTITUDE OF YES."** We should not just say, "That is not allowed," but should help others find ways to accomplish their goals and objectives. We have done a pretty good job of this in FS, but as we go into 2018, let's make another New Year's resolution to help one another get to **"YES."**

**RESOLUTION #2: BE HELPFUL TO ONE ANOTHER AND GET TO "YES!"**

**WELCOME TO GENA JONES**

We had a great visit with the new AVP of Human Resource Services when she attended our Direct Reports meeting. I made the point that it used to just be commonplace that new people in leadership positions would go around campus meeting with departments, and it was very much appreciated that Dr. Jones did this within her first month.

We also were impressed that the conversation was about collaboration and how we could accomplish our goals with teamwork. That's also refreshing, as we are all in this together.

**RESOLUTION #3: WE ARE ALL AGGIES AND ARE IN THIS TOGETHER. IF WE HAVE IT TOUGH, SOMEONE ELSE PROBABLY HAS IT HARDER. BE CONSIDERATE.**

**FS WORK FORCE MEETING**

It was a great Work Force meeting this morning, the presentation may be viewed here:

<https://prezi.com/view/t5G2BMDnC3PZ7Fh7lsvz/>

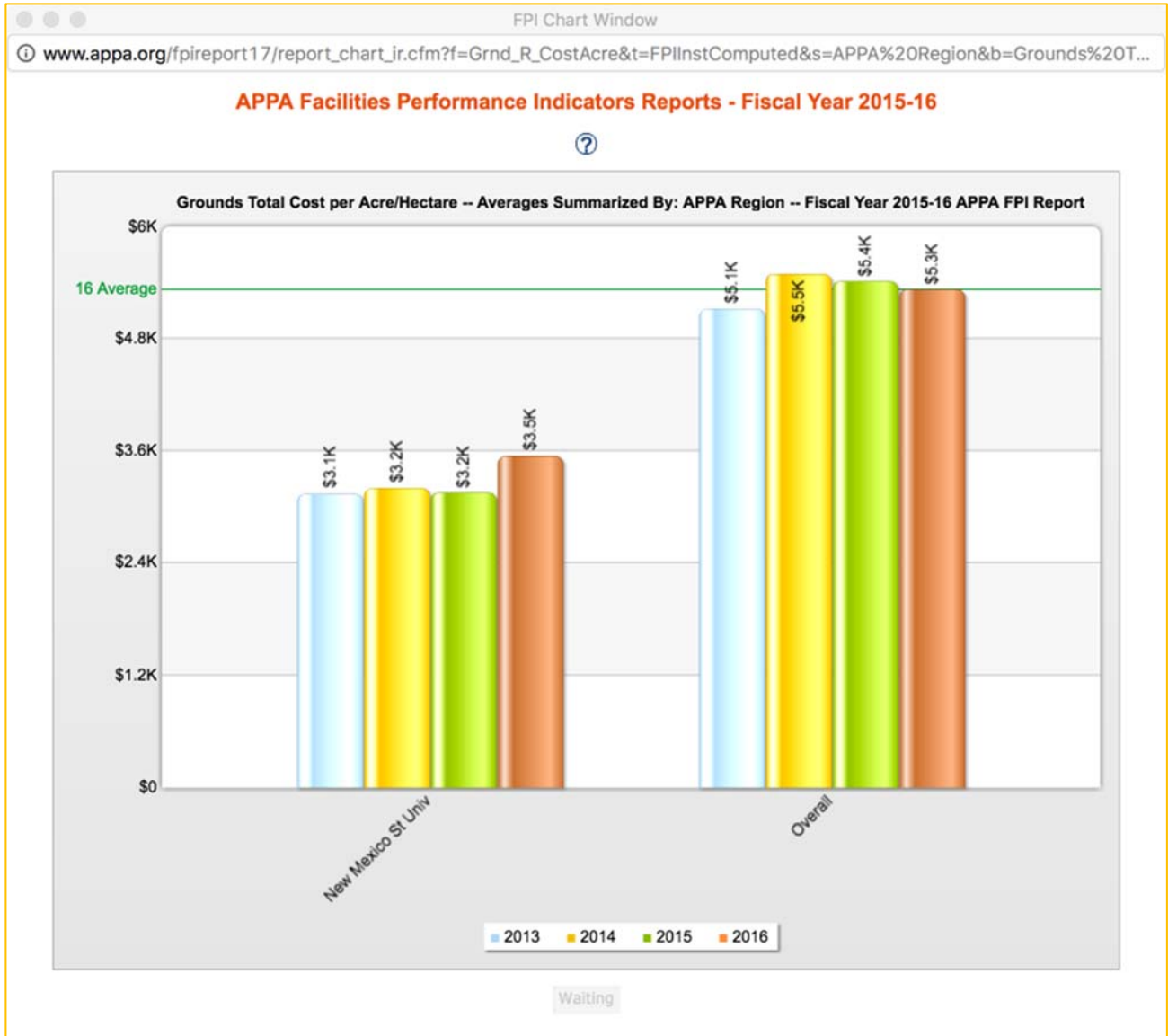
Congratulations to all who received promotions in 2017, and these names are listed in the presentation as well as in the Facilities and Services 2017 Year in Pictures. Also, congratulations to **AVP AWARD WINNER BUD JONES!** Thank you, **LAURIE MILLOT AND OIE** for the great presentation!



**FACILITY OPERATIONS KPIS - MAINTENANCE**

This is a repeat of last year’s data but is worth showing again; the chart above is maintenance total cost per gross square foot and shows the recent reductions and efficiency gains made possible by the consolidation of Facilities, Housing, Athletics, and Corbett maintenance groups. The Hunter-Hickling Maintenance Staffing Study has provided us with efficiency recommendations that we will be implementing over this next year.

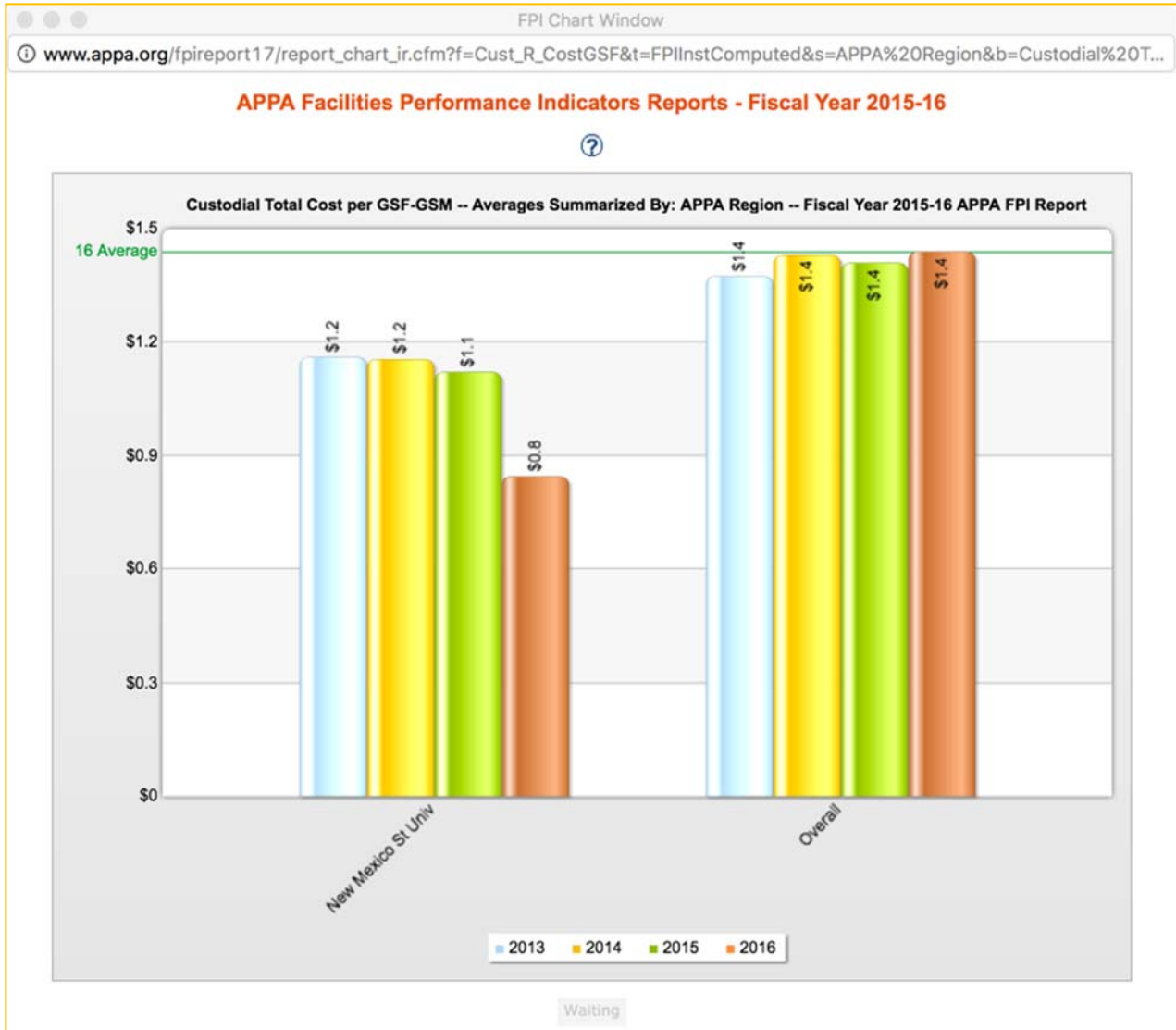




**FACILITY OPERATIONS KPIS - GROUNDS**

This chart illustrates the Grounds total cost per acre and while we increased a little because of an additional few persons, we are still significantly below average. We have tried to hold the line in Grounds for other reasons, primarily recruitment, but also because there is literally nothing left to cut.

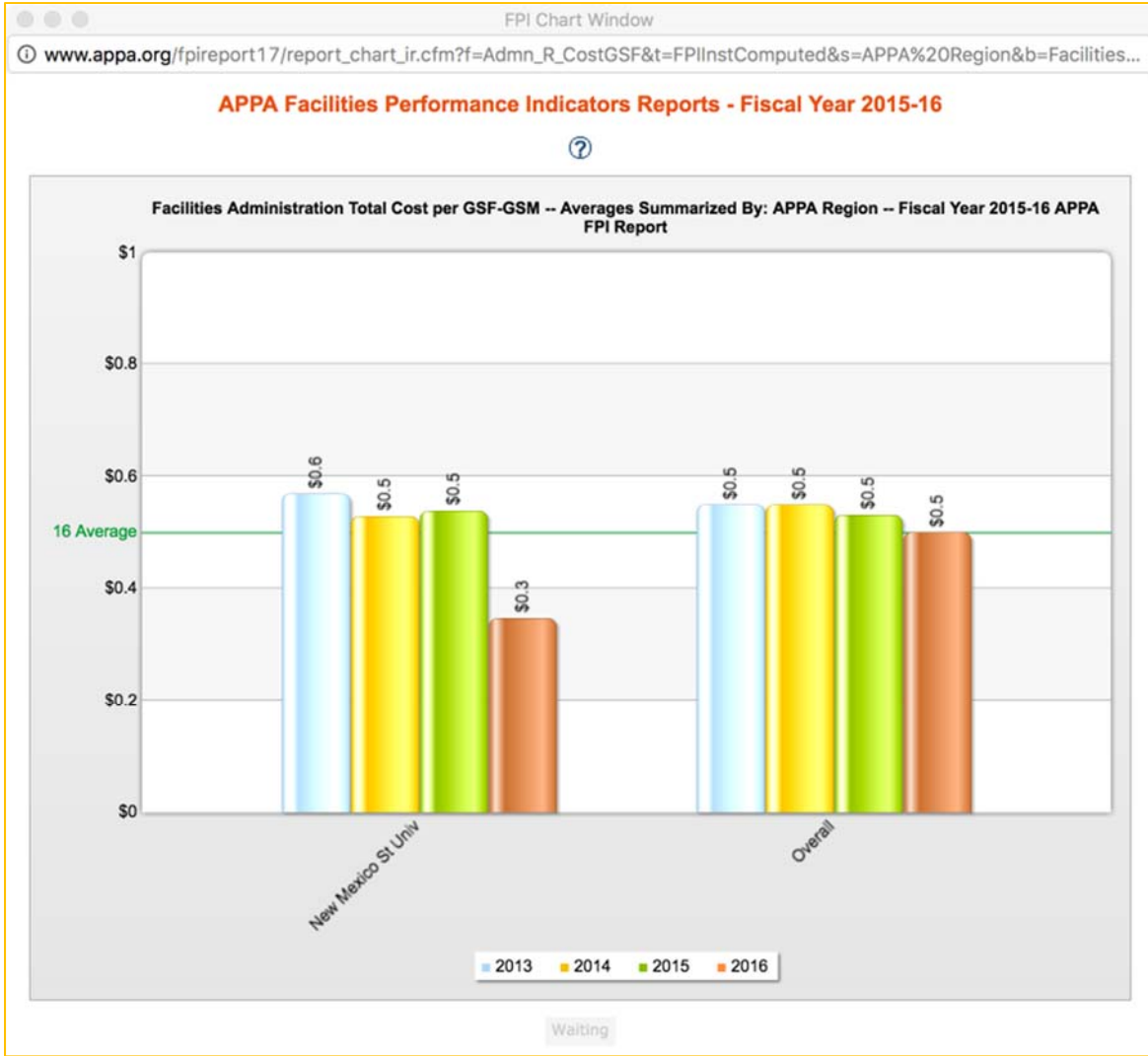




**FACILITY OPERATIONS KPIs - CUSTODIAL**

The chart above displays the recent reductions in Custodial staffing. However, this also reflects efficiency gains stemming from the consolidation of Athletics, Housing, Athletics, and Corbett custodial services. We know these folks are shorthanded and we were able to obtain a blanket exception to the waiver process for custodians. We are also making investments in equipment.





**FACILITY BUSINESS OFFICE KPIS**

This chart is our FS Business office and represents the efficiency gains from the consolidation of Athletics, Housing, Athletics, and Corbett custodial and maintenance services, because the service staff and square footage increased while overhead remained the same.



*Note that NMSU FS is significantly below average in all categories when we use GSF. Needless to say, we are not nearly as far below average when the data is presented “per student,” because the numerator in the ratio is also changing. Custodial, Grounds, Maintenance and are still all below average when compared “per student,” however.*





### THE HOLIDAYS

I have worked in Facilities Management for longer than Alfredo has been at NMSU, and other than for a few hours, I have always stayed around up until the day we got off for break.

In fact, until I came to NMSU, I hardly ever left town during the holidays at all, but we have such depth here that I have been going back to visit the kids and grandkids at Winter Break, the holiday that used to be

known as Christmas.

This holiday, however, I am taking the week off before we leave, and I wanted to thank Alton and Johnny for covering for me, and TO WISH ALL OF YOU THE BEST HOLIDAY EVER!

*Glen*

Associate Vice President for Facilities  
One Team / One Goal

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

**NMSU IS ALL ABOUT DISCOVERY!**







*Happy Holidays from Facilities and  
Services !!*

