

SOMETIMES MONDAY MORNING MEMO

FROM THE AVP –

My guess is that you have never heard an airline flight attendant say, “Let’s hurry and get this plane in the air.”



If you think it’s expensive to hire a professional...

One reason that the airlines achieve nearly perfect outcomes is a consistent process that can be repeated. Numerous checklists are completed before the plane takes off. Regardless of how late the flight might be, every step is completed thoroughly, methodically, and in the proper sequence.

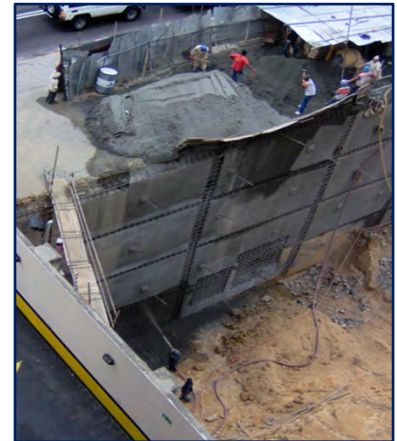
When people are hot or cold, water is pouring from the ceiling, electricity is out, or when that report or PowerPoint is past due – human nature is to rush. More often than not, working hurriedly leads to doing re-work a second time.

When faced with an urgent project, it helps me to take a breath and lay out the tasks before just jumping in. Doing something once perfectly is usually

much quicker than floundering several times.

In 1956, cognitive psychologist George A. Miller of Princeton University published the "*The Magical Number Seven, Plus or Minus Two: Some Limits on Our Capacity for Processing Information.*" Published in *Psychological Review*, his paper told us that the average person can retain only 7 objects in working memory. This study is generally used to explain why there are 7 Habits, 7 digits to a phone number, and 5-7 important items on all of those lists in the self-help book section.

Golfers have known this for years, although we are on the lower end of mental capacity with only three things to remember. If we can “keep our head down” and “left arm straight” and “eye on the ball,” most of us will usually produce a good shot. When we start processing “watch out for the water in front of the green,” and “be sure to roll the wrists,” and thinking about that argument with the boss, we forget the basics and things fall apart.



...wait until you hire an amateur – Red Adair

In the FS New Employee Orientation, we keep it simple and tell people that in addition to providing excellent service to faculty, staff, and students, we want them to remember three things:

1. **Work Safely:** if you think it is not safe, stop, don’t do it, and report it to your supervisor, your director, or me.
2. **Be Ethical:** we are all in this together; if you see something that’s wrong, ask the employee to stop, let me know, or use EthicsPoint. Tell someone.
3. **Professional Development leads to an efficient and competent workforce:** Consider professional development and personal improvement, and make sure this is included in the goals on your annual evaluation.

I WANT TO REITERATE THE #1 REQUEST TO WORK SAFELY

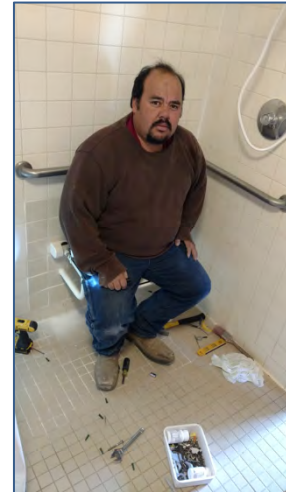
We invest in personal protective equipment (PPE), in safety and training, and by procuring sophisticated testing tools, because we care about our most precious investment of all – **YOU**. If you think a task you are asked to do is unsafe – **STOP!** Do not go any further until additional direction can be obtained.

PICTURE CONTEST AND LUNCH WINNERS

I recently asked everyone to send pictures of Facilities Staff “caught in the act” so that I could share photos of our people, and the number was overwhelming. It may be that the excellent response had something to do with my offering to take the staff who sent the best images to lunch.

<https://prezi.com/bjw7qkozbf13/facilities-and-services-summer-2018/>

After looking through the pictures – and they were all very outstanding, thank you – Philip Cordero, Ashley Burkholder, Anthony Gonzales, and David Schoep are selected as the winners, and I will ask them to bring along the people in the pictures. In particular, the photo of Eulalio Arredondo received many comments, although I do need to tell some of you that it was not a toilet he was sitting on. Priscilla will be arranging the lunches.



FOURTH OF JULY

While we are speaking of lapses in short-term memory, it seems that many folks cannot remember the last time the Fourth of July fireworks event was on campus. One person told that me he had heard it had been three years ago. For the record, I have been here since 2009, and every year there has been an attempt to work out an agreement with the City of Las Cruces that would allow the event to be held on campus. Police Chief Lopez tells me it was closer to 20 years ago when it was here last, and I think that’s probably accurate.

In any event, a lot of people worked very hard to put this event on, and it appears that things went pretty well with as many as 10,000 citizens being able to enjoy our campus. The committee that planned and managed the event was large and consisted of staff from the city and NMSU, and we want to give a special thank you and shout out to NMSU team leaders Ophelia Watkins, Ralph Jones, Tim Dobson, Stephen Lopez, Johnny Carrillo, Louis Huber, Scott Field, Polly Wagner, and Steve Bettner, as well as the many others who made it a great night.

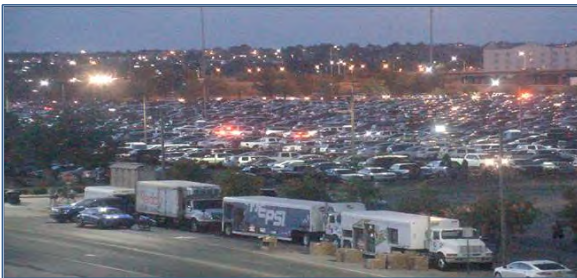
Nice job!!

RECOVERY FROM ELECTRICAL ISSUES

As most everyone knows, the campus electrical distribution system experienced a significant failure on June 14. Two fuses in a primary distribution switch did their job and opened the circuits because of an overload, but the third fuse did not. This created a harmful and destructive single-phase condition that stressed and damaged a large number of components in the electrical distribution system as well as many pieces of equipment out on campus.

Because the NMSU electrical distribution system is flexible by allowing us to parallel circuits and back-feed both buildings and electrical feeders from alternative sources, and because we generate so much of our own power, the electricians and University Engineer were able to devise methods to keep the lights on. Use of alternative sources lowers the redundancy and reduces the secondary options if there were to be additional failures, consequently it is essential that the system is returned to normal as soon as we are able to do so. This will require more switching and equipment replacement. Typically, we are able to do paralleling operations behind the scenes and without interruption, and we should be able to do so again. However, because of the challenges we had with the magnitude of this failure, we are taking extra precautions and will provide updates until things are completely back to normal.

We do want to point out that NMSU has a very resilient system, but that said, it is always a wise move to consider what will happen to critical data, specimens, and experiments when the lights go out. Facilities and Services is available to work with departments on emergency and backup power requirements.



Have a great weekend everyone, unless of course you made other plans.

Glen

Associate Vice President for Facilities
One Team/One Goal

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

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