

FROM THE AVP –

As many of you know, Melody Munson-McGee and I co-chair the university committee for strategic planning. The co-chairs are facilitators, as the committee is a campus wide representation of just about every unit, both academic and administrative.

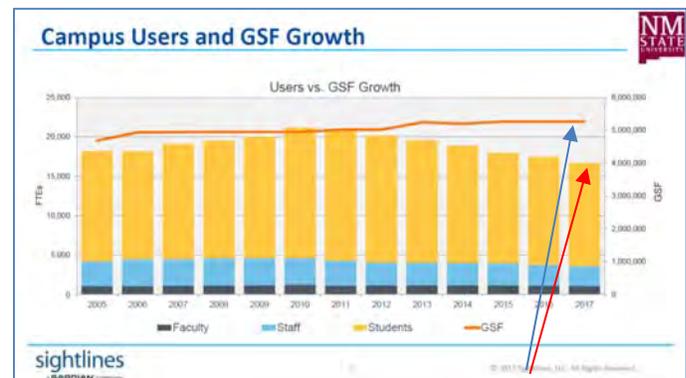
That was particularly so in this case, as we worked by consensus and the occasional vote. In any event, as we neared the end of our planning cycle last spring, many members asked how new leadership would impact our work. My answer was that my Dad was a Physical Plant Director, that I literally grew up around higher education, and that every set of university goals I have seen in 45 years with 4 universities included the expansion of enrollment, retaining the students that we brought to campus, and the growth of prestigious research.

The more important and relevant topic is how Facilities and Services can support these goals, because it is only when everyone is working toward a common end that we will be successful. With that said, let me extract a little from last Friday's Presidential memo and talk about how it relates to FS:

Chancellor Arvizu and I will begin working to give more autonomy to our unit leaders across the university. While we will continue to seek efficiency and effectiveness in all of our services, we want to move away from decisions being made centrally, and transfer many of those responsibilities to the various units. We believe those who are closest to a situation tend to be the ones most capable of finding the solution.

We agree wholeheartedly, are excited to hear this, and hope we follow through. From the time I was hired in 2008, we have operated Facilities and Services on the premise of **NO NEW NET MONEY**. When initial benchmarks showed that FS had excess staff in some areas, we converted positions and added personnel for compliance in EHS (now EHSRM) and daytime firefighters in the Fire Department. We took a cue from the widely acclaimed Bain Report, and did a "Span and Layers" analysis long before anyone had heard of Deloitte except on TV Golf or in accounting class. When the Transforming Process started, we were the second unit and the first large group to have an approved plan. (Three large departments never did receive final approval.)

When the budget cuts were implemented, we were dismayed to absorb an across-the-board cut like everyone else. Notwithstanding that building square footage has stayed nearly the same as enrollment declined, FS had already made many efficiency moves and we felt like we were being punished for having made our staffing moves in advance. It's actually pretty astonishing when you think about it, that the overall FS budget for buildings, grounds, maintenance, environmental, Risk Management, and the Fire Department is smaller now than it was in 2008.



Can you spot the challenge?

This all begins with our student recruitment efforts. As we increase the number of students enrolling at NMSU, we must then ensure we retain these students.

How can FS help with this? The same way we always do, by keeping our eyes open, sprucing up, fixing up, and planting in those areas where we can make the biggest visual impact. FS generally limited budget cuts in the grounds department for just this reason, although they too have suffered with the waiver process and the long lead times for hiring. We should continue to be a helpful department – smile and speak to everyone, give directions when they look lost, pick up a piece of trash on the ground when you see it.

We must also improve our research portfolio. Our mission as a land-grant institution is to provide education, research and outreach to the people of New Mexico. Increasing our research operation allows us to attract the very best faculty members from around the world, which then benefits our students and the education we provide.

We can help with this one in ways that are not as readily apparent. Dr. Luis Cifuentes has just started with NMSU as the new Vice President of Research, and FS leadership will be meeting with him to look for synergistic opportunities. One thing done elsewhere but not so much here is the cluster hire, which quite frankly requires available space – and our space management program is still in its infancy. Flexible laboratory space is also helpful in other ways, as is a more robust infrastructure than we have available in many areas. There are many opportunities for Project Development and Engineering, Facility Operations, and Environmental Health Safety and Risk Management to improve our partnership with research, particularly when we know of grant opportunities in advance, and we will be working to align our deferred maintenance replacement with research goals.



The NMSU mission is education, research, and outreach, and our job is to support those efforts to the best of our ability and resources.

If the strategy is to increase enrollment by recruiting out of state, our role is to build or renovate attractive places for them to live; if the goal is to establish additional research initiatives, we should figure out how to partner with researchers to add the supporting infrastructure quickly and at a reasonable cost; if NMSU seeks to add distance education classes, we can work with ICT on installing improved technology.

NMSU does not exist just so that Facilities and Services can build and repair buildings, put out fires, or clean up hazardous chemicals; we are here to support the mission and the strategies laid out by leadership to accomplish the goals of the university.

Do that, and life is good (it's good anyway).



COMMTECH TRANSFORMATIONS

While we are on the subject of institutional support, I would ask that everyone think back a minute about the James Cole / Commtech Transformation reports. In his final Environmental Scan, he concluded by writing the following about Administration and Finance:

The Compliance and Protection role appears to be the paramount concern of the Division. The Stewardship role is seen as almost as important as that of Compliance and Protection. The customers and employees would say that the Service and Support role takes a distant third place in policy making and in the way the Division performs.

Obviously, we always want to be compliant, but we also need to help people find answers to their problems. Interim President Pacheco said it best: find a way to get to YES.

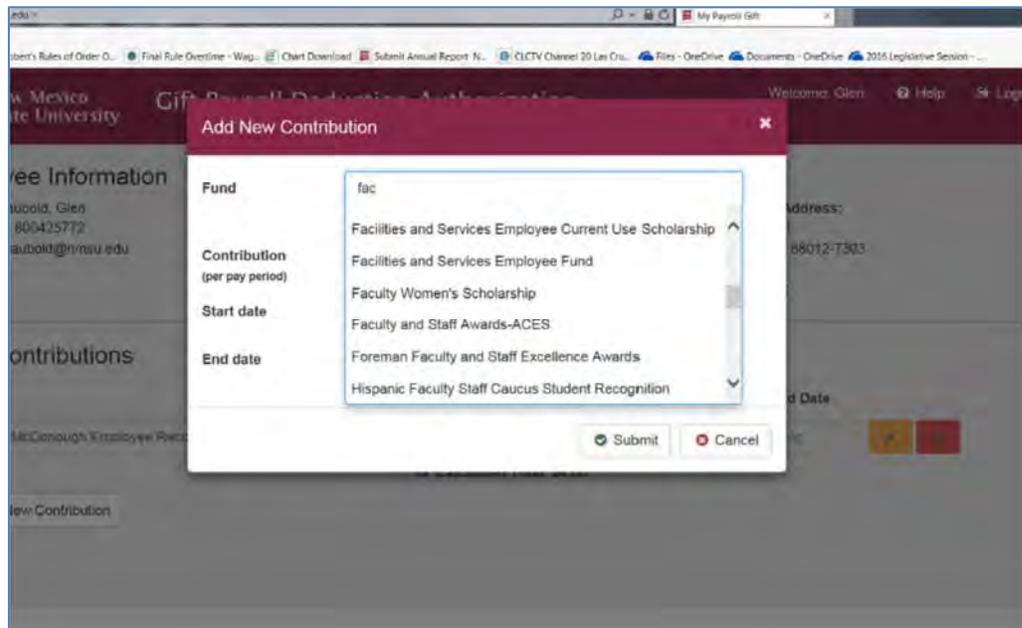
SCHOLARSHIP FUND

Are you currently taking 3 or more credits as an undergraduate student at New Mexico State University and an employee at Facilities and Services? If yes, please send an email to sumolina@nmsu.edu with your name and Aggie ID to verify that you meet the requirements for the Facilities and Services Employee Scholarship. In order to qualify for the scholarship, you'll need to have a current application on file for Scholar Dollar\$. Please visit the Scholar Dollar\$ website <https://scholarships.nmsu.edu/> to apply.

Suzanne Montes and I established this scholarship to support Facilities and Services employees who are attending college and can use some assistance for books, tuition, supplies, etc. Last semester we were able to provide 8 scholarships to Facilities and Services employees. If you would like to contribute to the Facilities and Services Employee Current Use Scholarship Fund, please visit <http://advancing.nmsu.edu/annual-giving/faculty/staff-payrollgiving>. You can give as little as \$5.00 per month through Payroll Giving, and we hope that Facilities and Services can count on your support.

EMPLOYEE FUND

Also, you may recall that several of us have talked about starting an employee fund so that funds are available and ready when we want to send cards and flowers to an employee that has experienced a personal loss.



This came up with Josh Moe's recent injury after he had an immediate need for help with a hotel room for his family in Albuquerque, and we decided to pay first and seek donations later.

We have now set up the Facilities and Services Employee Fund.

If you want to help defray Josh's costs, and if you want to donate to the either the scholarship or the employee fund, you may do so at the same website. The screenshot above shows you how.

<http://advancing.nmsu.edu/annual-giving/faculty/staff-payrollgiving>.

The FS Internal Advisory Council will be asked to write up some rules for the use of the "Flower Fund" and we will ask FS HR to help manage it.



OUR VALUES

-  **A SAFE ENVIRONMENT**
-  **PROFESSIONAL ORGANIZATION**
-  **INTEGRITY AND ACCOUNTABILITY**
-  **OPEN AND RESPECTFUL COMMUNICATION**
-  **TEAMWORK AND PARTNERSHIP**

EQUIPMENT MUTINY

Most of you know that I do my best to apply unemotional logic at all times under Rule #1 that there will always be time to panic later. If I were not logical, however, I might think that we have had a run of bad luck rather than a statistical anomaly consisting of an electrical system insurrection and a roofing membrane rebellion.

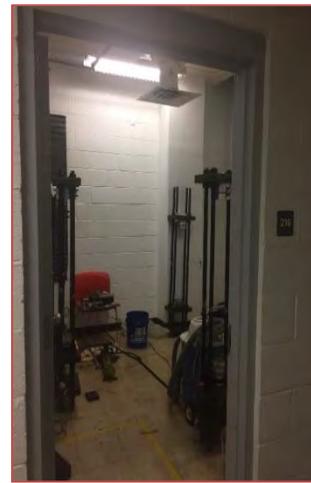
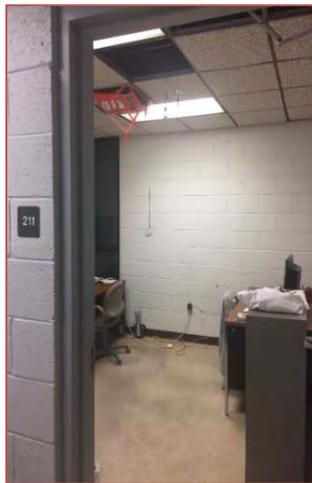
The recent downpour seemed to hover directly above the leak repairs at EC1, and the emergency response was provided by many: Custodial Services sent **OSCAR ESCARCEGA, PHILIP CORDERO, MARIA OLIVAS, LUCERO NAVARRO,** and **NICK TELLEZ**; Project Development and Engineering staff were **JON PADILLA** and **ALTON LOONEY**; response from the NMSU Fire Department included Chief **JOHNNY CARRILLO**, Captain **KELLEN TARKINGTON**, Firefighter **RICHARD LARGENT**, as well as students **DOMINIC ANDERSON, ETHAN KLEIN, SERAI KNIGHTON, SANDRO R, ISAIAH TELLES, OZZIE GORBITZ,** and **ROGELIO HERNANDEZ**.



The really ironic thing about this was the Fire Department had numerous simultaneous calls, this was from their call log:

- 7:19pm – Fire Alarm at 3501 Arrowhead at ECHS
- 7:46pm – Rescue on top of A Mountain
- 7:56pm – Flooding at EC I
- 8:27pm – Fire Alarm at Gerald Thomas
- 8:42pm – Fire Alarm at Barnes and Nobel
- 9:14pm – Fire Alarm at Chamisa Village

Somehow, they found a way to get it all done!



RECOVERY FROM ELECTRICAL ISSUES

We are still plagued from fallout from the single-phase condition on the campus electrical distribution system, and we have outside consultants working with in-house engineering to make sure nothing is overlooked. This is a little bit akin to working on a plane while it's flying in the air, and we appreciate everyone's patience knowing that it's finite. We want to thank the electrical system crew that worked this past Saturday, **TIM DOBSON, DALE HARRELL, AL FLORES, OMAR LUCERO, JONATHON CARDENAS, JESUS LUCERO, PEDRO FELIX, MARCO RODRIGUEZ, and ALFREDO ACEVEDO.** To reiterate an earlier comment, continue to work methodically and safely. We will fix the electrical issues, people can't always be repaired and can never be replaced.



'ROUND AND 'ROUND WE GO

New Mexico Department of Transportation continues with plans to rework the entrance roads to campus.

This will be one of the biggest changes to campus that many will see. NMSU has established a coordination committee led by University Architect Heather Watenpaugh and University Engineer Dale Harrell that is working on ideas for the entrance, alongside with city leaders, the Chancellor, and the President. If you've seen those giant boots on the highway by UTEP, you get the idea.

Incidentally, those boots by UTEP reportedly cost \$500,000 each.

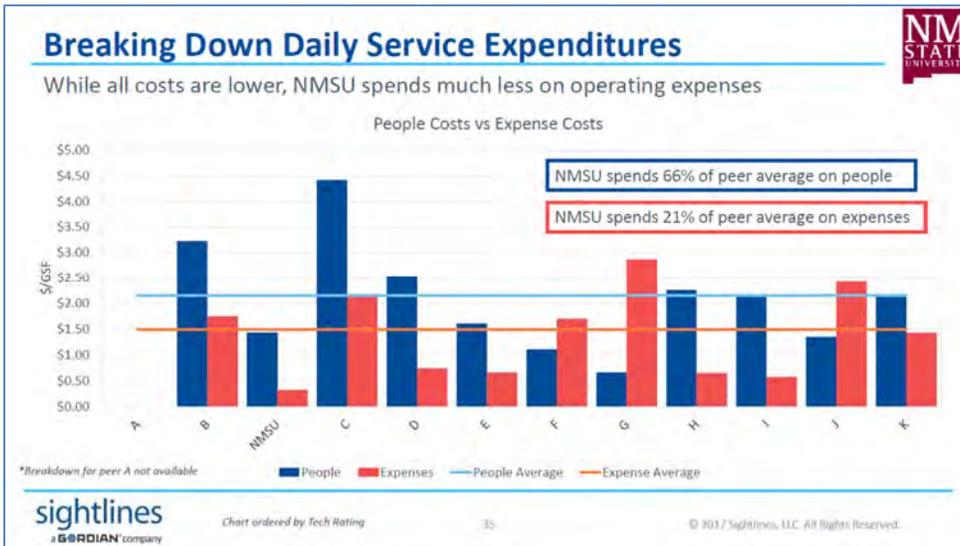
Ideas that are still floating around and looking for \$\$ to complete ->



PAY ME NOW OR PAY ME LATER

Some of you may remember this Fram oil filter commercial that ends with, “You can pay me now or pay him later.” The message in the commercial was simply that you can pay for inexpensive maintenance with a new oil filter now or expensive repairs engine repairs later; ultimately, you have to do one or the other when the laws of physics take over.

<https://www.youtube.com/watch?v=lj1yDpfZI8Q>



Taking care of little things before they become big things is a life lesson.

As most of you know, Facilities and Services benchmarks performance measures with APPA, the Higher Education Facilities Officers association; with Sightlines, a 3rd party benchmarking firm; we

conduct an Annual Customer Service Survey; and this year, Facilities and Services conducted a 360 Degree Supervisory Review.

We always publish the results. If you can't handle the answer, don't ask the question. This chart above is the latest.

Some years ago, at a session at the annual conference of the National Association of College and University Business Officers (NACUBO), the presenters asked a number of questions of the university business officer. For each question, they asked for a show of hands from those who knew the answer: How much is the endowment? The annual operating budget? Research expenditures? For each question, large numbers of hands shot up, until they got to this: What is the valuation of your facilities?

The point is that the single biggest investment for just about every campus, except perhaps for those with really large endowments, is the buildings and facilities. We need to take care of that investment (the answer is \$1.3 billion).

We may save now, but we will pay later.





Lucero Navarro, Delia Estrada, Elena Fabela
Picture Winners (Summer Clean Garcia Hall)



Les Alejo
(recognition for sewer backup response)



Maria Olivas
(recognition for sewer backup response)

As I put these together, I am always amazed at how much everyone accomplishes and I am proud to be your leader. Thank you for everything you do.

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!

