

FROM THE AVP -

EXPONENTIAL CHANGE, VISION, OR A CONSTANT STATE OF PLAYING CATCH-UP?

Facilities and Services is working with Housing and Residential Life and an architectural firm on a repair versus replace evaluation of Garcia Hall. Enrollment at the Las Cruces campus is projected to increase in several years, NMSU's largest dormitory is getting older, and three years are necessary to construct a building if we need to.



The firm that we are working with does a large amount of business with the University of Texas (UT).

As it happens, UT is pretty far down the road with predictive analytics and “big data,” and the institution develops and tracks a grade point average (GPA) projection for their students. With fourteen residence halls, UT was interested to see if there was a correlation with the deviation from the projected and actual GPA and where the students lived. Apparently confirming what facilities folks have said for years, there did turn out to be a relationship between facilities and student outcomes, as the residents in some halls consistently performed above expectations.

Because of this, UT hired the design firm to explore the factors that make a residence hall more successful, and again, as many have suspected, the amount and quality of space set aside for human interaction seems to have an impact. This is something that was taken into consideration with the new dormitory, now officially named Juniper Hall. Interestingly and for what it's worth, this is counterintuitive to how facilities have been built in the past; traditionally, the goal for a residence hall has been to maximize revenue by building as many income producing rooms as possible. The design strategy now is to find a balance, because common areas do not generate any revenue – unless of course they improve retention, in which case the return on investment (ROI) may be better.

This is also something to pay attention to when we renovate academic facilities; the emphasis on utilization tells us to minimize common areas and construct only those classrooms that we need, while most of the studies indicate that we should build spaces where students and faculty can interact and learn from one another.

If you're listening, ideas are changing – but consider this about change.

If a lily pad on a pond doubles in size every day, and will cover the pond in thirty days, on what day was one-half the pond covered? Once you think about it, if the lily pad doubles in size daily, the pond was halfway covered on day twenty-nine and one quarter of the way blocked on the twenty-eighth day.

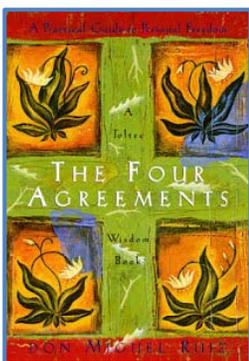


The expanding lily pad is used to illustrate the concept of exponential growth, as is the “wheat on the chessboard.” If you place one grain of wheat on the first square of a chessboard, two on the second, and then continue doubling the number of grains for each square, you won’t finish and more than likely will not get past the eighth square.

Our minds have trouble getting around exponential growth, which presents challenges when we contemplate change happening at an exponential rate.

What does this mean? Well, there are many new trends and ideas in higher education. Recently, we attended a conference where the University of Texas at Dallas folks presented advanced ideas for managing work orders in AiM on remote devices. When we look around and try to imitate what others are doing, we should remember that they started doing whatever it is several years ago.

When we borrow a good idea, by the time we move to our implementation, we will be out of date and those we emulated will be doing something even more advanced. The exponential rate of change forces us to not only keep up with but to get ahead of current developments. It also takes vision to predict what we will need for the future instead of just borrowing ideas from everyone else, because if we just do what everyone else is doing today, we will be in a perpetual state of playing catch-up.



IT'S NOT PERSONAL

I attended a session at a recent conference where the presenter told us about **THE FOUR AGREEMENTS**, written by Don Miguel Ruiz, a pseudonym for Toltec spiritualist author Miguel Ángel Ruiz Macías. In his book, Ruiz reveals the source of self-limiting beliefs that can steal our happiness and engender needless suffering. **THE FOUR AGREEMENTS** provides for a powerful code of conduct, and this one is particularly apropos: "**DON'T TAKE ANYTHING PERSONALLY.**"

Why is this relevant to facilities or higher education? As we teach in the **APPA SUPERVISOR'S TOOLKIT**, we are in the business of educating students. Our institutional mission is instruction, research, and extension, and the administrative services side-of-the-house activities should support that mission as efficiently as we can.

We are public servants. To continuously improve, we have to be able to accept appraisal. If we're in the public service business and want to become better, we have to be open to and even invite evaluation. This means listening to and reserving the right to act on all or any part of constructive criticism. With that said, it is never about you and you should never take anything personally.

If we have three staff working on a project and someone comments about the number of people it takes to change a light bulb, take the observation to heart whether it's made in jest or seriously.

Such an assessment is either true, partly true, or false. If the remarks are true or partially true, thank the person making the appraisal and then go to work on improving; if the statements are false, go on about your business without comment. Either way, while the truth may sting sometimes, it is not about you and its far better to do what you can to improve.

I am proud that FS is dedicated to continuous improvement, let's keep that going. There is nothing to be gained by being overly sensitive, we can leave that for the others.



Speaking of comments, how many people does it take to change a bicycle tire? **RICARDO REL** captured this photo of **GUADALUPE GARCIA**, **ANTONIO PALOMARES**, and **ALBERTO HERRERA** when he was walking across campus, and when I opened his email my first thought was that he was giving me a hard time about **"HOW MANY PEOPLE DOES IT TAKE TO CHANGE A TIRE?"** He sent it as a compliment, of course, and please know that what you do matters, particularly when make NMSU better for our students.



The picture of the staff changing the bicycle tire reminded me of **ROSA FLEENOR** receiving her award at the College of Aces for helping a distraught student.

Going above and beyond to make NMSU a better place is what it's all about.

WELCOME TO

ALBERT GONZALES, Facilities Technician, and **SETH WRIGHT**, Student Assistant, in Access Control; **SALVADOR R. SAIZ** and **ANDREW VARGAS**, Plant Operators with the Central Utility Plant; and Custodial Workers **AMANDA M. APODACA**, **MARTHA ESCANUELA**, **LYDIA M. GALLOWAY**, **CARMEN GRANADOS**, and **FLORA M. REYES**.

ROBERT T. YOUNG and **ROBERT POE**, Facilities Technicians in Facilities Maintenance; **MARCOS M. MARTINEZ** in Grounds as a Groundskeeper; and in the Mechanical Shop, **JOHN D. BROWN**, a Plumber and **JOEL FORBES**, a Facilities Technician.

JOSE SAENZ, Facilities Technician in the Electric Shop and to students **MELISSA JARQUIN** and **MIKAYLA SENA** in Accounting, **ZELONG JIANG** in the Fire Department, **MCKENSI SPEARS** in Environmental Health and Safety Risk Management, **DAVIS MILLER** in the Electric Shop, and **DANIEL RIVERA** in Structural Maintenance.

WILLIAM MARTINEZ, EMT Basic, in the Fire Department; **MARTHA URENA**, Custodial Worker, Senior; **CARLA ANAYA**, Administrative Assistant, Senior; **DAVID TALAVERA**, Welder, in Structural Maintenance; and **PAUL PONCE**, Skilled Craft Supervisor in Utilities.

NICE ABOUT THAT PROMOTION

HECTOR JIMENEZ and **JOEL QUINTANILLA**, to Custodial Worker, Lead; **ALFREDO ACEVEDO** to Skilled Craft Supervisor in the Electric Shop; **ROBERT HERRERA** moves to Assistant Director, Project Development and Engineering; and **PAUL MARRUFO** to Material Services Technician, Senior in Material Services.

BEST WISHES IN YOUR NEW ENDEAVORS

MICHAEL ANGEL, Locksmith in Access Control; **JONI NEWCOMER**, Manager, Environmental Policy in Space Management; and **AARON GANJE**, Alarms Technician, Associate, in the Electric Shop.

SEEMS LIKE TEN YEARS AGO

Senior VP for Business and Finance **JENNIFER TAYLOR** selected me in 2008, and on December 1, I will have worked for New Mexico State University for ten years; that's quite an accomplishment for me, since the longest I previously stayed anywhere was my seven years at the University of North Texas. Some of you may remember the "OFS Scandal" in 2007, and our assignment in 2008 was to implement best practices in Facilities and Services to get the organization back on track. People tend to take Facilities and Services for granted when things go right, but it can be quite the mess when systems go wrong.

I was active in APPA, the association of higher education facilities officers, and we documented the moves we made. Together, we developed an organization capable of winning the **AWARD FOR EXCELLENCE**, the top organizational award based on the criteria for the Baldrige Award. It's been quite the ride, and I appreciate all of you that helped along the way.



(Photo: Jett Loe / Sun-News 2015)
NMSU School of Hotel, Restaurant and Tourism Management students Alex Yebra, left, Austin Keyser and Carla Anaya examine the wines they're offering during the annual beer and wine festival Novembrew at Aggie Memorial Stadium.

WELCOME

CARLA ANAYA started as our administrative assistant and in keeping with a long-standing tradition, she won't allow me to schedule appointments because I break the calendar. My calendar is set to "public access," but please work with **CARLA** when you need to get on my schedule.

When I found this 2015 picture from the Las Cruces Sun-News, I couldn't resist using it for the newsletter. With these great skills, it's no wonder we hired her.

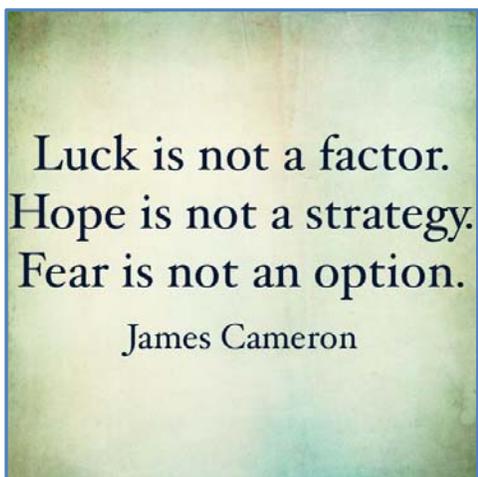
KEEP STATE GREAT

Keep State Great was a huge success again in 2018. FS partners with ASNMSU to make many campus improvements in advance of Homecoming!



HOMECOMING DOOR

Nice job everyone!



DÉJÀ VU ALL OVER AGAIN

Once again, enrollment and thus the budget is not what we hoped it would be, and once again we need to double down on providing services efficiently. Glen's rule #2 is that -

"HOPE IS NOT A STRATEGY AND DENIAL IS NOT A PLAN."

There is no such thing as **MORE WITH LESS**, there is only **LESS WITH LESS**. Providing excellent services to the system campuses continues to demand creativity and thinking differently. We should keep identifying core services and then have the discipline

to scale back on those tasks that are less important while communicating honestly and openly with our customers. We will continue to rigorously measure what we do at every level and adjust as required.

Hoping that the budget will get better any time soon is denying reality. Despite our organization losing over thirty positions these past four years, we can proudly say that Facilities and Services has never forfeited a filled position. While there are no plans that we know of to reduce positions yet again, we will always keep a few vacancies open as a contingency plan.



THE HAWK CAPITAL

Not to be outdone by the occupants in Rentfrow, the folks in Wooton Hall have a new mascot, a sharp-shinned hawk that's helping out with dove control.

As with the Swainson's on the main campus and at the golf course, and the Kestrels at Heritage Farm, we strongly suggest that you admire these beautiful birds from afar. They prefer to eat alone and will let you know.



FCAMP

We heard from Michelle Corella that in preparation for her retirement in February, the NMSU Feral Cat Management Program (FCaMP) is no longer a formal organization. Inquiries to find a new director were unsuccessful, and consequently they have opted to dismantle the formal program. However, those who have been managing the established campus colonies will continue to look after the kitties until they pass away. With the average age of these cats approaching 9-10 years of age, it is reasonable to assume that the colonies will be gone in a few years.

Inquiries about cats on campus will be directed to resources who may be able to help. We ask everyone to leave the cats and the feeding stations alone, and to please contact Michelle directly (mamichel@nmsu.edu or 575-639-3036) if you have any questions, comments, or concerns. Despite the fact that FCaMP no longer exists, the remaining colony cats are being cared for, so please let them live out the remainder of their lives in dignity and peace.

SAFETY

We spend a lot of time, effort, and money on safety and while we did have an arc flash injury this past year, when you consider what we work with and work around, our record is pretty good.

I stress this in our Facilities new employee orientation but want to reiterate the comment here:

THERE IS NO REASON FOR YOU TO PERFORM AN UNSAFE ACT.

We operate with an open-door policy, and if you feel something is not safe or if someone asks you to do something that you feel is unsafe – don't do it and come see me. It's that simple. In case you're wondering, people have done so; we investigate confidentially, resolve the issue, and move on. Safely.



WE HAVE A NAME

ASNMSU asked the students for input - and the name of the new residence hall was announced at Homecoming: **JUNIPER HALL**.



BOND D

In 2010 the General Obligation Bond ballot measure fell short by 1,163 votes. This is from the GO Bond D website:

“GO Bond D will ensure college, university and specialty school students in New Mexico remain competitive with students from around the globe by improving infrastructure and providing the tools and

materials needed for their success – with no increase in property taxes. This is possible because the funding in the 2018 GO Bond D measure would replace GO Bonds that passed in 2008 and are now being retired after a 10-year term. So, there would be no gain in GO Bonds for higher education.”



BE BOLD. Shape the Future.

One Team/One Goal

<http://www.nmbondd.com/go-bond-d-facts/>

What does it mean for you? This page will show you the projects:

<http://www.nmbondd.com/my-community/>

We have yard signs supporting Bond D in the front office, please come get one if you want.

Absentee Voting Begins

October 9, 2018

Early Voting

October 20 – November 3, 2018

Voter Registration for the 2018 General Election

Must be postmarked by Oct. 9, 2018

Election Day In-Person Voting

Tuesday, November 6, 7 a.m.-7 p.



DEVASTHALI HALL

Construction is coming along nicely!



Marcos Martinez applying perennial ryegrass seed to baseball



Michael Amezcua and Richard Benavidez loading tree trimmings



Lupe Garcia tree trimming tree by windmill



Richard Trevino removing branches

WHAT IS REALLY IMPORTANT

I have previously noted in several newsletters over the years that what was really important was that there was a wife who cared about me, food in the refrigerator, and several dogs that greet me every day with tails wagging. All remain intact and continue unabated although a few strokes off the golf game would be nice.

Life is good. Hang in there.

Glen

Associate Vice President for Facilities
One Team / One Goal



Jose Garcia, Jose Renteria, and Jose Ulloa removing tree at housing

**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!