Mark’s Message

I am excited to share with you our quarterly newsletter highlighting the incredible work of the Facilities Management Department. You have probably noticed some very high profile capital improvement projects that speak to our mission of enhancing the campus environment for Students, Faculty and Staff. Behind the scenes we are also focusing on improving the efficiency of our buildings and making the campus safer for those who live and work here.

We are well into construction on the Betty and Bob Beyster Institute for Nursing Research, Advance Practice and Simulation (“BINR”). This is an expansion to the existing School of Nursing and is scheduled to be completed in August 2015. The new institute will usher in the next generation of nurse scientists and advanced nurse practitioners to meet the growing demands of the industry.

At Loma Hall, we are near completion on the expansion of new laboratory space. This project will deliver the new Donald’s Garage prototype lab and Ideation Space to emphasize a rich discovery process and collaboration in our Engineering curriculum.

At the Hahn University Center we are also in construction on the new Torero Store. Redesigned with the full retail experience in mind, this will engage the campus community and activate underutilized space.

Behind the scenes we have completed major overhauls on our Chillers. This preventive maintenance work increases our ability to deliver reliable cooling and reduces energy consumption. We have also completed retro-commissioning projects at the Science and Technology Building which will reduce our utility costs and has a fast two-year payback.

Facilities Management takes pride in our safety record. This quarter we have invested in Fall Protection. The effort included a full campus survey of fall hazards, adoption of an updated Fall Protection Plan and Program, installation of fall protection devices and training for employees who could encounter fall hazards at work.

We continue to make progress on our Master Plan Update and will initiate more outreach events in the coming months to share the draft with the campus community. This is a large planning effort and we appreciate the feedback we have received to date regarding how the campus footprint can enhance the USD experience.

Please reach out to us if you have any questions or feedback. We would love to hear from you and wish you a wonderful rest of the semester.

Mark Norita
AVP, Facilities Management
Women of Impact

Facilities Management celebrates our "Women of Impact". USD defines a woman of impact as one who lives by the core values of the University of San Diego. She encourages new ways of thinking and working within the community. She contributes to the development of her fellow community members. Although we have many women of impact on our team, two rose above the rest and were nominated for the USD Women of Impact award. Below are excerpts from the nominations.

Patty Galvan
Business Manager

Patty is strong, intelligent, friendly and hard working. She performs many critical tasks that keep Facilities Management moving forward as an organization. In managing the Work Management Team, she leads by example with her amazing customer service. She is accurate and exceptionally efficient and she is a true team player. She is positive and helpful and thinks outside the box for effective solutions. We are very lucky to have her.

Paula Morreale
Sustainability Coordinator

Paula leads the creation and development of sustainability related programs and is responsible for on-campus partnership development to ensure a strong sustainability presence throughout campus. As Paula’s nominee explains, “she exemplifies collaboration, creativity, and courage in her work with students and other organizations on campus. I like having someone on staff that I can call a friend and inspires me.”

Congratulations

Gong Tran, Housekeeper, retired in January 2015 after 30 years of service. Gong worked in Maher Hall his entire career, taking care of the Residence Hall for students. Several years ago students designated one day a year as “Gong Day”. On this day they celebrate and thank him for all his work. Thank you Gong, and enjoy your retirement!

Conley Robinson, Manager Planning Design & Construction, retired in January 2015 after 34 years. You may still see Conley on campus, he will be overseeing the completion of the Beyster Institute for Nursing Research, now under construction. Enjoy retirement Conley!

Giselle Sanchez, Administrative Assistant, started working with Facilities in December 2014. Giselle has worked in several departments at USD and will provide administrative support for the Facilities Management and Environmental Health & Safety Departments.

Cynthia Haupt, Executive Assistant, previously with the Budget and Treasury office has recently been added to the administrative staff and will be providing executive support to the Assistant Vice President of Facilities Management.

Lynne Morris, former Senior Manager Strategic Planning, has been recognized and given an opportunity to move to the Finance Division as Senior Manager for Budget & Special Projects.

Did you know?
Environmental Health & Safety can be reached at ehs@sandiego.edu or x2226 to respond to non-emergency EH&S concerns. In an emergency, please call Public Safety at x7777.
Team Spotlight: Work Management

The Work Management Team handles business operations and is the customer service hub for Facilities Management. They are often the first point of contact for someone seeking assistance from Facilities Management. In addition to handling communications and workflow, they handle employee relations, staff resources, and accounts payable. Approximately 20,000 custom work requests route through this team each year. They handle this tremendous workload with tact and grace, bringing 70 years of combined experience. They succeed in incorporating USD’s culture of care in their interactions with Students, Faculty, Staff and business partners. Led by Business Manager Patty Galvan, they do an incredible job meeting the needs of this campus and supporting 160 Facilities Management employees.

In Memorium

Meliton Maldonado-Lara
1959-2014

Facilities Management is deeply saddened by the unexpected loss of Meliton Maldonado, a valued member of our Grounds Department since 2007. He was known for his friendliness and dependability, and his contributions will be missed.

Meliton was fatally injured in a car accident while vacationing in Mexico over Christmas. He is survived by his wife Gloria and his children Saul, Marbella, and Emmanuel. We will miss him.

Project Spotlight: Water Conservation Landscape Measures

The Grounds Department, along with all of Facilities Management, are dedicated to environmental stewardship and reducing water consumption. They recently recommended projects, based on their years of experience, that presented opportunities to dramatically reduce our irrigation water use. For 18 areas, Grounds has brought forward solutions that would enhance the campus community’s use of the areas while at the same time reducing the irrigation needs. In the past few months, they have completed Phase 1 of the recommendations: addressing five of the locations.

The five projects completed included lawn removal (1) south of the Sports Center Pool deck; (2) at the entry of the Alcala Vistas / Linda Vista Road; (3) at the Manchester Child Development Center; (4) lawns on the east side of Hughes; and (5) across the street from Public Safety. These five projects will save approximately 197,600 gallons of water per year.

Concurrent to these water reduction projects, we also made improvements to increase use of these locations so they may be better enjoyed by the campus community. We are placing benches at overlooks and planting trees and shrubs to provide shade and beauty. We will continue to complete these types of projects and welcome your suggestions on how we can partner to reduce water use.
Customer Portal Enhancements

We are pleased to announce a joint enhancement to the TMA Customer Portal experience and the new portal page at my.SanDiego.edu. It is now possible to see a list of your current TMA Work Orders on the my.SanDiego.edu portal page. This enhancement is part of our continuing effort to bring our customers transparency, communication and the most up-to-date information regarding their Work Orders.

Your work orders will display in a “portlet” window (image at right) if they are Open or if they’ve been Completed within the past 2 months. Your oldest, Open work order will sort first, then Completed work orders by date.

Facility and Staff sign in at my.SanDiego.edu...Pick the Employee pull-down menu...then Employee Resources and find the Facilities Management Request portlet.

Students sign in at my.SanDiego.edu...Pick the Torero Hub pull-down menu...then My Torero Services and find the Facilities Management Request portlet.

Questions? Call the FM Help Desk at 619.260.4250

Notes

I went downstairs in Guadalupe Hall to get my lunch, and I looked in the freezer wondering if the ice maker had been fixed, AND it is!! Thank you so much for fixing it, it is wonderful to have ice again, what a great perk, ice! Who would have thought! Thank you all for doing a great job and fixing things!

-Karin Spidel

This is a great example of departmental collaboration! In setting up hospitality seating for parents and family members of Maher residents we found that all the upholstered seating we had in storage was dirty to some degree. In an effort to provide attractive, comfortable seating, I called FM and spoke to Patty who was very supportive and let me know that she would contact Humberto and ask his staff to assist us. So recognizing how busy all of FM was on that Friday, I am very appreciative and grateful for the quick response on short notice that resulted in much cleaner upholstery for the families of our Maher residents!

-Rick Hagan

A HUGE thank you to all involved in the Sept. 11th Temple Grandin event at Shiley Theater. Everyone was very helpful. There was one custodian, Maggie, who went out of her way to not only sweep the stage but help locate items for us. We appreciate all you do.

-Nancy Hanssen

I just got off the phone with the student in this room. She was very impressed with your work and Terminex and was really appreciative regarding the follow up. If there is anything else I can do to support please let me know. Greatly appreciate your service with this apartment!

-John Godfrey

I was extremely pleasantly surprised to hear the gentlemen pounding on the wall within a couple of hours of putting in my work request!!! The technicians just got the job done!! Kudos to all who had a hand in completing my request. THANK YOU for the quick response!!!

-Penny Navarro