

# FACILITIES in *REVIEW*

FALL 2018





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# *Note from the Editorial Team*

Welcome to the Fall 2018 issue of “Facilities in Review”, the bi-annual publication of the University of Houston department of Facilities/Construction Management (F/CM). This magazine is meant to highlight how Facilities impacts the campus and how we all serve and care for the University through our unique roles.

In this issue we feature new leadership and staff roles that include, our new Executive Director of Project Management, Nicholas Merry, and the introduction of our new Space Management team. This summer we held our inaugural Facilities Forum that allowed all of the UH System to collaborate, network and foster strengthened relationships between the campuses.

We’ve gained many achievements throughout the semester with the President’s Excellence Award Recipient, Ronald Sampson, and several Administrative and Finance Award Recipients proving that hard work does pay off.

We want to emphasize that the heartbeat of the University are the students and we ensure that we can help in any way possible. We started the semester off with many volunteers for Cougar First Impressions where staff handed out water and maps to assist students in transition to classes.

We ended the semester with David Oliver serving pancakes to students at Finals Mania. We are proud of the the staff who are also educators who instilled lasting knowledge into the student body throughout the semester.

As you dive deeper into magazine we target existing projects, annual events and various new additions to our campus. You will learn more about what Facilities maintains and all the behind the scene efforts we contribute to the University.

As always, we invite you to visit us online at [uh.edu/fixit](http://uh.edu/fixit). Select the icon box and select customers’ comments and concerns. We look forward to hearing from you to let us know how we are doing.

*Facilities Communication Team*





*University of Houston*



*UH- Clear Lake*



*UH- Downtown*



*UH- Victoria*



# Facilities Forum



The inaugural Facilities Forum helps foster interactions between our system colleagues.

The first Facilities Forum was held on Thursday, August 2 and Friday, August 3. It was initiated to foster interactions between the System University colleagues. The Facilities Forum encouraged collaboration and a time to exchange ideas along while fostering the betterment of the entire UH System.

The first day of the event started with opening remarks from David Oliver, Associate Vice Chancellor/ Associate Vice President for Facilities/Construction Management.

A series of other events transpired in the discussion and collaborative environment that the forum created. Facilitators highlighted the importance of establishing networks and sharing resources. After the discussions ended, there was a tour of the new Indoor Football Practice Facility.



The second day included a Maintenance, Operations and Services Panel, Emergency Planning and Preparedness workshop, information on the Planning process and an information piece on the Office of Real Estate Services.

The event was well attended by members of staff from the University of Houston, University of Houston Clear Lake, University of Houston Downtown and University of Houston Victoria.

The inaugural event was a success and there are hopes it will become an annual event.

# Teachers in Facilities

They clock out of Facilities to clock into the minds of the next generation of leaders.

The Office of Facilities is known for carrying out maintenance, planning and construction on the University of Houston campus. However, there are a few members of staff who carry their passion for their work into the classroom to impart experiential knowledge into students.

Rick Beltran, an analyst with Facilities/ Construction Management, who began his teaching career at the University of Houston in 2011 will continue this semester heading the Information and Communication Technology class at the Jack J. Valenti School of Communication. The class will focus on the conversion of the radio, newspaper and television with the web.

His objective is to enable students to build their own career portfolio website by the end of the semester. This will equip broadcast students

to report, video, edit their report videos themselves and transfer the editorial to a server that will broadcast it to their audience. His goal is to make students understand technology and how to use it in their career.

He is invested in the UH education system as he has also taught in the UH Sugarland and Tomball. He states "I will keep teaching until I retire." He is able to teach and work for Facilities due to the hybrid nature of the class which gives him ample time for both engagements.

Eva Lyon, a Project Manager for Facilities Planning and Construction, is also no stranger to the education scene as her teaching experience transcends 20 years and has been teaching on the weekends at UH for about 9 years. She currently teaches graphics (CNST 1330) at the College of Technology under the Construction Management program.



She desires that her students will gain knowledge on how to read blueprints and images which she stated was closely related to knowing another language like sign language.

She particularly enjoys teaching this topic in construction management because it is closely related to her job description in her position in the Facilities/Construction Management office.



She enjoys being able to teach and also embark on projects on the university simultaneously.

She states "I want to be more than a professor to students, I want them to see me as a mentor because I will help them hone their skills and push them to follow their dreams and goals."

Facilities wishes both individuals good luck in the upcoming school semester as they exhibit their passion to help students by sharing their knowledge and experiences with them.



# A Bicycle Story



A student's tale on the importance of bike registration on the UH campus.

Have you ever wondered what happens to the forgotten bikes on campus? Or what would happen if one day you wake up and realize that you have not used your bike in a while?

During the Fall 2017 semester, I started to work on the "Bicycle Rack Sticker" to encourage students to register their bikes. Ironically, I was one of the students who did not have their bike registered. Although I have been riding my bike to and from the Architecture Building every day on campus for almost 4 years, it never occurred to me to register it with the UH Police Department. I always had the confidence that nothing would happen to my bike.

One day, my bike had a flat tire and due to a busy schedule I was unable to use it for a very long time. Consequently, it remained forgotten on the bike rack next to the Moody Towers dining hall. Time passed by and I kept forgetting to fix it or just take it home.

Once summer finally arrived, I decided to check on my bike. I passed by the bike rack where I had left it and to my dismay, my bike had disappeared.

All the regretful thoughts of not registering my bike came rushing through my mind. I immediately thought the worst. I imagined my bike was stolen and sold for parts. I returned to the Facilities office and I mentioned what had happened to Jennifer Rea. She gave me hope and advised me to go to the police department to see if my bike was there.

Facilities and UHPD are responsible for removing all abandoned bikes from bike racks around campus. Unfortunately, my bike was one of them. The next day, I went to the police department hoping that the bike was there. Since the bike was not registered it was even more difficult to find it in the lot full of several dusty bikes.





# Facilities Services

The police officer was very patient and walked me to every lot hoping to find my bike. Lot after lot we searched and hope was fading away. Finally, in the last lot towards the end of the valley of forgotten bikes sat my purple bike.

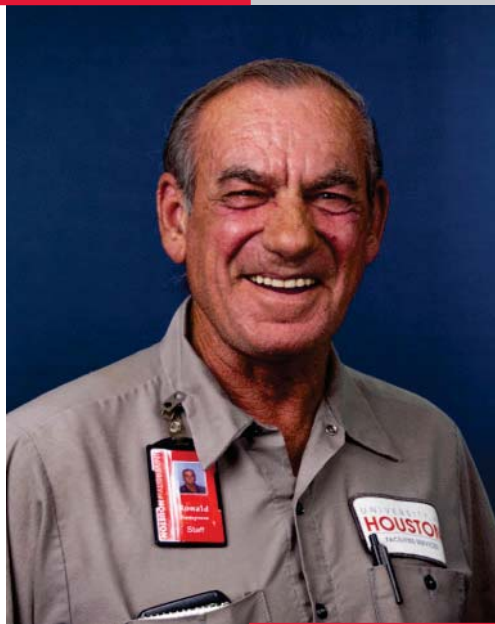
I was very happy to see it there. The police officer helped me move my bike and take it inside of the building. Afterwards, I immediately asked if I could register my bike right then. I did not want to wait until next semester. I gave them my Cougar Card and I signed a small paper with my information on it. They gave a small sticker with a bar code to place on my bike. In a matter of minutes, my bike was registered and protected.



# Ronald Sampson Receives the President's Excellence Award

Ronald Sampson, Lead Plumber gets recognized for his dedication to excellence.

The President's Excellence award recognizes meritorious service, dedication and contribution to the University beyond the requirements or expectations of the job. It is no doubt that the Lead Plumber of Local Maintenance Services, Ronald Sampson, exemplifies all these traits.



He was surprised when he discovered that he was a recipient of the President's Excellence award because it took him many years to get here and is glad to be recognized for his skills, knowledge, dedication and years of service. Ronald is living out his dream of owning a 3-acre ranchette with a barn and horses with his family in Manvel.

Ronald started his career as a plumber after his stepfather advised him to get a trade where he could start from the bottom and work his way to the top. He then went on to receive his journeyman plumber's license after which he began working at a plumbing company in Victoria, Texas just before joining the University of Houston twelve years ago.

He encourages students to be the best they can in any field they choose to be in and they can reach great heights by being consistent at being the best at what they do.

He plans to work with Facilities Services until he retires. He states "I love the work environment provided here and the new adventures I embark on each time I go on campus and fix up one of these old buildings."



# Administrative and Finance Award Recipients 2018



Sustainability and Silent Service awards represented in Facilities.

The Administrative and Finance awards ceremony recognizes the outstanding contributions of employees within the Division of Administration & Finance every academic year. At this year's A&F awards ceremony, the efforts of several Facilities staff members were highlighted alongside that of other A&F Offices.

The award ceremony included three categories where several Facilities employees were recognized. For the Silent Service Award category, Karl Keilbach, Beverly Ross, Jennifer Rea and Morris Woodard were nominated from Facilities. Jennifer Brasher and James Regan were nominated from Facilities Planning and Construction and Sandra KitManYen, Yessica Galindo, Toccara Randle, Jalessa Olokun, Tammy Talley as well as Michelle Lee were nominated from Facilities Business Services.

The General Maintenance Department was the only office in Facilities that was nominated for the Propel award. For the Spirit of Excellence award, Clara Winfree, Craig Whitfield, Joujou Zebdaoui, Karl Keilbach, Keyris Alvarenga Longinos Gutierrez, Rick Schell and Morris Woodard were nominated from Facilities Services. Cynthia King, Rayna Brown, Rick Beltran, Victor Kalani as well as the Facilities Business Services FAMIS Billing, Projects Team and Procurement were nominated from Facilities Business Services. Of all the nominations, Thomas Dane and Jennifer Rea won awards at the event.

Thomas Dane, a Skilled Trades Technician with the Local Maintenance Services, received the Sustainability Champion Award. He has been working in general maintenance at the University of Houston since 2005.

Unaware of his nomination, Dane was surprised when presented the award. He stated that he has always been inclined to environmental consciousness and was grateful that his efforts on campus were recognized.



Jennifer Rea, the Facilities Communication Coordinator, was the recipient of the Silent Service Award. She has been working with Facilities for 3 years overseeing the daily communication between Facilities and the campus building coordinators regarding construction and maintenance updates. She was a recipient of the Sustainability award last year as well. She was grateful for being recognized once again as she was also unaware of her nomination.

*Facilities is proud of the efforts of all their employees and heartily congratulate all the award recipients.*



# Facilities Volunteers with Cougar First Impressions

Facilities shows up for UH students during the first week of school.

During the first two days of every semester, one would notice some heroes sporting red shirts under canopies around the corner of every building whilst handing out water and maps to students. These heroes are UH staff members who volunteer time out of their typical work day to aid students' transition into their classes.

The Cougar First Impressions is a tradition that started in 1998 and has continued to offer students a chance to receive campus maps, directions to class, and bottled water from UH staff members stations across campus during the first week of every semester.

Facilities is happy to support the efforts of employees who are dedicated to contributing to the student body at the University. On both days, Facilities employees showed up in the heat to aid new students in their transition into college life.

After, when the Cougar First Impressions ended, Facilities held an appreciation lunch for the volunteers to show their gratitude for their commitment to the Cougar First Impressions tradition.



# PDME/Fastenal extends operations to the entire UH System

UH Facilities renewed contract with PDME/Fastenal allows them to cater to the entire UH system.

*Facilities sat down with the Manager of Central Facility Services to discuss PDME/Fastenal's existence on campus and how the entire UH System can take advantage of the MRO supply chain services they provide to the University.*

*Q: What services does PDME/Fastenal provide to the University?*

*A: The Maintenance Repair Operations Supply Chain Services (MRO SCS) Program provides UH Facilities with the operational parts and equipment needed for maintenance and repairs on campus. It also significantly reduces the total cost of ownership within the University's supply chain services by having PDME/Fastenal as the University's central maintenance parts and equipment supplier to affect repairs. This centralization*

significantly lowered the invoicing rates and voucher generation required during payment process.

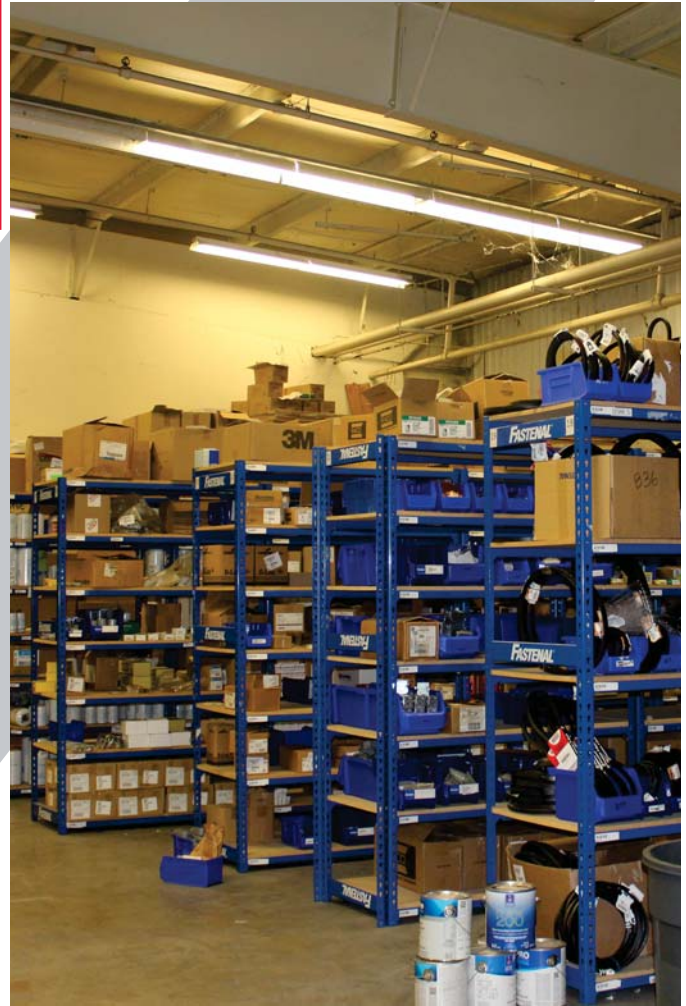




# Facilities Services

***Q: Can administrative, finance and educational offices take advantage of PDME/Fastenal's services?***

**A:** With the new MRO SCS contract in place PDME/Fastenal will be providing access to the on-campus location as well as its online e-commerce website that will feature their competitive and guaranteed locked in pricing for about 5,730 items for the next three years of their contract with the University. As well as over 1,500,000 items with discounts ranging from 25% to 30% off wholesale cost. Facilities hereby encourages all the University of Houston System to engage PDME/Fastenal in their operational needs that extend beyond the Facilities maintenance spectrum.



***Q: Who can I contact regarding PDME/Fastenal?***

**A:** For more information regarding the MRO SCS Program and the spectrum of maintenance repair operation equipment PDME/ Fastenal covers, as well as the PDME/ Fastenal's UH Capabilities statement, email Rufus Kemp, the Manager of Central Facility Services.



# Elevator Safety

The golden rule of elevator safety states  
“it’s either you’re in or out.”

The Elevator shop is responsible for the maintenance repairs of all the University elevators and lift systems. They are also responsible for daily operation checks, weekly, monthly and quarterly preventive maintenance, in addition to, performing official inspection of elevators and certified reporting to the State of Texas.

Due to the frequent use of student housing elevators, the elevator shop is more engaged in the residential communities since these areas require a higher amount of maintenance. However, mismanagement by the elevator users contribute to continuous elevator malfunctions. In order to reduce the amount of calls regarding elevator mishaps, the Elevator shop has come up with some important safety tips for operating elevators.

***To report elevators and lifts not functioning properly, please contact the FIX-IT Customer Service Center at 713-743-4948.***



Four easy elevator tips include:

- ~Do not hold the elevator doors. It's either you are inside or outside the elevator.*
- ~Do not overload the elevators with people and equipment.*
- ~Do not jump up and down in the elevators.*
- ~Do not press the elevator button more than once. Hitting it several times will not make it arrive any faster.*

Educating the campus community on how to effectively operate elevators will significantly reduce the amount of breakdown calls. It is important to adhere to these tips in order to prevent delay in transportation within any building on the campus.



# SPECIAL EVENTS

# SPECIAL EVENTS

## A&F Holiday Party



Shout out to the entire Administrative and Finance staff for recycling nearly 1,000 tote bags at the A&F Holiday Party, in support of the Personal Early Educational Performance Support (PEEPS) Pantry, a program of the College of Education.

To learn more about the program visit the link below:

<http://www.uh.edu/education/features/peeps/>



## AVC/AVP Holiday Open House

To celebrate the end of a great semester, Facilities participated in a fun-filled event with games such as Reindeer Hoof Shoe Toss, Cold Cougar Cornhole, and North Pole Wreath Toss. Employees were treated to warm beverages, holiday treats and friendly competition.



# New Executive Director of Project Management Named

Welcome to Nicholas Merry.



As a Licensed Professional Engineer (Civil), Merry will provide leadership and direction to the Project Management program which implements new construction and major projects, including capital construction, for the University of Houston System.

Merry's journey started with his attainment of a Bachelor of Science degree in Civil Engineering from the University of Notre Dame. He later obtained a Master of Civil Engineering from Texas A&M University, a Master of Arts in Strategic Studies from the Naval War College, and graduated from the Executive Program at Duke University's Fuqua School of Business.

*Nicholas Merry has been named the new Executive Director of Project Management with the University of Houston's department of Facilities/Construction Management.*

Just prior to joining the UH department of Facilities/Construction Management, Merry was a Captain in the US Navy serving as the Director of Facilities at the U.S. Naval Academy in Annapolis, Maryland.



# Facilities Planning and Construction

As the senior facilities executive in Annapolis, he was responsible for the direction of all construction, engineering, facilities planning, maintenance, support services, contracting and project management as well as environmental, real estate, and utilities services on campus.

His career has taken him far and wide, serving nationally and internationally -- Director of Facilities for the Naval Support Activity in New Orleans, Louisiana which entailed immediate and long-term recovery operations from hurricane Katrina; Chief Financial Officer for Naval Construction Forces, Virginia Beach, Virginia; Director of Facilities, Al Asad Air Base, Iraq; Operations Officer for the Northwest Region of the Naval Facilities Engineering Command Mid-Atlantic, Norfolk, Virginia; and Executive Officer/Deputy Regional Engineer for the Naval Facilities Engineering Command Far East/Navy Forces, Japan.

In addition to being a Licensed Professional Engineer (Civil), Merry is also a Certified Energy Manager and is affiliated with the Society of American Military Engineers and the Association of Physical Plant Administrators (APPA).



# APPA Conference 2018

Jim Norcom presents at the International APPA Conference this August.

This August, Jim Norcom III, the Principal Project Manager with Facilities Planning and Construction co-presented with both the Executive Director and Vice President of Brown & Root Industrial Services LLC at the International APPA (Association of Physical Plant Administrators) Annual Conference held in Washington, D.C.



The APPA 2018 event is a forum for networking and collaboration where the most current and pressing challenges facing educational facilities are discussed to determine the common path forward. Jim Norcom's presentation was geared towards educating the attendees on what Job Order Contracting (JOC) is and how it works to create as successful program.

Generating awareness and knowledge about Job Order Contracting is important for facility managers because it is an alternative procurement vehicle that has the possibility of being better, more responsive and more cost effective than waiting on traditional procurement methods to refurbish existing facilities.

Norcom discussed the basics of the JOC Program that makes it successful for the owner, end user and contractor to implement. Members of the Texas Chapter of the APPA will also benefit from the non-sales look at the contract vehicle that many are using or considering to use as well as learn how to improve the performance of their program.





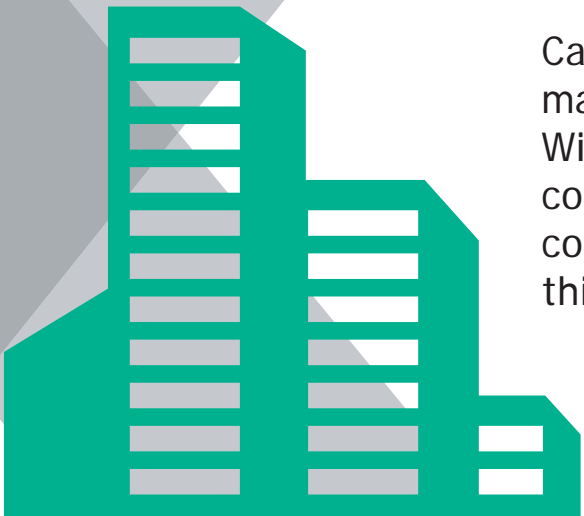
# Health 2 Receives Silver

Health 2 receives Silver at the Apex Awards.



The new Health 2 building won silver in the Higher Education Category at the 2018 Awards for Project Excellence (APEX). This award honors firms in the construction industry for their continuous excellence in constructing, their valuable contributions to the community, and their demonstrated commitment to skill, integrity and responsibility.

As the only winner in the Higher Education Category, UH Facilities is proud of our project management team, Cesar Villagran and Trent Williams, for their dedicated work with our contractor partners towards the successful construction of the Health 2 Building and earning this great project recognition.



# Agnes Arnold's Fire Life Safety Project

A Project Manager's Proudest Project.



When assigned to this project, Agnes Arnold Hall, I knew the road to success would be long and winding.

It took over a year of planning and coordinating activities towards a moving target before we set foot in the building to begin construction.

The main objective was straightforward: furnish and install a new fire sprinkler system.

However, a precursor to that arose which required the existing plaster ceilings to be fully abated and demolished to allow for the installation of a new lighting and ceiling system. The project which started as a Fire Life Safety upgrade quickly grew into a major renovation.

In the midst of all the changes that needed to be made, the abatement phase was my main concern.



# Facilities Planning and Construction

"Asbestos" can be a scary word and it can bring about anxiety and fear. Our presence would be visible and impact building access.

Every day, there would be sections of the building sealed off with lighted tunnels rerouting traffic. We spoke at length with the client and key stakeholders addressing any questions and concerns. They were our strongest advocates.

The abatement phase was however finished on time. One would think that the hardest part was over, right? Not exactly.

Now that the ceilings were gone, the years of wear and tear were revealed. The contractor began cleaning up the overhead spaces. It was a slow and tedious process. But in spite of this obstacle, and more to come, the project continued to move forward - with trades working day and night.

The inspection process was extensive and at times exhausting. Another key advocate, the Fire Marshal's Office, made themselves readily available to the team, often responding within an hour of our request to walk the job site.



The project is now complete with a brand new fire sprinkler system, ceilings, lighting, and the added bonus of - what I hope others see and feel - a brighter space.

I have had the good fortune of being part of large ground-up projects, but I am most proud of this one, my dear Agnes - quiet and unsuspecting, but never to be underestimated.

By Jennifer Brasher

# Facilities welcomes the new Space Management Team

A new and improved Space Management team.



The Facilities Space Management and Analysis team is responsible for maintaining the campus floor plans and inventory for the University of Houston and the University of Houston System. Their duty encompasses reporting information on the utilization of the about 33,000 rooms in the 159 buildings on campus to the Texas Higher Educational Coordinating Board.

They collaborate with academic departments on campus and the Registrar's office to ensure inventory accuracy and space use efficiency. They are also responsible for recording and reporting space updates that occur when the floor plan of any building changes or if a new building is added to the campus.

With the increase in construction and renovation projects occurring on campus, the Space Management and Analysis department has grown as well. Austin Hayward has been hired as the Space Inventory Manager. Laurin Curtis and Nabil Sanmiguel have also joined the team as Facilities Space Coordinators. Facilities would like to welcome and wish them a great transition into UH Facilities.



# David Oliver volunteers at the Finals Mania

He was a man on a mission to serve pancakes.

On the night of December 3rd, David Oliver was a man on a mission to serve pancakes to the hungry students during finals week. He donned a smile (and a Santa's cap) as he served pancakes to the troops of students rushing to the chocolate chip pancake stand. The process of making the pancake went spritz, pour, flip and repeat.



The end result?  
Several students fed with  
pancakes and energized  
to embark on studying for  
their finals.



When asked  
about the  
experience, David  
Oliver stated " I  
would do it again  
because I had a  
great time."

## Students at Nearby School Benefit from Generosity of A&F Staff



A local elementary school once again is reaping the benefits of the generosity of Administration and Finance Division employees, who donated shirts, pants and other articles of clothing to students.

The school uniform drive was held in conjunction with the A&F FY19 Kickoff, which took place Oct. 8 at Cullen Performance Hall. In all, 227 polo shirts, 92 bottoms (shorts, pants, skirts and skorts) and 33 belts were collected, far surpassing the amount from the previous school uniform drive, which the A&F Division held in 2016.

The beneficiaries of this display of collective generosity are the students at Houston ISD's Blackshear Elementary, located at 2900 Holman St., just a mile away from the UH campus. A group of A&F employees personally delivered the clothing to the school on Oct. 11.

The 352 articles of clothing donated this year is nearly twice as many as the 177 collected two years ago. Much of that increase can be attributed to a push to get 100 percent of A&F departments to participate in the drive.

The collection effort exemplifies the A&F division's strategic goal of being committed to service excellence - which in this case extends to its dedication to helping the University's surrounding neighbors in the Third Ward.

By Richard Zagrzecki



## Cougar Corner Brews Your Starbucks Favorites in Brazos Hall

"I feel like we are legit now," said one student in line to order an iced coffee. The University of Houston at Sugar Land is home to a new coffee shop. Cougar Corner proudly serves Starbucks coffee, which means all the Frappuccinos, extra-whip, low-fat, pumpkin-spiced orders are ready to be served. The new addition is in Brazos Hall near the bookstore.

"This coffee shop has sparked a lot of excitement on our campus," said Jay Neal, associate vice president, academic affairs and chief operating officer at UH Sugar Land. "We're happy to have Cougar Corner for our campus community."

As enrollment continues to grow (nearly 2,500 UH students attend classes in Sugar Land), students are asking for a more collegiate feel to the campus. Having a place to gather, like a coffee shop, helps to meet that need.



Faculty, staff and students provided suggestions for the name. Some that were offered included: The Daily Roast, Cougar Beans, Shasta's Cup and The Hog Pen. The latter is reference to the many wild hogs in the Fort Bend County area known to dig and destroy landscapes in search of food.

Cougar Corner is opened Monday - Thursday, 7 a.m. - 8 p.m. and Friday 7 a.m. to 2 p.m.

By Marisa Ramirez



# *Facilities*





# *in Action*





# SOCIAL MEDIA

# SOCIAL MEDIA

At Facilities, our social media platforms have been an effective way of updating the campus about our building construction projects, in-house publications and events as well as general maintenance services that we provide to the University community.

This semester, Facilities has seen a steady increase in engagement from our audience particularly with building construction projects around campus. It has also helped us listen to the heartbeat of the campus by being conscious of events that would capture the campus community.

Follow us on  
Instagram, Twitter,  
Facebook and Snapchat at  
@UHFacilities



## Highlights from Fall 2018



***UH Facilities (@UHFacilities)***  
*on the building cleaning prior to graduation.*

"Facilities strikes again! Weeks ago, Facilities made sure the iconic E. Cullen building was squeaky clean! Just in time for any UH graduation pictures! Check out these before and afters! :D #sofresh&soclean"

*Before*



*After*





# SOCIAL MEDIA

# SOCIAL MEDIA

## Social Media PROGRESS



August- December 2018

TOTAL:



12 FOLLOWERS

620



41 FOLLOWERS

241



53 FOLLOWERS

828



5 FOLLOWERS

105



### *UH Facilities (@UHFacilities)* on Facilities in the trenches.

"Facilities makes sure to appreciate all the hard work our workers do! Here is Arturo and fixing up a leak by the Law center, keep up the great work guys! #facilities #gocoogs"



### *UH Facilities (@UHFacilities)* on Facilities events.

"Not all hero's wear capes. But Facilities does! Check out our new Facilities/Construction Management table cloth! Modeled by two of our student workers! #uhfacilities #constructionmanagement"



# THE UNIVERSITY LOFTS

HIGHLIGHTED AS ONE OF THE **BEST DORMS IN THE WORLD**

This past semester "Insider Magazine" included the University Lofts in their list of the "12 most incredible dorms around the world". The "Lofts" were highlighted along many other dorms around the world as one of the best places to live on campus. The magazine described their marvelous dorm features such as the coffee bar, theater, and Sky Lounge. The magazine also called them "pretty luxurious" and the best option for students who are at least college juniors and over 21 years old.

[www.thisisinsider.com/dorms-around-the-world-2018-8#the-university-lofts-in-houston-texas-feature-some-seriously-amazing-amenities-7](http://www.thisisinsider.com/dorms-around-the-world-2018-8#the-university-lofts-in-houston-texas-feature-some-seriously-amazing-amenities-7)



## STUDENT SURVEY

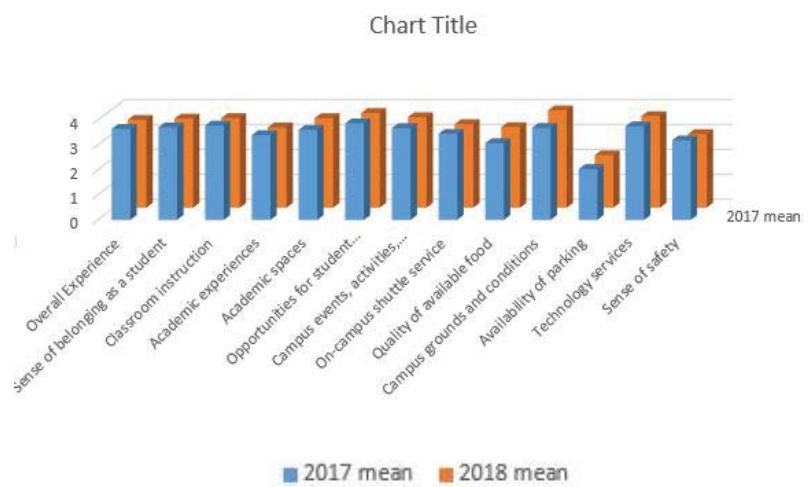
A Student Satisfaction Survey was conducted by the University to gauge students satisfaction with various services provided by the UH Campus.

The categories examined include:

- Overall Experience
- Sense of belonging as a student
- Classroom instruction
- Academic experiences
- Academic spaces
- Opportunities for student involvement
- Campus events, activities, traditions
- On-campus shuttle service
- Quality of available food
- Campus grounds and conditions

Availability of parking

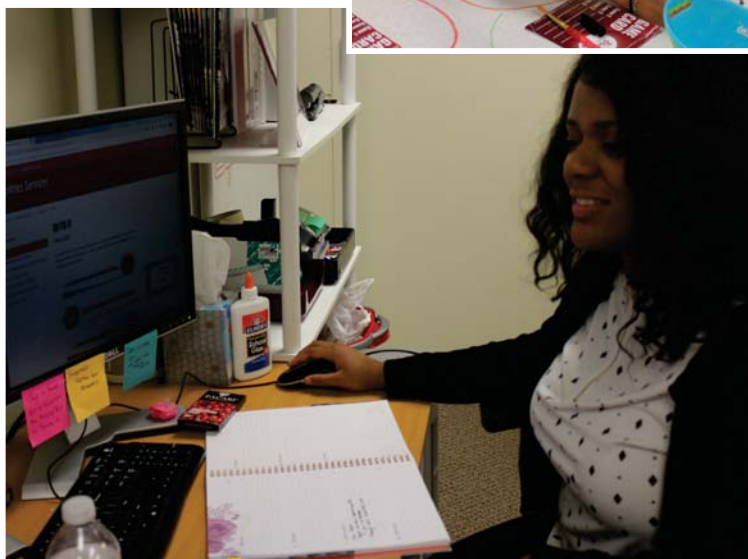
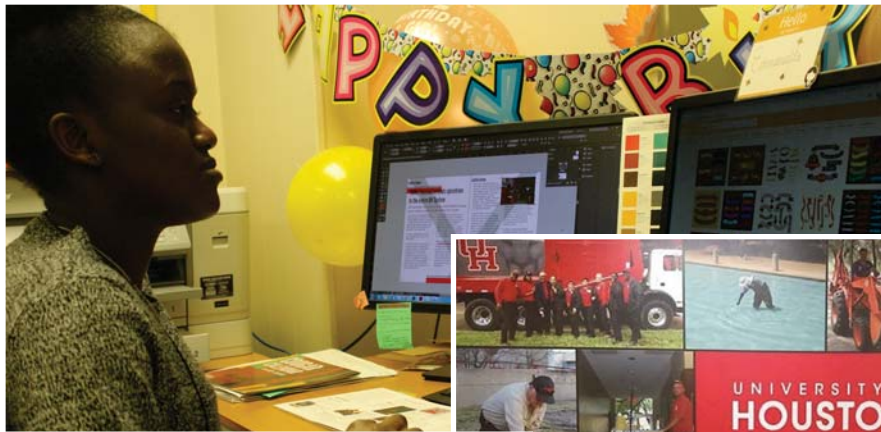
- Technology Services
- Sense of Safety.



Of all these categories, Grounds had the highest rated and most improved mean difference from the 2017 academic year to now.



## OF THE COMMUNICATIONS TEAM



# OUR COMMUNICATION TEAM

*"We have an amazingly kind and talented team and it has been a pleasure working with them."*

Jeylen Arteaga



**Name:** Angie Sandoval

**Major/ Minor:** Media Productions with a minor in Marketing

**Graduation:** Fall 2019 or Spring 2020

**Favorite memory from Facilities:** Facilities Forum

**Lessons from Facilities:** Getting to know others who work in Facilities to create a strong connection.

**Famous Feature:** Being responsible for the Facilities social media platforms; Facebook, Twitter, Instagram and Snapchat.

**Name:** Michele Totoy

**Major/ Minor:** Architecture with a minor in French

**Graduation:** Spring 2020

**Favorite memory from Facilities:** Facilities Forum

**Lessons from Facilities:** Facilities taught me to work with people and be more communicative.

**Famous Feature:** I am known for loving cats, Paris and for having a very difficult time consuming major.





# OUR COMMUNICATION TEAM



**Name:** Sara Katami

**Major/Minor:** Architecture with a minor in Computer Graphics

**Graduation:** May 2020

**Favorite memory from Facilities:** My first day working at Facilities, everyone on the team was so welcoming!

**Lessons from Facilities:** How to balance work and school.

**Famous Feature:** I'm known for being twin number 2.

**Name:** Jeylen Arteaga

**Major/Minor:** Interior Architecture

**Graduation:** Spring 2019

**Favorite memory from Facilities:** Our team weekly meetings with individual tasks efforts that contribute to the departmental goal.

**Lessons from Facilities:** I learned that a team is a group of people who trust each other to achieve a goal.

**Famous Feature:** You will usually find me designing anything that requires a good looking logo.



**Name:** Emmanuella Aina

**Major/Minor:** Media Studies with a minor in Women's Studies.

**Graduation:** Spring 2019

**Favorite memory from Facilities:** Taking pictures of Facilities staff in action around campus as well as the Forum.

**Lessons from Facilities:** Always work hard, even when no one is watching.

**Famous Feature:** I'm the office jester and the one who lives on the edge.





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FACILITIES/CONSTRUCTION MANAGEMENT