

FACILITIES

iN *REVIEW*



2020

A YEAR LIKE NO OTHER

Managing a global crisis
on campus

UNIVERSITY of
HOUSTON

FACILITIES/CONSTRUCTION MANAGEMENT

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**BUILDING FUTURES,
MAINTAINING EXCELLENCE**





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A LETTER FROM

AVC/AVP DAVID OLIVER

Dear Reader,

The Irish have a saying: Don't Forget to Remember and Remember to Forget. This philosophy is appropriate when I think over the last year, the challenges that we faced, our ability to adapt, the positive attitude and sense of purpose that we all had in dealing with the multitude of changes. While most of us would like to forget the 2020 year, ultimately I also choose to remember how we rose to the occasion and succeeded in the face of adversity.

Building Futures, Maintaining Excellence. I sound like a broken record, but that's a risk I'll take to ensure our purpose is widespread and heard. The challenge we face is defining how we measure our success. We all understand the core of why we are here, but the method of achieving our goals varied from person to person. Establishing the F/CM Mission and Vision helped focus our efforts in one direction and guides our future. (Page 3). COVID hasn't changed our purpose, merely the manner in which we achieve our goals. We are F/CM, we have a mission, a vision, a purpose.

One of the key elements that we can't forget as we continue down the Building Futures, Maintaining Excellence path is maintaining the sense of belonging and community. F/CM is a community that succeeds or fails together because we are interdependent. None of us can succeed without the other and we have to keep that thought forefront as we adjust to the "new normal" and evolve into a better version of ourselves.

But what is a community and how do we do that? The dictionary definitions are very broad. By one definition - "an interacting population of various kinds of individuals in a common location" - F/CM is a community. But in my experience that definition doesn't feel like community to most people.

For most of us, I think the idea of community is entangled with the idea of belonging. Do we feel like we are welcome here? Do we feel appreciated here? Are we part of something bigger that we value? Many of our initiatives such as the recently developed mission/vision, our orientation training to welcome our new team members, leadership development programs to grow our high performers, and the upcoming training development initiative help to communicate the importance that F/CM sees in each of the team members.

Yes, we need to keep reinforcing community. Yes, it will be hard to meet everyone's definition of community but I believe I can speak for the University of Houston F/CM Department when I say we have a community and we know who we are and who we want to be.

Throughout this Facilities in Review on 2020, we have compiled some of the highlights.

In February, Executive Director Al Rajan retired from the University and Facilities Business Operations and Compliance received a new Executive Director, Magda Alanis. (Page 10)

Facilities Services continued to maintain the campus along with implementing new initiatives to help increase safety measures for the spread of COVID-19. (Page 5)

Facilities Planning & Construction stayed on top of the capital projects including communicating the Cullen Blvd Project (Page 7) and inspecting the projects. (Page 13)

F/CM will continue to build futures by growing and evolving with the University.

Building futures and maintaining excellence,

David Oliver, PE



NOTE FROM THE EDITORIAL TEAM



Jennifer Rea

Greetings from Facilities Communications! We are happy that you are visiting our magazine's pages. We hope at the end of your visit, you will come away with a better idea of the many things our department, Facilities/Construction Management, undertakes to create and maintain a pleasant campus physical environment.

Although this school year has been full of challenges and unfamiliar circumstances, we have managed to persist. With our new mission and vision statements of *Building Futures, Maintaining Excellence*, Facilities has a new outlook for the semesters ahead.

Despite the unconventional year, our main commitment is to the University's students, faculty and staff along with the department team members. We invite you to visit us online at uh.edu/fixit. Select the icon box, Customer Comments and Concerns, and let us know how we are doing. We look forward to hearing from you.



Tyrese Franklin

On behalf of myself and the entire Facilities Communications and Customer Service editorial team, thank you for your interest and for your continued support in viewing our publications.



Yannet Wondim

GO COOGS !



CULLEN BOULEVARD

IMPROVEMENT PROJECT

Work Continues for Campus Improvement (July 2020)

Harris County has completed Segment A of the Cullen Boulevard Improvement project. Segment ‘A’ (North MacGregor to Wheeler), has undergone its transformation. The new 3 lane roadway along with the shared use path and street trees welcomes you to the south entrance of the Campus. The University will be installing new pedestrian lights, banners and bus shelters along the shared-use path to complete this section.

Phase 2, Segment ‘B’ (Wheeler to I-45) is in the bidding phase and has an estimated construction start of late August/early September of 2020. Its construction schedule has a 32-month duration with an estimated completion date of March 2023. During the construction of Segment ‘B’, the County’s goal is to maintain one lane of traffic in each direction as well as access to Entrance 14. However, the County anticipates a multi-month full road closure from Wheeler to Cougar Place. Harris County is committed to working with the university to minimize disruptions and schedule closures around university activities.

We are excited about the transformation of Cullen. The Shared-use path will create a pedestrian and bike-friendly thoroughfare from the Bayou to I-45. The designated bike path will connect the university to the various bike paths in the city which is a component of the City of Houston’s Bike Plan expanding the high-comfort bikeway network. This transformation will not only improve pedestrian and bike access to the campus, it will also improve stormwater drainage and enhance the image of the university. These improvements are an effort to realize the mayor’s vision of “complete streets”.

This is a very exciting time and we are excited about this transformation that will improve mobility and safety as well as beautify our campus. As you see the construction progress, we know that you will be excited too!



Photo Courtesy of uh.edu

Cullen Boulevard Segment ‘A’ Hardscape Project (October 2020)

We are getting ready to kick-off the Design Phase. This portion of the work includes the pedestrian lights, bus shelters, big belly trash cans as well as security. The hardscape improvements will make Cullen Boulevard friendlier and safer for pedestrian and bike traffic. Once this portion of the work is finished, the transformation of Segment “A” (N. MacGregor to Wheeler) will be complete.

Cullen Boulevard Segment ‘B’ Roadway Improvement Project (October 2020)

The transformation of Cullen Boulevard Segment ‘B’ is well underway. Phase I of this transformation is under construction Between Elgin and I-45. Work will begin to move south toward Holman Street, Cougar Place and south of Wheeler Street. As a part of the project, a tree mitigation plan has been developed that will increase the number of trees on Cullen Boulevard to over 400% at the time of completion.

The improvement of Cullen Boulevard Segment B, Wheeler Avenue to I-45, is making progress daily.

The latest phase began on Tuesday, December 15th. This phase includes a shut-down of the two west lanes of Cullen Boulevard (closest to the TDECU Stadium) with a traffic switch. Using the two east lanes of the street, one lane will be available for each direction.

The two west lanes, Cullen Boulevard at Holman Street toward Cullen Boulevard at Wheeler Ave, will have concrete demolition. This work will allow for the construction of the new storm sewer which will improve the drainage.

This is a very exciting time and we are looking forward to this transformation that will improve mobility and safety as well as beautify our campus. As you see the construction progress, we know that you will be excited too!

FACILITIES INSTALLS RESTROOM HARDWARE ACROSS CAMPUS



The Facilities Maintenance Plumbing Crew led by Supervisor Greg Hanley executed a project to replace manually operated faucets and paper towel dispensers in all public restrooms across campus. In addition, foot pulls on doors were also installed in response to the outbreak of COVID-19.

Work was performed between June 26th and Sept 14th (a period of 63 days) in 53 buildings providing over 3300 labor hours of support to not only replace faucets, but to make the required alterations such as adding new mixing valves, control boxes, and supply lines for the new touchless faucets. Repairing broken pipes and valves in buildings that have a combined average age over 40 years also had to be repaired and, in some cases, sinks were replaced in order to install the new modern faucets. This was all done while maintaining support and service to the campus and responding to leaks and water line breaks.

The obvious benefits of touchless faucets are that they are operated touch-free which limits the contact to high touch point areas. These new faucets also offer a low-flow and shut off immediately which saves water allowing for a sustainable campus. Facilities/Construction Management would like to thank the Maintenance Plumbing Crew for their efforts towards ensuring campus safety & cleanliness. They are helping to build the futures of our students and maintain excellence throughout our facilities.

RECOGNIZING ENHANCED CLEANING TEAM EFFORTS



The University of Houston Enhanced Cleaning Team works tirelessly to maintain hygiene across campus. Classrooms scheduled by the Office of the Registrar are cleaned and disinfected daily Monday-Saturday and fogged nightly Monday-Saturday. Facilities/Construction Management is proud to support the University's mission while maintaining layers of safety during this pandemic. There are dedicated teams that are working constantly to increase the cleanliness of the campus to help with the prevention of COVID-19. Some of them are disinfecting high-touch point areas while others are fogging scheduled classrooms each evening.

Facilities/Construction Management proudly recognizes their employees as their greatest resource in making this happen. "We meet with our staff regularly to keep them informed of any new and upcoming cleaning initiatives geared towards combating the COVID-19 pandemic," explains Assistant Director of Campus Services Ana De Los Reyes. "Overall, open communication with our staff has proven effective in keeping our campus clean and safe during this pandemic."

The dedicated team has overcome some hurdles in order to achieve success in their efforts. These hurdles included limited supplies and materials and some even completely on backorder throughout these last 8 months. As a result of these experiences, lessons have been learned. "We have taken an active role in monitoring closely our inventory levels during this pandemic to better understand potential constraints and determine usage levels campus-wide for current and future demand of these supplies," states De Los Reyes.

F/CM would like to proudly recognize and thank the Enhanced Cleaning Team for their continued efforts in ensuring campus safety & cleanliness. They are helping to build the futures of our students and maintain excellence throughout our facilities.



FACILITIES PLANNING & CONSTRUCTION

FACILITIES SERVICES

FACILITIES BUSINESS OPERATIONS & COMPLIANCE

BUILDING FUTURES, MAINTAINING EXCELLENCE.

During 2020, Facilities/Construction Management developed and implemented a new set of mission and vision statements. Associate Vice Chancellor/Associate Vice President David Oliver commented regarding this process. “We all understand the core of why we are here, but how we go about achieving that varied from person to person. Establishing the F/CM Mission and Vision helps focus our efforts in one direction. This helps build our future.” Each of the three units within the department reviewed, tweaked and discussed the statements along with developing their own. All 400+ team members were also invited to participate in workshops to help think through how to make these statements real.

“I enjoyed listening to everyone’s point of view and their thoughts on how the mission and vision statements help each and every one.” was the reaction from Program Coordinator Ana Sanchez.

Facilities Supervisor Ron Gilmore stated, “The workshop instilled hope for a better future.”

Assistant Project Manager Angelica Olivos commented about her favorite part of the workshop. “Listening to the other teams’ responses to the questions and how they will live the MV statements.

As part of the process, a new phrase was adopted: Building Futures, Maintaining Excellence. This short purposeful phrase encompasses many layers of commitment to the University’s students, faculty and staff along with the department team members.

Building Futures

When thinking of Building Futures, the first picture is of a physical building being planned, designed and built with the guidance and expertise of the Facilities/Construction Management team members and the future success of the University of Houston.

However, thoughts also come to mind of students studying, living and building their individual futures inside those amazing structures and the core goal of student success to which the University is committed to achieving. These two words also include the growth and development programs being established for F/CM’s own team members from Custodial Training to Project Management Professional Certification.

Maintaining Excellence

The second part of the purpose phrase is Maintaining Excellence. The surface meaning is of course reflective of F/CM providing customer centric support for faculty, staff and students to maintain the physical infrastructure of the University of Houston campus with a high degree of reliability.

Also included in this purpose phrase is the mandate to reflect excellence in the operations of F/CM. This encompasses operational efficiency, cost effectiveness and clarity of purpose in supporting the core mission of the University of Houston.

Once achieved, excellence must be maintained. Developing a culture that uses processes, procedures and sustainable practices is critical to prevent the loss of knowledge that invariably occurs with staff and leadership turnover. We must have continuity of operations that is resilient to the unexpected.

As the stewards of the University’s facilities and physical infrastructure, Facilities/Construction Management builds futures and maintains excellence.

RECOGNITION FOR DIRECTOR JOUJOU ZEBDAOUI

Each year the University Libraries recognizes those who have contributed to their success over the last year. Congratulations to Director Joujou Zebdaoui for being selected for the 2020 Dean's Advocate Award. Nominated by John Lehner for her leadership on the complicated access gates project.

Joujou Zebdaoui is the Director of Campus Construction Services as part of UH's Facilities/Construction Management Department. She came to UH in 2014 as a Senior Project Manager from Rice University and shortly became a Principal Project Manager for Facility Planning and Construction. She became the Director of Campus Construction Services in the fall of 2018. Within this new role, she immediately began working with the Libraries. At the time, they had been working with F/CM for 14 months on the expansion of the Special Collections's storage space on the second floor of the M.D. Anderson Library. The project had suffered from some very problematic management. Joujou intervened immediately and she ensured that the project was promptly brought to successful completion.

More recently the CCS team has been working with F/CM on a much more complicated project - the installation of the access gates at the front of M.D. Anderson Library. This project required the coordination of F/CM, Planning, Campus Security Administration staff, a private contractor, a staff of the firm fabricating the turnstiles, and an architecture firm.

Throughout this very complicated project, Joujou conscientiously worked to coordinate all of the members of the project team. She displayed an impressive knowledge of construction and project management. She also displayed a leadership style that maintained a focus on the Libraries needs at all times. Through various complications, she consistently focused on the Libraries staff and users as her clients in this project. In situations where the Libraries needs were not being addressed by one of the project team members, she promptly interceded on the Libraries behalf and reasserted the importance of focusing on the libraries' needs.

Joujou's remarkable skills and her commitment to leading projects with a focus on the client's needs are laudable. The UH Libraries considers her commitment as invaluable.

The library is truly grateful for the help she and the whole Campus Construction Services team (CCS) has given the University Libraries with specific appreciation to Laurin Curtis and Carlos Cabrera.

Joujou is elated to receive this award and thanks to her team and Campus Safety System for the wonderful work they perform on a daily basis.

On July 29, 2020, the University Libraries presented their awards and Interim Dean Marilyn Myers virtually presented the award to Joujou. Facilities/Construction Management is proud of Joujou Zebdaoui and the CCS team.

CELEBRATING SIX MONTHS WITH EXECUTIVE DIRECTOR MAGDA ALANIS

Magda Alanis began as the Executive Director of Facilities Business Operation and Compliance on January 27, 2020. She immediately was presented with a multitude of unprecedented and challenging opportunities to Build Futures and Maintain Excellence and has shown she is up for the challenges.

Prior to joining the University of Houston, Magda came from the City of Houston where she was the Deputy Assistant Director for Operations and Programs Support (OPS) in Houston Water. She managed Street/Sidewalk and Landscape repairs, Facilities, IT Systems, Innovation Team, Fleet, Uniforms, Call Center, Procurement, Finance, Human Resources, Education/Outreach, Citizen Responses, Accreditation, Legislation, State Licensing.

This prior experience helped her to overcome the first challenge of her new position which was the City of Houston Water Main break in February. This situation showed her how to set-up the cost centers when these types of financial emergency situations arise. In addition to the prior job experience, her Executive Master of Business Administration degree from the University of Houston Bauer College of Business also helped.

The next 2020 challenge was the Stay Home, Work Safe order with the COVID-19 pandemic. She again had to adjust the budget accordingly while continuing to develop her team. Within the Facilities/Construction Management department, she currently manages the finance, contracts, IT, Communications, call center, Key Services and the Building Coordinator Program.

Magda believes in self-development and the impact of networking. She is already helping to elevate the customer service provided to the University. She is passionate about process improvement, developing team environments, and working to make a difference.

An avid University of Houston football fan, she has already become known for her enthusiastic support and "red" attire!

Magda Alanis is excited to be a part of the University of Houston and looks forward to future challenges.



FACILITIES RECOGNIZES EMPLOYEE CONTRIBUTIONS

Facilities/Construction Management was determined to recognize their employees who contributed to the success of the FY20 academic year. Although gathering the 400 employees altogether in one space was not an option this year, a new way to Build Futures and Maintain Excellence emerged.

During the spring, fellow staff members were able to nominate colleagues who they felt exceeded in their work this year. In addition to the individual Employee Excellence award which was revived last year, another award was added to the nomination process, the Cross-Team project award.

The top nominated employee finalists were individually emailed to let them know they had been considered for the award. The finalist's included: Pam Case, Emory Moore, Allison Wright, Angelica Olivos, Lawrence Dang, Bill Wilkins, Carlos Cabrera, Nick Tamayo and Willy Vazquez, Rufus Kemp and Juan Urbano.

During a virtual department town hall in July, Associate Vice Chancellor/Associate Vice President David Oliver shared the four award winners.

The Building Futures Employee award was given to Manager Rufus Kemp for his work on the inventory stock project he led.



The Maintaining Excellence Employee award was presented to Juan Urbano for his dedication and commitment to the Auto Shop.

The F/CM Onboarding Task Force was awarded the Building Futures Team award for their work on the department orientation.

The HVAC and General Maintenance teams were the winners of the Maintaining Excellence Team award for their work during the City of Houston water main break in February.

Facilities/Construction Management continues to encourage all of its employees to build futures and maintain excellence throughout the year and looks forward to continuing this annual tradition.



UH SYSTEM FACILITIES FORUM 2020

The UH Facilities Forum is an annual two-day event specifically targeted at all UH System's facilities leaders and the key partners on their teams.

The Forum provides relevant presentations on topics of concern and interest to today's higher education facilities leaders. Associate Vice Chancellor/Associate Vice President David Oliver said, "The time we spend together during the forum builds our knowledge base and helps to encourage the continuous development of new ideas. We intentionally had each university present topics because they all have a vast amount of experiences from which we can learn and grow."

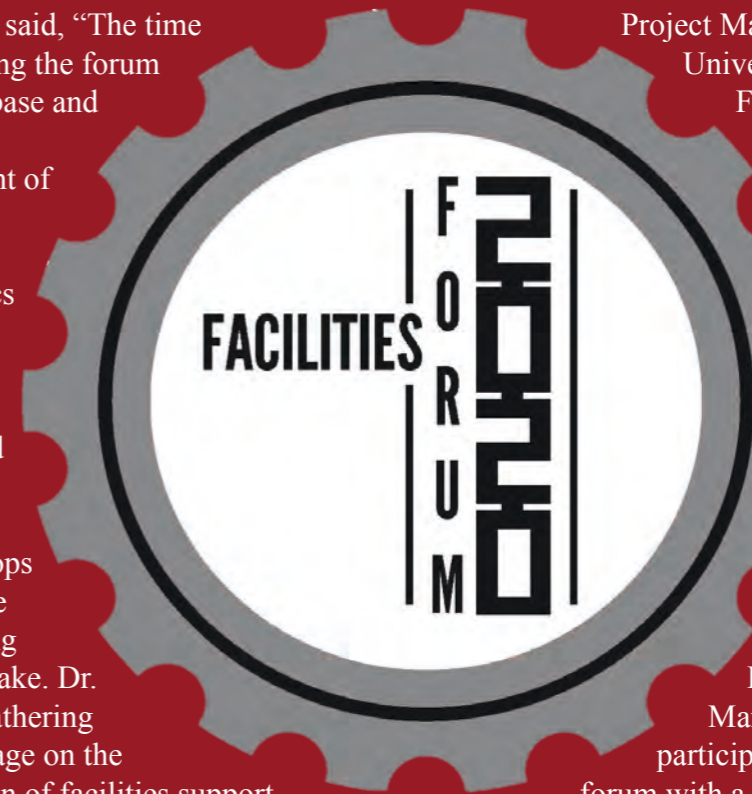
A total of nine workshops were presented with the first workshop including UHCL President Ira Blake. Dr. Blake kicked-off the gathering with an inspiring message on the influence and dedication of facilities support within universities.

This was the third year for the Facilities Forum and each year brings new logistical challenges to overcome. "We started brainstorming in the fall of 2019 by gathering ideas from the UHS Facilities key leaders. In January, it was time to work on the logistics which changed multiple times due to the current environment of a pandemic. We were unable to meet face-to-face but we were able to invite more individuals and present to an even wider audience." said Program Director 2, Jennifer Rea. Rea led the amazing Facilities Forum event planning team which was able to overcome multiple challenges as the event evolved.

The expanded attendance at this year's event included inviting UH Building Coordinators. Carrie Miller, the Building Coordinator for Cullen Performance Hall, attended the Facilities Forum and stated that she "loved the diversity of presenters from all over the system and beyond."

Project Manager Michael Flowers joined the University of Houston Facilities/Construction management department in 2020 and was pleased with the content presented. "While there were some technical difficulties, I personally did feel engaged. The material was definitely interesting, especially for someone "newer" to the University. Learning how other campuses' do things and how we'll lead going forward is one of my best takeaways."

Facilities/Construction Management thanks all of the participants who engaged during the forum with a special thanks to the hard work and dedication to the planning committee and presenters. Facilities/Construction Management looks forward to many more UHS Facility Forums.



FPC INSPECTORS KEEP CONSTRUCTION ON TRACK

Construction was designated an essential industry to continue during the Stay at Home Order. This meant our FPC Construction Inspectors – Manny Convert, Steve DeHart, Jim Regan and Cesar Villagran - remained on duty to perform their critical role. As Steve DeHart states, “Since we expect our contractors to keep moving forward, we still need to be helping with inspections and access to mechanical rooms.”

Each inspector has managed to keep making progress while social distancing and using safety practices while performing crucial inspections needed for our construction projects. Steve DeHart further explained, “Social distancing and masks add one more challenge to getting the job done in tight quarters, especially on a warm, humid, Gulf Coast day, with people on-site trying to make themselves understood over the noise of machinery. Overall, though, everybody adapts, applies some extra communication and patience, and the job gets done.” They recognize this adjustment as the New Normal as they implement these procedures in their daily routines.

Our inspectors continue to work with our contractor partners to keep a focus on mutual success. As Manny Convert sums up, “The contractors are going through some uncharted water right now with the current world conditions and you have to work with them as a team to ensure the success of the project. If they fail, you fail.” They are helping to identify the necessary, workable solutions. Jim Regan highlights a specific example of meeting the need for projects to move forward while supporting occupants' concerns, “For BAS issues in Hunter Hall Dorm at UHCL, we allowed 2 persons at a time in small rooms. We also moved from the hallway when students were accessing or leaving rooms.”



Across the board, FPC inspectors remain dedicated to the University of Houston and its success. As Manny Convert stated, “I treat my projects as if it was my own house. I try to inspect and catch everything I can knowing it will save headaches in the future.” Cesar Villagran further captures the sentiment of all inspectors, “It’s my great honor to be on site every day with these essential workers.” The FPC Construction Inspectors certainly have met the challenges during the COVID-19 pandemic on their current projects.

Construction Inspectors are an important part of the FPC team. “We couldn’t get anything done on our construction projects without the support of our valuable Inspectors,” Nick Merry stated, continuing “They are essential.”



CONSTRUCTION MANAGEMENT TALENT PIPELINE PROGRAM

HUB Operations in partnership with the College of Technology-Construction Management (CM) Department and National Association of Minority Contractors (NAMC) worked together to create a construction management talent pipeline program. The purpose of this initiative was to help increase the construction industry talent pool and provide Historically Underutilized Businesses (HUB)-- minority, women, and disabled veteran-owned small businesses with the knowledge to help them to be more competitive as prime contractors for construction work, including UH constructions projects.

The Historically Underutilized Business (HUB) Operations mission is to promote the inclusion of HUB vendors in university procurements. The HUB Program assists UH departments in locating HUB vendors, offers HUBs assistance to facilitate access and contracting opportunities.

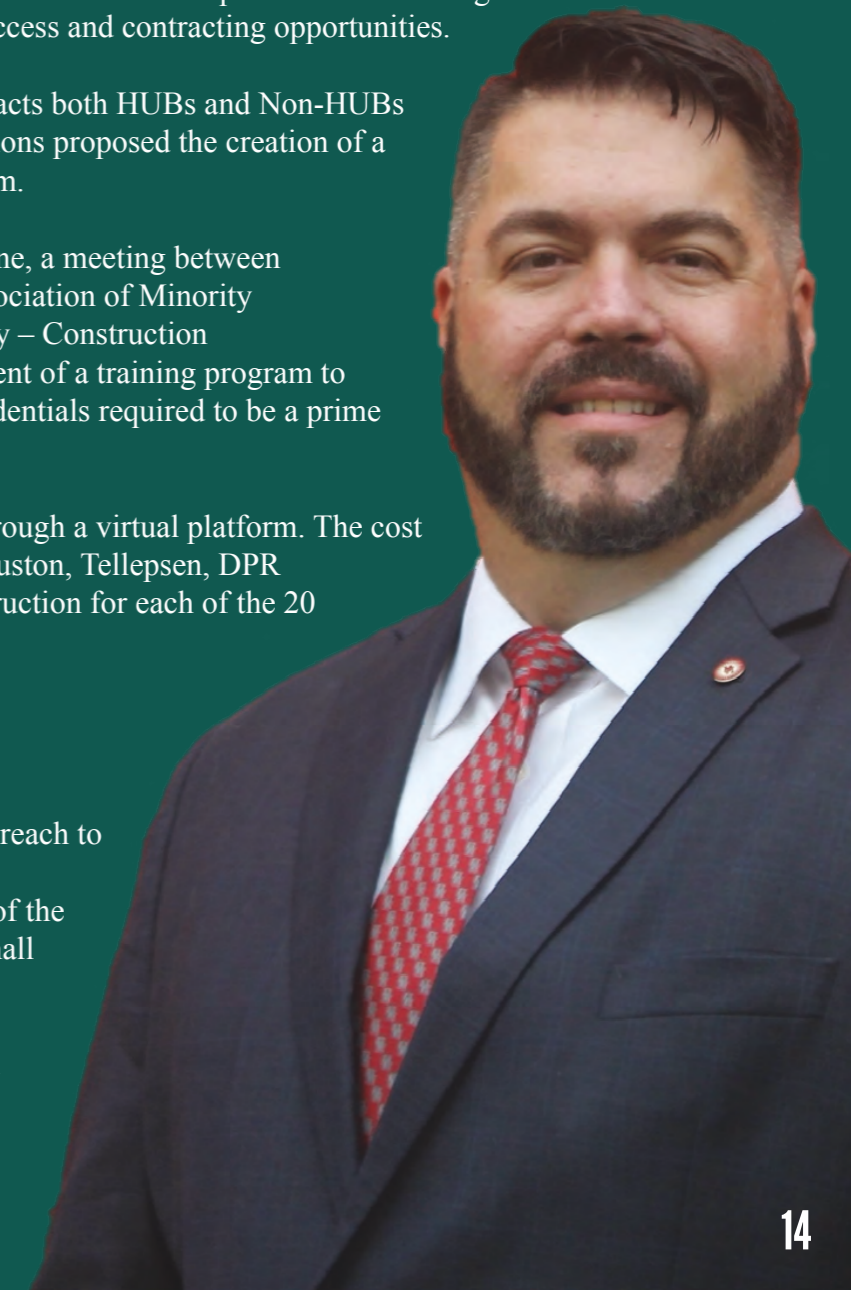
The labor shortage within the construction field impacts both HUBs and Non-HUBs of all sizes. In response to these needs, HUB Operations proposed the creation of a UH construction management talent pipeline program.

Recognizing substantive change cannot be made alone, a meeting between representatives from HUB Operations, National Association of Minority Contractors (NAMC), and the College of Technology – Construction Management (CM) Department led to the development of a training program to provide HUBs with knowledge and professional credentials required to be a prime contractor.

The training program occurred from 10/24 to 12/5 through a virtual platform. The cost of this class was augmented by the University of Houston, Tellepsen, DPR Construction, Austin Commercial, and Vaugh Construction for each of the 20 eligible participants.

Facilities/Construction Management was well-represented by Assistant Vice President Jeff Benjamin who was asked to be on one of the discussion panels. Benjamin gave his insights on outreach to the HUB contractor community, strategies for small businesses to better position themselves to do work of the University, and construction trends that affect the small business community.

F/CM is happy to help building futures and maintain excellence by participating and supporting the UH HUB program and the College of Technology-Construction Management.



FPC OFFICE OF SPACE MANAGEMENT AND ANALYSIS



The Office of Space Management and Analysis created the Social Distancing Seat Capacity Guide and Please Sit Here Decal Instructions which were used by team members, Building Coordinators and Academic Facility Managers to capture, report and identify new seating capacities and locations for more than 680 spaces (11,400 seats) at UH Main, Tech Bridge, UH Katy, and UH Sugar Land in order to support the Office of the University Registrar's (OUR) efforts to re-engineer the Fall '20 academic schedule and provide a safe learning and teaching environment. The team also created furniture layouts for the 175 general purpose classrooms to provide visual representations of how classrooms are set up to support social distancing seating configurations. To ensure students know where to safely sit in classroom and class labs, PLEASE SIT HERE [image attached as a graphical element to newsletter] decals were designed, distributed and affixed to seats. Space Management coordinated information for Facilities Services to support their efforts to distribute sanitation supplies to instructional spaces and generate a list of rooms where classes are being held and when classes scheduled by day of week for each building. By the numbers/snapshot: Coordination of 687 spaces (11,414) seats) were field verified to support 956 courses offering face-to-face instruction in 261 rooms housed in 44 buildings. Cecil "Woody" Sutton Director, Space Management and Analysis Facilities Planning and Construction

NEW DEVELOPMENT AT THE UNIVERSITY OF HOUSTON

LAW CENTER



CULLEN BLVD

UNIV GATEWAY GARAGE



Photo Courtesy of uh.edu



COLLEGE OF MEDICINE



BUILDING FUTURES, MAINTAINING EXCELLENCE

Thank you to all Facilities employees for continuing to build futures and maintain excellence. Your hard work and dedication has not gone unnoticed.