

April 13, 2020

# FACILITIES MANAGEMENT

AT COLORADO STATE UNIVERSITY

FM DAILY  
COMMUNICATION

Issue 07

Dear FM Team,

Let's recognize the challenging needs that the Customer Services Center (CSC) and Access Services have resourcefully worked through over the last few weeks on behalf of the university. Below are just a few:

- FM CSC and Access Services received numerous requests to reset automated lock schedules due to hastily vacated buildings. Student and employee access involved frequent intervention from FM. This resulted in both the Key Desk and Dispatch Offices receiving calls from employees who didn't have working Ram Cards or the required building keys for access, necessitating FM to contact departments to arrange for or authorize access.
- CSC received several requests for vendor access to buildings that are empty and secured to help facilitate orders or deliveries. Eventually, many of these were directed back to the departments to coordinate and provide access. Additionally, CSC received a number of calls to allow entry for services to various buildings, such as for AirGas and plant care providers.
- Further requests included: students to be let into buildings to retrieve items; c-cure access assistance because department managers working remotely cannot access c-cure; visitor card requests with the Ram card office; physical keys for staff who usually arrive when doors are already unlocked and for staff taking on extra or different duties.

CSC staff include Christina Miller, Amy Ouska, and Westley Monroy-Scoggins. Access Services are Joseph Gallegos, Joe Hoffman, and Jeff Wilcox. These successful efforts continually point to their immense expertise and strength in collaboration, and I offer my gratitude for such a capable team.

Sincerely,



Tom Satterly, P.E.  
Associate Vice President for Facilities Management

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