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FACILITIES MANAGEMENT

AT COLORADO STATE UNIVERSITY

FM DAILY
COMMUNICATION

Issue 56

Greetings FM Team,

I wanted to let everyone know that while I'll still be communicating regularly, after the Fourth of July holiday, we plan to revise this communication format from daily to once a week or so. Initiated to inform our team during the COVID pandemic, the FM Daily Communications have served the intended purpose with over 56 editions to date. I've received feedback that learning about the various FM groups has helped in contributing to a shared understanding of how our different expertise and efforts fit together to accomplish CSU's mission. I've also heard that employees appreciate being tied into what's happening with FM during times when we are spread out more than just across the CSU campuses. And recently people have expressed that they no longer feel the need for such regular communication. With summer here, we all need a break. Please know that I'm listening to and responding to the feedback.

Related to communications, it is absolutely crucial that FM employees have access to the regular communications sent from all levels of the university, including from President McConnell, from HR, and from our department. Remember back to May 15 when I sent an email to all of you on the topic of collecting read receipts for these FM Daily Communications? This feature helped to measure how many of our team received and opened the FM Daily emails. To be transparent, let me share with you what I learned from that. I had about a 50% return rate from FM employees who received and opened the emails. The overall goal of this exercise was simply to better understand who in our department may be struggling with access to email communications.

With that in mind, in July I will email a brief and targeted survey to a portion of FM employees. In the interest of everyone's time, the survey will only go to those in FM who it is not clear if there is an access issue to communications. If I received read receipts from you over the last month, then I know you are able to access email communications. The intent is to ensure you have available to you the technology, the training, and time allotted each day to access and read official CSU communications, so everyone has the ability to stay informed and get timely information.

In closing, I want to thank everyone who contributed to the success of the FM Daily Communications.

Sincerely,



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

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