


THE STATE UNIVERSITY OF NEW JERSEY
RUTGERS
Campus at Newark

PHYSICAL PLANT DEPARTMENT
University Heights • 85 University Avenue • Newark • New Jersey 07102
Service Desk 201/648-5441

TO: Physical Plant Staff
FROM: Donald T. Little, Director 
DATE: June 20, 1994
RE: Faculty Council Priorities for the
Physical Plant Department

The Rutgers/Newark Faculty Council under the guidance of Ray Caprio (now Associate Provost) undertook a survey to evaluate support services on campus.

Our department is now the recipient of a wealth of data which reflects the observations, expectations, frustrations and suggestions of a majority of campus faculty.

The Faculty Council Sub-Committee on Physical Plant issues took the time to prioritize their concerns. These priorities were conveyed to Donald Little and Gene Vincenti by Ray Caprio, Earl Shaw in a meeting 6/15/94.

I now share these priorities with you.

1. Classrooms must be a well cared for, properly equipped, and functional spaces so that they support the teaching and the learning processes. Clearly the long term stability & viability of the campus will depend largely on the effectiveness of the faculty and the success of our students.

We are being asked to develop a comprehensive plan to propel all our classrooms into "tip top" shape within (12) months.

The faculty is strongly committed to making the case for funds so that we might be successful in this effort.

2. Timely, predictable daily service including job status, backlog and feedback is a strong expectation.

The E-Mail format that we are designing was encouraged. Also, first in first out queing for work is expected except for urgent intrusions in the schedule.

The sharing of our project lists/schedules would be seen as helpful.

3. Elevators are considered poorly maintained and not reliable. We are urged to address this area of concern.

I suspect we should trend our calls by car to determine the frequency & location of the most trouble.

4. The Mail Service Operation is considered unreliable and slow. We are asked to address this problem and make significant improvements. We have a great opportunity to sharpen our focus, receive support for funding requests, expand our communication and truly improve these aspects of our service.

We will be working in sub-groups to improve as requested. Dianne will lead on #1 & #3 and co-lead on #2. Pat will lead on #4.

Thank you for your focused attention on these priorities.

cc: Gene Vincenti
Ray Caprio
Earl Shaw