Those efforts begin by getting out and meeting F&S employees across divisions. “The first step in building a strong team is to listen to our colleagues and to build trust and transparency among ourselves,” says Attalla. “I will be visiting our facility offices and want to hear from our employees about what they view as the strengths of our organization, as well as where we need to improve.”

Campus stakeholders will also be an important voice in the conversation about how F&S can best meet its mission. “In addition to listening to our staff, it will be very important to gather feedback from our customers,” Attalla says. “The information they provide will be very valuable in determining how we concentrate our efforts and will inform our strategy for how to deliver our services in alignment with the university’s new strategic plan.”

It will require a team approach. “We need to challenge ourselves by examining our service levels, by measuring our progress, and by benchmarking ourselves against our peers,” he continues. “We need to provide the data that our campus customers want and need to make their decisions, and we need to continue to expand opportunities to collaborate with the academic and the research community, not only by providing an environment that is conducive to learning but also by collaborating on research projects with our students and faculty, both in the lab and in the classroom.”

Attalla welcomes the challenge. “I am looking forward to getting to know the university and F&S community and building a strong, cohesive facilities team that is very much aligned with the university’s mission and vision.”