



SUCCESS STORY

PARTNERSHIP & COLLABORATION: A RECIPE FOR SUCCESS

Key Facts

LOCATION:
Corpus Christi, TX

CONTRACT START DATE:
2013

ENROLLMENT:
12,236 students;
550 faculty and staff

SITE ENVIRONMENT:
Main island campus with 55 buildings;
Momentum campus (athletics,
residential life, recreational sports)

SERVICES PROVIDED:
Custodial, grounds, plant operations
maintenance, and planning and
construction

REVENUE:
\$6.4 million (2018–2019)

TYPE OF ACCOUNT:
Profit and loss



EMBRACING CHANGE AND RAISING THE BAR

THE ISSUE

A complete change in senior leadership at the Corpus Christi campus resulted in different priorities for the SSC team. Having the right tools in place made adapting to those changes easier.

THE SOLUTION

SSC's steady and effective attitude formed a recipe for success through collaboration, says Corpus Christi's Associate Vice President for Operations Dr. John Dawson. SSC demonstrated a can-do attitude through transition, pivoting to the new campus staff and their requests with enthusiasm and ease. To continually strengthen and improve the partnership, SSC keeps communication at the forefront with the campus

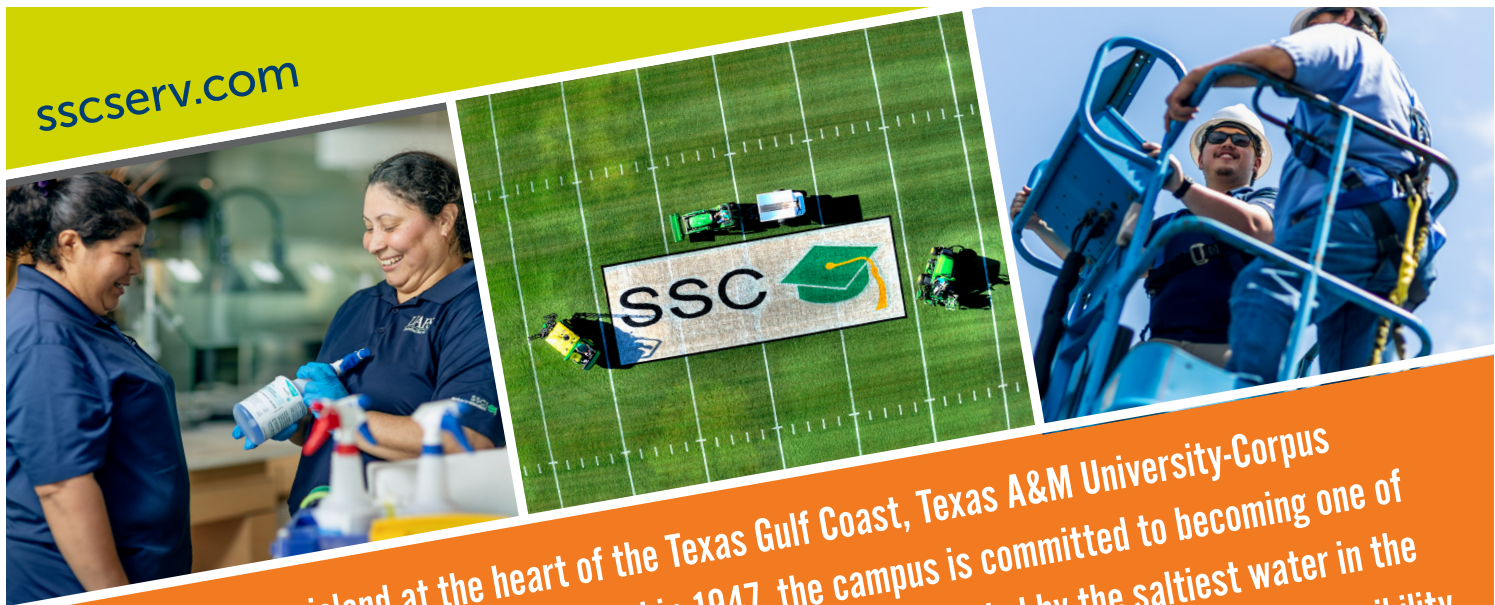
administration. They work together to hit all timelines, deliver on promises and do whatever is needed to get the job done.

GIVING VALUE

With more than 250 days of sunshine, a salty gulf breeze and mild weather year-round, Corpus Christi requires a special kind of care. SSC has adapted cleaning protocols that reflect the campus' unique needs. By incorporating rust-free, stainless steel finishes, water softening for the cooling systems and nonmetallic building products to resist corrosion, SSC has made its team's jobs easier and the campus cleaner. These measures help campus services run smoothly – and safely.

In addition, SSC supports Corpus Christi's mission in "preparing students for lifelong learning and responsible citizenship in the global community." As a facilities organization, SSC upholds that mission. "We are responsible for allowing students, faculty and staff to be more focused on that vision by not having to worry about the day-to-day happenings related to their facilities," says SSC Regional Director of Operations Kevin Brown. "We should be the ones finding issues before students and staff do."





Located on its own island at the heart of the Texas Gulf Coast, Texas A&M University-Corpus Christi is a first-choice institution. Founded in 1947, the campus is committed to becoming one of the leading centers of higher education in the Gulf region. Surrounded by the saltiest water in the nation, Corpus Christi requires attention to detail, responsive communication and service flexibility.



KEEPING TEAM MEMBERS HAPPY

SSC accommodates staff by offering flexible schedules that allow associates to work hours most suitable for them. As a small island town, employee development and retention is crucial. To improve turnover rates, SSC introduced an apprenticeship program at Corpus Christi. Managers make sure staff receive the proper training so that workers can advance their careers and learn new skills.

ACCOMPLISHMENTS

SSC has made quite a few impacts on the Corpus Christi campus, Dawson says, including:

- Hiring associates from Community Options, an organization that works with disabled individuals.

- Proactive reporting after Hurricane Harvey in 2017. SSC staff quickly removed debris and fixed damages, allowing classes to resume in a timely manner.
- Overseeing design and construction for special projects such as:
 - » A \$2.4 million exterior design project for University Center
 - » Multimillion-dollar projects for the Performing Arts Center and Tidal Hall Research Building
 - » Refurbishment of the specialized athletic weight training room
 - » Athletic field lighting project
 - » Baseball practice facility
 - » Bus stop renovation

BRIGHT FUTURE

Every change in leadership presents a new challenge, and SSC has been receptive

and adaptable. “You can’t give up on something just because it’s different,” Brown says. “Give it an opportunity. See how you can support it. You may have to change your operation to make it happen, but sometimes it’s worth it because the long-term benefit is so great to the client and SSC.”

SSC adapts to changes on campus by looking at everything closely – not necessarily to change the way it functions, but to raise the level of competency. This allows messages to be conveyed clearly. Dawson says that weekly, monthly and quarterly business reviews help strengthen the Corpus Christi-SSC partnership. “Working with SSC is great because they listen,” he says. “SSC is a major participant in getting our programs planned and executed in a timely manner. We’re on the right track to a lot of great things.”

