Welcome to Facilities Management at Dillard University. Facilities Management is a service organization of skilled technicians, craftsmen, operators, and support staff charged with the responsibility for operating, maintaining, and improving university buildings, grounds, utilities, new construction, and related services. While our principle hours of operation are 8:00 a.m. to 5:00 p.m., Monday through Friday, we maintain a 24-hour presence on campus to respond to situations that arise after normal working hours. We take great pride in ensuring that students, staff, and faculty members at Dillard University enjoy a safe, clean, and comfortable environment for living, learning, and working.

Facilities Management Administrative Team

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Randy Yeager, Interim Operations Manager

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Mission

The mission of Dillard University's facilities department is to build and maintain, at reasonable costs, safe and user-friendly facilities that allow individuals to achieve the mission and goals of the university, as they interact socially within healthy living-learning environments.

Facilities & Planning Vision

The Dillard University campus is a walker's delight. The campus footprint is well designed, carefully planned, and landscaped for easy and safe access. Viewed by passersby, its black wrought-iron gates and gleaming white buildings on spacious green grounds provide a stately, dignified image of a classic institution of higher learning. Viewed from inside its gates, Dillard's academic and campus life facilities incorporate the latest technologies to enhance teaching, learning, and applied academic research. Both indoor and outdoor recreational facilities abound within an environment of wireless Internet technology and safety monitoring and alert systems. University residents and commuters enjoy close proximity and secured access to a college-town complex of retail outlets which have the look and feel of a well-planned and maintained urban development.

Customer Service
If you're not getting results, please call us!
The success of Facilities Management in providing the services outlined on the following pages depends on a strong communications network within the university community. To strengthen this network, each department is encouraged to appoint an individual to represent its respective area.
Operations supervisors and managers are responsible for the delivery of Facilities' services to the campus and are the primary liaisons, who provide for and often expedite the delivery of these services to the university community. These supervisors are the main contact between the appointed departmental coordinator/liaison and Facilities Management. They also identify, report, and follow up on building problems by conducting tours in buildings for quality control and by defining conditions that require remedial action. Managers and supervisors can also help you when a service request or maintenance item is not being addressed in a timely manner or when it has a high priority. They also facilitate the information flow by clarifying policies and procedures for services. **You can reach Facilities Management by calling: (504) 816-4763.**

Help us help you!
Trained and knowledgeable Facilities Management staff members want to help you. Working together, we can help keep our costs down to free up resources for other critical uses. Here's how you can help:

- **Plan Ahead**
  Coordinate your project plans well in advance with the Facilities Management staff. That will help us plan more efficiently and get your job done on time and on budget.
- **Conserve Energy**
  Close windows and turn off lights and equipment when not in use. Consider energy-efficient models when purchasing new equipment.
- **Respect the DU facilities**

The better we take care of the buildings today; the better off the university will be tomorrow.

- **Give us your feedback**

We want to hear from you, so we know how we're doing. Please respond to any surveys we distribute and feel free to contact us at (504) 816-4763 with any input you may have to help us improve our services.

Hours of Operation
Monday – Friday 8:00 a.m. – 5:00 p.m.

Dillard University Facilitiles is located at:

2601 Gentilly Boulevard
New Orleans, Louisiana 70122
Phone: (504) 816-4763
Fax: (504) 816-4833

After Hours Please Call: (504) 710-0679