Seasons of Giving causes quite a “buzz”

This year, FP&M went over the top in our generosity for the Story County Volunteers annual Seasons of Giving – Winter program. Along with the normal pizza by the slice lunch, bake sale, and toy/gift collection, we added a contest to our fundraising activities. And, the contest was a “hair-raising” experience that caused quite a “buzz”, literally!

Eleven brave contestants tossed their hats (or should we say heads) into the ring. The contestant raising the most money/votes (each dollar represented 100 votes) agreed to have their head sheared (buzz cut)! The “volunteers” for this competition were Chad Deike, Bart Dobson, Gloria Erickson, Vern Faber, Mark Grief, Mike Martin, Dean Morton, Dick Reckseen, Lynn Seiler, Marc Witte, and Gordon Woods! We use the term “volunteer” very loosely, since there was a bit of coercion taking place between co-workers to entice participation.

Over a week’s time, via carefully guarded voting jars that included a “before” picture of each of the contestant, staff members were encouraged to place multiple votes, to vote for more than one person if they so chose, and to vote often! The jars were emptied and the money/votes counted each day by our own “Price-Waterhouse” team of Sally Houser and Gina Holtzbauer. With help from John Hoffman, we reported the standings via email messages and on our internal webpage. With each report on the standings, voting would increase. With the help of an official countdown clock, as the final hour, minute, and seconds ticked away, the voting became a group endeavor, with a few folks pooling their money in a last ditch effort to make sure their preferred contestant won!

On December 9, at 2 p.m., the contestants and onlookers gathered in the carpenter shop for the announcement of the winner, and to witness the actual shearing. Serving as MCs, Sally and Gina announced the final standings, starting with finalist # 11 and working up to our # 1 contestant. Needless to say, Dean Morton was anything but thrilled when it was announced that he was the “winner”, but he was a very good sport (as you can see in the picture at right of Dean preparing to get a “trim”). Judi Gose bid $5 for the honors of making the first cut. Gordon Woods’ daughter, Meghan, a licensed cosmetologist, was on hand to assure that Dean’s haircut was presentable, and we gave Dean an ISU stocking cap to help keep his head warm.

Thanks to all of our participants and voters, we raised $1,015. Added to our pizza lunch and bake sale, we donated $1,651 to Seasons of Giving (plus over 60 toys and gifts).

Not sure how we can top this effort next year, but I’m sure, if we put our heads together, we’ll come up with something!
In the three levels of administration—Business, Operation, and Process Management—we are incorporating several quality initiatives to take our FP&M operation to become a world-class organization by using Baldrige seven categories of management system for organization design, using Balance Scorecard Plus for deriving metrics, and using Lean and Six Sigma methodologies for process improvements.

In an attempt to multiply these quality initiatives, we are actively training staff by teaching, coaching, and using speaking engagements to combine principles of organization design, metrics, and process improvements. We have been implementing Quality Initiatives since March 1, 1997, to fulfill the customers’ critical requirements for high quality products and services—better, cheaper, and faster using:

- **Malcolm Baldrige National Quality Award (MBNQA)** seven criteria of management systems (Leadership, Strategic Planning, Customer and Market Focus, Information and Analysis, Creative Human Resource Focus, Process Management, and Business Results), for organization design.

- **Balanced Scorecard Plus** perspectives for metrics and performance measures (using Kaplan and Norton’s four criteria of Financial, Customer Focus, Internal Processes, Innovation and Growth and adding two of my own criteria—Information Technology and Knowledge Management), for metrics.

- **Lean & Six Sigma** principles of value, value stream, flow, pull, and perfection deployment for reducing waste, removing non-value added processes, and six sigma methodologies for mistake and error proofing and establishing a zero variance goal using common sense, common science, and complex science.

**Status of Organization Design at FP&M using Baldrige:** There are four certified State of Iowa Baldrige Examiners from FP&M, two senior examiners (Mark Nelson and Chris Ahoy) and two examiners (Don Chrusicel and Clark Thompson). The examiners assist Iowa Quality Center in Marion, Iowa to evaluate applicants from manufacturing and service sectors for the Iowa Recognition Performance Excellence (IRPE) award. Two additional FP&M staff will be trained this summer by IQC, one from the directors group and one from the managers group. The examiners spend their own time in the evenings and weekends evaluating documents and writing individual reports, which takes approximately 32-60 hours. Consensus and combined reports take another 40-60 hours. If an applicant is granted a site visit, the senior examiner, with a team of five to six examiners, spends another two to three days on site visits and final scoring and report writing. The time and effort has been worthwhile for each individual FP&M Baldrige examiner in building self-equity and more importantly, equity for the organization. We will now have a sufficient number of core staff to keep the Baldrige criteria alive at FP&M. To impart the principles of seven categories of management system for organization design is a plus in developing a teaching and learning organization that will meet the challenges of the 21st century.

**Status of “metrics” at FP&M using Balance Scorecard Plus criteria:** Kaplan and Norton Balanced Scorecard, with the addition of two other critical success factors (CSF), namely, the information technology (IT) and knowledge management (KM) is the “Balanced Scorecard Plus.”

Information technology and knowledge management are added here as the fifth and sixth criteria for performance measurement of an organization aspiring to become a world-class operation. However, the four criteria indicated by Kaplan and Norton are what every organization needs to follow to develop its “Metrics”. The Balance Scorecard Plus includes the four criteria of the original Balanced Scorecard plus IT and KM as follows:

- Financial Performance
- Customer Knowledge or Focus
- Internal Business Processes
- Learning and Growth (Innovation and Growth)
- Information Technology (IT) and
- Knowledge Management (KM)

**Metrics:** Information to make an informed judgment is derived through a grounded understanding of the critical success factors (CSF), which provide key measurements known as key performance indicators (KPI). The old adage that, “if it ain’t broke, don’t fix it,” no longer is applicable in our high-speed information highway world. Business at the speed of thought is the norm. This norm demands that quality products and services be delivered cheaper and faster with improved quality. Unless an organization is agile, and changes to meet today’s challenges and opportunities, it will not become a world-class operation. Leaving things “as is” because it has worked in the past, is not a viable organizational modus operandi. One needs to take action to spur change for continuous improvement in a viable organization. Therefore, “if it ain’t broke, change it” becomes the new paradigm for the 21st century.

Status of Process Improvements using Lean: A lean operation involves eliminating waste, whether it be time, materials, efficiency, or processes. Lean Thinking® is an integrated set of industrial principles and methods first developed by James P. Womack and Daniel T. Jones, and articulated in their landmark 1996 book, Lean Thinking (Simon & Schuster). It grew out of the authors’ groundbreaking study of the Japanese automobile industry, The Machine That Changed the World (Simon & Schuster), and it continues to be refined and promulgated through the work of the Lean Enterprise Institute. Lean Thinking enables companies to find the best way to specify value for the customer, to identify the value stream for each product, to cause the product to flow smoothly from concept to customer, to permit the customer to pull value as needed from the producer, and to make a lean leap toward perfection. The concept of value, value stream, flow, pull, and perfection are deployed by means of lean techniques for product development, production, purchasing, and customer support.

Status of Process Improvements using Six Sigma: Six-Sigma is a relentless and ruthless pursuit of variance reduction (mistake proofing processes, reducing defects, process flaws, or hidden factories) to reduce costs and to provide superior products and services. Six-Sigma is about providing better products and services, cheaper and faster.

Detection of flaws (3.4 defects per million opportunities) is a Six-Sigma goal. In the manufacturing sector, companies can achieve Four-Sigma level, while many service firms are often at the One or Two-Sigma level. Six-Sigma embraces the following six themes:

- A focus on customer requirements
- Data-driven, facts-based, knowledge-based management
- Process focused management and improvement
- Proactive management
- “Boundary-less” collaboration
- Drive for perfection with much tolerance for failure

Six-Sigma is a fact-based, data-driven, knowledge-management approach to business practice using the eight phases, Recognize, Define, Measure, Analyze, Improve, Control, Standardize and Integrate, as well as Design For Six Sigma technology, Process Management, and Control Charts (Dashboard). The four principal methods used in Six Sigma are:

1. DMAIC Improvement Process
2. Design for Six Sigma (DFSS)
3. Process Management
4. “Dashboard”

Sigma (σ) capability is a measure of the quality of a process that Facilities Managers in Higher Education can emulate. It is time for us to continue to focus on reducing waste, and in order to stretch our dollars in this tight budget climate by error proofing our processes.

Organizational Transformation: The first stage of organizational transformation for FP&M will begin in 2003, with “understanding where we stand,” after the completed and planned alignment in the year 2002 and the self-study in 2003, the second stage in 2004, will be “agreeing where we want to be,” after an entire organization strategic plan is accomplished. The third stage in 2005 is where we “design how to get there.” The fourth stage in 2006 is “rolling out the changes.” The fifth stage in 2007 is the phase in which the knowledge management team will be key to the development of standardizing our documents and integrating them into the work units. Finally, the sixth stage in 2008 is the ongoing “Continuous Quality Improvement” (CQI) in the sustainability to be a world-class operation.

Stay tuned and attend in-house training sessions to learn how to turn FP&M into a Strategy-Focused Organization that will deliver performance results.

Christopher K. Ahoy
Associate Vice President for Facilities
**Inductees into 25-Year Club**

On February 20, 2003, the ISU 25-Year Club will hold their 69th Annual Banquet. The dinner and awards presentation will be held at Scheman. Following dinner, new members will be introduced and receive certificates in appreciation for their many years of services. Also honored, will be those active employees who have been with ISU for 35 years. President Gregory Geoffroy will be there to share his vision for ISU.

Listed at the right are the FP&M employees inducted into the Club this year. We express our congratulations to these dedicated employees.

The 25-Year Club was formed in 1934 to recognize men and women who have loyally served Iowa State for 25 years or more.

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2003 FP&M inductees:

- Ron Borich - Utilities
- Carol Eyanson - Postal & Parcel
- Patrick Foley - Utilities
- David Hurst - Flight Service
- Willie Lykins - Building Maintenance
- Michael Martin - Building Maintenance
- Tom Mills - Custodial Services
- John Noble - Design Services
- Tori Postel - Custodial Services
- Larry Ragee - Building Maintenance
- William Ridnour - Campus Services
- Gary Thomas - Custodial Services
- Craig Wirth - Building Maintenance

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**New approach to classroom remodeling**

*By Katie Baumgarn and Ron Cochran*

For the first time ever, Facilities Planning and Management is attempting to remodel and install media equipment in eight of our general university classrooms during the academic semester. This is a challenging situation and one with tight deadlines that we are all working hard to meet.

To complete all eight rooms during the spring term, we must stick to our tight construction schedule. Completing these projects within the available window of opportunity will require dedication and precise scheduling of materials and services to accomplish and meet the goal. This has been a collaborated effort by all areas of FP&M.

Building Maintenance put together a team of employees that will move from one classroom to the next to accomplish the various projects. This unique scheduling approach is an example of Facilities abilities and willingness to be flexible and creative in finding alternative ways to accomplish and meet the needs of support for ISU teaching facilities.

The media technology purchase and installation is through a partnership with the Instructional Technology Center (ITC). We worked closely with them regarding the coordination of the media technology for these general university classrooms.

To facilitate the construction, we will be moving classes from old rooms to remodeled rooms throughout the term. FP&M Room Scheduling will work closely with the academic departments affected to assure that instructors are aware of temporary classroom reassignments.

We are very excited about these projects and the impact they will have improving the teaching and learning environments here at Iowa State. Staff involved with this project to date include:

- **Design:** Steve Daniels, Brandi Sorem, & Lynn Vannoy
- **Estimating:** Bart Dobson
- **Material acquisition:** Julie Randall
- **Project managers:** Ken Soll & Rick Branson
- **Electricians:** Mario Filippelli, Wayne Hanson, & Ron Scheuermann
- **Carpenters:** Bob Farnham & Gary Van Loon
- **Painters:** Mark Mather & Geoff Will
- **Sign painter:** Duane Strah
- **Removal of fixed seating & construction debris disposal:** John Breon, Matt Buttz, Tony Ferrari, Brandon Kadner, John Moore, & David Stephenson
- **Custodial:** Paul Clark & Sheryl Mitchels
- **Media equipment installation:** Katie Baumgarn & staff from ITC including Matt Darbyshire, Julie Hanson, Michelle Wilson, Dennis Smith, Rod Myers, Mike Anderson, Mark Dobbe, & Jared Kwarta
- **Contractor coordination:** Steve Rentschler
Boiler control upgrades
By Mike McGraw

Over the past year, the Power Plant staff took on a number of control upgrades. One of the projects in particular, control upgrades for boilers #3 and #4 have been extremely successful. This project ultimately required a group effort within the various divisions of the utilities department. Specifically, staff from plant mechanical maintenance, control technicians, electrical support from the high voltage shop, and boiler operators all played a key role to the successful completion of this project.

The project was completed in two phases: #3 boiler in May 2002 and #4 boiler in October 2002, with startup and tuning following shortly thereafter. The systems came online with virtually no problems. In both cases, data taken from earlier combustion tests were used to develop the baseline for the fuel air ratio.

The change in boiler performance is worthy to note. It appears that both boilers have achieved an increase in boiler efficiency of approximately 5%. Given the current cost of coal today, and the amount of coal consumed by these two boilers, we conservatively expect to see a savings of approximately $120,000 per year for coal alone.

The efficiency gains are primarily due to a decrease in excess air and better heat transfer, resulting in reduced flue gas exit temperatures from the boilers. Several of the operators have stated they were not optimistic about how well these boilers were going to operate as the new systems employ a different control strategy. Although the boiler operators had to change the way that they operated the boilers, everyone has come to appreciate the ease of operating the boilers and the improved load tracking capability. I would like to thank everyone who contributed to the successful completion of these projects: Roger Bean, Mike Cleaveland, Mike Holland, Terry Negri, Jim Oberender, Dave Sweet, and Eric Weber.

Utilities 5-year strategic plan
By Mike McGraw

Identified in the 5-year plan for the Utilities Power Plant was licensing of staff and this process began as scheduled. I would like to congratulate Jim Garland and Gordon Woods, who both have successfully tested and attained the State of Minnesota 1st Class A Engineer License. Both Jim and Gordon will help lead the way as other plant staff members are preparing for this license in the months to come.

Are we improving?
By Mark T. Nelson

Twenty years ago, the National Baldrige Award was created to help businesses and organizations understand how well they are doing compared to an established set of criteria. Trained examiners provide external feedback to organizations that apply, and awards are presented to those that score high enough. Three years ago, the State of Iowa started the Iowa Recognition of Performance Excellence Award (IRPE) based on the National Baldrige Award criteria. About 35 states have a similar state award.

FP&M first applied for the IRPE Award three years ago at awareness level Tier 1. This helped us to gain an understanding of the Baldrige criteria and how it can be used to help FP&M. Also, at that time, Chris Ahoy, Don Chrusciel, and Mark Nelson completed training and became IRPE examiners. Clark Thompson completed IRPE examiner training last year.

In 2001 and 2002, FP&M applied for the IRPE Award at the highest level Tier 3, a 50-page report covering the seven criteria of Leadership, Strategic Planning, Customer and Market Focus, Information and Analysis, Human Resource Focus, Process Management, and Business Results.

If external examiners score an organization high enough, the examiners will conduct a site visit. FP&M has not yet scored high enough to receive a site visit, but we improved our organizational score by about 30% in 2002. Most organizations, at the national level, apply many times before they qualify for a site visit, if at all. In Iowa, no organization has scored high enough to win the IRPE gold or silver award. Iowa organizations have earned the bronze award in each of the past three years.

Winning awards is nice, but the real benefit of applying for the IRPE award is the critical feedback from external examiners we can use to help identify opportunities for improvement.

FP&M is continually improving because of your hard work, applying common sense, common science, and complex science parameters, through the increasing use of key performance measures called “metrics”. We are developing metrics in each of our work units to ascertain how much we are improving in our continuous quality improvement journey in keeping with the Associate Vice President for Facilities’ vision of becoming a world-class operation.

Note: For 2002, HON Oak Steel Plant and Stanley Consultants, Inc. will be recognized at the Performance Excellence bronze level.
Did you know there is someone new behind the voice of 4-5100? For almost a year now, Sherri Paul has been handling the responsibilities for managing the incoming phone lines, radio, and paging systems, plus web requests for building maintenance and utility services.

Did you know this position has a new location in General Services Building? For almost a year, the location of this position has been within the Building Maintenance manager/supervisors office area. Relocation provided an opportunity to bring the requests for maintenance services closer to the response to maintenance services. The majority of requests involve a building maintenance aspect, and the close proximity with building maintenance support staff allows for more effective response.

Sherri came to this position with a foreknowledge of the building maintenance environment, having been exposed to this type activity growing up in a family operated plumbing and mechanic business. With this background, she was able to get up to speed quickly, and integrated into our processes as a result.

Sherri also came to this position with a positive attitude and initiative to look beyond the routine responsibilities of the position. Sherri tasked herself to review the request and dispatch process to develop a more efficient way to perform this function.

Did you know there are almost 15 requests for assistance to the service center every hour, 115 requests per day, or 1,160 requests per week? Phone calls make up 50% of these requests, web page requests are a close 30%, and the remainder of the requests involves dispatching via the radio and paging system. At three to four minutes per request, most time is spent processing request information, with very little time left to review processes or provide other office support activities.

Recently, Sherri acquired backup support and assistance through the hiring of several student employees. Through the course of the day, you may occasionally hear varying voices behind 4-5100, and that is okay because the students are well trained in this support process. This assistance allows Sherri to analyze in more detail the 4-5100 call in and web request process and to test the changes she proposes.

So what happens to a request for help? With a telephone call, Service Center staff will ask a few short questions to obtain crucial information such as requestor name and telephone number, description and location of request, and account numbers if necessary. The Service Center staff then determines the priority and direction the request should be routed and enters this information into the computerized work order management system. The information is used to create a service request with a unique number identifier, and each request is routed to the appropriate building maintenance supervisor.

For web requests, which are entered directly in the computerized work order management system by the requestor, the requestor information is reviewed for pertinent and accurate information; the request is prioritized, and then routed to the appropriate building maintenance supervisor.

In both cases, the service request is reviewed by a building maintenance supervisor. The supervisor determines which support staff, such as an electrician, carpenter, locksmith, or plumber, may be required, converts the service request to a work order, and assigns the work order to the correct support staff.

Once the request information is entered in the computerized work order management system, the request can be monitored by the original requestor. An email message automatically is sent to the requestor indicating their request has been processed and assigned a unique service request identifying number or SR number. The requestor can access the FP&M web site, enter the service request number, and view the status of their request. And here is the best part, with the advent of the systems latest update features, the work order management system can notify the requestor automatically when work is complete.

The Service Center hours are 7:30 a.m. to 4:00 p.m. After-hour calls to 4-5100 from 4:00 p.m. to 8:00 p.m. are answered by on-call Building Maintenance staff and from 8:00 p.m. to 7:30 a.m., calls to 4-5100 are answered by Department of Public Safety dispatch staff. For the record, after hour calls account for less than 2% of the total telephone calls to 4-5100 or less than 1-call per day.

So there you have it, the Service Center operation in a nutshell. Please stop by anytime to view the Service Center operation and experience the action.
2002 record breaking year for phonebook recycling

By Gloria Erickson

Results from last year’s campus phonebook recycling project are in and the numbers are impressive! In 2002, we recycled a record volume of 11.9 tons of phonebooks, breaking the previous record of 9.76 tons set in 2000.

On Saturday, December 7, 2002, despite below freezing temperatures, over 20 volunteers (pictured at right), including students and staff, gathered to collect boxes of used phonebooks from across campus (see picture). Using university pickup trucks, the group broke into five teams each with a specific collection route. A sixth team stayed at the collection trailer to handle the logistics and assist with unloading of the boxes.

In less than 4 hours, the groups swooped across campus, collected boxes of phonebooks from all major buildings on the main campus, and several outlying university areas. As each truck filled with boxes, the team would return to the collection center where a semi-trailer, provided by Weyerhaeuser Resource Recovery Plant in Des Moines, was used to empty the boxes into larger Gaylord containers. The campus community recycled so many old directories that the volunteers filled the trailer and had to empty the remaining phonebooks into Gaylord boxes that were set outside on pallets. Each group made 3 to 5 trips to cover their route. In addition to recycling the phonebooks, the cardboard boxes also were recycled.

Recycling the phonebooks in this manner saved the university over $600 in refuse tipping fees. When we factored in the current market price per ton paid to recycle the phonebooks, the net savings for the university is just under $500.

In addition, Qwest Dex will “close the loop” by turning these outdated directories back into directory paper for new telephone directories, repeating this recycling process year after year. For additional information about Qwest Dex recycling efforts, visit their website at http://www.qwestdex.com and choose the Directory Recycling link at the bottom of the page.

We appreciate the continued support of the campus community for their participation in this recycling effort including the custodial staff, the building recycling volunteers, the departmental telephone coordinators, and each student, faculty, and staff member who participated by recycling their old directories. We extend special thanks and appreciation to those who volunteered to help collect a record-breaking 11.9 tons on that cold Saturday morning in December.

Custodial team activity

Team 01

During the week of December 23, 2002, Ralph Smith, Inc. removed the old worn, stained carpet in room 1352 Gilman. The biggest challenge was the removal of the carpet glue. After this was completed, Custodial Team 01 put the finishing touches on the floor by scraping, stripping, and scrubbing the remaining hard to get “goop” off the floor and stage area. Chairs and tables were also cleaned. The team will be sealing the floor during the spring semester break. [Team members include: Karen Carlson, Bonnie Dunahoo, Steve Frisk, Doug Fuller, Robert Gray, Kevin Hein, Richard Patterson, David Ryburn, Bill Seliger, Jeff Sobotka, Randy Tabor, and Heidi Terrones]

Team 4B

Over the Christmas break before the students returned, Team 4B used some of their customer service time to clean and polish the floors at Forker. In the General Services Building, the team was able to clean and shine the Metasys office and the electrical shop computer floors! Carpeting was installed in General Services, FP&M Room 152/154, and the carpet in Central Stores was shampooed. [Team members include: Tonekham Keller, Tim Leister, Cindi Rasmussen, and Keith Wierson]
General Services hallway rejuvenation project

By Bob Currie

The idea of a hallway rejuvenation project started in April of 2002. Don Chrusciel met with the team (Dave Ballard, Cathy Brown, Bob Currie, Cindy Howe, and Mark Nelson) and outlined their charter, which was to create a proposal for hanging ISU/FP&M materials along the first floor hallway in the General Services Building. The potential outcome included converting this long boring hallway into an inviting space, which displays FP&M successes and induces opportunities for conversation and fellowship amongst FP&M and campus personnel.

The team brainstormed for the remainder of that first meeting and at subsequent meetings, gathering information and ideas. After much iteration, the team’s initial proposal was for the installation of several arrangements of one-dimensional or three-dimensional displays (in the display case) in the north/south corridor and the northeast corridor that leads to the dock.

The content of the displays was to focus on FP&M – our business and services, the FP&M mission, and perhaps the Business and Finance and University missions. The displays would consist of a mix of permanent items and rotational items with the purpose being documentary, informational, or entertaining.

The quantity and location of arrangements would be determined based on aesthetic and available funds. The team proposed installing one-dimensional items in frames and three-dimensional items in the display case. They also proposed moving the existing display case.

The team developed a final proposal with cost estimates, presented this information to the directors group and received approval for Phase 1*, which is what you see when you travel the hallway.

Once the project received approval, the team immediately went to work acquiring and developing the diverse photo and drawing arrangements. Design Services staff provided the needed effort to print the photos. Building Maintenance staff painted the wall, built the frames, and installed them.

Each team member was responsible to develop one of the various themes presented. But the greatest efforts to recognize are of Cindy Howe and her student assistants Erika Skadburg for the initial design and Carrie Zahradnik with creating the photo quality materials displayed, and to Randy Fiscus and Mark Mather for constructing, finishing, and installing the displays. The craftsmanship and attention to installation details are frequently commented on and greatly enhance the quality of the final outcome.

“I believe without hesitation, the outcome mentioned earlier became a reality,” says Bob Currie. “The displays have been up for several months and I still receive positive responses to this effort and overhear or become part of great conversations with staff as I pass through the hallway, some whom I have not met before. Once the installation process began, many people came forward with photos, documents, and ideas; it truly became a community effort to fulfill this mission.”

Cindy shares her thanks to everyone for a great job, “It was a good team effort that has really paid off. I have received numerous notes of appreciation and congrats on a job well done. I also have had many impromptu conversations, some with employees I have never spoken with before. It seems to have a very positive impact on everyone that walks our halls.”

Please make note that the hallway displays are to be temporary or fluid, in that every 6 to 12 months the themes and arrangements will change. The team proposes that new team members be sought out to replace the previous year team members. The new team members can then develop and implement new themes and arrangements.

So, if you have an interest in the future of the Hallway Project, please contact one of the current team members.

* Note: Phase Two, not funded at this time, will provide for ceiling and light fixture replacement, floor tile replacement, painting of the remaining walls including accent painting, and installation of display lighting.
Taking the personal learning challenge

OSHA-required safety training no longer is limited to the classroom. Since January 15, 2003, Campus Services employees have been able to take advantage of a variety of personal learning challenges via on-line awareness type tests. In other words, for some of their safety training, they can learn at their own pace, at a time that fits into their schedule, without even leaving the shop. Currently there are 15 such safety-training modules and corresponding quizzes. Not only does this training method save university money, it seems to be providing the individual with a better learning experience. In less than one month, staff from Campus Services have completed 185 modules of training with an average quiz score of 91.2%. As we might expect, considering their job duties, those taking the Severe Weather quiz have scored 100%!

Utilizing the shop computers, the staff can take part in a variety of safety-training sessions. Instead of listening to an instructor, hoping that they can absorb the necessary information to allow them to perform their jobs safely, they can log into the computer, read the instructional information, and take the corresponding quiz. Currently, the quizzes are via paper and pencil with Dave Ballard serving as auditor. Dave estimated that the number of work hours employees have used to take the 185 modules is just over 60. This compares to the equivalent of 370 hours of comparable classroom instruction and a savings of over $9,000 in work hours.

When the employee scores at least 70% accuracy on their quiz, Dave updates the Needs Assessment and Record of Safety Training database. The database consists of a listing of all required OSHA training and the names of each Campus Services employee. As an employee successfully completes one of the safety training modules, Dave fills in the date in the corresponding box on the chart. This provides a visual review of who needs to complete the various safety-training requirements, since all OSHA training is required on a five-year rotation.

Dave developed the various quizzes and he manages the updates of the database. Other ways for employees to receive training credits includes attending the training portions of FP&M’s new employee orientation sessions. Dave records this information on the log also.

The Campus Services Safety Committee members (Cindy Azbill, Virgil Erbe, John Grove, Brandon Kadner, Cheryl Robinette, Wayne Stevens, and Kelly Van Pelt) were among the first to participate in this training method. Barb Steiner provided the initial training for using the on-line training modules. This assisted the group in getting off on the right foot with the training. It also helped that they had recently received computer training for entering their time through FAMIS. Through their experience, the safety committee members projected a positive attitude about the training method to others in the shop. As others within the shop have participated, response to the on-line training has been very encouraging. Even those employees with limited computer experience are successfully completing the training modules.

Advantages of this training method are that employees can learn at their own pace, going through one module at a time or several at a time. This learning method also allows the employee to interact with what they are learning, and most find that it is easier to pay attention when reading the information that it is to listen to an instructor. The system also allows them to review the information to reinforce what they have learned. Overall, many believe this training method provides for better retention.

The only known complaint about the on-line training was that the written quiz sheets and the on-line questions are not numbered. In the near future, employees will be able to fill out their quizzes on-line. John Hoffman is working on making this possible and hopes to have this up and running in March. (This on-line testing option should eliminate the problem of the lack of numbering of the questions.) Eventually, John may even be able to program computerized correction that would provide instant results.

The on-line training will not replace all safety training, as there will remain the need for hands-on training such as fire extinguisher or forklift operation. However, this is a viable option for many of our training needs. In the future, on-line training will not be limited to safety and health-related training, but will also include quality and team training.

Other work units interested in piloting on-line training should contact Dave Ballard.

Pictured at left are Ed Johnson, John Grove, Wayne Stevens, Julie Johnson, and Terry Schrandt taking advantage of the on-line test system in the Campus Services training room.
Upcoming construction projects
From Lou Keigley

April 2003
- Gilman Hall-Remodel Teaching Laboratories
  0652 & 1306
- University Village Renovation
- Utilities-Electric Improvements-Campanile

May 2003
- Buchanan Hall Renovation
- ETRC-Howe Hall Wind Tunnel
- VMRI #1-Renovation of Various Rooms

June 2003
- Beyer Hall-Correct Pool Backwash Flow
- Beyer Hall-Pool Diving Board Modifications
- Roy J. Carver Co-Laboratory-Greenhouse

July 2003
- University Family Housing Community Center

If you have any questions about the projects listed above or any of the other construction progressing on campus, call Facilities Planning and Management, Construction Services at 294-0563.

"Unofficial" name game

Over the years, the staff of FP&M (previously the Physical Plant) concocted numerous "unofficial" names for various areas of campus, some even within our own building. In most cases, the origin or history of the specific name is now a mystery and the area itself may no longer exist. However, many of the "old-timers" (myself included) continue to use these names so many of these names have been carried on to the newer employees.

Test your Physical Plant/FP&M skills by matching the list of names in the left-hand column with the description of the locations in the right-hand column.

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Bee Barn</td>
<td>A) Sheldon Av, W of Towers</td>
</tr>
<tr>
<td>2) Bone Yard</td>
<td>B) Rm 50 General Services</td>
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<tr>
<td>3) Ellis Island</td>
<td>C) S on Highway 69</td>
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<td>4) Erickson Park</td>
<td>D) Rm 15 General Services</td>
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<td>5) Ferguson Park</td>
<td>E) Arbor Street</td>
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<tr>
<td>6) Fort Knox</td>
<td>F) Old Hort Farm</td>
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<tr>
<td>7) Hog &amp; Dog</td>
<td>G) Intersection of Welch Rd &amp; Union Dr</td>
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<tr>
<td>8) Monkey House</td>
<td>H) E of Fire Training Pit</td>
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<td>9) Sloss Park</td>
<td>I) N of I Ed II</td>
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<tr>
<td>10) The Cave</td>
<td>J) E of Printing &amp; Publ</td>
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<tr>
<td>11) The Dungeon</td>
<td>K) NW of 6th St &amp; Elwood Dr intersection</td>
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If you know the story or remember the origin of any of the names of these places, please contact Gloria Erickson. Also, contact Gloria for the answers!

Merit increases for those at the top

By Sally Houser

With the July 1, 2002, changes to the Merit Pay Matrix, all Merit employees (blue collar, technical, security, clerical, and non-organized/supervisory units) moved to the new Regents pay plan. The new pay plan consists of minimum/maximum pay ranges. Merit employees received raises on July 1, 2002 to assure they were within the minimum wage for their pay grade.

On February 1, 2003, the maximums of each pay grade in the new pay plan were increased. Employees who previously were at the top of their pay plan ("red circled" at step 10), for at least one year, received an increase of 4.5%. This means that employees who were at step 10 of their pay grade as of last February 1, and were still at the maximum of their grade, received a within-range increase (formerly called step increase) of 4.5% on February 1, 2003. Their merit review date for future merit increases will change to February 1.

As an example, for an employee currently earning $11.82/hr, as of February 1, your pay was raised to $12.35/hr. (11.82 x 4.5% = .53; 11.82 + .53 = 12.35).

See Sally Houser if you have any questions concerning merit increase. You also may view the Board of Regents, State of Iowa, Regent Merit System Pay Plan as of July 1, 2002, using this link: http://www.hrs.iastate.edu/ClassComp/PayMatrices/Current_Merit.pdf
Magazine mania

How many magazines, newsletters, or other such publications cross your desk in any given month? How many magazine subscriptions are in your name? Does your favorite publication have a website? When was the last issue received? The answers to these questions as well as additional magazine/publication information can be found in the Knowledge Management section of the FP&M internal web page (choose Magazine Routing). Visit this website to do the following:

- See a list of current publications received by FP&M
- Review list of subscriptions in your name
- Review list of publications that are routed to you
- Request to be added or removed from a publication routing
- See if the publication has a website that may serve as a reference/resource
- See subscription information for a publication (expiration date, date last received, routing list, file location)

Benefits of routing publications

As magazines and other such informational publications cross your desk, please note whether they have a FP&M routing label. If there is not a routing label, please return the publication to Gloria Erickson (or to Pam Oakland for those of you in Utilities). We will log the publication into our database, affix a routing label, and reroute the publication. This process helps us:

- Maintain an up-to-date database of available publications as a knowledge source for all staff
- Track delivery of each issue and retain renewal information
- Assure each publication is seen by those who are interested
- Revise routing according to staff interest/routing efficiency
- Provide filing instructions

NOTE: Catalogs are not routed, so we do not need to see them.

Personal subscriptions

All subscriptions paid for with university funds should be made available for sharing/routing. If you receive personal publications for which you paid the subscription costs, you can choose whether to share these publications. If you prefer not to share these personal subscriptions, please let us know so we can make this notation in our database, or you may prefer to change the mailing to your home address.

Filing instructions

We can include filing notations as part of the magazine routing database. The default filing option is to toss the publication, so if you or your department wants to maintain copies of a specific publication, please provide us with filing instructions and we will update the records.

Renewing your subscription

Many of you receive a variety of publications as a part of your work process. While many of these publications are of value, how many of them no longer meet your work needs or no longer relate to your work. When a subscription is up for renewal, instead of automatically renewing, take a moment to consider the usefulness of the publication, even if it is free. Is the publication still meeting your needs? Is it of value to your operation?

Could your name be added to another subscribers routing instead of renewing your subscription? Not only can reducing the number of subscriptions save departmental money, it also can save time.

Note: Please forward renewal forms to us for processing. This allows us to update the database information and assures that the address, especially the zip +4 code is correct (see your department secretary if you are unsure of your zip +4 code).

Remember nothing is “free”

Even though a publication may be free, there are still costs to the university in the form of time. Consider the time it takes Postal and Parcel staff to sort the thousands of publications received by the entire university. From there, how many people handle the publication as it routes through the office? Once you are done with the publication, you toss it in the trash and from there it is handled by the custodian and Campus Services as they collect the refuse. Finally, the publication goes to the Ames Resource Recovery Plant where we pay per ton for refuse disposal. So even a “free” publication has its costs and your help eliminating unnecessary publications from arriving on campus can save time and money.

Are you being Earth-wise?

In addition to having an impact on the university, every publication received on campus has an impact on the environment as well. Did you know that:

- Approximately 12 billion magazines are printed annually in this country
- Magazine production in the U.S. consumes at least 2.2 million tons of paper each year - which requires more than 35 million trees - equivalent to an area the size of Rocky Mountain National Park
- Less than 5% of magazine paper has any post-consumer recycled content
- 90% of magazines are discarded within a year, yet less than 20% are recycled
- 3 billion of the 4.7 billion magazines delivered to newsstands each year never reach a reader, enough to circle the earth 20 times


One of our goals in developing the magazine routing was to get people to recognize the impact publications have on our operation and the environment. By considering the benefits of a publication, even a free publication, before renewing can have a positive impact. The environmental benefits of maintaining a magazine database include:

- Providing data to review and help eliminate duplication of existing subscriptions, thus reducing printing/paper waste
- Providing analyses of cost effectiveness without hindering staff information needs
- Reducing mail/routing handling time
- Reducing refuse and or filing space

We appreciate your help updating and maintaining the magazine database. For help navigating the KM magazine routing site or if you have any questions, please contact Kelly McCool or Gloria Erickson. Thank you for your help and cooperation in maintaining this knowledge source for our department.
**One username; one password**

From Mike Hamilton, Marc Witte, & Kevin DeRoos

FP&M computer users are one step closer to the university-wide goal of one username and one password for most everyone using the campus computer systems. One step in making this possible occurred on February 8, when the ADP Center (Administrative Data Processing) began the migration of mail service to Exchange 2000. The connection agreement between Active Directory and Exchange 5.5 is a big step in the campus-wide move to Exchange 2000 and Active Directory.

From the Instructional Technology (IT) Handbook, here is a description of Active Directory and how it is used at ISU: Windows 2000 is being implemented in an “enterprise” fashion at Iowa State University. The goal of this project is to enable users to have a single username (the ISU NetID) for access to ISU computing resources (including Windows desktops). In this way the same NetID/password used to login to an Acropolis “Unix” system can be used to login to a Windows system that is a member of the “iastate.edu” Windows 2000 domain.

As part of the university migration of mail service to Exchange 2000, you will discover that your Global Address List within Outlook grew to between 40,000 – 50,000 names, including students, faculty, and staff. All staff accounts in Active Directory are followed by the official university five-character department code. You will also notice the addition of phone numbers for many email addresses. The hope is that this expanded global address list will make it easier for us to perform our day-to-day functions.

Once ADP has established the bridge between Exchange 5.5 and Active Directory, and the directories have settled down, it is their intent to go back through the Exchange directory and change the display name of “!users” to match this standard as well. Therefore, a student who is also an ISU employee will have two email records, one for their department/work use and the other for their student email activity.

**Sample Active Directory listing:**

Hamilton, Mike [FPM]
Lenger, Ryan [FPM]

(The second record, with the Globe icon, would be Ryan’s student account.)

If you have any questions regarding Active Directory, you may contact CSS.

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**Today’s leaders**

By Kris Pruismann

Today’s leaders aren’t just people in executive and upper management positions; they are anyone who desires and has the ability to positively affect those around them. A while back, I had the opportunity to listen to an individual (Bill Erickson) from an organization called Kenexa who spoke on Leadership and I really like the way he presented his spin on this topic.

Vast differences exist in the style and talents of individual leaders. They come in all varieties, yet the most effective leaders share a few important similarities. Understanding these can help develop YOUR leadership potential. Below are eight practices that are particularly valuable.

- **LEADERS STAND FOR SOMETHING.** People are more likely to follow a person who will take a stand on key issues and whose values are knowable.
- **LEADERS PROJECT THE FUTURE.** When a leader is a catalyst for a clear, specific vision, the likelihood of accomplishing that vision is significantly increased.
- **LEADERS KNOW THEMSELVES.** The likelihood of building an effective support system and partnership is significantly increased through better self-understanding.
- **LEADERS LEAD FROM STRENGTH.** The chances for success are never greater than when an individual decides to use their influence to get into more situations where they can do more of what they do best.
- **LEADERS GROW THROUGH RISK.** The most effective leaders respond best and grow the most when they commit to succeed at a specific challenge that involves the real possibility of failure.
- **LEADERS HAVE MENTORS.** The best motivation and learning for leaders comes through a relationship with someone they can observe and emulate.
- **LEADERS EARN A BASE OF INFLUENCE.** Ultimately, a leader’s impact is determined by the size and quality of the sphere of influence they develop.
- **LEADERS BUILD CONCEPT.** They develop explanations that clarify, simplify, and add understanding to events and the factors that influence those events.

—Bill Erickson, Kenexa
Letters of Appreciation

From Walt Trahanovsky to Don Hoffmann: “When I arrived yesterday morning, I found that I could not get into my office. My key would not go all the way into the lock. The custodian and my officemate also could not get their keys into the lock. I notified our departmental secretary, Gina Wheeler, telling her that it was very important for me to get into my office because I had a class (of about 250 students) at 10 a.m. and I needed to finalize the handling of a recent exam, which I wanted to return to them, and the exams and were in my office. She contacted Mark DeShong and he also had trouble getting his key into the lock but he continued to try and fortunately, after a few minutes he succeeded and opened the door. Because Mr. DeShong was able to get me into my office relatively quickly, I had enough time to prepare for my class properly. My officemate told me that the locksmith [Steve Pecenka] arrived about 10:30 a.m. and said that the lock needed to be cleaned and lubricated. I thought you should know that Mr. DeShong’s action in this situation was exceptionally effective and helpful. I was very happy with the way he handled this problem.”

From Larry Johnson to Bob Currie: “Your custodian, Terri Arnold, is to be commended for her quick, great response to our request to clean the floor of one of my labs so it would look good for industry collaborators when we needed to show them the areas being used for a large USDA-funded project. It was just Monday morning, when we realized this group was coming Tuesday. We learned that they wanted to see where the research was being conducted. The lab floor was a mess. Terri did an outstanding job getting it in great shape so we wouldn’t be embarrassed by the condition. She really rallied around and got the job done. We appreciate her attitude and good work in keeping our building looking good; we have many outside visitors and scientists, and she and Carol Lindgren do a good job making us all look good. Please let her know we do appreciate her.”

From Deb Duncan to Lyn Foshé: “Thanks for the extra care, Lyn. I appreciate it very much since this is my first time ordering keys. You provide prompt and friendly service!”

From Karen Lind to Custodial Team 10/Kris Cook: “Thank you for fixing my ceiling light and with such a good turn-around time. The light is over my left shoulder and it has caused roadblocks to my secretarial skills. It is such a relief to know that when I make a request of you, it will be answered within a relatively short time. If there is going to be a delay in getting the materials or getting the job done, you always let me know what the status of the request is so that I know my request did not get lost or bogged down in the system. I have worked several different buildings on campus during the fifteen years that I have been here, and you have impressed me the most of anyone on the campus. You’re always cheerful in the morning and have a friendly greeting. It is a great way to start the day. Keep up the good work, Kris! Thank you.”

From Leslie Miller to Lyn Foshé: “Thank you for going above and beyond! You’ve been very helpful, tolerant, and patient with me. I appreciate it! Thanks.”

From John Jones to Paul Haggard: “Please give Cindi Rasmussen and the rest of the team [Team 4] a big ‘thank you’ from Build Maintenance and Electrical for cleaning and waxing our computer room floor (171A). It looks very nice. Thanks again.”

From Darren Huntley to Dean Khan: “Just wanted to send a thank you for a ‘job well done’ to Cindi Rasmussen and Tim Leister. They did a fantastic job in Room 174-A General Services. Nobody even had a clue if the floor had ever had a proper finish before. They did a very professional job and it is much appreciated by the all of us in the Maintenance Department.”

Phone call from Bob Hibbing to Sherri Paul: “I got a call from Bob Hibbing with the Animal Science Teaching Farms wanting to thank us for our recent work. The security lighting is all working now — thanks to Tony Selch’s high voltage worker Steve Payne, and the leak problem solved by the new water heater installation by John Jones’ plumber Noel Shepley.”
Letters of Appreciation continued

From Georgia Grant and Kelly Wiech (Volunteer Center of Story County) to FP&M & Central Stores: “Thank you very much for your generosity in giving to the annual Seasons of Giving-Winter 2002. With your gifts, we have been able to give food and small gifts to 181 elderly/disabled people in Story County. We have also been able to give blankets, clothing, food, toys, games, and books to 628 needy children (229 families). Every November, we worry about whether or not we will have enough necessities and gifts to give all the needy people who apply for gifts. Every year, you fulfill our requests by contributing money, goods, or time. Thank you for your bountiful gifts. We had 200 volunteers assisting us in every aspect of Seasons of Giving this year…. working together for the common good! Please know that you have given to a good cause and we are grateful to each of you for the wonderful way that YOU made the 2002 Seasons of Giving-Winter the success that it was. Your generous spirit has lifted all who were involved, both recipients and other donors. It is our hope that you will continue to support us as we collaborate with other human service agencies in Story County to make the next Seasons of Giving-Winter equally successful. We trust that your hearts are warmer as you realize what each of you was able to do to make the 2002 Christmas season brighter for others.”

From Lyn Foshé to Ken Soll and Gary Birkestrand: “I want to thank both of you for always being so willing to help out when a key is needed when the locksmiths aren’t available and I’m here alone. I think our customers really appreciate not having to make a second trip when there is a key problem. I appreciate you both, as manager and supervisor, taking the time to do this. Thanks for your cooperation.”

From Susan Lund to Lyn Foshé: “Thanks so much for all the extra things you did to help get our locks changed and keys done ahead of time. I truly appreciate your entering the key information for me. I had a great day after talking to you and knowing things were going to move along on schedule. You made a giant difference.”

From the students in ME 330 to Gene Lund: “Thank you for taking time out of your day to give us a wonderful tour of the power plant.”

From Kevin Brown, Teddi Barron, Skip Derra, and Linda Charles to Paul Haggard: “Tom Mills has been our custodian in the WOI/Communications Building for several years. We understand Tom will be leaving his current position for a transfer to a new team. We wanted to take this opportunity to recognize Tom’s work for our unit and to note his 25-plus years of experience with the university. Tom always has been attentive to requests and very helpful to students who often have a hard time finding particular rooms in our building. He has never turned down a request for an extra helping hand and often has tried to help with temporary means when bathroom or lighting fixtures failed before they could be replaced. Tom is very proud of his years of service to the university, and has reflected on how he has worked in almost every building on campus during his career. This is just a short letter to let you know that we have appreciated Tom’s dedication during his time at the WOI Building. We wish him the best on his new job and experience.”

From Carol Ziel to Sherri Paul: “Just wanted you to know that I’m so grateful to the guys for getting those lab faucets in this past weekend. It’s fantastic to have cold and hot water now available at all of the sinks. Darren Huntley had kept me updated on the scheduling of the repair work so please be sure to thank him and whoever helped him complete the task [Ed Meester and Milt Sturies]. Would you also let their supervisor know that they did a great job getting the work done. They cleaned up after themselves, as there was no mess here when I arrived to work. I know that this has been a tough job to get scheduled between plumbing problems, faucet delivery, and shortage of help. Thanks.”

From President Geoffroy to Mike Martin: “I am writing to thank you for your role in the very successful ‘Festival of Lights’ on central campus. Your contribution of time and effort was just wonderful and very much appreciated. Over the years, we have done much to make this celebration more meaningful for all members of our community, and we especially appreciated your work in setting up the electrical connection for the lights, which helped make the event so memorable for all attendees. I know it was a cold afternoon and early evening, and a great deal of work, and I do appreciate your kindness in helping us have such a successful event. Again, thank you and best wishes for a healthy and happy holiday season to you and yours.”
Letters of Appreciation continued

From Vern Hawkins to FP&M - Work Info Center [Tim Fay]: “The response time for this maintenance request was fantastic. If I am not mistaken, it was on the afternoon of February 3 - the next workday after my request - that the coat rack was re-anchored and functional again. Thank you!”

From QwestDex Recycling Department to Gloria Erickson: “Our directory delivery in the Ames area has come to an end. With the efforts of the recycling community, and students and employees at Iowa State University, more than 11 tons of old phone books have been collected for recycling at ISU alone....Through the efforts of community leaders, like you, QwestDex has been able to recycle nearly 160,350 tons of outdated phone books since 1991. Had these phone books not been recycled, they would have stretched over 14,440 miles when laid end to end! Instead, these outdated phone books were shipped to a paper mill in the Pacific Northwest and recycled into directory-grade paper on which new QwestDex phone books are printed. This recycling effort is a not-for-profit community service managed by QwestDex. We appreciate your support as we work together to make a very real and positive impact on our community.”

Other Recognition

Reckseen featured on KCCI-TV

Dick Reckseen, facilitator with Custodial Services was recently featured on the December 19, 2002 television segment, Karlin Covers Central Iowa, on KCCI-TV. Dick was interviewed and filmed as he told reporter Steve Karlin of his new found hobby turned business, making American Indian-style flutes. Dick’s love of flute making was also featured in the Des Moines Register’s Life in Dallas County section on January 30.

Holt receives DPS recognition

Bill Holt, electrical designer, with Design Services, was surprised on February 3, 2003 when he received special recognition during the Department of Public Safety’s Annual Appreciation Banquet. Rob Bowers presented Bill with a plaque inscribed, “In recognition of your cooperative efforts with the Department of Public Safety to assist in the acquisition and implementation of Access Control equipment.” The plaque also contained the following quote: “The first requisite for success is the ability to apply your physical and mental energies to one problem incessantly without growing weary.” – Thomas A. Edison

Erickson featured in Iowa State Daily and Inside Iowa State

A story in the February 4, 2003 Iowa State Daily highlighted the greeting card recycling project coordinated by Gloria Erickson. The February 14, 2003 issue of Inside Iowa State contained a feature article focusing on Gloria’s work with the various university recycling programs.

Editor’s Note: We are always looking for ways to recognize employee accomplishments and special recognition. Please share this type of information, about yourself or others, so we can include it in the next issue of Facilities News. This can include certifications, graduations, awards, and other similar types of recognition.

Thank you, Gloria Erickson

New Employees


☆ Linda Adams joined FP&M Postal and Parcel Services as a mail clerk on January 6, 2003. Linda and her husband Jay have three boys, Jay, Sam, and CJ. Linda loves spending time with her kids and involving them with her activities including camping, gardening, playing basketball, watching sports, and water skiing.

☆ Jeanie Hau joined FP&M Planning Services as a landscape architect on February 3, 2003. Jeanie lives in Madrid with her husband Matt and daughter Arabella (18 months), and baby #2 is due in August. Jeanie did her post-graduate internship with the National Park Service in Philadelphia as an historical landscape architect in 1999-2000. In her spare time, Jeanie enjoys camping and garage sale hunting.
Retirements

**Benny Treadway** was honored November 15, 2002, at a retirement reception after more than 18 years of services to ISU Facilities Planning and Management. Benny joined Postal & Parcel Services (then known as Mail Service) on May 7, 1984, and served as both a mail clerk and mail distributor during his employment. In the three years prior to his retirement, Benny handled more than 1,600,000 pieces of mail and parcels on his delivery route. During this time, Ben delivered more than just mail to his customers. Unusual deliveries to customers on Ben’s route included items such as coconuts, a message inside a bottle, a crocodile, and a pink flip-flop mailed from Sanibel Island, Florida! Ben, his family, and colleagues not only celebrated his retirement at the reception, they also celebrated his 65th birthday, where he was presented a set of luggage to be used in his post-retirement travels.

After 34 ½ years as an equipment operator, **Hank Weuve** turned off the ignition switch one last time as he retired from Campus Services on December 31, 2002. Festivities on his last day included a beef burger lunch in the shop, followed by a cake and punch reception. Hank’s skills behind the wheel of a variety of equipment were reflected in his gifts: a lighted “Ford” receiver hitch cover for his new pick-up truck and a jacket embroidered with a John Deere backhoe. Those joining Hank for his final farewell included his wife, daughter, son, daughter-in-law, grandkids, brother, sister-in-law, and many current and past FP&M friends and coworkers. Below is a picture of Campus Services retirees who stopped by to wish Hank well in his retirement days.

![Retirements Image]

**Facilities News Contributors/Staff**

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<th>Les Lawson</th>
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<td>Dave Ballard</td>
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<td>Sally Houser</td>
<td>Kris Pruismann</td>
<td>Editor: Gloria Erickson</td>
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<td>Bob Currie</td>
<td>Cindy Howe</td>
<td>Terry Schrandt</td>
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<td>Custodial Team 4B</td>
<td>Lou Keigley</td>
<td>Barb Steiner</td>
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<td>Kevin DeRoos</td>
<td>Dean Khan</td>
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<td>Wayne Stevens</td>
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**Memorial Tributes**

**Rose Lykins** – December 6, 2002 – Willie Lykin’s mother
**Wallace VanderMark** – December 19, 2002 – Retiree from Custodial Services
**Gladys Craven** – December 21, 2002 – John Craven’s mother
**Arnold Frandsen** – February 1, 2003 – Retiree from Building Maintenance

Our thoughts and prayers go out to their family and friends.

*(Please notify Gloria Erickson if you would like a memorial notation included in the next issue of *Facilities News*)