Golf season in full swing

By Mark Pollmann

Veenker Memorial Golf Course opened for the season on Saturday, March 15. Due to lingering snow and ice on hole #2, only 9 holes were open the first day but because of the hard work of the maintenance staff, all 18 holes were open by the second day of business on the 16th. Since then, great weekend weather has helped maximize the number of people that played the course.

Green fees for Monday through Thursday are $21 for 18 holes and $16 for 9 holes. Friday through Sunday green fees are $26.50 to play 18 holes and $18 to play 9 holes. Cart fees are $13 per person for 18 and $9 per person for 9 holes.

Faculty/Staff season golf passes for unlimited golf may be purchased for $685 and 10-round 18 hole cards for $175 at the Veenker Clubhouse. Tee times are required and may be attained up to 7 days in advance by calling 294-6727.

Veenker offers two PGA Professionals who are excellent teachers of the game of golf.

- **Chris Seaboch** is the Head PGA Professional and offers 45-minute lessons starting at $35 for a single, individual lesson to $190 for a series of three lessons for a group of three people.
- **Jay Horton** is a PGA *Teaching* Professional and offers 45-minute lessons starting at $50 for a single, individual lesson to $225 for a series of three lessons for a group of three people.

Clinic information for ladies (Friday mornings throughout the summer), juniors (Wednesday mornings throughout the summer), and Ames Parks and Recreation adult and juniors is also available in the clubhouse.

Events highlighting the season schedule include the Iowa Masters Golf Tournament July 11-13, the Iowa Junior Masters July 28-29, and the American Junior Golf Association’s Nike Golf Junior All Star Classic June 2-5. Veenker will hold best-shot tournaments on April 27, June 15, August 24, and October 5. The Iowa State Summer Golf League for ISU faculty and staff began on Tuesday, May 13.

For more information about Veenker Memorial Golf Course, please go online to [http://www.veenkergolf.com/veenker/](http://www.veenkergolf.com/veenker/) or contact the clubhouse at 294-6727.
From the desk of Chris Ahoy

To FP&M Staff:

On March 6, 2003, I had the good fortune to listen to a speech by Sister Mary Joseph, CEO of SSM hospitals. She was the keynote speaker for the Iowa Recognition Performance Excellence (IRPE) soiree at downtown Marriott Hotel in Des Moines. That evening, Governor Vilsack and Gary Nestebly, director of the Iowa Quality Center, recognized FP&M for our Tier 3 Leadership commitment to excellence. This is the second time we have received such recognition and we are now closer to our goal of moving up to the next level of Tier 4 IRPE recognition. We applied for the APPA Excellence Award for 2003 and we had a site visit on May 5-6. We received good news on May 14, 2003; FP&M had been awarded APPA’s highest institutional honor—The Award for Excellence in Facilities Management. We will formally receive this recognition at the annual International Higher Education Facilities Leadership Forum closing banquet ceremony on the evening of Tuesday, July 29, 2003, at the Gaylord Opray Hotel Nashville, Tennessee. Thank you all for your contributions towards this success in the best interest of the University.

It took SSM hospitals fourteen years of quality journey finally to arrive at the pinnacle of achievement to receive the first Health Care, Malcolm Baldrige National Quality Award for 2003. Sister Mary Joseph’s profound message on the need to be persistent and consistent about a vision message left me thinking about our own vision and our “quest to be the best” in our ongoing quality journey to become a world class operation. World Class paradigm is being competitive and leading edge (becoming the best in the area of our interests and emphasis for our organization and then becoming the best in this endeavor). It is time to revisit our aspiration to be the best and to ascertain that our compass needle is unwavering and still pointed in the right direction guiding us in our quality journey. Where we are going? The following is a summary:

Where we are going

World Class Operation--In March 1997, I charted a ten-year quality journey for Facilities Planning and Management with a stated aspiration that we become a world-class operation by the year 2008. This was to support Iowa State University’s mission to be the best land grant institution in the nation. We are now halfway to this mark through a “learning and teaching” organization. FP&M currently is deeply involved in a self-study process to check the pulse of our organization and will soon be embarking on a strategic planning process. We have accomplished many tasks in the past six years. However, more work needs to be done in aligning the organization and moving us forward with a shared vision in support of the university’s tripartite mission of “learning, discovery, and engagement.”

In preparation for developing a strategic plan, we have set up the following:

Situational Analysis
In preparation for an FY03 self-study, I engaged an organizational consultant to provide a thumbnail assessment of FP&M. That consultant, James Cole, visited FP&M in late March 2002 and held focus group sessions over a three-day period. The focus groups were populated by FP&M staff according to position, responsibility, and work group criteria, as established by Mr. Cole. The outcome of this assessment is posted on the internal FP&M web page for viewing by all staff.

Employee Survey
FP&M engaged a local consultant, ATW Consultants, to develop, administer, and evaluate the data from an FP&M employee survey. The FP&M director’s group decided to undertake a 100% employee survey to validate the Situation Analysis data and to evaluate consensus. The outcome of the survey is posted on the internal FP&M web page for viewing by all staff.

Self-Study
To produce a self-study document, the FP&M director’s group looked at their own work units with their staff and developed various action plans based upon (SWOT)--strengths, weaknesses, opportunities, and threats (challenges) of each work unit. Understanding where we are is critical for us to move to the “should be” and eventually to the “could be”.

External Review
We completed a two-day external review process. The verbal feedback received at the exit interview is very encouraging in that some of our work units met the criteria for being the best in class, and the concerns expressed provide us opportunities to implement improvements during the strategic planning process. Details of this information and of the final external review are posted on our internal web page for viewing by all staff.

To formulate a strategy and move us forward in our quality journey, we will be looking at developing a focused set of action points and pinpointing key performance indicators (KPI).

Strategic Planning
Our planning process will begin soon after the completion of the self-study report. Our strategic plan will tie us closely with the Vice President for Business and Finance’s strategic plan and will connect us with the university’s 2000-2005 strategic plan, which is designed to fulfill the university’s tripartite mission of “learning, discovery, and engagement.”

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What have we accomplished thus far?

- **World-class**: Creating awareness for a world-class paradigm and operatives continues to move forward through New Employee Orientations (existing employees may also take part). Additional awareness sessions are presented at various work unit staff meetings or annual training sessions.

- **Marketing FP&M**: Five years ago, we began a process of marketing FP&M to the university community by inviting university administrators, deans, directors, and department heads to visit with FP&M process owners (work unit leaders). Once a month we invite one of these university representatives to a meeting where each of our process owners defines its operations for our guest(s). This process has heightened awareness of our comprehensive facilities services and has given ownership to the FP&M staff making the presentations.

- **Process Management**: Process Management and Process Mapping are on-going endeavors at various levels. We are moving away from organizational focus to process focus (fact-based, data-driven, knowledge-based). Look for the “Process Management” article by Chris Ahoy in APPA’s Facilities Manager magazine May/June Issue 2003.

- **Benchmarking**: Various benchmarks have been established in many of the FP&M work units. Check out FP&M’s 2003 submission documents for Iowa Recognition Performance Excellence Section 7 Business Results.

- **Capital Project Delivery**: Six years ago, the Iowa State University president viewed our capital project planning and delivery services as being deficient in many ways. Following a self-study process, our capital project delivery procedures were revised significantly. Today, we receive high marks for our management of capital projects as evidenced by the focus group comments included in this study. This turnaround has improved the FP&M image across campus.

- **Utility Operation**: Our utility system operates as a rate-based auxiliary enterprise. Our coal-fired cogeneration facility is in good condition, is capable of meeting virtually all the utility needs of the university, and supplies those utilities at very competitive rates. Utility outages on campus are almost non-existent.

- **Energy Savings**: In June 2001, the university set a goal to save $1,500,000 in energy costs for FY02. The FP&M energy management group created building-specific energy conservation plans and invited building occupant review prior to implementing the plans. We were able to meet the $1,500,000 goal while improving building operations and providing building occupants a better understanding of their building systems.

- **University Grounds**: Our campus grounds may arguably be the campus’ greatest asset. We are blessed with rich soil, open spaces, and an environment that allows us to maintain a lush, green, spacious campus. Our campus service staff and our landscape design professionals work hard to retain the beauty of the campus. We receive more comments that are positive about our outdoor environment than any other facet of our operation.

- **Custodial Services**: Despite the reduction of staffing in 1993, our buildings are cleaned by small, dedicated teams. The custodial services staff worked with management to develop self-directed teams in late 1996, which have blossomed into an effective operation. The staff works closely with its customers to provide the best services with the resources available. Currently, thirteen teams of nine members each handle close to 55,000 square feet of space per FTE. We will soon be reorganizing into sixteen teams of six to provide better coverage.

- **Business Services Unit**: With concurrence of Vice President for Business and Finance Warren Madden, the FP&M Business Services began in February 1999 with the consolidation of Accounting, Administrative Services, Information Technology (Computer Support Services), and Auxiliary Services. Knowledge Management was added to this unit in 2001.

- **Baldrige Management System**: FP&M has embraced Malcolm Baldrige National Quality Criteria as an appropriate measure of organizational success. Since the inception of the Baldrige program in the State of Iowa in the fall of 1999, FP&M has applied twice for the Iowa Excellence Award (Iowa Baldrige) and received Tier 3 Leadership recognition for commitment to quality initiatives from Governor Vilsack and Director of the Iowa Quality Center, Gary Nesteby. Our Baldrige scores are climbing in each category as we make improvements in our processes from the valuable feedback from other IRPE examiners assigned to our application by IQC. The award provides educational facilities professionals and their institutions with the opportunity to receive state, regional, and international recognition for their outstanding achievement of excellence in facilities management. FP&M has four Baldrige examiners on staff, two certified senior examiners and two certified examiners, who assist the Iowa Quality Center (IQC) in evaluating applicants in the State of Iowa desirous of receiving Iowa Recognition Performance Excellence (IRPE).

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• **Web Technology:** FP&M established static presence on the World Wide Web in late 1996, setting up a web server and an informational homepage. We implemented the interactive web pages in 1997, with the introduction of Prism’s FAMIS software. The vice president for business and finance approved a Web Technologist position for FP&M in 1998, to manage our website, provide server management, create real-time data applications, and develop mission critical applications. Today the FP&M homepage includes both Internet and Intranet applications. Currently, the FP&M web server has 1,672 individual pages, and on the average serves close to 80,000 files per month. In January 2003, it actually served just over one million files. Our current emphasis is in the development of web tools that focus more on improving our business processes as opposed to focusing on educational content. We are FAMIS!

• **Online-Training**
  The Training and Development group has started an on-line FP&M academy program for staff, which contains at this time twenty-nine course offerings to staff on matters relating to safety, handling of equipment and hazardous materials. The courses are geared for staff to use at their leisure and own pace.
  The new employee orientation and reorientation programs begun in 1998 are moving along nicely. The day and a half sessions help staff become oriented with the complex operations of the entire organization.

• **Leadership Academies**
  There are two on-going leadership academies at FP&M. Geery Howe of Morning Star Associates from West Branch, Iowa conducts one for the director’s group every six-weeks, and the operational manager’s group is being conducted every month by Chris Ahoy.

• **Visitors**
  It is gratifying to know that various institutions want to emulate some of our processes. We have had eighteen institution visitors from public sectors. One private sector corporation has come to learn how we conduct our business productively and effectively through leveraging technology.

Six years ago, we launched a journey with an aspiration to be the best in support of Iowa State University’s tripartite mission of “Learning, Discovery, and Engagement.” FP&M’s on-going operatives were not broken at the time. We had been doing “things right” for a number of years. However, to cope with the tumultuous changes taking place in the world, we are required, in addition, to do the “right things.” Our quality initiatives move forward with significant progress. *Quality is doing the job right every time, but perfection is doing the right job right every time.*

The need to move our organization up a notch becomes evident as we strive to meet the challenges of the 21st century. In order to bring these challenges to the forefront, we shifted our focus from an organizational focus to a process focus. Our external review team says we appear to be “patiently implementing” the process focus in the world-class initiative.

We have created an environment where we are developing **knowledge-based workers,** who have or are acquiring the necessary skills sets to motivate themselves and others (volunteer versus conscripted initiate actions) in managing things and leading others through a “Learning and Teaching” organization. We have emphasized this philosophy at three administrative levels of our organization—business, operation, and process.

Managing things, leading or coaching people, and creating an environment to be the best, make it possible for all of us to be empowered, knowledge-based workers. New technology allows us to collect and disseminate information quickly. The creation of an environment where managers are leading, coaching people, and managing things has been and will continue to be a difficult one. Old habits are hard to break and change is unsettling for all of us. Though the tendency is to succumb to “if it ain’t broke don’t fix,” the competitive edge resolution should be “change it” to meet the constantly changing situation at hand. Happy journey.

Sincerely,

Christopher K. Ahoy
Associate Vice President for Facilities
Annual Attendance Awards

Each year, FP&M recognizes employees with perfect attendance and those who had conservative usage of sick leave during the previous year. As is tradition, each employee with perfect attendance receives a mug and certificate of recognition. Individuals with conservative sick leave usage (24 hours or less) receive a certificate. The recipients listed below are for last fiscal year, July 1, 2001 through June 30, 2002.

A&E Design Services
🌟 **Perfect Attendance:** Rich Tribolet, Dave Peterson
- **Conservative usage:** John Byerly, Joe Kuennen, Brandi Latterell

A&E Services
- **Conservative usage:** George Mellen, Dean Morton

Administrative Services
🌟 **Perfect Attendance:** Chris Ahoy
- **Conservative usage:** Gloria Erickson, Kelly McCool, Nikki Rutz

Building Maintenance/Area Maint
- **Conservative usage:** John Kline, Marty Mabee, Wanda Martin, Rick Tjernagel

Building Maintenance/Elec/Mech
🌟 **Perfect Attendance:** Milt Sturies
- **Conservative usage:** Arzy Clapp, Curt Moore, Don Nielsen, Ken Schmidt

Building Maintenance/Structural
🌟 **Perfect Attendance:** Randy Fiscus, Steve Pecenka, Dave Russell
- **Conservative usage:** Tim Fay, Mark Mather, Duane Strah, Gary Van Loon

Campus Services
🌟 **Perfect Attendance:** Dennis Erickson, Les Lawson, Tim Watson
- **Conservative usage:** Al Bass, Scott Hall, Dave McComas, Wayne Stevens, Al Webb, Hank Weuve

Computer Support
- **Conservative usage:** Bruce Fisher, Marc Witte

Construction Services
🌟 **Perfect Attendance:** Carol Swenson
- **Conservative usage:** Bob Catus, Dean McCormick, Mike Parsons, Karen Server, Mark Stephenson

Custodial Services
🌟 **Perfect Attendance:** Jane Abell, Keith Bass, Nolan Christensen, Paul Clark, Gene Jipson, Dean Khan, Joseph Little-Bear, Sheryl Mitchels, Tori Postel, Marlys Sampson, Bill Seliger, Gary Smith
- **Conservative usage:** Charlene Dickerson, Dan Kunz, Tom Price, Carl Ricklefs, Marcy Roberts, Jeff Sobotka, Gary Thomas, Carol Tinkham, Rose Warrick

Customer Services
- **Conservative usage:** Lana Hood, Lola Van Wyk

Energy Management
🌟 **Perfect Attendance:** John Larson

Facilities Management
🌟 **Perfect Attendance:** Dave Miller, Steve Rentschler
- **Conservative usage:** Bob Currie, Mark Nelson, Steve Pett, Mark Renoux

Flight Service
🌟 **Perfect Attendance:** Larry Dooley, Dave Hurst

Golf Course
🌟 **Perfect Attendance:** Tess Balsley, John Newton, Mark Pollmann, Chuck Woods
- **Conservative usage:** Neric Smith

Postal & Parcel Services
🌟 **Perfect Attendance:** Kevin Kellogg, Jim Ziebold
- **Conservative usage:** Dave Bothe, Carol Eyanson, Joetta Green, Rich Jones

Project Management Services
- **Conservative usage:** Mark Huss, Steve Prater

Continued on next page
Attendance awards continued

Space Management & Scheduling
- Conservative usage: Cathy Brown, Lynn Seiler

Utilities Administration
- Perfect Attendance: Pam Oakland, Jeff Witt
- Conservative usage: Dave Ballard

Utility Coal & Ash Handling
- Perfect Attendance: Richard Frette

Utility Distribution Electrical
- Conservative usage: Roger Mouchka, Terry Negri, Tony Selch

Utility Distribution Mechanical
- Conservative usage: Marc Burg

Utility Engineering
- Perfect Attendance: Randy Larabee, Clark Thompson
- Conservative usage: Roger Bean

Utility Plant Maintenance
- Perfect Attendance: Mike Cleaveland, Mick Osborn

Utility Plant Operations
- Perfect Attendance: Mike McGraw
- Conservative usage: Alan Eckhart, Jack Hiles, Doug Mullen, Rick Pervier

Award for Excellence

The International Association of Higher Education Facilities Officers has awarded APPA’s highest institutional honor--The Award for Excellence in Facilities Management--to Iowa State University’s Christopher Ahoy, associate vice president for facilities, and his team in the Facilities Planning and Management Department.

The Award for Excellence is the result of an in-depth review and verification of the high level of excellence in the quality processes used and results achieved by the Facilities Planning and Management Department covering such areas as: purpose and goals; organization and resources; policies and procedures; communications and quality of relationships; and divisional planning. The APPA award committee commented that “The ISU Facilities Planning and Management Department has met and, in some cases exceeded the established requirements to receive this award.”

The Award provides education facilities professionals and their institutions with the opportunity to receive state, regional, and international recognition for their outstanding achievement of excellence in facilities management. A formal recognition presentation will be made during APPA’s Educational Facilities Leadership Forum at the closing banquet on the evening of Tuesday July 29, 2003 at the Gaylord Opryland Hotel in Nashville, Tennessee.

Small project audit initiative

By Dave Miller

FP&M is initiating a small project audit process conducted by the project audit team of Lea Bartley, Don Chrusciel, and Dave Miller. Once a month, the project audit team will review a list of projects that closed in the previous month. The team will randomly select three to five projects to audit and will review information from the FAMIS database regarding each project.

The team will forward any questions that may arise to the appropriate person who worked on the project, or who is likely to have information pertaining to the item in question. The team will invite that person to a monthly project audit meeting where they will address the specific project audit question(s). The team anticipates reviewing such things as:

- Use of appropriate fund sources
- Final costs much higher or much lower than estimated costs
- Very high or very low man-hour figures
- Very high or very low material costs
- Time from request, through design, and through construction
- Appropriate use of outside contracts
- Customer survey information, once job surveying begins

This new process will begin immediately by reviewing all small projects closed in of April 2003.
Utility connections for a new north chiller plant
By Clark Thompson

A new chilled water plant located east of Printing and Publication will be under construction this summer. Steam will be the energy source to run the turbines that turn the refrigeration equipment. Utility lines will be extended from the existing utility distribution system to the new plant. The new mains for steam and chilled service will be connected onto the existing system at the south side of Industrial Ed 2. The lines will be routed down Winlock Road beginning at Pammel Drive and extending north approximately half the distance to Kooser Drive before turning to the west.

The chilled water mains will consist of two 30" diameter ductile iron pipes. 30" diameter taps onto the existing mains were needed, which required a one-week outage of the system that affects many buildings on the north side of campus. Since the construction is scheduled for this summer, a shutdown during the summer while construction is underway would adversely affect many customers during the cooling season. Therefore, new connections were installed during spring break to reduce the inconvenience to the customers. A few of the critical loads were connected to the domestic water to maintain cooling while the chilled water was shut off.

The chilled water mains were fairly close to the north side of Pammel Drive. Therefore, two lanes of Pammel Drive were taken out of service to allow the excavation to occur. The reduced traffic along Pammel Drive during spring break allowed the lane closures to occur without a serious impact to vehicular traffic.

The pictures show the 30" fittings being assembled, in advance of the shutdown, in order to reduce the outage time. Once assembled, the assembly was lowered into the excavation with a crane (second picture shows assembly in place).

Water plant maintenance made easy
By Gordon Woods

Each spring, the power plant staff takes on the task of cleaning the iron build up in our water treatment area. This spring was no different; we placed the event on our calendar and moved toward it with the usual enthusiasm as it tends to be a dirty messy job that takes upward to three days.

Just days before the task was to begin, Mick Osborn asked if we could use a vacuum truck on this task. They contacted local vendor, HydroKleen, who had just the equipment to help our situation. Jim Garland performed all the pre-staging of tools and equipment to aid in the task.

Wednesday, May 7, the water plant was off-line and plant maintenance staff Mick Osborn, Vernon Caruth, Dan Sullivan, and Larry Laposky removed the access door. Operational staff Craig Staebler, Fred Brander, Steve Epstein, Bill Kalsem, Jim Farrell, and Mark Davis began the task of removing the tray, in time for HydroKleen to begin their work about 8:30 a.m. By noon, HydroKleen had completed their part of the clean up and the trays were ready to be reinstalled. By the end of the work day, the water treatment systems was back in service, thanks to the efforts of all staff, and the creative idea of using the vacuum truck to make the task quicker and easier.
Under the big top…the renovation of Beardshear Hall

By Steve Prater

Five years ago this summer, the Board of Regents approved plans for the university to start formal planning for remodeling and renovating Beardshear Hall.

Most of the offices were cramped and definitely dated. Some areas were even fitted with 1960’s vintage “rumpus-room” quality 4 x 8 paneled walls. The toilet rooms were pretty much original equipment from 1906, light levels were dismal, the front stairs were worn and cracked and being supported by brick piers that were literally disintegrating. The elevator was on its last lap with most people preferring to walk stairs from a speed as well as a perceived safety perspective. The dome was dark, dusty, and dirty. Walls on the upper floors sported two-tone aquamarine colors reminding me of a 1955 Oldsmobile my parent’s once owned. The atrium stairs had a red topping that was continuously cracking and breaking apart. The roof leaked, tiles were missing on the dome and “Kraft-paper” brown and white acrylic panels were what was left of once colorful decorative atrium skylights. The building had no smoke evacuation and only part of the building was sprinklered. Electrical service was “maxed-out” and remnants of telecommunication systems could be found dating back to early TV episodes of “Lassie”.

Two years of planning and three years of construction have transformed this tired building into a facility that can now operate as a safe, modern office building while retaining the major historic qualities of one of Iowa’s finest examples of Beaux Arts architecture. If you haven’t stopped by recently, find a good excuse to take a field trip to “the green dome” and look around. Check out the bathrooms on the ground floor as well as the new Student Answer Center desk. While standing on the air grate in front of the Answer desk, eat a Tootsie Roll (compliments of the Registrar’s office) and, look straight up. There between you and the heavens will be a newly renovated dome and a new multi-hued skylight plugging the 14-foot oculus of the dome. The rotunda is now lit with 12 high intensity flood and spotlights to showcase the new paint scheme, including gold-gilded highlights. Look for gold leaf on the egg-and-dart, lambs tongue, rosettes, ionic volutes, and bead molding…you might even find some on an acanthus leaf or two.

Walking to the first floor from the ground floor, you might notice that the old crumbling stair treads have been replaced with new granite slabs. When you get to a landing or a floor, look up again, and view the “new” atrium skylights. These are actually replicas of what was originally installed in the building, but subsequently removed and sold at auction sometime in the 1960’s, for who knows what reason. In any event, The Stained Glass Store in Des Moines did a sensational job of redesigning these panels from historical documents and then installing this work 60 feet in the air.

Generally, you will notice more subdued color schemes, brighter conditions, fresher finishes, access to more natural lighting, and just friendlier, happier people everywhere (rumor has it that a certain person from the Business and Finance office was caught whistling on the stairs).

Brooks Borg Skiles Architecture Engineering from Des Moines was the design consultant, and ironically, they are the direct descendant of Proudfoot and Bird Architects who originally designed “Central Hall,” 100 years ago, renamed Beardshear Hall in 1938. Harold Pike Construction of Ames was the general contractor and they deserve a lot of credit for their sensitivity to design issues, as well as conscientiously working in a building that was partially to fully-occupied throughout the construction period.

From FP&M, there were many people involved to make this project a success; folks in the carpentry, key and sign shops, campus services, custodial services, utilities, and design services. Special thanks to Margie Tabor, of planning services, who sacrificed a good portion of her mind in order to coordinate multiple moves in and out of Beardshear Hall, a daunting task that was executed beautifully. Likewise, interior designer Marci Melone worked and reworked office layouts with group after group, sometimes scrounging furniture parts (from I don’t want to know where), to get everyone a workspace in not only their permanent locations, but also into temporary work spaces. The construction manager, Bob Catus, will need a long vacation for handling day-to-day “concerns” that generated over 150 changes to the construction contracts. Unfortunately for Bob, a window replacement contract was just awarded that will put the notion of a vacation on hold for yet another year. Finally, custodial staff, team #9, who have taken care of Beardshear throughout construction, deserve a lot of recognition. Paul Clark, Sheryl Mitchels, Nancy Hunter, Cindy Sparks, Deb Akin, Rhonda Deaton, Jeff Hedlund, Terry Wierson, and Peggy Deaton as well as, area mechanic, Wanda Martin, a huge, “Thanks!”

Windows are the last piece of the project. Bergstrom Construction has been awarded the contract and hopefully by this time next year the Beardshear Remodeling, that has spanned two millennia, will be over.
Hilton lift station

By Rick Branson

This spring, we discovered a problem with sewage backing up in Hilton Coliseum. This became a major concern during the April 1, 2003 Billy Joel and Elton John concert. FP&M immediately initiated a plan of action to address the problem. Ron Cochran, Don Hoffmann, Carrol Lind, Mike Murray, Clark Thompson, and Rick Branson coordinated the collaborative effort of personnel from Utilities and Building Maintenance, along with Randy Baumeister and the staff at the Iowa State Center.

The Utilities group brought in an outside contractor. The contractor used a video camera to inspect the sewer lines that run around the complex and out to the lift station (a device that pumps sewage from a lower elevation to a higher elevation). They inspected and cleaned each line to ensure that we were getting maximum flow to the lift station. Ralph Earl, Marty Mabee, and Dewey Walton from Building Maintenance took on the task to determine if the lift station pumps were pumping to maximum capacity.

The group reassembled to review the video and discuss problems that the shops found with the lift station pumps. They identified several possible causes, but nothing that would definitely correct the problem. Utilities determined that the sewer line that ran into the wet well had been reduced from 10" to 6". The shops determined that the pumps were worn and not pumping to full capacity. Each of these problems was contributing to the problem and needed to be resolved.

Utilities hired Ames Trenching to dig up the sewer line at the lift station. Carrol Lind and Mark Burg took on the task of restoring the sewage opening from 6" back to 10". Larry Osmundson, Terry Ragaller, and Rich Sickels from Campus Services hauled away the dirt and debris.

Building Maintenance hired an outside contractor, Electric Pump, to provide material and labor to replace the worn pumps. Dan Ackerman, from Campus Services, operated the boom truck to lift the pumps into place. Harvey Helmers and Mario Filippelli (shown in the picture) worked side by side with Electric Pump personnel to get the pumps in and running.

The work, which started on May 12, 2003, had to be completed prior to the Dixie Chicks concert scheduled for May 20, 2003. Due to the hard work of all personnel, we were able to complete the project by May 16, 2003, and the concert went off without a hitch. This project was a good example of how FP&M can come together with outside contractors in a collaborative effort.

Stop sign safety reminder

It is one of the most common traffic signs, but when a stop sign is ignored, our safety is threatened. With the change to one-way traffic from Wallace Road on the south side of the General Service Building into our loading dock area, some folks are forgetting to obey the stop sign located between the Power Plant and Central Stores wing of the General Services Building. Ignoring the stop sign:

S - Seriously
T - Threatens
O - Our
P - Pedestrians

FAMIS update

By Mike Hamilton & Lisa Nalean

On the weekend of May 3, FAMIS Key Control (FKC) was upgraded from version 6 to version 7i. This upgrade will allow the application eventually to run completely over the Internet. Other features and enhancements include an easier process for the transfer of keys from one person to another, and the adding of the electronic workbench functionality and user defined views, which are used in the other FAMIS modules. FP&M key staff and locksmiths received training on FKC 7i just prior to the “go live” date.


**Joint efforts improve the environment**

Campus Services has been involved in several environmental efforts on campus including the cleaning of College Creek and the restoration of the prairie along Elwood Drive. These projects have been successful due to the cooperative efforts of student, university, city, and state groups.

Over the past three years, efforts to restore nearly seven acres of land along Elwood Drive, from Lincoln Way to 6th Street, have been underway. This included work of many volunteers to clear thousands of trees and other non-native plants. Jim Colbert, associate professor of botany, and Jim Pease, assistant professor of natural resource ecology and management, spearheaded the project as part of the work of the Outdoor Teaching Labs committee. Planting of the prairie area began last spring and continued this spring with a restoration stomp. In late April, volunteers spread and stomped into the soil $1,200 worth of prairie seed to add to the $1,200 worth of seed planted last spring. Over the next several years, the prairie will develop as the native grasses and forbs take hold. Not only will the restored prairie provide a great outdoor teaching space for students, it will be visually pleasing, and will help return the area to its natural state. At one time, 85 percent of Iowa was covered by prairie; today, less than .1 percent is left. Funding for the restoration came from the U.S. Fish and Wildlife Service. Campus Services provided support of the project by providing tools, trash bags, and assistance with chipping of the brush.

For the second year, several student organizations with guidance from Jim Holtz, botany academic advisor, and Jim Colbert conducted a clean-up day of College Creek. Student groups involved included the Soil and Water Conservation Club, Student Environmental Council, Natural Resource Ecology and Management Learning Community, Biology Education Success Teams Learning Community, Biology Education Teaching and Learning Community, Biology/Zoology/ Genetics Club, and Skunk River Navy.

On April 26, more than 40 students and Ames residents cleaned up the creek between Knoll Road and State Street, including Lake LaVerne. The effort gives participants more of an appreciation of the environment and allows them the opportunity to give back to the community, according to Holtz. While most of the trash picked up was small items, larger items such as pipes, shopping carts, and bicycles were also found (see picture at right). Campus Services assisted in the proper disposal of the trash.

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**Parking lot sparkles for Earth Day celebration**

As you pass Lot 41A, north of the Forestry Greenhouse near the intersection of Pammel Drive and Wallace Road, take a minute to notice how the pavement glistens in the sunlight. The sparkle is due to the utilization of glasphalt, an asphalt mix that uses ground glass as part of the aggregate. About 20 tons of recycled glass, collected locally in Ames, was used to complete the project. This project was made possible through the support of Iowa State University, Iowa Department of Natural Resources, Iowa Department of Transportation, and Manatt’s, Inc.

During the dedication ceremony on April 22, 2003, Warren Madden, vice president for business and finance, provided the opening comments and expressed the importance of Iowa State participating in environmentally sound activities. Doug Houghton of the ISU parking division provided a brief history of the project and expressed his pleasure in this being one of the most cost-efficient parking projects done on campus in recent years. Merry Rankin, environmental specialist with the Iowa Department of Natural Resources explained the glasphalt product and the coordinated efforts of the various groups involved.

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**Did you know?**

If the Pilgrims had used aluminum cans at the first Thanksgiving feast, those cans would still be around today. Yet aluminum is one of our most easily recyclable materials, and recycling an aluminum can takes only 5 percent of the energy required to make a new one. Americans discard enough aluminum to rebuild our entire commercial air fleet every three months.

Americans throw away enough glass to fill up the Des Moines Principal Building every two days.

- From the Iowa Conservationist, May/June 2003
Upcoming construction projects

From Lou Keigley

**July 2003**
- University Family Housing Community Center
- University Village Renovation

**August 2003**
- College of Veterinary Medicine-Remodel
  - Rooms 2645A-F
- Roy J. Carver Co-Laboratory-Greenhouse
- Seed Science Building-Rooms 183 & 187
  - Remodeling
- Telecommunications-Inside Plant Systems
  - Upgrade-Phase 3B
- VMRI #1-Renovation of Various Rooms

**September 2003**
- ETRC-Howe Hall Wind Tunnel

**November 2003**
- EH&S/Regulated Materials Facility
- General Classrooms and Auditoriums-
  - Physics

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.

Renovations improve operations

In room 167B General Services, removal of a wall, modification of ductwork, a coat of paint, new ceiling tile, clean light fixture lenses, and additional shelving combined to improve the space occupied by Maintenance Support. John Craven, Steve Pett, and Mark Renoux are very pleased with their newly remodeled space, as is John Larson, with Energy Management, who has moved into the area.

The remodeling provided more shelving so all of the building operation and maintenance manuals could be contained in one area (with extra space available as new buildings come on line). The new area also provides better flat file storage for review prints for upcoming projects. Together, the central storage of the manuals and improved flat file storage help make the area more user-friendly. The remodeled area provides shop personnel, Energy Management, Maintenance Support, and others the opportunity to review the drawings and make comments to project or construction managers, if they notice possible problems or discrepancies.

When a project is complete, Maintenance Support gives the prints to the appropriate area mechanics for future reference.

Just down the hall in room 171A, Don Boyle and Stan McAndrews of Energy Management have discovered that their move from room 17/18 has improved their interaction with the shops. Being located closer to the shops has provided the systems control techs better and more efficient access to Metasys information. Instead of calling Don or Stan, Bill Hobbs, Dave McVicker, Craig Wirth, and others, can stop by room 171A and use the computer to look up Metasys information or discuss problems with Don or Stan. Don and Stan also were able to consolidate their building automation and HVAC manuals into the library in room 167B, thus saving space.

Steve, John, and Mark would like to thank the staff from the Campus Services and the Building Maintenance Structural and Mechanical shops for the great work they did on the remodel project and for completing everything in a timely manner.

Stan and Don would like to thank you Building Maintenance Structural people for help in removing the old counter tops from room 167B and installing them in room 171A, giving us more working area to lay-out drawings and Energy Management Daily Operational Information.
The ins & outs of fluorescent lamp recycling

By Curt Purdum

Central Stores handles the campus-wide recycling of fluorescent light bulbs, coordinating the collection with the FP&M custodial teams. There are four collection routes, dividing the campus buildings into corresponding quadrants. Each quadrant/route receives monthly collection service on their designated Tuesday (see list below).

To store and return the bulbs for recycling, the custodial teams use four-foot or eight-foot barrels or the original delivery box. The custodial staff within each building places the barrel or boxes of fluorescent light bulb at a designated location in the building or on the dock before 8 a.m. the Tuesday designated for their quadrant of campus. The custodians must seal each barrel or box with orange tape and label it as “Universal Lamps for Recycling.” The custodians also write the date and number of bulbs inside the barrel or box on the label. As part of the collection route, the custodians can make prior arrangements with Sue Kepley (294-8484) for Central Stores to drop off empty four- or eight-foot barrels to replace the ones to be picked up.

For broken bulbs, the custodians must place the bulbs in a box and seal it with orange tape. On the box, they must note that it contains broken bulbs.

Central Stores holds the bulbs and arranges for pick up by our vendor, HTR Group out of St. Louis. Below is a year-to-date analysis of the number of bulbs returned.

In addition, on a monthly basis, Central Stores also recycles computer monitors collected through Asset Recovery.

<table>
<thead>
<tr>
<th>Type of Lamp</th>
<th># returned</th>
</tr>
</thead>
<tbody>
<tr>
<td>4’ &amp; under fluorescent</td>
<td>38,879</td>
</tr>
<tr>
<td>5’ - 8’ fluorescent</td>
<td>3,115</td>
</tr>
<tr>
<td>U tubes</td>
<td>1,809</td>
</tr>
<tr>
<td>HID lamps</td>
<td>1,151</td>
</tr>
<tr>
<td>Circular lamps</td>
<td>232</td>
</tr>
<tr>
<td>Compact lamps</td>
<td>1,851</td>
</tr>
<tr>
<td>Computer monitors</td>
<td>978</td>
</tr>
</tbody>
</table>

Fluorescent lamp recycling quadrants


Buildings in quadrant/route 3 (3rd Tuesday of the month): Alumni, Atanasoff, Beardshear, Bessey, Carver, Durham, Friley, Hub, Library, MacKay/LeBaron, Memorial Union, Music, Palmer, Snedecor, and Student Services


Hallway Project Team entering a new era

By Bob Currie

The Hallway Project Team is looking for new volunteers! The quest is to continue with the hallway display concept and that every 6 to 12 months, the themes and arrangements will change. The current team is requesting assistance of new team members who will carry on this quest, and develop and implement new display themes and arrangements.

It is proposed the new team will consist of four new members and a representative from the previous year’s team (team of five). If you have a strong interest in the future of the hallway project, please contact an existing team member (Dave Ballard, Cathy Brown, Bob Currie, Cindy Howe, or Mark Nelson) and inquire about this exciting opportunity.
**Essential vacation tools**  
*By Gloria Erickson & Marc Witte*

With the arrival of summer comes the much anticipated summer vacation! The importance of getting away from work to rest and rejuvenate is essential to our mental health. But, how restful is your vacation if you return to hordes of email and voice mail messages that someone else may have been able to handle in your absence? To help minimize potential delays in work progress, and to show consideration to your customers, two very important tools are available to ease the situation – voice mail personal greeting and email/Outlook Out of Office Assistant.

For your **voice mail** messages, making use of your personal greetings lets callers know that you are out of the office. By recording a greeting that corresponds with your vacation plans, you can specify the date you will return, and who to contact if they need assistance prior to your return. Using a personal greeting specific to your vacation can greatly reduce the number of messages left on your phone. Your customers (those calling you) will be very appreciative, knowing that you are out of the office (and not just ignoring their call!).

**To change and activate your personal greeting on your phone, follow the steps below:**

1. Think about what you want to record and perhaps even write it down to assist you in the recording process.
2. Log into voice mail (6-6245) and enter your extension and password.
3. Press 3 to administer personal greetings.
4. Press 1 to create or change greeting.
5. Press the number of the greeting you want to record.
6. Press 1 again to begin recording.
7. At the tone, speak your greeting (see sample below).
8. Press 1 to stop the recording.
9. Press # to approve your recording (or press 1 to edit your recording).
10. Press the number of the greeting you recorded and are activating.
11. You may also choose to forward your calls to your coverage path by dialing *3.

**NOTE:** When you return to work, remember to change your personal greeting back to your standard greeting and remove forwarding of your call coverage by dialing #3.

For your **computer email** messages, one of the best ways to let people know that you are out of the office is by utilizing Outlook’s “Out of Office Assistant” feature. By activating this feature, people emailing you will get a reply letting them know that you are out of the office. You can personalize the message they receive to correspond with your vacation plans. You can let them know the dates you will be out of the office and who to contact if they need assistance prior to your return. This can greatly reduce the number of messages in your inbox and your customers (those sending you email) will be very appreciative (since they will know that you are not just ignoring their message!).

**To change and activate the out of office assistant on your computer, follow the steps below:**

1. From within your Outlook Inbox, click on Tools > Out of Office Assistant
2. In the text box, you can type in the information specific to your vacation plans and alternate contact person.
3. Activate your message, by clicking on the button next to the “I am currently Out of the Office”.
4. Click the OK button at the bottom of the pop-up screen.

**NOTE:** The first time you log into Outlook upon returning from vacation, a pop-up window will appear asking if you want to turn off the Out of Office Assistant.
Letters of Appreciation

From Bob Angelici to Jane Abell: “As a faculty member with an office on the 2nd floor of Gilman Hall, I have appreciated the janitorial services that Randy Tabor has provided for me and my graduate students and post docs working in my laboratories. He does what needs to be done, is very conscientious about his job, and interacts in a pleasant way with all of us. I hope that he will continue to service this area for many years to come.”

From Lou Keigley to Marc Witte: “Thanks, Marc, for digging in to find a solution to move the scanner to Lana’s desk. What Lana and Cindy will be able to accomplish for us in the next few weeks will be tremendous. I know it wasn’t easy, and I want you to know that I so appreciate your cooperation.”

From Mike Harvey to Mark Stephenson: “Thanks for the updated budget sheets. I also wanted to take this opportunity to thank you for all the assistance and support on the numerous projects over the past few years. You are always very supportive and take the time to make sure our departmental needs are met. I really appreciate that.”

From Lori Wildeman to Bob Currie via a phone call: She expressed her appreciation to Penny Mahlow for assistance in finding and returning her lost billfold. Lori was very thankful for this thoughtful action taken by Penny.

From Lynette Pohlman to Lola Van Wyk: “Many thanks to you and FPM [Dave Boster and Dan Whipple] for stabilizing the Farm House Museum banister. We are very grateful.” And from Eleanor Ostendorf: “I second that motion, this is a big load off my mind. Many thanks for having talented people on your staff.”

From Gary Bridges to Rick Branson: “Thanks for getting this done so quickly [run an air line to room 2129]. We really appreciate it.” Work done by Darren Huntley and Milt Sturies.

From Tammy Miller to Bob Currie: “I am writing this email to let you know about a pleasurable experience that I had regarding a phone interaction with Mr. Don Hoffman and Mr. Bob Hutchison. We have a very heavy overhead door, which for the last three years, we have had to manually lift and lower every day. The electricians from FP&M were scheduled to come to our department on Thursday, March 6, and wire the door for electricity to accommodate a motor to be installed by Adams Door, which would allow us to push a button and the door would raise and lower electronically. Bob Hutchison approached us on Wednesday and said that we were scheduled for this to happen on Thursday of this week. I explained to Bob that because we were very busy, and it would take our front desk out of commission for the better part of a day, it would be best for us if it could be rescheduled for the week of spring break, since this office would be closed. He suggested that I call Don Hoffman and explain the situation to him. Don was most accommodating to our situation. He was AWESOME! He understood our situation, took the bull by the horns, and made the necessary arrangements to re-schedule this work. He called Adams Door to see if it could be done that week and arranged it with the electricians. He was very polite, understanding, and accommodating. Don Hoffman and Bob Hutchison certainly are assets to the university. They have a huge pat-on-the-back from everyone here at SCS.”

From David Bousquet to Chris Ahoy: “As I reflect upon six years of interaction with FP&M staff, several words come to mind. They include: responsive, reliable, dependable, talented, and hardworking. It’s been great to work with you and the FP&M staff. I would be grateful if you would share with your staff the high regard I have for them and the quality of their work. They have contributed in a significant way to the university’s remarkable growth in enrollment and tuition revenue experienced in the past six years. Best wishes for continued success.”
Letters of Appreciation continued

From Bill Diesslin to Bob Currie: “Be sure to let Scott Hall know that we appreciated his assistance. He did much more than show up with the truck, he took an active role in separating the refuse from lamps. He’s a good man.”

From Richard Horton to John Larson: “A belated many thanks to you for your assistance in getting the cooling / heating problem figured out and fixed in the Coover Cyclone Computer Lab area. I guess it was a long-standing controls problem where the AC never shut off, even when it was calling for heat only or something like that. Without your help John, it would never have been diagnosed or fixed. My colleagues were impressed that I got something done, but I reminded them that it is all about who you know, not what you know. Full credit goes to you John. Thanks again. Sorry I didn’t get back to you sooner.”

From Gary Boyd to Ron Cochran and Bob Currie: “Just wanted to acknowledge the fast service and great job you and your staff have done with the recent repair work here at Printing. I don’t have the names of everyone but I believe you had electricians, custodians, carpenters, and furniture moving staff here [see list below]. Steve Rentschler did a nice job coordinating everything for us. Employees here were impressed with the professionalism, hustle, and can-do attitude of everyone, especially the carpenters, involved in replacing the ceiling tile and the flooring repairs. Please pass along our thanks. If you need references for a job well done, you could probably get one from almost anyone here. Thanks again.”

Staff involved included Gary Birkestrand, Dave Boster, Arzy Clapp, Dee Erickson, Tom Ellrich, Bob Farnham, Bill Hobbs, Marty Kelly, Sandy Larson, Tim Lodesteen, Faye Olson, Khammanh Phothisane, Steve Rentschler, Mike Roush, Ron Scheuermann, Patty Tolle, Gary Van Loon, Rose Warrick, Hugh Weigel, Dan Whipple, and Geoff Will.

From Harry Horner to Sherri Paul via a phone call: He was very pleased with the assistance Mike Pickell provided in taking a piece of lab equipment out of service so the factory representative could make proper repairs. Mike also assisted in removing Freon from the equipment. They extended a verbal thank you to both Mike and me for providing such prompt assistance. They also indicated they would be sending a written letter to our management indicating their appreciation.

From Brian Baker and Keith Allen to Paul Haggard: “Just wanted to say a few words on behalf of the job that Toni Ridgway does at Marston Hall. We recently did a couple of bathroom renovations on ground floor. We were upgrading the rooms for handicap purposes that required a lot of removal of wall tile, brick, and mortar. Needless to say, there was a huge mess at times and the bathrooms were closed. We would leave the mess in anticipation of cleaning up at the end of the job. We came back in every morning to find that the mess was cleaned up for us. Upon further research, we discovered that Toni had been doing the work. I really feel that this is above and beyond what is expected of our custodial staff. I just wanted to let you know how much we appreciated her and what a superior employee she is. A big thank you to her from us.”

From Alisa Frandsen to Dennis Erickson: “I wanted to take this opportunity to thank you and your staff [Dan Ackerman, Dave McComas, Kelly Netcott, Larry Osmundson, Cory Ritland, Hank Weuve, and Todd Wilson] for all of the assistance you provided to help make the Polar Bear Plunge a huge success. We could not have had a better, safer event and we have you and your staff to thank. From building our ramp, to clearing the lake bottom, you have gone above and beyond the call of duty. You have truly demonstrated your commitment to our students and their success. Thank you. Please share our thanks with the rest of your staff. We couldn’t have done it without all of you!”

From Campus Services to all FP&M Custodians: The management and staff of Campus Services would like to thank all FP&M custodians for their fantastic snow removal support this past winter. Your help is greatly appreciated and is essential in our efforts to provide safe walking conditions for all building occupants and campus visitors. Thank you!

From Brenda Van Beek to Sherri Paul: “A HUGE thanks to Patty Tolle and Khammanh Phothisane who had the unpleasant task of fixing the horrible odor coming from our freight elevator. My office is just down the hall, and the odor was really bothering me this morning. It seemed to be gone when I returned from lunch, so I checked the elevator, and it looks like it had been cleaned out. If there is any award given for the most unpleasant clean-up task-of-the-week, I think this one’s your winner. MUCH appreciated!!”
Letters of Appreciation continued

From Bob Hollinger to Chris Ahoy: “I just wanted to compliment one of your staff, Terri Dannatt. I came into the Key Office last Friday for a replacement key. Terri was prompt, courteous, efficient, and polite. I was late for a class, and she was so prompt that I had more than enough time. I just wanted you to know that the work of your department is appreciated.”

From Rhonda Wiley-Jones to Sherri Paul: “Thanks to Mike Hill for the prompt response to my request this morning. We had a toilet seat that was cracked and pinching people — most annoying as you can imagine. We all recognize that responding to requests does not and cannot always happen so quickly, but we appreciated you getting right on this for us. Thanks a bunch to everyone who made this possible!!!”

From Donna Kinsler to Sherri Paul via a phone call: Please thank Geoff Will for his work recently in room 20 Pearson and the surrounding areas. He was very good about working around their desks and schedules, making sure not to disrupt their work. She also indicated he did a great job in cleaning up the area when he was done. And said that we can send him back there anytime to work for them.

From Gregory Geoffroy to Chris Ahoy: “I am writing to congratulate you, your leadership team, and all the good folks in Facilities Planning and Management on receiving the ‘Award for Excellence in Facilities Management’ from the APPA, the Association of Higher Education Facilities Officers (APPA). This is a great achievement for you and your team. This award exemplifies the commitment you and your staff have made to provide professional and quality processes, improve communications, and foster quality relationships internally and externally. Although roads to providing quality service, process changes, etc. are not always as smooth as we would like, you have done a good job of communicating the expectations to your staff and are being rewarded with this honor. Again, congratulations on this award which demonstrates the commitment and hard work of you and your staff in support of Iowa State University’s vision of ‘Becoming the Best’.”

From Julia Anderson to Kerry Dixon: “Thank you for your assistance above and beyond the call of duty for the Morrill Hall Renovation Project. The Morrill Hall Building Tours were very successful, providing an excellent opportunity for faculty, staff, and students to visit the building and to become more excited and engaged in the project. Your help with various presentations for Morrill Hall also received many positive comments. These presentations have really succeeded in spreading the news about Morrill and your role in their success is greatly appreciated. Thank you again for all your extra effort on this exciting endeavor. Agatha and I truly appreciate your contributions.”

From Warren Madden to Chris Ahoy: “Congratulations on receipt of the Award for Excellence in Facilities Management from the Association of Higher Education Facilities Officers (APPA). This is a great achievement for you and your team. This award exemplifies the commitment you and your staff have made to provide professional and quality processes, improve communications, and foster quality relationships internally and externally. Although roads to providing quality service, process changes, etc. are not always as smooth as we would like, you have done a good job of communicating the expectations to your staff and are being rewarded with this honor. Again, congratulations on this award which demonstrates the commitment and hard work of you and your staff in support of Iowa State University’s vision of ‘Becoming the Best’.”

From Doug Arrowsmith, Andy Laughlin, Jeff Murken and the Rec Services Staff to Jane Abell and Paul Haggard: “I just wanted to let you know that we received a number of positive comments during Special Olympics Iowa regarding the wonderful job that Kerin Peterson, Chrystal Weldon, and Candace Routson did during that event. Our staff really noticed their hard work and efforts as well, and we just wanted to pass the message of thanks on to the two of you! Thank you.”
Other Recognition

IRPE performance excellence celebration

ISU Facilities Planning and Management was recognized for their IRPE Application 2002 by the IRPE Executive Council at the Governor’s Recognition of Performance Excellence Celebration on March 6, 2003. Chris Ahoy accepted the award on behalf of the department.

Veenker recognized by ‘Golfweek’ magazine

Reprinted from ISU Today’s News 3-14-03

Iowa State University’s Veenker Memorial Golf Course, Ames, has been ranked among “America’s Best State Public Access Courses” in the March 1, 2003, issue of Golfweek magazine.

In its seventh annual rankings, Golfweek identified Veenker Memorial Golf Course as third-best public access course in Iowa. It was the only “classical” (or pre-1960s) course selected among Iowa’s top picks. This is Veenker’s first appearance on the list.

Other outstanding Iowa courses recognized by Golfweek include The Harvester, Rhodes (No. 1); Amana Colonies Golf Course, Amana (No. 2); Spencer Golf and Country Club, Spencer (No. 4); and Spirit Hollow Golf Course, Burlington (No. 5).

“America’s Best” rating criteria included ease and intimacy of routing, integrity of original design, natural setting and overall land plan, interest of greens and surrounding contours, variety and memorability of par 3s, 4s, and 5s; landscape and tree management and other considerations.

Veenker Memorial Golf Course is a premier championship golf facility owned and operated by Iowa State University. Established in 1938 by George Veenker, former Iowa State athletic director and football coach, the Perry Maxwell-designed course was built by the Works Progress Administration. Veenker Memorial Golf Course offers a full range of golfing activities for the enjoyment and benefit of Iowa State students, faculty, staff, and the Ames community.

College of Design Awards Day

On April 16, 2003, the College of Design held their annual awards day. Among those receiving awards were several FP&M student employees. We extend our congratulations to them.

- **John Den Boer** received the AIA Medal from the Department of Architecture, awarded to the graduate student with the top GPA. He also received the Technology Book Award from the Department of Architecture. John is completing his thesis and finishing his coursework. John has worked for Dean Morton and the project managers since June 2002.

- **Tom Fitzgerald** received the College of Design’s Dean’s Award for Extraordinary Performance. Currently he is president of Design Council and vice president of SSLA (Student Society of Landscape Architects). Tom has been an intern under Cathy Brown since last summer. This summer he will be studying in Rome, Italy with the Landscape Architecture department’s urban studio class.

- **Cindy Lane** received an Undergraduate Certificate of Honor from the Department of Landscape Architecture. Cindy worked at FP&M May 2000 through April 2002.

- **Gina Schechinger** received the Janice Peterson Anderson Area Award from the Department of Art and Design. Criteria for this award are the most outstanding senior student with the most potential for further achievement in the field. Gina has worked with our interior designers from May 2001 through May 2002.

Advisor Recognition Reception

At the April 23, 2003, Advisor Recognition Reception, **Gloria Erickson** received recognition for her work as advisor to the Student Environmental Council. **Dennis Erickson, Sue Mallas, and Tony Selch** received special recognition from Laura Bestler-Wilcox for their Distinguished Service to Student Organizations.

VEISHEA 2003 Outstanding Staff of the Year

**Tori Postel**, custodian with Team 7, received the VEISHEA 2003 Outstanding Staff of the Year Award. She was presented her award at the Faculty-Staff Recognition Ceremony on April 10, 2003.

Continued on next page
Recognition continued

12+ Supervisory Leadership Program graduates

Cherie Bohning, Rick Branson, Terry Dannatt, Kerry Dixon, Kathy Forre, Lyn Foshé, Tim Koch, and Nikki Rutz will be graduating later in June from the 12+ Supervisory Leadership Program sponsored by HR Training and Development. The program is based on the book Becoming a Master Manager: A Competency Framework. 12+ is a comprehensive series of workshops designed to help supervisors build the tactical day-to-day skills and competencies they need to work effectively with team members, peers, and customers. This series requires a supervisor to complete a minimum of twelve workshops within a 2-year period to obtain certification.

Below is a list of current FP&M employees who have graduated from the 12+ Supervisory Leadership Program:


Promotion

Congratulations to Roger Graden who was promoted to associate university architect effective March 18, 2003. Roger joined FP&M in 1986.

Chris Ahoy’s recent speaking engagements

- April 2003: “Creating a World-Class Facilities Planning and Management Operation” at the Higher Education Facilities Summit, San Diego, California
- May 26, 2003: “World-Class Operation and Initiatives” at the Tecnologico De Monterrey (University of Monterrey), Monterrey, Mexico

Chris Ahoy’s upcoming speaking engagements

- July 1, 2003: “How to Create a World-Class Operation” at Carnegie Mellon University, Pittsburgh, Pennsylvania
- September 8, 2003: “Creating a World-Class Operation” at the CMAA 2003 National Conference and Tradeshow, Washington, DC
- September 29, 2003: “Leading a Major Change Initiative” at the MAPPA 2003 Educational Conference, St Louis, Missouri

Chris Ahoy’s upcoming publications

- Process Management article to be published in the May/June 2003 issue of Facilities Managers magazine

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

Facilities News Contributors/Staff

<table>
<thead>
<tr>
<th>Chris Ahoy</th>
<th>Mike Hamilton</th>
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<tr>
<td>Rick Branson</td>
<td>Gina Holtzbauer</td>
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<td>Jim Colbert</td>
<td>Sally Houser</td>
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<td>Bob Currie</td>
<td>Lou Keigley</td>
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<td>Carol Eyanson</td>
<td>Dave Miller</td>
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<td>Mary Finch</td>
<td>Lisa Nalean</td>
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</tbody>
</table>

Jim Pease        Mark Pollmann
Mark Pollmann    Steve Prater
Curt Purdum      Clark Thompson
Belva Weers      Belva Weers

Editor: Gloria Erickson

Gordon Woods
Marc Witte
**Class of 2003**

We extend our congratulations to the sons and daughters of FP&M staff and FP&M employees who recently graduated from high school or college. Along with their name, parent’s name (or where they worked at FP&M), and school, where available we have included information about their post-graduation plans.

**College Graduates**

<table>
<thead>
<tr>
<th>Name</th>
<th>Details</th>
</tr>
</thead>
</table>
| Jessica M. Chrusciel | Daughter of Don & Marilyn Chrusciel  
Creighton University - Doctor of  
Physical Therapy / Cum Laude  
Medical Practice in Phoenix, Arizona |
| Dave Halverson      | Previous employed by FP&M Building Maintenance Service  
Iowa State University - B.S. in  
Human Resource Management         |
| Amy Healey          | Daughter of Mark & Kathy Davis  
Des Moines University - Masters in  
Health Administration  
Employed as a medical social worker at Mary Greeley Medical Center |
| Felicity Leister    | Daughter of Tim & Joy Leister  
Iowa State University - B.S. in  
Interior Design  
Working for a firm in Orlando, Florida |
| Ryan Lenger         | Previous employed by FP&M Computer Support Services  
Iowa State University - B.S. in Management  
Information Systems  
Employed in Lincoln, Nebraska |
| Amanda Mittlestadt  | Daughter of Brenda & Dave Mittlestadt  
University of Iowa - B.S. in English & Political Science (double major)  
Moving to Boston to begin a career in publishing |
| Jenifer Anne Newton | Daughter of John & Darla Newton  
Iowa State University - B.S. in  
Nutritional Sciences  
Plans to attend East Tennessee State University majoring in Nursing |
| Jacob Randall       | Son of Julie & Matt Randall  
Iowa State University (Dec 2002) with a B.S. in  
Elementary Education  
Working as an 8th Grade Math/Science teacher at Johnston Middle School |
| Joel Randall        | Son of Julie & Matt Randall  
Iowa State University (Dec 2002) with a B.S. in  
Horticulture/Turf Management  
Working as an Assistant Superintendent at the Harvester Golf Course |
| Mikel Schroeder     | Daughter of Paul & Debbie Schroeder  
DMACC Boone Campus - A.A. in  
Liberal Arts  
Transferring to Univ. of Northern Iowa majoring in Business Administration or Accounting |
| Nate Zeidler        | Previous employed by FP&M Design Services  
Iowa State University - B.S. in Architecture  
Working for Gere Dismer Architects in Rock Island, Illinois  
Note: Nate’s wife, Heather, received her RN Nursing degree from DMACC & they had their first baby (a girl) on May 9. |
High School Graduates

Sarah Bean
Daughter of Roger & Debbie Bean
Ames High School
Plans to attend Iowa State University majoring in Business

Andrew Branson
Son of Rick & Kim Branson
Indianola High School
Plans to attend University of Iowa majoring in Pre-Law

Jenny Dobson
Daughter of Bart & Sue Dobson
Ames High School
Plans to attend University of Iowa majoring in Medicine

Lance Elliott
Son of Dennis & Lori Elliott
Boone High School
Plans to attend DMACC majoring in Business transferring to Iowa State University

Nicholas Johnson
Son of Ed & Linda Johnson & big brother to Chelsea
Ames High School
Plans to attend DMACC Ankeny Campus majoring in Computer Aid Design Technology

Levi J. Judge
Son of Mark & Rhonda Judge
South Hamilton High School
Plans to attend Ellsworth Community College transferring to University of Northern Iowa to major in Teaching

Maggie Larabee
Daughter of Randy and Beth Larabee
Ames High School
Plans to attend Iowa State University majoring in Music Education

Sara Larson
Daughter of John & Julie Larson
Ames High School
Plans to attend Iowa State University majoring in Communications

Scott Lebo
Son of Marian Lebo
Ames High School
Plans to attend Denver Technical College majoring in Auto/Diesel Mechanic & Business

Megan McKinley
Daughter of Tim McKinley & Barb Overeen
Roosevelt High School
Attending Iowa State University majoring in International Business/minor in Economics

Sara Miller
Daughter of Kathy Forre & Alan Miller
Ballard Senior High School
Plans to attend Iowa State University

Katy Jo Miller
Daughter of Terry Miller
Ballard Senior High School
Plans to attend DMACC majoring in Fashion Design

Crystal Mittlestadt
Daughter of Brenda & Dave Mittlestadt
South Hamilton High School
Plans to attend DMACC Ankeny Campus to become an Administrative Assistant

Morgan Randall
Daughter of Julie & Matt Randall
West Marshall High School
Plans to attend Marshalltown Community College majoring in Early Childhood Education
High School Graduates continued

Jessica Soll
Daughter of Ken and Dana Soll
Nevada High School
Plans to attend University of Northern Iowa

Jake Thompson
Son of Tina Thompson & the late Keith Thompson
Collins-Maxwell High School
Plans to attend DMACC majoring in Landscape Design

T. J. Stevens
Son of Wayne Stevens & Julie Johnson
Roland-Story High School
Enlisted in the U.S. Air Force as a Crew Chief on fighter jets

Melissa Vais
Daughter of Deanna & Rusty Hesson
Gilbert High School
Plans to attend DMACC majoring in Early Childhood Education

New Employees

Brian Dangelser started on February 10, as a mechanical engineer with A&E Design Services. Brian and his wife, Catherine, who is an audiologist, live in West Des Moines. They don’t have any children, yet! For the past 12 years, Brian owned a private consulting engineering practice. His interests include Iowa State athletics (football and women’s basketball season ticket holders) and he is chairman of the board of directors for a non-profit corporation. As a graduate of ISU, Brian is very excited to be able to work here at his alma mater.

Diane Krause transferred from the Army ROTC office to FP&M as a secretary II for Landscape Design on February 21. Diane lives in Nevada with her husband, Ed, a truck driver, and daughters Ana and Alison. She enjoys quilting, ceramics, and gardening.

Judith Shadle started as a custodian with Team 8 on February 26.

James (Scott) Rogers started as a facilities mechanic III with Building Maintenance on April 7.

Patrick (Steve) Lee started as a plumber with Building Maintenance on May 1.

Lori Winegarden started as a landscape architect III with Landscape Design on May 19.

Retirements

Jim Orsack, tree trimmer with Campus Services since June 1966, retired on April 11, 2003. Campus Services hosted a beef burger feed honoring Jim on his last day and a reception later that afternoon. Joined by his family, several retirees, and many co-workers from throughout the university, Jim was presented with several gifts, including a jacket embroidered with a cherry picker, a hat, a T-shirt, two coffee mugs, a plaque, and many heartwarming stories. There is not doubt that Jim will easily fill his retirement hours spending time with his family, coordinating the construction of his new house, and tending to his horses. We wish Jim well in his retirement and many years of special times.

Bill Peavey quietly retired from Utilities Electrical Distribution on June 2, 2003 after over 13 years of service as a high voltage electrician. We wish Bill a long and happy retirement.

Upcoming Retirements

Stars:

- Don Kopp/Building Maintenance-Area Maintenance – July 11, 2003
- Royce Bohning/Utilities Administration – August 29, 2003

Watch for posters with additional information about upcoming receptions.
Messages from retirees

From Vern Knutson: “I enjoy the newsletter, some sad news of those that passed on and new names I recognize as youngsters at the time before 1988 when I retired. We moved to Loveland, Colorado in 1991. We have family here and in the Denver area. We go to the mountains in summer months, so many things going on, Estes Park not far from Loveland, Scandinavian Days Celebration, Scottish (kilts and all), Danes, Swedes, Norwegians, Germans – they all come and they do celebrate. Our address changed to 4160 Stringtown Dr, Loveland, CO 80538. Thanks again for the News.”

On Friday, April 18, Postal and Parcel Services took a break to enjoy a VEISHEA cherry pie with retiree, Ben Treadway. Ben may not advise retiring before your wife as he is doing a lot of housework (washing clothes, dishes, scrubbing floors, vacuuming, etc.) and the cooking. The cooking must be all right though, as Ben has gained a little weight and is now working at taking it off.

Memorial Tributes

Lyle Hurley – February 24, 2003 – former FP&M & DPS employee
Myrth Moore – April 23, 2003 – Curt Moore’s father

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.)

Logo hats added to FP&M look

By Mary Finch

For those of you who work outside, we now offer two new hat styles to our FP&M logo selection; a fisherman’s bucket hat and a Columbia duck hat. The fisherman’s bucket hat is 100% cotton with a 2” brim. They come in the faded denim style in red, blue, and khaki colors and list for $12. The Columbia duck hats come with a 4” brim, terry cloth sweatband, and adjustable chin strap. They come in fossil and sage colors and list for $25. I currently do not have samples of the new hats in stock, but I have a picture, and if there is interest, I could order some for viewing.

Below is a list of FP&M logo items currently in stock and available on a first come first serve basis. To purchase in stock items, stop by 108F General Services Building. To order items not in stock, submit your order form and payment to Mary (next order will be placed this fall).

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Price</th>
<th>Size Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denim (long sleeved)</td>
<td>$25</td>
<td>Ladies Medium, Men’s Large</td>
</tr>
<tr>
<td>Denim (short sleeved)</td>
<td>$25</td>
<td>Ladies Large, Men’s Large</td>
</tr>
<tr>
<td>Hat/Denim</td>
<td>$11</td>
<td>Blue &amp; Stone</td>
</tr>
<tr>
<td>Hats/Mesh</td>
<td>$8</td>
<td>Navy &amp; Red</td>
</tr>
<tr>
<td>Hats/Twill</td>
<td>$10</td>
<td>Black, Navy/Red, &amp; Khaki/Navy</td>
</tr>
<tr>
<td>Polo Shirts (long sleeved)</td>
<td>$24</td>
<td>Navy XL</td>
</tr>
<tr>
<td>Polo Shirts (short sleeved)</td>
<td>$20</td>
<td>White XL, Stone XL, Red Medium</td>
</tr>
<tr>
<td>Sweatshirt/Sueded Fleece</td>
<td>$28</td>
<td>Navy Medium</td>
</tr>
<tr>
<td>Sweatshirts</td>
<td>$17</td>
<td>Navy Large &amp; XL</td>
</tr>
<tr>
<td>T-Shirts (long sleeved)</td>
<td>$14</td>
<td>Stone 2X, Red Large</td>
</tr>
<tr>
<td>T-Shirts (no pockets)</td>
<td>$10</td>
<td>Navy Large</td>
</tr>
<tr>
<td>T-Shirts w/pockets</td>
<td>$11</td>
<td>Red Large</td>
</tr>
<tr>
<td>Turtlenecks (ISU Logo only)</td>
<td>$21</td>
<td>White Large</td>
</tr>
<tr>
<td>Twill (short sleeved)</td>
<td>$27</td>
<td>Navy Medium &amp; XL</td>
</tr>
</tbody>
</table>

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Mind teasers of common knowledge

From Gina Holtzbauer and Sally Houser

Put on your thinking caps and take this test. No cheating! No looking around! No using anything on or in your desk or computer! Can you beat 18? (The average is 7.) Write down your answers then AFTER completing all the questions, compare your answers with the correct answers at the bottom of the page.

1. On a standard traffic light, is the green on the top or bottom?
2. How many states are there? (Don’t laugh, some people don’t know)
3. In which hand is the Statue of Liberty’s torch?
4. What six colors are on the classic Campbell’s soup label?
5. What two letters don’t appear on the telephone dial? (No cheating!)
6. What two numbers on the telephone dial don’t have letters by them?
7. When you walk does your left arm swing w/your right or left leg?
8. How many matches are in a standard pack?
9. On the United States flag is the top stripe red or white?
10. What is the lowest number on the FM dial?
11. Which way does water go down the drain, counter or clockwise?
12. Which way does a “no smoking” sign’s slash run?
13. How many channels on a VHF TV dial?
14. Which side of a women’s blouse are the buttons on?
15. On a NY license plate, is New York on the top or bottom?
16. Which way do fans rotate?
17. Whose face is on a dime?
18. How many sides does a stop sign have?
19. Do books have even-numbered pages on the right or left side?
20. How many lug nuts are on a standard car wheel?
21. How many sides are there on a standard pencil?
22. Sleepy, Happy, Sneezy, Grumpy, Dopey, Doc. Who’s missing?
23. How many hot dog buns are in a standard package?
24. On which playing card is the card maker’s trademark?
25. On which side of a venetian blind is the cord that adjusts the opening between the slats?
26. On the back of a $1 bill, what is in the center?
27. There are 12 buttons on a touch-tone phone. What two symbols bear no digits?
28. How many curves are there in the standard paper clip?
29. Does a merry-go-round turn counter or clockwise?

Don’t look at the answers until you have completed all the questions!

You get one point for each question that you got completely correct.

1. Bottom
2. 50 (please tell me you got this one!)
3. Right
4. Red, white, blue, yellow, black, & gold
5. Q, Z
6. 1, 0
7. Right
8. 20
9. Red
10. 88
11. Counter (north of the equator)
12. Towards bottom right
13. 12 (no #1)
14. Left
15. Top
16. Clockwise as you look at it
17. Roosevelt
18. 8
19. Left
20. 5
21. 6
22. Bashful
23. 8
24. Did you notice there wasn’t one?
25. Ace of spades
26. Left
27. ONE
28. *, #
29. 3
30. Counter