**Revamped cart saves time**

What happens to an old custodial cart in need of parts, when the parts cost more than a new cart? If you are Dan Alexander, it becomes a specialized cart for changing light bulbs.

Last fall, Dan (pictured at right), with Custodial Team 15 in Ross Hall, was trying to order replacement parts for his custodial cart. His facilitator, Dick Reckseen, suggested that buying a new cart would be more cost effective. A new cart was ordered, and the old cart was set aside.

Then one day, while changing light bulbs on the sixth floor of Ross, Dan discovered that he needed a screwdriver. Of course, the screwdriver was in the custodial closet on first floor. As Dan was going down the elevator to retrieve the screwdriver, he thought about the time and energy this trip was wasting and started formulating the idea of modifying the old cart into a light bulb cart.

With the okay from his facilitator, and with the help of area mechanic, Don Larson, the idea became a reality. Don and Dan channeled on a piece of scrap metal to hold a ladder. Dan then added a piece of scrap wood to form a base and strapped an empty light bulb box to the cart to hold the fluorescent tubes. Utilizing recycled material, the only financial investment for this revamped cart was their time.

Dan keeps the cart stocked with a variety of light bulbs and fluorescent light tubes, since the building has more than one model of light fixture. The cart also holds a ladder, the used bulbs/tubes, a screwdriver, and any other tools he might need when changing light bulbs. At the end of the day, Dan simply removes the old bulbs, puts them in the recycle barrel, replenishes his stock with new bulbs, and the cart is ready for the next use.

Team 15 thought the cart worked so well, that Dan has built two other carts, one each for Gerdin and Curtiss.

Congratulations to Dan for his resourceful and timesaving innovation.

---

Facilities News is a quarterly publication produced for our staff, retirees, and other interested readers. Ideas and suggestions for the next issue are always welcome and appreciated.

Mail: % Gloria Erickson
Iowa State University
Facilities Planning & Management
108 General Services Building
Ames, IA 50011-4001
Phone: 515-294-7977
Fax: 515-294-4593
E-mail: gerickso@iastate.edu
Newsletter Web site:
www.fpm.iastate.edu/facnews

Our newsletter is printed on recycled paper. Please share or recycle this issue.

---

IOWA STATE UNIVERSITY
Working to become the best.
From the desk of Chris Ahoy

To FP&M Staff:

Last fall, at the MAPPA 2003 Educational Conference held in St. Louis, I officially began my duties as MAPPA President for 2004. To help you to understand MAPPA, our organizational involvement, and the importance of this organization to our mission, Gloria Erickson presented me with the following questions. (For additional information, refer to the MAPPA newsletter at http://www.m-appa.org/newsletters/2003_fall.pdf)

What is APPA/MAPPA?

As an international association, APPA is dedicated to maintaining, preserving, and promoting the quality of education facilities. It is an organization of professionals involved in the management of facilities used by institutions of higher education. The association is organized for the education of its members, and it has developed a formal network exchange of information and experience among the member institutions.

APPA, the Association of Higher Education Officers (formerly the Association of Physical Plant Administrators), is broken down into six geographical regions. MAPPA, the Midwest region includes members from Illinois, Indiana, Iowa, Minnesota, Ohio, and Wisconsin. APPA’s current membership is over 4,500 and MAPPA members account for 880 of those institutional memberships.

How does FP&M/ISU’s involvement in MAPPA aid the organization?

Our involvement with MAPPA is a two-way street. FP&M and ISU reap the benefits of the work of all the member institutions. The association benefits directly by its members interaction and participation in the common good.

How long have you been a member of APPA? MAPPA? Other APPA regions?

I have been a member of APPA for 23 years and a member of MAPPA for seven years. Prior to my MAPPA membership, I was a member of CAPPAC (Central region) for four years.

What other offices have you held in APPA/MAPPA?

For MAPPA, I served as secretary for two years, education committee chair for three years, as representative on the APPA education committee for three years, and state membership representative for two years. Prior to my MAPPA presidential term, I served as president-elect.

What are your duties as MAPPA President?

The duties of the president are to preside over the officers of MAPPA and its membership, and to provide supervision over MAPPA business, operations, processes, and procedures. The officers constitute a Board of Directors with eleven members including president, president-elect, past president, secretary, treasurer, junior regional representative to the APPA Board, senior regional representative to the APPA Board, newsletter editor, and the chair of the host committee of the previous and the succeeding two annual meetings.

The MAPPA Board of Directors manages, supervises, and controls the business, property, and affairs of the association. The Board is vested with the powers to determine policies, to appoint and remunerate agents and employees, to collect and disburse funds, and adopt rules and regulations for the conduct of the association’s business consistent with the bylaws and other applicable laws.

What goals have you set for your term?

My goals are to create an organization that provides full service to its members, to continue with mentoring programs, and to increase membership. I will continue to support the education programs developed and implemented during my tenure as the MAPPA Education Committee chair aimed at improving the skills and knowledge of our members.

What do you see as the most challenging task(s) ahead of you in this role?

One of my biggest challenges will be finding the right mix to balance my work and responsibilities here at ISU with my association duties. Other challenges include encouraging members to participate in the association’s education programs, encouraging diversity in higher levels of the MAPPA organization, and preparing other members to participate in the association work.

What do you personally expect to gain from this challenge?

I hope to gain a greater understanding of the workings of the organization. Such opportunities afford one the insight of organization processes. As with any volunteer service, I anticipate getting more out of it than I can give. As John Ruskin wrote, “The highest reward for a person’s toil is not what they get for it, but what they become by it.” I subscribe to the essence of George Bernard Shaw’s writing that begins, “I am of the opinion that my life belongs to the whole community and as long as I live it is my privilege to do whatever I can...”

In these times of financial uncertainty, what impact do you see this having on MAPPA?

With budget decrements to higher education institutions, we risk reduction in membership as well as reduced funding for our members to attend our educational programs and conferences. We risk losing face-to-face interactions and the direct sharing of information. Fortunately, e-mail and the Web provide us with a needed link to conduct MAPPA association work via long distance.
LEAN – What is it and what do we do with it

By Bob Currie

LEAN is not a catchy collection of letters representing a bunch of long words identified with a new wave process; it is simply a word to describe the approach to analyze existing processes, identify waste, and implement process improvement.

LEAN as defined by the Iowa Manufacturing Extension Partnership (IMEP) is a systematic approach to identifying and eliminating waste through continuous improvement by flowing the project at the pull of the customer in pursuit of perfection. IMEP introduced FP&M to the LEAN approach during our quest to improve our small project development process.

Let me digress a little; over a year ago, and during the initial phases of FP&M’s self-study, campus customers were given the opportunity to provide feedback on our small project development process. Here are a few excerpts of what they had to say:

- Projects are seen as expensive and long
- Customers expect on-schedule and in-budget performance
- Insufficient consultation at the start of the process
- Not enough questions are being asked
- Answers are not listened to carefully
- Cost of design feel exorbitant, “word on the ground” is to avoid design
- Schedules are not clearly communicated
- Flow and sequence of work does not appear to be “sensible”
- End up as our own project manager, need a supervisor or project manager – one contact for us

This feedback was taken very seriously by FP&M administrators, and resulted in a challenge to improve the small project development process as one of FP&M’s strategic plan initiatives.

Back to LEAN; now with the basic concept of Lean in mind, the approach was selected as a means for reviewing and improving the small project development process, but we needed to know more about the approach. IMEP provided us training over a four-month period, April through July 2003.

The first step involved 40 staff attending LEAN 101. Training included classroom review and hands-on application of the Lean approach; identifying Lean opportunities; recommending process improvements and waste elimination; and implementation of improvements. It was a fun time for all as we teamed up, learned one another’s responsibilities, identified process waste, and worked together to improve the process for manufacture of circuit boards for our company, Buzz Electronics!

The second step involved a smaller group of 12 people learning to systematically review the process for development of a small project. This two-day workshop was an in-depth review utilizing the Value Stream Mapping process. Value Stream Mapping an existing FP&M project, developed data supporting efforts to move forward with a Lean approach for improving the small project development process. The outcome of applying Lean to this project was reducing the process from 33 to 24 steps, and having the group realize the Lean approach had great potential if given more time to study.

The third step, involving the same 12 people (nicknamed the Lean Team), challenged this group to develop a new project development process utilizing the knowledge and skills shared by IMEP and the Lean approach. This initiative included the tasks of reviewing the existing process; development of a new process; development of organization to support the process; and creating a budget plan to support the organization. Over the course of four months, July through October, this group held eight serious Kaizen events (change for the better) to address this initiative.

As an outcome, the Lean Team developed a new small project development process (a Lean process), and at the center of the process a new organization, the Small Project Team, to manage the process. Small Project Team members representing Work Information, Design Services, and Project Support Services volunteered for this exciting new team opportunity.

The Small Project Team is a self-directed team managing workflow, work methods and work assignments. The team receives coaching assistance with workflow issues and development of support tools such a Famis reports and Discoverer reports from Ron Kinyon. Administratively Lola Van Wyk will support the team for items such as vacation and sick leave approval, training approval, salary and personnel issues, and performance evaluation.

The Small Project Team has relocated to reorganized space previously occupied by Work Information and Project Support Services and the new initiative is set to begin February 2004.

Please welcome the Small Project Team and the future of small project development with new team members: Cindy Stigler, Lana Hood, Steve Rentschler, Bart Dobson, Julie Randall, and Brandi Latterell.

Can more be done with Lean? Certainly, working with the Lean Approach should not stop with the small project development process. Ideally, all FP&M processes can be reviewed and improved with a Lean Approach. From my perspective, I hope it catches on like a wild fire and it starts by supporting the ideas of our staff and encouraging them to do their best.
FP&M Brunnier Art Museum Projects

HVAC improvements

By Clark Thompson

Lynette Pohlman, director of University Museums, contacted FP&M to see what we could do to improve the environmental conditions of the Brunnier Art Museum in Scheman. The desire was to provide more consistent humidity and temperature control throughout the year.

Two identical air handlers dedicated to the art museum maintained the environmental conditions. We evaluated the air handlers and air distribution systems and determined that we could attain significant improvement by modifying each air handler. The identified improvements included replacing the cooling coil, control system, and humidifier, and to add a reheat coil.

Lynette identified the time periods between exhibition installations in which modifications could occur. We decided to break the work down into two phases with a single air handler modification occurring in each phase. We scheduled the first phase for the week of January 5 and the second phase for the first week of August. After phase 2, we will reevaluate the situation to see if the air distribution system needs modification.

Steve Knutson sized and preordered the cooling and preheat coil for phase 1. We contracted Johnson Controls to retrofit the air handler. The work proceeded as planned on January 5, even after we learned that the cooling and preheat coils were not going to be delivered on time because the order got lost in shipment.

Since we did not need the coils until the spring cooling season, the contingency plan was to complete all the work except for the coils. This enabled us to complete the work associated with the interruption of the air handler during the scheduled art museum downtime. We will be able to install the new coils within a couple of hours without adversely affecting the environment of the art museum. We anticipate that phase 2 will proceed as scheduled during the first week of August.

FP&M employees involved in this project included Ralph Earl, Jim Wells, Rick Reinertson, Steve Knutson, Dave Miller, and Clark Thompson.

Sculpted walls built for exhibition

By Ken Soll

Building Maintenance Structural Services recently tackled a unique project. They built two curved walls for the Brunnier Art Museum Grant Wood’s Main Street exhibition. The walls were 24 feet long, 8 feet high and had a 6-foot arc. They were constructed with plywood plates on top and bottom, covered with ¼-inch plywood and then sheet rocked and finished.

The project went smoothly because we had enough advance notice so that we were able to cut the plates and pre-stage the materials in the building prior to starting. Installation of the walls had to be coordinated during a three-day period between museum exhibitions.

The installation of works of art is a task usually undertaken only by museum staff. However, the curved walls combined with straight frames posed a unique opportunity, so Lynette Pohlman requested the assistance of Randy Fiscus. He handily installed the straight-backed Grant Wood drawings on the curved sculpted walls.

FP&M Staff involved in the project included Marv Allie, Dave Boster, Bob Farnham, Tim Fay, Randy Fiscus, Mark Mather, Leo Pierce, Gary Van Loon, and Ken Soll.

FP&M constructed curved wall behind the Grant Wood’s Main Street exhibition banner.

Grant Wood’s Main Street Exhibition
January 13-August 7, 2004 / Brunnier Art Museum

For more information about this exhibition, visit the Brunnier Web site at http://www.museums.iastate.edu
Vet Surgery Barn demolition

From Les Lawson & Tim Watson

Although the pigeons roosting in the rafters might have disagreed, time was running out for the old Vet Surgery Barn. Located off Stange Road near the tracks, the barn had become an eyesore, outlived its usefulness, and was slated for demolition.

According to *The Iowa State University Campus and Its Buildings* by H. Summerfield Day, the barn was built in 1925-26 as stables for military horses. The College of Veterinary Medicine used the barn from 1955 until 1975, when the new Vet Med building opened. Since that time, according to Katie Baumgarn, room scheduling and other departments used the barn for storage of extra classroom furniture and miscellaneous items.

Prior to the demolition, Marc Burg and Carrol Lind handled the sewer and water disconnects, which they said were routine. John Lathrum from EH&S provided project oversight for the removal and disposal of hazardous materials prior to demolition, including fluorescent light bulbs, PCB ballasts, and asbestos. A contractor, Mid-Iowa Environmental, handled the asbestos abatement of the ceiling and the broken floor tile and cleaned up a majority of the pigeon droppings.

To remove the remaining droppings, Campus Services planned to use fire hoses to wet down the area. Since this portion of the project was delayed until November, the hazard of ice forming became a concern. Fortunately, Mother Nature cooperated by not only providing unseasonably warm temperatures, but also rain, eliminating the need to use the fire hoses or any concern about ice.

Demolition went well. Using an excavator, it took Adam Lande only one day to raze the building. By midweek, most of the debris had been hauled away. The building debris went to Ames Story Environmental Landfill. The concrete floor and foundation debris went to a free disposal area behind Ames Ready Mix, saving disposal costs.

DPS provided a temporary drive to maintain access to Lot 35. Doug Houghton from Parking Systems says the new portion of Lot 35 will add 22 parking spaces to the area. The new design will create a grass strip along Winlock Road that should improve sight lines and driving safety. Parking Systems expects to build the new portion of Lot 35 during the summer of 2004.

Staff from Campus Services who worked on this project included Dan Ackerman, Cindy Azbill, Jon Grove, Brad Jepson, Adam Lande, Terry Ragaller, Bill Ridnour, Cory Ritland, Rich Sickles, and Todd Wilson.

Gerdin Business Building retrospective

By Mike Parsons

Gerdin Business Building goes off to college

Not that long ago, the idea of a new building for the College of Business was not perceived of as a possibility. Some people considered an addition to Carver Hall instead to consolidate the College of Business’ faculty, staff, and student needs. That was before an Iowa businessperson was asked to be a guest speaker. Fortunately, the guest speaker was scheduled in a lower level Carver classroom. The speaker saw first hand the need and opportunity for a new facility and that speaker was Russ Gerdin. Russ and Ann Gerdin’s lead gift in 1998 made it possible for the new building project to move forward.

The Board of Regents approved the project and began the planning and architect selection in July 1999. Architectural firm Zimmer Gunsul Frasca from Seattle, led by ISU alumnus Dan Huberty and Alan Davis, designed the new facility. Miron Construction Company was awarded the building contract in November 2001. Completion of the building and College occupation of the building occurred in December 2003 and opened for students at the start of the 2004 spring semester.

Looking back

During the summer of 2001, the Honors Program relocated and Osborn Cottage gave its life to make way for this campus expansion. Campus Services helped salvage timber from the site to construct benches that now grace the new halls. Look for the walnut benches near the elevator on first, second, and third floor. A bit of our history lives on.

The site selected for the new facility offered great long-term benefits and several short-term challenges. As part of the project, several main campus utilities and a steam tunnels were relocated (during the winter). The urban campus setting provided a challenge to the contractor to deliver material safely to the project while avoiding disruption of daily University activities. Another challenge was the goal to keep alive existing oak trees located close to the new building. Time will tell if this goal was achieved.

All departments of the College of Business, as well as the state offices of the Iowa Small Business Development Center, are housed in the 4-story 111,000 square foot building. The new Gerdin Business Building includes fifteen teaching spaces, computer labs, departmental offices, student

--- Story continued on next page ---
services, team rooms, and a 300-seat auditorium. The third floor accommodates faculty offices and a seminar room. A new career services center in the building eliminates the need for job seeking business graduates to interview in the Jack Trice Stadium skybox.

The building also features a Business Café, open to the public in the comfortable Kelley and Joan Bergstrom Commons. The Café menu includes pastries, desserts, sandwiches, fruit, salads, and beverages. The Café is operated by ISU Dining and will be open Monday through Friday from 7:30 a.m. to 3 p.m.

Thank you to each of the many Facilities Planning and Management employees who helped make the planning, design, and construction of the Gerdin Business Building a success.

---

**Gilman Hall HVAC system upgrades**

*By George Mellen*

Gilman Hall, home to the university Chemistry department, contains many labs with chemical hoods, each of which uses a significant amount of fresh air. Over the years as additional hoods were added, little or no provisions were made for treated air to service the hood additions. This resulted in many of the hoods operating with marginal exhaust and face velocities. A two-phase project to remedy these ventilation problems started in December 2000.

Phase 1 of the ventilation project provided much of the required air. It also corrects many of the exhaust duct problems by replacing galvanized and aluminum ductwork with stainless steel ductwork. To maximize the energy savings, TSI controllers were added to the hoods. These regulate the hood face velocity to maintain a safe working environment.

Phase 2 provided an additional 100,000 cfm to the adjacent area in Gilman Hall. This was achieved by adding an air handler on the roof and utilizing the existing airshaft. The existing system, serviced by a very ancient fan, provided untreated air at insufficient quantities to meet current standards.

Effects of the new ventilation system can be observed as one goes through Gilman Hall. The environment comfort level is much improved and the improved air pressure allows the doors to open more easily. Completion of Phase 1 and 2 allow operation of the building in a much safer and comfortable environment.

This project is in the final phases of completion and it is on schedule and within budget. The primary reason for its success is the result of a very well coordinated team and good communication between the team members. In addition, KJWW Engineering Consultants provided an excellent design, which was accurate and complete, resulting in very few change orders.

The team consisted of George Mellen, Mike Fields, Keith Woo (Chemistry Department), Story Construction (Phase 1), Harold Pike Construction (Phase 2), and Russ Meier and Mike Salmon (KJWW). The subcontractors also contributed greatly to the success of this project.

The success of any project requires the combination of good, thorough planning, complete design documents, and a well-coordinated design/build team, as well as good communication and an understanding of doing the job right and correcting any faults quickly. The advantage of having a construction manager with mechanical knowledge combined with a trained engineer worked well and resulted in quick decisions in solving technical problems.

The ISU team of Keith Woo, John Rundle, Mike Fields, Mike Salmon, and George Mellen made an ideal team to address this project in the most efficient manner. This combined with the cooperation of the construction contractors has resulted in a project on schedule and in budget.

The consultant design engineer, Russ Meier, did an excellent study of the problem and developed an accurate design package. Mike Salmon and Russ Meier provided the follow-up on the design to respond to any questions that might arise.

-- Story continued on next page
The construction manager, Mike Fields, had enough technical expertise to provide problem description and recommendations as required. His personality and the ability to talk to the contractors in their language provide a major degree of confidence on all sides.

The department representative’s, Keith Woo and John Rundle, were most cooperative in providing interface with the building occupants. This was particularly true in Phase 1 when a number of people and classes had to be moved to allow renovation. Once again, good communication and confidence in the project worked well.

The construction crews worked well together and with the rest of the team. An open dialog existed between them and the design team to allow quality work and good progress.

In conclusion, the success of this project was the result of a lot of hard work by all, good communication, reliable documentation, and most of all good people. It has been a joy for me to be part of these great teams.

---

**A step back in time**

*By Rick Branson*

On January 20, 2004, while removing pedestal-mounted desks from Pearson Room 102, Marv Allie, Wayne Hanson, and Ron Scheuermann discovered a makeshift “time capsule” in the pedestal of one of the desks. Items in the pedestal, which provide quite a trip down memory lane, included a Nestles candy bar wrapper, two cigarette butts, and an *Iowa State Daily* dated October 17, 1970! The headlines read “Guardsmen Cleared in Kent Killings.”

While looking through the *Daily*, I found several other interesting items that I thought were worth sharing.

- **GSB** received a shipment of 200 “miniature” refrigerators available for rent, the first product marketed by the newly formed Iowa State Student Services. The refrigerators were renting for $17 a quarter, or selling for $84.50 (similar to the price of a large dorm refrigerator today).
- Combined enrollment at the three State universities was 49,965, a 2.2% increase over the 1969 fall enrollment. The public junior colleges increased their enrollment by 4.2% to 13,174 students.
- The sports section listed the probable football starters for that week’s game against Kansas State (the line averaged 214 pounds, and the backs averaged 196 pound). Head coach, Johnny Majors, talks about the team’s all-American candidates, Tony Washington and Reggie Shoemake.
- If you wanted to tryout for the freshmen basketball team you needed to bring your own equipment and the drills were to be held in the Armory.
- The Century I Cinema was showing the movie *Move* starring Elliott Gould. Playing at the Century II Cinema was *Joe*, “a Rip-Off” of a movie staring Peter Boyle. If neither of these movies interested you there were other movies playing which included *Jungle Book*, *The Love Bug*, and *The People Next Door*.
- A review of the Want Ads revealed some good prices on vehicles. A 1969 VW Bug with radio and sunroof was selling for $1,650, with a notation that it “must sell in a week.” If you were into muscle cars, how about a 1969 Dodge Charger with air conditioning and tinted glass for $2,300.
- There were several Typing Wanted ads and the Lost & Found section had a pair of black frame glasses in a brown case, and a lens cap for a camera.
- Ironically, some things had not changed, such as a political cartoon indicating that we were living in a police state and one with a football player who couldn’t tie his shoelace.
- An ad from a local flower shops informed students that, “It’s still not too late to get your MUM FOR MOM” via their radio-controlled truck that could come to you in minutes.

![Wayne Hanson and Ron Scheuermann showing off their find, a 1970 Iowa State Daily.](image)

For your own trip down memory lane, stop by Gloria Erickson’s desk in 108 General Services to take a peak this 1970 *Iowa State Daily.*
Improving our survey process
By Bob Currie

How do you know how well you are performing if you don’t ask?

For many years, Facilities Services has been asking our customers a series of questions to enable us to benchmark how well we are providing our services. The annual survey process consisted of mailing a separate survey for our Campus Services, Custodial Services, and Building Maintenance Services work units. Each survey consisted of nine questions and included an optional comment section along with a place to identify building location and surveyor name.

Annually, we mailed 900 surveys (300 for each work unit) to department chairs, directors, and building supervisors. Sue Mallas with Facilities Services received the completed surveys, and the real work would begin. Sue would enter the information from each survey into an Excel spreadsheet and transfer the survey comments into a Word document. Typically, a 50% return would occur, requiring Sue to process about 450 surveys.

We would then process the survey data to determine mean scores for each question and then compare this to previous year’s data. Graphs and summary tables would be prepared and shared with work unit managers and staff. As soon as possible, pages of survey comments were shared with work unit managers who would then respond to actionable items. Though we looked forward to the results of this process, the process was time consuming, taking two to three months, and was subject to data transfer errors.

For the FY03 annual survey, support staff looked for ways to improve this process and inquired if an on-line survey was an option. Initial benefits were thought to include: no printing cost, no label cost, no mailing cost, more convenient for surveyor, and less process time for support staff (better, cheaper, faster). Given the go ahead, Sue coordinated a meeting with John Hoffman and Bob Currie. Sue and Bob described for John what they were trying to accomplish and for each question they asked, John would reply, “I can do that.”

John set out to develop a Web-based survey that had the same look as the previous year surveys; it was important to have the same questions and presentation to maintain a consistent data comparison. John set it up so that we would be able to email the survey to the same customer-base and they would be able to return it electronically with the survey contents downloading into an Access database then processed in Excel to produce the same graphs and summary tables as done in the past.

In short order, John developed an on-line survey process providing for our basic requirements but then he provided a few extra items. The result was an online survey process that provided instant tallying of data and up-to-date tracking ability by work unit managers. The new process has taken the form of a “dashboard” providing instant feedback and access to comments needing immediate action. The dashboard also provides a comparison to previous year data. In keeping with continuous quality improvement and intent of moving towards a paperless society, outcomes of this initiative were:

- electronic tallying of the results;
- daily up-to-date tracking ability for the managers in the form of a dashboard;
- ability to take appropriate actions rapidly and responsively;
- reduced process costs;
- and keeping our world-class operatives of providing products and services ‘better, cheaper, and faster’ through fact-based, data-driven, and knowledge based responsive and customer focused services.

Looking back on this initiative and the positive outcomes, reminds us of the importance to challenge our existing processes and that we need to take time to support new ideas and encourage staff to do their best.

Survey says…below are sampling of the positive comments:

- Our building maintenance (general “fix-it”) person is excellent. Checks into things immediately, reports back to us as soon as possible, does a great job.
- The landscaping and grounds maintenance on campus is truly remarkable! We have a beautiful campus thanks to the efforts and talents of your staff. Thank you!
- Our custodial staff is exceptional. They are always courteous and helpful. All requests are taken care of promptly. We couldn’t have a better staff.
- Our custodial staff does a great job and is wonderful about putting an extra polish on things when we are having an event.
- Your staff is very helpful in meeting our needs. When we request something, they are very quick and professional in meeting our needs.
- Thanks for all you and your staff do in these difficult times.
Groups work together to support campus recycling

By Kevin Jensen

Most people around campus notice newspapers, cans and bottles, as well as garbage left behind in and around buildings by busy students and faculty. The “things left behind” put a burden on an already busy custodial staff, make areas look unkempt, and normally end up in the trash. This leads to more money being spent to remove additional tons of material by Iowa State University in a time of rising tuition and increased budget cuts.

The Agronomy Graduate Student Club decided to address one of these problems years ago by collecting cans and bottles in two different areas of Agronomy Hall and taking them off campus to be recycled. Now, three groups with ties to the Agronomy Department (Agronomy Graduate Student Club, Undergraduate Agronomy Club, and the ISU Student Organic Farm) took the initiative to add newspaper recycling to the building. These groups provided the funding necessary to purchase a newspaper recycling bin from the Facilities department and now Agronomy Hall has joined the 20 other campus buildings already recycling newspapers.

This newspaper recycling initiative will “remove” another source of tonnage that would normally have to be picked up and incinerated, leaving behind ash from the process that is deposited in a local landfill. In addition to the environmental benefit of converting the newspapers into recycled materials that can be used again, this is a money saving change for the university.

A person that needs to be singled out in this recycling effort is Facilities Planning and Management program assistant, Gloria Erickson. Her knowledge, quick responses, and wonderful patience helped this change in Agronomy Hall take place.

Striving for innovation awards

By Don Chrusciel

Several of the operations within FP&M are doing some very interesting things, things that border on being innovative and are deserving of recognition for potential merit and use outside of ISU. In an effort to gain recognition beyond the institution, we have submitted five applications recognizing specific efforts to the APPA Effective and Innovative Practices Award 2004. To obtain this recognition, the applicant must provide detailed information via a prescribed APPA application format telling the story of how the innovation came about and explaining the results obtained.

APPA will evaluate all submissions over the next couple of months. They will announce the top five applicants in May 2004. Below is a description of the five applications submitted by FP&M:

- **An Institutional Collaborative Effort - Capital Project Bidding Document Replication/Distribution:** This is the collaborative effort between FP&M capital project management and ISU Printing Services to produce and distribute ISU capital project bid documents.

- **Web Ordering for Custodial Supplies Replacing a Manual Process:** This is the joint effort between FP&M Computer Support Services and the FP&M custodial group to replace the manual supply ordering process with a Web-based system that makes the ordering process more efficient and less prone to errors.

- **FP&M Academy:** This is the combined effort of the FP&M Training Group, supported by FP&M Computer Support Services, to convert the organization’s training development efforts from manual delivery and tracking to a more automated approach. This effort provides an individualized on-line staff report that provides the employee with not only an update of their training opportunities (status), but also access to other pertinent career information.

-- Story continued on next page
• **Capital Project Communication and Collaboration Web Service Application:** This is the use of a vendor product, Active Project (Framework Technology), which allows for the communication and collaboration regarding ISU capital projects beyond the FP&M organization to include not only the campus clients, but also external partners. This tool promotes real-time transmission and up-to-date information regarding the status of major capital projects on the ISU campus.

• **Knowledge Management (KM) – Making Organizational Information Readily Available:** KM involves collecting and disseminating pertinent data, information, and knowledge in a timely fashion for the well-being of the entire organization. From these efforts to date, the organization has been able to get a better handle on managing subscriptions, memberships, and library materials, including development of a virtual library. The use of the Web allows FP&M to exploit technology to not only control the ongoing costs in these areas, but also empower the end-user to tap into an already available resource.

Please join me in not only recognizing the efforts by those involved in submitting these initiatives, but also recognizing the effort of every member of our department, and the contributions all of you make on a daily basis to continuously improve our operation.

---

**Oracle upgrading**

_By Tim Koch_

In November, we successfully upgraded our Oracle data base software from version 8i to version 9i. The process was a little more involved than normal since both versions could not run on the same server at the same time. The old version ran on a 32-bit architecture and the new version runs on a 64-bit architecture. After some preliminary investigation, we determined we only had two options: either we could perform the testing on weekends only, or we could use another server to perform the testing. Option 1 would have involved uninstalling the old version and installing the new version Saturday mornings, running scripts and testing the new version, then uninstalling the new version and reinstalling the old version Sunday afternoon. This option would have taken several months to complete and would have removed all Famis and Resource25 access during those weekends. Option 2 provided us a way to not interrupt current access and to install and test the new version on the server that would ultimately be running in production; as well as, complete the project in a much shorter time frame. Also, we had a second server available due to the fact we had removed it from service a couple of months earlier. So, we decided to go with option 2.

We chose November 1 to start the project with the hopes of implementing the new version by the end of the month. The first step was to install the old version of the Oracle software on the available server. We could not install the new version there because that server did not support the 64-bit architecture. Once the software was installed, the production databases were created and data loaded. After testing to make sure Famis, Discoverer, Resource25, our batch interfaces, our pass-through connection, and our development tools all worked properly, we opened access to FP&M. As a result of moving our production database to the older and slower server, our applications ran slower and people definitely noticed! We were able to find and tweak some behind-the-scenes processes to help speed up some things, but overall the applications were still definitely slower than we were used to.

The next step was to install the new version of the Oracle software on our current server, create the new databases, and load the data. This was done several times to insure the process worked properly, especially the process to migrate the data from the production data base running on the old server to the new data base running on the current server. Once everyone was satisfied, we once again tested to make sure all of our applications were working properly in the new version.

The last step was to migrate the data from the production database running on the old server to the new database running on the current server and complete the implementation to the new version of Oracle. Since the installation and testing went relatively smooth, we were able to successfully perform the implementation Saturday, November 22, ahead of our original schedule. Other than the slower performance while running on the older server, the overall migration and implementation was a complete success. We owe many thanks to Al Glick, Tom Logue, and others from ATS who worked very hard to complete the implementation, and to do so as quickly as they did! We also extend our thanks to Lisa Nalean, Ron Kinyon, and John Hoffman for their participation in the application testing phase and Troy Van De Kreeke from ATS for his help getting the servers base loaded before the Oracle software could be installed.
General Services gets tuned into the weather

By Gloria Erickson

Through a grant submitted by EH&S on behalf of ISU, and coordinated by Story County Emergency Management, 200 National Oceanographic and Atmospheric Administration weather radios have been distributed to most campus buildings. These radios will receive weather alerts and warnings that occur in Story and Boone counties. The weather radio program will help to ensure that building occupants receive adequate warning to prepare for weather-related emergencies.

General Services Building has three weather radios. One is located in Campus Services in the mechanics office (room 65); another is in my work area (room 108); and the third radio is located in the Central Stores office. The Power Plant also has a weather radio.

Each building with a weather radio also has a weather coordinator, or two. For the General Services Building, the coordinators are Tim Watson, Les Lawson, Norm, Hill, and Gloria Erickson. For the Power Plant, the weather coordinators are Jim Garland, Mike McGraw, and Gordon Woods.

As part of the coordinator responsibilities, we needed to identify shelter areas within the building and develop a notification plan for the building/staff in the event of a weather-related watch/warning. The plan specifies how we will contact building occupants, plus how we will contact our staff who might be working in other buildings and/or outside. Below is the plan we will use to notify FP&M staff housed in General Services Building. (Contact the Power Plant weather coordinators for regarding the plans notification plan and shelter areas.)

General Services Weather Notification Plan

- As part of our new employee training, FP&M will instruct staff to pay attention to weather conditions when working outside and to take shelter when the tornado siren is activated.
- We will instruct staff who typically work in other buildings to familiarize themselves with the severe weather notification plan and the shelter area/s within these other building/s.
- We will share our severe weather notification plan with all staff, including general tornado emergency procedure information as provided by EH&S on a regular basis, especially each spring when severe thunderstorms are a particular threat.
- We will post evacuation guidelines and identify designated shelter areas.

Steps for alerting employees:

- We will contact FP&M Service Desk at 4-5100 and request issuance of an all pager and a base radio announcement.
- We will contact Computer Support Services and request issuance of a Network Broadcast Message.
- We will notify secretarial staff requesting they notify occupants of all conference rooms in their specific work area.
- In the event of a tornado warning, we will take the weather radio and proceed to a designated shelter area.
- We will be posting this information on our internal FP&M Web page.

Announcement for a TORNADO WATCH:
The university is under a TORNADO WATCH until _______ AM/PM. Normal routine will not be interrupted unless a TORNADO WARNING is issued. If the weather radio or outside sirens sound indicating a TORNADO WARNING for Story County, proceed immediately to nearest designated tornado shelter.

Announcement for a TORNADO WARNING:
The university is under a TORNADO WARNING. Proceed immediately to the nearest designated tornado shelter area. Remain in the shelter until the TORNADO WARNING is over.

General Services Shelter Areas:

- Basement hallways including C0049, C0050, and C0067 (FP&M hallways between Campus Services and Material Stores)
- Rooms 52, 52A, 52B, 53, 54, 64C, and 71B (Custodial team room, Campus Services break room, and Material Stores office area)
- Room 96 (lower level Central Stores)

Contact the weather coordinator for your area if you have weather-related questions.

EH&S is sponsoring a Storm Spotter Awareness Training on February 17, 2004, from 7-9 p.m. KCCI News Channel 8 meteorologist, Jason Parkin will be the featured presenter. Contact EH&S at 294-2193 for more information or to register for the training.
The power of determination
By Joyce Bricker

In April, I went for a run. I ran seven miles. It was the furthest I had ever run. “I can run the Des Moines Half Marathon in October,” I exclaimed. My family thought this was extreme. Last place in the 2002 race was 3:58. I insisted, “I can do that.” At lunch the next day, Cheryl Robinette (Campus Services’ groundskeeper) agreed she too could run 13 miles in four hours. The training began.

Then in May, I broke my ankle and feared that I would have to put off the race until 2004. Cheryl kept training. Kerin Peterson (Team 13) caught the running bug and decided to run the Midnight Madness 5K in July. She hadn’t run a race in 25 years. In the next month, she also ran the team competition for two triathlons.

In August, Cheryl told me she had run 9 miles but didn’t think she could run any further. I reminded Cheryl that the race wasn’t for another 8 weeks and that it would be cooler. “If you ONLY run 9 miles and have to walk 4, you’d still finish.” I decided that if I had to walk several miles, I too could finish; being last won’t bother me nearly as much as staying home. I started my training at 5 a.m.; it was 85 degrees with 98% humidity.

Kerin asked me to get her an application for the half marathon. We trained separately for the most part. Our common goal was to FINISH the race. Walking was ok. By the end of September, we had run 10 miles without walking!

We met on October 5, the day of the race. I had been sick, had a sore shin. There were 2,000 runners, all abilities; many of them just as scared as we were. The people along the route stood on their driveways and cheered, played music. The water stop people dressed in costumes. The October view of the skyline from Waterworks Park and Grays Lake was beautiful. No faster than we were running, by mile 9 and 10, we had lots of time to look.

The last mile was long. “Where’s the finish line?” “Just up there.” The spectators were cheering, telling us how good we looked. “It’s all downhill from here.” (I decided that downhill hurt worse than up.) A large banner hung from a railroad trestle, “Congratulations.” Above the cheering crowd, a loud speaker was calling our names. We were cheering for each other. Signs painted on the road read, 200 yards...100 yards. I had three people just ahead of me. “In my picture, I want these people BEHIND me.” They were. We all started running and finished running. We were not last. As the runners finished, many of them hugged each other. They had started as total strangers and finished as friends. It didn’t matter how long it had taken us, the feeling of pride and accomplishment were overwhelming.

Cheryl and I took October 6 off to celebrate/recover. Kerin the youngest, thinnest, and fastest went right back to work at 5 a.m. the next day. She had gone from running 3 miles to 13 miles in three months.

The last place finisher for the 2003 Marathon ran 26 miles in 10 hours. “We can do that.”

For anyone interested in the challenge, the Des Moines Marathon 2004 is Sunday, October 17.
From the Des Moines Marathon race Web page at http://www.desmoinesmarathon.com/home.cfm

26.2 RACE DAY REMINDERS...

1. Prepare early
2. Hydrate
3. Pin the bib
4. Lube up (everywhere)
5. Fuel up
6. Bundle up
7. Lace up
8. Relax
9. Relieve
10. Tissue time
11. Stretch
12. Bring a buck
13. Medicines
14. For women only (menstruating, bring extra tampon)
15. Pack some fuel
16. Count on friends
17. Keep drinking
18. Stop for fluids
19. Stick with the group
20. Be steady, freddy
21. Run the tangents
22. Stopping is o.k.
23. Keep on moving
24. Re-hydrate
25. Rub it in
26. Meeting plans…26.2 ENJOY
Letters of Appreciation

From Ellen Reints and Jim Melsa to Dean McCormick: “Thank you for leading the tour this afternoon for Gary and Donna Hoover. We really appreciate you interrupting your busy schedule with such short notice. You and your construction management team truly make a difference.”

From Pamela White to Custodial Team 10 [Karen Carmody and Stewart Nelson]: “I wanted to thank you so much for the extra effort you put into organizing LeBaron Lounge for the visit of President Geoffroy and Provost Allen to our College. The room arrangement worked extremely well, and the President even noted that this was a very nice room for the event. I know it took time for you to make everything look good! We really appreciated it! Thanks.”

From Patrick Gouran to Paul Haggard: “I have been a faculty member at Iowa State University since 1971. My office...several different offices, as a matter of fact...has always been located in Pearson Hall. Obviously, I have encountered a large number of custodians in the past thirty-two years. NONE have been better than Carol Tinkham and Jackie Phillips. I want you to know that Carol and Jackie are top-notch!! Their work is complete, yet unobtrusive. This kind of professionalism should be noted.”

From Deborah Morris to Custodial Team 3: “I just wanted to let you know that we really have appreciated Dee Erickson and Paul Clark these last few days. The team has the 2nd floor of Carver looking good. The Undergraduate office has a large Experience Iowa State (prospective high school students and their parents) coming in today and we can be proud of our building. The hallways look great, the women’s restroom has been cleaned, 205 Carver has been cleaned, the trashcans in hallways and offices are emptied. Our office was cleaned this week, the carpets were spot cleaned, and it looks as if someone cares. Just wanted the custodial team of Carver to know that your jobs don’t go unnoticed and you are appreciated by the Carver Hall staff.”

From Custodial Team 15: “Team 15 would like to congratulate Dan Alexander on his novel idea for inventing a ‘light bulb cart’. It has made our job much easier and safer. Thanks Dan!” [See related story on page 1.]

From Norman Cheville to Custodial Team 16 and Vet Med Area Mechanics: “I want to express my sincere appreciation to...the members of the custodial team and the area maintenance mechanics who service the CVM building for the extraordinary efforts put forth during these past few weeks to prepare our building for the accreditation visit from the AVMA/COE site visit team. Our building was in great shape, and they were impressed with the overall cleanliness of the facility....Again, THANK YOU for your contributions!” [FP&M staff involved: area mechanics John Brown and Marty Mabee; Vet Med custodians: Kathy Clatt, Laurie Cook, Aquimar De Souza, Vern Krepel, Karen Peffer, Marcy Roberts, Wayne Stansbery, Shelley Stow; other custodians: Terri Arnold, Joyce Bricker, Donna Bushman, Karen Carlson, Doug Fuller, Kevin Hein, Tim Leister, Laura McGlynn, Brian Morris, Tom Price, Cindi Rasmussen, and Patty Tolle]

From Kathy Berrett to Paul Haggard and Dick Reckseen: “I want to express gratitude and compliments to our group of custodians [see list from previous thank you] who worked so diligently to make the College of Veterinary Medicine look so clean for our recent AVMA Accreditation site visit. I’ve never seen the building look so good! Everywhere we go the floors have been cleaned and waxed – no small task in this enormous building. Our custodial team has been pleasant and helpful to work toward that common goal of making our home look good for company. Thanks for the good work.”

From Deborah Noll to Custodial Team 03: “I appreciate the hard work the facilities staff [Richard Wilson] has done in taking care of our offices and working to improve the cleanliness of our work areas! Thanks for a job well done!”
Letters of Appreciation continued

From Nels Overgaard and the Associated General Contractors to **Bob Catus**: “Thank you for taking time out of your day and allowing us to tour the practice facility. The attending members thoroughly enjoyed the opportunity. Looking forward to working on other tours and on behalf of the ISU AGC, thank you!”

From Norm Hill to **Dennis Erickson**: “Just a short note of appreciation to your ground shop folks. Once again, **Les Lawson** and **Barb Steiner** came through for us with some much needed manpower. This time it was moving and helping Larry Fullerton to assemble the Atanasoff computer at Jack Trice Stadium last Saturday. My thanks to **Jarrod Martin** and **Ed Johnson** for their professionalism and positive attitudes in getting this task accomplished, especially on a Saturday. It is reassuring that your folks are willing to help us out in a pinch.”

From Charles Dobbs to **Chris Ahoy**: “I have an office in Ross Hall and I had noticed that in the 6th floor men’s bathroom, one sink had a dripping faucet. I reported the problem, thinking the request might be backlogged. I was pleased to find that the faucet was fixed within a week. THANKS! [work completed by **Don Larson** and **Noel Shepley**]”

From Rheon Wolske to **Les Lawson**: “I wanted to thank you and your staff, especially **Barb Steiner** and **Tim Watson**, for their quick response to our “trash” situation when the compactor broke down at UDCC Dining last Friday. I know how difficult that had to be considering that I called them at 3:45 p.m. on a Friday. The service they provided was outstanding. Thanks again.” [**Brandon Kadner** stayed late to assure they had dumpsters for the weekend; **Gerald Deal** emptied the dumpsters over the weekend; **Al Webb** removed the dumpsters when theirs were fixed.]

From WiSE volunteers to **Dean McCormick** and **Bob Catus**: “Thank you so much for volunteering your time to the Science Exploration Civil/Construction Engineering Day. We really enjoyed the tour!”

From Linda Poore for Director Bruce Thompson to **Custodial Team 3**: “Thanks to the custodial crew [**Marian Graves** and **Brian Morris**] for giving this building such a sharp, clean appearance for the sponsor’s meeting. They did a great job.”

From Custodial Team 15 to their new team members: “**Jim Schmalzried**, **Dan Alexander**, **Phoubane Phommasen**, **Jerri Wilson**, **Tom Mills**, and **Bryan Keeney** wish to express our contentment with **Nancy Hunter**, **Cindy Sparks**, and **Kevin Hein**. We are so pleased to have such wonderful people join Team 15. These three people are such hard working individuals with wonderful personalities. They will take any job of any difficulty and go to it. Thanks again.”

From Michael Allen, University of South Dakota, to **Warren Madden**: “Recently I had the very great pleasure of visiting your campus. Our Manager of Plant Operations, our Grounds Superintendent, and I were the guests of Chris Ahoy and the Facilities Planning and Management division. The purpose of our visit was to examine the FP&M groups first hand in an attempt to learn why and how Chris has been so successful in the rebuilding of this division. The entire staff at FP&M [**Dave Ballard**, **Lea Bartley**, **Cathy Brown**, **Don Chrusciel**, **Bob Currie**, **Denny Erickson**, **Paul Haggard**, **Mike Hamilton**, **Gina Holtzbauer**, **Ron Kinyon**, **Kelly McCool**, **Dean McCormick**, **Dave Miller**, **Dean Morton**, **Mark Nelson**, **Kris Pruismann**, **Dick Reckseen**, **Lynn Seiler**, **Carol Swenson**, **Lola Van Wyk**, and **Jeff Witt**] was so gracious, so knowledgeable, and so clearly successful on the road of change that I just had to write and tell you how very impressed we were with ISU in general and FP&M in particular. I note that ISU has the goal of becoming the best land grant university in the nation. I can see that FP&M will play a major role in the achievement of this goal by the full implementation of their plan to become a world class operation. Similarly, under the guidance of our president James W. Abbott, the University of South Dakota is striving to become the best university in its category and USD Facilities Management (FM) will play a crucial role in that quest. We have learned a great deal from Chris and his staff about this journey. We were given full and free access to the campus, the organization, the people, and FP&M documentation and training materials. I am certain we will find it invaluable on our road to building an outstanding operation. Chris Ahoy has undoubtedly become a national force in facilities management leadership issues and the ISU community should be proud to call him their own. On behalf of USD FM I want to thank you and Chris and all the fine people at ISU FP&M.”
Letters of Appreciation continued

From Mark G. Nelson [Ames Lab] to Paul Haggard and Gene Jipson: “Just a short note to praise the members of Team 3 [Marian Graves and Brian Morris] who work out at ASC I, II, and III. They did a wonderful job of supporting one of the IPRT research centers annual meetings. Thanks again for the fine job!”

From Dan Woodin to Gene Jipson: “Just wanted to express our appreciation for the work that Irene Small and Marian Lebo are doing for us in the ASB. When I mentioned that some of the carpet in the ASB was dirty, they said they would see what they could do to clean the carpet. We thank them for putting in extra effort to get this done. I know that staffing is down in your area and that part-time help is not available. This makes their efforts even more commendable.”

From Chuck Morris to Marian Lebo: “All members of the Iowa 4-H State Office wish to thank you for all your extra efforts in the initial preparation of the new Extension 4-H Youth Building. Your demonstrated effort, dedication, cooperation, efficiency, and pride in work are evident in all you set out to accomplish. Your attention to detail in preparing the building for its formal dedication on November 8 and our campus open house on November 21 also went above and beyond our expectations. Also appreciated and recognized are the efforts of your teammate, Irene Small, and others of your team who have come in on occasion to help you. We at 4-H have never been so polished, dusted, and vacuumed! Thank you for your above and beyond efforts and those daily efforts you say are ‘just routine’. They are all very much appreciated.”

From ISU Construction Engineering Senior Design Class to Betty Eckroad: “We would like to thank you for the help you have given us regarding our senior design project. The utility plans you provided have been a great help. They have provided us a good base on which to start our designs. This allows us to perform all the basic functions involved with the development of an actual commercial construction project and present the university with viable designs it may decide to develop in the future. Thank you for taking time out of your busy day to assist in the development of a successful program. Without the help of people like you, Iowa State Construction Engineering would not be regarded with the prestige that it is.”

From Keith Adams to Gene Jipson: “I wanted to express my appreciation for the excellent custodial services that Terri Miller has provided on the third and fourth floors of Bessey Hall during the past several months. She cleans with care and shows attention to detail, and she works hard.”

From Al Kulp to Paul Haggard: “Please forward my sincere appreciation for the prompt, organized and efficient work accomplished by your staff to recover from the water damage we experienced in Marston Hall during Monday’s storm….Rain from the storm on Sunday and Monday was able to flow under the new roof and to enter the building along the outside walls. Deanna Hesson and Toni Ridgway started the recovery early in the day. As the storm continued, we realized more assistance was required to save valuable furnishings and equipment….It seemed to me that within a very few minutes several members of your staff, Campus Services, and Building Maintenance Services arrived at the building. Not only did they arrive quickly, they responded with appropriate carpet extractors, plastic sheeting, and other materials necessary to minimize further damage to the building. As I worked with the roof contractor, I noticed your staff seemed to know exactly where to go, what to do, and what equipment was necessary to minimize further disruption to concerned building occupants, and save campus resources when a timely response was critical. Your staff’s ability to rapidly deploy throughout the building and get the job done with minimum further disruption to building users was very impressive, and made a very positive impression on the building occupants when they really needed your help. Your staff’s ability to effectively work as a team saved the day, minimized further losses, and made the best possible Facilities team impression during a bad situation. Please pass along my sincere thanks for your staff’s assistance during this unfortunate situation.”

From Al Kulp to Les Lawson: “I want to thank you and your staff [Kelly Netcott and Cory Ritland] for your quick response last Friday, October 3. Your staff helped me secure roof debris on the Marston Hall roof…Although this was not a major event, this is one of those in-house FP&M efforts that we must remember whenever the topic of outsourcing comes up. Your staff’s availability, effort, and concern for the campus enabled us to solve a small problem quickly before it became a large problem...Thank you.”
Letters of Appreciation continued

From Roger Bean to Mike Hamilton: “I wanted to tell you Bruce Fisher and Marc Witte were very helpful last week when I needed to reload the OS on a new PC here in the plant. It helped me get some software loaded in preparation for a vendor serviceman in the plant this week. I know they were busy with other things, so I just wanted to let you know that I appreciated their patience with my problem.”

From Gary Weaklend to Lynn Vannoy and Mark DeShong: “I would like to thank both of you for the work you have done in helping Administrative Technology Services in the design, installation, and on-going maintenance of the uninterruptible power supply (UPS) and generator at ASB. As you know this is the system that provides emergency electrical power to the university’s computer systems in the event of a power outage. On December 12, ASB and other buildings in this area of campus had a power outage at 11:30 A.M. Immediately after the loss of power, the Liebert UPS provided emergency power to the computer room and the generator started. Although ASB was without electrical power, all computer systems remained available and there were no interruptions to ATS services outside of ASB. Had the system failed or the generator not started, roughly 2,000 clients across campus would have been affected. Again, thank you for helping ATS in supporting the university community.”

From Rick Branson to Don Webster, Ken Schmidt, and John Brown: “I would like to thank you for responding to this problem in a timely manner. The customer had called me and said that the cage washer needed to be back in service as it was critical to their operation. Addressing our customer concerns in such a timely fashion reflects positively on you and shows your commitment to excellence.”

From Ron Cochran to Eric Zierke, James Rogers, and Rick Branson: “I appreciate all of the diligent work you have put into getting the incinerator into a safe and operational state. The team effort, updates and communications that you have provided as the work progressed. The coordination effort between shops, EH&S, design services, and the contractors you have handled. I consider your efforts an excellent example to all of what is required to move our organization forward to becoming a world-class service provider. THANKS!”

From Deputy Director of the Ministry of Construction, People’s Republic of China to Dean Morton and Dean McCormick: “I am writing this letter to express our thanks and gratitude to the great presentation you have given to us during our visit to Iowa. My delegation is so impressed by the content of your speech and the talks after. We enjoyed so much the tour on ISU campus and are very impressed. We enjoyed your company very much! We found it very helpful to our work of writing the code to guide China’s construction and engineering project. You have made our staying in Iowa a very pleasant experience. We would very much like to invite you to visit China at your convenient time. And of course, we’d love to visit ISU again. Thank you again for your help.”

From Bob Currie to Don Larson: “Thank you for your support of Mike Parsons, Gerdin building and custodial staff, and of course your new responsibilities for the Gerdin Business Building. Your collaborative efforts directly align with FP&M’s aspiration to be “The Best” facilities operation it can be. I encourage you to continue to look for ways to perform your business better, cheaper, and faster and to do so by looking at these key items: the process or the way it is done, the tools supporting the process, and the attitude of supporting staff. Keep up the good work.”

From Marie Mayer to Dean Khan: “Yesterday, I was surprised to see that my staff offices had obviously been vacuumed and none of my staff claimed to have done the job. Today, I learned that it was the work of Deanna Hesson, currently working as the custodian for first floor, Durham Center. As I looked around the rest of this floor, I realized things were looking a bit cleaner else, too--a challenge in a busy building such as this. I wanted to let you know that I am impressed with the initiative shown by Deanna and am positively delighted by the improved look.”

From Arleen Faeth to JoEtta Green: “Just read the on-line edition of Inside Iowa State and noticed that you will have a reception in your honor later this month. Congratulations on your retirement - you provide excellent service to all of us. I will miss you - I’m not sure we have ever met, but since 1993, you have been answering my many questions by phone, thoroughly and with patience. Thank you for your dedication to the University, and Postal Services on campus.”
Letters of Appreciation continued

From Tru Twedt to Bob Currie: “I just wanted to send you a quick email to express my appreciation for the help that John Brown provides to our department regarding all aspects of mechanical services at Vet Med. Over my past three years of employment, John has willingly helped me out numerous times with numerous issues. Today, I have a contractor that needs to perform a formaldehyde decontamination on a biosafety cabinet in a lab in Vet Med. Part of the required procedure is to provide a single pass exhaust air source to the room containing the cabinet. John, with last minute notice, has been instrumental in helping the contractor achieve this exhaust requirement.”

From Lynette L. Pohlman to Ken Soll, Dave Miller, and Clark Thompson: “I wanted to thank you for jobs well done this last week in the Brunnier Art Museum. I sincerely appreciate the sculpted walls the shops team built for ‘Grant Wood’s Main Street’ exhibition, and the first phase of the new heating/cooling system for the Brunnier--for the first time there is well controlled and monitored humidity--I find this very thrilling! I know both work crews were challenged with tight schedules due to the nature of changing exhibitions and fragility of the art, and everyone exceeded my expectations on timing and results. Please extend my appreciation to everyone involved with these two projects—again, jobs very well done.” [See related story on page 4]

From John Anderson to Jane Abell and Paul Haggard: “I want you to know what a gem you have in Carole Evans, our custodian for the Communications Building. She’s friendly and personable, does her work cheerfully, is extremely conscientious and efficient, and she’s also very aware of others’ time. The thing that really prompted me to write this was my noticing how clean the kitchenette/utility room on the second floor has been recently. This morning, when I was in the room filling the pot, I asked Carole if she had anything to do with the improvement in the room. She said she cleaned it, and she was again giving the sink a ‘once over’ with Comet this morning. This is the kind of attention, conscientiousness and ‘above the call of duty’ service is rare, and I hope it will be rewarded by FP&M now and at her review time. And please—don’t take her away, at least for a while! Thanks!”

Other Recognition
Seasons of Giving Winter 2003

For many years, Central Stores and FP&M have coordinated efforts to reach out to the community and help those in need through the Volunteer Center of Story County. This year’s winter collection was no exception. Through your generosity, we collected over 75 toys/gifts. We also raised $1,131 in cash donations through our annual bake sale and pizza lunch, and from several personal donations.

One group of three came up with an ingenious way to raise money throughout the past year. All year long, if one of the three (who have chosen to remain anonymous) would cuss, they had to put a quarter in a “cuss jar,” raising over $65! They said that for financial reasons, their cussing was curbed by the end of the year!

Several other staff members made considerable personal cash contributions and the carpenter shop provided a generous donation from their shop funds. Thanks to everyone who participated in the pizza lunch and bake sale (by donating and by buying baked goods). These two events raised nearly $600.

Among the donated toys and gifts were decks of cards, a variety of board games, Easy Bake Oven, yo-yos, blankets, stocking caps, dolls, Spirograph, gloves/mittens, wallets, various stuffed animals (including a darling frog everyone wanted to take home), Hot Wheels/Matchbox cars, jewelry, art supplies, watches, puzzles, Nerf basketball sets, various toddler/baby toys, a tricycle, and a bicycle.

Thanks for your generosity from the 2003 Committee: Lisa Amdahl, Lea Bartley, Terry Dannatt, Gloria Erickson, Gina Holtzbauer, Sally Houser, and Tom Price.

Below is a reprint of the thank you we received from Jen Buckingham, President of the Board of Directors: “On behalf of the Board of Directors and the Staff of the Volunteer Center of Story County, please accept our deep appreciation of your toys, gifts, and cash donations to purchase gifts for children, teens, and the elderly for the Seasons of Giving Winter. The success of the Seasons of Giving depends on monetary contributions, volunteering of time and talent, and donations of clothing, gifts, and toys for those children and families in need and the alone-elderly and disabled persons in Story County. Thank you so much for assisting with this project during the holiday season.”
Other Recognition continued

United Way 2003
According to the United Way of Story County Web site, their mission is “providing leadership for annual funding with accountability for the people of Story County through human service organizations. “The organization raises funds throughout the county to be distributed to over 32 partner agencies. They utilize these funds to provide assistance to over 30,000 Story County residents of all ages, backgrounds, and interests. When you give to United Way of Story County, you are helping your neighbors, friends, families and co-workers, and you are making your community healthier, happier, and stronger.”

According to Gina Holtzbauer, our departmental United Way representative, Facilities Planning and Management surpassed our 2003 United Way goal of $4,000 by $1,033, contributing a total of $5,033. Thanks to all the generous employees who contributed to this wonderful cause. For more information about United Way, visit the local organization Web site at www.uwstory.org/.

25-Year Club
On February 19, 2004, ten FP&M employees will be inducted into the ISU 25-Year Club and one employee will be honored for 35 years of service. Watch for details regarding our new inductees and the banquet in the spring issue of Facilities News.

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

Job Changes
We extend our congratulations to the following people on their recent promotions:

☆ Effective January 1, 2004, Ken Soll became an assistant manager in Facilities Services, Building Maintenance (position held by Gary Birkestrand for many years until he retired in June 2003). Ken’s area of responsibility will include the structural shop and key shop operations. Ken has over 24 years of experience at FP&M.

☆ Effective January 10, 2004, Les Lawson became interim manager of Campus Services (position held by Dennis Erickson for many years until his retirement in January). Les has almost 20 years of experience at FP&M.

☆ Doyle Cervene and Kevin Smith have been promoted to power plant utility worker after successfully completing the training program. (We expanded our training program several years ago when recruiting of power plant personal became challenging and we acknowledged the need to develop our own staff via structured trainee programs. We reviewed and updated an existing program for the utility worker and boiler operator trainee. The utility worker portion of the program is 24-months in duration and the boiler operator portion is an additional 12-months or 36-months total. The program consists of both CD-Rom based training and traditional instruction books. The CD-Rom training has pretests, training module and a final test. The traditional training consists of instruction manuals and quizzes which we use as a workbook. There is on-the-job training in the areas of general power plant operations.)

Memorial Tributes
Alice Ann Utley Haus – November 7, 2003 – Margie Tabor’s mother
Rhoda Ione Kohler – January 21, 2004 – Royce Bohning’s twin sister
Marion Renoux – January 23, 2004 – Mark Renoux’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.)
New Employees

☆ **Tony Martz** joined Custodial Services Team 20 as a custodian I on September 27, 2003.

☆ **Greg Brodie** joined Utilities as a power plant utility worker on October 23, 2003.

☆ **Carole Evans** started full-time as custodian I with Team 7 on November 4, 2003, after working temporary since April. Carole lives in Ames and is the mother of four (three girls and one boy), grandmother to 12, great-grandmother to four, and still not old enough to retire! She worked in Las Vegas for ten years as a custodian in one of the biggest casinos. Carole loves cats, enjoys bowling, embroidery, going to garage sales and flea markets, visiting the elderly, and gardening. She also is a C.N.A. and is taking a course to become a respite care provider through the Lutheran church. Carole enjoys working at ISU and the FP&M department.

☆ **Nathan Rodamaker** started in Utilities as a power plant utility worker on November 6, 2003.

☆ **Brian Angstrom** started as an area mechanic with Building Maintenance on November 17, 2003. Brian and his wife, Sherri, live in Stratford with their three daughters, Cassie, Codi, and Whitney. He previously worked at ISU.

☆ **Brian Sparks** joined Campus Services as a groundskeeper on November 17, 2003.

☆ **Randy Bryan** started in Campus Services as a groundskeeper on December 1, 2003.

☆ **On December 1, 2003, Brian Thilges** started working in Utility Plant Maintenance as an environmental systems mechanic. Brian and his wife, Jenifer, live in Boone. Before starting at ISU, Brian worked at NADC.

☆ **Donna Caudle** joined Custodial Team 11, working in Soil Tilth as a custodian I, on December 15, 2003. Donna lives in Jewell and her fiancé, Doyle Cervene works at the Power Plant. Donna has grown kids, Dawn and Jayson, and four grandkids. They are raising five kittens, their “babies” now! Donna had been working at ISU as an XH floater and XH at University Village.

☆ **Before coming to ISU, Shawn Sass’ work involved taking care of the athletic fields at the University of Colorado. Since January 5, 2004, Shawn has been working in Campus Services as a groundskeeper. He and his wife, Tammy, live in Ankeny.

☆ **Beth Ritchie** is the new Postal and Parcel mail center coordinator beginning January 9, 2004. Beth lives in Ames and was a student Postal and Parcel employee for 2 ½ years while attending ISU. After graduating, Beth took this full time position created by JoEtta Green’s retirement. Her hobbies include reading, chatting on-line, teaching herself to play the guitar, crochet/knitting (just ask Terry Dannatt, Beth has made her a couple of scarves), art, and painting.

☆ **Walter Baptiste** joined Custodial Services Team 7 as a custodian I on January 12, 2004.

☆ **On January 20, 2004, Rick Liebich** joined Custodial Team 7 as a custodian. Rick and his wife, Mary, live in Rippey. They have two sons, Richard (15) and Arthur (20). Before coming to ISU, Rick worked at the City of Ames Power Plant. His hobbies include model railroading, playing chess, and he is a Civil War buff. If his son, Richard, choose to go to ISU, he will be a fourth generation Iowa Stater.

Upcoming Retirements

☆ **Betty Eckroad/Utilities Engineering** – March 19, 2004 (reception plans are in the works)

Watch the FP&M internal home page for reception information.
Retirements

Bill Holt Retires


Lola Van Wyk presented the FP&M employees’ gift to Bill, that consisted of a yellow and red ISU stadium coat and a brass/wood retirement plaque with his years of service inscribed. Bill’s wife, Carolyn, assisted in creating a series of surprise presentations. Joe Kuennen presented Bill with a gift certificate for Culver’s and Menard’s (one of the Holt’s favorite shopping adventures). Joe mentioned that this was for Bill to use while “tinkering” around the house. Tim Fogue presented Bill with a picture of him partying with a certain former basketball coach, which was a great gag gift.

The party’s Cyclone theme continued with everyone enjoying “Cyclone” carrot cake, “Cyclone” chocolate cake, and “Cyclone” punch.

We wish Bill the best years in his retirement; he will be missed!

Dennis Erickson Retires after 40+ years!

How Many Shopping Days Till Christmas? Dennis Erickson could tell you, which he did every opportunity he got. Who might you hear singing or humming “It’s Beginning to Look a Lot Like Christmas” in the hot months of July and August? Dennis Erickson of course!

Dennis Erickson retired on January 9, 2004, with an informal reception from 3:00-4:30 in 142 General Services Building. Gloria, his wife, and Lindsay, their daughter were present to ease Dennis into retirement. FP&M family (past and present) and friends across campus came to wish Dennis well in his retirement.

To highlight Dennis’ life at FP&M, LA students, Brent Yezek and Brad Lents, artfully created a DVD. It played continuously in the background at the reception for attendees to view and was later given to Dennis as a gift. Dennis received several other retirement gifts including a matted picture of campus, which consisted of one large picture of central campus, and three smaller pictures of campus nestled around it. Another was a gift certificate to Cabela’s, and I heard from a very good source, that he was browsing the catalog that next night. The third is a tree to be purchased in his name and planted on campus this spring. Location of the tree and species will be of his choosing. Don’t be surprised if you see Dennis on campus tending to this tree himself!

Dennis’ sense of humor, fun-loving, teasing nature, dedication, and huge knowledge base of university facts and information are just a few of the things we will miss. As for me, I don’t know how I will ever remember Christmas this year without his constant updates!

Good luck, Dennis, in your retirement! You deserve it!

-- Submitted by Sue Mallas and the others on the reception planning committee, Chad Deike, Jeannie Hau, Les Lawson, and Barb Steiner

Facilities News contributors/staff

Chris Ahoy            Terry Dannatt            Joe Kuennen            Mike Parsons
Dan Alexander        Mike Fields             John Lathrum           Lynette Pohlman
Katie Baumgarn       Gina Holtzbauer         Les Lawson             Lynn Seiler
Rick Branson         Doug Houghton           Sue Mallas             Ken Soll
Joyce Bricker        Sally Houser            Mike McGraw            Clark Thompson
Marc Burg            Kevin Jensen            George Mellen          Tim Watson
Don Chruscies         Lou Keigley            Dave Miller            Gordon Woods
Bob Currie           Tim Koch               Terry Negri            Editor: Gloria Erickson

20