Power plant staffing evolution

By Mike McGraw

Doyle Cervene’s recent journey to power plant boiler operator (see Job Changes page 14) is an example of opportunities that currently exist in the Utility Production Operation. Over the past several years, the staffing needs of the power plant have been changing. We are less dependent on the old stoker fired boilers, thus reducing the need for a utility worker.

The automation system in place today provides a significant change in how we monitor and operate the plant. Last year we built the North Campus Chilled Water Plant, and we monitor and operate this facility from the main power plant. In combination, these changes have significantly changed the demands on our staff and the way in which we staff the plant. The installed technology has provided an opportunity for our staff to function at a higher level.

In the past, an operating team consisted of the chief operator (supervisor), assistant chief operator, two boiler operators, and a utility worker. It is our desire to see the staffing change to the following: chief operator (supervisor), two assistant chief operators, and two boiler operators.

To accommodate these coming changes, we developed personnel qualifications for the utility worker, boiler operator, and assistant chief operator classifications. Those employees interested in transitioning into higher-level positions can work through the training objectives, and when they feel they are ready, they can request a reclassification review.

A review committee, made up of the power plant leadership team, meets with the staff member to review their work and exchange questions about the specific equipment and systems. The review committee summarizes this meeting and makes a recommendation to the power plant manager, at this point; a formal request for reclassification is submitted.

We are pleased and excited about this process. We believe we are providing an opportunity for those employees who desire to take on higher-level duties and responsibilities within the power plant operation, and be compensated accordingly. Several staff members have engaged in this process thus far. We hope in coming months that we have more requests for reclassification from staff members who have been investing in themselves and preparing for this opportunity.
To FP&M Staff:

This is the last issue published by Gloria Erickson, our Facilities News editor. Gloria is retiring to pursue other challenges after 32 years of service to ISU FP&M. In the past eight years, Gloria has worked closely with me, and has faithfully produced Facilities News for the benefit of both the FP&M community, and for those who wished to hear about us, including folks from the outside, our campus community, and our Big 12 and Big 10 friends. Facilities News has been a great marketing tool, and it has put us on the map many times with the unique articles. Gloria has maintained the news information at a high level of excellence through meticulous attention to details and fastidiousness. On behalf of all FP&M, I want to thank her for all she has done for us, and wish her our very best in the new challenges and new inspirations on the road ahead. Gloria, we will miss you much. Best wishes for your new life.

What does president-elect for APPA mean?

On April 28, 2005, the election results came in from the Association of Higher Education Facilities Officers (APPA) announcing that ISU was again fortunate to have one of its employees (myself) elected as the 2005 APPA President-Elect. Four former ISU FP&M administrators have held this prestigious position, and they went on to become APPA President. These individuals included:

- Thomas Sloss in 1917, 1923, and 1931;
- Bill Whitman in 1985, while ISU associate vice president for facilities (retired);
- John Harrod in 2000, while in his current position as director for facilities operation, University of Wisconsin (former ISU director of campus operations); and
- Gary Reynolds in 2001, while in his current position as director of facilities, Colorado University (former ISU director of facilities management).

Serving as APPA president-elect means another opportunity for ISU to be recognized through leadership and participation.

The first order of business and duties after my installation at the APPA 2005 Educational Facilities Leadership Forum (August 4-6, 2005) in Orlando, Florida, will be attending the 2005 TEFMA Conference in Perth, Western Australia (September 26-30, 2005). I will be making a presentation and attending their board meetings. This sojourn will also be a wonderful opportunity to meet old friends and acquaintances, and to meet APPA members in that region.

One of the duties of the president-elect will be to attend and participate in the APPA strategic alliance annual meeting with the presidents of APPA (president-elect, incoming president, president, and immediate past president). The strategic alliance was established for the long-term benefit of the membership. By forging ahead with each of these strategic alliances, we are poised to:

a) provide depth and breadth to the profession’s four core competencies (general administration and finance; operations and maintenance; planning, design, and construction; and energy and utilities);

b) improve the facilities management profession as an industry;

c) further leverage our scarce resources; and
d) increase our understanding and appreciation of the critical factors influencing both higher education and the profession. These factors include information technology, resource scarcity, public scrutiny and accountability, governmental intervention, and environmental deterioration.

Conclusion

In 1914, representatives of 14 Midwest institutions founded APPA in Chicago. Membership in the organization grew from 100 in 1970, to more than 2,000 in 1980, and by 1990, it grew to over 3,700. Current memberships total is over 4,700, of which there are approximately 2,700 professionals, 1,400 institutional memberships, 300 education-related organizations, and 300 corporate-based business partners. At APPA headquarters in Alexandria, Virginia, there is full-time staff that assists APPA leadership with running the day-to-day association functions for its membership. In 1991, APPA changed to the Association of Higher Education Facilities Officers to reflect the expanding responsibilities of the facilities management departments.

APPA’s vision is “becoming a global partner in learning.” Its mission is to support educational excellence with quality leadership and professional management through education, research, and recognition.

It will be a busy time for me fulfilling the duties of president-elect. I look forward to working on my election platform of “recruitment and retention,” with various committees in making APPA “the association of choice.”

I want you all to look for opportunities in which you can put your talents to work. Enjoying the work you do best is always in the best interest of Iowa State University. Thank you all for your diligence and hard work. Stayed tune as we continue to progress with our processes.

Warmest regards,

Christopher K. Ahoy
Associate Vice President for Facilities
Where did all of the children go?

By Vern Faber & Roger Graden

In 1943, a parent-formed Child care coop, which later became the University Child Care Center, was established in one of the new (back then) buildings of west Pammel Court. The center grew over the years and with its growth, occupied additional Pammel Court buildings to accommodate their needs.

The Pammel Court buildings were originally constructed to house the influx of young student families immediately following WWII, and were meant to be temporary housing. They remained as “temporary housing” for 50+ years serving thousands of ISU families. The last residents of the old buildings were the children of the University Child Care Center. All of the other buildings had been torn down and only those housing the center remained.

Due to the age of the buildings and the amount of maintenance required to keep them habitable, a plan was hatched to find new quarters for the child care center. The goal of the project was to consolidate and modernize the child care facilities formerly in West Pammel Court. Vacating these buildings would allow the Pammel Court facilities to be razed, and would free the space for future development of the site in keeping with the university’s master plan.

Initial discussion centered on whether or not to build a new building, and where the building should be sited. The final decision was made to remodel the building at 100 University Village (formerly home to Department of Residence administrative offices and maintenance shops). A project budget of $2M was established and was funded by Treasurer’s Temporary Investments money. In December 2000, the university hired InVision Architecture, Des Moines, to work on the design. InVision was recommended because of their knowledge and experience in designing similar projects. The design called for the original building to be gutted, an addition to be added, and the interior, including infrastructure, to be brand new. PCM Midwest, LC was the low bidder for the construction contract and construction finally began in February 2003. Roger Graden was the project manager and Vern Faber was the construction manager for FP&M.

The new facility brought four groups, occupying nine separate buildings, under one roof in the 11,000 gross square feet of 100 University Village. The new building is called the “Iowa State University Family Resource Center” and houses the following groups: University Child Care Administration, University Child Care Center, Center for Child Care Resources, and the Comfort Zone (a sick child care facility). All of the groups, except for University Child Care Administration, are contract tenants of the building.

In March 2004, the University Child Care Center, the longest continuous resident of Pammel Court, had no problem saying “goodbye” to the aging Pammel Court buildings. The University Child Care Center is the largest tenant of the building and provides child care for approximately 80 children ranging in age from newborn to 12 years old. The children experienced quite a change in the quality of their environment when they made the move to the new facility.

One big change was their access to a grass playground instead of the pea gravel they were playing on at their old facility. The children also have hard-surfaced concrete paths to ride their bikes.

One unique and enjoyable experience with this building was the day several children were involved in putting their hands and foot prints in the freshly poured concrete sidewalks located in the play area (picture at left). Another more recent incident happened when we were walking the building for the one-year warranty inspection. This involved going into each room (now occupied with many very curious and wide-eyed little individuals) to list all the defects. It was obvious they have taken ownership in their classroom spaces, as it did not take long before we had a few future quality control experts voluntarily pointing out spots and scratches on walls.

So, the children, and the many adults serving the families of those children, have a new home at 100 University Village. They are very proud of their new space and like to show it off to visitors. They have hosted President and Mrs. Geoffroy several times, and even hosted Iowa Governor Vilsack recently when he stopped by to see firsthand what Iowa State University is doing for the advancement of early childhood education.
Steam Blows - The Noisy Part of Startup

By Jeff Witt

One of the first things required for startup of a new steam turbine is cleaning of the steam piping that supplies steam from the boilers to the steam turbine. In the case of the new turbine generator at the power plant, this new pipe is a 200-foot long, 12-inch diameter steel pipe that supplies steam at 400 psi and 750 deg F from an existing steam header to the turbine inlet. At full load, the new turbine generator will require nearly 215,000 pounds of steam per hour and the steam will flow through the piping at a speed of 128 feet per second.

The piping must be cleaned of any mill scale, weld splatter, and other debris from installation. Special welding procedures were used for installation to minimize the amount of debris from welding, but cleaning was still required. Any debris remaining in the piping can cause significant damage, much like sandblasting, to the machined turbine blades in the steam turbine. The clearances in the steam turbine are only a few thousandths of an inch, so any debris can cause problems. Blade damage resulting from debris can also reduce efficiency in the steam turbine.

The method used to clean steam piping is called a steam blow. A steam blow is exactly what it sounds like; live steam is blown through the new piping to clean it. A temporary steam line is connected to the end of the new piping and routed across the floor of the plant and out the door. The steam is blown through the new piping and out the temporary line and discharged to the atmosphere. The piping is cleaned by both the high velocity of the steam through the pipe and by thermally cycling the piping between steam blows. In years past, the steam for the steam blow was directly discharged out of the pipe resulting in a sound similar to a jet airplane take off. Today, in most cases, a large silencer is used to muffle the noise, although hearing protection is still required. The silencer used for our steam blows was borrowed from the utilities department at the University of Iowa.

Steam blows were completed on Saturday, March 19. One boiler was isolated from the remainder of the operating plant and was dedicated to steam blows so the normal operation of the plant would not be affected. The boiler was started early Saturday morning and brought up to nearly operating pressure and the temporary steam blow valve was opened. Due to the large swing in boiler steam loads, the boiler pressure would drop and the boiler would shutdown during each blow. Each steam blow would last about two minutes and the steam valve would be closed. The boiler would then be restarted and brought back to pressure, which took about 45 minutes. To determine when the piping was clean, one inch square polished steel coupons or bars were inserted into the temporary steam line and steam was blown at the bar. The steam blows would be completed when two consecutive blows showed no damage to the test coupons.

The first blow (see picture below) was done around 8:00 a.m., and resulted in a black plume of steam leaving the steam silencer as the bulk of the debris was removed. Subsequent blows were not quite as dramatic. The first test coupon was installed on the fourth blow and the piping was clean after seven blows. Steam blows were supported by the mechanical contractor, American Piping Group, and were conducted by additional ISU staff including Curt Coffman, Jack Hiles, Mike Cleaveland, Jim Garland, Doug Mullen and Mike McGraw. During the steam blows, we were able to attain steam flows of about 140,000 pounds per hour and were able to thermally cycle the piping over 100 degrees. After completion of the steam blows, the temporary piping was removed and the final piping connections to the steam turbine inlet were made.

25-Year Club inductee

Marvin Allie’s name was inadvertently omitted from the list of 25-year club new inductees. We extend our congratulations to Marv for his years of dedicated service.
A PGA journey
By Chris Seaboch

As a recent inductee into the PGA of America (Professional Golf Association), I would like to share with you this five-year process. It was a long, hard road, but definitely worth the journey.

The first step is passing the Players Ability Test (PAT) to show the PGA you are capable of shooting scores of above average ability. My PAT was passed at Otter Creek in Ankeny, where competitors play 36 holes in one day and need to finish within a set scoring range, 15 strokes above the course rating (Otter Creek is 70.3). My total score to break was 155, which means I had to shoot about 77, 78 or any combination. In 1998, I missed a PAT by one stroke. I took it again in 1999 and passed with flying colors. There is a different type of pressure knowing what you have to shoot before you step on the 1st tee. Every bogey puts you one step closer. It is tough to stay in the moment of each shot, but you focus and get through it.

When you complete your PAT, you sign up to be an Apprentice. At this stage there are three required levels to go through and be tested over, all of which you must pass before moving to the next level. Absolutely everything you may encounter in the golf business is covered, 20 subjects in all, ranging from teaching, rules of golf, tournament operations, golf car fleet management, food and beverage, merchandising and inventory management, and supervising and delegating. All in all, the PGA estimates you will spend 645 hours completing seminars and work experience activities and countless hours studying for tests, doing research, and learning all facets of the golf business. I’m sure if I tallied the hours needed to complete the program, it would be well over 2,000.

I especially would like to cover the teaching aspects of the program. The program requires you to observe different instructors before teaching on your own. I spent time watching some great area teachers including ISU golf coach Jay Horton and 2001 Iowa PGA Teacher of the Year, Chris Winkel. Jon Ward (former professional at Ames Golf and Country Club) and Matt Matthias (chief operating officer for Newman Golf Operations and general manager at Briarwood Golf Course in Ankeny) were also very instrumental in my career, in not only the teaching aspects, but also how to be the best professional I can be. Like many others, I have spent countless hours watching the golf channel, but nothing is better than getting “hands-on” experience with these fine teachers.

Of the 2,000 hours, at least a third of them have been geared towards the teaching aspect of golf. Some of the biggest things I have learned are not only in the motion of the golf swing, but the direction one should take to improve. Anyone can read Golf Digest and learn many great tips; however, unless you are working with a professional, do you really know that a particular change will help you in the long run. It may work as a band-aid for your particular problem, but most of the time it is not helping your golf game improve. I have many students who want to learn how to stop slicing the ball or make their approach shots stop on a dime, but I prefer the students who come to me and simply “want to improve”. This is a person who wants to learn all aspects of the game and most often, the student who after our sessions, a little sweat and elbow grease, becomes a better player.

We are lucky to have a few PGA Professionals in Ames, and to have an assistant professional at Veenker starting the program now. I have no doubt that after completing the PGA program, he will be an excellent teacher, as he already does a fine job with all his current students. Those taking group lessons at Veenker are lucky to be working with people who are going through a great program. Our instructors are highly trained, and like me, they are always learning, and will continue to learn every year that they are in the golf business.

I urge you, if you are interested in taking the game up or learning more about the game, you seek out someone with the proper training, whether it is Jon Vodehnal at Ames Golf and Country Club, me, or Mark Atchison at Veenker, or another area PGA Professionals. If your goal is to improve and become a player who enjoys the game and enjoys playing well, you need to seek out a trained professional. If you are paying for lessons, make sure you are paying someone who not only knows the game, but also is someone who has learned and is learning the game from an organization like the PGA of America, an organization devoted to turning out the best of the best.

At the end of the PGA program, an Apprentice has spent over $6,500 to complete all the levels. Not a cheap program, but it is very informative and the PGA of America wants to make sure its students are committed in becoming the best in every way.

I would like to end my article with a “thank you” to many of the people who helped me through the program including the above-mentioned teachers, as well as current Veenker co-workers John Newton and Tess Balsley, as well as the countless others who have contributed to my success. I have learned numerous things at Veenker from John and Tess that are not taught by the PGA, and Veenker has been nice enough to help me through the program.
Each summer, Iowa State is a different place. The buildings are the same, but the sidewalks are a little less crowded at the top of the hour and our masses of college students are replaced by swarms of visitors, ranging in age from 8 to 70.

They come for camps, conferences, games, and more. They come to have fun while learning. Below are just some of the events that will make campus a busy place this summer.

**Iowa Special Olympics**
For more than 20 years, Iowa State has hosted the summer games of the Iowa Special Olympics. About 3,200 athletes compete in this annual event, run with the help of at least 1,000 area volunteers. Another 7,500 coaches and family members also attend.

The games (May 19-21) include 10 sport venues held in and around the Lied Center, Forker, the Iowa State Center, and Beyer Hall.

**Custodial Services** provides services in the Lied Center, Forker, and Beyer Hall. These services are in addition to the regular custodial hours. The services include general cleaning to make sure the buildings are ready for the events to begin, and cleaning following the events to prepare the buildings for regular use on Monday. Custodial Services’ goal is to keep the buildings clean for the athletes, coaches, volunteers, and family members. Staff from Campus Services work to keep those attending safe by helping with road closures, barricades, banners, mowing of fields, and installing snow fence along the creek.

**ISU freshman orientation**
About 3,800 incoming freshmen and transfer students, some with parents, will visit campus in 2-day increments June 1-28 for freshman orientation.

In June, during freshman orientation, Custodial Services gives special emphasis to clean and maintain those buildings considered part of the “Golden Loop” tour in an effort to provide the best first impression possible to prospective students and their families. Campus Services coordinates installation of directional signage to help freshmen find their way along their new ISU journey.

**4-H Youth Leadership Conference**
About 1,000 14- to 18-year-olds from around the state will visit Iowa State June 28-30 for this annual leadership development conference that is planned by a 4-H student team. The conference includes a morning of community service at various locations in the Ames area.

As part of the group’s community service initiative, Custodial Services will coordinate with Campus Services to provide trash bags, brooms, dustpans, and any other general cleaning equipment needed by the group.

**Iowa Games**
The Summer Iowa Games (July 14-17) are expected to draw between 12,000 and 15,000 athletes, and another 10,000 coaches and spectators to the Iowa State campus. Competitions will be held at the Lied Center, Beyer and Forker halls, State Gym, intramural fields east of Jack Trice Stadium, Veenker Memorial Golf Course, the equestrian area at Vet Med complex, soccer fields adjoining the Towers and Willow residence halls, Forker tennis courts, the ISU Disc Golf course, and ISU Cross Country course. A second, smaller weekend of competition is scheduled for July 22-24.

The Iowa Games affect Custodial Services in much the same fashion as Special Olympics with extra services and overtime. During the Iowa Games, Campus Services works to make their visit safe and friendly by helping with road closures, barricades, banners, and mowing of fields.

**National cheer camps**
Iowa State is a site for three July camps (July 10-13, 19-22, and 26-29) offered by national cheer and dance companies that will draw between 500 and 600 (total) high school cheerleaders and dancers. Camp participants practice on campus grassy areas and in recreation services gyms.

Custodial Services maintains the gyms in Beyer Hall and Forker to provide the most satisfying experience possible for these athletes. Their workload increases in the event of rain.

All FP&M staff are instrumental in providing helpful, courteous service to the many visitors to campus through the summer, and year round.
Lean initiative celebrates milestone

By Bob Currie

So what are we celebrating anyway? Reaching 2.0 Sigma! February 2004, marks the date for initiating a lean approach to the small project development process. In March 2004, we began measuring the progress of the new process. The key performance indicator was our ability to keep our commitment to complete projects on time, now known as the project close measurement. After all, we make a promise to our customers when we complete a project. Just how well were we doing?

The results, before and after

In March 2004, two-thirds of our projects failed to finish as promised. In six-sigma terminology, this performance represented 1.0 sigma or 690,000 defects per 1-million opportunities. This is not very good by six-sigma standards, and it is understandable why we would have disappointed customers.

A year later, April 2005, two-thirds of our projects are completed as promised, and in six-sigma terminology this performance is 2.0 sigma or 308,537 defects per 1-million opportunities. This is almost a 50% improvement in the project close measurement! This performance gain, in just one-year’s time, is a significant improvement and certainly an accomplishment worth celebrating.

Celebration-wise, the noise was kept low-key, but did involve an official announcement and presentation of baked goodies to those directly involved. The recipients were key lean initiative staff who faithfully attended the weekly Tuesday morning project status review and schedule meeting, including Building Maintenance staff, Project Coordination Center staff, and representatives from Custodial Services and Design Services.

What’s Next

Staff from Building Maintenance and Project Coordination Center, as two key process owners, have been meeting throughout the past year, continuing to review and refine their piece of the small project development process. In light of continuous quality improvement, they plan to continue collaboration and identify ways to improve the small project development process.

Most recently a third key process owner, Design Services, began reviewing their piece of the small project development process. Their involvement with improving the process potentially means a new sigma level can be achieved within a years time, 3.0 sigma or just 66,807 defects per 1-million opportunities. A 3.0 sigma would be an 89% improvement in the small project development process, and a very notable achievement for FP&M.

Stay tuned for future results!

Key process owners include Ken Bollenbaugh, Ron Cochran, Don Hoffmann, John Jones, Ken Soll, and from Building Maintenance; Bart Dobson, Lana Hood, Brandi Latterell, Julie Randall, Steve Rentschler, and Cindy Stigler from Project Coordination; Gene Jipson representing Custodial Services; Bruce Bonestroo representing Design Services; and George Mellen representing Maintenance Support.

Insight to Six Sigma performance – What is Six Sigma?

Six Sigma is a methodology that provides businesses with the tools to improve the capability of their business processes. This increase in performance and decrease in process variation leads to defect reduction and vast improvement in profits, employee morale, and quality of product.

The goal of Six Sigma is to eliminate variability, defects, and waste that undermine customer loyalty. Six Sigma simply means a measure of quality that strives for near perfection. Six Sigma is a disciplined, data-driven approach, and methodology for eliminating defects (driving towards six standard deviations between the mean and the nearest specification limit) in any process – from manufacturing to transactional and from product to service.

The statistical representation of Six Sigma describes quantitatively how a process is performing. To achieve Six Sigma, a process must not produce more than 3.4 defects per million opportunities. A Six Sigma defect is defined as anything outside of customer specifications. A Six Sigma opportunity is then the total quantity of chances for a defect.

Sigma Performance: Defects per Million Opportunities / Sigma Level
- 1 sigma = 690,000
- 2 sigma = 308,537
- 3 sigma = 66,807
- 4 sigma = 6,210
- 5 sigma = 233
- 6 sigma = 3.4

Examples of Sigma Performance Levels – Real World Applications

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<th>Situation/Example</th>
<th>In 1.0 Sigma World</th>
<th>In 2.0 Sigma World</th>
<th>In 3.0 Sigma World</th>
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<td>Erroneous business orders, 250,000 order opportunities</td>
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FP&M submits innovative ideas

By Don Chruscieł

Once again, ISU FP&M recognizes the innovative efforts of its operations by having three units submit applications to the APPA Effective and Innovative Practices Award 2005. This entails providing detailed information, via a prescribed APPA application format, telling the store of how the innovation came about and what results were obtained.

These submissions will be evaluated by APPA, and the top five applicants submitted from all APPA member institutions will be announced and recognized in June 2005.

The three FP&M applicants submitted include:

- **Building Access Control**: Building Access Services combines the functions of electronic building access control and metal key services, and their respective systems, into one FP&M managing unit. The combination of these two individual functions offers an efficient, prudent, and timely service to campus customers, and helps bolster collaboration between FP&M and DPS.

- **Using Technology to Enhance Classroom Scheduling**: The use of technology has allowed FP&M to migrate from a simple classroom request system, via a phone call or an e-mail, to a more customer engaging classroom request Web form and Web site. The increased demand for classroom usage has put a strain on services to provide timely and efficient maintenance on the classrooms. To assist these efforts, we created an FP&M Internal Web site classroom conditions checklist.

- **FP&M Academy**: The FP&M Academy, in combination with the FP&M Training Group, is supported by the efforts of CSS (Web) 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 on their training opportunities (status), but also access to other pertinent career information.

FAMIS switchover is coming

By Mike Hamilton

The implementation of a new version of FAMIS – 8i, is fast approaching. Saturday, July 9, 2005, is slated as the switchover from FAMIS 7i to 8i.

As with any new software upgrade, there are inevitable changes that will be realized. The following outlines a few of the changes you will see in the new version. FAMIS 8i will be a web deployed product, which means it will run using a web browser over the internet. This means that screens will act and look a bit different, printing will operate a bit differently, and generating reports will be different. Because of the significant effort of upgrading to 8i and fiscal year break, the change of running reports using the web version of Discoverer is being delayed until this fall.

Some groups are already testing their processes using 8i including accounting, PCC support staff, 5100 support staff, capital support staff, material stores, and maintenance support. There will need to be some re-training by all areas on how to navigate and understand some of the new features of FAMIS 8i, so stay tuned for more information on this matter.

Over the course of the past year, and especially the last nine months, much work has been done in preparation for this upgrade. We extend a huge thank you to Ron Kinyon, John Hoffman, Marc Witte, Bruce Fisher, and Steve Nystrom for their efforts on this project. Also, a huge thank you to our ATS partners of Tim Koch, Lisa Nalean, James Armbrust, and Al Glick, along with a host of other ATS employees who have worked in the background.

While we have become accustomed to expecting such an effort from these folks, and it is easy to dismiss their efforts “as part of their job”, most do not realize how much extra time outside of normal work hours have been invested to make this upgrade a success. Please help me in acknowledging your appreciation to these staff members as they continue to work through this critical process.

Memorial Tributes

Harold Lyons – March 5, 2005
Retiree from Campus Services

Leroy Newberg – March 22, 2005
Retiree from Custodial Services

Our thoughts and prayers go out to their family and friends.
(Please notify Terry Dannatt if you would like a memorial notation included in the next issue of Facilities News.)
Letters of Appreciation

From Pat Mize to Don Hoffmann: “I just wanted to tell you how great of a job Randy Fiscus and Leo Pierce did with our damaged rooms over here in Forker. They worked hard and were very courteous. It was a pleasure having them work in our building. They listened to our concerns (especially mine in 203 Forker) and they went out of their way to please us and make us happy. Randy (working on the ceiling) and Leo (patching up and painting) both worked around me in my office and allowed me to continue what I needed to do to get my job done. Leo was very conscientious about getting 211 Forker patched up and painted before our reception last Monday, and he had his mess all cleaned up on time for us to prepare the room. What pleased me the most was that they didn’t leave their messes for the custodian or me to clean up - they got the vacuum or dustpan and cleaned up their own messes. We are all very happy with how 227 Forker turned out. It is so “clean” and bright. Dan Hampe did the electrical work consisting of removing ceiling fans and replacing the old lights with new fluorescents. Keith Wierson, custodial services, finished the floor after it was installed, and they look great. Area maintenance Rick Tjernagel also assisted in the project. Thank you for having such great employees.”

From Kathy Box to Lola Van Wyk and Lynn Vannoy: “We recently had a power outage problem that was disrupting classes and playing havoc with our computer labs. I reported the problem, and Lynn Vannoy was assigned the design project. When he found out classes were being disrupted as many as three times in a 15-minute period, he quickly brought in electricians (from Jaspering Électric) who righted the problem VERY quickly with NO disruption to our classes. It was exactly what we needed, cost efficient, and especially fast. Thank you to all!”

From Robert (Hap) Steed: “This e-mail is to inform you of the great help I received from several employees last week when we had a Marlock failure in one of our graduate research labs. Because of a power failure during a generator test in Black, we lost all programming and accounts to our Marlock in room 95E Black. A few weeks earlier we had lost the ability to program the lock (thought the lock still allowed students to use their keys to come and go). The professors in charge of the lab were considering their options when the lock failed all together. Now we lost everything. The lock would not work. There were 20 people who need to come and go into the lab so I called Doug Westbrook right away and told him of the situation. He got permission to have Mark Reddish come over with him and view the situation. It appeared there was a major problem with the system and it was decided to quickly replace the Marlock with a conventional key system for the night and issue a few keys for the students to share for the night. In the morning, the faculty decided to stay with the regular key system and install a camera for security. Doug came over first thing in the morning to put a permanent lock in and he and Lyn Foshé got enough keys cut so the students could pick them up that day. So I have to say, HATS OFF, to Doug, Mark, Lyn, Maggie Hamilton, and John Jones for their help taking care of this critical situation.”

From Warren Madden to Chris Ahoy: “Mr. Madden asked me to relay his thanks for the superb job provided by FP&M in preparation for the Distinguished Awards Ceremony held in Beardshear Hall. He expressed his appreciation for the cleanliness of the building and all the other support provided towards the success of the event.”

[Staff involved included Linda Bochmann, Peggy Deaton, Jennifer Dodge, Doug Harjes, Jeff Hedlund, Dave McComas, Cheryl Robinette, and Jeff Schreck]
Letters of Appreciation continued

From Food Science Building staff to **Virgil Erbe** and **Dave Russell**: “Thank you, both so much for all you did to make our relocation of the Reading Room in the Food Science Building go so well.”

From Sue Mallas to **Jack Small**: “I would just like to commend **Jack Small**, custodian in General Services Building, for the great job he is doing. In the short time he has been here, he has made a difference in our building. The hallways and individual offices are cleaner, and he does it all with a smile and helpful attitude. I have heard many good comments regarding his work from co-workers. Please let him know how much we appreciate his effort. Thanks.”

From Ken Moore to **Paul Haggard**: “I would like to add my appreciation and gratitude for **Virginia Seliger**’s efforts as well. There have been a number of office relocations recently in Agronomy Hall. She has made an extraordinary effort to assist those involved on top of her regular responsibilities. **Virginia is an outstanding custodian and a pleasure to have in our building.**”

From Ron Kinyon to **Paul Haggard**: “I’d like to give a special “Thank You” to our custodian **Jack Small** for the nice job I’ve been noticing around our building. He’s very polite and always smiling while making our workspace a little nicer. Please let Jack know that I really appreciate the job he is doing.”

From Lynette Sherer to **Paul Haggard**: “We had a major event Friday, April 15, in Howe Hall. We told the custodians in this building about the event and they gave 100% effort to making sure the building, and specifically our area, looked great. There were hundreds of people attending this event... many from off-campus. The contribution by **Jill Krause** and **Phyllis Ritter** (maybe others as well) contribute greatly to the success of our forum and the university. Please share with them our appreciation for their hard work.”

From Jerri Wilson to **Custodial Team 14**: “I want to thank Team 14 for all of their hard work on ground floor in Ross Hall while Jim Schmalzried was off. Thank you to **Carol Lindgren**, **Terri Arnold**, **Laura McGlynn**, **Keith Wierson**, and **Tonekham Keller**. Thanks to **Kris Cook** for your hard work and good humor. Thanks to **Judy Elsberry** for her good work and cheerfulness.”

From Carolyn Erwin to **Paul Haggard**: “Just wanted to let you know how pleased Kris Gerhard, associate dean, and I were with **Lisa Ferrari-Terry** for her help with the blinds. We had new carpet installed and she took it upon herself to take down the blinds and clean them and get them back up. What a joy to have clean, shiny blinds.”

From Robbie Kerkove to **Paul Haggard**: “I work in the Agronomy Department and I just wanted you to know how great I think your custodial team is [**Tracy Bloomquist**, **Brenda Mittlestadt**, **Virginia Seliger**, and **Jackie Tegland**]. They are always more than helpful if we need something. Today, I would like to extend a special thanks to **Virginia Seliger**. I will be moving my office to another location within the department and she went out of her way bringing boxes so my assistant and I could get things packed to make the transition move more smoothly. She also made sure the office I was moving into was clean by the time needed. In fact, she did it ahead of schedule so I could begin my move before Facilities had to move my furniture. This was quite a challenge since she also had to clean another office to get ready, but she accomplished this task, and, with a smile! I just wanted to take this moment to let you know that you have a great team in the Agronomy Department, and I wish to take this opportunity to express my thanks for all they do for me.”

From Sorrel Brown via the FP&M web page: “Please pass this message along to whoever was involved in designing the area around the new bridge on Knoll/Union Roads. I drive to campus from Lincoln Way and Knoll Road. The view coming in that way presents a beautiful entrance to campus, with the lovely curving bridge, wrought iron fencing, and the trees full of spring blossoms. Even the Gerdin Building looks proportionately pleasing framed by all the landscaping around that area. It is a pleasure to see coming to work everyday. Thanks to all who helped create that vista!”

From Mary Winter to **Sue Mallas**: “Thanks for making the arrangements for parking, barricades, electricity, etc., that were crucial to helping us pull off the party Friday. We really appreciated your help. Thanks again . . . it all went well.” [Staff providing assistance were **Cheryl Robinette** and **Les Lawson**]
Letters of Appreciation continued

From Marie Mayer to **Danny Cox, John Larson, and Craig Wirth**: “Thanks so much for the behind-the-scenes April 22 tour of the Durham Center. The attendees were very impressed with your knowledge and awed by the complexity of what it takes to keep a building, such as ours, running smoothly and safely. We understand considerably better why it is such a challenge to maintain temperature and humidity suitable for machines and people. The group also really enjoyed getting to learn more about what is in the sub-basement and the penthouse… I’ll contact you to see if it is possible to do this again sometime. Again, thanks for what you put into this special presentation for us. It’s much appreciated.”

**New system for posting thank you notes**

In mid-May, we began posting thank you notes and other recognition on the internal FP&M web page. This not only allows for timelier posting, it better shares the information with our staff. Beginning with the summer/fall issue of *Facilities News*, thank you notes will be summarized instead of printed in their entirety. Below is a summary of the thank you notes received since mid-May.

- **Brian Morris** and the rest of Custodial Team 16 (Kathy Clatt, Laurie Cook, Sue Holderness, Vern Krepel, Tammy Laundererville, Jim McElherne, Joy Page, and Karen Peffer) received a thank you note from the College of Veterinary Medicine for help preparing the building for their 125th Anniversary Celebration.
- **Carole Evans** received words of thanks from the staff in the Communications Building for “her quality work, great customer service, and can-do attitude”.
- **FP&M** received a thank you letter from Bob Anderson with the Lincoln Way Chapter for raising $844 for the “Heroes for the American Red Cross” Campaign.
- **Leo Pierce** received a thank you note from Lab of Mechanics for “going above and beyond” on the project to repaint their offices.
- **Virgil Erbe** received a thank you note from staff in Hamilton Hall for “going out of his way to be helpful” “… We just don’t give the **Facilities and Management employees** enough ‘credit’ for all they do around this university.”
- **Library Custodial Team 5** (Donna Bushman, Bob Greene, Joseph Little Bear, Judy Shadle, Lisa Terry, and Arlys Udelhoven) received a thank you for their “excellent work making the ‘Special Collections Research Center Renovation Celebration’ an outstanding success.”
- **Steve Pecenka** and **John Jesse** received a thank you note for their quick response and teamwork in repairing a malfunctioning door at Thielen Student Health Center.
- **Walter Baptiste** received a thank you note from graduate students in Carver Co-Lab expressing their appreciation of his efforts cleaning the offices and labs. “He is very dedicated, does his job very well, and he’s a nice person to have around. We are happy to have him here.”

**Other Recognition**

**Ahoy 2005 APPA president-elect**

Christopher K. Ahoy, associate vice president for facilities, recently was selected president-elect of APPA, Association of Higher Education Facilities Officers (for additional details, see *From the desk of Chris Ahoy* on page 2).

**Ahoy speaking engagements/publications**

- ISU Business Affairs Management Team Meeting, Ames, March 30, 2005: “*What is Lean?*”
- Iowa Quality Center and Iowa Six Sigma Association quarterly breakfast meeting, Johnston, IA, April 8, 2005: *Connecting Baldrige, Balanced Scorecard Plus, and LeanSigma Way*
- Total Facilities Management (TFM Show™), Chicago, April 20-22, 2005: *Creating a World-Class Operation and Using Quality Tools for High Performance*
Recognition continued

**Look receives College of Design Award**

On April 13, Sarah Look, FP&M landscape architecture intern, received the College of Design’s American Society of Landscape Architects - Merit Award.

**Kalra wins MBA Case Competition**

Sonia Kalra, former graduate student with FP&M Project Management Services, was a member of the winning team in the first Iowa State MBA Case Competition.

**Warrick receives C&I honors**

Department of Curriculum and Instruction recently honored FP&M custodian, Rose Warrick, for exemplary service and commitment. Tom Andre, department chair, presented Rose with a certificate of appreciation and a green plant (picture at right).

**Newton & Erickson receive P&S CYtation Award**

On May 31, 2005, ISU President Gregory Geoffrey presented John Newton (Veenker Memorial Golf Course superintendent) and Gloria Erickson (Administrative Services program assistant) with a P&S CYtation Award. Below is a summary of their nomination letters (submitted by Don Chrusciel).

**John Newton:** ...John’s passion to make the facility a welcoming operation is unquestioned as judged by the many accolades he has received including being recognized in 1999 as the best superintendent of golf courses from the Iowa PGA. Through his leadership, he has brought this self-funded operation into the 21st century by not only making it available to the community for golf, but also serves the ISU Athletic Golf teams, as well as accommodates ISU Horticulture Turf Management research. Veenker has also provided training opportunities for many students who aspire to become involved with golf facilities. ...While always looking for opportunities to improve the facility, John has lead his staff in improving the operation over the past few years. Beyond normal repairs and conditioning, John and his crew have taken on some significant improvement tasks, which have included a state-of-the-art irrigation system, a new pavilion, and range improvements (target greens & water drainage, on the west side of Stange Road in 2004). ...It is without question that John is dedicated to not only the Veenker Memorial Golf Course, as well as Iowa State University. John is an avid Cyclone. If there is any doubt, all one has to do is notice the tattoo of CY on John’s right leg, adorning his calf.

**Gloria Erickson:** Behind the scenes of Facilities Planning & Management communications effort is Gloria Erickson. As part of the FP&M Knowledge Management team, she takes personal responsibility for publishing the organization’s newsletter, maintains information lists, and helps to distribute key updates using available technology. ...Her role as the ISU campus recycling coordinator has been instrumental in keeping the program going strong. Each year the totals for recycling on campus continue to increase in certain sectors and maintained in others. ...Under her direct leadership, the recycling program has expanded to include cardboard, and most currently, confidential materials destruction in 2005. ...It is Gloria who takes the lead in rallying the FP&M organization to community service projects such as the Red Cross Drive, and several of our annual fundraisers, toy, gift, food and school supply collections to support local families in need. In her 30 years of service to ISU, she excels in work performance and commitment to the community ...Her service, loyalty, and commitment to community truly epitomize what we all aspire to be as members of the Cyclone community.

**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,
Terry Dannatt
Farewell from the editor

By Gloria Erickson

After nearly 32 years with FP&M, and allowing my husband (Dennis Erickson) over a year to adjust to retirement, I’ve decided to join him. My last day at ISU FP&M will be June 10, 2005. I’m doing my own version of “phased retirement”, as I have accepted a part-time events coordinator position at Reiman Gardens. I look forward to this new adventure!

I extend my appreciation to all of you for your help and support over the years in pulling together the quarterly issue of Facilities News. You always came through for me with ideas and information, although sometimes it took a bit of prodding!

Terry Dannatt, Design Services, has graciously agreed to take over as editor of Facilities News. Your cooperation in helping Terry gather stories in the future will be much appreciated.

Thanks again, and best wishes to all.

Job Changes

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

☆ Doyle Cervene was reclassified to power plant boiler operator in March 2005. Doyle started at the power plant in January 2002 as a utility worker trainee. Doyle completed the 24-month trainee program and was promoted to utility worker. Doyle continued his self-development through in-house training programs and objectives. Doyle completed the boiler operator’s personal qualifications and has begun training and working as a boiler operator.

☆ Brandon Kadner was promoted to a groundskeeper II effective May 16, 2005. Brandon started in Campus Services as a groundskeeper I in December 1999.

New Employees

☆ Art Jefferies joined Custodial Services Team 4 as a custodian on March 14, 2005. Art lives in Des Moines with his wife, Julie, and 9-month-old daughter, Carlie. Before starting at FP&M, Art worked for Residence on the weekend team. He enjoys hunting and fishing. Art is looking forward to working with and getting to know the people at FP&M.

☆ Kim Boelman, utility E&I technician in the Power Plant, started on March 21, 2005. He and his wife, Beth, live in Slater. Their twin sons, Josh and Adam, graduated from ISU in 2002. Adam is married (Dena) and has a 7-month-old daughter, Emma. Art worked for Technical Services in Ames, Ryko Manufacturing in Grimes, and Bourns, Inc. in Ames, before joining FP&M. Art and Beth play competitive pool (8-ball). Art collects stamps and coins, enjoys selling on EBay, and electrical automation. They also enjoy their timeshare in Mexico.

☆ Lori Danna started working on Custodial Services Team 4 as a custodian on April 8, 2005.

☆ On May 10, 2005, Mark Miller began working in Utilities Plant Maintenance as an E&I technician. Mark lives in Ames with his wife, Emmi Christian, and children, Aaron (15), Tali (11), Nikki (10), and Kade (4). As you can imagine, Mark lists his hobbies and special interests as “kids, kids, kids”. Before starting at FP&M, Mark worked for ABC Electric in Des Moines.

Facilities News contributors/staff

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Class of 2005
We extend our congratulations to FP&M employees and family members who recently graduated from high school or college. Along with their name, relationship (or where they worked at FP&M), school, and when available, we included information about their post-graduation plans.

College Graduates

**Daniel Bosman**  
Son of Mark & Judy Renoux  
Grandview College - B.A. in Broadcasting/minor in Photography  
Employed at Des Moines Radio Group

**Lindsay Erickson**  
Daughter of Gloria & Dennis Erickson  
Iowa State University - B.S. in Elementary Education  
Pursuing teaching position

**Marissa Eyanson**  
Daughter of Carol & James Eyanson  
Iowa State University - B.S. in Psychology  
Internship in Perry, may return for Masters in Marriage and Family Counseling

**Amy Fiscus**  
Daughter of Randy & Lori Fiscus  
University of Northern Iowa - B.A. in Management with emphasis in Business Administration

**Jared Hohanshelt**  
Son of Tom & Audrey Hohanshelt  
Iowa Lakes Community College - Welding  
Pursuing job opportunities

**Michael Miller**  
Son of Dave and Laura Miller  
University of Northern Iowa - B.S. in Business, Management  
Attending Minnesota University, pursuing Masters in health administration

**Matthew Miller**  
Son of Dave and Laura Miller  
Georgetown University - Masters in English  
Taking time off before pursuing a PhD

**Crystal Mittlestadt**  
Daughter of Brenda & Dave Mittlestadt  
DMACC - Business Administration  
Pursuing job opportunities

**Carl Prater**  
Steve & Dot Prater  
Iowa State University - BFA in Graphic Design  
Pursuing career opportunities

**Jessica Renoux**  
Daughter of Mark & Judy Renoux  
University of Iowa - B.A. in Speech & Hearing Science  
Work in field for a year, then return to earn AuD

**Mike A. Schmidt**  
Son of Ken & Ann Schmidt  
Iowa State University - B.S. in Management Information Systems

**Luke Stigler**  
Son of Cindy & Russ Stigler  
University of Northern Iowa - General Studies/minor in Marketing  
Pursuing football career and/or job in marketing field

**Allison Thompson**  
Daughter of Clark & Julie Thompson  
Central College - B.S. in Biology/minors in Spanish & Business  
Iowa State University pursuing Masters

**Clark Thompson**  
FP&M Utility & Energy Management  
Iowa State University - Masters of Business Administration

**Melissa Vais**  
Daughter of Deanna & Rusty Hesson  
DMACC - Early Childhood Education  
Employed by ChildServe, Ames, IA
High School Graduates

Jennifer Bean
Daughter of Roger & Debbie Bean
Ames High School
Iowa State University - Elementary Education

Lucas Bricker
Son of Joyce & Jim Bricker
Webster City High School
Iowa Central Community College, Fort Dodge - Computer Technology

Erin Chrusciel
Daughter of Don & Marilyn Chrusciel
Ames High School
University of Arizona, Tucson - Physiology

Ashley Hamilton
Daughter of Mike & Maggie Hamilton and Nancy & Tom Moore
Ames High School
Iowa State University - Elementary Education

Chelsea Johnson
Daughter of Ed and Linda Johnson
Ames High School
DMACC - Ankeny Campus, Early Childhood Education

Brandon Peterson
Son of Kerin & Mike Peterson
Boone High School
Iowa State University - Industrial Design

Jessica Sprague
Daughter of Patty & George Tolle
Gilbert High School
Iowa State University - undeclared

Lindsay Tabor
Daughter of Margie & Denny Tabor
Valley High School, Des Moines
Bradley University - undeclared

Other Graduates

Taylor Vannoy
Son of Lynn & Kathy Vannoy
Bethesda Christian Nursery School, Ames
Fellows Elementary - kindergarten; looking forward to his first T-ball season & swimming lessons

Retirement

A retirement reception was held in honor of Phoubane Phommases on June 2, 2005. Phoubane started at FP&M Custodial Services on June 3, 1996. He previously worked in Heady Hall before joining Team 15 several weeks before retiring. Team 15 was happy to have Pho working with them in the last few weeks here at Iowa State. The reception was held in the Gerdin Business Building, where many friends, faculty, and staff joined together to wish Pho a great retirement.