

PIPELINE

Keeping Facilities Management Employees Informed
April 2005

Annual Beautiful U Day Awards

Third annual Beautiful Classroom Award goes to...

Congratulations to Chris Duba, Brian Lutz, Elen Asfeday and Kevin Dean! They are the winners of the third annual Beautiful Classroom Award for their work in keeping Folwell Hall looking fabulous. The award was presented during the Beautiful U Day awards ceremony.

The Beautiful Classroom Award was created in 2003 as a partnership between Beautiful U Day and the Office of Classroom Management. The award honors custodial staff members for providing the University of Minnesota students with classrooms that are clean and ready for use each day.

Vice president Kathleen O'Brien invited Bob McMaster, associate dean for Planning in the College of Liberal Arts to join her along with Steve Fitzgerald from the Office of Classroom Management and Ruthann Manlet, director of building services to present Chris, Brian, Elen and Kevin with the Beautiful Classroom Award. Their names have been added to the traveling trophy next to Al Fors and Carlos Pinos, the winners of the first annual Beautiful Classroom Award and Jack Ciupik, Bruce

Uphus and Gregory Wessels, the winners of the second annual Beautiful Classroom Award. Also recognized were Ibrahim Mahmoud, Daniel Pechman, Jerry Luiten and Muhamde Teshete, from Blegen Hall, Carlos Pinos and Al Fors from the Science Classroom, Nick Sinderman from Fraser Hall, Benjamin Krohling from Willey Hall, Jeff Grim and Lula Haile from Appleby Hall, Jim Larson from Johnston Hall, and Bruce Uphus, Greg Wessels and Jack Ciupik from Ford Hall for receiving nominations for this year's award.

Congratulations to all of the FM custodians who work hard each and every day to keep our campus clean and comfortable.

Sandra Dokka and Haile Redda win second annual Beautiful Building Award

"All through the year, Peters Hall is clean and orderly, sometimes we even forget to notice it because we are so used to the great work done by our custodial staff. During the winter months especially, I realized just how much effort goes into keeping Peters Hall looking good. Sandy and Haile never let us down – the salt and sand we track in, the overflowing office trash bins, the well-used public areas – all are magically restored each morning when we come back to the School. I know it's not magic, it's hard work and our custodial crew does it day after day. Peters Hall is a beautiful building. Thanks Haile and Sandy!"

- Scotty Daniels, Peters Hall

CHRIS, BRIAN, ELEN AND KEVIN LISTEN AS VICE PRESIDENT O'BRIEN COMMENTS ON THE WONDERFUL WORK THEY DO IN FOLWELL HALL.



VICE PRESIDENT O'BRIEN, ASSOCIATE VICE PRESIDENT SPEHN AND JEAN QUAM, DIRECTOR OF SOCIAL WORK IN PETERS HALL, PRESENT SANDY AND HAILE WITH THE BEAUTIFUL BUILDING AWARD.

Congratulations to Sandra Dokka and Haile Redda! Their outstanding custodial service in Peter's Hall has won the second annual Beautiful Building Award.

The Beautiful Building Award was created in 2004 by the Beautiful U Day committee to recognize the custodial staff member or team that provides University of Minnesota students, faculty and staff with facilities and spaces that are clean and comfortable. The Beautiful U Day committee partnered with Facilities Management to create a list of criteria for nominating a building and the custodian who cleans them for this award.

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What's Going on in FM...

Steve Spehn, Associate Vice President



April was a very busy month in FM and as a result, there is a lot of good work to recognize. I would like to thank everyone who participated in this year's Beautiful U Day program. As you can see from the pictures and article in this issue of Pipeline, it was another very successful day.

A very big THANK YOU to Les Potts and the entire Landcare crew for all they do each and every year to make Beautiful U Day a success. Les and the Landcare crew were involved in more than 20 Beautiful U Day events this year. It is no surprise that Les was the recipient of the very first Beautiful U Volunteer Award. Congratulations Les!

Congratulations to the nominees for this year's Beautiful Building Award and Beautiful Classroom Awards. The number of nominations we received for these awards and the many letters we receive each month from our customers for the back page of Pipeline demonstrate that we are making strides in meeting our goal of customer satisfaction. Thank you for your efforts in keeping all of our buildings and classrooms beautiful. If you were not nominated for an award this year, remember that nominations are submitted by our customers every spring and these awards are given out every year on Beautiful U Day. You can read about this year's nominees and Beautiful U Day award winners on the front page.

Congratulations to Twila Jensen, Beth Koepke and Dan Sward. They have been selected to participate in the President's

Emerging Leaders Program. Ruthann Manlet participated in the program last year and continues to work on Central Human Resources Leadership Development Project focusing on the importance of creating a culture that values effective performance management and systems management skills. The work of the President's Emerging Leaders helps to move the work of the university forward and I am very proud of the contributions of our FM employees. You can read more about the President's Emerging Leaders Program on page 3.

Speaking of working to move the work of the university forward, vice president O'Brien and I are meeting with FM managers and supervisors to discuss FM's role in helping to realize President Bruinink's vision of transforming the university. We are asking for everyone's ideas on how to improve FM's service delivery and how to make FM a great place to work. Please send your ideas to me at anytime. I can be reached by e-mail at (spehns@facm.umn.edu) or you can send them via interoffice mail to Donhowe 300. I will be meeting with all of you throughout the summer to discuss these ideas and our continued work in meeting our goals of becoming a more efficient and effective organization.

Thank you once again for all that you do each and every day to provide excellent service to the entire University community. We make the University work!

Work Status Communication Initiative Seeks Employee Suggestions

Are you using the "We Were Here" work status post-its? If so, what do you think? If not, why?

In an effort to better communicate with our customers, the Work Status Communications Work Group is gathering information to develop and implement meaningful statuses to work orders.

Any ideas, comments and suggestions to help the project team develop effective communication through work order statuses would be appreciated.

Please call 4-2900 or e-mail your thoughts to (fm_callcenter@facm.umn.edu).

Years of Service Recognition

FM employees who have reached years of service milestones in April 2005.

5 Years

- Al Balogi
- James Becker
- Clinton Behnke
- Stephen Chichester
- Kathryn Felix
- Bernie Fiske
- Jim Hansen
- Charles Heille
- Donna Hix
- Lorne Lindberg
- Martha Lindekugel
- Abnet Rikitu
- Chad Schmidt
- Thomas Stolusky

10 Years

- Jonathan Crane
- Almaz Fetenessa
- John Harvat
- Jerry Kane
- Beth Koepke
- Rick Swanson

20 Years

- Rose Mary Fairbanks
- Duane Foster
- Dana Staehnke

25 Years

- Douglas Evans
- Mark Koutek
- Matthew O'Brien
- Mark Speicher

30 Years

- Gary Cottrell

35 Years

- Benjamin Morales
- John Stocke
- Gary Summerville

President's Emerging Leaders Program

Congratulations to Dan Sward and Beth Koepke of BAS and Twila Jensen of Finance. They have been selected to participate in the 2005 – 2006 President's Emerging Leaders Program.

The President's Emerging Leaders Program develops the leadership skills of very competent, high potential University staff, thereby building institutional talent. Eligible staff include P & A, civil service, and bargaining unit staff from all of our campuses. Each year, a cohort of 25 staff are selected to participate in this year-long development opportunity. Participants devote up to 8 hours a week on program activities, including seminars, experiential learning, assessment of leadership skills, and coaching.

The President's Emerging Leaders Program is designed to identify talented staff and further develop their readiness and skills for leadership roles. Participants become part of a talent pool that administrators can tap for open University positions or other assignments that require leadership skills.

Ruthann Manlet participates in the President's Emerging Leaders Program 2004 – 2005

Ruthann has been with Facilities Management since 1985. Ruthann currently directs the Custodial Program; 471 custodians and 25 administrative staff. She has taken a lead role in the Custodial Program Improvement Initiative. She is responsible for custodial service operations on the Twin Cities campus; to include budget development, managing staffing levels and vacancies. She has developed a business plan for the Building Services department, integrating Facilities Management's mission of stewardship and service that supports the University of Minnesota's mission. Ruthann coordinated and implemented the new employee orientation of the building and grounds workers and supervisors. She has partnered with many University of Minnesota departments to create a customer-centered culture. She has implemented a custodial service measurement program that consists of inspections, custodial task lists and a

computerized project maintenance program. Ruthann is a strong advocate for developing and empowering her staff. She has trained and developed 16 building and grounds workers to lead workers in the last two years. She speaks regularly to the University groups regarding diversity in the workplace. She has developed and then presented "Delivering Great Service Training" to over 1000 Facilities Management employees. Ruthann serves on many outreach committees including the Beautiful U Day Committee, Minnesota Resources Center and the International Minneapolis Airport Facilities Board.

Ruthann's Emerging Leader's project is working with the University of Minnesota Central Human Resource Department on the Leadership Development Project. This project focuses on the importance of creating a culture that values effective people management and systems management skills.

Congratulations to all of FM's Emerging Leaders!

BEAUTIFUL U DAY PHOTOS

Facilities Management employees pitch in to help keep campus beautiful



ABOVE: BRIAN FISH, CUSTODIAN IN MORRILL HALL, CATCHES SOME SUN WHILE WORKING ON THE STORM DRAIN MARKING PROJECT.

BELOW: KIRK RICHARDSON, SAM TALBERT AND SCOTT EICHSTADT BREAK FROM CURB APPEAL TO STRIKE A POSE. 10 BUILDINGS ON THE WEST BANK CAMPUS WERE CLEANED DURING CURB APPEAL.



ABOVE: JOAN RUSSELL WITH STUDENTS WORKING FOR A BEAUTIFUL U. 40 BUILDINGS ON THE EAST BANK CAMPUS WERE CLEANED DURING CURB APPEAL.

FMIS, QWC and BAS champion computer hardware failure

On Thursday, April 14th an unforeseeable computer hardware failure caused a major loss of COMPASS data. FM Information Services staff worked around the clock to bring COMPASS back up as quickly and completely as possible. Unfortunately a resulting data loss required COMPASS users to recreate a full day's worth of lost transactions. Through the hard work and creativity of FM and CPPM staff, the situation was quickly stabilized and COMPASS operations were back to normal.

Some examples of the great responses to this challenging problem include: The

Quality and Work Control Agents quickly began communicating with FM customers and facilitated the process of recreating lost Work Orders. Purchasing developed a creative and effective method to recreate lost Purchase Order transactions which has helped Receiving and Invoicing recover as quickly and smoothly as possible. Zone Operations and Building Services each worked hard to recreate lost transactions including the reentry of critical data such as Labor Timecards. The Elevator Shop recreated most transactions by 9am on Friday. BAS staff contacted COMPASS users across the University and offered

advice and assistance. And finally, FM Information Services Help Desk staff responded to your many COMPASS support calls. This is just a partial example of the many great responses to this challenging problem. Great work - we should all be proud!

FM Information Services staff is currently working with the computer hardware vendor to ensure this type of failure does not happen again.

Beautiful U Day continued...

Facilities Management customers were asked to nominate a building on the Twin Cities campus for this honor. Buildings were judged on criteria which reflected overall cleanliness and functionality. This year's Beautiful Building Award nominees and the custodians responsible for the nominations are: Appleby Hall, Vickie Judkins; Heller Hall, Coronado Relopez, Tesfay Woldeabzghi and Michael Beaudette; Information Technology Building, Tony Cizl; Bierman Building, Tim Brott, Mahdi Ali, Deb Antiel and Jeff Sekhon; Eddy Hall, Greg Priester; and Weaver-Densford Hall, Ahmed Mohamed, Marc Olson, Walter Ross, Robel Samuel, Alassane Savadogo, Taylor Laux and Nicholas Wilson.

The nominations were reviewed by the Beautiful Building Award committee and submitted to associate vice president Steve Spehn for his review. Associate vice president Spehn inspected each of the nominated buildings and selected Peters Hall as this year's winner.



Ruthann Manlet and associate vice president Spehn presented certificates to all of the nominees. Vice President O'Brien and Jean Quam, director of the School of Social Work presented Sondra and Haile with the traveling trophy and a beautiful gold rug to place in the entrance of Peters Hall that will designate the building as the winner of the Beautiful Building Award. Congratulations to all of the nominees!

Les Potts receives Beautiful U Day Volunteer Award

Congratulations to Les Potts, Landcare's ground superintendent. Les was awarded the first Beautiful U Day Volunteer Award for his work on 24 of this year's Beautiful U Day events.

When announcing Les as the winner of the award, vice president O'Brien stated, "Les Potts exemplifies the University of Minnesota's commitment to sustainability and the

beautification of our campus. He is dedicated to the integration of teaching, research, and outreach, and to making

the University campus a true learning environment."

The Beautiful U Day Volunteer Award was added to the Beautiful U Day awards program this year to recognize individuals who go above and beyond their job duties to make Beautiful U Day a growing tradition on the Twin Cities campus.

Thank you to everyone who volunteered their time to participate in another successful Beautiful U Day!



ABOVE: BEAUTIFUL U DAY AWARD NOMINEE'S.

University News

Editor's Note: University News is reprinted from Brief, the official U of M staff and faculty weekly news digest. Brief is available on the Web at (www.umn.edu/urelate/brief).

The Capital Bonding Bill, with \$112 million in projects for the U, was signed by Gov. Pawlenty Apr. 11. The U hosted a ceremonial signing at the Health Care Center Apr. 12. The bill provides \$11.6 million to support educational facilities for the health sciences. For more information, see (ecdommunication.umn.edu/t/8705/46622/46913/0/).

Civil Service Committee Update: The 2005-06 pay plan for civil service staff is now posted. To read the update in UMNnews, see (ecommunication.umn.edu/t/8705/4662/46916/0/).

Using E-mail Professionally: E-mail is not just for convenience anymore – it's for serious business, from job offers to supervising. So why don't we use it more carefully? A group of U communicators created some guidelines to help make e-mail both professional and more effective. To read the story in UMNnews, see (ecommunication.umn.edu/t/8729/46622/46941/0/).

Awards and Appointments: Spring is award time at the U. This month's update includes the 2005 President's Award for Outstanding Service; honorary degrees and an outstanding achievement award; Breaking the Silence Awards; faculty and staff awards at Duluth and Morris; Presidents Emerging Leaders; awards to U women; Distinguished Leadership Awards for Internationals; and many more. Appointments include a new director for Glensheen Historic Estate. To read the summary in UMNnews, see (ecommunication.umn.edu/t/8748/46622/46972/0/).

Como and 15th Avenue to Close for Construction: Como Avenue will close in sections from 24th to 33rd Avenues, beginning May 1 and continuing through December. In addition, 15th Avenue S.E. between Rollins and Como will close in mid-May through July for reconstruction. For more information, including detour routes, see the City of Minneapolis Web site, (ecommunication.umn.edu/t/8748/46622/46983/0/).

Pleasant Street to Close May 20 – 22: Pleasant Street S.E. will be closed at Pillsbury Drive, just north of the Northrop driveway, May 20 at 6:00 a.m., due to the Nicholson Hall rehabilitation project. It will reopen by Monday morning, May 23. You can find more road closure updates at (www.cppm.umn.edu/road-construction.html).

Election to fill civil service vacancies on the University Senate

The Civil Service Committee asks you to cast your vote in the University Senate election to fill 23 civil service positions.

The slate of candidates is representative of civil service employees from many civil service classifications across all areas and campuses of the University. There are seven seats for the Executive Vice President and Provost (all Twin Cities colleges and units within a college), six seats for at-large (non-collegiate units), three seats for coordinate campuses (one Crookston, one Duluth, one Morris), and seven seats for all units which report to the Academic Health Center.

To cast your vote online, go to (cselection.umn.edu). Your x.500 and password are required to enter the

election. This information will also direct you to the specific ballot for your area of representation.

For help with your password, please call 1-HELP (612-301-4357). If you don't have a personal computer available, you can access all information and forms through the computer kiosks available at different locations throughout campus. All voting will end at 4:30 p.m. on Friday, May 20, 2005.

The Civil Service Committee thanks you for your participation in this historic first election of civil service employees to the University Senate.

If you have questions about civil service participation in the University Senate,

please contact Dorit Hafner at 612-624-3089 or (hafne005@umn.edu). For questions related to the voting Web site, please contact Becky Hippert at 612-626-8743 or (hippe003@umn.edu).



Mailbag



TO: Nancy Luer, Area D operations supervisor
FROM: Evelyn Pickert, Vet Teaching Hospital
RE: Lynn Mischler

We are delighted to see Lynn Mischler back cleaning the SA lobby! She truly does care about keeping the lobby clean and it is obvious she takes pride in what she does. Thank You!

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The communications team welcomes story ideas and submissions, editorials, and feedback on the contents of this publication.

This publication can be made available in alternative formats for people with disabilities upon request. Please contact Aaron at 5-1522. This publication can be viewed online at (www.facm.umn.edu).

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Energy Management welcomes new electrical engineer

Mike Grimstad has joined the Energy Management group as a registered electrical engineer. Mike earned his degree of Bachelor of Science in Electrical Engineering from Michigan Technological University.

Mike has extensive medium voltage (15,000 volt) design experience obtained while working at Black and Veatch and Sebesta Blomberg. Recently, Mike has been involved in several University projects including design of the Fourth Street Switch Station and the St. Paul Chiller Plant.

Mike will be involved in project reviews, standards development, campus utility master planning, and zone technical assistance. Mike can be reached by phone at 626-2074 or by e-mail at (grimstam@facm.umn.edu).

April New Employees

FM employees

Brendan Bark	Landcare
John Remmen	Zone 5
Randy Rice	Utilities
Adam Hrpcek	Landcare
Mark Shultz	Landcare
Brett Heffelbower	Landcare
Melissa Nettesheim	Landcare
Michael Zahner	Landcare
Bryce Engen	Landcare
Benjamin Kunkel	Landcare
Matthew Wulff	Landcare
Jonathan Stromme	Landcare
Kurt Peabody	Landcare
Gerrit Schneeman	Landcare
Neal Sivula	Landcare
Garret Rasmusen	Landcare
Christopher Hanrahan	Landcare
Larry Watson	Zone 5
Rachel Johnson	Landcare
Laura Staloch	Landcare
Doug Lange	Landcare
Jessica Leadholm	Landcare

Lucas Theim	Landcare
Bendu Hallowanger	Landcare
Phillip Borreson	Landcare
Jayson Nelson	Landcare
Gregory Hanson	Landcare
Helen Franzen	Landcare
Brett Costain	Landcare
Tim Severson	Landcare
Margaret Malloy	Landcare
Robert Heilig	Landcare
Becky Netland	Landcare
Robert Fish	Landcare
Elana Jacobs	Landcare
Michael Grimstad	Energy
Management	

CPPM employees

Dale Kolojeski
Mark Hallstrom
Matthew Edgette