

The Facilities Scoop



FALL ISSUE
2014

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Idaho State UNIVERSITY Facilities Services

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Special Insert

Retirees - Terry French and
Melanie McNabb

Opportunities to Give



Mark Your Calendar

Thanksgiving Break

November 27-28

Winter Holiday

Dec 24 - Jan 1

Sheila Lukenbill - Custodial Manager

Written by Sheila Lukenbill

What brought you to ISU?

Well, first of all I would like to thank ISU for inviting me to the team! What brought me to ISU? To be truthful it was fate. I had been watching the circulation of postings for this position over the months and one day I decided to throw my hat into the ring. I wasn't looking for a change, but unbeknownst to me change was in the air.

What has surprised you about living in Pocatello?

I had no idea that Pocatello and Eastern Idaho is one of the best outdoor meccas in the country! For vacation, my husband and I will go camping, and we love hiking and biking. I have done some running in the past. Just yesterday my husband and I found ourselves hiking Gibson Jack Trail. Another thing that we have found about living in Pocatello is that it is quiet in comparison to Logan. There's not as much road rage, there's slow drivers, but all in all it's pretty relaxing.

What are the chances of you becoming a Bengal fan?

Let's see, "How would I answer this question politically?" As you know, I am an Aggie fan; I bleed blue. Wasn't that a great game on Thursday - BYU 20 vs. Aggies 35!

As for the Bengal's football team, my husband and I have a dear ISU alumni friend that invited us to a game. We were able to get tickets, right on the 50 yard line! The perception I was given regarding ISU football not accurate. They have the showings of a good team "a brewing". The quarterback and the running backs, along with the defensive

line, aren't too shabby. The Bengals looked good against the University of Utah and Utah State University. The recent game ISU 53 vs. Eastern Washington 56 (2nd in the division) game is telling. Way to hang Bengals! As fans, we most likely will be making it to more football games.

What do you foresee as your biggest challenge?

Organization and standardizing our cleaning methods. Working smarter not harder. Fostering a team environment by being an example. Investing in training, and utilizing the experience we have working within our department. Investing in machines and techniques that will result in a higher quality results. As for me personally, getting through all the required trainings, and becoming efficient in the processes.



Do you have a favorite superhero?

My superhero is Linda Carter – Wonder Woman, because she's gorgeous. She is a strong woman, has great powers, and has a really cool invisible jet. That jet will be able to get me to my college football games with great speed and no hassles with parking!

If you could live anywhere, where would that be?

There was a picture I saw in Park City of the Neuschwanstein castle in Germany in the fall, with all the beautiful colors. If I could have control of the colors and the season, that's the place. Of course, I will need an unlimited budget for housekeepers and HVAC techs.

ISU Cares "Spot" Award



Nicole White

Nicole White has worked at ISU Public Safety for 7 years. She has one class left to finish her BS in Education with an emphasis in Exercise Science. In her spare time she enjoys making jewelry, riding horses, and spending time with family and friends. Nicole was recognized for modeling great customer service and giving a fast and friendly response. Thank you Nicole!



Terry Stiffler

Terry Stiffler has worked at ISU for 3 years as a custodian. He has an AAS in Diesel Technology and an advanced certificate for on-site power generation. He enjoys being with his family, providing service with his church, and collecting Dallas Cowboy memorabilia. Terry was recognized for his positive attitude which brightens the office that he cleans. Congratulations, Terry!



Jerry Brower

Jerry Brower has worked at ISU for 10 years as an HVAC Specialist. In his spare time he likes to ride motorcycles, fish, and watch movies. Jerry was recognized for his positive attitude, his willingness to troubleshoot at great lengths to find the core of the issue, and is also very respectful of other people's needs. Jerry, thank you for your awesome customer service!



Mike Toler

Mike Toler has worked at ISU for 21 years as a Journeyman Electrician. In his spare time he enjoys fishing and riding his motorcycle. Mike was recognized for providing excellent customer service while troubleshooting problems with an A/C unit. His positive attitude and responsiveness to the problem displayed great customer service. Congratulations Mike!



Camille Clark

Camille Clark has worked at ISU for 7 years in the positions of custodian and custodial leadworker. She is currently working on her degree at ISU. In her spare time she enjoys bicycling, reading, and listening to music. Camille was recognized for her honesty and integrity in a recent situation. Thank you for your awesome customer service Camille.



John Rodriguez

John Rodriguez has worked at ISU for the past 9 years as an HVAC Specialist. In his spare time he enjoys fishing. John was recognized for outstanding customer service in attending to our HVAC needs. He addresses concerns with a smile no matter how many times he is called. He has a great attitude and works hard to keep our campus comfortable. Thank you John!



Cheryl Hanson

Cheryl Hanson has worked at ISU for 14 years. She holds a Bachelor of Architecture from the University of Illinois. In her spare time she enjoys cooking, playing music, sewing, riding dirt bikes, and being with her family. Cheryl was recognized for going the extra mile for ISU. She is very professional and cares for the people she supervises. Thanks Cheryl!

Homecoming 2014

Written by Jennifer Hunt

Thank you to the Heat Plant team for chairing the creation of our float for the Homecoming Parade on Saturday, September 27th. The theme for the parade this year was "Bengal Pride on the Prowl." Our "Bengal Pride" was shown by our float! The intricate details on the bumble bees, a replica of the Red Hill pillars and our Bengal tiger breaking loose were all done to perfection! Everyone worked very hard. We have a fabulous team that really pulls together, and we thank

you for your help and assistance. Let's keep up the great work, team! Go Bengals!



Mugs of the Quarter



Leila Cameron
Custodial - 4 years

Favorite Vacation: Disneyland
Favorite Food: Bacon
Favorite Superhero: Agent Coulson



Natalie McHugh
Grounds - 2 years

Favorite Movie: Stardust
Favorite Color: Grey
Hobbies: Crochet and Ceramics



Phil Neilson
Custodial - 10 years

Favorite Superhero: Deadpool
Favorite Vacation: Seattle
Favorite Colors: Black and Blue



Chris Allen
Idaho Falls Custodial - 2 years

Favorite Food: Chicken Carbonara
Favorite Vacation: Catalina Islands
Favorite Movie: The Fast and the Furious



Jerry Brower
M&O - HVAC - 10 years

Favorite Vacation: Hawaii
Favorite Foods: Popcorn, Candy, etc.
Hobbies: Motorcycle Riding



Mark Cook
Custodial - 15 years

Favorite TV Show: The Walking Dead
Favorite Superhero: Superman
Favorite Color: Blue



Dan Welker
M&O - Heat Plant - 14 years

Favorite Food: Home Cooked Everything
Favorite Color: Black
Favorite Superhero: His Mother



Brice Swope
Custodial - 2 years

Favorite Food: Elk Roast
Favorite Superhero: The Hulk
Favorite Vacation: Belize

Looking for Stories

Do you have a great story about a trick of your trade, teamwork, professionalism, or an outstanding act of valor here at work that needs to be told? We want to give you the space and place in our newsletter to tell the tale. Bring your story to Kim, either in person at building #18 or send her an email at wrigkimb@isu.edu. There are space limits/requirements each quarter that Kim will be glad to share with you. Let's celebrate the great things about our work together.

Activity Zone

- | | | |
|-------------------|----------------|----------------|
| 1. douzevrnse | 7. liasotduc | 13. etacudoin |
| 2. taorostitnapr | 8. aaneicentnm | 14. rtisyenvui |
| 3. iellilibgdr | 9. sngudro | 15. clailoon |
| 4. iatmtnnisrodia | 10. qlgueaadrn | 16. ohiad |
| 5. ocihsmtn | 11. othl | 17. egabl n |
| 6. iisfictal | 12. arefizr | 18. mpusca |

Can you unscramble these 18 Facilities and ISU related words? Email the answers to wrigkimb@isu.edu or drop them off to Kim in the Facilities Building, #18. All Facilities employees who can unscramble at least 15 of the 18 words will be entered into a drawing to win a prize. The drawing will take place on Friday, November 21st, so get your answers in soon! Answers will be revealed on the Web Site after the drawing. (www.isu.edu/facilities/scoop.shtml)

World-Class Facilities Professionals SERVING ISU TOGETHER

Department Updates

Public Safety

In July, we participated in a functional exercise with the 101st Civil Support team and other local law enforcement agencies at Holt Arena. We also participated in an active shooter exercise in Idaho Falls at the CHE building. In August, we hired four full-time dispatch employees and a temporary Associate Trainer. Guns on campus is in the implementation process at ISU. This semester we have three employees enrolled in the ISU Leadership Development Program.

Meridian

The construction of the Treasure Valley anatomy and physiology lab is on schedule and expected to be completed at the end of January. The Meridian Facilities team has been busy with project management and construction coordination. With winter fast approaching, we are working through boiler and filter maintenance of approximately 90 water source heat pumps. The PA classroom project is expected to begin in November.

Maintenance & Operations

M&O has been busy with electrical service infrastructure repairs, summer remodels, water supply and waste water infrastructure repairs, and a variety of maintenance repairs. The electrical team has been assisting Public Safety with fire drills in buildings, and inspecting and repairing elevators. The heat plant team is preparing the boilers for the fall heating season, making tunnel access repairs, and finishing steam piping infrastructure repairs. The HVAC team is maintaining systems and preparing for the winter heating demand. Shops has been very busy with the remodel of Graduate Studies and the T&T and BA moves.

Custodial

The custodial department has been working on standardizing our warehouse functions to support delivery schedules and supply order deadlines. We are currently working on standardizing the chemical dispensing systems, evaluating equipment, and bringing new equipment demos to the campus. We just conducted a floor mat audit for all of ISU.

Transportation Services

ISU Motor Pool is working with Enterprise to help take the pressure off our Suburbans and to better serve our customers. Commuter Express has been working through maintenance of the route buses. The mechanics have been replacing brakes, shocks, bushings and other parts on the route buses all summer long.

Grounds

Fall has arrived and the leaves are beginning to drop. Over the summer, many improvements were made to campus including the Reed Gym berm and improvements in front of Admin and Graveley. The grounds team will be getting ready for colder weather by winterizing irrigation and preparing equipment for winter and snow removal.

Environmental, Planning & Engineering

The Cesar Chavez tunnel and the Reed Gym Berm projects have been two main areas of focus for our EPE Department. The tunnel lid project replaced the 425 foot tunnel lid along Cesar Chavez. Phase I of the Reed Gym Berm project added a berm between the parking lot and MLK Jr. Way. The Berm project was made possible by donations from the Wheatley Family.

Exemplary Service

We provide reliable and responsible service.

Team Unity

We are professionals serving professionals.

Ownership Mindset

We know, protect, and improve our facilities.

Communication

We minimize surprises through listening, understanding, and being understood.

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Do you have an article or idea that you would like to see in a future issue of the newsletter? Email it to wrigkimb@isu.edu.

Leadership Development

The Leadership Development program is designed to provide professional development to emerging and experienced leaders at ISU by providing the tools, knowledge, and skills critical to becoming a strategic leader. Admission to the program is by Vice Presidential appointment.

The nine Facilities employees enrolled in the program this semester are: Brad Peck, Doug Simpson, Jason Adams, Kyndell Madsen, Kim Wright, Josh Scoffield, Laura Call, Carol Prescott, and Michelle Ward.

Major Project Update

There are several projects underway at ISU. The Cesar Chavez Tunnel Project is complete-minus landscaping. The Red Hill Stairs are almost done, and provide access up the hill. The Reed Gym Shower upgrades are complete and are in warranty phase.



Retiree - Terry French, Transportation Services Supervisor

Written by Terry French

27 years ago, I began working at ISU as a bus mechanic. Two years later, I became the Transportation Services Supervisor. When I first began working here, our department had nearly 150 vehicles. All ISU vehicles then belonged to Motor Pool.

As time went on, we gave and sold certain vehicles to departments and began running Motor Pool much as it is now.



Vehicle manufacturers started using fuel injection and computerized components.

I knew that I needed someone who could work on these newer vehicles, so in 1992 I hired Jeff as the shop foreman. At that time, we had about 40 pieces of equipment to maintain. Since then, the equipment we look after has grown to over 450 units across campus. I will be always grateful for what Jeff has done in the shop. I don't know how Jeff and Brian manage to maintain all that equipment.

When I was first hired, the Commuter Express program had around 15 buses. We ran ten bus routes out of Idaho Falls, two out of Rexburg and one out of Twin Falls. When ISU opened its Idaho Falls campus, Commuter Express dropped five of the routes out of Idaho Falls.

Due to the University offering online classes, distance education, and the extension of other schools growing in eastern Idaho, we have since dropped the routes to Rexburg and Twin Falls. Steve and Abner keep this program running smoothly. Not only do they repair the buses, but they also drive the buses for activity trips and are gone from home most weekends.

It's been a great experience working for ISU and there has never been a dull moment. It's a job that keeps you hopping all the time. However, I am looking forward to having plenty of time to go hunting, fishing, camping, riding ATVs; getting to go south for the winter, and getting to spend time with my wife and grandkids.

Retiree - Melanie McNabb, Custodian

Written by Steve Taryole and Mark Stuckey

Melanie started working at ISU directly after finishing high school, and she has been here for 35 years. She started in Housing - cleaning the women's dorms and apartments. Melanie loved forming lasting relationships with the students, and was frequently invited to activities and weddings. She fondly remembers finding a present from the students in her closet every Christmas.

After a few years, Melanie transferred to Facilities. She has since enjoyed forming friendships with her coworkers: everyone from other custodians, to security, to maintenance. She fondly remembers being the only female working late nights alone in the Library, and how the others on the midnight shift

enjoyed sneaking up and scaring her. Melanie believed in paybacks, and enjoyed seeing others jump and scream when she lurched around a corner when they least expected it.

Melanie's favorite part about working at ISU has been the people. She has worked with and built close relationships with coworkers, supervisors, customers, and students. She made sure everyone knew her name and knew they could come to her for all their custodial needs.

As Melanie's leadworker, her example reminds me of what it takes to care for a family and work a full-time job. We've had a lot of interesting conversations about loved ones that we have the honor of caring for. I have seen her succeed and

adapt through times of change and during the ups and downs of life.

Melanie's daughter Sam has a budding music career. Her main goal after retiring is helping her daughter launch that dream. Her goals include seeing Sam on American Idol or The Voice. Moving to New York is a dream of Melanie's, as it would give Sam better options for achieving her goals of getting into the music industry. I wish her good luck with the next chapter of life that she is entering.



Opportunities to Help out Those in Need

There are many opportunities for you to help out those in need this holiday season. If you would like to help out, check out one of the several options provided on this page.

United Way

The ISU United Way Campaign is in full swing for the month of November. Last year's goal was surpassed, raising \$63,921. The goal for this year is to raise \$67,000.

There are many ways to donate, fun challenges and events to participate in, and lots of ways to earn awesome prizes! For full details and a list of prizes check out the official ISU United Way web site at www.isu.edu/humanr/unitedway

For every dollar you give, you get an entry to win one of many great prizes. Give \$10? You'll get 10 chances to win. Give \$50? You'll get 50 chances to win. Participating in our other events automatically enters the participant into this drawing.

Dunk the Director

Friday, Nov. 14
PSUB Quad Lounge
Phil Moessner will be sitting in the dunking booth for your dunking pleasure from 3pm - 4pm

Pie in Your Face Contest

Thursday, Nov. 20
PSUB Quad Lounge

ITS Bowling

Nov. 18 and 20, 1pm - 4pm
PSUB Bowling Alley

WANTED



NON-PERISHABLE FOOD

For the nourishment and well-being of families in need, food items are wanted - **Canned or Packaged**

November 1 - 30

Help us help the Idaho Food Bank by donating non-perishable food items in one of the marked barrels located across campus.

REWARD

Making a difference for families in our area.

Idaho State
UNIVERSITY

Sponsored by:
ISU Leadership Development Program - Fall 2014

Facilities Cookbook to Support the United Way Campaign

We are aware that not everyone can donate financially. An alternative to a financial donation would be to help support the Facilities Cookbook by contributing recipes. We are asking that all employees submit their favorite recipes to be included in the cookbook by Monday, November 24th. Please send all recipes to wrigkimb@isu.edu or drop them off in Kim's mail box at the front office.

Be sure to provide the following information with your submissions:

1. Your name
2. Title of recipe (Your opportunity to

- be creative or honor family traditions – i.e. McSteamy's Hot Boiler Plant Chili)
3. Category of recipe (see list below)
4. Cooking temperatures and times

The following recipe categories are suggested: (if you have any suggestions, please let us know) Appetizers, Beverages, Breads and Rolls, Soups, Side dishes and salads, Cakes, pies, desserts, Cookies and Bars, Candy and Snacks, Beverages, Breakfast and Brunch, Barbeque, Crockpot, and Main Dishes/Entrees.

We are having a cookbook cover contest again. The employee who

wins the contest will win a \$50 gift card, so submit your design to Kim by Monday, November 24th. (Original work only - no clip art, or previously published work)

If you would like to purchase a cookbook, email Kim and let her know how many you would like to order (\$10 each), and drop off the money to Kim at the front office by Monday, November 24th.

As an added bonus, if you submit at least 5 recipes, you can buy a cookbook for \$5 rather than the Facilities employee price of \$10.