First, I wanted to say Thank You! to everyone for powering through all of the changes and challenges the last 6 months and doing exemplary work every day. Some of us wish there was a big sign back in April reading “Change Ahead” so we would have known. I appreciate the conversations I’ve had with all of you, and especially the carefully chosen statements that you wrote in your surveys back in July. They gave me a small window into what motivates you and how not to mess with it. (Everything in quotes is what you said.)

First, to dispel the wrong idea: you are not motivated by money, even though more than once I heard “raise pay for all employees” or something akin to it. Luckily, we work in a place where this happens almost every year around July, however, you still go on doing your work and showing everyone you’re devoted even though you “aren’t paid as much as your counterparts out there” in other areas.

“Complaining about customers being difficult”: does it help? It may lead to feeling helpless, hopeless, or worse yet, victimized, however, using that frustration to fuel your goal of getting what you want or making things better is constructive. In fact, people who are frustrated are often that way because they are striving to find something better for themselves or to change the status quo and improve things. Maybe this is one definition of motivation.

“So what is it that motivates you? What makes you want to solve that problem, or figure out what went wrong and make it right? What is “it” that makes you interested in doing a great job instead of a mediocre one?”

Would “hiring more help” change that? Would “having more supervision or direction” change that? “Better communication” might help – some acknowledgement for what you are doing is important, although many of you just keep doing a great job without it or in spite of a void of praise.

Would getting “equipment that actually works” motivate you? Not always. In fact, I talked to someone last week that is motivated by keeping the same equipment that they’ve had for years in good running order and seeing how long it can last when it is well taken care of.

“I think more trainings such as customer service would be beneficial so that people treat each other better.” Yes, kindness always helps, and do unto others is a good motto since you will likely experience the same results from others later. Acknowledging each other, and a thank you now and then is much appreciated and does a lot towards creating a better work environment and lessening stress.

So, what intrigued me the most was that people wanted to do “More work in house and not use outside contractors as much” which just shows the amount of dedication and pride that people have in their work.

I am very encouraged about the future and the level of motivation that we have in this department and I ask you to look at what “it” is that motivates you and share it with someone else. We have so much talent and pent up motivation, that together we can do great things. And we did! In FY 2016, we did a lot of work as evidenced by the numbers: $8,177,363.59 worth of maintenance, and work orders – in house! We went along for years doing about $3M, but in FY 2014 we reached $5M and in FY 2015, it was nearly $6M. Additionally, we oversaw $28M in DPW, PSR’s, and other small projects in FY 2016.

Happy New Year 2017 – let’s make it a great one. I know you have the motivation to do it.
ISU Cares “Spot” Award

Sarah Tetzloff
Sarah has worked at ISU for 2 years as a custodian. She is a student in the Earth & Environmental Systems program in Geosciences. Sarah is wonderful at her job and is very courteous and friendly. She works hard and still manages to go to school while working full-time. In her spare time, she enjoys reading.

Gary Rowe
Gary has worked at ISU for 14 years at the Idaho Falls campus, currently as a Building Superintendent. He is being recognized for the fast and helpful service he provides to the IF campus. In his spare time, he enjoys hiking national parks with his wife, and spending time on the Oregon coast.

Roy Hansen
Roy has worked at ISU for 7 years as a Painter. Roy is being recognized for doing an extraordinary job in the major renovation of the basement of the Business Admin Building. When not doing honey do’s, he is restoring a Victorian home in Butte, Montana that was built in 1897.

Barry Hulet
Barry has worked at ISU for 21 years, initially on the student moving crew, and now as a Painter. He holds a BA in Health Education/Secondary Education from ISU. Barry is being recognized for doing an extraordinary job in the major renovation of the basement of the Business Admin Building. In his spare time Barry enjoys camping, hunting, fishing and backpacking with his family.

Dan Marley
Dan has worked at ISU for 14 years as a Maintenance Craftsman Sr. He has a BS in Corporate Training from ISU. Dan is being recognized for always going above and beyond to assist in whatever capacity he can. He recently assisted with a project and did a fantastic job, despite time constraints. Dan enjoys Boy Scouts, fixing and renting houses, and playing with his grandkids.

Jeff Fouts
Jeff has worked part-time at ISU for 4 years as a Painter. Jeff is being recognized for doing an extraordinary job in the major renovation of the basement of the Business Admin Building. He is part of a dedicated crew that does meticulous work. In his spare time Jeff enjoys building/restoring classic cars and hot rods. He also likes to travel and hang out with his kids.

Brad Brzek
Brad has worked at ISU for 18 years as a Painter and drywall taper. Brad is being recognized for doing an extraordinary job in the major renovation of the basement of the Business Admin Building. Brad claims that he graduated from the school of hard knocks, with honors! He enjoys traditional and archery hunting, fishing, camping and just being out there.

Mark Stuckey
Mark has worked at ISU for 29 years. He is the Storekeeper in Custodial Services. He is being recognized for his outstanding customer service in responding to a flood, and addressing the situation with professionalism. He was wonderful to work with, and made sure not to disturb the patrons using the facility. In his spare time Mark enjoys watching movies.

Tyson Anderson
Tyson has worked at ISU for a year as a Custodian. He has had several nominations for his outstanding customer service. Since Tyson started cleaning the Admin Building, there has been a dramatic improvement to the overall cleanliness of the building. He is helpful, friendly, and polite. In his spare time Tyson enjoys photography and snowboarding.
Mugs of the Quarter

Adam Edmondson  
Custodial - 3 years  
Hobbies: Fishing  
Favorite Book: Wheel of Time  
Favorite Superhero: Batman

Michelle Ward  
Public Safety - 2 1/2 years  
Favorite Food: Pizza and Cheesecake  
Favorite TV Show: Food Network  
Favorite Animal: Elk

Ryan Marley  
Custodial - 6 years  
Favorite Author: Chris Stewart  
Favorite Food: Asian Style  
Hobbies: Cooking

Josh Scoffield  
EPE - 3 years  
Hobbies: Snowboarding and Fishing  
Favorite Book: Mage War Series  
Favorite Animal: Puma

Mike Toler  
M&O - 22 years  
Favorite Color: Blue  
Favorite Vacation: Anywhere Fishing  
Favorite Food: Cooked

Jason Wells  
RISE - 1 1/2 years  
Favorite Color: Green  
Favorite Movie: Star Wars  
Favorite Animal: Elk

Rick Thompson  
Custodial - 2 years  
Favorite Food: BBQ  
Favorite Superhero: Superman  
Favorite Vacation: Las Vegas

Joe Orchard  
Grounds - 1 1/2 years  
Favorite Foods: Pasta and Seafood  
Favorite Book: Relic  
Favorite Vacation: Vegas Baby!

Josh Hill  
Public Safety - 3 1/2 years  
Favorite Vacation: Playa del Carmen  
Favorite Superhero: My Dad  
Favorite Food: Kimchi and Steak

Activity Zone - Word Scramble

Can you unscramble these 5 words and reveal the mystery word?  
Email the answers to wrigkimb@isu.edu or drop them off to Kim in the Facilities Building, #18.  
All Facilities employees who get all words correct will be entered into a drawing to win a prize. The drawing will take place on Friday, February 17th, so get your answers in soon! Answers will be revealed on the Web Site after the drawing.  
(www.isu.edu/facilities/scoop.shtml)

bsetssao - pg 5 (insert)  
rstavleie - pg 5 (insert)  
cdleibnier - pg 6 (insert)  
naopi - pg 8 (insert)  
lratev - pg 7 (insert)  
Mystery Word Clue: The kind of service Facilities Services provides.

Clue: The 5 words can be found in this newsletter edition on the listed page number.

Clue: Use the letters in the circles to reveal the mystery word!
Department Updates

Idaho Falls
Many areas of the IF campus are seeing improvements. We’ve remolded the old INL Tech Library space in the Tingey Admin Building to add more classroom space and faculty offices. We reduced the amount of concrete around the campus and installed more green areas and started constructing a new office area for Public Safety. We installed a new O2 Monitoring system at CAES, a second piece of equipment for Temporal Analysis of Products, and a new storage building for Project/Equipment Prep and Decommissioning.

Transportation Services
A lot has happened to our team in the last year, including adding some new faces. Our team now consists of Abner Sims, Jonathan Call, Tom James, Veronica Miller, and Jeff Behrend. We are running two commuter routes daily out of Idaho Falls; they seem to be doing well. Along with the normal day-to-day work in the shop and around the campus, we are working on upgrading our software.

Meridian
We are preparing to build out the remainder of unoccupied space on the 2nd floor of the Meridian campus in two phases. The first 30,000 sqft build out will be the future home of the PT/OT program expansion, ADA testing, drop in computer lab, and DL classrooms. The Idaho College of Osteopathic Medicine will be built in our current parking lot area. The growth of the Meridian campus has been very challenging as we have to adapt to the constant construction and the added workload.

Grounds
We have been busy the past year, with the landscaping of MLK. We planted thousands of perennial plants along MLK and 9th Ave and installed over 75 tons of rock mulch by hand. Other projects included: trees and shrubs on the South hillside at Cadet Field, a new berm in front of ESTEC, and a new tiered bed in front of T&T that is still in progress. The Wheatleys visited campus October 6th to discuss the next round of projects.

Custodial
The Custodial department has had a great year. We participated in the Festival of Trees and ours was the first tree sold. This summer, we cleaned all the outside windows on campus. We got new scrubbers and sweepers. We have also started to implement team cleaning on campus. The buildings have never looked better!

Planning, Design & Construction
We have multiple projects in process and more starting shortly. We will be upgrading and modernizing four Anatomy Physiology classrooms in the Gale Life Sciences building. There is a project proposed to replace the Davis Field track, soccer field drainage, and remove the east bleachers. We are proud to be working on moving the COT programs to RISE.

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.

Contact Information
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www.isu.edu/facilities

For Your Information
Due to the delay in releasing this issue of the newsletter, the years at ISU may be slightly off in the Mugs of the Quarter and the Spot Award sections. That also means not all the employees listed in these sections still work in Facilities, however we still wanted to recognize them since they were still here when they received the award.

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.
Asbestos is a naturally occurring silicate mineral with microscopic hollow fibers that is found in rocks and soil. Asbestos was commonly used in building materials because of its high fiber strength and heat and chemical resistance. Asbestos can be found in building materials throughout campus. Some of the building materials that most likely contain asbestos are: 9"x9" floor tile, black mastic (under floor tiles, behind covebase or under ceiling tiles), built up roofing material, and mud insulation on pipes joints and elbows. Asbestos has also been found intermittently on campus in chalkboards, file cabinets, textured surfaces, fire proofing and joint compound.

During the last half of 2015, a series of changes occurred in the asbestos program in Facilities Services. Asbestos awareness training was offered to those with job responsibilities in areas that may contain asbestos. Additional trainings were offered to those that may disturb asbestos or inspect for the presence of asbestos. New procedures were created to screen for asbestos in maintenance and operations projects, as well as, in new construction projects. In addition, an asbestos tracking document was created to make it easier to search through existing asbestos records. New procedures were put in place for abatement projects and an independent consultant was hired to provide oversight during abatement projects.

The independent consultant also provides air monitoring and clearances for returning to work space after an abatement.

In 2016, we have seen the adoption of an asbestos policy for campus and an Asbestos Operations and Maintenance Plan. Through our asbestos program we will continue to encourage a Culture of Safety at ISU and ensure that change is the only thing in the air.

**Chrysotile Definition:**
Chrysotile or white asbestos is the most commonly encountered form of asbestos, accounting for approximately 95% of the asbestos in the US.

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**Phil Balster Retires**
Written by Natalie McHugh

Phil Balster started working for ISU as a temporary employee around the beginning of 2004. He worked at the Stephen’s Performing Arts Center planting trees, bushes and installing pavers. In 2005, he was hired as a full time employee of the Grounds crew to care for and maintain the PAC and Bartz field area. Phil soon became one of ISU’s lead irrigation specialists. While regularly maintaining one-third of the irrigation systems, he ultimately learned every system on campus. Phil was very versatile; he seemed to know something about everything. He shared this knowledge and work ethic with all. He painted sheds, welded tools, plowed snow, sprayed weeds, replaced pavers, trained and instructed other employees, and so much more.

Phil will be irreplaceable as a friend and a mentor. He had perfect attendance, only taking sick time for doctor’s appointments and his father’s death. He always had a smile and a positive attitude no matter the weather, and was always good company on a project or just at lunch. Phil would often bring delicious treats from his lovely wife Cheryl to share with the team, and if he really liked you he would share his chocolates too.

Now that he is retired, Phil has more time to practice playing his bass guitar, and can dedicate himself to cleaning out the garage; so possibly he can get an awesome hot rod to work on. He has enjoyed having extra time to be with family and has started planning a cruise around the Hawaiian Islands. All of us at ISU Grounds will miss him, and wish him good fortune in this next chapter of his life.

**Steve Day Retires**
Written by Kim Wright

Steve began working at ISU in the Transportation Department in 1984 as a part-time bus route driver. He then went on to graduate from the ISU Diesel Tech program and served his internship here. In 1986 he was hired on as a full-time mechanic/bus driver, which he did for 30 years.

One of the biggest changes he has witnessed while working here is the number of bus routes. When he first started there were only 5 bus routes. Over time it increased to about 15. In more recent years, due to a decline in ridership partially due to BYU becoming a 4-year institution and the rise of online and distance learning classes, we are now down to 2 routes.

Steve enjoyed getting to know many people over the years, including his coworkers, athletes, coaches, and employees in other departments. As a bus driver, he travelled to many different places, although many just in passing. Now that he has more time, he plans on travelling and being able to take his time and visit more places rather than just waving at them as he drives past. The place that he is looking forward to visiting the most is Gallatin Canyon in Montana. He has driven past it many times over the years and is excited to be able to slow down and enjoy the beautiful view.

He is also looking forward to spending more time with his family, including his 15 grandchildren. Most importantly he won’t have to be out of town for holidays, birthdays, and grandkid’s events anymore. Steve has been working on a few woodworking projects that he will now have time to finish up, including a couple cedar chests and 18-inch American Girl Doll furniture.
The Facilities Services family recently lost a long-time member. Randy Owings passed away suddenly and unexpectedly on January 7, 2016. He was born August 8, 1954 and gave life an enthusiastic go for 61 short years. He served Idaho State University as a Custodian for some 42 years. Although he had started the first steps toward retirement, he was still working on his final day.

Randy was hired at ISU as a Custodian on November 13, 1974 shortly after he finished high school. He came to work for the starting wage of $2.40 an hour, and soon gained permanent and meritorious status as a valued State employee. He received an executive commendation for being a first responder to a major flood in the Speech Pathology basement in 1990. Most of us were not around then, but we know Randy. It is easy to imagine him hanging on tight to the gushing water pipes and trying to slow the flood waters with his whole body like a finger in the leaking dike. Randy spent many of his years working in the Gale Life Science building. The faculty, staff, and students knew him very well, and he was always looking to brighten their day. When the news came that Randy was gone, there was an outpouring of appreciation for him from all of those he spent time with during his workdays.

Many, many people had their lives brightened by Randy. He was friend, a non-drinking drinking buddy, a neighbor, a schoolmate, a coworker, a photographer, a true Bengal, and an unconventional man who unabashedly enjoyed life. Randy’s family was overwhelmed by the ISU show of support during his memorial service as more than 100 people came to say thank you and farewell. So long Randy, we miss and honor you.

One of ISU’s longstanding icons has retired. Rod Chlarson worked at ISU for 30 years, 20 years as the HVAC Supervisor.

Rod always kept a smile on his face while keeping the buildings on campus cool in the summer and warm in the winter. He always stressed the importance of customer service, delivered with a positive attitude, and good work ethics to his team. His winning smile and ‘can do’ attitude will be sorely missed. The vast knowledge and incredible memory about all the buildings and equipment in them, is now a lost treasure.

Rod made many lifelong friends who continue to ask about him and have been deeply concerned for him during his recent illness, from which he is recovering nicely.

Rod loves the great outdoors and is looking forward to riding his horses with the grandkids, hunting, fishing and camping. Rod likes to stay active and busy. His plans are to finish the new kitchen remodel at his home first of all, and then work with his sons in the HVAC field.

Thank you Rod for all you’ve contributed to Idaho State University! You will be sorely missed!

In July, James McInelly decided to leave ISU Facilities Custodial, after 7 years of service, to pursue bigger and better things; mainly golfing and spending time with his family. He will most definitely be missed.

Uncle Jim, as he is fondly remembered, was one of ISU’s more colorful characters. From his constant jokes to his trademark overalls, even the Daisy Duke version, Jim was committed to not only enjoying himself, but to ensuring those around him were also having a good time. To fully appreciate the loss to ISU you would have only needed to have met Jim. His carefree attitude, and over-the-top personality won over customer and coworkers alike. I have never met another person who genuinely cared for those around him more than Jim did, and he was beloved for it. These relationships are what Jim is most proud of. With him it was always about the people. Well, that and making it to retirement with all of his fingers (It’s a diesel mechanic thing).

While he will be sorely missed, we wish him the best of luck and hope that his family will appreciate having him around as much as we did!
I am excited to have the opportunity to work here at ISU. So far, my time in Facilities has been fantastic. Working with such a great staff in the college environment has made my time here go by so quickly.

I have two degrees from Arizona State University, a Bachelor of Science degree in Business, and a Master of Science degree in Construction Management. I began working in the industry in college as an intern, and went on to work for other large contractors ranging from heavy/industrial, to commercial buildings, to grading and paving. The last eleven years, I have had my own contracting business specializing in commercial and residential remodels.

Since relocating from Chandler Arizona, along with my wife and two kids, we have spent quite a bit of time travelling and attending events throughout the area. After we’ve had time to settle down, we plan on recreating like most Idahoans by hunting, fishing, and camping.

Welcome Veronca Miller

I am excited to join Facilities Services in the Transportation Department as the new Technical Records Specialist. I moved to Pocatello from Camarillo, California twenty one years ago with my young family. My employment here in the area has included KPVI, Channel 6, and J-U-B Engineering as an Administrative Assistant. My most recent position was at Heinz Frozen Foods as a Quality Assurance Technician for eight years until the closure of the factory.

I have enjoyed living in the Pocatello area and consider it a great place to raise a family. My children are grown now, and I currently have seven grandchildren. My husband and I enjoy spending most of our time doing the outdoor activities the area has to offer including gardening, hunting, fishing, and motorcycle riding. We both have a love of motorcycles and both ride when the weather permits. We also love to travel and do so whenever we can.

Welcome Robert Ashley

I’m excited to join ISU Facilities Services as a new Project Manager. Although I was born and raised on the east coast, I’ve lived in Pocatello with my family since 2008. I have degrees in Civil Engineering and Business Administration and have spent my entire career (20+ years) working in the Construction Management field. I’ve worked for Design-Builders, General Contractors, and Industrial Contractors all over the country.

My favorite part of this job is working with a diverse group of people to find sensible solutions to complex problems. Every day brings a new challenge.

My wife works for ISU as a trainer in the Social Work Department. We have a daughter who is a freshman at the University of Montana in Missoula and a son who is a freshman at Highland High School. My hobbies include cycling, camping, rock climbing, and home improvement projects.

I’m thrilled to be a part of the Idaho State University team.

Welcome Tyrell Mauseth

I’m from Shelley, Idaho where I grew up working on neighboring farms. I played football and wrestled all four years in high school. I served a two year mission in Brazil, for the Church of Jesus Christ of Latter Day Saints, where I learned Portuguese.

I graduated with two AS degrees here at ISU and I am close to finishing my Bachelor’s of Applied Science. One of my associate degrees is from the ISU CADD program, where I learned architectural drafting and became intrigued in the subject. I was an intern for Facilities, helping with the architectural drafting before I accepted the ISU drafting position.

On my off time, it’s not uncommon to find my wife and me camping, dirt biking, snowmobiling or trying new foods from different parts of the world. We love to travel and experience new places. We are huge fans of visiting National and State parks. I am grateful that I received this position at ISU. The time and knowledge I will gather here will help me with my future endeavors.

Welcome Daphne Eline

An Army Veteran and native of Seattle, Washington, I left a job with Washington State Department of Transportation with my family to relocate to SE Idaho. I attended ISUs College of Technology where I enrolled into the CADD Program, graduating with an Associate of Applied Sciences in CADD (drafting).

At the end of my drafting program, my instructor encouraged me to continue on into the Bachelor of Applied Science CADD program. I focused my Bachelor’s degree in Communications and Business and I began an internship in the Facilities Services Department. I am now working as the Facilities Planner.

I am looking forward to continue working at ISU with the Facilities Services team, to provide outstanding service to our customers on campus.
I am excited for the chance to work at Facilities Services. I started out at Idaho State University as a student studying education. After earning a Bachelor of Arts degree in Elementary Education, I briefly worked in the public education field as a 3rd grade teacher. After a year, I came back to ISU to further my education. In 2014, I graduated with a Bachelor of Arts in Music, in which I studied piano and organ. In 2016, I graduated with a Masters of Education in Instructional Technology and Online Learning. While earning my degrees, I was employed by ISU as an office assistant. I worked at the College of Education for four years and Facilities Services for a year and a half. In June 2016, I began working for Facilities Services as a Technical Records Specialist.

I was born and raised on a farm in Paul, Idaho. I have learned to enjoy the Pocatello community and am very happy to claim this area as my second home. I am a student at heart and enjoy learning new things. I am happy to work for ISU and have the ability to further my education in many different areas. My hobbies include teaching online classes, teaching piano lessons, music, fashion design, designing jewelry, and walking/hiking. I look forward to continuing my career at Facilities Services.

Welcome Todd Adams

It is funny how life brings you full circle. In 1992, I started my college education here at Idaho State University in the Pre-Architecture Program. Upon completion, I transferred to the University of Utah where I obtained a Bachelor Degree in Architecture. I was accepted into the Masters Program at Montana State University from which I graduated in 2000 with a Master of Architecture. Prior to graduation I was offered a job with Myers/Anderson Architects. We then moved back to Pocatello where I worked for 4 years. In 2004, we found ourselves moving once again, this time to Boise where I took a job with ZGA Architects and Planners where I worked the last 12 years. As of the 12th of September, I was hired as a Senior Project Manager for Facilities Services at ISU. I am excited for this opportunity to be a part of the future growth at Idaho State University and the excitement associated with college life as students step out on new adventures.

My wife and I just celebrated our 21st wedding anniversary and now have five kids. I have always enjoyed the outdoors and spent many family vacations camping, fishing, and playing on the water. My love for sports and spending time with my kids has also found me volunteering as I have coached their teams.