Inaugural Employee Recognition Event

On June 28, 2016, the Division of University Facilities held its inaugural Employee Recognition event. Nearly 300 Facilities employees were joined in the Alexander Kasser Theater by special invited guests from University Academic and Administrative divisions and representative bargaining units to watch as many of our notable workers were honored for achievements in customer service, leadership and service. The Division was honored to host the family of deceased Locksmith, John Dennis, as the first John W. Dennis Leadership Award was bestowed upon Supervisor of Campus Moving Services, Jermaine Jeffries. See pages 2 & 3 for the complete list of honorees.

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safety moment p. 18
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SERVICE IS OUR BUSINESS

University Facilities is committed to the delivery of exceptional customer service to MSU’s students, faculty, staff and visitors. As a customer-focused service organization, the manner in which we support our customers is as critical as the services we provide. We are expected to conduct ourselves in a professional manner at all times and to observe the rules of professional conduct and safety in the field and in all MSU facilities.
2016 UNIVERSITY FACILITIES EMPLOYEE RECOGNITION HONOREES

Kudos Awards
For customer feedback and praise received and acknowledgement of excellent customer service

JOSE ALMONTE
WILLIAM BATAILLE
ABRIL BEAS
WILLIAM BROWN
LEONCIO CODOG
JOSEPHINE COPPOLA
MARIELLA DIAZ
KETSELA GBRATSADIK
MICHAEL GREENE
LEONARD HUGHES
ALLEN JEANBAPTISTE
BIJO JOSEPH
TIMOTHY KEENAN
GARINO LABRADOR
VINCENZINA LATTANZIO
SHARON MAHONEY
RAFAEL MARTINEZ
ALEXANDRA MELO
DANIELLE MILLER
YVELICES NUNEZ
HECTOR ORTIZ
JANKI PANCHU
ELIS PERDOMO
MANISE RENDELL
ROSA SABATINO
PREYA SANASIE
WILLIAM TANDAZO
LEFRANC THEODORE
ELVIA VALLADARES
LEONORA VESHO
MARK WALTERS
DONALD WILLIAMS

Red Hawk Service Awards
For 10 employees who embrace MSU’s core values of community, service and respect

BRIAN ADAMS
OWEN DOUGLAS
ANDY FELIX
ELLEN GALLAGHER
SONIA GUZMAN
STEPHANIE KAUFMAN
REZIER MAZZO
ANA PALMA
EUGENE PERSICO
LILIAM TURINO

Graduate Awards
For any full-time or permanent part-time employee (with one or more years of service) who graduates from an accredited College or University with an Undergraduate or Graduate degree

ABRIL BEAS
MARIELLA DIAZ
JOANA GONZALEZ
BENEDICTO OMUYA
ANA PINTO

Kudos Award honorees received accolades from Vice President Connolly at the Employee Recognition Event
2016 UNIVERSITY FACILITIES EMPLOYEE RECOGNITION HONOREES

**Years of Service Awards**
*A gesture of appreciation for years of service and contributions to the University*

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<th>10 Years</th>
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<td>JAI AUSTIN</td>
<td>WILLIAM BROWN</td>
<td>KAY COATES</td>
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<td>MOHSEN IBRAHIM</td>
<td>EDWIN CAMACHO</td>
<td>MARKEZ LARCRUZ</td>
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<td>BIJO JOSEPH</td>
<td>KWOK CHEUNG</td>
<td>MARIA OTERO DIOS</td>
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<td>DIANA LAMADRID</td>
<td>LASHONDA CHITTY</td>
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<td>JAGDEO MATHURIA</td>
<td>CHRISTOPHER DANISH</td>
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<td>ALBERTO ROBLES</td>
<td>ALLEN JEAN BAPTISTE</td>
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<td>ROBERT SIRCOVITCH</td>
<td>ANTHONY MENNUTI</td>
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<td>JENNIFER VILLAMAR</td>
<td>LUCILLE MOOTOOSAMMY</td>
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<tr>
<td>JACQUELINE ALVAREZ</td>
<td>RICHARD ROYAL</td>
<td>ZENA MOOTOOSAMMY</td>
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<td>DESMOND LEIGH</td>
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<td>STEVE PONTON</td>
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<td>MARISOL MUNIZ</td>
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<td>LUIS ROSARIO</td>
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<td>TEODORO PERDOMO</td>
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<td>REINALDO PEREZ</td>
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<td>LLOYD PRICE</td>
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<td>RICHARD WILDT</td>
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<th>40-Plus Years of Service</th>
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**The John W. Dennis Leadership Award**
*Awarded to an employee with five or more years of service who has demonstrated exceptional abilities to lead, serve, inspire and collaborate with broad impact*

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Spotlight on: MSU Postal Services
New Name. New Service Innovations.

Say goodbye to Central Receiving and Mail Services.
As part of the 2016 reorganization of University Facilities, those work units were combined into the newly-labeled Postal Services, whose employees strive to provide excellent customer service, timely delivery and notification, and accurate mail and parcel processing. So, what exactly does this group do? In addition to managing all incoming mail and parcels for the University, Postal Services processes all departmental outgoing mail and delivers department bulk mailings to the United States Postal Service. Over the past year, Postal Services handled approximately 112,536 parcels and mailed 628,544 University letters.

Postal Services also works with departments, contractors and MSU Moving Services to schedule freight deliveries for the University. Trucking companies contact this group to schedule deliveries for large and/or heavy items going to University departments, or to contractors working on campus. Postal Services will either direct the delivery to the work site or they will work with the recipient to submit a work order to have the item moved.

Routine department mail and parcels are received, sorted by location and delivered accordingly. During these deliveries Postal Services staff pick up all outgoing mail and campus inter-office mail.

In 2016, Postal Services implemented a new service improvement for the campus—Tektrack. Replacing the Smart Track system, Tektrack provides the ability to track a package’s receipt, delivery and signature. Upon a package being scanned into the system, Tektrack will instantly send recipients an email alert that a package is waiting for pickup. Tektrack has benefitted MSU through the elimination of package loss and replacement. Recipients realize faster notification times and greater accuracy in package receipt, which was previously done by hand.

Managed by Lavone Broxton, the Postal Services unit is comprised of Program Assistant, Randolph Reed; Principal Postal Clerk, Bijo Joseph; and Senior Mail and Postal Clerks, Danny Alvarez, Leoncio Codog, Louis Henderson, Tim Keenan, James O’Hagan, and Donald Williams. These employees will be extremely busy over the next few months processing a high volume of parcels as students begin to order books and receive care packages from home.

Business operations are impacted tremendously at the beginning of each semester, as the bulk of unit operations are dedicated to processing packages. During this time it can take one to two business days for a package to be scanned. Package pick-up begins at Noon. Wait times are longest during class change periods; therefore, students are advised to arrive at other times during business hours, if possible.

Students may also visit Postal Services for assistance with mailing procedures and book returns. Staff will assist students in preparing books and coordinating with the appropriate carrier for return.

Package Center Pick-up Hours
M-Th 12:00 p.m. - 6:00 p.m.
Fridays 12:00 p.m. - 5:00 p.m.

Avoid the Lines!

A kiosk which allows customers to purchase stamps or weigh packages and purchase postage with a credit or debit card is provided in the Package Center.

PASSPORT DAY RETURNS! See page 19 for details
On Thursday, June 2, the Montclair State University Office of Fire Safety and the Township of Montclair Fire Department presented the documentary “After the Fire: A True Story of Heroes and Cowards” to 350 Montclair High School Seniors as part of their Career Internship Program’s Seminar Series.

The true story of the January 19, 2000 residence hall fire which claimed the lives of three students and injured several others at Seton Hall University, “After the Fire” is a sobering-yet-inspirational film about the origins of the blaze and how two first-year students, Alvaro Llanos and Shawn Simons– who were among the most seriously injured– were able to survive, persevere and provide hope, inspiration and a voice for other burn victims.

Alvaro and Shawn present their experiences as burn victims more than 225 times each year to firefighting personnel, high school students, and colleges across the country, including MSU. Recognizing the value in educating young adults about having fire safety awareness while they’re away from home, the Montclair Fire Department approached MSU Fire Safety Director Robert Ferrara about offering the program to high schools in its service areas of Montclair and Glen Ridge this year. Montclair Fire Chief John Herrmann’s hope for this program is simple: “We want them to be safe while they’re away and carry that knowledge in their adult life. We also want them to know that we’re here as a resource at any time if they ever have questions.”

The Division of University Facilities is committed to working with local leaders to engage in community outreach with our neighbors, and we are proud to have provided the funding to support this program. Special acknowledgment goes to Montclair Mayor, Robert Jackson; Township Manager, Timothy Stafford; Councilman-at-Large, Rich McMahon; and Deputy Fire Chief, Robert Duncan, for their support of this event.

Alvaro and Shawn return to MSU to present their story to our incoming Freshmen on move-in day, September 4 at Memorial Auditorium at 6:00 and 8:00 p.m.

It is a nationwide effort to raise fire and life safety awareness on campus.

September is designated as “Campus Fire Safety Month.”

August and September are typically the worst time of year for fatal campus-related housing fires. Unfortunately, some students do not realize how quickly a fire can occur, and most have not received fire safety education since elementary school.

We hope through Campus Fire Safety Month that students will realize they are not invincible, that fires do happen in campus-related settings, and that students should take steps to protect themselves no matter where they live.

www.montclair.edu/facilities/fire-safety

MSU & MFD Partner on Fire Safety Awareness Program

On Thursday, June 2, the Montclair State University Office of Fire Safety and the Township of Montclair Fire Department presented the documentary “After the Fire: A True Story of Heroes and Cowards” to 350 Montclair High School Seniors as part of their Career Internship Program’s Seminar Series.

L-R Montclair Fire Chief John Herrmann; Montclair Deputy Fire Chief Robert Duncan; Alvaro Llanos; Shawn Simons; Montclair Councilman-at-Large Rich McMahon; and MSU Fire Safety Director Bob Ferrara
MSU Resident Assistant Fire Academy

By John Keane

In August 2016, Montclair State University’s (MSU) Department of Fire Safety held the Fourth Annual Resident Assistant (RA) Fire Academy at the Bergen County Law and Public Safety Institute in Mahwah, New Jersey. This “Academy” offers students unique, tangible lessons in fire safety, and gives them the opportunity to feel the effects of a fire within a building. The RA’s are brought to the fire academy for a full day of training, and are educated on the policies of the University and the expectations of their jobs. Lectures were conducted by Academy instructors and by MSU Fire Safety personnel, who kept the RA’s engaged in active participation. After a discussion on fire dynamics and fire behavior, the residents were brought to the fire grounds, where they gained hands-on fire extinguisher training, explanations on how sprinklers activate, and specific campus fire prevention issues.

If a stimulating lecture and hands-on fire extinguisher training weren’t enough to meet the expectations of each student in attendance, participants were presented with a grand finale where each student entered a burning building—a training building on the academy grounds that is specially designed to safely simulate visible fire behavior in real-life scenarios. Within this simulator, students were able to see, in a carefully-controlled environment, the effects of fire and fire growth that can potentially be found in residence halls in an emergency. Students were also taken through a simulation of a no-visibility smoke condition within the fire training grounds, learning the effects of smoke in a fire and how to evacuate properly through hallways and rooms in such conditions.

This program not only provided the Resident Assistants with the mandatory MSU-required training on fire behavior and fire prevention awareness, it also afforded participants an overall understanding of the Firefighters and First Responders who respond to our campus. Students learned that a lack of fire prevention efforts not only potentially endangers the residence halls where they live, but also the First Responder answering their call to duty. This annual program ensures that fire prevention polices and efforts will be met; and, it strengthens the relationship between MSU Fire Safety and RA’s which keeps Montclair State University a safe community for all students and First Responders.

John Keane has served as the MSU Fire Safety Coordinator since 2015. He is a State-Certified Fire Official and an active Firefighter in Lyndhurst, NJ.

Photo credit: Robert Ferrara
**Center for Campus Fire Safety Quiz and Sweepstakes for Students**

September 1 through September 30

The **Center for Campus Fire Safety** is hosting an interactive quiz and sweepstakes based on this year’s theme for Campus Fire Safety Month: “What Kind of Cook Are You In The Kitchen???” to test students’ knowledge of kitchen and cooking fire prevention. Participants may become one of two students to win a $500.00 American Express Gift Card. It’s simple, fun and fast! Information on this sweepstakes can be found MSU Fire Safety’s Webpage or at [www.campusfiresafety.org/cooking](http://www.campusfiresafety.org/cooking)

**“After The Fire” Freshman Training/Seminar**

September 4
6:00 p.m.-7:30 p.m.
8:00 p.m.-9:30 p.m.

Montclair State University will have the honor and privilege to host a Freshman Training Program, **After the Fire**, presented by Shawn Simons and Alvaro Llanos, survivors of the Seton Hall University Fire that occurred in January, 2000, resulting in the deaths of three students due to an intentionally set fire within their dormitory. This program demonstrates how the events that occurred during this tragic fire resulted in new standards of fire safety on campuses nationwide and why such fire prevention programs are in place today. Presentations of **After the Fire** will be held at 6:00pm-7:30pm and 8:00pm-9:30pm at Life Hall/Memorial Auditorium.

**MSU Fire Safety Annual Poster Contest for Students**

Win an Apple iPad!

Montclair State University Fire Safety will be hosting its annual poster contest for students. This year’s theme, “What Kind of Cook Are You in the Kitchen???” is a promotion for campus kitchen and cooking fire prevention. We encourage our students to create a poster that embodies this year’s theme and relate it to the MSU campus community. The First-Place winner will win a brand-new Apple iPad! Official poster contest paper will be provided at the Front Desk or Office of each residence hall. Student submissions are due by Noon on October 28, 2016.
Residence Life “Summer 2016 Projects Bonanza”

University Facilities (UF), in conjunction with Residence Life, had an extremely busy two months within the summer performing renovation, repair and replacement work at Russ Hall, The Village, Hawk Crossings and Stone Hall.

Within Russ Hall we completed:
- The replacement of 55 fan coil units within all the bedrooms located on the 2nd, 3rd and 4th floors. One of the students who just moved in to one of the rooms on the 4th Floor remarked that “…the A/C is great, and it can get very cold if one so desires.”
- The exterior façade, which is 104 years old, was repaired and painted. Repairs were also made to the dormers, roof and gutters.

Within The Village we completed:
- The replacement of the existing PVI water heaters at Williams and Fenwick Halls, with new Raypack boilers and new water storage tanks.

Within Hawk Crossings we completed:
- The replacement of 76 bath tubs with new, single-unit shower stalls, and shelving systems with automatically controlled exhaust fans.
- The rooftop A/C unit at the Residence Life office was replaced, and the stairs and handrails to the office were reconstructed.
- The upgrading of a new sanitary sewer pump control panel.
- The replacement of 33 water heaters within the Falco Building, with new 80-gallon units. Accipeter and Buteo are up next to have the remaining water heaters replaced in the near future.

Within Bohn Hall we completed:
- The replacement of the heating system with new fin tubes and hot water piping on 10 floors of one wing. In the future, we will pursue projects to replace the balance of the heating system, install A/C to all the rooms, and replace all the windows.

Thank you to Senior Project Managers, Henry Ornovitz and Victor Misarti for their oversight and endless hours of hard work managing the projects within Russ Hall, The Village and Hawk Crossings. Additionally, thanks to Theresa Giardino and the Residence Life team for attending project meetings, providing coordination services and assisting in delivering these projects on time and under budget.

Stone Hall, a 29,000 GSF residence hall built in 1955, was used as temporary office accommodations for various University departments for the last two years. Starting in January 2016, we embarked upon an aggressive eight-month renovation project restoring this building to its original use as a residence hall. This project life cycle renovated this 60-year old building; inclusive of a new heating/cooling system, electrical upgrades, reconstructed ADA bathroom facilities, environmental materials removal, new windows and roof, interior and exterior painting, decorative flooring, and a complete overhaul to the exterior grounds.

The newly renovated Stone Hall will house approximately 145 resident students. Additional added amenities include: a large common space lounge with a built-in reception and student services area; multiple HD displays and soft seating; reimagined bedrooms with new furniture, paint, and decorative vinyl flooring; an elevated brick paver patio accessible from the lounge with plentiful seating and views of the NYC skyline; several outdoor communal gathering spaces with beautiful plantings, a pergola, formal and informal seating areas; and a ridgeline walkway behind the building that is a continuation of the existing skyline walk behind CELS. The last phase of this project is being completed in September and October to align with the Fall planting season.

Congratulations to Senior Project Manager, Chris Danish, who successfully managed the delivery of this renovation project on time and within budget. Special thanks to Anthony Giampietro and the entire MSU Construction Code Office for all of their assistance in performing both partial and full inspections for the required Certificates of Occupancy at all hours of the day during the multiple phases of this project. We anxiously await the arrival of the residents for the Fall semester. Bring on the students!
UF Prepares for a New Academic Year

Employees at Work in Stone, Bohn, the Student Center, and the Field House

As Opening Day approached, UF employees focused on preparing for the arrival of our incoming Freshmen and the return of our Upper class students and Faculty. Congratulations to all staff in Grounds, Housekeeping, Moving and the Trades on a job well done!
UF Prepares for a New Academic Year


Photo credit: Yolanda Brandon and Preya Sanasie
The Division of University Facilities is excited to announce that we are installing computer kiosks in strategic locations around campus for the use of our employees.

Made possible by a generous donation of computers from the Division of Information Technology, these “Connect Corners” will enable UF personnel to execute Workday functions such as viewing paystubs, checking leave balances, requesting benefits changes and updating personal information. Employees will additionally be able to use these machines to participate in web-based training and development activities.

Connect Corner kiosks will be available for use in October 2016 at the following locations:

- Bohn Hall
- Maintenance Building
- Student Center
- Ward Trucking
- Williams Hall
- Student Recreation Center

**Coming in October 2016**

**Cornerstone** Learning Management System for University Facilities
Familiar Faces Join the UF Team in Shared Service Agreements

Late in 2015, the Division of University Facilities (UF) entered into the University’s first Shared Services personnel agreement through which critical roles would be filled by resources who physically are embedded within the Facilities group, while reporting to a “subject expert” organization. National talent searches were held; however, we did not have to look far to find two familiar, skilled and uniquely qualified hires to fill these roles.

Lynarkah Stephen became the Director of Facilities Human Resources on May 2, 2016. Lynarkah brings to her position a Master's degree in Legal Studies with a concentration in Dispute Resolution, and over 15 years of Human Resources experience at MSU. Beginning her career in a competitive administrative title, Lynarkah advanced through the ranks to serve as an HR Generalist, to Senior HR Generalist, to Assistant Director of Staffing and Employee Relations. In her new role, she is responsible for overseeing the management and administration of programs, policies, and procedures related to recruitment, compensation, classification, and employee benefits including, but not limited to, payroll, timekeeping, employment verification, and health, life, disability, and unemployment insurance, and employment processes administered by the Division of Human Resources.

Additionally, Lynarkah, who is a trained mediator, is responsible for the administration of the UF employee relations program in the areas of negotiations, contract administration, civil service matters, dispute resolution, training, and employee relations communications.

“Lyn” is excited to provide direction and guidance to all levels of our supervisory and managerial staff to ensure a customer service-oriented approach, and to support the Vice President for Human Resources in helping to accomplish the goals of the Division of University Facilities. Of working in Facilities, she says that “Every day offers opportunities to engage with a diverse population. I love being able to find new ways to improve performance and boost morale for my organization.”

Michael Reekie is a seasoned IT professional with 15-plus years of experience working in education. He came to our Division as the Director of Facilities IT on July 1, 2016, from the MSU Division of Information Technology, where he worked as a Senior Network Engineer since 2000.

In his previous role, Mike was responsible for the development, design, and installation of high-availability networks for high-profile projects such as the School of Business and the School of Communication. He also designed enterprise network upgrades, maintained system and network infrastructure operations and security updates, and performed hardware and software evaluations. Mike’s participation in UF technology initiatives includes the Projectmates construction management software, building automation systems configuration, access control and security systems design and installation, and camera system implementations.

Please join in welcoming Lynarkah and Michael to the UF team! Lynarkah may be reached at extension 3865. Michael may be reached at extension 5120.
UF Staff Celebrate Commencement 2016

Photo credit: Carolen Amarante, Abril Beas, Joana Gonzalez and Mike Peters
Commendations & Congratulations

Our Customers Sound Off on Our Service: 2016 RED HAWK SERVICE AWARD HONOREES

“I would like to express my thanks to Brian Adams for assisting with the preparation for Governor Cody’s visit to the Student Center on May 3, 2016. He did an excellent job and went above and beyond his duties, including changing and installing door shades, to assist with getting Ballroom C ready for the STIGMA Free event.”

-A University Facilities Housekeeping Colleague

“Not only does Owen Douglas make sure the main floor of SBUS and the showplace atrium are clean and spotless on a daily basis, he does so with a big smile. Owen is always welcoming to faculty, staff and students. Owen was a great help to me, last fall as the construction personnel were demobilizing and the SBUS faculty were moving in. He was an extension of the construction team in the first few weeks of the faculty relocation. Owen’s dedication to his work and his friendly personality are an asset to SBUS.”

-A University Facilities Capital Planning & Project Management Manager

“Andy Felix has demonstrated growth, professionalism and humility over the period of time that I have worked with him. He has also made strides to improve union relations with Human Resources and that deserves recognition!”

-An MSU Human Resources Partner

“I am nominating Ellen Gallagher and Stephanie Kaufman for Red Hawk Service Awards in recognition of the extensive work above and beyond their normal duties in preparing for the University Facilities Earth Day 2016 celebration. Ellen and Stephanie were an integral part of the success of that event– from writing assistance, to costume design, to stage management. It would have not been the same without them!”

-A University Facilities Manager

“A diligent employee and naturally responsible person, Sonia Guzman has excellent customer service skills and consistently displays a willingness to address Housekeeping issues within the Library. She approaches her work and the daily tasks she is assigned with integrity. She is a very reliable worker who rarely misses a shift. Moreover, she listens effectively to determine what we need, and makes sure that her work efforts are accurate and performed with efficiency so they are completed as soon as possible. The positive attitude Ms. Guzman brings to work each day has a positive impact upon her fellow Housekeeping workers and Library staff alike. She has proved to be a most valuable Housekeeping employee.”

-An MSU Sprague Library Customer

“Rezier Mazzo has proved himself over the years of service to MSU to be an outstanding team player, always willing to solve issues, take the lead in difficult endeavors and coach others. He consistently treats all customers, both internal and external, with the utmost courtesy and respect. Mazzo embeds in his work ethics and customer service those values that are core to the MSU Facilities division.”

-A University Facilities Manager
Commendations & Congratulations

Our Customers Sound Off on Our Service: 2016 RED HAWK SERVICE AWARD HONOgerees

“There is so much that can be said about Ana Palma. From the moment she arrived at the Student Recreation Center as a new housekeeper, I knew she was a blessing to us. Ana works hard, is diligent, mostly she is passionate and understands the need to keep the SRC clean. Ana is on top of things, consistent. She works very well with her colleagues, and is willing to teach and take on new projects. She knows what needs to be done, anticipates the needs of the patrons and her customer. She is always working. Never slows down. She has a great sense of humor, is approachable, and the students love her as well as all of the Professional Staff working in the SRC. Ana is a valuable employee and a valuable contributor to Housekeeping Services.”

-An MSU Student Recreation Center Customer

“It has been my privilege to work directly with Eugene Persico for the past five years. He is extremely knowledgeable in all areas of building maintenance and he has the ability to troubleshoot a problem and identify his level of expertise to determine whether he can address the task himself or request appropriate assistance. Since Eugene’s presence at the Rec Center, preventive maintenance tasks have improved immensely. We are grateful to have someone of Eugene’s caliber be part of our team”

-An MSU Student Recreation Center Customer

“When Eugene Persico is at the SRC he has a “To Do” list and keeps checking off the items each day. He is a planner and works with time lines and deadlines that need to be worked in the SRC. Eugene is responsive, has a positive attitude and works well with the Professional Staff. He is a great mentor to our students and loved by all that he has contact with. He is a self starter, takes initiative and does not hide from work. I have very much enjoyed working with Eugene and hope we have many more years together”

-An MSU Student Recreation Center Customer

“I believe Eugene Persico meets and exceeds all criteria for the Red Hawk Service Award. Eugene can be found working very closely with Campus Recreation staff to foster an inviting and safe facility. He goes out of his way on a regular basis to ensure all operations within the facility are up and running smoothly. As the “Hawk on Wheels” bicycle program grew, Eugene worked diligently to ensure we had a workspace within the facility where student staff and I could perform bicycle maintenance and have our own dedicated space to do so. Even after the space was created, Eugene still follows up regularly to ensure we are 100% satisfied.”

-An MSU Student Recreation Center Customer

“There are few employees who exemplify the spirit of service that Liliam Turino does. She is always there, always pleasant and always ensures that the work is done right. She not only doesn’t cut corners, she ALWAYS goes above and beyond what is required. Students and staff both know and respect her. She is appreciated for the care that she gives to the building and therefore, to each of us. Whenever colleagues from off campus visit the Student Center they always comment how clean the building is. That is due to Lily– not only to the hard work she does to keep it clean, but to the standards she sets for what the building should look like. She is truly an exemplary employee and we are so fortunate to have her as a part of the Student Center staff.”

-An MSU Student Center Customer
Commendations & Congratulations
Our Customers Sound Off on Our Service

June 3, 2016

Dear Pres. Cole,

I am writing today to commend the outstanding service that I received from Yvelices Nunez on May 19 when attending the Fifth Annual Todd Ouida Children’s Foundation Conference provided through The Center for Autism and Early Childhood Mental Health.

Without having made prior arrangements Yvelices Nunez identified me as needing assistance in the parking lot for the disabled. Diana assisted me into the bus. They took me to the conference building and then made arrangements for the return trip to my automobile later in the day.

The best part of the experience was Yvelices’ positive, outgoing personality. Her concrete help and personal warmth made everything easy. She welcomed and uplifted me both physically and emotionally. She’s an outstanding credit to the disability services offered by Montclair State University. Congratulations on employing such an individual.

Sincerely,

Philip E. Wilson, LCSW
Leonia, New Jersey

May 5, 2016

I understand that Doris Watson has been at MSU for 16 years. Throughout these years I have had the pleasure of knowing Doris from my office here at 420 Dickson. As for her work ethic, I cannot imagine a harder working, more dedicated and meticulous person. I am very grateful to her for keeping our working environment spic and span every day. Her thorough and thoughtful cleaning of individual offices on top of the many other jobs she must complete is especially valued. I am also aware of her dedication and loyalty coming to work even when she was not feeling the best, rarely missing a day. Honestly she is the best.

In addition, Doris is a wonderful person. She has always been friendly, attentive and concerned. I have always considered her a colleague and friend, some one I look forward to seeing each day. Her intelligence and kindness are additional qualities that we highly value up here on the 4th floor of Dickson. I cannot imagine a more deserving person for recognition of her many years of devoted work.

Sincerely,

J. Kenneth Olenik, PhD
Professor of Asian History, Montclair State University

September 8, 2016

Vice President Connolly,

I wanted to take a moment to compliment one of your employees. This morning around 8:15 I was walking through Science Hall when I noticed a gentlemen named Aaron from, according to his shirt, Building Services directing students to classrooms. He was pleasant and polite, as he, while not engaging in any unnecessary banter became a friendly guide for several lost students. He clearly and carefully pointed them in the right direction, but more importantly showed Montclair State to be the kind of place that is welcoming and caring for our students.

I don’t know Aaron’s last name, but what I saw this morning greatly impressed me and I felt that this act of kindness should be acknowledged.

Respectfully,

Christopher Sweerus
The Kudos Board

8/25/16

Yvelices Nunez is a great co-worker. All the students and colleagues love her—especially the disabled. She stops eating or taking breaks to help anyone.

-A Shuttle Services Colleague

8/25/16

Miguel Mercado is a great co-worker. He is always very punctual.

-A Shuttle Services Colleague

8/25/16

Lefranc Theodore is a great co-worker. Everything with him is always great. He serves everyone and is a great worker.

-A Shuttle Services Colleague

7/14/16

Nick and Rosa Sabatino are amazing! Not only do they keep the 4th floor of University Hall immaculate, they are great people. They think ahead to prepare for upcoming moves/events to ensure everything is ready and capable. They keep this entire floor as clean as possible and it should not go unnoticed! They are amazing people.

-An MSU Family + Child Services Customer

Help recognize our deserving employees! Nominations are accepted year-round.

Forms are available online or at any Employee Recognition box around campus.

www.montclair.edu/facilities
Common Causes of Slips, Trips and Falls

- Seasonal conditions– rain, snow or ice on walking surfaces
- Highly polished or freshly waxed floors
- Uneven or sloped surfaces
- Transitions from one surface to another
- Unanchored rugs or mats, loose floorboards or steps, missing tiles
- Poor housekeeping such as: clutter, obstacles in work areas, open cabinets and desk drawers
- Behavioral factors such as: talking on cell phones or eating while walking, hurrying and not paying attention to surroundings, taking unsafe shortcuts, ladders or scaffolding, wearing inappropriate footwear for the conditions, or wet, muddy or greasy shoes

HOW TO PREVENT FALLS DUE TO SLIPS AND TRIPS

1. Periodically, check the condition of indoor and outdoor walkways and steps. Repair as necessary.
2. Arrange furniture to provide open pathways to walk through.
3. Proper housekeeping– keep all walking and working surfaces clean, dry (where possible), and clear of clutter.
4. Secure electrical and phone cords out of traffic areas.
5. Maintain good lighting both indoors and on outdoor walkways.
6. Eliminate distractions while walking– no talking on phone or texting.
7. Do not use unstable items (chairs, boxes, buckets) to gain access to elevated items. Use a ladder correctly.
8. Use the handrail when climbing or descending stairs.
9. Use safe footwear.
MSU Passport Day
09.22.16

BACK BY POPULAR DEMAND!

Download & print or fill out applications in BLACK INK ONLY in advance at: www.travel.state.gov
DO NOT SIGN until asked to do so

PASSPORT DAY
Hosted by: Montclair State University
Postal Services Department
Thursday, September 22, 2016
8:30 am – 3:00 pm
1 Normal Ave, Montclair, NJ 07043
SC Ballroom B
Apply, Renew or Inquire about our Passport Services
No Appointment Necessary!! If you have questions, please contact us at:
(973) 655–4189

Fees paid to:
US Dept. of State
Standard Processing 4-6 weeks
$80 UNDER Age 16
$110 OVER Age 16

Fees paid to:
US Dept. of State
EXPEDITED Processing 2-3 weeks
$60 EXPEDITING
$20.86 Express Mail Return

Per Applicant Paid to:
USPS
$25 Execution
$15 Photos
EXPEDITED optional Express Mail $22.95

ORIGINAL:
Raised Seal Birth Certificate with Parental Information or Naturalization Document REQUIRED

For Additional Information visit us at:
https://www.usps.com/international/passports.htm
Facilities Logistic Support employees in the Shuttle Bus Services unit received training for Blood Borne Pathogen Awareness on September 1, 2016, and Fire Extinguisher Safety on September 6.

Here, Motor Vehicle Operator, Yvonne Bell receives instruction on proper Fire Extinguisher use from Fire Safety Coordinator, John Keane.

Going forward, Fire Extinguisher Safety training will be available to all University Facilities employees on the last Wednesday of every month. Please contact MSU Fire Safety at extension 2086 for further information.

In the November/December Pipeline:
UF Leads the Way with Diversity Initiatives at MSU

The Pipeline is the official, bi-monthly newsletter published by the Division of University Facilities at Montclair State University. Please contact Yolanda Brandon at brandony@montclair.edu or ext. 7846 to submit articles, announcements, and photos; or for information about news submissions and deadlines.