Q: What should you do if you see something broken, out of place, or you just know or feel is not right?

A: Report the issue to the UF Customer Service Center (Service Desk) or your supervisor so they may take the appropriate measures to ensure it’s fixed.

University Facilities is excited to kick off the employee awareness campaign S.O.S: See it. Own it. Solve it. The goal of S.O.S. is to raise staff awareness of everyday campus maintenance issues and to help keep our buildings and grounds safe by reporting problems to the necessary/responsible parties– even if they fall outside the scope of your daily responsibilities.

We need YOUR help! See page 2 to find out how.
See it. Own it. Solve it. What Does it Mean?

Do you pay attention to your surroundings? Do you care? Roger Connors, author of The Oz Principle defines Accountability as “a personal choice to rise above one’s circumstances and demonstrate the ownership necessary for achieving desired results.”

As Montclair State employees, we are viewed as “ambassadors” who often help to shape how the University is viewed by the public. Those of us in University Facilities bear the additional responsibility of being the face of our campus buildings and grounds; to our customers and the public, litter on an outside walkway is not viewed as a “Grounds unit” problem, it’s a Facilities problem. A broken door or access reader isn’t a “Lock unit” problem; it’s a Facilities problem of which the Lock unit may not even be aware until it is reported by a disappointed or unhappy customer, even though other UF staff may have noticed the issue and not reported it thinking it was someone else’s responsibility.

Although we, as individuals, work in distinct units, University Facilities must operate as one team working towards the same goal: to support Montclair State University in its mission to educate. As a customer service organization, we must be each others’ eyes and ears in ensuring that our campus looks good and functions seamlessly for students, faculty, staff, and the public-at-large.

WE ALL WIN IN AN S.O.S. WORK ENVIRONMENT!

★ A safe and clean work environment results in favorable compliance status, improved accessibility, and fewer accidents.

★ A proactive maintenance approach results in early and speedy issue resolution which extends the life of our assets and equipment, and reduces inconvenience to staff and customers. Staff may spend more time concentrating on planned work as opposed to reacting to “urgent” directives.

★ An inviting and attractive campus makes Montclair State University a place where people want to be and helps the University to meet its enrollment, employment, and public service targets.

★ We are all in this together. When the division looks good, we all look good. University Facilities: One team. One mission. One dream.
Are YOU Up For the S.O.S. Challenge?

Reporting maintenance issues on campus doesn't have to be difficult or time consuming.

Step 1: Document, Document, Document!

What
- What did you see?
- Take a picture with your phone, take notes.

When
- Make sure to record the time and date.

Where
- Where is the exact location (building, room #, be specific)
- Take pictures of surrounding areas

Step 2: Report Your Findings

Email
- Email: servicedesk@montclair.edu with your pictures and the necessary information.

Phone
- Contact the Facilities Service Desk at: 973-655-5444.

Online
- Use one of the seven Connect Corner kiosks on campus to fill out your request online at: maximo.montclair.edu.

In Person
- Contact your supervisor after all these steps to make sure they are aware of the problem.

Partners Matter!
We can’t do this alone.
Partners assist in raising awareness of the importance of reporting Facilities-related issues to the appropriate parties.

Who Are They?
Our partners are our customers:
- Academics
- Residence Life
- Student Recreation
- Faculty
- Staff
- Students

What Can They Do?
Partners can help to increase awareness by displaying the S.O.S. message and distributing outreach materials.
University Facilities Hosts APPA Committee at MSU

On March 25-27, University Facilities hosted representatives from the APPA Professional Affairs Committee for a campus site visit. APPA: Leadership in Educational Facilities, is the premiere organization of facilities managers in higher education, transforming individual facilities professionals into higher performing managers and leaders and elevating the recognition and value of educational facilities and their direct impact on the recruitment and retention of students, faculty and staff.

The request for an APPA visit was in response to University Facilities’ application for the APPA Award for Excellence, the highest institutional award presented by the organization designed to recognize and advance excellence in the field of educational facilities. Montclair State University is one of a handful of institutions short listed as finalists for this honor. Three administrators, Douglas Laditka AVP for Facilities Management & Development at the College of Wooster (OH); Jodie Sweat, Senior Director of Facilities Services at Kennesaw State University (GA); and Helen Bailey, Director of Planning, Design & Construction at the University of North Texas toured Montclair State and spoke with University Facilities staff, sponsors, and customers about how Facilities operates and its role in support of the University’s mission.

Amazon Lockers on Campus Are Growing in Popularity

Two More Lockers Introduced for Campus Community Usage in April 2018

Have you noticed the red lockers? In November 2017, Montclair State University became the first public institution in the state to enter into an agreement with Amazon to place delivery lockers on campus. These lockers provide an additional delivery option and a safe repository for Amazon deliveries, and they enable recipients to retrieve packages at their convenience, within a designated time frame.

During its initial roll-out, three lockers were installed: Freeman Hall, Sinatra Hall, and Machuga Heights. Through February 2018, 2,001 packages were delivered by Amazon to these locations. Because monthly usage at each locker has shown increases between 8 percent and 26 percent, two additional lockers were installed in April 2018 at Bohn Hall and Hawks Crossings. These locations were selected to extend delivery options closer to those residence halls.

The Amazon lockers are here for the convenience of the entire campus community. For information about how to use the Amazon lockers, please visit amazon.com locker.

Assistant Director of Postal Services, Lavone Broxton shows off one of two new Amazon lockers on campus (above left).
Montclair State Participates in RecycleMania Competition

Montclair State University was among the participants in the 2018 RecycleMania competition, sponsored by Rubbermaid Commercial Products®. RecycleMania is the nation’s premier waste reduction and recycling competition among colleges and universities, governed by a nonprofit 501(c)(3) organization called RecycleMania, Inc. made up of a board of directors who are recycling and sustainability managers from participating universities. The 2018 tournament featured 300 schools participating from 46 states in the United States, the District of Columbia and Canada, with an enrollment of 3.6 million students.

Participating colleges and universities are ranked in various categories according to how much recycling and food waste they divert from the landfill over two months. Between the Feb. 4 kickoff and the final recycling weigh-in on March 31, participating schools recycled or composted 68.6 million pounds of waste, preventing the release of 94,152 metric tons of carbon dioxide equivalent (MTCO2E) into the atmosphere, which is equivalent to preventing the annual emissions from 20,160 cars.

Spearheaded by Director of Grounds Services, Stephen Ruggiero, Montclair State’s RecycleMania results were reported in the following categories:

**Diversion** – 48.062 recycling percentage rate (ranked 43 of 170 participants)

**Per Capita Classic** – 20.4 lbs. per capita (ranked 1 of 15 four-year, medium sized primarily non-residential participating institutions)

**Total Recycling** – 428,616 lbs. (ranked 40 of 229 participants)

**Waste Minimization** – 42.440 lbs. per capita (ranked 81 of 179 participants)

RecycleMania partnered with the US EPA’s WasteWise program, College and University Recycling Coalition (CURC), Keep America Beautiful, National Wildlife Federation. For complete details, visit RecycleMania.org.

---

**Earth Day 2018**

“How Rosie Saved the Ocean”

Tuesday, May 1
9:30 a.m.
MSU Amphitheater
Montclair State Tobacco-Free Campus Plan

New University Policies on the Use of All Tobacco and Similar Products Took Effect on September 1, 2017.

Smoking, and/or the use of tobacco, vapor or similar products* is prohibited inside any campus building and all campus vehicles.

- **DO** use tobacco products in Designated Smoking Areas.
- **DO** Remain *at least 25 feet* from entries, outdoor air intakes, and operable windows.
- **DO** take advantage of MSU tobacco cessation programs and services, if interested.
- **DON'T** smoke in any Montclair State University-owned vehicle.
- **DON'T** smoke in any Montclair State University building.

The Office of Health Promotion has prepared a series of programs and services for the campus community that supports and encourages tobacco cessation. These will last until full implementation of the policy on September 1, 2020. If deemed necessary at that time, additional programs will be established.

*Products include, but are not limited to: Smokeless Tobacco (Chewing Tobacco, Snuff, Dip); Cigarettes; Pipes; Cigars, Cigarillos & Little Cigars; Electronic Nicotine Delivery Systems (E-Cigarettes, Vapor products & Vaporizers, Dry herbs & wax, E-Liquids); Waterpipes (including Hookah); Dissolvable Tobacco; Bids; Kreteks

**On and Off-Campus Resources are Available to Assist You!**

<table>
<thead>
<tr>
<th>Office of Health Promotion</th>
<th>University Health Center</th>
<th>New Jersey Quitline</th>
</tr>
</thead>
<tbody>
<tr>
<td>973-655-5271</td>
<td>973-655-4361</td>
<td>866-657-8677</td>
</tr>
<tr>
<td>located in the Student Center Annex, Room 205 and the Drop In Center</td>
<td>located on the first floor of Blanton Hall</td>
<td></td>
</tr>
</tbody>
</table>

Please forward questions to: tobacco-free@montclair.edu

---

Campus Designated Smoking Areas as of 9/1/17

---
**Welcome New Facilities Employees!**

February 20, 2017 - March 2018

<table>
<thead>
<tr>
<th>BRIAN TAYLOR</th>
<th>YONG LEE</th>
<th>SHAJI ORATHEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locksmith</td>
<td>Mechanical Equipment Specialist</td>
<td>Postal Clerk</td>
</tr>
<tr>
<td>Lock Services</td>
<td>HVAC Services</td>
<td>Postal Services</td>
</tr>
</tbody>
</table>

---

**SERVICE MILESTONES**

March – April 2018

<table>
<thead>
<tr>
<th>10 YEARS</th>
<th>20 YEARS</th>
<th>25 YEARS</th>
<th>30 YEARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luce Gjonpali</td>
<td>Anderson Izquierdo Rubio</td>
<td>Alston Greene</td>
<td></td>
</tr>
<tr>
<td>Luz Marina Melendez</td>
<td>Carlos Palacio</td>
<td></td>
<td>Martha Valdivieso</td>
</tr>
</tbody>
</table>

---

Congratulations to former Sr. Building Maintenance Worker Margarita Acevedo (*pictured left, (r) with manager Jackie Alvarez*), who, upon the conclusion of an advertised search process, was the successful applicant appointed as a Building Crew Supervisor in April 2018. The Building Crew Supervisor title is new to University Facilities. It has been adopted by the Division as a means to provide front-line staff with an opportunity to gain career mobility and supervisory experience which qualifies for higher-level titles.

Congratulations to Senior Repairer Clifford Lawrence, who was awarded a Certificate of Completion at the conclusion of a Building Trades Technology course at the Essex County Vocational Schools in March 2018.

**Fleet Services “Show and Tell Day” at Ben Samuels Center**

On February 13, members of the Fleet Services unit visited the Ben Samuels Children's Center for its annual “Show and Tell Day” with 20-30 Pre-K students.

During this event Fleet Services staff display examples of the equipment the unit services and speak to the children about equipment use. Vehicles presented included a backhoe, Kubota tractor, police car, Fleet Services support vehicle, ambulance, and a big bus.

The children showed their appreciation by sending handwritten thank you cards (*right*) to Assistant Director Ben Ceca and the staff.
Annual Staff Retreat Focuses on Physical and Mental Health

On April 16 and 17, approximately 70 University Facilities managers, supervisors, administrative staff, and invited guests attended the Division’s third annual employee retreat at the New Jersey School of Conservation.

The theme of this year’s program, “Making Time for Health” featured a workshop, physical activities, team-building exercises, and a community service component.

Workshop presenter Erin Palinski-Wade RD, CDE, CPT who is known as “America’s Belly Fat Fighter,” is a nationally recognized nutrition and fitness expert who operates a private practice and frequently serves as a sought after on-air expert, consultant, and speaker. She is the best-selling author of “Belly Fat Diet for Dummies,” and is the featured expert on the #1 best-selling diabetes iPad App “Diabetes: What Now?” Her presentation, “Making Time for Health...Even When You Have No Time For Yourself” instructed staff about how stress reduction, meal planning, fitness, and getting a good night’s sleep can improve our productivity and physical well-being.

After the workshop, attendees got moving with their choice of physical activity which included yoga, massage therapy, or hiking. Participants additionally supplied canned and dry goods and assembled 50 backpacks with healthy foods which were donated to the Toni’s Kitchen “Neighbors Feeding Neighbors” community project benefitting children in need in Montclair.
Second Star Service Award Honorees Are Announced

Congratulations to Senior Building Maintenance Workers Mireille Bazile and Carlos Walker, for receiving the second Star Service Award. Mireille and Carlos are being honored for working together to perform services above and beyond the scope of their duties at Sprague Library.

The Star Service Award recognizes individuals or teams who demonstrate excellence in collaboration, commitment, innovation, leadership, and learning. Recipients receive a $25 Mastercard Gift Card.

Sprague Staff Surprise Appreciation for CPPM Managers

Capital Planning & Project Management department Senior Project Manager Victor Misarti (top left with Dean Judith Lin Hunt) and Assistant Project Manager Kathryn Lansinger (bottom left), were recently feted by Sprague Library staff and administrators in response to providing outstanding services for several renovation projects taking place in the facility.

Renovation activities in Sprague Library included the relocation of three College of the Arts classrooms from College Hall to the Library basement and the related relocation of Information Technology and Library property and equipment elsewhere in the building. Victor and Kathryn’s efforts towards this project, which included utilizing innovative problem-solving skills and working many extra and off hours, ensured a more efficient use of space for Library staff and the timely completion of work.

Library employees, led by Dean Judith Lin Hunt, surprised Victor and Kathryn with a cake party to convey their appreciation for a job well done. As the lead manager and driver of this project, Victor, additionally, received a Montclair State University t-shirt signed by the entire building staff. Vice President for University Facilities, Shawn Connolly, AVP for Capital Planning & Project Management, Mike Zanko, and Director of Architecture Services, Frank Cunha were pleased to attend this celebration in support of our deserving managers.

Kudos to Victor and Kathryn for receiving this honor and “thank you” to the staff of Sprague Library for taking the time to recognize the work of University Facilities staff!
“This is long overdue, but I wanted to sing the praises of Fifi (Mireille Bazile) and Carlos who were heavily involved in helping me set up the library’s very first Relaxation Room during final exams in December 2017. They moved heavy tables and many stacks of chairs at a moment’s notice. I couldn’t have pulled off this new project without their kind assistance. They were easy to work with, took direction well, and despite having their routine disrupted they never complained. They have been with the library for a long time and I have always appreciated their efforts, but this was definitely an “above and beyond” moment. I felt it was important to notify their supervisors of this excellent service. My delay in reporting it is definitely not a reflection on them. Thank you.”

-Lori Petrozzello
Access Services
Harry A. Sprague Library

“Working with Victor and Kathryn was a pleasure--congenial, consultative and collaborative. Their ability to take an entire floor and transform it into attractive and functional teaching and service spaces for VSD, Library, and IT was amazing. They led the team of architects, faculty, librarians, library staff, IT staff, facilities staff, and outside contractors, and kept everyone informed, on task, and met the deadlines! In January students returned to a newly designed, bright, newly-painted and carpeted area, with new modular furniture to allow them to create their own study groups, new equipment and labs and mobile shelving to accommodate growing collections of media and books.”

-Dr. Judith Lin Hunt
Dean of Library Services
Harry A. Sprague Library
Call for Nominations

UNIVERSITY FACILITIES
EMPLOYEE RECOGNITION PROGRAM

It's that time of year again!

Nominations opened on Monday, April 9, 2018
Nominations close on Thursday, May 31, 2018
Nomination forms are available online at Montclair.edu/facilities/
Forms are also available at Kronos time clocks
Email completed electronic forms to uf-training@montclair.edu
Submit completed paper forms in the time clock recognition boxes

SEE YOU AT THE DIVISION MEETING ON JUNE 14 AT 10:00 A.M. IN KASSER THEATER
# UNIVERSITY FACILITIES TRAINING AND EVENT CALENDAR

## MAY 2018

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
<th>Time</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 1</td>
<td>Earth Day for Kids - Literacy Program</td>
<td>MSU Amphitheater Overlook 3022</td>
<td>9:30 a.m.</td>
<td>Division Staff and Guests</td>
</tr>
<tr>
<td>May 2</td>
<td>Basic Computer Class</td>
<td>Overlook 3002</td>
<td>11:15 a.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 3</td>
<td>Basic 2 Computer Class - ESL &amp; Literacy Program</td>
<td>Overlook 3002 Overlook 3022</td>
<td>11:15 a.m. &amp; 3:00 p.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 8</td>
<td>Literacy Program</td>
<td>Overlook 3022</td>
<td>11:00 a.m. &amp; 3:00 p.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 9</td>
<td>Basic Computer Class</td>
<td>Overlook 3002</td>
<td>11:15 a.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 10</td>
<td>Basic 2 Computer Class - ESL &amp; Literacy Program</td>
<td>Overlook 3002 Overlook 3022</td>
<td>11:00 a.m. &amp; 3:00 p.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 15</td>
<td>Literacy Program</td>
<td>Overlook 3022</td>
<td>11:00 a.m. &amp; 3:00 p.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 16</td>
<td>Basic Computer Class</td>
<td>Overlook 3002</td>
<td>11:15 a.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 17</td>
<td>Basic 2 Computer Class - ESL &amp; Literacy Program</td>
<td>Overlook 3002 Overlook 3022</td>
<td>11:00 a.m. &amp; 3:00 p.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 18</td>
<td>Supervisors Quarterly Meeting</td>
<td>Overlook</td>
<td>9:30 a.m.</td>
<td>Supervisors</td>
</tr>
<tr>
<td>May 22</td>
<td>New Employee Orientation - Literacy Program - Graduate School Commencement</td>
<td>Overlook 3002 Overlook 3022 NJPAC</td>
<td>9:00 a.m.- 4:30 p.m. 11:00 a.m. &amp; 3:00 p.m. 7:00 p.m.</td>
<td>Participation by Invitation Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 23</td>
<td>Basic Computer Class</td>
<td>Overlook 3002</td>
<td>11:15 a.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 24</td>
<td>Basic 2 Computer Class - ESL &amp; Literacy Program</td>
<td>Overlook 3002 Overlook 3022</td>
<td>11:00 a.m. &amp; 3:00 p.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 25</td>
<td>Undergraduate Commencement</td>
<td>Prudential Center</td>
<td>11:00 a.m.</td>
<td></td>
</tr>
<tr>
<td>May 29</td>
<td>Literacy Program</td>
<td>Overlook 3022</td>
<td>11:00 a.m. &amp; 3:00 p.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 30</td>
<td>Basic Computer Class</td>
<td>Overlook 3002</td>
<td>11:15 a.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
<tr>
<td>May 31</td>
<td>Basic 2 Computer Class - ESL &amp; Literacy Program</td>
<td>Overlook 3002 Overlook 3022</td>
<td>11:00 a.m. &amp; 3:00 p.m.</td>
<td>Pre-Approved Registrants</td>
</tr>
</tbody>
</table>

## JUNE 2018

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
<th>Time</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 1</td>
<td>Managers Quarterly Meeting</td>
<td>Overlook</td>
<td>9:30 a.m.</td>
<td>Managers</td>
</tr>
<tr>
<td>June 14</td>
<td>Division Meeting</td>
<td>Kasser Theater</td>
<td>10:00 a.m.</td>
<td>Public</td>
</tr>
<tr>
<td></td>
<td>Division BBQ</td>
<td>Maintenance Bldg.</td>
<td>Noon</td>
<td>Division Staff and Guests</td>
</tr>
</tbody>
</table>