UNIVERSITY FACILITIES TRAINING AND EVENT CALENDAR

MAY/JUNE 2019

May 1  Facilities Computer Class  Overlook 3002  11:30 a.m.  Pre-Approved Registrants

May 2  Basic ESL & Literacy Program  Overlook 3022  10:00 a.m.  Pre-Approved Registrants
Intermediate ESL & Literacy Program  Overlook 3022  11:00 a.m.  Pre-Approved Registrants
Advanced ESL & Literacy Program  Overlook 3022  12:00 p.m.  Pre-Approved Registrants

May 6  Earth Day for Kids  MSU Amphitheater  9:30 a.m.  Public Event

May 7  Basic ESL & Literacy Program  Overlook 3022  10:00 a.m.  Pre-Approved Registrants
Intermediate ESL & Literacy Program  Overlook 3022  11:00 a.m.  Pre-Approved Registrants
Advanced ESL & Literacy Program  Overlook 3022  12:00 p.m.  Pre-Approved Registrants

May 8  Heartsaver CPR AED Certification Facilities Computer Class  Overlook Trng Rm A  8:30 a.m.  Pre-Approved Registrants

May 9  Basic ESL & Literacy Program  Overlook 3022  10:00 a.m.  Pre-Approved Registrants
Intermediate ESL & Literacy Program  Overlook 3022  11:00 a.m.  Pre-Approved Registrants
Advanced ESL & Literacy Program  Overlook 3022  12:00 p.m.  Pre-Approved Registrants

May 15 Facilities Computer Class  Overlook 3002  11:30 a.m.  Pre-Approved Registrants

May 22 Facilities Computer Class  Overlook 3002  11:30 a.m.  Pre-Approved Registrants

May 29 Facilities Computer Class  Overlook 3002  11:30 a.m.  Pre-Approved Registrants

June 5 Facilities Computer Class  Overlook 3002  11:30 a.m.  Pre-Approved Registrants

June 13 Division Meeting Division BBQ  Kasser Theater  10:00 a.m.  UF Staff & Invited Guests
Behind Panzer Field  After Division Meeting  UF Staff & Invited Guests

Visit the University Facilities calendar online for updated information about what’s happening in our division www.montclair.edu/facilities

The Pipeline newsletter is available online at www.montclair.edu/facilities/documents-forms/

A PROFESSIONAL IS SOMEONE WHO CAN DO HIS BEST WORK WHEN HE DOESN'T FEEL LIKE IT.
-Alistair Cooke

Reflected on a Professional Workplace

From the U.S. Department of Labor:

Throughout our working lives, most of us will have many different jobs, each requiring a different level or set of skills. No matter the industry – from customer service to an office job to construction and the trades – all of these jobs have one thing in common: in order to succeed and move ahead, you need to demonstrate professionalism.

Professionalism does not mean wearing a suit or carrying a briefcase; rather, it means conducting oneself with responsibility, integrity, accountability, and excellence. It means communicating effectively and appropriately and always finding a way to be productive. Employers want new workers to be responsible, ethical, and team oriented, and to possess strong communication, interpersonal, and problem-solving skills.
Professionalism (cont’d from page 1)

solving skills. Wrap these skills up all together
and you’ve got professionalism.

There are few things an employer values more than employees who carry out their duties in a
professional manner.

Professionalism isn’t one thing; it’s a combination
of qualities. A professional employee arrives on
time for work and manages time effectively. Pro-
fessional workers take responsibility for their own
behavior and work effectively with others. High
quality work standards, honesty, and integrity are
also part of the package. Professional employees
look clean and neat and dress appropriately for
the job. Communicating effectively and appropri-
ately for the workplace is also an essential part of
professionalism.

Regardless of the job or industry, professionalism
is easy to spot. On a construction site or in a
trade, a professional worker will work hard and
manage time effectively, including arriving and
returning on time from breaks. A professional
worker in a customer service setting will speak
clearly and politely to customers and colleagues
and have neat and clean appearance. In an office
setting, an employee with professionalism will
work productively with others and strive for a
high standard and constant improvement.

Professionalism may look slightly different in vari-
ous settings, but the core elements are always
the same. Professionalism, in and of itself, is not
one skill but the blending and integration of a va-
riety of skills. When professionalism is demon-
strated, it tends to be thought of as the entire
package.
Communication

One of the challenges in the workplace is learning the specific communication styles of others and how and when to share your ideas or concerns. It is important to develop a variety of skills for both communicating to others and learning how to interpret the information received from others. Knowing our audience and understanding how they need to receive information is equally important as knowing ourselves. Knowing how to listen carefully and when to ask for help is important. If an employee and supervisor learn to communicate well, there is a greater likelihood of job retention and promotion.

Teamwork

Teamwork is an essential part of workplace success. Like a basketball team working together to set up the perfect shot, every team member has a specific role to play in accomplishing tasks on the job. Teamwork involves building relationships and working with other people using a number of important skills and habits:

- Working cooperatively
- Contributing to groups with ideas, suggestions, and effort
- Communication (both giving and receiving)
- Sense of responsibility

Problem Solving & Critical Thinking

There is no shortage of challenges and issues that can arise on the job. Whether in an office or on a construction site, experiencing difficulties with the tasks at hand or with coworkers, the workplace presents ongoing challenges on a daily basis. Whether these problems are large or small, they need to be dealt with constructively and fairly.

Employers want employees who can work through problems on their own or as an effective member of a team. Ideal employees can think critically and creatively, share thoughts and opinions, use good judgment, and make decisions.

Networking

“It’s not what you know, it’s who you know.” This common expression is the basis for understanding the importance of networking as a strategy for career development and exploration. When it comes to developing new skills or identifying opportunities for advancement, you’ve got to network! Everyone has a network, even if you don’t realize it, and when it comes to career growth, this network may be just as important as your skills and experience.

A mentor can serve as a critical resource in your networking activities. Mentorship is a learning and development partnership between someone with vast experience of a more knowledgeable person helps to provide clarity and definition in your career.
Our Ethics Obligations: Be Professional, Do The Right Thing.

As State employees, we have an obligation to conduct ourselves with the utmost integrity. In addition to University policies contained in the MSU Employee Handbook, the University has adopted the State Uniform Code of Ethics. If you wish to report an Ethics violation or if you have any questions regarding your Ethics responsibilities or the application of the Uniform Ethics Codes or other University Policy, please visit the University’s Ethics webpage for more information.  https://www.montclair.edu/ethics/

Starting in April 2019, employees will begin to receive the following Ethics requirements as tasks in Workday.

- Annual College and University Disclosure
- Annual Ethics Briefing
- Online Ethics Training
- Outside Activity/Employment
- Supervisory Conflict of Interest Certificate

The above Ethics requirements will launch to your Workday inbox based on your month of hire, i.e, if you were hired in March you will receive your annual notices every April. Requirements are specific to employee type. Each year you will receive tasks with links that will, once completed, keep ethics compliance up to date.

These steps are mandated by the State of New Jersey, and we are all required to comply.

Welcome New Facilities Employees!

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robert Mickel</td>
<td>Repairer</td>
<td>General Mechanics</td>
</tr>
<tr>
<td>Jonathan Algarin</td>
<td>Groundworker</td>
<td>Grounds &amp; Landscape Services</td>
</tr>
<tr>
<td>Jeyanthan Samithamby</td>
<td>Groundworker</td>
<td>Grounds &amp; Landscape Services</td>
</tr>
<tr>
<td>Greg Capria</td>
<td>Plumber</td>
<td>Plumbing Services</td>
</tr>
<tr>
<td>Frederick Schneider</td>
<td>Groundworker</td>
<td>Grounds &amp; Landscape Services</td>
</tr>
<tr>
<td>Chandra Boisrond</td>
<td>Administrative Coordinator</td>
<td>Facilities Financial Management</td>
</tr>
<tr>
<td>Heather Jenkins</td>
<td>Administrative Coordinator</td>
<td>Office of the Vice President</td>
</tr>
</tbody>
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SERVICE MILESTONES

<table>
<thead>
<tr>
<th>Years</th>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Joana Dos Santos</td>
<td>Maintenance</td>
</tr>
<tr>
<td>10</td>
<td>Chung Yen</td>
<td>Maintenance</td>
</tr>
<tr>
<td>15</td>
<td>Adeline Cochran</td>
<td>Maintenance</td>
</tr>
<tr>
<td>20</td>
<td>Evelyn Murray</td>
<td>Maintenance</td>
</tr>
<tr>
<td>25</td>
<td>Vanessa Perez</td>
<td>Maintenance</td>
</tr>
</tbody>
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Congratulations!

The University Facilities Employee Handbook includes guidelines to aid your professional conduct including:

- Personal Use of University Equipment, Property, & Resources
- Personal Use of University Computing & Telecommunications Devices
- Compensation for Official Duties
- Gifts and Favors
- Attendance at Outside Events
- Outside Employment
- Nepotism & Employment of Relatives

The UF Employee Handbook is available 24/7 online at www.montclair.edu/facilities/documents-forms
Employee Spotlight

I’d like to commend Kent Daniel for his kindness and compassion. When I read the Provost’s email, I wasn’t sure if an arrangement could be made, but I contacted Facilities anyway regarding availability of a shuttle bus for Petra Knox’s service on January 8 in Randolph. I was very happy to receive a response right away from Kent Daniel. After some questions and a day later, he finalized two shuttle buses from MSU to Randolph. I was such a relief since the forecast for that day was snow and rain. With Kent’s assistance, more MSU staff were able to attend Petra’s funeral service. I’m grateful for Kent and his drivers that gave us the opportunity to give Petra a nice and solemn send off from her colleagues at MSU. She’ll be missed and we are grateful for her service.

-Raquel Peterson
CSAM Dean’s Office

University Facilities Staff Donate to Campus Food Pantry

UF managerial, supervisory, and administrative staff donated canned goods to the Montclair State Red Hawk Pantry during our annual Staff Retreat in April.

The Red Hawk Pantry opened in 2016 to address the reality and struggle of food insecurity for our students. At the time of its opening, nearly 200 Montclair State students were surveyed about food needs, with 10% expressing food insecurity on a daily basis, 15% expressing a need on weekly basis and 12% on a monthly basis. To support the on-campus food pantry, monetary donations are accepted online. To donate goods, bring your donation to the Center for Student Involvement on the first floor of the Student Center, or drop off items at the Student Center Information Desk on the 2nd floor. Most-needed items include canned proteins and grab and go items such as granola bars. In addition to food, the pantry is also collecting toiletries, laundry detergent and personal hygiene products.

For more information on the food pantry, contact Sonja Tillman, Student Center Room 263, tillmans@montclair.edu or 973-655-6959. For information on the campaign to support the pantry, contact Stacy Albanese at albaneses@montclair.edu or 973-655-5465.

Communicating a Professional Workplace Image

The “Signs” of Professional Operations

Effective communication in the workplace does not solely encompass those interactions between individuals such as peers, managers, and supervisors. A critical component of a successful organization is its interactions with customers.

University Facilities is driven by its mission to provide services that support the University’s mission. It is not simply that we strive to provide customer service, the quality of the services we provide are just as important as the scope of what we do.

A professional image enables our customers to be confident that we are able to do our jobs while simultaneously enabling the division to satisfy the needs of the campus community.

The use of divisionally-approved uniforms is intended to give Facilities Maintenance, Services, and Logistic Support employees a neat, presentable, and business-like appearance that conveys a professional attitude towards his or her work and enhances the status of the Division in the campus community. Uniforms also enable students, building occupants, University administrators, law enforcement and emergency personnel to easily recognize persons who have authorized access to University property. Further, every Facilities employee is required to have a University-issued photo identification card that must be carried at all times while on campus. All service and trades employees who perform work which requires them to enter campus residence halls, offices and other work spaces must produce his or her card upon demand and ensure that the ID card is accessible at all times while working.

In addition to your personal appearance, the usage of professional communication tools is also an indicator of divisional competency and skill. “While You Were Out” hangtags are available and should be used each time you perform work in an office or residence room and the occupant is not present. These hangtags communicate to the customer the division’s response to a request for work to be performed, the scope of work performed, and that the space was accessed by an authorized University representative. Further, while they may be convenient, handwritten signs should not be used to communicate that a door, elevator, restroom or other space is unavailable or out of service. Printed advisory signs convey concise and professional language in an authoritative and secure format.

Both the hangtags and printed advisory signs are available through Facilities Maintenance and Engineering. Please contact Earl Farrell, Director of Building Repairs, at extension 4101 to obtain supplies.

Handwritten signs (L) indicating the unavailability of a door, elevator, restroom or other space do not convey a professional workplace image. Printed signs (C,R) inform customers of service advisories in an authoritative and secure format. Please contact the Director of Building Repairs to obtain these tools.

For more information on the food pantry, contact Sonja Tillman, Student Center Room 263, tillmans@montclair.edu or 973-655-6959. For information on the campaign to support the pantry, contact Stacy Albanese at albaneses@montclair.edu or 973-655-5465.
Employees are obliged to conduct themselves professionally and appropriately in their interactions with students. Staff members must not enter into an inappropriate close personal relationship with students*. You must ensure that your interactions with students are always of a professional and appropriate nature.

The nature of the student/staff relationship imposes particular responsibilities and duties on the staff member. Because of the respective staff and student roles, a staff member may have power over a student even if students are of a similar age to the staff member. Staff must ensure that they exercise this power in a respectful and fair manner, and that they avoid sexual harassment, bullying, favoritism, and exploitation.

Whether certain conduct is professional and appropriate in the circumstances is a question of subjective judgment taking into account all the relevant circumstances. By way of guidance, all staff members should:

- Maintain an appropriate physical and emotional distance from students;
- Use their Montclair State University email account, telephone line and internet access for work-related communications with students, avoiding unauthorized use of social media sites (such as Facebook, Instagram, Snapchat, etc.);
- Refrain from exchanging personal contact details including home addresses, private email addresses and telephone numbers;
- Refrain from divulging intimate personal information about themselves to students; and;
- Be mindful that the same guidelines and rules for appropriate conduct apply when staff and students are participating in work-related activities where a student holds a part-time job on campus.

Professional interactions are different between students and staff members whose primary professional responsibility is the pastoral care of students, such as Residence Life staff and counselors. Staff members who do not have a primary professional responsibility of the pastoral care of students should:

- Ensure that meetings and discussions about work-related matters occur on campus in a public venue;
- Refer students with support needs to a relevant University support service and limit the staff member’s role in providing personal support to students as this is not part of their employment duties;
- Refrain from contacting students after hours about work-related matters;
- Employees at no point in time should enter a student’s apartment/residence, unless they are entering as part of performing official University work, and;
- Not seek intimate personal information from a student except as relevant to a University process.

If a student or a staff member observes or experiences a staff member behaving in an unprofessional or inappropriate manner towards a student, they should report their concerns to the relevant supervisor. Reports of unprofessional or inappropriate conduct will be investigated by an officer of the University.

*Where a staff member has a pre-existing close personal relationship with a person who later becomes a student at Montclair State University (for example a staff member’s child enrolls as a student), the pre-existing nature of the relationship would be taken into account in the determination of what conduct is professional and appropriate under this procedure. New hires should disclose pre-existing relationships with students upon hire. Existing staff should disclose pre-existing relationships upon matriculation of the student.

Congratulations to Senior Space Planner/Interior Designer Erin Murray, who was announced as the Capital Planning & Project Management (CPPM) Department Employee of the Year in December 2018.

Each year, a member of CPPM staff who exemplifies character, builds community, demonstrates leadership, and promotes inclusivity in the course of performing his or her job duties is recognized. Several of the nominations on Erin’s behalf mentioned her exceptional work at completing very large and diverse projects on time and under budget; her working during the Holiday break to make sure spaces were complete and ready for occupancy upon end-users returning for the Spring Semester; and her sharing knowledge with coworkers regarding the multi-faceted and complicated campus-wide moving/relocation process across University Divisions such as Academic Affairs, Information Technology, Budget, Finance and Student Development and Campus Life. Another nominator noted how extremely smart and hard working she is.

Congratulations to Supervisor of Building Repairs Kevin Lepore for receiving a Red Hawk Service Award in March 2019. Kevin received this award upon a nomination spearheaded by the Director of Architecture Services, who sought to recognize this employee’s quiet manner and consistent willingness to help to move projects along. More than two dozen signatures were presented on a nomination petition from colleagues who enthusiastically supported a colleague described as an “unsung hero who quietly works behind the scenes.”

Congratulations to Assistant Project Manager Ellen Gallagher, who is the latest recipient of a Star Service Award. The Star Service Award is bestowed upon an individual or team that demonstrates excellence in collaboration, commitment, innovation, leadership, and learning.
Nomination Forms are available in the Employee Recognition Boxes located around campus and online in the Facilities Learning and Development section of the University Facilities Document Library at https://www.montclair.edu/facilities/documents-forms/

Forms may be submitted in the Time Clock boxes or via email to uf-training@montclair.edu

REPORTING METHODS

- EMAIL: servicedesk@montclair.edu with pictures/information
- PHONE: Contact the Helpdesk at 973-655-5444
- ONLINE: Use one of the 7 kiosks on campus - Request Online Maximo.montclair.edu
- IN PERSON: Contact your supervisor

University Facilities Campaign that raises public awareness of the everyday maintenance of our campus.

www.montclair.edu/facilities
Sustainable Building Initiatives Earn Industry Recognition

School of Communication and Media Earns LEED Silver Certification

In October 2018, the School of Communication and Media (SCM) earned LEED Silver certification. The SCM is an approximately 87,500-square-foot facility that joins Morehead Hall and Life Hall into a single, multifunctional communications and multimedia facility. The building is equipped with state-of-the-art 4K and high definition television control rooms and studios, a film studio, a multifaceted audio production center, the multi-platform News Lab, plus mediated classrooms, labs, and specialty rooms. Designed to foster industry partnerships, the School also houses the Center for Cooperative Media and is poised to become a leading national research center. This LEED certification adds to the already great reputation of one of the newest buildings on campus.

About LEED Certification
Projects pursuing LEED certification earn points across several areas that address sustainability issues. Based on the number of points achieved, a project then receives one of four LEED rating levels: Certified, Silver, Gold, or Platinum. The SCM was awarded 51 points, leading to a Silver level certification.

https://new.usgbc.org/leed

CELS Earns Honorable Mention Among USGBC NJ Award Winners

Montclair State University’s Center for Environmental and Life Sciences (CELS) has earned an honorable mention in the category of Sustainable Schools at this year’s USGBC NJ Gala Awards celebrating outstanding achievement and best practices in green building and sustainability. The Gala will take place on Wednesday, May 22, 2019 from 5:30-9:30 PM at the LEED registered Hyatt Regency, New Brunswick, NJ.

https://usgbcnj.org

Electric Vehicle Charging Stations Now Available on Campus

Montclair State University students, faculty, staff, and guests are now able to charge their electric vehicles on campus using newly installed Electric Vehicle (EV) charging stations.

Charging stations are located at:
- The Red Hawk Deck 1st floor
- CarParc Diem Deck 3rd floor

The cost of charging a vehicle is $0.25 per hour and vehicles should only be charged in an EV space for up to four consecutive hours. After four hours, you must move your vehicle to a non-EV space, so others may gain access to the station. If your vehicle remains charging longer than four hours, the cost of charging will increase to $2 per hour.

EV Charging Station Regulations:
Montclair State University community members with the appropriate University parking permit may access the EV stations without additional parking fees, but will need to pay for the cost of charging.
All faculty/staff who have a permit may use the charging station in Car Parc Diem. Please note the vehicle needs to be moved out of the parking deck after the four-hour time limit.
Community members and guests without University parking permits may pay the posted rate at the Red Hawk Deck or use PaybyPhone® in the CarParc Diem Deck to gain access to the charging stations, provided they have a registered ChargePoint account.
The vehicle must be actively charging when parked in a charging space. There is a four hour time limit for all users. Parked vehicles that exceed the posted time limit and/or are not actively charging will be issued citations.

How To Use These Charging Stations
1. Before using a ChargePoint station, you must download the ChargePoint app and create an account. In order to do this, you will need to log in to your personal ChargePoint driver account and provide your credit card details.
2. Make sure to turn off your EV and open your charge port lid and cap before charging. There should be a button or release for the charge port lid in your EV, as for a fuel door.
3. Tap your phone (with the app signed in to your account) or ChargePoint card on the station to unlock the charging connector; or, tap the orange “Start Charge” button on the station info page in the app.
4. Unlock the plug from the holster, remove the charging connector and plug it into your EV.
5. For fast charging, press the blue button.
6. Check your EV to make sure it’s charging (there are often indicator lights on the dashboard).
7. You will receive an update when your car is done charging. When you get back to your EV, tap your phone or card (if fast charging, push the blue button) to end your session. The station will show you how much your charge cost and you will be sent a receipt.
8. Don’t forget to unplug the connector and put it back in the holster.