



THE UNIVERSITY  
of NORTH CAROLINA  
at CHAPEL HILL

# Facilities Newsletter

Fall 2014

## Carolina Cares, Carolina Shares State Employees Combined Campaign

September 17-December 4, 2014



### Tar Heels Give More!

The UNC family has a tradition of giving back to the community. For over 25 years, this campus has supported thousands of charities through Carolina Cares, Carolina Shares. During tough economic times, we continued to give and proved that **Tar Heels Give More** by pledging over \$827,000- making our campaign the largest in the state.

We can continue our tradition of giving by participating in this year's Carolina Cares, Carolina Shares campaign and pledging to one or more SECC charities. You can once again make your donation online -- an easy, convenient, and secure way to support your favorite charity with multiple search options available that will make it even easier to find the charity of your choice. In addition to online giving, paper forms will be provided to all faculty and staff. (If you do not receive a form or you have questions regarding the pledge process, please contact your division leader or team captain.)

**Important Information:** Only payroll deduction and credit card options are available online. If you wish to pledge by cash or check, you must complete a paper form and submit your form and contribution to your team captain. If you wish to pledge by payroll deduction or credit card, please click on the "Give Now" link below and follow the instructions to enter in your UNC-Chapel Hill Onyen and password.

**GIVE NOW!** When you get to the website, enter your UNC-Chapel Hill Onyen and password.

As you open each page, you will immediately see that this process is very easy! There are only five steps, and it should take only five minutes to complete. We believe that online giving is a true convenience for making your gift to the SECC charities, and we hope you will too!

**Thank you for your gift to the State Employees Combined Campaign.  
We deeply appreciate your generosity and thoughtful consideration of others.**



# **FACILITIES SERVICES IN THE NEWS**

## **CONGRATULATIONS!**

- **UNC ranked #9 for The Top 10 Best Landscaped Colleges on the East Coast!**

The rankings of the top 10 campuses are based on factors such as the amount of green space on campus, the prevalence and uniqueness of landscape installations, and the attention given to lawns and landscapes.

- **Shanika Baughman, Director of the UNC HUB Office was selected as the Agency Diversity Advocate of the Year! Shanika was honored for her**

## exemplary service in diversity by the Minority Business Development Agency (MBDA).

The **Minority Business Development Agency (MBDA)** is an agency in the United States Department of Commerce that promotes growth and competitiveness of the United States' minority-owned businesses. The current Acting National Director is Alejandra Castillo.

MBDA's stated mission is to actively promote the growth and competitiveness of minority-owned businesses by providing access to capital, access to contracts and access to market opportunities - both domestic and global. The main feature of the organization and its site is to provide business consulting services to minority business owners.

The agency's Fiscal Year 2009 budget is \$29,000,000.



- **Joe Emory in Building Services successfully completed the APPA training trifecta**

Joe Emory, Manager of Campus Maintenance has been with UNC for 26 years, with 22 of those years being in supervision. Joe completed the Supervisor's Toolkit, APPA Institute, and the APPA Leadership Academy over a 10 year span. According

to Joe, the Institute focuses more on the Operations side of Facilities Management in an educational environment, while the Academy focuses on the human aspect of Facilities Management. The most important thing that he took away from this training opportunity is how to motivate staff, empowerment of employees and how to trust.



- **Ana M. Reyes, Mariana De Flores and Stella Verdin Mencias in Housekeeping have completed their certification from El Centro Hispano!**

**Saber leer es saber andar. Saber escribir es saber ascender**

"Knowing how to read is knowing how to walk. Knowing how to write is to know up "

- José Martí

El Centro Hispano (ECH) in Durham, NC has a mission...and that mission is to provide educational opportunities for the local community. They teach English as a Second Language(ESL), adult literacy, parenting and citizenship classes. The center's main areas of focus are with adult education, youth education & family development. ECH's Durham office provides Spanish adult literacy classes that prepare adult learners for higher academic endeavors. At the successful completion of each level, participants receive the appropriate certificate from the Mexican Public Education Department through the Mexican Consulate, which is valid in the United States and in 6 Latin American countries. With each certificate, students are able to do a number of things from prepare for their GED, take the U.S. Citizenship exam, prepare for college or start a business.

Funded by Durham's Partnership For Children, their most recent graduation event had three of our own UNC staff members: Ana M. Reyes, Mariana De Flores and Stella Verdin Mencias. All three ladies work for Housekeeping Services as Building

Environmental Service Technicians, and each has worked for the university for a number of years. But outside of work, each lady has a strong desire to explore their academic possibilities. Mariana delivered a very powerful speech upon the acceptance of her certificate. Her words moved the audience, as she impressed upon her listeners that education is opportunity and that we all should do more to uplift ourselves. She explained how she never asked for help. She only asked for the opportunity to help herself and her family. She knows which way is up! To mark the occasion, the graduates shared a meal with their family and friends as well as with a few co-workers. There was music and traditional Latin American dancing. The entire night was a moment to celebrate not only where one was headed, but a time to celebrate where one came from too.



- **Our Interior Design Team was featured in the Gazette!**  
“Carolina’s spaces keep pace in changing times”

You can view the article here:

<http://gazette.unc.edu/2014/09/09/12741/>



## • WELCOME NEW EMPLOYEES

### **Grounds:**

David Plummer

### **Building Services:**

Amy Orman  
David Howington  
Barry Kelly

### **Housekeeping Services:**

Ae Kaw  
Mufuta Oshodi  
Plu Ku  
Hla Tun

### **Facilities Planning:**

Thomas Loter

## **ANNOUNCEMENTS**

### **TRAINING:**

- We are offering a CPR/First Aid/AED certification course on Thursday, October 23<sup>rd</sup> 8:30am-2:30pm. There are still seats available if you would like to attend.\*
- Starting October 1<sup>st</sup>, UNC employees will need to use ConnectCarolina to register for training courses taught by The Office of Human Resources.\*
- We continue to encourage employees that aspire to be supervisors to sign up for the Supervisory Skill Development Certificate Program.\*
- Are you or members of your shop/zone non-compliant on your online safety trainings but find it difficult to access computers in your work area? The training office has laptops and a training room that can be used to complete online safety trainings.\*

\*To learn more about any of the items included above please contact Training Specialist Justin Case at [justin.case@facilities.unc.edu](mailto:justin.case@facilities.unc.edu) or 919-962-4440

### **HUMAN RESOURCES:**

- **ConnectCarolina Conversion:**

After many years of using legacy financial, payroll, and human resource systems the University has implemented an integrated, comprehensive system –

ConnectCarolina - which will help many of the complex University systems work together more effectively. The University spent several years planning and implementing the ConnectCarolina project which went live on October 1. Like many complex changes, this implementation has hit some bumps and we appreciate your help and patience as we work through any issues. As a result of the ConnectCarolina implementation, all departments on campus implemented a new six digit department number. Facilities Services was able to take advantage of this longer number to incorporate all of our shop numbers into the University systems. Ultimately, this change alone will decrease duplication of data and systems currently used to track shops and people in the shops. For more information on the ConnectCarolina project, go to the following link:

<http://ccinfo.unc.edu/>

- **Direct Deposit Paystubs**

Since April 2008, when the Payroll Services Department stopped providing printed copies of direct deposit paystubs to University employees, Facilities Services Human Resources (FSHR) has been able to batch print paystubs and provide a printed copy each bi-weekly pay period to any Facilities Services employee who wanted a printed copy.

When the University implements the ConnectCarolina payroll system on Wednesday, October 1, use of the legacy payroll system will be discontinued and FSHR will no longer have the ability to batch print direct deposit paystubs.

Therefore, beginning with the October 3<sup>rd</sup> payday, and bi-weekly pay periods thereafter, employees are asked to log in to ConnectCarolina (<https://connectcarolina.unc.edu/>) with their Onyen and password, to view their paystub that includes the employee's earnings, deductions and leave balances. (Note: Time Information Management (TIM) is not changing; employees who use TIM now will continue using it in the future exactly as they do now.)

Instructions for the new way for employees to locate their paystub using the University's new ConnectCarolina self-service page are attached. In addition to being able to view/print paystubs from this page, employees can also change their personal information to update the University directory, provide an address for tax forms and benefits information; and register for training courses offered by the Office of Human Resources.

Because Facilities Services management recognizes that not every employee has regular access to a computer to be able to log in and view his/her direct deposit paystub, assistance will be provided to any employee in Facilities Services who requests help.

Help is available as follows to employees who need assistance:

- **To Create an ONYEN, or Reset an Expired or Forgotten ONYEN Password, go to [https://onyen.unc.edu/cgi-bin/unc\\_id/chpwqa.pl](https://onyen.unc.edu/cgi-bin/unc_id/chpwqa.pl) , or Call (919) 962-HELP (919-962-4357).**
- **View your paystub by using one of the shop or zone computers that were set up for general use by employees who do not have regular access to a computer**
- **Ask your supervisor for assistance**
- **Contact FSHR for assistance by Calling (919) 962-9057 or visiting 110 Giles Horney Building**

- **New Performance Management Program**

On July 1, 2014, the University launched a new performance management program for SPA employees.

**Changes to the Performance Management Program include the following:**

- The Annual Performance Cycle is now July 1 – June 30 (to align with the State's move to a fiscal year cycle)
- Annual Performance Appraisals must be completed within 60 days of the end of the cycle (May through June)
- Revised SPA Performance Management & Competency Assessment forms
- There is now a separate form for tracking probationary employee performance
- All employees must have a Work Plan on the new form by October 31, 2014
- "Performance Goals" replace "Principal Functions"
- Work Plans will include 3-5 "Performance Goals" for each employee
- Work Plans establish 6 "Organizational (University) Values" that are standardized for all employees
- "Organizational Values" are:
  - Quality of Work
  - Task Management
  - Work Schedule/Attendance
  - Customer-Oriented Communication
  - Teamwork & Collegiality
  - Policy & Safety Compliance
  - *Supervisors have an additional organizational value regarding their supervisory responsibilities*
- Performance Goals for 2014-2015 must be established for each employee by October 31, 2014
- Ratings are assigned to both performance goals and organizational values; items are weighted equally



- Performance goals and organizational values are rated on a 3-point scale (Exceeding, Meeting, Not Meeting)
- The overall performance rating continues to be on a 5-point scale
- The State's revised probationary policy requires supervisors to have quarterly review sessions with probationary employees; ratings must be given for each performance category, but written comments are required only during the annual performance appraisal
- Mid-cycle reviews are still required for employees who receive a BG or U on their last appraisal
- No changes to Competency Assessment requirements, but the look of the form is different
- OHR has suggested language as a performance goal for employees who will be working with the new ConnectCarolina/Infoporte processes

## **PERFORMANCE MANAGEMENT RESOURCES**

Several performance management resources are available on the OHR website (<http://hr.unc.edu/policies-procedures-systems/spa-employee-policies/performance-management/performance-management-policy-spa/>), including:

- Performance Management Policy, effective July 1, 2014
- Performance Management Toolkit
- Frequently Asked Questions
- An Organizational Values chart that provides general descriptions for each value at each expectation level (Not Meeting, Meeting, Exceeding)
- Three samples of Work Plans
- ConnectCarolina Performance Goal language

**Training for employees on the new Performance Management Program is scheduled as follows:**

- **Tuesday, October 21, 9:00 a.m. – 10:30 a.m., 3408 Carolina Union Auditorium**
- **Wednesday, October 22, 9:00 a.m. - 10:30 a.m., Pleasants Room/Wilson Library**

**Contact Tracy Agnew by phone (962-9060), or email ([tracy.agnew@facilities.unc.edu](mailto:tracy.agnew@facilities.unc.edu)) with any questions.**

## 2015 NC APPA:

- UNC Chapel Hill is proudly hosting the NCAPPA conference on March 10-12, 2015 at the Loudermilk Center for Excellence (Blue Zone). As our conference theme suggests – *Facilities Done Well* –we are proud of the work we do here at Carolina and look forward to sharing our beautiful facilities and grounds with our fellow North Carolina institutions. The conference will provide networking and professional development opportunities with presentations on best practices in facilities management, housekeeping, building maintenance, grounds, and sustainability. As hosts, we hope to take advantage of the opportunity to teach some of these classes – look for a call for presentations in November of this year. If you are interested in making a presentation, Mark Bristol, who is leading our Education Committee along with Justin Case, the FS Training Specialist, are available to provide guidance.
- **Volunteering for NCAPPA:**  
Volunteer opportunities are also available; contact Amy Alves in Building Services for more information on our volunteer needs. Please be sure to clear your participation with your supervisors before volunteering.  
In the coming months, you will be receiving information about volunteering at the NCAPPA conference. There will be plenty of opportunities for all, from behind the scenes to direct interaction with our attendees. We appreciate your help and support in showing our colleagues Facilities Done Well!