

KUDOS

✚ *Hill Alumni Center - Door adjustment*

- **Paul Ranard**

"Paul is the best!!! I put in a work order that needed quick attention and he was here within hours to take care of the problem. I cannot ask for better service."

Mary Catherine Kurzenski

✚ *Equal Opportunity/ADA Office – Re-key/replace locks on filing cabinet*

- **Glenn Osterberg**

"Glenn the technician was wonderful. He was professional both times he was at our offices. He represented facilities in a personable, professional manner."

Lisa Clifford

✚ *Chandelier- 3rd and 4th Floor Ladies Bathroom light bulb change*

- **Don Dalton/Mike Rudd**

"Our Electricians are wonderful to work with and I appreciate that they will change an extra light or two that I did not have on the list."

Mary Catherine Kurzenski

✚ *Graham Memorial- Water Fountain repair*

- **Richard Brand**

"The Technician was most professional; always following up with me and making me aware of services that had to be performed. This job caused him to have to order a new condenser and even though he had to wait for the part, he didn't stop until the job was completed."

Charlotte Williams

✚ *Residence Halls – Wireless Upgrade*

- **Collaborative Effort**

"Greetings everyone. One of the core values in Student Affairs is fostering student learning and success by providing an accessible and inclusive campus environment. Similarly, the ITS Core Values serve as a foundation for exemplary service to the University Community. The recent wireless upgrade in the residence halls reflects the aspirational values of both organizations by enabling students to fully utilize today's technology that depends on wireless access including laptops, iPads, tablets, and Smart Phones. In addition, this effort

enhances the opportunity for students to work collaboratively in their own room with their friends, hall mates, and suitemates.

For several years our students in campus housing have requested more access to allow them to utilize the emerging technologies that rely on wireless connections. As a result of your leadership and the efforts of your team, we can now offer wireless access in residence halls where students spend the most of their time.


When the installation schedule was first established, it appeared to be a very aggressive goal to provide coverage for all of our students living in the first year communities on south campus. As a result of considerable effort and collaboration, everyone engaged in well-choreographed tandem to ensure the successful progression of the project. Together we have moved more quickly than we ever anticipated and the results of your efforts have made an immediate and lasting impact on our ability to foster student learning and success. Leadership from both organizations, Student Affairs and ITS, have acknowledged how the pride and teamwork involved with this effort is reflective of best practice for achieving success and strengthening partnerships.

Thank you and members of your staff for the outstanding effort and commitment for making a difference in the lives of the students we serve. Your efforts are very much appreciated."

Sincerely,

Stan Waddell, CISSP, C|CISO, PMP, ABD
Interim Assistant Vice Chancellor for IT Infrastructure and CTO

Christopher A. Payne, Ph.D.
Associate Vice Chancellor for Student Affairs

 Carrington Hall – Chancellor's visit

- **Katherine Spinney/Robert Reese**

"Good morning Katherine and Robert.

Sorry this email is a bit late, as I've been out.

I just wanted thank you both as well as the crew for doing such a great job getting Carrington hall looking nice for the Chancellor's visit last week. The dean was very pleased."

Thanks you both,

Sam Deal

Facilities Manager, UNC-CH School of Nursing

 Genome Science Building

- **Jennifer Stallings/Masaya Konishi/Lindsay Rose**

Genome Sciences Building won 1st Place in the 2013 Design Excellence Awards in Education from the American Society of Interior Designers and won the USGBC North Carolina Chapter 2013 Thomas Edison Award for Sustainability. **Jennifer Stallings** assisted with the furniture procurement and installation. **Masaya Konishi** and **Lindsey Rose** are the project and construction managers on the project.

 Hardin Residence Hall

- **Marty Allison**

"Not only did he fix the problem I ask to be fixed, but he noticed other ones and fixed them of his own accord too! I was impressed with his speediness and attentiveness to detail."

Claire Lingenefelter

 Ehringhaus

- **Garth Briscoe**

"I left for the morning and my door didn't work and when I came home it worked! My room was left as if nobody was there – I wouldn't have even noticed that they came! This service was great and I really appreciate it."

Will Schoeffler – Student

 Cobb Residence Hall Fire

- **Mark Platou, Steven Morris, Darius Dixon**

Darius, Mark and Steve,

My deepest appreciation to you and your team for your immediate response to tonight's situation! In an emergency, it's always reassuring to know your support is there.

Sincerely,
Anna Wu

 Center for Health Promotion and Disease Prevention

- **Steven Anderson**

Dear Craig,

With this email I'm hoping you will pass along a heart-felt thank you to whomever it was who tended to the housekeeping on the 2nd floor of the 1700 MLK Jr. Blvd. building last night, Tuesday October 22nd.

Yesterday I spilled a box of paperclips – a pain in the backside anytime, anywhere. The little silver clips fell in a spot that was particular cumbersome for me to get to – amongst multiple computer cords, beside a tiny table sort of wedged between a guest chair, a bookcase, and my desk. I was so worn out from work that I ignored the spill and decided to deal with it at another point in time.

This morning I came into my office and all the paperclips were back in their little box. It's not 'magic' – as many people in upper management sometimes refer to the hard work put in by individuals who 'make things happen' - but it was magical.

I'm not sure what possessed your team member to do this favor for me. But, it's one of the most precious gestures I've experienced at work, ever. A lot of people do nice things for me. But for your employee to have done this without knowing me at all was a generosity unlike other nice things people do for me. I've told several coworkers about it, and it has brightened their day – and to some extent their outlook on mankind. Please be sure to let the employee know.

(I'm the person with all the artwork and pictures of dogs in my office. With piles of files and paperwork everywhere – and one less pile of little tiny silver clips.)

Sincerely,

Diane
Diane Baren, Human Resources Specialist
The UNC Center for Health Promotion and Disease Prevention

 SRC

- **Steven Morris, Johnny Craig Morris, Corey Parker**

Mark:

Thanks for the email! The second floor of SRC looks great! Thanks for taking care of that so soon!

Have a great day!

Reginald S. Hinton Jr.
Director, Facilities & Operations
Campus Recreation, UNC Chapel Hill

✚ 222 Rosenau

- **Isaac Hayes, Cory Parker**

Thank you for getting the carpets in the large suite 222 Rosenau spot cleaned – it looked really good when I took the future occupants in there to look around yesterday morning.

Thanks,

Rob

Rob C. Kark

Office of Facilities Planning and Construction

Gillings School of Global Public Health

✚ Genetic Medicine Building

- **Dwayne Martin, James Graham, and Curtis Riddle**

Todd,

I want to thank Dwayne Martin, James Graham, and Curtis (Riddle) for their assistance at Genetic Medicine Building. We had multiple issues with the fire alarm smoke evac system in the lobby area of Genetics and while servicing the system we lost power to the control modules for the automatic doors and windows. These three guys all went above and beyond the call of duty to track down the issues and resolve them. Their help is greatly appreciated and they should be recognized for their efforts.

Craig Garvey

✚ Cobb Residence Hall Fire

- **Collaborative Effort**

On behalf of myself and the Chancellor (who has sent her own remarks via campus email), I join Larry in saying a heartfelt thank you to everyone who has and continues to work on this. I have always believed that Carolina's greatest strength is in the commitment of our community to our students and their health and wellbeing. You never hesitate to step up when called upon and our students lives are immeasurably better because of the work that you all do. Thank you so much for your continued work and love for our students.

Sincerely,

Winston Crisp

Winston B. Crisp

Vice Chancellor for Student Affairs

From: Hicks, Larry M

Last evening we experienced a fire in Cobb Residence Hall that displaced all 350+ residents for at least one night. We are still working out the recovery issues, in hopes of returning our students back to their building as soon as possible.

While there is still a great deal to do, I wanted to pause for the opportunity to thank you and your respective teams for the response and support provided during and after the event. I am very proud of all your assistance and willingness in supporting our students at this traumatic time. You hate to see these events occur. However, when they do, you have to feel a sense of pride in how everyone, and I mean everyone, stepped up to the challenges. Every need and issue, large and small, was addressed on the spot with no hesitation. I saw quite a few campus partners and colleagues on scene and

I wish to convey my thanks to Chief Jones and all the responders to the fire. They were extremely thorough and professional. I felt that they recognized the challenges of coordinating a major move, and were exceptionally accommodating to our various requests for access, once the fire was extinguished.

Please convey our thanks to everyone engaged in this event. Your efforts are noticed and greatly appreciated.

Thanks!

Larry

Larry M. Hicks, Director
Housing and Residential Education
University of North Carolina – Chapel Hill

- **Design & Construction**

From: Humphreys, Robert V

To: Buarotti, Louis E

Subject: Cobb

Lou,

Your guys were a great help, working closely with our team, and allowed us to complete a critical component to getting the kids back in. I really appreciate your assistance.

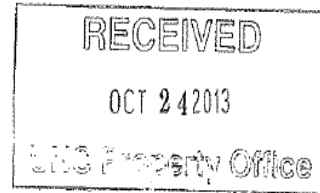
Bob Humphreys

✚ Fallen Tree

- Jeff Kidd

Monday, October 21, 2013

Jeff Kidd
UNC Property Office
103 Airport Dr.
Suite 128 – CB 1060
Chapel Hill NC 27599



Dear Jeff,

I want to thank you personally for way you handled the damage from the tree which fell on June 30th from the steam corridor onto my fence and shed.

I feel the outcome was as good as it could have possibly been. In large measure I attribute the successful outcome to you. You took a personal interest in seeing to it that the damage was rectified, facilitated the tree and debris removal, dealt with the UNC attorneys and saw to it that the repairs to the shed roof and fence were paid for; no mean feat.

Though some of our past interactions have been over subjects that are not the most pleasant (subcontractor problems on the Steam Corridor project, for example) my feelings about dealing with you have always been very positive. You are a great asset and ambassador for UNC and continue to be a superior resource for our neighborhood and me.

Thank you so much,

A handwritten signature in cursive script, appearing to read "Bob White".

Bob White