

KUDOS

✚ *Digital Innovation Lab Project*

- **Cheryl Leguillow, Jennifer Stallings and Ted Hoskins**

I wanted to send you an informal thank you for the wonderful job y'all did on Greenlaw 431. I moved in yesterday morning and have been working here ever since. The space is wonderful and my work station is incredibly comfortable and cozy. I'm very excited for the start of the semester, when our students and affiliated staff/faculty will start using the space. Pam Lach, PHD, MSIS

✚ *South Building Renovation*

- **Ted Hoskins, Jennifer Stallings**

All, I went through the spaces today and they look great. And they are ready for tomorrow. Thanks for your superb efforts. Bruce Runberg

- **Jennifer Stallings**

Jennifer, this punch list (and the similar one you did for the 3rd floor) is so professionally done. Great job! Thank you. Ted Hoskins

✚ *Cleaning of Air Filters in Giles Horney*

- **Wayne Phillips/Steve O'Briant**

Thank you for cleaning air-filters of room 105, Giles bldg. Steve [O'Briant] came to check the air filters last week. He was reliable, prompt, courteous and thorough. I was impressed with the services. Thank you very much. Kim Duong

✚ *Move in*

- **Collaborative Effort**

Greetings all. I have been engaged in move-ins for quite a number of years, and I must say that this experience continues to be exceptional. What makes this such a great event, above the arrival and return of students and parents, is the amazing collaboration that Carolina puts together for the grand welcoming. As is typical, we had a well planned and executed parking plan, hundreds of move-in volunteers, opened Cashiers and Registrars offices over Saturday, all the Week of Welcome events and activities ... you name it, and we had it going. Some areas saw quite a bit of activity, while others very little. Combined, though, we provided a seamless and positive experience for our arriving students and their parents. Lots of smiling faces on campus over the move-in period.

I recognize that the upcoming days will be very busy for our students as they begin to settle in and focus on academics. The move-in experience is Carolina's chance at a great first impression. From facility and campus preparation, including waste reduction and recycling, to arrival logistics, to assistance in moving, to way finding, to engaging in the Carolina campus ... all goes into welcoming our students ... all were highly successful.

Over 10,000 students have arrived on campus, with many more living off-campus. The transition was very well managed and well-paced, thanks to you and your teams.

On behalf of the Department of Housing and Residential Education, I wish to convey my utmost appreciation for the collaboration! Please share with your teams.

Best opening in my experience here at Carolina!

Thanks!

Larry Hicks

 Room 215 Hill Commercial Building

- **Steve Goulart and Crew**

Please thank Steve in Housekeeping and anyone else who helped clean the floor in room 215 Hill Commercial Bldg. They did a super job and it looks great. They even swept the front stairs and entrance for us.

Please pass our thanks along.

Pat Crabtree

Internal Audit

 Morehead Planetarium South Terrace

- **Refrigeration Shop 110**

Responded quickly to call on July 25th

 Semi-Annual Report for Campus Air Permit

- **Refrigeration Shop 110**

Kudos for shop 110 on looking after our refrigerant use. This is a tedious, time consuming, and sometimes thankless task yet it is critical it be done right not only to meet Federal regulations but to also maintain UNC's image as an environmentally responsible entity. The shop 110 team has a great process for managing it and one again they sailed through the checks...Mark Obenshain

✚ Gillings School of Global Public Health

- **Design and Construction Services: Ted, Lou, Bill, Ralph**

I wanted to let you know how fabulous the new classroom at McGavran-Greenberg has turned out and to say thank you! Students, staff and faculty are buzzing about the classroom. We had orientations all day and I was able to overhear people's reactions to the classroom as they saw it for the first time. There were many jaws hanging open.

We have instructors fighting over it and re-arranging their schedules to try to be able to teach in this new space. The window wall, the light it provides and view of the courtyard makes such a huge difference. The LED lighting in the room—with its dimming capabilities and overall light level plus the switching with occupancy sensing really makes the room functional and efficient. The sorghum trim looks fantastic and is getting a lot of comments. I love how we are using it on the corridor and also as backing for the tray on the wall-length writable surface. I had the vendor in for the writable surface and they were taking pictures of how we installed the tray on top of the sorghum and wanted to know where to get it. We had students just hanging out in the classroom yesterday in between events.



On top of that, the amount of technology and how it is being housed in the space is really an attraction and adds to the flexibility of the space. Having the ability to provide video conference, distance teaching and lecture capture on the fly or auto-scheduled to capture an instructor's time slot all semester is such a benefit for both instructors and students.

The classroom obviously provides a lot of capabilities to current users. But with its appearance both inside and out—with the window wall and trim—

it also helps change the look and feel of the school. We are one of the top ranked schools of public health in the country—the highest rated public institution and number 2 overall. We are always competing for students and faculty and staff with other schools of public health across the country including Johns Hopkins, Harvard, Michigan and Columbia to name a few. The impression we make on our own folks as well as visitors and prospective candidates is critical to being competitive.

Ted, I really appreciate your knowledge and design! Lou and Ralph, being able to construct this space in-house is awesome. The switching, the lighting, the ceiling, trim work and all the conduit and wiring to make the functionality work has really turned out well. Not to mention you built in with occupied teaching spaces surrounding and below.

Thank you so much!

Rob

Rob C. Kark

Office of Facilities Planning and Construction
Gillings School of Global Public Health

 Gillings School of Public Health

- **Design Services: Cheryl, Jennifer and Powell**

I wanted to let you all know how fabulous both the new classroom and seating areas at McGavran-Greenberg have turned out and to say thank you! Students, staff and faculty are buzzing about these spaces and are really energized by them. Today is our first day of classes, but yesterday we had orientations all day and I was able to overhear people's reactions to these spaces as they saw them for the first time. There were many jaws hanging open.

We have instructors re-arranging their schedules to try to be able to teach in this new space, students sitting in and enjoying the new seating areas as they were installing and staff going to get each other to take them over to see.

Our interiors choices are really paying dividends—the light, rolling chairs in the classroom that both stack and nest, and are comfortable, combined with the tables that flip, roll, nest, gang and carry power are really encouraging users to use the space in multiple formats. The tack fabric is gorgeous, the carpet tile I love (there is a new real estate show room on Franklin that is using the same) the room colors and trim are calming without being dull and the shade on the window wall is the

perfect opacity. We had students just hanging out in the classroom yesterday in between events.

The powered seating areas outside this classroom combine with it to make the whole area feel like a destination rather than a pass through. These areas are providing comfortable, functional group collaboration and social space with both fixed and moveable writing surfaces, power, USB charging, wireless connectivity and natural light. The combination of materials, colors and patterns look current and bold without being out of place.



Both the seating and classroom provide obvious functional benefits to our current users. But they also change the look and feel of the school. We are one of the top ranked schools of public health in the country—the highest rated public institution and number 2 overall. We are always competing for students and faculty and staff with other schools of public health across the country including Johns Hopkins, Harvard, Michigan and Columbia to name a few. The impression we make on our own folks as well as visitors and prospective candidates is critical to being competitive.

I really appreciate all of your know-how, design sense, advice and logistic skills! These spaces would obviously not function or look this way without you.

Thank you so much!

Rob
Rob C. Kark
Office of Facilities Planning and Construction
Gillings School of Global Public Health

 Dental School

- **Housekeeping Services**

Dr. Dixon,

The Indiana University Dental School is beginning the planning stages for a new clinic and research addition to their school so a group consisting of their Dean and top administrators (administration, admissions, clinics, finance, facilities, IT, and fund raising) visited our school on August 20th. They all were very impressed with the amenities that Koury Oral Health Sciences provides and were equally impressed with our clinical facilities in Tarrson Hall.

Aside from the compliments about the number and size of the rooms, and the furnishings and finishes, there was one discussion that stands out in my mind. Everyone in the group wanted to know how do we keep our buildings looking so good and the floors spotless. My answer was quick and to the point. "We have a great housekeeping crew with an outstanding manager that takes ownership of her complex."

That may seem like a rather simple statement, but is indeed the case here at the School of Dentistry. The housekeeping crew was not made aware of this visit but the entire complex looked like it was ready for a Presidential visit! Every floor, every seminar room, lecture hall, clinic, even the elevators and stairwells were remarkably clean. I was very proud of our school and proud of the consistent level of service provided by the tireless efforts of Ms. Delisa Burgess and her staff.

As zone manager, Ms. Delisa Burgess has made a significant and positive impact on the performance and the morale of her crew. I offer the School of Dentistry as a site for all new zone managers to visit and to see how a manager can inspire a crew to perform consistently at such a high level.

Job well done.

Al Elsenrath

Director, Support Services

School of Dentistry

✚ Graduate School Orientation – Fall 2013

- **Housekeeping Services**

Greetings,

Thank you so much for your kind help with all of the preparation and facilitation of this year's Orientation events. Without your help, it would not be the success that is it!

I would like to tentatively confirm that we will need your services on Thursday, August 14, 2013 for The 2013 Graduate School Orientation.

Again, I thank you for your support.

Best –

Lou

Lou Anne Phelps ▪ Program Review/Student Services Coordinator

✚ ACC

- **Jennifer Stallings**

did an excellent job for the refurbishments at the ACC, working with David Bauer and Elizabeth Churchill. Richard Boone also did a wonderful job working with us and the contractors.

✚ A Resolution Expressing Appreciation to Housekeeping, Facilities Services, and Maintenance Departments at UNC Chapel Hill

- I have attached a resolution from the 95th session of Student Congress that expresses appreciation to our Housekeeping, Maintenance, and Facilities Services Employees and declares September 8-14 as "Housekeeper, Maintenance, and Facilities Services Appreciation Week" here at the University. We were honored to have Herb Richmond from Housekeeping visit Congress last week to accept this resolution in person.

Student Congress appreciates the work of all of our employees on campus for the job that they do, and for the safety and comfort that they maintain for students, faculty, and staff on a daily basis.

Best,
Connor

Connor E. Brady
Speaker | 95th Student Congress
The University of North Carolina at Chapel Hill

Please see attached document.

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**IN THE STUDENT CONGRESS
OF THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL**

SCR-95-033

**A CONCURRENT RESOLUTION EXPRESSING APPRECIATION TO HOUSEKEEPING,
FACILITIES SERVICES, AND MAINTENANCE DEPARTMENTS AT UNC CHAPEL HILL**

20 August 2013 INTRODUCED BY SPEAKER BRADY

03 September 2013 PASSED BY FULL CONGRESS

WHEREAS, the week of September 8 – September 14, 2013 has been declared “International Housekeeper Appreciation Week” by the International Housekeepers Association;

WHEREAS, the staff of the Housekeeping, Maintenance, and Facilities Services departments are an integral part of the safety, security, and comfort of undergraduate and graduate students at UNC Chapel Hill;

WHEREAS, the work of the aforementioned departments is often behind the scenes in nature, yet around the clock to ensure no disruption of normal university functions;

WHEREAS, Housekeeping, Maintenance, and Facilities Services staff members provide quality services for the University of North Carolina at Chapel Hill that keep the University running on a daily basis and deserve appreciation and recognition.

THEREFORE, BE IT ENACTED BY THE STUDENT CONGRESS OF THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL THAT:

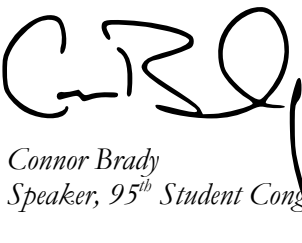
Section 1: The 95th Student Congress of the University of North Carolina at Chapel Hill hereby declares September 8-14, 2013, as “Housekeeping, Maintenance, and Facilities Services Appreciation Week” at UNC Chapel Hill.


Section 2: The 95th Student Congress of the University of North Carolina at Chapel Hill, as the elected legislative authority of the Student Government of the University, representing all of the nearly 30,000 students of the student body, expresses its sincere gratitude to the Housekeeping, Maintenance, and Facilities Services Staff at the University of North Carolina at Chapel Hill for the superb job they do on a daily basis for students.

Section 3: A printed, signed copy of this resolution shall be delivered to the following individuals:

- 1) Darius Dixon, UNC-CH Director of Housekeeping, for dissemination to Housekeeping Crew Leaders,
- 2) Bruce Runberg, Associate Vice Chancellor for Facilities Services, for dissemination to Facilities Services Crews;
- 3) Anna Wu, Assistant Vice Chancellor for Faculty Operations, Planning and Design
- 4) Winston Crisp, Vice Chancellor for Student Affairs
- 5) Carol Folt, Chancellor.

Done by the Student Congress on this 3rd day of September, 2013.


Connor Brady
Speaker, 95th Student Congress

SCR-95-033
Certified correct and proper by
Speaker