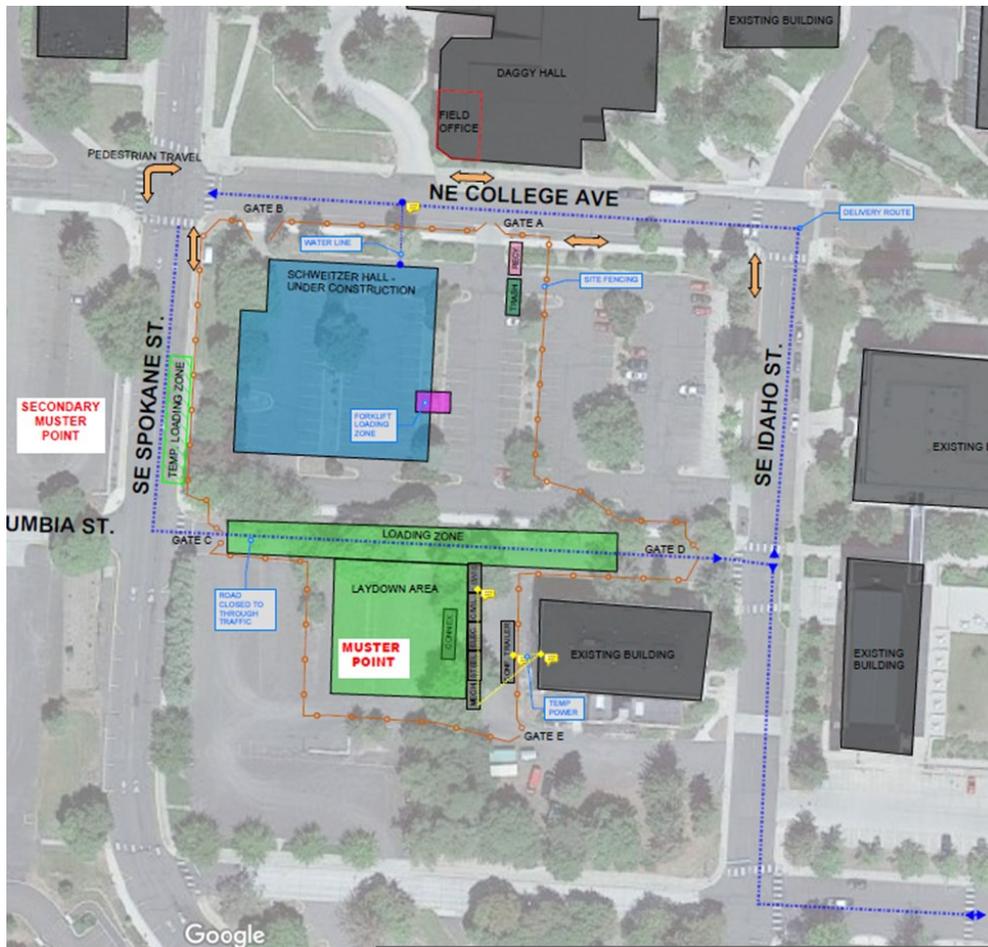




Construction Begins Schweitzer Engineering Hall

This May the construction of the new Schweitzer Engineering Hall began.

Soon after commencement, the Design Build team of Lease Crutcher Lewis (with ZGF architects) installed the perimeter fence around the site, including the lot directly south in the Commons parking lot that is dedicated to the construction laydown area. Columbia Street will be closed



SCHWEITZER..... continued on page 2

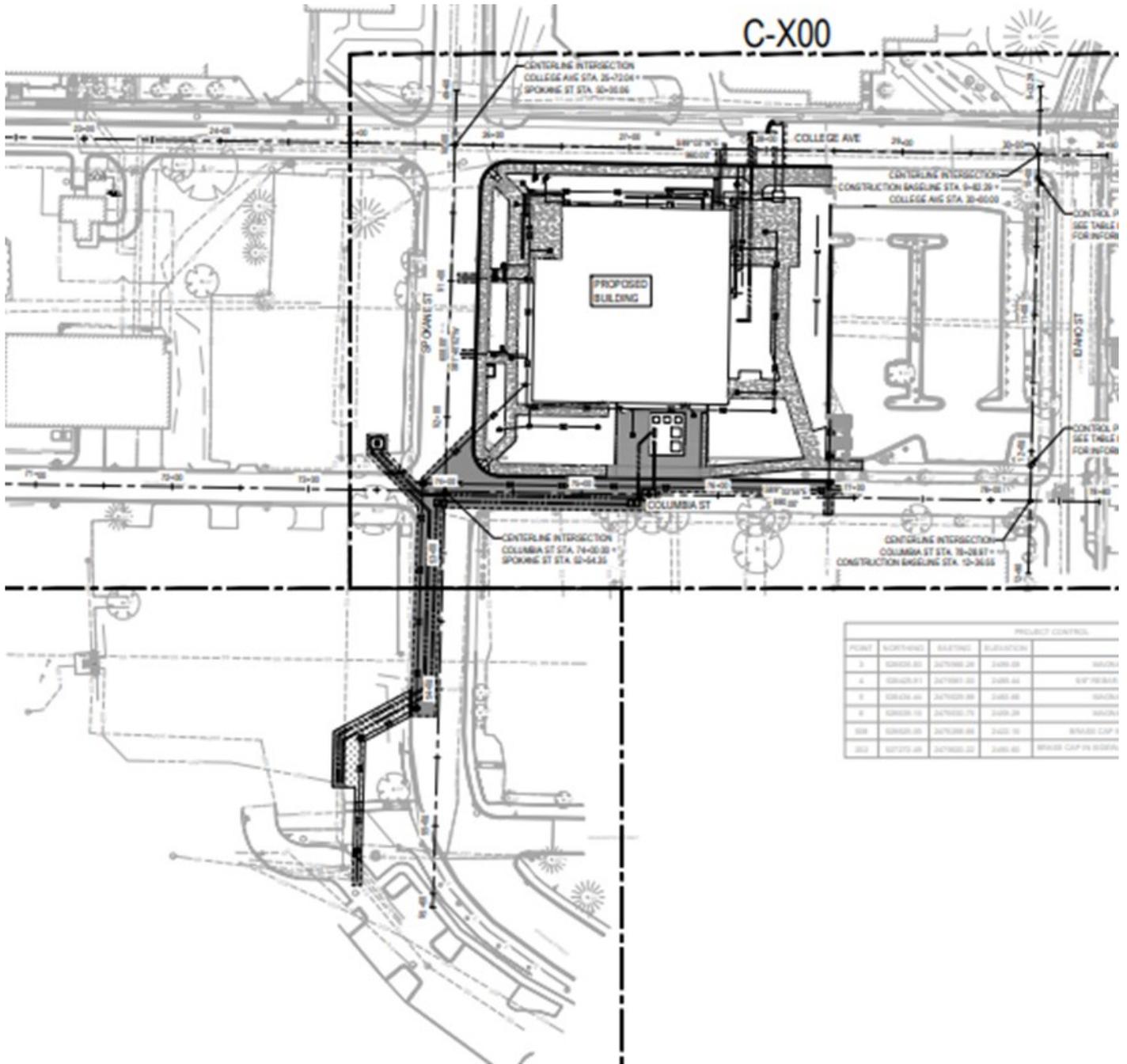
Inside this Issue:

Schweitzer Engineering Hall	1-3
President's Employee Excellence Winner	4
KUDOS	5
Supervisor's Toolkit	6-7
Hardhat Classic	7
Facilities Services Employee Appreciation Picnic	7
Traffic Control Training	8
Retirements	9
Service Awards	10-11
Promotions	11
New Employees	12
APP Safety Question Contest	13

Enter the Safety Question Contest on the last page of this Newsletter and you could win a **PRIZE!**

for the duration of the project and when it reopens it will be a One-Way Street heading west. The east portion of the green parking lot will remain open for the duration of the project.

Clearing and grubbing of the site has begun. The truck traffic will be a continuous flow and caution will be required. If possible, try avoiding this area during the summer months as the utility work will close Spokane Street for much of the summer. Please be aware this is an active construction site, and all visitors are required to check in at the job site office in Daggy Hall.



Site Utilities and Spokane Street Impacts (above)

Schweitzer.....continued from page 2

The new 3 story building will be a steel structure with a brick, metal panel and glass façade. It will house classrooms, advising and tutoring spaces, and club and maker spaces. The building is envisioned as the new hub for the college to inspire students to engage and collaborate among the various disciplines.

Project Completion is expected in Spring 2026 with classes being held in Fall 2026.
Northwest Corner (Spokane Street and College Ave)



Any questions?

Jason Harper is the Construction Manager and
Louise Sweeney is the Project Manager.

Web cameras available here:

<https://buildings.wsu.edu/>

CONGRATULATIONS!

Angel Hawkins

President's Employee Excellence Award Winner!



ANGEL HAWKINS
Custodian I, Facilities Services Custodial

Congratulations to Angel Hawkins for being selected for the President's Employee Excellence Award! We are very proud to have Angel as part of our Custodial Team at Facilities Services. She was recently nominated and chosen for the award.

Following is her nomination:

“Angel does such an amazing job with Avery Hall! She continually goes above and beyond. This summer, she checked with English staff to see if there was anything she needed to take care of prior to the start of the semester to get the building ready for students, and it made such a difference to our busy season at the beginning of the year. She is kind, funny, and I'm grateful for all she does.”

President Schultz presented Angel with the award at the Celebrating Excellence Banquet on March 29, 2024.

<https://showcase.wsu.edu/faculty-staff-awards/awards/presidents-employee-excellence-awards/>

Joining President Schulz in congratulating Angel are pictured from left to right: Elizabeth Chilton, Chancellor; Kirk Schulz, President; Angel Hawkins, Award Winner; Donna Potts, Chair of English Dept.; and Perry Berger, Custodial Dept. Supervisor



KUDOS

“**Sonia (Lopez)** works and cleans VanDoren better than I have seen it done for a very long time. She is friendly, timely, efficient and does a fantastic job cleaning and keeping everything stocked. I know you may always get emails regarding things that may be wrong but I wanted to send one for something that is going right. Sonia is an excellent worker and goes above and beyond anyone else I have ever seen clean this building. Thank you so much for sending her this way!”

M. Dowler

“I would like to express my appreciation for **Brett Stapleton and Brad Grieser**. They are part of our electrical high-voltage team. We have recently had some trouble with a fiber-optic connection related to our SEL RTAC project. This project is a large jump forward in our effort to bring our Pullman Campus’ electrical data into SkySpark. I have needed their help several times throughout these past months, and each time they have been extremely responsive, going as far as to helping pull the new fiber-optic cable in. This is not in their normal job description, and the job would have been far more difficult without their willingness to go above and beyond to help the energy department out on this project.”

K. Overby

“I just wanted to pass along a call we got this morning. One of the officers responding to a call this morning in Terrell Library wanted to pass along a kudos for how cleaning that building is, and to tell the crew (**Katrina Stevens, Devin McGuire, Josh Woodland, Teresa Betran, and Shelly Jacobs**) thank you for all their hard work.”

WMC

“I wanted to express my sincere appreciation for all the work you, the painters, movers, assemblers, and surplus did for our space in French Ad. The whole process went so smoothly, and everything looks great. Our staff are really happy to be in one location supporting each other through difficult and often emotional work. Please pass on my thanks to everyone.” (Working on this project were: **Ian Allen, Randy Cavanaugh, James Self, Eric Sorenson, Bill West, Steve Holbrook, Jeff Gullick, Dave Stodick, Rick Fox, Dean Standon, Zway Erickson, Mike Pope, and Jarrad Graham.**)

H. Ashkannejhad

“**Logan Larson** was fast and efficient with getting this issue resolved. Logan's communication skills are top notch! Thank you Logan!!!” (Project Logan worked on: 2024-018961 ABELSON- CUSTODIAL ROOM ON FIRST FLOOR OF ABELSON BY THE ELEVATOR, THE FLOOR DRAIN IS PLUGGED AND NEEDS TO BE ADDRESSED. WATER LEAKS DOWN INTO THE ELEVATOR ROOM.

FS Customer Satisfaction Survey

“I just wanted to reach out to give a compliment to **Colleen Naylor**. Our department works with her quite a bit, we're always checking in on billing, open work orders, switching around funding and more. Every time I email her with a question she gets me everything I need within the hour. She's professional, cheerful, and she's saved us from getting into a pickle more than once! With the year end approaching, she prints off reports of open orders so that we can get our grants and other FYE accounts down to the penny. Just want to give credit where it's due, thanks Colleen!”

A. Hoffman

Many of our colleagues in Facilities Services recently attended a 3-day highly interactive training called the Supervisor's Toolkit (STK). This is a course that was designed to help everyone interested in better understanding the role of someone in that type of position through the combinations of lecture, discussion, group work, videos and exercises. To expand, STK is intended to meet the needs of a facilities management professional, challenge professionals in an open-ended and pragmatic approach, role model supervision and leadership behaviors and help develop supervisors personally and professionally. The course was held in SPARK on May 6th, 7th and 8th from 8am-4pm. The topics covered seven different modules including Supervision, Administration, Communication, People & Relationships, Performance Management & Coaching, Customer Service, Leadership. Each module covered many different areas that are listed below.

Module 1 – Supervision

- Philosophy
- Brainstorming
- Critical Thinking
- Problem Solving
- Time Management

Module 2 – Administration

- Conduct – Performance Management
- Policies, Procedures, & Documentation
- Human Resources Practices
- Legal Considerations

Module 3 – Communication

- One way vs Two-way communication
- Communication Process & Styles
- Words/Meaning – Cultural Differences & Assumptions
- Crafting a message
- Listening skills

Module 4 – People & Relationships

- Your supervisor & Your employees
- Diversity & Inclusion
- Prejudice & Discrimination
- Managing Conflict & Challenging behaviors

Module 5 – Performance Management

- Employee satisfaction & Motivation

- Employee engagement & Discretionary effort
- Workplace environment & Onboarding
- Performance coaching in difficult situations

Module 6 – Customer Service

- High Performance Organizations
- Customer Expectations
- Characteristics & Levels of Service
- Recovery – People vs Process

Module 7 – Leadership

- Core competencies
- Informal vs Formal
- Leadership Styles
- Change management & Overcoming obstacles

There were approximately 27 registrants who attended the full course. While WSU Pullman had the largest presence with approximately half the registrants, we also had representatives from the University of Idaho, Eastern Washington University, University of Washington – Bothell, WSU – Spokane, and WSU-Tri-Cities joins the group as well. While it was nothing to write home about, the registrants were provided a light breakfast and some afternoon snacks to help get them through the day and not much was left over so we assume they were enjoyed by everyone in attendance. We did ask for a little feedback to get an idea of thoughts after the course and some of the questions and answers were;

Question: How satisfied were you with the course (including location, trainer, snacks)?

Answers: Very satisfied. Provided tools to use when approaching different situations. Appreciate the snacks and the trainer.

Question: Do you feel the course will improve your skills?

Answers: Absolutely the course will help with customers in and outside of WSU, co-workers, supervisors, family members, lots of good information to take away from class. Absolutely. Yes, there were many helpful topics and advice presented.

Question: How likely are you to recommend this course to a friend or colleague?

Toolkit....continued on page 7

Toolkit....continued from page 6

Answers: I would definitely recommend this course to anyone that is leading/supervising individuals at any capacity. Yes. 7 other co-workers are supervisors that this would help greatly. I would definitely recommend this course to anyone that is in a leadership role.

If you are interested in learning more about

the material covered just see if you recognize anyone in the photos and ask if you can take a peek at their workbook or stop by WMC and ask about the STK workbook. If you or a co-worker may be interested in attending this course or something similar in the future, please make your supervisor or someone from HR/Administration aware so that we can look into providing future training opportunities for interested parties.



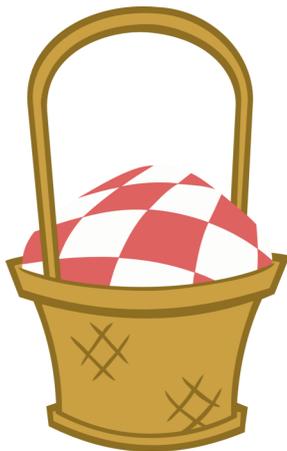
Congratulations to Facilities Services recent graduates of the Toolkit Training.



**Jess Ford Hardhat Classic Golf Tournament
Scholarship Fundraiser!**

July 27, 2024

hardhatclassic.wsu.edu



Mark Your Calendars!

**Facilities Services Annual
Employee Appreciation Picnic**

July 17, 2024 11 a.m. to 1 p.m.

McCluskey Services East Parking Lot

Great Food & Prizes!

If you would like to volunteer to help with the picnic, sign up sheets are at McCluskey by Dispatch, HR, and Capital.



Facilities Services Workers Trained for Traffic Control

By Stacey Trevino



Safety in Motion:

Flaggers are the people in work zones who hold the Stop/Slow paddles and direct drivers around the work taking place. The most important goal in a work zone is to stay safe while getting the work done as efficiently as possible, but work zones are among the most dangerous place to drive due to the hazards and other distractions. Flaggers are responsible for the safety of the road users, workers and themselves.

Getting certified is now easier than ever here at Facilities Services. We are so lucky to now have a group of people that share the knowledge to teach and where to get all the information you need to know about flagging and traffic control.

The training course covers the basic skills and knowledge required of flaggers in Washington State. This includes explanations of the state and federal codes that govern work zones process and procedures, how work zones are setup and operate, equipment to be used and the flaggers responsibilities within the work zone. The Washington flagger certification is good for 3 years and you must attend another flagger certification course in order to renew your certification. The Washington flagger certification is accepted in Washington, Oregon, Idaho and Montana.

Here on campus, we have some situations for directing traffic around work zones and this course would be ideal for everyone to gain the knowledge about rules and regulations and the safety procedures to do so. Courses will be scheduled for an 8-hour class with a test for new certificates and a 4-hour recertification class with test for those with current and expiring cards. The test is open book and must have an 80% to obtain the traffic control and flagging certification –issued by Evergreen Safety Council.

Stacey Trevino, grounds department and Ryan Farr, John Black and Dan Roe, heavy equipment share the responsibilities to instruct this course. Supervisors and leads are encouraged to schedule with Stacey Trevino, Stacey.trevino@wsu.edu for any upcoming classes the rest of this year. Class dates are dependent on weather, class size and interest.

This is a new training opportunity for us here at facilities with a fun group of people eager to instruct in the ways of safe traffic control.



RETIREMENT CONGRATULATIONS!



Congratulations Rick Finch, you've been promoted – to RETIREMENT!

Rick started at Washington State University in November 1994 as a Truck Driver II with the Department of Animal Science and was quickly promoted to a Heavy Equipment Operator. In 2003, Rick took on the role of Manager with Material Resource Services, known today as Waste Management and in 2020 assumed the Manager roll of Plant Services. Ricks devotion to a greener environment, sustainability processes, implementing a recycling, incinerator and compost programs, and streamlined processes in Surplus to make a healthier planet for generations to come. Rick's retirement date is March 29, 2024.

Congratulations to Annie Pinard on a well-deserved retirement.

Annie started her career at Washington State University in April of 1998 as a Secretary with Capital. She held several positions including, Secretary Senior, Secretary Lead, Secretary Supervisor 1, Program Support Supervisor 1 and lastly,



rounding-out her career working in Accounting as a Fiscal Specialist 2. Annie put her heart and soul in to Facilities Services and will be greatly missed. Annie's retirement is effective June 30, 2024. Annie is pictured above holding the certificate and is wished well on her retirement by (LtoR): Kate Kamerrer, Olivia Yang, Joe Kline and Kellie Cornish.

Length of Service Awards



**Ibrahim Abdulwahid
5 Years**



**Richard Kerns
5 Years**



**Stacey Trevino
5 Years**



**James Sharp
10 Years**



**Zac Howell
10 Years**



**Jeff Gulick
20 Years**

Length of Service Awards



**Wayne Lechtenberg
30 Years**

Service Awards not pictured:

Jennifer Shaul, 5 Years

Scott Kelly, 5 Years

Shiloh Farmer, 20 Years

PROMOTIONS for March, April, & May 2024



Congratulations!

Dax Taylor, Custodian 3

Paul Martling, Custodian 3

Joe Beck, Maint. Mech. 1

Zac Howell, Maint. Mech. 1

John Jane, Custodian 1

Pictured left to right: Zac Howell, Joe Beck and Paul Martling.

WSU Holiday Schedule

Juneteenth	June 19, 2024
Independence Day	July 4, 2024
Labor Day	September 2, 2024
Veterans Day	November 11, 2024
Thanksgiving	November 28 & 29, 2024

Christmas	December 24 & 25 2024
New Years Day	January 1, 2025
Martin Luther King, Jr. Day	January 20, 2025
Memorial Day	May 26, 2025

Welcome New Employees! (December 2023, January and February 2024)



From Left to Right Front row: Kelly Cooley, Tricia Couch, John Slagboom, Venus Ivory Back row: Nelson Sams, Ben Kendrick, Phillip Dudley, Angie Scott, Taylor Roderick, Stephannie Lyle, Mario Tamez Not pictured Varat Featherman, Lillian DeMesa, Zan Best, Geoffrey Nelson, Hans Le

Name	Position	Division
Venus Ivory	Custodian 1	Custodian
Varat Featherman	Custodian 1	Custodian
John Slagboom	Energy Engineer	Capital
Taylor Roderick	Fiscal Specialist 1	Human Resources
Amanda Emerson	Custodian 3	Custodian
Tricia Couch	Custodian 3	Custodian
Lillian DeMesa	Custodian 1	Custodian
Zan Best	Custodian 1	Custodian
Angie Scott	Custodian 5	Custodian
Stephannie Lyle	Fiscal Specialist 2	Accounting
Phillip Dudley	Maintenance Mechanic 1	Maintenance
Geoffrey Nelson	Custodian 1	Custodian
Benjamin Kendrick	Custodian 1	Custodian
Mario Tamez	Custodian 1	Custodian
Kelly Cooley	Custodian 1	Custodian
Nelson Sams	Truck Driver 2	Waste Management
Hans Le	Plant Comm Coordinator	Work Management

Facilities Services Safety Promotion Committee
Safety Question Contest for the Month of June 2024

Directions: The answer to the question below can be found in one of the chapters of the Accident Prevention Program (APP). Read the question carefully. When you have found the answer, you may email your answer to Teresa Cole teresa.cole@wsu.edu or print off this page and cut out the form on the dotted lines. You may give the form to your supervisor to send in intercampus mail to Teresa or drop it off in the APP Question box by the McCluskey Key Shop. The names of all employees who submit the correct answer will go into a hat for a drawing. Whoever's name is drawn will be able to pick out one of the safety awards. **This contest will be open only until 5 p.m. on July 31, 2024** so get started finding the answer now and win a nice prize! Link to APP Chapters is on the Safety Sharepoint Site. <https://sharepoint.wsu.edu/FacilitiesServices/Operations/Safety/SitePages/Home.aspx>

Reference APP Chapter 19—Motorized Vehicle and Equipment. Question: Name two things from the list of 17 items that are Requirements to follow for Facilities Services Motorized Vehicles and Equipment in Section F.

Answer:

Employee submitting the above answer:

Name: _____ Division: _____

Dennis VanAllen is the Winner!

March's APP Question Contest!

Dennis's entry for the March Safety Question was randomly selected from the total entries with correctly answered questions. Those correct entries not chosen will be placed in the bucket for the annual Safety Award Drawing.

For his prize, Dennis chose the windless match and flint.

Check out all the Safety Awards you could win if your correct answer to the APP Question is drawn. The awards are displayed in the glass cabinet outside the Key Shop in McCluskey Shop Bldg.

Thank you to all that entered the contest!