



**WASHINGTON STATE**  
UNIVERSITY

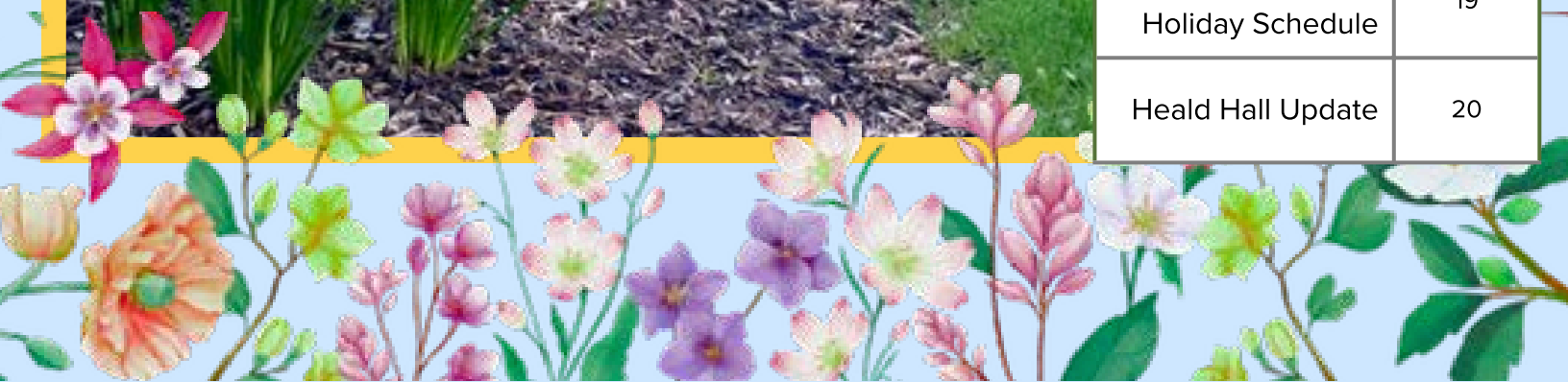
**Safety Question  
Contest is on page 14!**  
Enter for a chance to win!

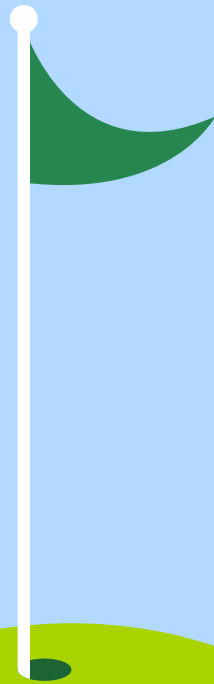
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*Happy  
Summer!*





## Help us make our golf tournament a Hole-In-One!

Facilities Services family-

We're gearing up for our upcoming Golf Tournament and ***we need volunteers*** to help make it a success!

It's a fun way to connect with colleagues, enjoy some beautiful sunshine, and raise money for future Cougar students of FS employees! You will also get a free 2026 Hardhat Classic hat and two meals for your help. No golf skills required. Just your great attitude! Ready to tee up and help out?

Scan the QR code or click the link below to sign up. You can also email me directly at [lisa.hohnholz@wsu.edu](mailto:lisa.hohnholz@wsu.edu). Come join the fun!

[Click Here!](#)

Or scan this code  
with your phone:



# KUDOS

Customer: Jeanne Therrien

Comment: So appreciate how quickly the drinking fountains were fixed! The filling stations are used a lot!

Employee(s): Bob Coffey

Customer: Dae Hyun Kim

Comment: Thank you very much.

Employee(s): Derrick Rogers

Customer: Jennifer Wisecaver

Comment: Thanks! That was fast!!

Employee(s): Logan Larson

Customer: Deanna Hamilton

Comment: Thank you for the quick response!

Employee(s): Joe Beck and Lance Mitchell

Customer: Jessica Tir

Comment: It's always a delight to work with Logan because he has such a fun, kind attitude. He goes above and beyond to not just fix things but make them better than before.

Employee(s): Logan Larson

Customer: Talia Head

Comment: Logan is great as always

Employee(s): Logan Larson

Hello.

Our new custodian Amber is doing a really great job for College Hall.

She works hard for us every day and she is always pleasant.

We couldn't appreciate her more!

I took the photo below while she was deep cleaning our classrooms on first floor during spring break.

Thank you to Amber for taking such good care of us in Anthropology!

Also, a big thank you to Angie and Shelly for promoting high standards and great teamwork!

Sincerely, Jo Bonner



Re: Lighting in Bryan 301-

Steve (Gates) and Shaydon (Meyers), there are 2 Ferdinand Grabbers for you in my freezer in 301C. If I'm not here for whatever reason, please feel free to grab them. I'll forewarn my boss!)

Thanks ALL!!!

Best,, Anne Drobish-Shahat, MA



Customer: Stephanie Rodeen

Comment: Room looks very nice

Employee(s): Christopher Hughes

Customer: Sheri Rynearson

Comment: The repair was so fast! Thank you! I had experiments I needed to run with equipment connected to power on that wall and because the repair was so prompt I did not need to delay my experiments. Thank you so much!!

Employee(s): Mike Pope and Alex Bromling

Customer: Sara Davis

Comment: This was a difficult job and the guys solved all the problems and got it done. Our lab really appreciated their help!

Employee(s): Chad Palmer, Ryan Farr and John Black

# KUDOS

Customer: Jaclyn Gotch

Comment: Thank you SO MUCH for helping us with the heating issue in the CUE 519 suite. We are so much more comfortable now and no longer feeling hot air blowing into the suite. Each worker was so incredibly kind and helpful. We appreciate you! Thank you, thank you, thank you!!!

Employee(s): Erik Brown & Spencer Pope

Customer: Jeanne Therrien

Comment: The mover crew on both delivery and pick up ALWAYS do an awesome job with the display boards for our conference each semester! SO APPRECIATE THEM!! THANK YOU!!

Employee(s): Jake Wytcherley, Ryan Farr, John Black, Chad Palmer & Bill Ettenhofer

Customer: Mike Lott

Comment: Thank you. Logan did a great job...

Employee(s): Logan Larson

Customer: Galen Gorence

Comment: They came in and repaired the door the following day! Did not talk to them, but dont think I really needed to. Thank you for the speedy repair!

Employee(s): Joe Beck & Lance Mitchell

Customer: Kris Kynes

Comment: Derrick did an excellent job at keeping us updated. I really appreciate it!!

Employee(s): Derrick Rogers

## **Math Learning Annex South Lawn Kiosk Repair and Banner Inst**

I'm glad the guys were able to get this completed in time for Graduation and our Carpenters do a great job for us no doubt. Dave Stodick and Jeff Gulick were the Carpenters on the project and we are fortunate to have them on our team. I'm excited to see the FB photos. -Craig Gray

I wanted to give kudos to Roxy, Amelia, Robbie, and the shops team for installing a bike rack on the SW corner of the McCluskey shops. While we talked about the lack of a rack at this building, these individuals took the initiative to find an unused one, asked opinions of locations, and had it secured to the concrete within a very short period of time. It's a small change that makes a big difference for those of us who commute by bike.

-Levi O'Loughlin, Office of Research

Customer: Janice Meeuwsen

Comment: The rooms look great! Thank you!

Employee(s): Jonathan Williams, Gerald Osgood, Van Holloman, Chester Coleman & Ricardo Avarez Jr.

Customer: Stephen Short

Comment: Brian was very nice and called back to talk about an issue with a door plate. I really appreciated the timely acknowledgement and the commitment to look for a 'prettier' solution in the future.

Employee(s): Brian Swan, Lance Mitchell & Joe Beck

Customer: Katie Forsythe

Comment: This work was completed well. They brought a ladder so they didn't need to stand on my desk. The person who completed this work request was kind and professional.

Employee(s): Spencer Pope

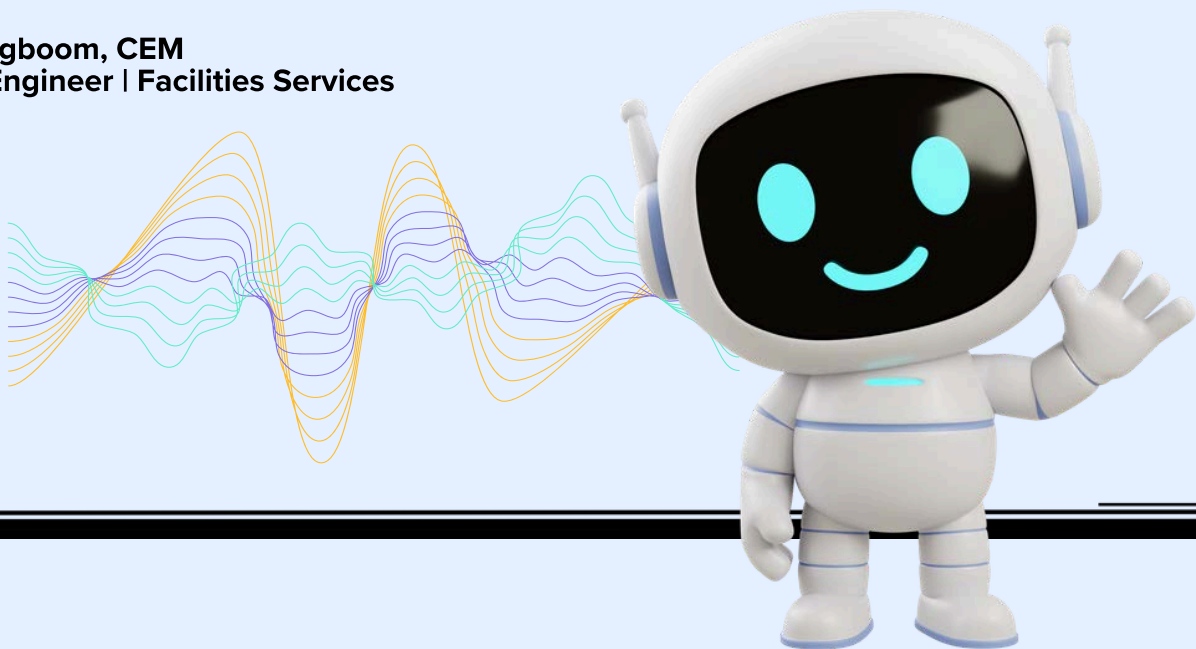
## **ARTIFICIAL INTELLIGENCE AND FACILITIES SERVICES: A FIRST LOOK AT WSU AND BEYOND**

At WSU Facilities Services, AI has shifted from a curiosity to a working tool. In Facilities Services, several dashboards built with AI assistance are now in regular use, pulling energy bills, meter readings, water use, and decarbonization milestones into a form everyone at the table can read at a glance. Complex monthly processes have been written into clean standard operating procedures so institutional knowledge does not leave when a staff member does. Our Clean Buildings compliance effort, which touches multiple state laws, hundreds of buildings, millions of square feet, and years of utility data, now comes together in hours of judgment and review instead of weeks of binder building. A prototype review tool is starting to compare contractor drawings against WSU Design Standards, division by division, and AI is sharpening briefing memos, meeting agendas, project plans, and the rest of the writing that has always sat between a facilities engineer and the day's real work.

Across higher education, facilities groups are moving in similar directions. APPA reports a \$112 billion deferred maintenance backlog across U.S. campuses, with Gordian's 2025 State of Facilities report putting the funding shortfall against deferred projects at 32%. The University of Florida and the University of North Carolina at Chapel Hill, in partnership with Affiliated Engineers Inc., have adopted AI chatbots that automate data entry on incoming maintenance requests, freeing facilities managers for sustainability planning and the kinds of work that need a human in the room. In building automation, models trained on vibration, temperature, and runtime patterns flag a drifting fan motor weeks before it fails. In custodial operations, occupancy and traffic data turn fixed cleaning schedules into routes that match the work to the actual need. On the shop floor, technicians arrive at calls knowing what is wrong rather than starting from scratch, with industry reports of 55 to 65% fewer emergency work orders, 20 to 35% lower HVAC energy use, and 8 to 12 hours a week clawed back from manual reporting where the tools are in production. APPA, Gordian, and the firms running pilots all describe it the same way. AI is removing the tedium that keeps our people from doing the work that only they can do.

WSU Facilities Services exists to keep the campus running and to deliver the buildings the university's next century will take place in. The work we do has always demanded judgment, craft, and institutional memory, and that will not change. What does change is how much time is spent on the background processes: the spreadsheets, the searches, the assembly of notes and minutes, the formatting. Used well, with verification before sending and protected data kept out of unapproved tools, AI is how a small department meets a large mission, and how Facilities Services delivers grade A performance in changing and challenging times.

**John Slagboom, CEM**  
**Energy Engineer | Facilities Services**



# Welcome New Employees!



Cameron Pawlak, Custodian 1



Jess Hookey, Custodian 1



Analyza Rodriguez, Custodian 1



Heston Farrelly, Custodian 1

## PROMOTIONS *Congrats!*



Stephannie Lyle  
Fiscal Specialist Supervisor

## Length of Service



Amelia Craigen - Plant Comm. Coordinator



Carey Edwards, Applications Systems Analyst

# Length of Service



**Barb Kinzer - Custodian 1**

**5 years**



**Greg Shisler - Electronics Tech 2**

**5 years**



**Tory Miranda - Maintenance Mechanic 1**

**10 years**



**Daniel Chilson - Stationary Engineer 2**

**10 years**

**QUARTER CENTURY CLUB**  
*93rd Annual Breakfast Celebration*

**SEPTEMBER 30, 2026** SAVE THE DATE

Compton Union Building (CUB) Senior Ballroom  
Doors Open, Breakfast Served at 8:30 AM  
Presentation of Honorees begins at 9:15 AM  
Washington State University - Pullman Campus

WASHINGTON STATE UNIVERSITY



**Buddy Lockie - Maintenance Mechanic 3**

**10 years**

# Length of Service



10 years

**Donavon Novotny - Custodial Supervisor**



10 years

**Teresa Cole - Fiscal Specialist Supervisor - Project & Work Order Accounting**



10 years

**Bob Coffey - Maintenance Mechanic 2**



10 years

**Scott Butler - Control Technician**



10 years

**Tim Demand - Custodian 1**



10 years

**Darren Palmer - Heavy Equip Operator Lead**

# Length of Service



**Bill West - Maintenance Mechanic 3**



**Chuck Hull - Construction Project Coord. 2**



**Ron Redman - Manager**



**Tom Moore - Operations Manager**



**Leif Erickson - Insulation Worker**



**Christine Persons - Custodian 1**

# 2026 Crimson Spirit Award Winner!

**We are excited to announce Vanessa Syms, Custodian with Facilities Services at WSU Pullman as a Crimson Spirit Award recipient.**

Vanessa's nominators had many great things to say. "Vanessa is the custodian on my floor, and she is truly phenomenal at her job. She takes immense pride in her work and in maintaining our building, and it shows every day. Vanessa approaches everything she does with a smile and a positive, can-do attitude that noticeably brightens the environment. She goes out of her way to learn people's names, even though she does not regularly interact with everyone on the floor. This personal attention makes our community feel welcoming and valued. During the holidays, she even made thoughtful gifts for faculty, staff, and graduate students on our floor—an incredibly generous and heartfelt gesture."

"Vanessa is a ray of sunshine that walks our halls. She takes an interest in what we are doing."

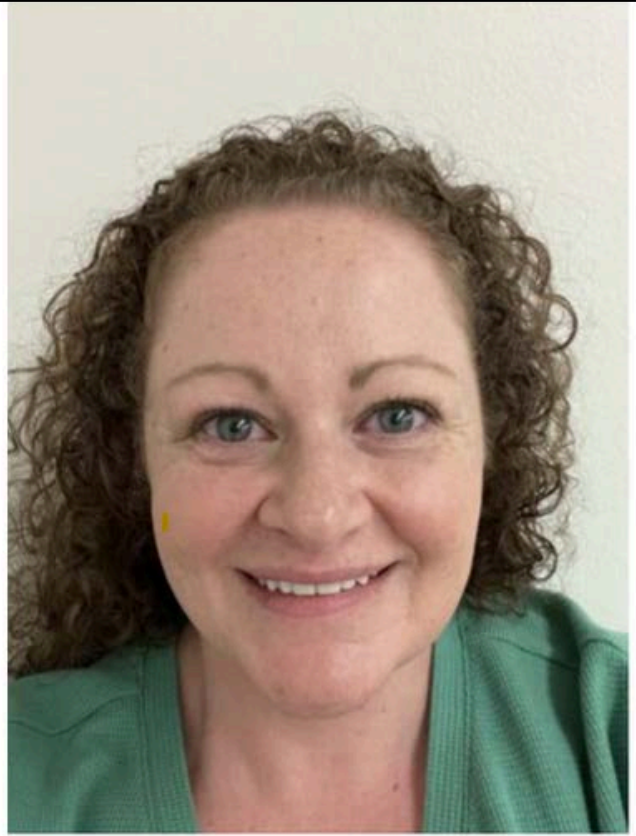
"She lights up the hallways with her infectious joy and is genuinely interested in making a brighter day for folks. She leaves little plastic toys hidden throughout the building, adds fun decor and meets everyone with a smile and pleasantry. She really makes my day!"

"In almost 30 years of teaching college, I have never encountered a friendlier, more proactive, and more helpful custodian than Vanessa. She is great about alerting me to issues with the facility. Her work is second to none. When we have had concerns about the building, she has always followed up to make sure they were resolved properly. I know that several of us in the department feel so much better knowing that Vanessa has our back."

"Vanessa is one of the warmest, friendliest, and most genuine employees I have encountered at WSU – and that is saying a lot, given the quality of people who work here."

"Vanessa is an outstanding colleague and contributor to the Johnson Tower workplace. As the building's custodian, Vanessa shines daily, just like the floors and elevator buttons that she cleans. Rarely do I see someone who takes as much ownership of their work as Vanessa. She cares for each part of the building by prioritizing cleanliness, safety, and even fun!"

"Vanessa goes above and beyond to ensure that our building (Johnson Tower) is in fantastic condition. She is always thoughtful and transparent, communicating when an issue is being resolved, and makes great effort to accommodate staff and faculty needs. We are truly fortunate to have her on our team."



Vanessa Syms, 2026 Crimson Spirit Award Winner

**WOW**

Hi, I wanted to take a moment to share my sincere appreciation for Robbie Dudley. His communication, professionalism, and problem-solving skills truly stand out, and he consistently goes above and beyond to ensure things are handled smoothly. Whenever we reach out to the Work Management Center, it's genuinely reassuring to know we're in such capable and dependable hands with Robbie. His support and training for building coordinators makes a real difference, and it doesn't go unnoticed. Thank you for all that he does. - Jaide Wilhelm, HR



# Happy Retirement!

Scott

Please join us in celebrating the upcoming retirement of Scott Cleveland, whose expertise and leadership have made a lasting impact on our campus community.

Scott's career began on December 23, 1985, with Central Receiving & Delivery, followed by a role in Mailing Services on May 18, 1991. After a short hiatus, he returned to Washington State University on July 1, 2013, as an Electronics Technician 3, quickly establishing himself as a trusted expert in all things electrical and life safety.

His skill and dedication led to his promotion to Technician 4 in September 2018. On May 1, 2020, Scott advanced to Maintenance Specialist 4, where he managed the electricians and life safety crew, providing steady leadership and ensuring critical systems operated safely and efficiently. Most recently, Scott was promoted to Operations Manager in December 2025, a testament to his knowledge, leadership, and commitment to excellence.

Scott has been the go-to resource for complex electrical systems and life safety operations, consistently bringing a thoughtful, solutions-focused approach to every challenge. His work has played a vital role in keeping our campus safe, functional, and prepared.

Scott's retirement is set for June 12, 2026. While we will certainly miss his expertise and leadership, we are excited for him as he begins this next chapter.

We wish Scott all the best in retirement—may it be filled with relaxation, enjoyment, and new adventures ahead!



Wayne



Hired on March 16, 1994, as a Maintenance Mechanic 2, Wayne Lechtenberg was promoted to an Electronic Technician 3 on January 4, 1999, with a short stint before being promoted to a Facilities Operations Maintenance Specialist on April 4, 2000, a role in which he worked for the next 26 years.

Wayne knew the campus buildings inside and out, always staying on top of priorities and business practices. He was the go-to, can-do-anything employee that everyone relied on. Whether it was working weekends, swing or graveyard shifts, Wayne played a critical role in keeping the campus running smoothly around the clock. His dedication ensured that operations never skipped a beat, no matter the time.

Wayne's commitment, knowledge, and reliability have left a lasting impact that will not be forgotten.

We wish Wayne all the best in his well-earned retirement set for May 28th and the exciting adventures ahead!

Please join us in celebrating Wayne's career and wishing him a happy and fulfilling retirement!

# KUDOS

Customer: Kara McClanahan

Comment: Graffiti was painted over the next day after putting in work request. I put "neutral" for "courteousness of staff" and "communication provided" because they worked so quickly I missed them. Thank you for being so quick!

Employee(s): Bill West

Customer: Deanna Hamilton

Comment: Craig Gray provided multiple updates as the project was being completed. Please be certain to acknowledge his dedication to providing excellent service to our staff.

Employee(s): John Asplund & Jeff Gulick



Customer: Stephen Short

Comment: Key shop showed up promptly and were kind. They checked in before they left to make sure I was satisfied so they didn't have to come back out again to fix it later.

Employee(s): Joe Beck, Lance Mitchell



Customer: Britta Nitcy

Comment: We appreciate the quick response, knowing you have so many buildings and things you have to get done on campus.

Employee(s): Mark Stanton & Forrest Gilchrist

Customer: Anne Drobish-Shahat

Comment: We truly appreciate all that you do and realize that sometimes it takes a long time for you to get to orders because your crews are much smaller than the university could use. I put dissatisfied for timeliness only because it took a couple of winters to finally get the issue taken care of. This may be because of the nature of the building, but weren't communicated with on this front (on particulars). The heat issue has been much better since mid February, although just a few days ago the heat climbed again, but this time in all of our units. We can't imagine how challenging this building must be. We love it, but yeah! Again, we do appreciate what you do for us.)

Employee(s): Kent Overby, Craig Meyer & Scott Butler

Customer: Ryan Rice

Comment: Brian and Eric were great and fixed it in no time.

Employee(s): Eric Brown, Craig Meyer & Bryant Wernecke

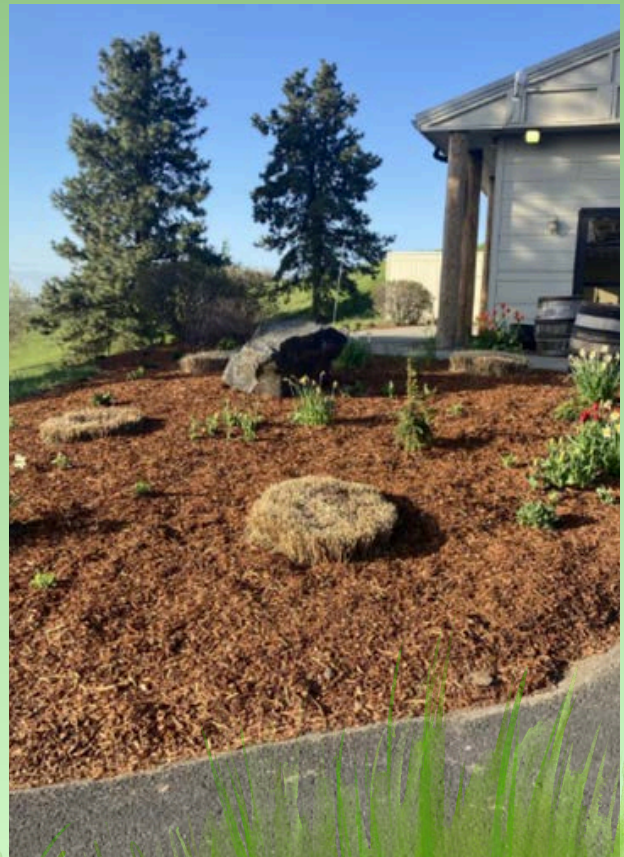
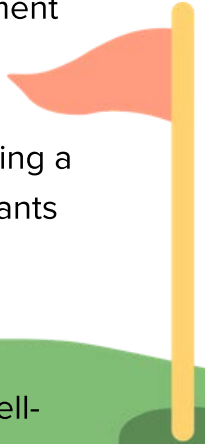


# Landscaping, Up to Par

We recently completed a landscape enhancement project at the golf course that significantly improved the overall appearance and character of the area. Our crew installed decorative rock features and added a variety of new plants throughout the landscape to create a cleaner, more polished, and visually appealing environment for golfers and visitors alike.

The addition of the rock work helped define the landscape areas while providing a natural, durable finish that complements the course surroundings. The new plants brought in a much more vibrant and colorful look, adding texture, depth, and seasonal color that greatly enhanced the curb appeal of the property.

Compared to the original appearance, the area now looks far more inviting, well-maintained, and aesthetically balanced. The combination of fresh landscaping materials and plant installations transformed the space into a brighter, more attractive feature of the golf course that will continue to mature and improve over time.



# Safety Question Contest - For the months of June, July, & August 2026

**Directions:** The answer to the question below can be found in the Accident Prevention Program (APP). Link to APP Chapters is on the [Safety Sharepoint Site](#). Read the question carefully. When you have found the answer, you may email your answer to Teresa Cole [teresa.cole@wsu.edu](mailto:teresa.cole@wsu.edu), print off this page and give to your supervisor to give to Teresa Cole, 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. Whomever's name is drawn will be able to pick out a safety award. This contest will be open only until 5 p.m. on August 28, 2026. Good luck!



*Under D: Responsibilities in Chapter 22: General Materials Storage, write down one of the seven bulleted points of the responsibilities of Employees.*

Answer: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

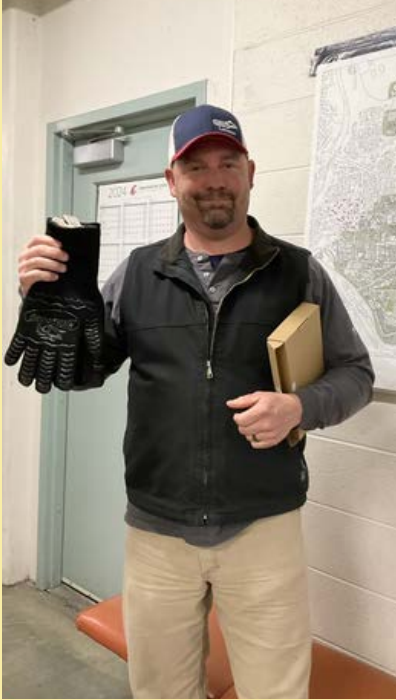
\_\_\_\_\_

Employee submitting the above answer:

Name: \_\_\_\_\_ Division: \_\_\_\_\_



# February, March, & April APP Contest Winners



February 2026 - Brad Grieser, Facilities Electrical - High Voltage

March 2026 Ryan Larson, Facilities Maintenance

April 2026 - Greg Shisler, Facilities Electrical and FOMS

## QUARTER CENTURY CLUB

*93rd Annual Breakfast Celebration*

# SEPTEMBER 30, 2026

SAVE THE DATE

*Compton Union Building (CUB) Senior Ballroom*

*Doors Open, Breakfast Served at 8:30 AM*

*Presentation of Honorees begins at 9:15 AM*

*Washington State University - Pullman Campus*

WASHINGTON STATE UNIVERSITY



# Working Safely Awards

## Working Safely Award - March 2026



**SAFETY  
FIRST**



Congratulations to Dylan Stout, Custodial, good work on proper procedures when finding and securing an unlocked lab door with potentially hazardous materials.

## Working Safely Award - April 2026



Congratulations to the Food Service and Human Nutrition Custodial Team, Raissa Rochan, Robert Sargent, and Megan Rinehart, used safety first when alarms went off in the building and they assisted getting everyone out of the building safely and efficiently.



# Working Safely Award - May 2026



Lance Mitchell was observed wearing safety glass while drilling into a metal door frame that was above his head. Knowing that his eyes were covered and protected from the tiny shards and flakes of metal made Vanessa Syms take pause and thank him for doing the right thing. The fire door is working like a champ just like Lance did. Thanks to him for always doing a great job and working safely at the same time.



## Facilities Services

### “Thanks for Working Safely” Award Nomination Form

<b>Your Name:</b>	
<b>Nominated Worker’s Name:</b>	

<b>Detailed description of the event you observed for which you want to nominate the above named person(s) for a “Thanks for Working Safely” award. Include the exact location, time, date, and circumstance of the safe action.</b>	
<b>Location:</b>	
<b>Date &amp; Time:</b>	
<b>Circumstance or Situation:</b>	

# Honor Coin Winners



I would like to nominate Brad Grieser (High Voltage) and Amelia Craigen (WMC) for the Facilities Services “Teamwork Coin” in recognition of their outstanding performance over the years. Electrical outages on campus create significant challenges, impacting operations and causing concern for building occupants and coordinators. It is critical that we quickly identify the root cause and restore power safely and efficiently.

On March 2nd, the Work Management Center received a call regarding a power issue at the Recycle Facility. Upon investigation, it was discovered that an electrical phase had broken off on an overhead pole, resulting in a phase loss scenario to the connected buildings and potential damage to connected equipment. For personnel safety requirements, a larger portion of the electrical feeder needed to be shut down to safely complete the repair, increasing the overall campus impact.

Amelia immediately took action by issuing an emergency event notice and personally contacting building occupants to ensure they were informed. She even postponed her lunch to make sure communication was handled quickly and thoroughly. At the same time, Brad and the High Voltage crew developed and executed a plan to mobilize a bucket truck to the site and prepare a repair jumper for installation. The coordination and execution were seamless, and power was restored in approximately 30 minutes once a plan was initiated.

This level of teamwork and commitment is not uncommon for Brad and Amelia. They consistently go above and beyond to support Facilities Services and the campus community. Based on this I believe they are highly deserving of the “Teamwork Coin”.

# Facilities Services Employee Picnic

Thursday, July 16, 2026

11:30a-1p

Held at SMS/Receiving &  
Delivery dept area

Fun, food, and FS family! Hope you can  
join us in celebrating each other!



## WSU Holiday Schedule for 2026 - 2027

Juneteenth	6/19/26	Christmas Holiday	12/24/26
Independence Day	7/4/26	Christmas Day	12/25/26
Labor Day	9/7/26	New Year's Day	1/1/27
Veterans Day	11/11/26	Martin Luther King Jr. Day	1/18/27
Thanksgiving Day	11/26/26	Memorial Day	5/31/27
Native American Heritage Day	11/27/26		

# Heald Hall Demolition will make way for the new Integrated Sciences Building

Heald Hall demolition is scheduled in two phases. Phase one started in May 2026 and will focus on the 'soft' demolition; activities to remove all items from the building shell, abate hazardous materials, and grub and clear the site. An enabling project to separate Eastlick IT infrastructure from Heald will also happen during this phase. New IT closets, cabling and WAP's will be installed in Eastlick. Fencing has been installed at the perimeter of the site, and will remain throughout the project, being modified for public and pedestrian safety as activities change.

The Eastlick loading dock will remain open and accessible during phase 1 demolition. When phase 2 begins, access will be available with scheduling and contractor escort.

Phase 1, Soft Demolition: May 2026 – March 2027

Phase 2, Building Demolition (and 3-story skybridge): March 2027 – August 2027

Construction Integrated Sciences Building: August 2027 – January 2029

Heald Hall was built in 1962 for \$1,750,000. It is an 82,223 sf 5-story building.



Thank  
you!