Greetings to the Campus Services Team

This academic year got off to a wildly successful, and just plain wild start! There is a ton of great work going on in all areas of the division so read on for details.

Meanwhile, keep in mind the following deadlines:

FLU SHOTS: Dartmouth offers free flu shots to staff, faculty and students. Appointments can be made with Dick’s House at 646-9401. Flu Shot sessions at McKenzie Hall and ’53 Commons will be scheduled in the coming weeks. If you are interested in having your flu shot at McKenzie Hall of 53 commons, please contact Lorraine.Bosse@Dartmouth.edu.

THE DARTMOUTH COMMUNITY STUDY: The Provost’s Office is conducting a campus-wide survey about learning, working, and living at Dartmouth. Technical assistance with the survey will be available Wednesday, November 4 from 11:00-2:00 in Paganucci Lounge at ’53 Commons. https://rankinsurveys4.com/dartmouth.

BENEFITS OPEN ENROLLMENT: Enroll for your 2016 benefits. The deadline Monday, November 2nd. The link is: http://www.dartmouth.edu/~hrs/benefits/access/
(Cl)opening of Residence Halls

September 13th was the official opening day for upper-class students to move into their fall term housing. This day marked the end of 34 days of Residential Operations simultaneously closing buildings from summer term while opening buildings for fall term. Athletes started moving into their fall rooms on August 17th. After that day, each day brought more and more students. By September 2nd, which was the official closing day for summer term, 763 students had moved into their fall room.

Throughout those 34 days, we invented a new word to describe this period of time where we are opening and closing buildings at the same time: “clopening.”

This year there were only ten days between summer closing and fall opening, making clopening particularly challenging. This did not deter our team, though! This opening was a successful one.

Our success is not measured by how many compliments we receive, but by how few complaints we get. This year, our phones were quiet! Thank you to everyone who helped make this opening such a success. This includes the many FO&M trades, grounds, and labor crews that helped get buildings and grounds ready as well as the dedicated Residential Operations staff who were in overdrive for 34 days!

Dave Newlove to Oversee the Parking and Transportation Office

Dave Newlove, the Executive Director of Dartmouth Dining and Auxiliary Services, has assumed responsibility for the Parking & Transportation Office. Dave, together with the Planning Office and Claire McNamara, the Assistant Director of Auxiliary Operations, are considering several exciting opportunities to improve the parking experience. These include on-line vehicle registration and payment gateway, as well as taking better care of our parking lots through more frequent paving and line striping.

In addition to Parking & Transportation, Dave oversees Dartmouth Dining Services, as well as the Dartmouth Card Office and the Dartmouth Skiway.
Admin HR Services Updates

The Administrative Human Resources Services (“Admin HR” for short) for Campus Services is now well established in its new location on the lower level of 1953 Commons. They have become a popular resource and in the first weeks of the term have already welcomed nearly 100 students who came in to sign up for jobs in Dining Services.

The team is led by Kelly Mousley, Administrative Human Resources Services Manager, with Kristina Fletcher as the Services Payroll Coordinator, and Ann Crookenden as the Services HR Coordinator. Between them, they have many years of expertise in Dartmouth personnel management: Kelly has 22 years of experience with Dartmouth Dining Services; Kris has 15 years of experience with DDS payroll and accounts, and Ann brings four years of experience with Dartmouth's Office of Human Resources, including two and a half years in Recruitment.

Their goal is to provide the 550+ employees of the expanded Campus Services division with an efficient and responsive centralized resource for your employment needs and questions. Some of the many areas they can assist with include: procedures and best practices for staff recruitment and hiring; creating new positions, posting positions and position management; reference checking, screening and contacting applicants; employee on-boarding and off-boarding; performance management and guidance; campus resources and disability leave questions. We welcome all members of Campus Services to contact us with questions or requests for assistance.

Admin HR Services is open Monday-Friday, from 8:00am to 5:00am in 1953 Commons, and can be reached by phone at (603-646-3363) or by email at Admin.HR.Services@dartmouth.edu.

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Professional Development Catalog from HR

The HR Training and Development team is excited to announce the new fall course catalog! Workshops on many topics are being offered including

- effective communication
- giving and receiving feedback
- project management
- navigating conflict

We also have several classes for managers on

- delegation
- coaching
- hiring
- building trust

To view the full course catalog please visit

http://www.dartmouth.edu/~hrs/profldev/fallcoursecatalog.pdf

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Electronic Paystubs & W-2s

Admin HR Services encourages all employees to GO GREEN with electronic pay-slips. Employees can now view their current and historical pay-slips, as well as W-2 tax forms 24/7 through the Employee Self Service section of employee.dartmouth.edu. Employees who opt-in will receive an e-mail when their latest pay-slip is available online. This is a terrific way to “go paperless” and forget the hassle of storing old pay-slips.

Expanding the ‘Call In’ Program

We’re excited to roll out across all Campus Services union employees a Call-In Program that DDS has been using successfully for years. The program facilitates communication between managers and staff and helps managers quickly respond to staff shortages which result from sick and/or emergency leaves. The 24/7 call-in system will ensure that absence notifications are received in a streamlined and timely manner. Each location will have a designated phone number to call, and the policy and procedural guidelines will be reviewed with staff the week of November 9th, 2015.

“MOVE IT” challenges

There are several Campus Services team who are participating in Dartmouth’s fall “MOVE IT” challenge, a fun 8-week physical activity challenge designed to keep employees active and healthy. We’re aware of several teams within Dartmouth Dining Services, including The Hurricanes, The Magicians, ’53 People Pleasers, The Travelers, ’53 Movers & Shakers, Team Newlove; as well as the ‘Groundswell’ team made up of several employees in DPMC, FO&M and Campus Services Admin; and ‘PDC SuperSTEP’ which includes employees in Planning Design & Construction. Please let Admin HR Services know if there are other Campus Services teams participating in this challenge. It would be fun to have an intra-team challenge within our division, as well as to report our teams’ overall successes.
United Way

As our community prepares for colder weather and starts thinking ahead to the holidays, please give thought to those less fortunate than ourselves.

Think about what needs the less fortunate have for food and shelter, for health-care services and day care; and consider that many of our friends, neighbors, and co-workers receive goods and services from organizations directly funded through the United Way. Last year, those of us in the Campus Planning & Facilities division focused our giving efforts on a program that was particularly meaningful to us. We chose Project Vet Care, and set a divisional record in terms of number of employees who donated to this particular organization and $'s raised.

This year, let's focus our divisional giving on the organizations that provide food to those in need; so perhaps a food pantry in your community, a Meals-on-Wheels organization, or The Upper Valley Haven. If you're interested in designating your gift to a specific food provider, just selection "Option B" in the Optional section of the United Way Pledge page, and write the agency name and address to which you want to designate your funds. Of course, if you'd rather not designate your giving to a specific organization, that's fine too.

President Hanlon wrote in his recent note to the Dartmouth community, "Whether you choose to contribute through the United Way, volunteer your time directly, or give back to the community in another way, I encourage you to join me in reaching out. As we begin to look forward to a New Year approaching, let's work to make it a brighter one for those less fortunate work to make it a brighter one for those less fortunate."

A New Lunch Menu for the Hanover Inn

PINE Restaurant is pleased to introduce Weekly Specials to its' Luncheon Menu, including a fabulous Mac 'n cheese created by chef Justin Dain for the Vermont Farmstead Cheese Co. 3rd Annual Vermont Mac & Cheese Challenge. This Campanelle pasta with Vermont farmstead cheddar cheese sauce, bacon, pepperoni dust and spicy aioli deservedly captured the First Place People's Choice Award. Congratulations Chef Dain!

This Autumn, join us for the new fall menu’s with seasonal tastes. Roast lamb in a sandwich for lunch, perhaps? Always something new!
A Sampling of Capital Projects Underway

*Baker Library Bell Tower*

Facilities Operations & Management (FO&M) is planning a major restoration of the Baker Library Bell Tower, which will include all major components of the bell tower as well as the adjacent copper roof. The goal is to retain the architectural significance of the facility while, at the same time, updating components to ensure another hundred years as a prominent feature of the Dartmouth College landscape. Restoration is expected to take place June – October, 2016.

*House Communities Project*

The Planning, Design and Construction Office is moving forward aggressively to implement the new housing plan. There will be 6 new communities beginning in the fall of 2016 with the Class of 2019 sophomore year.

To prepare for the transition, we will construct two temporary structures to provide House Community program space. The temporary structures will be located in the vicinity of the Gold Coast, Mass Row and Topliff/New Hamp. To accommodate the House Professors, four new faculty residences are being designed and permitting will begin later this summer. Two existing homes will be renovated for the other two house professors.
Efficiencies

Hinman Package Tracking System

Hinman recently implemented a package tracking system called SQBX. SQBX uses state-of-the-art scanning techniques to label and track packages.

Before SQBX, Hinman mail staff used paper notices to notify students of package receipt. With SQBX, an email notification is sent to the student as soon as the package is scanned. As a result students know about and pick up their packages days quicker than they previously did; and Hinman employees can more quickly process the onslaught of packages and mail that arrive at the beginning of each term. In September alone, Hinman handled more than 20,000 packages, with daily volume sometimes exceeding 2400 packages per day.

Thanks to Robin Pych, Campus Services IT Manager for your hard work implementing SQBX.

DDS Cash Handling Process Improvements

Mike Smith, DDS Finance Manager, and Kristina Fletcher, an Admin HR Services Specialist, have identified and implemented a new cash handling process for all dining locations.

In the past, each day Kristina received cash and credit card receipts for all campus dining locations. After verifying and reconciling receipt amounts, and matching them with supporting documents, she walked the cash and checks over to Bank of America for deposit. The Cashier's office, which handles similar transactions for other college departments now also handles this work for DDS. This change saves Kristina roughly 30 minutes per day, allowing her to focus more on Campus Services employees in her new role as a Specialist in Admin HR Services.

New Locks for McLaughlin

Tom Garrity, Access Control Shop Supervisor, identified the need for the mortice bodies that house the locks for doors in McLaughlin to be replaced. The deal he was able to negotiate with the manufacturer will save the college over $80,000 in parts and labor on this work. On top of the financial savings, life safety and reliability of the locks will be improved in the McLaughlin Cluster as a result.

These are just a few examples of what is accomplished when Campus Services' professionals utilize their subject area expertise to improve operations at Dartmouth.
Information Technology News

The SQBX package tracking system was implemented for Hinman Mail, and Centerstone space survey have been rolled out. Our newest initiative is the pilot of Virtual Desktop Infrastructure.

Recently completed system updates

- Centerstone space
- Flex parking systems
- Schneider Struxureware.

Projects scheduled for the near future

- System upgrades for Johnson Controls, Lutron and Lenel
- Implementing FAMIS mobile and T2 eBusiness
- Phased rollout of OnBase

IT Tips

Use the DND LOOKUP in Outlook to quickly find contact information for Dartmouth employees.

If you don’t see this in Outlook, contact the helpdesk at 6-2999 or help@dartmouth.edu and they can help you set up the DND Lookup.

Make sure your contact info is up-to-date for the DND LOOKUP:

1. Open a web browser and enter “DARTDM.dartmouth.edu” in the address/url line
2. Click the “Here” link and log in with your username and password
3. To the right of your screen under User Editor, click “Account Info”
4. Make corrections to inaccurate information
5. Click “Change User Info” to save changes
Storrs Pond Team Building

Prior to the beginning of fall term, FO&M staff participated in half day team building events at Storrs Pond, lead by the Outdoor Programs Office. The activity consisted of a half day of orienteering, hiking and rafting to find playing cards to make the best poker hand. Each team included a mix of people from different areas of FO&M, including trades, grounds crew, labor crew, custodians, management, engineers, and office staff.

This and similar events hosted by Outdoor Programs are intended to give groups the opportunity to practice problem solving, communication, and working with people with different skill sets, while having fun enjoying the outdoors. Based on the survey given at the end, the event was enjoyed by over 98% of respondents.

Thanks go out to those who participated and provided feedback; and thanks to the Outdoor Programs Office for leading our roughly 290 people through this unique and exciting team building activity. We look forward to offering this type of team building to the rest of the Campus Services division in the future.

Team Building at Moosilauke

FO&M was not the only group in Campus Services that took to the outdoors for team building. Planning, Design & Construction staff travelled to the Moosilauke Ravine Lodge for some casual team building, hiking, and eating a vegetarian meal prepared by the students that staff the lodge.

Team building activities are often a unique blend of opportunities to get outside of the work environment, relax, challenge yourself, step outside of our comfort zones, and get to know our colleagues in ways that we may not have an opportunity to in our everyday work. The experience of team building can contribute to a more productive, respectful and enjoyable workplace; and occasionally a fantastic selfie (as seen below).
Thumbs Up!

From: DSV President
Subject: Dartmouth Silicon Valley Mailing

Shaniqua, Devin, and Monica

On behalf of the Board of Directors of Dartmouth Silicon Valley, I am writing to thank you for all your help in executing the annual DSV solicitation mailing. We’d also like to let you know how much we greatly appreciate the extraordinary level of customer service and professionalism of everyone at Dartmouth Printing and Mailing Service. DPMS is a joy with which to work, and we are thankful to have built a wonderful and highly valued relationship with DPMS.

Thank you all so very much for making Dartmouth Silicon Valley look good to our Bay Area alumni.

And the granite of New Hampshire,
James von Rittmann ’95 | President
Dartmouth Silicon Valley (DSV)

On the evening of August 25th, a major rain storm hit Hanover. There was flooding in a number of buildings on campus, including a significant amount of water in Brace lounge and Bissell controlled storage. I would like to extend a sincere thank you to all of the people who helped clean up in the residence halls. This includes Rick Moulton, Casey Fletcher, David McGrath, Jonathan Boutwell, Jeff Wallace, Daniel Philippe, Daniel Faulkner, Edmund Cadieux, and Chris Drake from FO&M; Officers Pudjuban, Sampson, Avery, Kendall, and Timmins from Safety & Security; and Al Severance and Karl Emde from ResOps. A special thank you to Bernard Haskell for stepping in and coordinating the entire effort.

Thank you all!

Cathy Henault, Director of Residential Operations

If you have news to share, please contact lorraine.bosse@dartmouth.edu