Email survey shows high customer satisfaction, courteous workers

By Cassie Heeke

Building Maintenance team members go in and out of campus buildings each day, responding to requests and solving issues. Now, those who report the problems have the opportunity to let Facility Operations know how well they’re solved.

Responses have been overwhelmingly positive, and Bruce Williams, Facility Operations Service Center Manager, said he thinks the opportunity for feedback has taken service to another level.

Customers receive an email after shop managers report a job complete. This email contains a link to the survey, where customers answer three questions and may leave comments. Williams views the results on a dashboard programmed by Ron Conrad, a Systems Programmer/Analyst for VPCPF Technology Services.

Mary Robbins, Assistant Director for Procurement and Operations Support, jumpstarted the process of creating the survey in July 2014, and the emails started going out Nov. 4, 2015. She said many people were involved in the project, and it couldn’t have been completed without their help. “It was such a group effort to pull this together,” she said.

Systems Process Analyst Paul Wesner, who designed the user interface, said he hopes the response rate improves to over 10 percent as time goes by.

Any negative feedback allows Bill Haines, Assistant Director of Building Maintenance Operations, to instantly ask questions and find solutions.

“The customer finally gets to say, ‘Yes, I’m happy,’ or ‘No, I’m not,’” Haines said. “That’s the big thing.”

Comments:

“The Physical Plant staff are so efficient at what they do and I appreciate how quick they are to respond and help with requests.”

“Outstanding, professional service!”

“Quick, efficient, and wonderfully done! Thank you!”

Building Maintenance Operations gets about 100 requests for service each day!
Iconic Campus Clocks Refinished

By Cassie Heeke

While assessing the IU campus, Building Systems Assistant Director Andrew Lowry noticed the crimson-colored paint on the IU campus’ plaza clocks was beginning to fade, causing them to lose the luster they once had.

The plaza clocks are icons of campus scenery, Lowry said, and are depicted on nearly every IU brochure, announcement and advertisement. He decided they needed a “facelift,” as well as updated electronics, so he tasked Building Systems team members Brock Groomer and Scott Hash with completing the project.

“It’s been a trial at times,” Lowry said. “I think the clocks are about 10 years old, and this is the first time they’ve been upfitted.”

They started with the clock near Swain Hall. Groomer worked with the vendor of the clocks to create a new electronic package with GPS, upgrade the backlighting of the face to LED, and install new face lenses. He said it was fun to learn the inner workings of the clock and give it new technology.

When it came time to repaint, Groomer and Hash suggested to Lowry a local paint shop that would do the job well and at a low cost. Lowry said he trusted their judgment.

“The local vendor did an outstanding job,” Lowry said. “and we were able to establish some local pride with that work being done here in Bloomington on such an iconic piece of our campus landscape.”

Finally, Sign Shop retiree Chris Eakins added final touches — gold highlighting and leaf work — to the clock.

“I have made many good friends working at the University, and coming back for these projects enables me to give ‘em all a hard time!” Eakins said. “I think the clocks will be beautiful when finished. What’s better than Gold and Red?”

The rest of the clocks will be restored throughout the year, beginning with the Woodburn plaza clock.

Be healthy, be strong

Group weight loss coaching

Are you registered for the Feel Great IU Challenge? If so, don’t miss out on these great opportunities to get some movement into your workday with a support group of fellow employees.

Tuesdays, Jan. 26 - April 29
11 a.m. to 12 p.m.
Pond Conference Room,
Service Building

Thursdays, Jan. 28 - April 21
11 a.m. to 12 p.m.
First session in Redbud Room,
Indiana Memorial Union

“Men: How to be at the top of your game”

Calling all men who want to be strong and healthy — Healthy IU is hosting a webinar just for you. The presentation will include discussion of foods and habits that will make you strong, improve your brain function, and enhance your overall performance.

Thursday, Feb. 25
12 to 1 p.m.
Live online
Visit healthy.iu.edu

Cathy Wyatt, Assistant Director of Health & Wellness at the IU Health Center, leads group weight loss coaching at the Service Building.
Learning for Life

Over the past six years, Ron Conrad learned classical guitar, became certified as a Wilderness First Responder, identified plants in the Smoky Mountains, studied the Beatles and more — all on his way to earning a Bachelor’s degree from Indiana University.

Conrad, a Systems Programmer/Analyst for VPCPF Technology Services, graduated in December with a Liberal Studies major and two minor degrees in Environmental Management and Anthropology. Every semester since spring 2009, he enrolled in one to four classes during the evening or over his lunch breaks to reach this goal. “I wasn’t sure if I was ever going to get there,” he said.

After high school, Conrad had dreams of becoming a marine biologist. He went to Purdue University to study biology, but ran out of funds, so he took a loan from his father and worked two jobs to earn an Associate degree in computer science from Ivy Tech.

Conrad first enrolled in courses at IU while working at the Kelley School of Business. His supervisor was in the General Studies program and recommended Conrad take advantage of the reduced tuition benefit for employees.

He finished with a 3.589 GPA and was named a Founders Scholar for sustained academic excellence.

Despite having earned his degree, he is still planning to take classes. This semester, he’s enrolled in Gardening and Nature Education. “I’d like to know a little of everything about everything,” he said.

On average, over 800 employees take advantage of the IU Tuition Benefit each term. With spouses and dependent children, it’s over 2,100.

New ID badges in the works

Kathy Grant is working hard in the Sign Shop to finish 590 employee badges, which will become a part of the Facility Operations uniform sometime in the next couple months.

Ideas for the badges have been in the works for years. Hank Hewetson, Assistant Vice President of Facility Operations, said it’s important that the staff be identifiable, and the badges will provide for more consistency in uniform.

Full-time employees will have red badges, and part-time and staffing agency employees will have white.

Get screened, get paid!

It only takes about 20 minutes to get a free health screening, but it can earn you $100. All full-time staff and faculty who are on an IU medical plan, along with their partners or spouses, are eligible for annual screenings with a $100 before-tax incentive.

The screenings measure blood pressure, cholesterol, glucose levels and body mass index.

Appointments can be made at any time, and the incentive will show up on your paycheck up to 60 days after the screening.

To take advantage of this great opportunity, call the Health Center at 812-855-7688.

Central Heating Plant prepares for EPA testing

In 2007, the Environmental Protection Agency issued a new MACT (maximum achievable control technology) standard, which prompted engineers at the Central Heating Plant to install a brand new system for reducing emissions.

Though the standard was later revoked, IU continued with the design. Mark Meneefee, Assistant Director of Utility Services, said this was a conscious decision in order to reduce our current emissions and allow flexibility for compliance with future standards.

In 2014, the regulation was reissued, and facilities had two years to be compliant. During that time, the plant also replaced two coal-fired boilers with natural gas boilers, further reducing emissions.

The new design included bag houses with filters, set up to catch floating ash from the boilers. To adjust to the MACT standard, only the filters needed replaced.

The plant’s boilers are currently under testing to meet the new regulations. Boiler #6 was tested last month, and it easily passed.

“To finally have the compliance completed is good,” Meneefee said. “It’s been a long road.”
Above: Wes Jones, Steven Hendrickson, Jeremy Pitman, Craig Pahmeier, and Austin Corbin stand on top of Bryan Hall. The group restored limestone on the building after water began to seep through the walls.

Far right: Kathy Grant is excited about a new machine that makes it possible to print many employee badges at once.

Introducing: Sam Robertson is the new Director of Facility Operations. He received a degree in Facility Management from Brigham Young University and spent the last six years as Associate Director of Operations and Logistics for the University of Utah.

Bottom left: Ron Conrad, who graduated from IU in December, shows off his certificate of Sustained Academic Excellence.

Bottom right: Charles Shepherd and Dan Breeden participate in Confined Space Training, taught by Neil Toth of Environmental Health and Safety.