

servingstate

Winter 2007 • Volume 53, Issue 2

Over Fifty Years of Serving You



A GRAND OPENING

The Gallery Opens its Doors
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& Interior Design**

Human Resources

Information Services

Kellogg Hotel & Conference Center

Marketing Communications

MSU Union

University Housing

servingstate

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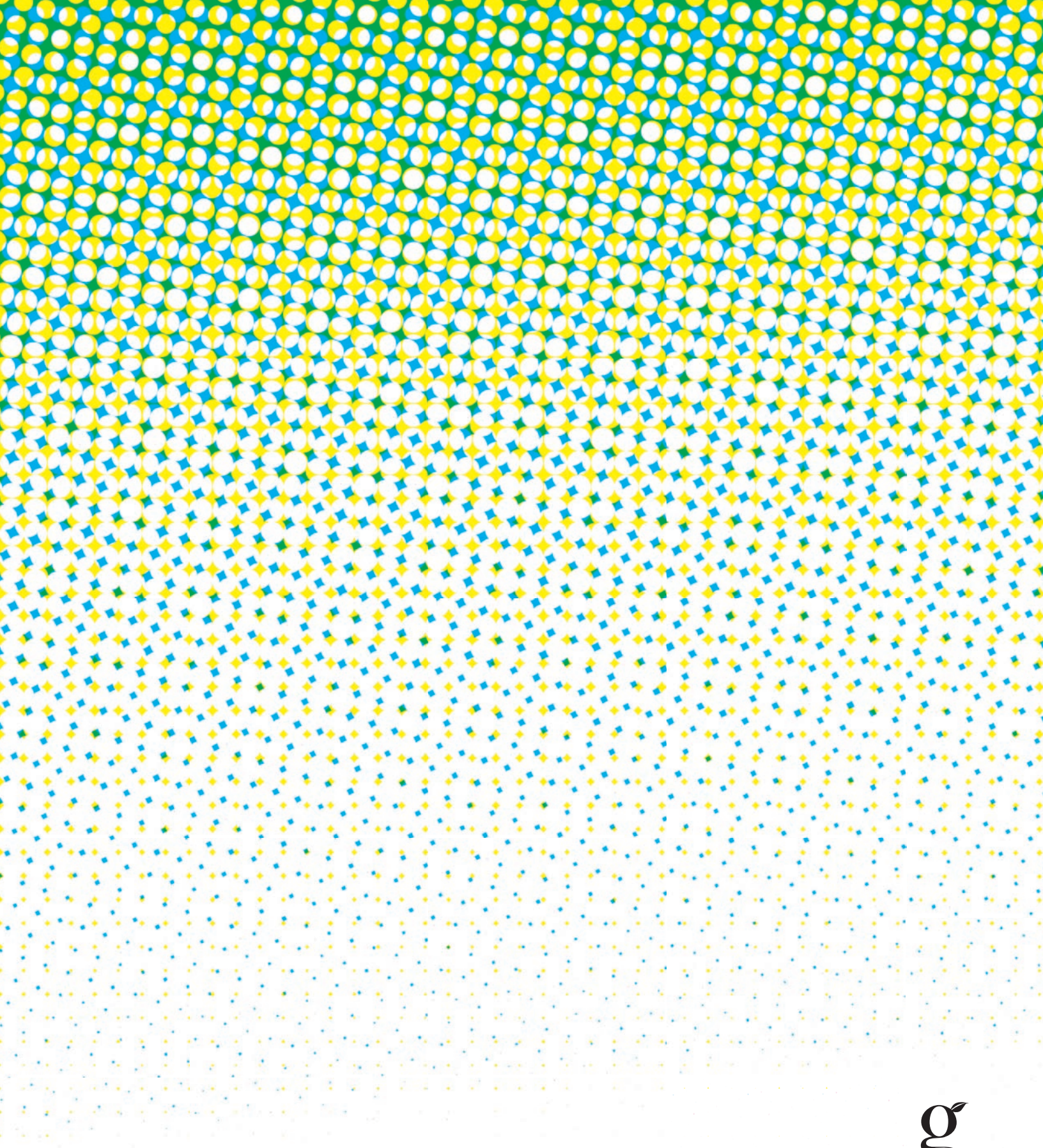
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what shade of **green** are **you?**



www.bespartangreen.msu.edu

HELP TACKLE HUNGER

The Food Drive is Over, but the Need Continues

Michigan's economy has been the subject of countless conversations and news reports recently, but some literally feel the impact a lot more than others. Imagine not having enough food to feed yourself or your children. This is a reality for more people than we imagine, some right here on our campus.

In an effort to address this need, a Food Drive was held during the week of November 12-17, culminating at the MSU vs Penn State football game on Saturday, the 17th. The project was championed by Becky Dantonio, who served as chairperson, and thanks to the intervention of Assistant Vice President Vennie Gore, was cosponsored by the Division of Housing and Food Services and Department of Intercollegiate Athletics at MSU. University Activities Board Manager Tami Kuhn helped coordinate the event, which benefited the MSU Student Food Bank and the Greater Lansing Food Bank.

During the week of November 12, collection points were established in all residence halls, as well as the MSU Union, the Kellogg Hotel and Conference Center, and the Spartan Village Community Center. On game day, semi-truck trailers were stationed at various points near the stadium and in the commuter lot off of Mt. Hope.

Marketing Communications worked very quickly to develop the Help Tackle Hunger website, www.fooddrive.msu.edu, to help publicize the effort, and UAB advertised the Drive on their table tent panel during the week of the 12th. Several off-campus partners provided

labor and/or services either free or at a reduced rate, including One Hour Discount Signs, Keystone Printing, and the Lansing State Journal.

Big thanks are due to the staff members and students in the residence halls, Kellogg Center, Concessions, and the MSU Union who assisted. Dick Sigelko's ushers and customer service staff at the stadium, and the Food Stores staff, led by Don Swanson and Marta Mittermaier, also deserve a pat on the back for their help. In cooperation with the staff from Athletics Marketing, as well as Becky Dantonio and all the football coaches, wives, and their families, the Food Drive accomplished its goal.

According to Tami Kuhn, over 2000 lbs. of food was collected at the football game, and another four pallets, or 160 cubic feet of food, was collected from the other campus locations. Kuhn received a call from Bethlehem Lutheran Food Pantry, who received some of the collected items. They expressed their gratitude, and noted that their clients really benefitted from the donations.

The Food Drive is now over, but the need continues, both at MSU and in the Greater Lansing community.

For more information, please visit www.fooddrive.msu.edu. You'll find links to both the MSU Student Food Bank and the Greater Lansing Food Bank, as well as a list of most needed items. Your help is much appreciated. ♦



THINK GLOBAL; ACT LOCAL

The MSU Student Food Bank

- served over 3,800 clients last year
- served approximately 950 children of MSU students last year
- is the only food bank in the country run by students, for students
- distributed over 7,500 five-pound bags of food

in 2006 to MSU students and their families

- needs your help!

Please send your tax deductible check, made out to the MSU Student Food Bank, to 151 Olin Health Center, MSU, East Lansing, MI 48823. For more information, visit their website at www.msu.edu/~foodbank or give them a call at (517) 432-5136.



[inside] (((VOICES)))

You Can Help Identify and Work on Campus Issues

So you think you're "only a building sanitation worker" and no one will listen to you? Robyn Daugherty would argue persuasively with you on that one.

Not only did people listen to her, but she was instrumental in the formation of an entire task force to study computer access and training for labor and service employees all across our campus. Other issues exist as well – you talk about them every day with your coworkers. Here’s your chance to use your status as an insider to your advantage. Take it out of the break room, and join a group where you can make a difference and work for real change.

Now Don’t Cringe, But There’s This Committee...

About four years ago, Holmes Hall Building Sanitation Worker Robyn Daugherty was recruited to join the Women’s Advisory Committee for Finance, Personnel and Operations (WACFPO) because she “talks to people,” and they were looking for outgoing representatives from different employee groups. She took the application to her boss, Assistant Manager Ken Careathers, who helped her fill it out because he thought it would be a great opportunity for her. There was an interview, and she was accepted.

Shortly after Robyn joined the committee, the 2005 “Status of Women” online survey was done. Survey results showed that not even one member of the 1585 labor group or the skilled trades union participated. Feedback showed that these employee groups had either very limited or no computer access or knowledge. With some payroll and human resource information now (or soon) being available exclusively over the Internet, a large problem was identified.

The WACFPO Diversity Subcommittee, of which Robyn was a part, submitted their year-end report to Vice President for Finance and Operations Fred Poston, proposing a remedy for this troubling situation. In response, Poston created the Computer Access and Training (CAT) Task Force in 2006. Robyn was asked to join this group as well.

At Robyn’s suggestion, Task Force members went out to the residence halls and had lunch with employees to find out if they had access to computers, knew how to use them, and if any part of their communication with their supervisor involved a computer. This group’s research confirmed earlier findings. Some employees were even giving their passwords to family members, friends or coworkers in order to manage their benefits.

Their research completed, the Task Force figured out how many computers and what kind of training would be needed to address the problem, costs involved, and implementation strategies. Over the next few years, it will cost the University about a quarter of a million dollars to get computers available to all employee groups and provide appropriate training.

The Task Force presented its recommendations to Poston, and he approved them in July of this year. The current timeline proposes a pilot program beginning this fall, and based on results of that program, further training and installation of hardware will be phased in over the next four years.

Passing the Torch

Robyn feels justifiably proud of herself for being part of something that will impact the entire University. She stresses the necessity of having people from all employee groups becoming involved with WACFPO and having a voice in their future. “The computer access and training problem is just one example of an issue that might not have been identified without representation from the labor and service group.”

This will be Robyn’s last year on the committee, so she’s hoping another 1585 member will replace her. She’d like others to feel the sense of accomplishment that she’s experienced.

Committee members are limited to two two-year terms, and several other

committee members will be rotating off this year as well. According to WACFPO Chair Melissa Congleton, "new members are chosen by the membership subcommittee, which can be composed of any current WACFPO members."

Some people might be intimidated and feel this is a group of only high-level employees. But Robyn disagrees. "You're not judged; you're welcomed into the group because your input is just as important as anyone else's. I'm a building sanitation worker, and my voice was heard. We all have a voice."

Wanted: You

If you're interested in learning more or becoming a member of WACFPO, visit their website at <http://www.wacfpo.msu.edu>, where you can read more about the group's accomplishments and goals, as well as see who the members are now. You can also access the application you need to fill out to become a member.

"I'm a building sanitation worker, and my voice was heard. We all have a voice."

Every year, WACFPO holds a forum to discuss important issues and get feedback from employees from all over campus. This is your chance to network with other employees and ask questions of senior administrators. The next forum comes up March 24 at Kellogg Hotel and Conference Center's Big Ten Rooms. A Resource Fair is held, along with lunch and the forum discussions. More information can be obtained at their website.

So come on, break out of your rut and make a change. See what's possible. As Robyn says, "Everyone freaks out about change, but if you're riding a dead horse (the past), you're not going anywhere." ♦

"The computer access and training problem is just one example of an issue that might not have been identified without representation from the labor and service group."

▶ WACFPO member Robyn Daugherty sits down at one of the computers to check her Email.



What's Your Interest Area?

WACFPO has three subcommittees:

- Diversity and Pluralism
- Training, Development and Communications
- Benefits, Work Climate, and Health and Safety

To learn more, visit:
www.wacfpo.msu.edu



back on the boat ?

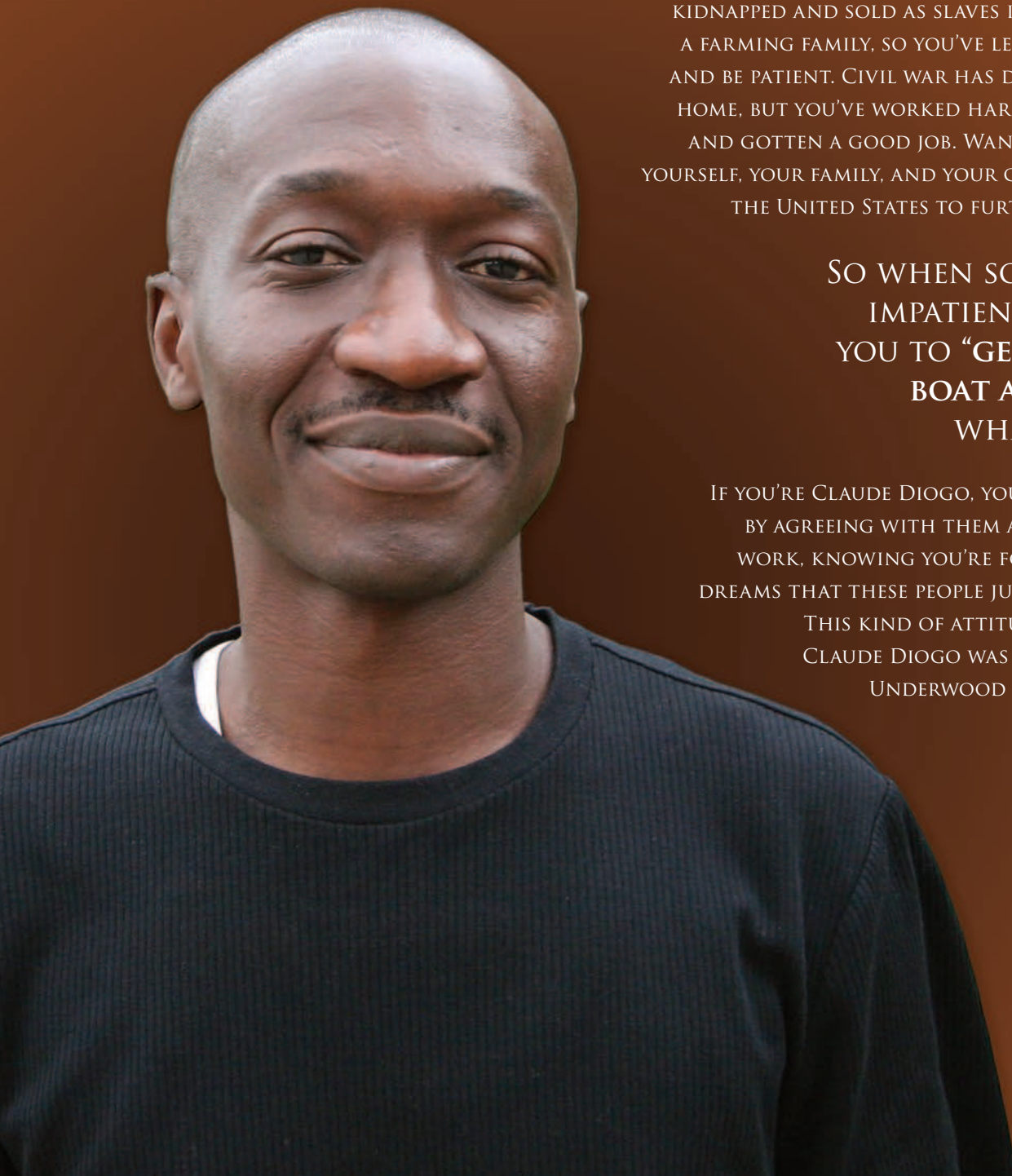
NOT THIS UNDERWOOD SCHOLAR

YOU'VE GROWN UP IN A COUNTRY WHERE PEOPLE WERE KIDNAPPED AND SOLD AS SLAVES IN YEARS PAST. YOURS IS A FARMING FAMILY, SO YOU'VE LEARNED TO WORK HARD AND BE PATIENT. CIVIL WAR HAS DRIVEN YOU FROM YOUR HOME, BUT YOU'VE WORKED HARD ON YOUR EDUCATION AND GOTTEN A GOOD JOB. WANTING A BETTER LIFE FOR YOURSELF, YOUR FAMILY, AND YOUR COUNTRY, YOU COME TO THE UNITED STATES TO FURTHER YOUR EDUCATION.

SO WHEN SOME IGNORANT, IMPATIENT PERSON TELLS YOU TO "GET BACK ON THE BOAT AND GO HOME," WHAT DO YOU DO?

IF YOU'RE CLAUDE DIOGO, YOU SIMPLY DEFLECT THEM BY AGREEING WITH THEM AND GO ON WITH YOUR WORK, KNOWING YOU'RE FOCUSED ON GOALS AND DREAMS THAT THESE PEOPLE JUST CAN'T UNDERSTAND.

THIS KIND OF ATTITUDE AND FOCUS IS WHY CLAUDE DIOGO WAS CHOSEN AS THIS YEAR'S UNDERWOOD SCHOLARSHIP WINNER.



Tough Beginning

Claude grew up in a rural farming community in Liberia, an area of West Africa founded by the United States as a resettlement country for former slaves. For young Liberians wishing to pursue their education, the norm is to complete one's bachelor degree in Liberia, and then go to the US for higher education. With a degree from the US, you can be assured of a job back in Liberia. However, when civil war broke out in Liberia, all bets were off. But this didn't stop Claude from pursuing his dreams.

After completing his bachelor's degree in Liberia, Claude moved to Benin, four countries east of his home. Finding a good job with a non-government organization (NGO) called the International Foundation for Education and Self Help, Claude trained teachers, and provided advising, planning, evaluating, and implementing assistance to the superintendent.

Across the Pond

But after thirteen years in Benin, Claude's dreams of higher education called to him. So he packed up his wife and small daughter and they moved to Detroit, where his wife had family. To pay the bills, Claude accepted a job at a relative's gas station. To be fair to his employer, he agreed to stay for a year.

Of course, this job didn't compare on any level to what he'd been doing in Benin, so there were tough days. Since Claude's English was British English, it was sometimes difficult for him to understand and communicate quickly with Americans, or to understand some of the attitudes he encountered. Some

customers would become impatient and even tell Claude he should "get back on the boat and go home." Some even repeatedly returned to the station to bother him.

"IT'S LIKE WHEN YOU PLANT A SEED; IT HAS TO GROW. SOMETIMES IT HAS TO BE BATTERED BY THE SUN OR RAIN, BUT THAT'S WHAT IT HAS TO GO THROUGH TO BECOME A FULL-GROWN PLANT OR TREE."

Claude's response to this treatment helps us see what kind of man he is and displays his thoughtfulness and fortitude. "It's like when you plant a seed; it has to grow. Sometimes it has to be battered by the sun or rain, but that's what it has to go through to become a full-grown plant or tree." So it wasn't a problem for me to go through that period."

Bound for MSU

When his year was over, Claude began applying to schools. Finally finding the Agri-Business program at MSU's College of Agriculture and Natural Resources, Claude applied and was accepted. With only two days notice (because his paperwork had been lost), Claude left his family in Detroit and came to MSU to begin his classes. Eventually, he moved his family into Spartan Village, where they have lived for the past two years.

Living in Spartan Village was a big change for Diogo. After living in his Detroit apartment for a year and a half, he was accustomed to getting no response when requesting that

something be repaired. Once here, he discovered that someone would reply to his request, sometimes in as little as twenty minutes, and arrange to repair whatever was wrong.

Part of the H&FS Family

This was a big motivation for Claude to take on the job of an emergency aide for University Apartments when the opportunity arose. "Being a tenant has contributed to my attitude because I'm willing to offer my customers the same degree of service that I expect from others." He works nights, weekends, and holidays, and is responsible for providing maintenance services to residents and guests in Spartan Village, Cherry Lane and University Village apartments.

Being in a positive team environment makes Claude's job easier. "I feel like I belong to a group that is concerned about moving forward with the goal of the organization. We don't waste time complaining; the customer comes first." Claude also has good things to say about his boss, Maintenance Supervisor Scott Pierpont. "When you go to him with a problem, he always listens and is always ready to help with a work-related problem. We also don't hear him complaining about other workers, so we know he wouldn't talk about us either."

Even though it can be hard work, and the hours can be long and late, Claude finds rewards in his job. "When a customer comes in, sometimes you see apprehension in their face. But when



Robert Underwood, for whom the scholarship was named, H&FS Vice President Vennie Gore, Claude Diogo, AAL President Richard Colton, who funds the scholarship, and AAL Vice President/COO Glynn Culver



Scott Pierpont and Claude Diogo

you are able to solve their problem, you can also see relief in their face. The greatest reward is to see them leaving satisfied, with a smile on their face, after you've solved their problem." For Claude, the key is in listening. "You have to acknowledge that they have a need. But first you must listen to them. You're preparing them to listen to you."

Onward & Upward

What's next for Claude? He's due to graduate next May from the Agri-Business program and plans to apply for the Master's Program. However, he's also looking for a job in his field of international agricultural development. His ideal situation would be to find a position where the employer would pay for his graduate school. Claude would like to eventually form his own NGO, where he could find a way to send needed agricultural equipment and tools back to Liberia, where there is a strong need.

"I FEEL LIKE I BELONG TO A GROUP THAT IS CONCERNED ABOUT MOVING FORWARD WITH THE GOAL OF THE ORGANIZATION. WE DON'T WASTE TIME COMPLAINING; THE CUSTOMER COMES FIRST."

The Division is privileged to have employees like Claude Diogo, who show us daily what commitment to customer service really means. Not only does he provide a great role model as an employee, but he also demonstrates true compassion for others in his career choice. We congratulate Claude Diogo on being chosen as this year's Underwood Scholar.

A luncheon was held in September at Kellogg Hotel & Conference Center's Olympus Room to present Claude with his award. Former H&FS Vice President Robert Underwood, for whom the scholarship is named, Richard Colton, President of AAL Laundries, who funds

the scholarship, and Glynn Culver, AAL Executive Vice President and Chief Operating Officer, joined with several H&FS representatives including Vice President Vennie Gore and Claude's supervisor Scott Pierpont, to honor Claude and his family. Claude was extremely appreciative of the scholarship, since he has financed his education with student loans and his work/study jobs. The financial help is much appreciated. We wish Claude and his family all the best in their future endeavors. ♦

CARDIO TENNIS

Get Fit, Have Fun!

Take your game to a new fitness level with the newest fitness game in town — Cardio Tennis!

Cardio Tennis is an exhilarating cardiovascular workout that includes warm-up, cardio workout and cool down segments. It's a new, fun group activity featuring drills and games to give **players of all abilities** the ultimate, high-energy workout.

Just listen to what Dr. Gordon Blackburn from the Cleveland Clinic is saying.

“Cardio Tennis is a great idea. We are excited about what Cardio Tennis is doing to get America energized, fit and healthy.”

“Cardio Tennis is a great workout. I love the experience. You have fun, get in shape and improve your tennis skills.”

Denise Austin



Sharing the Credit

Journalism Project Benefits Students and H&FS



▲ Photo by Michigan Intercollegiate Press Association Summer Journalism Workshop photographer Shelby Woodby, and Alicia Rockman is the other photographer in the photo.

By Sue Brandt, University Housing

The Division of Housing & Food Services is always on the lookout for good photos and quotes for use in marketing and advertising. High school students at the Michigan Interscholastic Press Association (MIPA) Summer Journalism workshop needed a focus for their assignment. This year, the two needs happily collided, resulting in some great new marketing assets for University Housing.

Every summer, MIPA coordinates a weeklong journalism workshop for high school students, where instructors provide coaching on all facets of journalism. Students spend their week working in small groups, getting interviews, taking photos in the MSU community, and writing final copy on an assigned topic.

Knowing this was coming up, Administrative Assistant Sue Brandt from the University Housing Administrative Office contacted Cheryl

Pell, Executive Director for MIPA, and asked if she might provide the topic for this summer's project. Pell fully supported the idea.

Workshop attendees spent their week getting photos and testimonials reflecting student attitudes about living on campus. The Division benefited by receiving some current and relevant marketing materials, and the students learned a great deal from the experience, as well as getting recognition for their efforts. Students whose work was selected for use in marketing were cited on the printed materials.

Now that these students are familiar with MSU and know how great it is to live on campus, here's hoping we see them back here soon as new Spartans! ♦

Light Bulbs and Faucets and Bikes, Oh My!

H&FS Efforts Vital to Campus Sustainability

By Erin Maddens, Communications Assistant,
Marketing Communications

Green is a Priority, Not Just Our Color

Attend any Michigan State University sporting event and you are bound to hear the chant "Go Green!" reverberating from the rafters. While this cheer is generally meant to spur our Spartans on to victory, for others in the MSU community, "Go Green" also applies to being conscious of our environmental footprint and taking a proactive stance towards environmental stewardship and sustainability.

Since its organization in 2000, MSU's Office of Campus Sustainability has been dedicated to reducing the University's environmental impact. In recognition of their efforts, this year Michigan State received the prestigious Campus Sustainability Leadership Award from the Association for the Advancement of Sustainability in Higher Education (AASHE). According to Terry Link, director of the Office of Campus Sustainability, "We have adopted environmental stewardship as a major component of our campus vision. For example, we have committed to a two percent annual reduction in greenhouse gas emissions through our participation in the Chicago Climate Exchange."

The Chicago Climate Exchange is North America's only, and the world's first, greenhouse gas emission registry, reduction and trading system for all six greenhouse gases.

While this award speaks volumes to the efforts that have already taken place to increase sustainability at MSU, being eco-friendly is a perpetual process that relies on everyone's participation. Throughout the Division, various units and individuals are taking strides to reduce their environmental footprints.

Bathrooms and Bulbs Save Energy

Over the past several years, University Housing has been investigating ways in

▲ When they burn out, replace your incandescent light bulbs (shown above) with more energy efficient fluorescent bulbs.

which they can reduce the environmental impact of the residence halls. In South Complex and Snyder-Phillips, the newly installed Excel hand dryers reduce paper towel waste and use 80% less energy than traditional hand dryers. Additionally, these new units dry hands in one-third of the time traditional hand dryers take, which both increases customer satisfaction and reduces energy consumption. From a financial prospective, the dryers represent a 90% cost savings for the University as compared to paper towels. This cost includes not only the cost of the paper itself, but also the labor required to order, store, replenish, collect, and dispose of the paper towels. Xlerator was the first hand dryer to gain GreenSpec approval, and was voted one of the Top Ten Products of 2002 by Building Green, an independent publishing company that provides environmental building news regarding green design information.

Currently, University Housing is in the process of replacing almost 100% of the incandescent light bulbs they use with compact fluorescent bulbs. Again, these bulbs limit energy consumption while simultaneously providing a cost savings for the University.

Next on the agenda for University Housing is replacing all of the faucets with water-saving, touch-free units. Also in an effort to conserve water, low-flow urinals are being installed in restrooms across campus. According to Paul Manson, South Complex Facilities Manager, "All of these programs move us toward meeting green standards while improving the appearance of the halls and saving us money in the long run."

Paper Chase

Elsewhere in the Division, environmentally focused efforts are underway as well. Information Services and Food Stores are pitching in by eliminating printed forms whenever possible. Statements and invoices are already paperless, and inventories and food cost reports will be available online in the near future.

Forest Akers Golf Course, Construction Maintenance and Interior Design, and Information Services are all making efforts to recycle everything from printer toner, to water bottles, to Styrofoam packaging material.

Deanna Szarowicz from Information Services is doing her part for the environment as well. Rather than driving across campus to attend meetings, Szarowicz rides the bike she rented from the MSU Bike Project (www.bikes.msu.edu) when the weather allows and takes the bus when it does not.

Marketing Communications also rented a bike from the MSU Bike Project this fall, and several members of the group use it to run campus errands or attend meetings whenever possible. In addition, this office recycles office paper, toner, and is experimenting with streamlining procedures and electronic proofreading to use less paper.

Future Efforts

Sustainability is a top priority to H&FS Assistant Vice President Vennie Gore. As such, he has devoted an entire work group to environmental sustainability. This group will meet regularly to develop strategies to maintain an organizational culture that values environmental stewardship. In the meantime, there are many things that you can do as an individual or as a unit to help.

The University is currently looking into establishing an "Anti-Idling" campaign to encourage drivers of university-owned vehicles to shut the cars off as opposed to idling for prolonged periods of time. You too can join in this effort to reduce emissions of greenhouse gases by shutting down your engine while waiting in the drive-through, waiting to pick someone up, or waiting for one of the over fifty trains that pass through campus everyday.

According to the Michigan Department of Environmental Quality, idling for more than ten seconds uses more gas

than restarting the engine, and in modern vehicles, ignition wear resulting from restarting the engine is negligible. Reducing the time you spend idling is not only beneficial for the environment, but it will also save you money on gas throughout the year.

There are many other steps you can take towards becoming more environmentally friendly. For more information or advice, check out the Office of Campus Sustainability's website at www.ecofoot.msu.edu. ♦

Brody "re-tires" a sidewalk

An "unofficial" sidewalk between the employee parking lot and the receiving room doors of Bryan Hall has existed for years. The well-worn path goes up a slope to the Bryan Hall entrance, right through a small stand of trees. The slope made it impossible to keep mulch in place (a good rain washed it all into the parking lot), and the roots from the trees made a conventional concrete sidewalk impossible to pour.

Enter the "rubber sidewalk." The product is similar to that used on indoor running tracks but comes in sizeable squares. The squares are pegged together to keep them from shifting (and from being borne away by someone attempting to create a padded gym floor in his basement). The sidewalk is made from recycled tires, putting them to use instead of piling them up to blight the landscape. It is set over a thin layer of gravel in a shallow excavation, causing less harm to the tree roots. Water can penetrate the surface, and it can get to tree roots at the joints where the pieces are put together. We'll be watching this installation to see if there are other places where concrete isn't practical, but a hard walking surface is required.



On October 5th, hundreds of University Apartment tenants and their families joined guests from across the University at the Spartan Village Community Center for a ribbon-cutting ceremony and grand opening celebration. Event participants were given the opportunity to tour the new facility and were also treated to a picnic, face painting, a DJ, croquet, badminton, and basketball.

Community & Convenience

FOR UNIVERSITY APARTMENT RESIDENTS

By Quinn Kroll and Adam Koivisto,
Spartan Village Community Center

We're Open!

The event was well attended, and according to University Apartments Manager Adam Koivisto, it "embodied what the building was designed to do. It is a place for the community members to gather and enjoy themselves."

At the new facility, residents of Spartan Village and Cherry Lane can sign their leases, pick up their mail, work out in the fitness center, and book a study room, all in the same location. The event and study rooms are available for the exclusive use of University Apartments tenants at no charge. The Community Center is also now home to the University Housing Assignments Office, University Apartments, University Apartments

Residence Life, and University Apartments Council of Residents. For Residence Life Community Director Kathy Forman, having all of these offices located in the same building is a step in the right direction. "This is the first time we have all been housed under the same roof," said Forman. "It is like a one-stop-shop for the tenants."

Improved Communication

The new facility creates more space for residents and housing staff alike. "The setup is not as crowded," notes Maintenance Worker Brian BeVier. "In the long run, this move will definitely help facilitate operations." Adam Koivisto elaborates that the move has allowed staff the ability to communicate better with each other and with tenants. "The location provides us with quicker responses which enable us to be much more efficient."

Already, residents have been making regular use of the new facility. Over four hundred events have already been booked, ranging from birthday parties to salsa dancing nights. There has even been an inquiry about having a wedding at the facility.

Before University Housing converted the building into a full-service community center, the building functioned as an elementary school in the East Lansing School District. The property reverted back to University Housing in 2003 when the district decided to close the facility. Construction on the Community Center began in spring 2007, and the doors officially opened on September 21st. All members of the MSU community are encouraged to stop by and tour the new facilities at any time. The Community Center is located at 1460 Middlevale Road in Spartan Village. ♦



Left to right: UH Associate Director Karen Corley, UA Manager Adam Koivisto, UH Director Angela Brown, UH Assignments Manager Beth Daust, UACOR cochair Mariam Patel, UH Associate Director Fred Kayne, UACOR cochair Steve Lagana, UARL Community Director Kathy Forman, and UARL Asst. Community Directors Josh Holmes and Stephanie Whaley.

DRAWN TOGETHER



DIVISION OF
HOUSING & FOOD SERVICES



Strategic Plan Update Phase I

If you read our last issue, went to the Kickoff Meeting or one of the three Town Hall meetings held in October, or visited the website that went up in November, you already know we're well into Phase I of the Division's new Strategic Plan – the Visioning Phase. People are getting involved, and we are moving forward!

TOWN HALL MEETINGS

Town Hall Meetings were held three times in October at three different locations: Shaw Hall, Food Stores, and the MSU Union. Invitations were sent to everyone in the Division, and several hundred people attended. Most people viewed these meetings as a great way to get informed about and involved in the upcoming changes.

Taking advantage of available technology, we created a survey to obtain feedback about the meetings, and we put it on our new Strategic Planning website. Of those who attended the Town Hall Meetings and took the online survey, 88% plan to get involved in the Strategic Planning process in some way. Comments were also recorded at the Town Hall meetings, and you can hear them by visiting the site.

WEBSITE

The new Strategic Planning website, www.hfs.msu.edu/future, has attracted a lot of visitors, as well as considerable positive response. Resources available on the site include the nine values important to the Division's future, the H&FS Vision and the Strategic Planning PowerPoint presentations, and a description of each of the six Divisional Work Groups.

Surveys were made available on the site for three different topics: the Divisional Kick-Off meeting, Divisional Values, and the Town Hall meetings. You can now view the results of all three on the site. Comments range from complimentary to critical, and all results are presented, so check it out.

You can also read the interview with Vennie Gore or read about the Values Workshops held in November. Finally, you can get involved by filling out our volunteer form. We want your feedback, and here's your chance to be heard. Be sure to visit this site often, as it changes regularly. We will soon be adding a blog, as well as current information about Human Resources and the Division.

WORK GROUPS

Six Divisional Work Groups have been formed, and most have met at least once. You can find membership lists for each group on the website. Thanks to the chairs of each group, we have a short summary of what's happening in their respective areas:

Organization Development (chaired by Denise Zieleniewski)

The first meeting of this "dual purpose" group will be in January. In addition to their work on organization development, this group will also be an advisory work group for the Boldness By Design Initiative of "Creating a More Inclusive Work Environment." To help accomplish their task, they have added Organizational Development Consultant Lew Dotterer and AFSCME Local 1585 Chief Steward Lou Sutfin to their work group.

New Business Opportunity (chaired by Joel Heberlein)

This group is off and running. Their initial meeting fostered a great deal of new ideas "outside the traditional box." Over the next year, they will expand many of the concepts to see how they can bring life to these various ideas. Ideas were organized into four categories: web-based, on-campus "outreach," marketing, and commercial. If you have an idea on any of these areas, Joel would be happy to hear from you. Feel free to email him at heberle2@mail.hfs.msu.edu.



Finance & Budget

(chaired by Mike Rice & Angela Brown)

At their first meeting, this group discussed ways to implement the four goals for the group: Financial Policies, Financial Goals and Targets, Structured Monthly Meetings to Review Unit Financial Performance, and Financial Information Communication. The new H&FS chief financial officer, Bob Patterson, will be a vital member of this work group, and he will be assisted by the group in maintaining consistent financial policies, establishing benchmark data and setting targets for unit financial performance, developing pricing strategies for goods and services, helping prioritize financial goals resulting from the H&FS Strategic Plan, and communicating financial-based information to appropriate staff.

Information Technology Advisory

(chaired by Dick Sigelko)

This group has met three times to date. With all units submitting 41 account requests for new equipment and technologies, funding was discussed. In addition, policies and procedures relating to technology were also reviewed. The group meets next in January.

Marketing & Communication

(chaired by Tony Frewen)

At their first meeting in mid-November, this group spent time reviewing the proposed values for the Division. In late November, Values Workshops were held, with people who volunteered

through the Strategic Planning website. These groups focused on simplifying the values, so they could be more easily put into practice. Read more about this on the Strategic Planning website. A primary focus of this workgroup will be Divisional internal communication.

Environmental Stewardship

(chaired by Sharri Margraves)

The ten members of this work group met in mid-November to review upcoming initiatives, including the potential campus recycling facility, the residence halls recycling movement, and other efforts toward overall campus sustainability. This group will work together with other campus groups to meet the challenging sustainability objectives that MSU must meet over the next few years, including lowering our greenhouse gases by 9% by 2010. It will take all of us working together, and toward that end, each unit will develop an Environmental Stewardship Team. This could be your chance to get involved. If you have ideas, pass them along! For more info, visit www.bespartangreen.msu.edu.

CONSULTANT GROUP

Hanbury, Evans, Wright, Vlattas + Company is the firm that was selected to work on our Divisional Strategic Plan. Established in 1979, they have offices in Norfolk, Virginia; Wytheville, Virginia and Tampa, Florida. Jane Cady Wright, AIA, is president and CEO of HEWV, which has a staff of over eighty employees.

Hanbury Evans is a national leader in the field of planning and design of college and university student residential communities. They have worked with over ninety campuses across the country, planning or designing housing for over 160,000 students. Their first MSU visit is planned for early January. We look forward to working together with such an impressive firm, and we're very excited about the possibilities! For more information about the firm, visit www.hewv.com.

STAY TUNED!

As you can see, we're moving full-speed ahead toward our Preferred Future. In February, we'll begin Phase II: Data Collection and Analysis. This will be another opportunity for you to voice your opinions and ideas.

Stay informed and involved by reading Divisional communications, including *Serving State* and the Strategic Planning website. Volunteer for a focus group. Offer your ideas. It will take all of us to accomplish the goals we have in mind, so everyone is important. You can help shape the future of our Division. Don't miss this opportunity! ♦



MENU

THE
GALLERY
GRAND
OPENING!

A grand. opening

Without You, We Couldn't Have Done It

We all saw the big change in the physical structure of Snyder/Phillips Hall and The Gallery over the past year and a half. What isn't obvious at all is everything it took to get this brand new facility open and running. As a diner coming in to enjoy the great food, we take a lot for granted. But as those who have planned or designed a project this large, or worked in a residence hall kitchen or café can tell you, this is hard work.

From the very beginning of this project, the Construction, Maintenance, and Interior Design Unit was involved. Planner/Inspector/Analysts Bill Whitbeck and Rod Malkin were there at the beginning, way before a single brick was removed. They worked with the planning and major construction aspects of the project, from the pen and paper stage through final inspections. Interior Designers Christine Lockwood, Linda Luoma and Deena Whitbeck were responsible for choosing and coordinating all the finishes and furnishings, including lighting, walls, floors, booths, tables and chairs in the lobbies, Aroma Borealis, the Gallery, and the offices, meeting rooms, classrooms, and bathrooms. They worked with Manager Kurt Kwiatkowski and Executive Chef Eric Batten to decide on kitchen equipment. Marketing Communications was pulled in to help make decisions on the food station names, and Graphic Designers Elizabeth Ayres, Linda Beach, and Christopher Smith designed the unique signage for the new venues.

Thanks also go to the hard-working folks who started weeks or even months before The Gallery opened, ordering and organizing supplies and equipment, experimenting with recipes and processes, working lots of overtime, training with brand new students and staff members, and working out all the glitches and hurdles that come with opening a new dining venue – and there are lots more of those than you'll ever know. ♦

APPLAUSE, APPLAUSE to the crew of The Gallery!

Stockhandler:

Ben Basye

Kitchen Sanitation Worker:

Melody Orr

Food Service Workers:

Diane Bajor
Karrie Gebhardt
Julie Paul
Elanie Plante
Sandy Spillet

Cooks:

Arnold Courtier
Emil DiVietri
Keric Fritzsching
Marie Guild
Tom Hudson
Stacy McKissic
Joe Murphy
Roberta Rumzek

Assistant Managers:

Ryan Wolff
Burke Reneaud
Hilary Huston
Michelle Keller

Executive Chef:

Eric Batten

Manager:

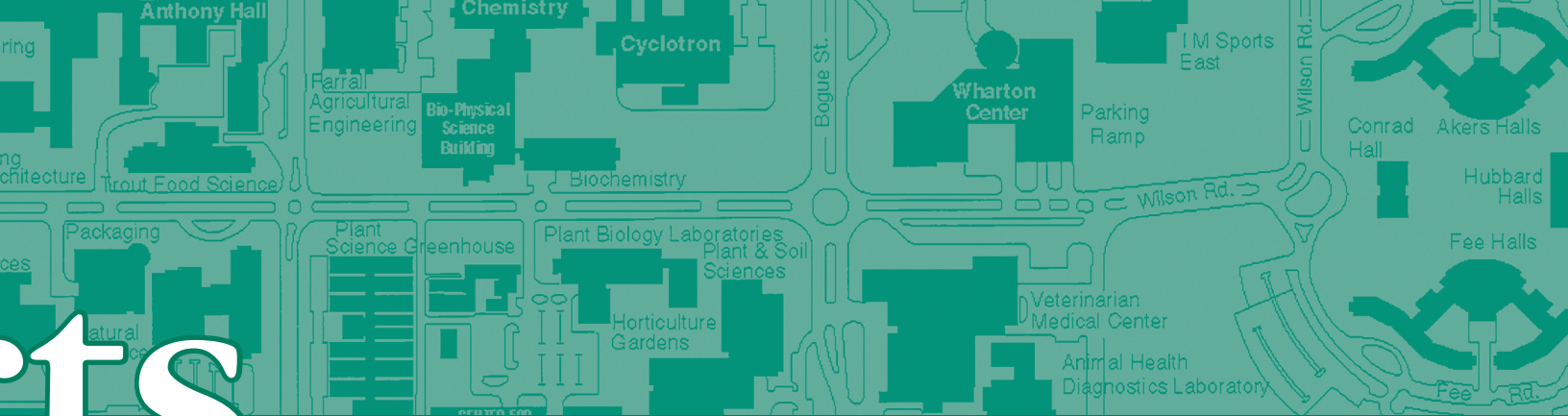
Kurt Kwiatkowski



unit report



DIVISION OF
HOUSING & FOOD SERVICES



ts

ADMINISTRATIVE OFFICES

At least she can blame her brother – it’s really not her fault. Human Resource Manager Denise Zieleniewski just attended her forty-third Bruce Springsteen concert! She got hooked on Bruce Springsteen more than thirty years ago and has never stopped. Her brother Mike (Hubbard Asst. Manager) saw Springsteen at the MSU Auditorium in 1974 and according to Denise, “turned the rest of our loud family onto his music.” Denise saw Springsteen first in 1976 at the Masonic Temple in Detroit, and since then, she’s seen him in Denver and Red Rocks, Colorado, as well as in all the big Michigan spots like Joe Louis Arena, Cobo Hall, the Pontiac Silverdome, and even Munn Ice Arena. She still has her ticket stubs from every concert. Of course, she has all Springsteen’s music, as well as books, magazines, buttons, posters, T-shirts, etc. Springsteen Trivia anyone?

AKERS / HUBBARD

The AHDC has been quite eventful beginning with the “I Get a Kick Out of You” Dinner, featuring a menu that was kicked up a notch. The HNF 445 students put on an “Eat Better, Eat Together” breakfast, encouraging students to invite suite- and floor-mates to join them for

breakfast. Healthy food options, along with dining at community tables that seat up to ten guests, were offered. • Halloween brought the most involved event of the fall semester, “Welcome to our Nightmare,” with scary folks (student employees) that included Jason, Freddie Kruger, Chuckie, the Bride of Chuckie, and the Killer Klowns from Outer Space. Guests visited the Torture Chamber, Furnace Room, and the Mausoleum for tasty food and killer treats. Elaborate setups were involved, with many hours of labor going into the props and scenery, as well as the food preparation for the large number of diners expected. A big thank you to everyone in the AHDC! • Mid-November brought the “Toon Breakfast” featuring foods Mom used to make, and cartoons on the TV. Guests were encouraged to wear their PJs and slippers, just like being at home! • December brought the “End of Semester” dinner that offered special dinner items, along with a wide array of desserts, and a winter themed décor. A nice respite from studying for exams! • The AHC bid a fond farewell to Assistant Dining Services Manager Joe Petroff, who accepted a position with CMID. Goodbyes were also said to Secretary Susan Dysinger, who is now the accountant for Red Cedar Facilities. We’ll miss you both! • Condolences go out to Food Service Worker Deb Straub after the loss of her mother. You are in our thoughts.

BRODY

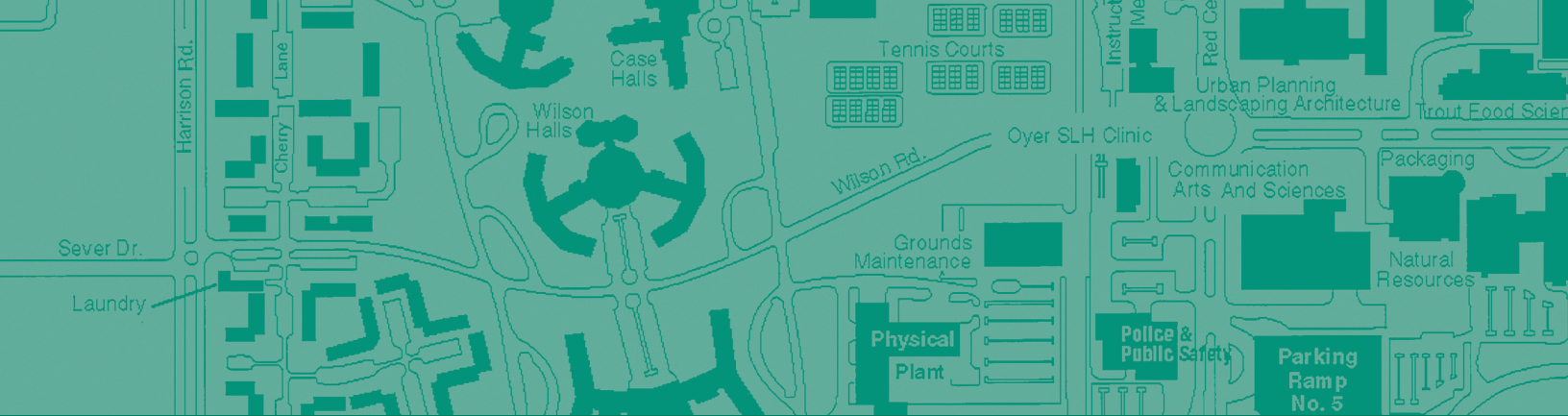
A new Brody Baby! Housing Services Assistant John Magee and wife Mickey are the proud parents of Oliver John Malcom Magee, born October 25. • We extend our sincerest sympathies to Butterfield Receptionist Nikki Goodrich on the recent death of her grandmother.

KUDOS

Congratulations go to Kellogg Operations Supervisor Chris Jensen on being chosen as an Outstanding Supervisor by the Family Resource Center. Chris was among six supervisors chosen from various campus departments as the most outstanding this year. Individuals are nominated for this award by their employees. Well done, Chris!

Back in the 90s, MSU student Amanda Davis was the victim of identity theft. After months of hassles with police reports, credit bureaus and creditors, Davis thought the nightmare was finally over. Eleven years later however, one of the credit companies reopened the case, putting Davis’ credit in jeopardy once again. To help settle the company’s inquiry, Davis contacted West Circle Complex Manager Pam Marcis to verify her residency here. The request eventually went to Administrative Information Services Info Tech John Rogus, who went the extra mile and sent Davis a spreadsheet of all the locations and dates of her on-campus residency. Davis was so grateful that she sent Rogus a nice thank-you AND a check for \$20, which Rogus forwarded on to the Alumni Fund. Thanks John, for delivering great customer service – it truly does pay off!

Our Human Resources Unit is getting very positive comments about the new Here for Success Orientation Program for new



We also express our sincere regrets to Food Service Worker Paula White on the death of her sister. • After proudly purchasing her first home and moving in, Food Service Worker Myrtis Nixon is finding that home ownership fits her like a glove. She is also very much enjoying living close to other members of her family.

CMID

We're happy to welcome new Occupational Safety and Health Coordinator Joe Petroff to the CMID Team. He joins us from Akers-Hubbard Complex, where he was a Dining Services Manager. Joe worked with CMID over the last couple of summers on Occupational Health & Safety projects, and we look forward to his energy and resources as he begins this new chapter of his career. Joe is also a member of the MSU Aikido Club, where he just earned his 5th KYU. Aikido is a form of Japanese Budo, a way of studying harmony through physical movements, and includes both physical and mental training. Congratulations and welcome aboard, Joe. • Congratulations are also in order for Assistant Manager Bob Wiltsie, Service Manager Chuck Roberts, and South Complex Facilities Supervisor Sharon Potter. Bob, Chuck and Sharon graduated from Lansing Community College's Business and Community Institute Leadership Academy Programs. The programs address the unique needs of leadership at three levels of the organization: front line (emerging), advanced, and executive. A set of core workshops, as well as several elective workshops comprise each level of training and focus on topics such as coaching loyalty and trust, team development, and driving workplace performance. A graduation ceremony

was held at LCC's West Campus on November 8. Nice job, guys!

FOREST AKERS GOLF

Congratulations go to Event Coordinator Denise Ngubeni on the birth of her first child, Riley Khensani Ngubeni, who was born on September 9. She weighed in at 7 lbs., 4 oz. Mother, father and baby are doing just great. • Thanks go out to all of our staff for another great season. It was a very busy season, and once more, the staff did a great job. • Forest Akers West Golf Shop will again be open all year long. If you are looking for that special holiday gift, stop by and check us out.

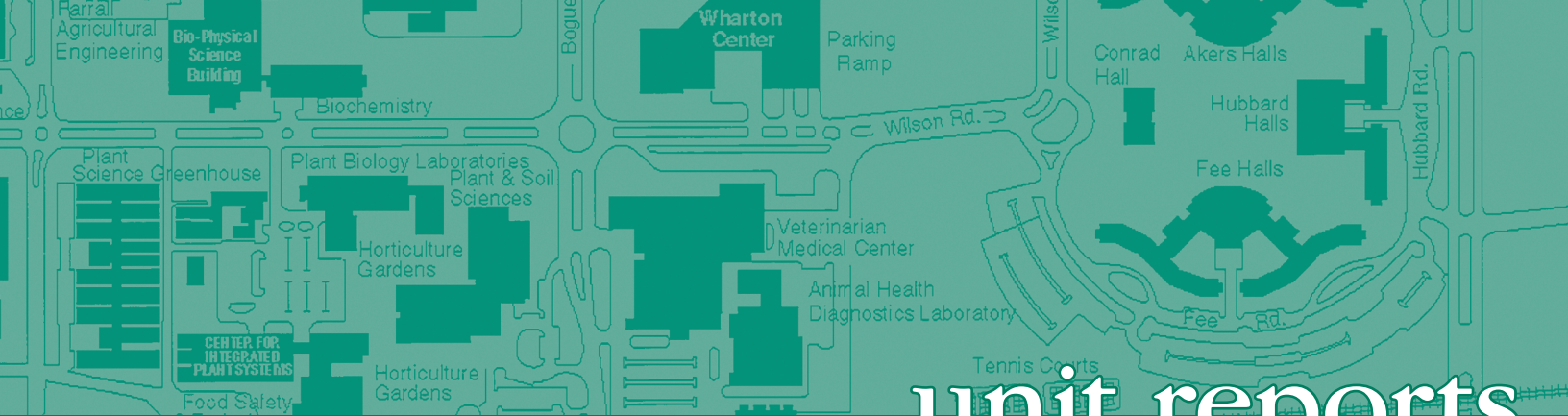
HOLMES

The entire Holmes Hall joined together to create one of the most exciting events this year. The hall was decorated and decked out to welcome over 300 "trick or treaters" racing down the hallway of Holmes. Holmes Hall Residents, Student Government, Residence Life Staff, employees and Lyman Briggs staff worked together to create a "SWEET" & fun-filled night. It was a very successful Halloween! • Food Supervisor Jessica Eady was thrilled to see her daughter, Evelyn, dressed up as Diego. Evelyn's trick-or-treat bag was overflowing with treats from Holmes Hall. • Assistant Manager Ken Careathers is well rested after a well deserved vacation. Welcome back Ken. You were sorely missed! • Building San Worker Robyn Daugherty and her husband, South Complex Food Supervisor Doc Daugherty, are enjoying the brand new deck they built over the summer. Doc is very handy when it comes to household projects. • Payroll Clerk Ellen Best and her husband Larry are reminiscing about their trip to

Denver to visit their son, Jeff, his wife Elizabeth, and their granddaughter, Alayna. Jeff has just built a beautiful new home. Ellen's mind is swirling with decorating ideas that her daughter-in-law would love! • Secretary Sandra Morey and her husband Wally have returned from their Florida vacation. She had a great time and has some fun stories to tell. • West Desk Receptionist Mary Hill and her husband Phillip are back from her daughter, Tanya's beautiful wedding in South Carolina. Now she can relax, as all three of the children are happily married (or so we think). • Dining Manager Jennifer Roberts and her husband, CMID Service Manager Chuck Roberts, recently enjoyed a vacation in Florida. While Chuck was busy at work, Jennifer was soaking up some sun by the pool, which she really enjoyed. • The Nascar dinner was a big success! This success was attributed to Food Supervisor David Thorburn's knowledge, expertise and planning. Kudos David! • Food Supervisor Brian Kremkow has left Holmes for South Complex. Congratulations on your promotion, Brian. You will be missed.

HOUSING ASSIGNMENTS OFFICE

The Housing Assignments Office has moved to the Spartan Village Community Center, and we are all enjoying our new space. The building has study rooms and conference rooms that tenants may reserve through the Service Center. Tenants also have access to a gymnasium and fitness room in the building. The University Apartments Residence Life office is now located in this building, as well as the Give and Take center. If you have not already stopped by to see our new building, please do. We love visits! • We would also like to welcome our new Operations



unit reports

Supervisor, Kim Arthur. Kim has worked on campus for over nine years, and lives in DeWitt with her son Korey. She also has a son and daughter, Chad and Jessie, who are in college. Please give a warm welcome to Kim.

OWEN

Our sympathies go to Receptionist Mary McAuliffe after the death of her mother, Jane McAuliffe, in early September. • We say a fond farewell to Secretary Wendy Anderson, after many years at her post. She has left Owen to take on a new position with MSU's Enterprise Business Systems Project.

SOUTH COMPLEX

Congratulations and a fond farewell to Ivan Bunker after forty years of service to MSU, almost all at Holden Hall. We hope he really enjoys his retirement and even more trips to Frankenmuth. • Congratulations and welcome to new Payroll Assistant Drew Montroy. Drew started working for us as a student in 2004, and we are thrilled he decided to stay at MSU after he graduated. • Welcome to new Dining Services Manager Brian Kremkow. He comes to us from Holmes/McDonel Halls. We're happy to have him aboard. • Please keep Stockhandler Don McCue's wife, Debbie, in your prayers, as she recovers. • Our condolences go out to Dining Services Manager Don Donagrandi on the loss of his grandmother, to Clerk/Receptionist Nancy Cramer on the passing of her husband, and to Housing Assistant Michelle Kusiak the death of her aunt. Our thoughts and prayers are with them and their families. • We are also glad that, in response to cards, letters and emails, Stockhandler Earl Chapman

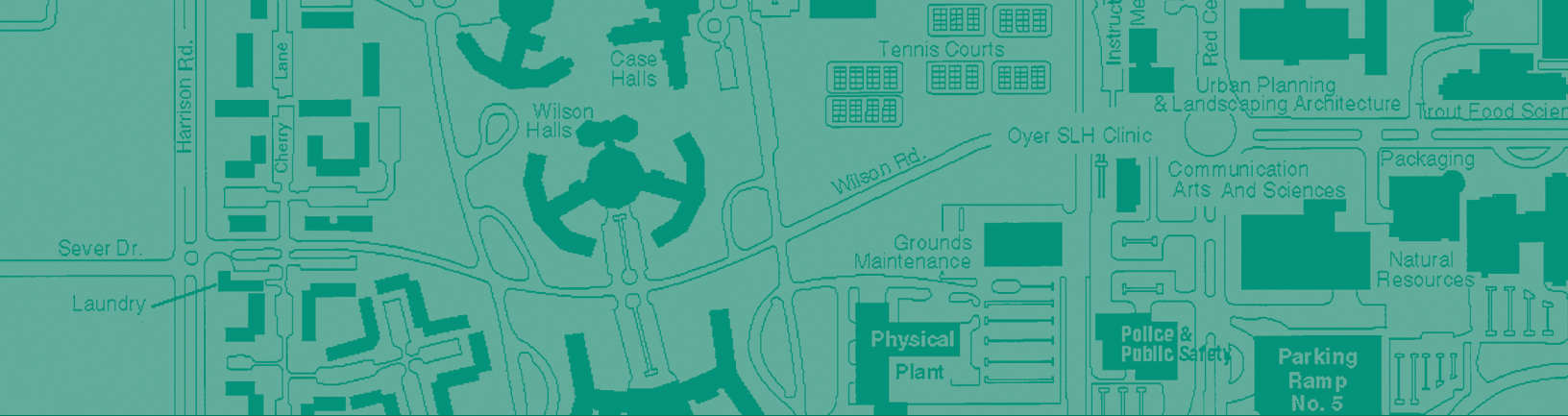
has decided he will continue to work a few more years before retiring. • Luckily, some staff members were able to squeeze a vacation into their busy work schedules. Cook Tim Crosson went to Florida to see his daughter Anna and had a wonderful time. Food Service Worker Patti Moss vacationed in Las Vegas in October and enjoyed scenic areas in and outside the city. Food Service Worker Linda Sapienza spent two weeks on an Alaskan cruise in September and would love to go back. Assistant Dining Manager Gordie Froman, his wife, and their two dogs just returned from a week in the Green Mountains of Vermont. Gordie says all the walking in the hills was almost as hard as working at Holden. Food Service Worker Kay Baker is sad that her pontoon boat is out of the water and the scuba gear is in storage. She and her husband look forward to warmer waters next year. • Closer to the home front... Food Service Worker Gabe Smiley finally completed his first building project at his new home and now has a new shed. • Cook Darcy Austin purchased a new home in Williamston. She'll share it with her sons, Bodie and Corbin, and her mother, Barb. • Cook Karon Riley, the "Overtime Queen," has slowed down a bit and is sharing her down time with rabbits, chickens, two 4-H goats, and one nasty rooster. • Cook Betty Adair's sister Debbie will be visiting from Texas soon. She misses snow, but Betty hopes Debbie will bring warm weather and that it will not snow until after she leaves. • Congratulations to Food Service Worker Cindy Maybee, who was voted Most Valuable Player in her pool league. • You've seen the show "Men in Trees?" Well, look for "Rich in Trees" as Assistant Dining Manager Rich Kniff gears up for hunting season again. • There are a lot of proud parents and grandparents around here. Food Service

KUDOS

employees. Food Stores Warehouse Manager Don Swanson reported that Secretary Stephania Ford returned to work "very enthused" after attending the program this fall. Even though she has been on campus for ten years, she learned a tremendous amount of history and new info from the tour and passed on her enthusiasm to the rest of the staff at Food Stores. New Breslin Executive Director Cheryl Swanson thought it was "absolutely terrific!" She recognized our HR group for the "planning, energy, and enthusiasm" it took to make Here for Success a "fun and informative session."

Brody Dining Services Supervisor and Ambassador-at-Large Carl Peabody provided a memorable anniversary celebration for a couple of alums during Homecoming Weekend. 1981 grads Paul and Nora Carr were chatting with Peabody and let him know they both had lived in Brody for four years and had loved the food. So Peabody rolled out the red carpet and invited them to a complimentary dinner. They returned his kindness with a nice thank-you note. In reference to the food, "When talking about our college years, we always comment how we loved the food - and now we can say, we still do! In fact I think it has even improved. I loved the chicken noodle dish, the baked beans were scrumptious and the cheesecake DELICIOUS!!"

University Development sent a letter in early October to new



Worker Chuck Haviland's son Dylan played football for Lansing Eastern this fall. He played defensive line and held his own against the big boys. • Assistant Dining Manager Deb Martin's granddaughter, Caylinn, attended a Baby Buzzard Family Enduro Bike Race and placed eighth out of 125 riders while riding with her father. • Food Service Worker Ziba Martinez' daughter Natalia received a promotion and is moving to San Francisco. At least it's a nice place to visit! • Kitchen Sanitation Worker Dan Bishop's son Parker started preschool this fall and is signed up for Shorty Sports at the YMCA. Future Spartans can never start training too early! • Food Service Worker Diane Jakovac is beaming over her new granddaughter, Abbey Elise. So far only grandson, Tyler, is taller than Diane. • Christmas will be getting expensive this year as Kim Mathews welcomes grandchild number three. Spoiling grandkids costs money! • Dining Services Manager Carla Iansiti is back to being a "soccer mom." Her son Dylan plays hockey, basketball, and handball for the Holt-Mason Bulldogs with Special Olympics. Hard to believe, but her four-year-old son Vincent is starting his NBA career early playing basketball at the local YMCA. • Housing Assistant Michelle Kusiak is thrilled that her daughter, Carrie, is going to make her a first-time grandma in April.

SPARTY'S

Manager Ken Deneau, Service Manager Joe Garza, Operations Manager Nashwa Kholgali-Watson, Administrative Manager Richard Bortel, and Operation Supervisors Steve Janecke and Mike Harding attended the All Candy Expo in Chicago in September. This is the largest confectionery and snack show in North America, with the exhibit

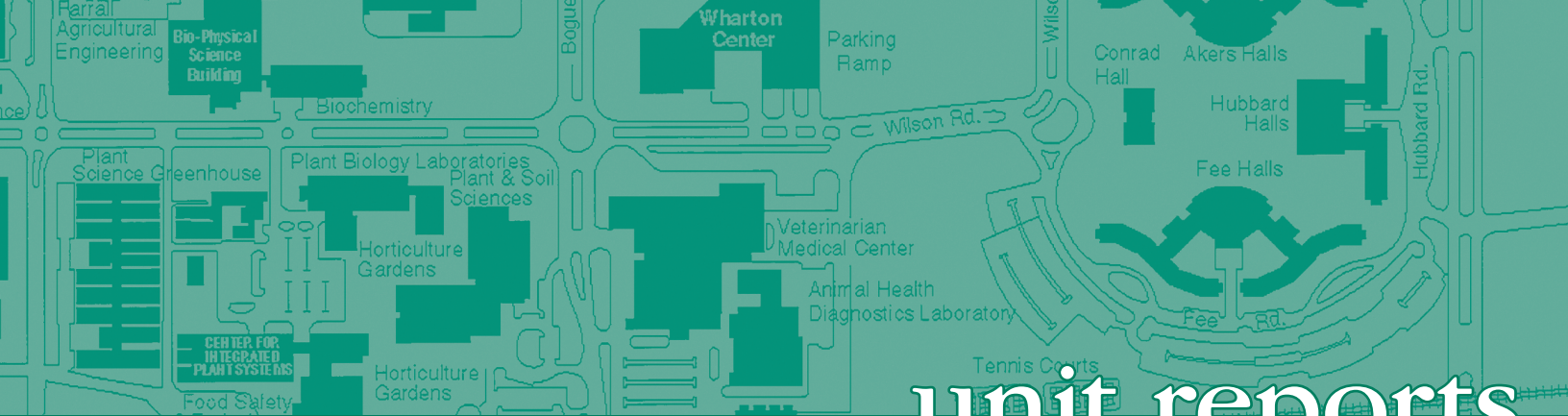
covering a space equal to more than fifteen football fields. The Expo featured nearly 500 confectionery and snack companies from around the world and attracted 15,000 qualified industry professionals, including visitors from over seventy countries. The Sparty's team members took advantage of this great opportunity to network with industry professionals and decision-makers. No one was more impressed with the freebies than Richard and Nashwa, who were up to their eyeballs in gumballs and other treats for the ride home. • After using nationally recognized leadership speaker and writer Dan Mulhern's book *Everyday Leadership: Getting Results in Business, Politics and Life*, as a workshop discussion, the Sparty's team went to the Okemos Library in October to hear the author speak. After a delicious breakfast, Mulhern spoke about soccer moms, stay-at-home dads, CEOs, and elected officials, including his wife, Jennifer Granholm, Governor of the State of Michigan. His words inspired and motivated the Sparty's team to achieve great results by leading with their best selves. • In September, Sparty's partnered with Zingerman's Bakery to host the College of Engineering Open House for its Center for Experiential Education. An elegant display with silver service featured our Fair Trade Coffee and Tea. Beautiful



Sparty's lays out the spread

displays of fresh-cut fruit and cheese with sliced baguettes of French bread were part of an elegant spread that

included the famous Summer Fling and Sour Cream Coffee Cakes, the award-winning Black Magic Brownies, and a selection of miniatures including All-Butter Cookies, Lemon Sables, Pecan Diamonds and Chocolate Eclairs. Look for these delicious new items in our upcoming Catering Guide. • Welcome to our new Site Lead employees, Sallie Lovaas at Engineering, Mary Myers at Cyber Café and Fran Snider at the International Center. • Congratulations also go to Chelsea Donlon, who joined us in September as our newest Clerical Technical support staff member. Chelsea has been with Sparty's as a student employee at the International Center since 2004. Chelsea has a strong accounting background and brings three years of hands-on Sparty's cash operations experience to the job. • Come see our new look at Cyber Café. Customer service comes first at Sparty's, so we expanded our counter and added a register to better serve you. The storeroom was also expanded to allow more supplies to be kept on hand. • Steve & Teresa Janecke's son Steven's soccer team, AYSO - Grand Ledge Team A, finished the season 7-0-1. The team will reconvene in the spring, and the family cannot wait for another stellar season. • Steve Janecke was just elected to the Emanuel Lutheran school board for a 2-year term. He served his first year as Vice Chair, but will now serve as Chair of the School Board. Congratulations on the promotion, Steve. • Sparty's recently participated in the Coffee Kids Campaign, the international effort to improve the quality of life for children and families in the coffee-growing regions of Latin America. Coffee Kids funds high school and university scholarships, education and training on growing viable alternative crops, and low interest loans used by community members to establish small businesses.



unit reports



The Coffee Kids Campaign

Combining funds raised at all nineteen locations, Sparty's raised almost \$3,000 for this worthy cause. • In October, Sparty's cafés and coffeehouses joined retailers and organizations around the world celebrating Fair Trade Month. This is now a Sparty's tradition, and we were proud to continue its support. Fair Trade insures that family farmers in Latin America, Africa, and Asia receive a fair price for their top quality products, which results in community development, health, education and environmental stewardship. All coffees and teas offered at Sparty's are now Fair Trade, and we're also featuring a selection of Fair Trade Chocolates at our coffee locations. Sparty's is proud to be a leader in the industry with its offering of Fair Trade products. • The Spartan Rooms in the International Center are available for all your booking and catering needs! Whether you're planning a meeting, conference, workshop or any other event, we can accommodate your organization. There is no charge to our divisional users for room rental, so the next time you're organizing an off-site function, think Spartan Rooms! Just give us a call at 355-4550, and we'll help you with your next event. • Sparty's celebrated the fall season with treats like hot apple cider and pumpkin latte for our patrons, but we also spread the excitement to our employees with a Team Member Halloween costume contest. The number and creativity of entries made it a tough decision but, in the end, we chose

three winners. First Place and winner of \$50 in Sparty's Bucks was Matt Miller's Dracula, Second Place and winner of \$25 in Sparty's Bucks was Joslyn Johnson's Devil, and the Third Place winner was a tie with Kristen Zen's Mustard and Erin Shea's Ketchup rounding out the list of winners and each taking home \$10 in Sparty's Bucks. • MSU posters for football, men's and women's basketball and hockey are available in all Sparty's convenience stores. Show your team support and visit Sparty's soon for your free poster. • We extend our sympathies to Ken Deneau, after the death of his mother-in-law, Mary McAuliffe, in early September.

TENNIS

We have had a pretty busy fall at the Indoor Tennis Facility. Men's and Women's tennis teams are winding up their fall season, and a new session of classes has just begun. Check our website for some holiday court time specials, clinics, and our Holiday mixer. • Special congratulations go out to Erik Anderson, our staff professional, as well as head coach for East Lansing boys' tennis. They were Division II State Champions! Good job, Erik.

UNIVERSITY APARTMENTS

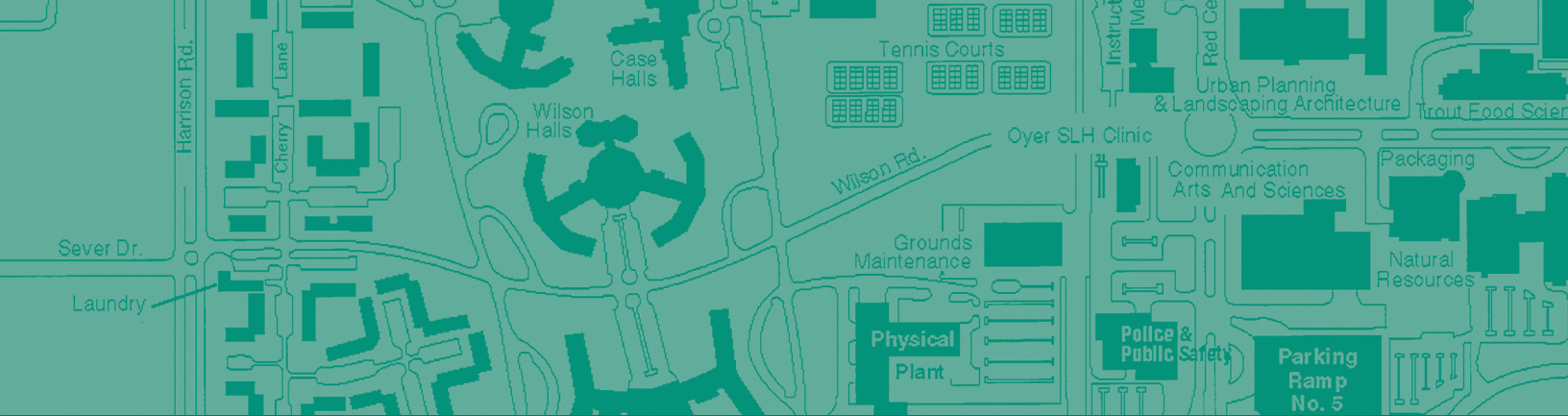
Housing Assistant Nancy Jo Smith's son Jason, who is a volunteer firefighter for the Williamston Fire Department, recently received the Life Saving Certificate Award for assisting with saving the life of a Williamston resident. Thanks Jason! We need more people like you! Congratulations! • Stockhandler Cindy Johnson and Maintenance Worker James Smith spent their vacation in August in Maine. While staying at the

KUDOS

Assistant Vice President Vennie Gore acknowledging the effort put forth by a number of H&FS employees recently during The Campaign for MSU events, including the President's Brunch. Charles H. Webb, Vice President for University Development, thanked H&FS staff for an "exceptional effort," and he noted the "high levels of skill and professionalism consistently demonstrated by H&FS personnel at University Development events." Specifically recognized were: Mike Rice, Guy Procopio, Marta Mittermaier, Stacy Robinson, Dan Singer, Lary Tarnowski, Cindy Baswell, Bruce Haskell and Donald Donagranti.

Sparty's received some nice compliments on a couple of their staff members. Christina Bott from the Department of Medicine in the Clinical Center is very impressed by Site Lead Dee Parmenter, calling her "probably the friendliest person I have met outside of my office." Parmenter was praised for acknowledging her customers and always having a "pleasant attitude and a smile."

Michael Miller, who works in the MSU Library, had very nice things to say about Site Lead Feionna Figueroa. He feels she and her crew do a "great job running the Cyber Café." Miller is happy that he never has to wait long because the lines move quickly, so he loves going to the Cyber Café!



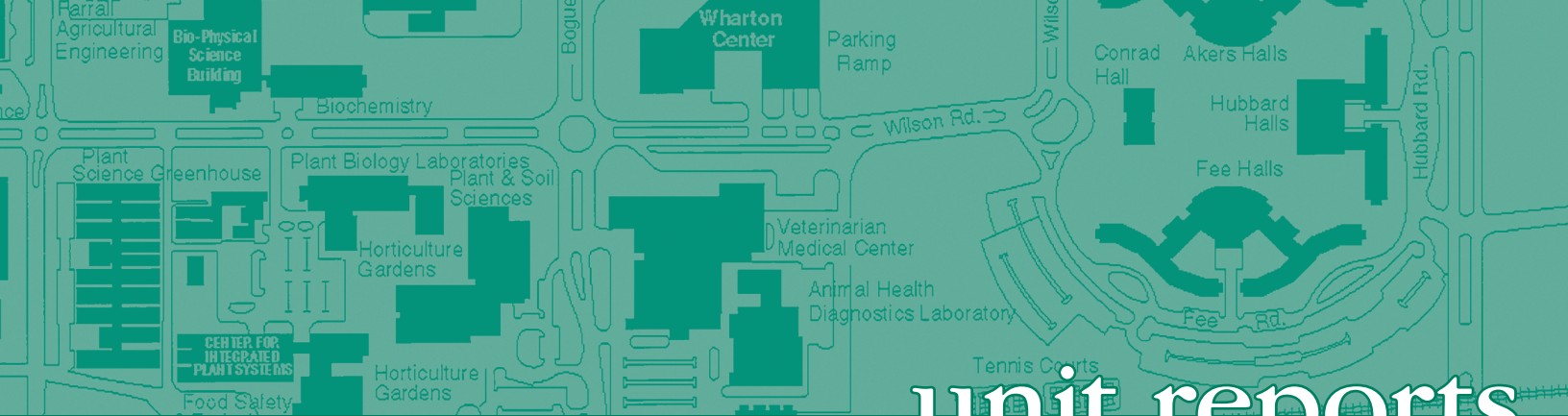
Lord Camden Inn, overlooking the spectacular Camden Harbor, James asked Cindy to marry him. Without hesitation, Cindy very happily said YES! Congratulations Jim and Cindy, we look forward to the wedding day! • Change is the name of the game! University Apartments had their first Focus Group meeting, consisting of managers, full-time maintenance staff and student staff Nov. 1. Our Focus Group is dedicated to new, creative and innovative ideas to service our customers. We look forward to all the new ideas and we thank all who participated. • The relocation of the University Apartments and Hall Assignments Offices into the Spartan Village Community Center was a very smooth transition. On Friday, September 21, student receptionists were poised in both locations. At 1 pm, the maintenance office phones switched over and started ringing in Spartan Village. The offices closed on Service Road at 5 pm, and crews from University Stores, Two Men and a Truck, and University Apartments swung into action. On Monday morning, September 24, the new electric locks snapped open at 7:45 am, and a new era of expanded services for UA customers began. The new Community Center contains many spaces geared towards the tenants. This semester, almost 500 bookings are already reserved. The student government is offering Tae Kwon Do, Salsa Dance, and Belly Dancing lessons weekly and has just started an indoor soccer league. The UA Residence Life staff is offering many programs, including after-school stress busting and study sessions, programs for student parents, and a monthly jazz coffee night. Tenants are reserving space for study groups, presentation practice, registered student organizations and family gatherings. This doesn't include the non-stop traffic in the new fitness center, as students await its opening

every day and keep the equipment humming until closing. • The Pierpont family is practicing a total immersion in the scouting program. Maintenance Supervisor Scott Pierpont is serving as an assistant scout master with son Mitch, and cub master / Tiger cub den leader with son, Michael. Scott's wife Barb (Conference Services Manager) serves on the leadership committee and board of review for Mitch's boy scout troop, is the Committee Chair and in charge of the fundraising efforts of Mike's cub scout pack, and is the troop leader for Katie's brownies. Mitch has also caught the bug. He has just earned his Life Scout rank, one level below Eagle Scout, and is serving as a den chief for the second grade cub scouts at his former elementary school. They're ready to hike, fish, camp, or craft at a moment's notice.

WEST CIRCLE

We welcome Dining Services Assistant Manager Pam Papiez! Pam joins us most recently from the Corunna Schools, where she was the high school food service manager. Pam has two sons, Blair who is a senior at Ferris State, and Alex, who attends Corunna Middle School. • We bid farewell to Dining Services Assistant Manager Jim Steingreaber, who moved to Brody Complex as Operations Supervisor - Good Luck Jim!! • A welcoming sight at the home football games were Housing Assistants Vicki Wicks and Karen Jakus, who assisted fans with their smiling, enthusiastic faces. They display true MSU spirit with their great customer service. • Manager Pam Marcis, along with other staff members, had the opportunity to spend three days at the University of Seattle reviewing their enhanced sign-up program. Then Pam enjoyed a vacation in Houston doing what she loves - quilting.

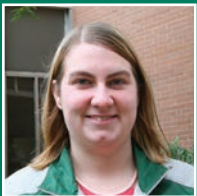
• Secretary Teri Bovee, celebrated a "special" birthday with family and friends in Rocky Point, Mexico, and is still adjusting to no afternoon siestas. • Dining Services Assistant Manager Susie Burke enjoyed a vacation to Las Vegas to visit family. The flights were quite an adventure traveling with her twin one-year-old sons! • Welcome back Building Service Worker Barry Lareau, who recently returned after his back injury. • Congrats to Food Service Worker Tim Farmer, who was recently recognized in a State News article for making students feel at home during his "unforgettable" mealtimes. • Our Yakeley Café hosted a very successful and entertaining mid-semester medieval dinner for students and staff. Our hall also hosted a happy Halloween celebration for all the employees, as well as local community members. The carnival and Trick or Treat activities provided fun for all. Landon Hall was especially memorable for their decorations using the Harry Potter theme.



unit reports

NEW EMPLOYEES

The Division of Housing and Food Services would like to congratulate and welcome the following employees to the H&FS family.



Adams, Natisha
Brody
Dining Services
Assistant Manager



Aune, Nicholas
Kellogg
Marketing & Sales
Coordinator



Batten, Eric
MASP
Marketplace Executive Chef



Cooper, Kat
MSU Union
Marketing & Sales
Coordinator



Donlon, Chelsea
Sparty's
Accounting Clerk II



Enustun, Tarik
Tennis Facilities
Specialist Facilities
Professional



Evans, Michael
Concessions
Operations Coordinator



Ford, Stephania
Food Stores
Secretary II



Goodrich, Nicole
Brody Complex
Clerk/Receptionist I



Grant, Jesse
Brody
Dining Services
Assistant Manager

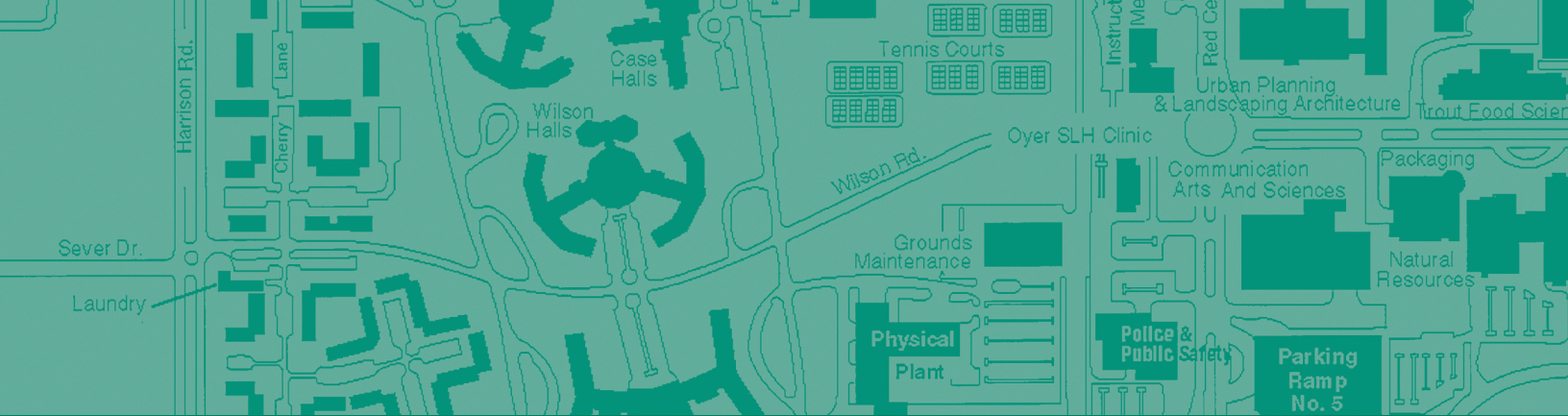


Harris, Gregory
Holmes
Dining Services
Assistant Manager

KUDOS

In October, The School of Hospitality Business held a welcome dinner for our new Assistant Vice President, Vennie Gore. For more than seven decades, the Division and The School have enjoyed a mutually beneficial relationship, with many of our employees graduating from the program and continuing their relationship by serving as adjunct faculty members while working for the Division. Many students of The School are student employees of the Division, and conversely, The School provides training programs for the Division's cooks, supervisors, and chefs. At the dinner, Gore was presented with The School's 75th anniversary history book, *The Legacy of the Leader*, in which there are numerous references to the long partnership between the two groups. Here's to another 75 years!





Hemenway, Elizabeth
West Circle
Dining Services
Assistant Manager



McCurdy, Robert
CMID
Planner/Inspector/Analyst



Veenstra, Katie
Akers Hubbard Complex
Secretary II



Hughes, Jonathan
Concessions
Operations Coordinator



McDonnell, Rob
Information Services
Information Technology
Professional



Walton, Sabrina
University Apartments
Housing Services Assistant II



Huston, Hillary
MASP
Dining Services
Assistant Manager



McKinney, Ryan
West Circle
Housing Facilities Manager I



Ward, Anthony
Brody
Building Services Worker



Kroll, Quinn
University Apartments
Housing Services Assistant I



Reneaud, Burke
MASP
Dining Services
Assistant Manager



Welsh, Mary
South Complex
Dining Services
Assistant Manager



Lenz, Valerie
South Complex
Housing Services Assistant I



Sattler, Danielle
Akers Hubbard Complex
Cook I



Wicks, Vicki
West Circle
Housing Services Assistant II



Magaway, Chet
H&FS Human Resources
Assistant Manager



Sherwood, Phyllis
MSU Union
Accountant II



Wolff, Ryan
MASP
Dining Services
Assistant Manager

Upcoming Events

December	21–23		Sesame Street Live When Elmo Grows Up
	27		Meijer Holiday Hoops
January	26		The Harlem Globetrotters
February	2		Monster Truck Nationals

BRESLIN INSIDER

Your **LINK** To Breslin Center Entertainment

The Breslin Insider is a FREE email notification service that keeps you up to date on the latest Breslin Center event announcements. Be the first to know what's coming up at the Breslin Center, while enjoying special ticket offers and promotions. Sign up at breslincenter.com



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