FROM THE SENIOR DIRECTOR

Happy New Year to all! I hope your 2015 is memorable and positive for many reasons. Congratulations to those who are still sticking to their New Year resolutions! My New Year resolution was to not make any more resolutions. Here’s what’s been going on since I last wrote.

**Holiday Gala.** Thanks to all who attended the annual UH&D Holiday Gala. According to our records, 213 people attended the event. We know that some were unable to come due to work responsibilities. A total of 1,862 tickets were distributed, 602 of them were given to staff upon entering the event. We also had 180 items of non-perishable food items donated to Table to Table by UH&D staff. We had a photo area set up for staff to take a professional photo for our departmental calendar. Groups of individuals combined to take 16 photos for publication. Thanks to all who attended the gala, participated in the games, and lended themselves to the photo project.

**Madison Street Residence Hall.** We have spent much of the last three months working on a program (what rooms and functions should be included in the building, all building systems, etc.) for the proposed Madison Street Residence Hall. On January 14, three design/build teams presented to the selection committee in an effort to bolster their chances to design and build the new hall. With a budget of $78 million dollars for construction, the three teams were asked to design a hall that met the programmatic needs of the residents, maximized beds in the building, and included creative designs of the exterior and interior. The three teams were Miron Construction and Rohrbach Associates, Ryan Construction and OPN Architects, and Weitz Construction and Invision Architects. Subject to Board of Regents approval, the team with the highest score and with whom we are currently negotiating is the Miron/Rohrbach team. We are happy to begin working with them on this new project, and intend to have the building occupied in the fall of 2017. Permission to proceed will go before the Board of Regents in March of 2015.

**EBI Results.** We provided our students the opportunity to complete our resident satisfaction survey this past fall. Over 42% of our students responded with their feedback. As we found in previous years, customer service areas continue to be our strongest satisfiers among our students. As usual, the professionalism of the custodial staff ranks highest among the satisfaction rankings. Other customer service areas also scored very well, including the RAs, desk staff, maintenance staff, and dining staff. I highlighted some of the customer service results in the table on page #8. The satisfaction percentage is the percentage of students who responded to the question with a 6 or 7 (moderately or very satisfied). The ratio is a score of the number of students who responded with a 6 or 7 compared with those who responded with a 1 or 2 (moderately or very dissatisfied). Using the custodians as an example, for each student who was dissatisfied with the cleaning staff, 20.4 were satisfied (a 20.4 to 1 ratio). The information desk staffs had the highest satisfaction ratio at 26.7 to 1. Conversely, the students are much less satisfied with their

continued on page #8
STAFF UPDATES

WELCOME TO OUR NEW EMPLOYEES

Administration
Virginia Olin (Assistant Director, Contracts & Assignments)
Daniel Schnall (GA Conference Coordinator)
Jake Sorg (Marketing Coordinator)

Custodial
Angie Dolezal (Custodian I, Rienow/Quad)
Sean Moore (Custodian I, Daum/Centerstone)
Andrew Shields (Custodian I, Daum/Centerstone)

Custodial (cont’d)
Catherine Tornblom (Custodian I, Currier)
Ken Vrchoticky (Custodian I, Hillcrest)

Residence Education
Angela Ibrahim (Hall Coordinator, Mayflower)

University Dining
Merlin Hernandez (Kitchen Helper I, IMU)
Wali Parks (Custodian I, Burge Market Place)
Stephanie Reuter (Catering Sales Coordinator)
Jonathan Shoemaker (Cook I, Hillcrest Market Place)

AND WELCOME TO THE SAME FACE IN A DIFFERENT PLACE
Richard Williams—Custodian I to Custodian II

WE’RE GLAD YOU’RE HERE!!!

(all information as 12/29/14)

DEPARTMENTAL SPOTLIGHT
It’s time once again to ask our new employees to share “something you’d like us to know about you”. Here are the responses we received.

Angie Dolezal
Custodian I
Rienow/Quad
Angie is from Millersburg. She came to the University in 2008 and was a UH&D team member as a Custodian I for five years before transferring to Facilities Management. With the help of her husband, Tom, she decided to come back to UH&D and did so on December 1, 2014. Angie says she enjoys University Housing & Dining because of the kids; they are very interesting with so many different personalities. She says there is always something going on!

Angela Ibrahim
Hall Coordinator
Mayflower
Angela is originally from Elgin, Illinois. She came to both the UI and UH&D on October 20, 2014. Angela really enjoys photography and music as hobbies, and she’s hoping to pick up both again now that she’s moved to a new place with new things to see and hear. She tells us that it may be due to the fact that it is three degrees below zero as she wrote this, but she’s also looking forward to summer! Angela says that in cities and towns that have a large population of college students, she finds that summertime is a good time to get to know the culture of a place apart from its identity as a college town.

Virginia Olin
Assistant Director
Contracts & Assignments
Virginia is originally from Milwaukee. She joined the university and UH&D on October 6, 2014. Virginia’s family and her dog, Harley, live in Milwaukee, but she has also called six other states home before reaching Iowa. She enjoys running and is excited to explore Iowa City on foot. Virginia’s radio is always tuned to NPR, especially the StoryCorps and This I Believe Series—she finds it fascinating to learn about other peoples’ lives. She says if you’d...

Want to know something about your new co-worker(s)? This is the place!

continued on page #3
ever like to grab a latte or cup of tea, she would love to listen to your story! One fun fact about Virginia is that she began learning how to tap dance before they moved here, so if you know any good instructors in town, please let her know! She is the oldest of four and is an aunt to two in her Packers-loving family. Virginia and her fiancé, Angela, live in Mayflower with their cat, Pumpkin.

Stephanie Reuter
Catering Sales Coordinator
Catering

Stephanie is from Preston, Iowa. She came to both the university and UH&D on December 15, 2014. Stephanie and her husband, Cory, moved to Iowa City in August of 2013 so he could finish his mechanical engineering degree. They had several opportunities for her career and his education, but they wanted to be Hawkeyes! Stephanie’s professional background includes corporate sales/marketing experience and coordinating events for multiple hotel properties. She has been active in the Chamber of Commerce and the Convention & Visitors Bureaus in both Clinton and Dubuque, Iowa, and she loves working with and meeting new people. Stephanie comes from a large family, and she and her husband currently have 19 nieces and nephews! She enjoys spending time with their family and friends, camping, kayaking, and traveling. Her most recent trip was a 3-week road trip with her dad out west. Stephanie loves any trip that includes beautiful scenery, a beach, or an ocean—but also finds archaeological ruins fascinating. She has been to multiple ruins in the Yucatan Peninsula in Mexico, but she would also love to travel through Belize and someday see the pyramids in Egypt!

Daniel Schnall
GA Conference Coordinator
Administration

Daniel started working for UH&D in early December, 2014. He grew up in San Antonio, and moved to Saint Louis for college and then spent five years in an administrative position with The Princeton Review before relocating to Iowa City. He is currently a Master's student in the University of Iowa’s Higher Education and Student Affairs program. Daniel is a skilled guitarist who enjoys playing sports and rooting for the San Antonio Spurs.

Jonathan Shoemaker
Cook I
Hillcrest Market Place

Jonathan is from Iowa City, and came to both the UI and UH&D on September 21, 2014. He enjoys Frisbee golf and spending time with his family—wife Laura and infant son Jonah.

continued on page #4
DEPARTMENTAL SPOTLIGHT (CONT’D)

Jake Sorg  
Marketing Coordinator  
Administration  
Jake is originally from Independence. He first came to the university in 2002 as a student, when he lived in Mayflower. He then came back to UH&D as Marketing Coordinator on November 13, 2014. His wife, Tara, and he just bought their first home in North Liberty last June (2014). They just got a puppy—a miniature goldendoodle named Greg—in November. Jake says he keeps them pretty busy, and that he’ll be a big brother in July, when Tara and he are expecting their first child! In their free time, they like going out to eat with friends and family; going to Hawkeye football, basketball, and wrestling events; or catching a movie. As a student, Jake held multiple work-study jobs and loved them. After graduation it was his goal to one day come back to work for the University of Iowa. Win or lose, he’s an avid Hawkeye, Chicago Bears, and Cubs fan.

FISH! Stories

The following email was sent to Von Stange, Senior Director, on January 21 from the mother of one of our students in Stanley. We have recreated it verbatim.

Hello! Mr. Von Stange,

This is an appreciation letter from a mother of a UI student. I am not sure it’s right address I am sending, if not, could you please forward my email to a right person and address?

I really want to say thanks to Cathy, John, Jeff and other people whom helped me on Monday. They are cleaning team of Stanley Hall. I had to leave Iowa City to be back to my work in Des Moines. I felt so sad all day long until Alice called me in the later afternoon. THEY HELPED ME TO FIND IT!

I really appreciate all people whom helped me at the time. They are very caring, thoughtful and honest. It’s a real team work. We are sure this is just one of many stories that occur during move-in and move-out, when our staff are so visible and helpful to our residents and their families. We wish we could report them all! Way to go, for CHOOSE YOUR ATTITUDE to help, BEING THERE to help, and for MAKING HER DAY!
2014 MILESTONE ANNIVERSARIES

35 Years
Kay Harland
Peggy Schoonover
Colleen Shaull
Steve Swenson
Peg Young

30 Years
Barb Cannon
Jennifer Stuckey-Leslie

25 Years
Ray Border
Lee Hagemeier
Bill Kelly
Sandy Lee
Robin Lynch
Ginny Meade
Craig Parks
Kirk Parks
Roberta Voelkel
Nancy Wittenberg

20 Years
John Beelner
Phil Kramer

15 Years
Carol Cochran
Melanie Forbes
Janice Groff
Ken Kane
Michelle Snyder
Christine Steinbrech

10 Years
Steve Berg
Ginny Butcher
Nathen Cox
Joann Gault
Steve Gault
Brett Halter
Trish Knerr
Fred Kurt
Libby Sroufe
Von Stange

5 Years
Anthony Bettendorf
Charles Curl
Phing Dun
Patricia Heick
Derek johanns
Sean Moore
Becky Pain
Jay Parsons
Jennifer Rodgers
Lorry Stanton
Jeff Weaver
Energy Bowl
Erin McFerrin (Residence Education Coordinator) and Herky CARES—along with assistance from Doug Litwiller (UI Associate Director, Energy Conservation) and UH&D Hall Associations—organized an Energy Bowl competition in November to create energy conservation awareness and reduce energy usage in the residence halls. The results of the bowl showed that Quadrangle had the greatest reduction in energy usage during the competition and Hillcrest scored the most overall points for energy reduction combined with the hall activities related to energy conservation. Kudos to Erin, Doug, and all the staff and students who took part in this important awareness program!

RecycleMania
UH&D will again be participating in RecycleMania from February 1, 2015 through March 28, 2015. The lineup of RecycleMania weekly events for 2015 will be similar to last year and we will keep you posted about these in the Housing Hotline. The UI took second place in the Big Ten last year. We will be setting our goals for first place this year but we will be facing tough competition from new Big Ten entrants Rutgers University and University of Maryland, two top-level RecycleMania schools.

PERSONAL NOTES

Congratulations to Maria Garcia, Cook I at the Hillcrest Market Place. Maria successfully completed her citizenship exam and attended her swearing-in ceremony in Des Moines on December 17. Way to go, Maria!!

Linda Varvel, Residence Education Coordinator, and Jacob Varvel, IMU Marketing & Design (formerly of UH&D) welcomed their second child, Isaac Victor Varvel, on Friday, December 5 at 9:44 p.m. He weighed 8 pounds, 7 ounces and was 20.5 inches long. Big sister, Quinn, is ecstatic to have a baby brother and the entire family is happy and healthy! The Varvels send their thanks for the many well wishes and numerous meals provided by colleagues.

Isaac Victor Varvel
A DAY FOR DINING!!

The professional staff of UI Dining met together at the Athletic Hall of Fame on Tuesday, January 6, for a morning of training and team building. Greg Thompson, Assistant Director of Residence Education, led the group of around 30 through a discussion of strengths, as identified by NY StrengthsQuest. It was interesting to learn the top five themes for each person and how those themes impact the way we approach work.

The morning activity was followed by a discussion of the proposed continuous improvement plan for dining services. Recent surveys have identified several areas of concern that a strong and well designed continuous improvement program can significantly impact. Senior dining spent the fall designing the framework for the program. Over the next year, several committees will meet to design the specifics of the plan. Kickoff is planned for January 2016.

The morning ended with a discussion of the NACUFS regional conference that Iowa will host in 2017. The planning committee has been identified and it is time to recruit additional halls and begin planning. The preliminary theme, logo and schedule is due this summer so it is time to get busy.

After lunch catered by Oasis, the group split into two for an afternoon of volunteer work. Most of the staff went to the Habitat for Humanity ReStore facility to help clean, reorganize and remerchandise the store to support it’s fundraising mission (see photo below). The remaining staff went to the Crisis Center Food Bank and spent time repacking bulk food into household packages. These volunteer activities helped us to bring all areas of dining together to get to know each other better.

This was a great day of learning and connecting. We look forward to taking what we learned about each other to help us as we move into spring semester service.
FROM THE SENIOR DIRECTOR
(CONT'D)

wireless internet connection, with a 1.3 to 1 satisfaction ratio. There is much information in the report and the information is broken down by area, building, and floor. Some floors did a better job of responding than others. The top four floors by percent response were, in order, Stanley 3rd Floor, Daum 4th Floor, Burge 3300s, and Burge 1500s. If you are curious about any information contained in the resident satisfaction survey, please contact Von and he will have the information made available to you.

<table>
<thead>
<tr>
<th>Question</th>
<th>% satisfaction</th>
<th>ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional cleaning staff</td>
<td>83.8</td>
<td>20.4</td>
</tr>
<tr>
<td>RA overall performance</td>
<td>77.6</td>
<td>19.4</td>
</tr>
<tr>
<td>Information desk services</td>
<td>72.1</td>
<td>26.7</td>
</tr>
<tr>
<td>Timeliness of repairs</td>
<td>62.7</td>
<td>16.9</td>
</tr>
<tr>
<td>Room change process</td>
<td>57.2</td>
<td>6.1</td>
</tr>
<tr>
<td>Temp regulation in room</td>
<td>52.0</td>
<td>4.2</td>
</tr>
<tr>
<td>Wireless internet connection</td>
<td>32.5</td>
<td>1.3</td>
</tr>
</tbody>
</table>

External Review Occurring In 2015. For those of you who were here five years ago, we conducted an internal and external review of our department. The review is based on the standards set by our international association, ACUHO-I. We provided a survey to all full time staff to assess where we are or aren’t meeting the standards. At the end of the year we invited three housing officers from across the country to review our operation using the ACUHO-I standards. Soon we will be convening a committee to begin the review process. If you are interested in participating on this committee (it will probably be a year long commitment with monthly meetings early and weekly meetings beginning in September), contact me with your interest.

Transformation Of Mayflower Exterior. If you have driven by Mayflower lately, you have seen that the work on the west side of Mayflower is nearly complete. The road has been transformed back to normal, and the temporary floodwalls have been tested. By the time this article is read, the remaining work on the east side of the building should be complete. We have a number of rooms unoccupied on the first floor of Mayflower, and they will remain unoccupied for the spring semester.

Mock Lockdown. As you are well aware, the safety and security of our residents (and staff) is a primary concern to us. On January 15 UH&D conducted a test lockdown of the residence hall system exterior doors, which would occur if we received a Hawk Alert of an active shooter on campus. The system locks most of the exterior doors (some doors need to be locked manually by UH&D staff), but allows students of that building to enter. The test was done to see if we had any problems with the system. Overall, the test went very well. Staff responded by locking the appropriate doors and by hanging signs on the doors informing people leaving the building of the threat. We had a couple glitches, but they can be fixed or have been fixed already. Thanks to those staff members who walked the buildings to respond to the test, and those who checked the doors to ensure they were locked.

That’s all for now. Look for information on the Town Meetings that will be occurring in March. Until next time . . .

Von Stange, Ed.D.
Assistant Vice President for Student Life
and Senior Director, University Housing & Dining

A POEM AGAINST BULLYING

There is really no legal definition of bullying. However, it is usually defined as behavior that is:

- Repeated
- Intended to hurt someone either physically or emotionally
- Often aimed at certain groups, e.g. because of race, religion, gender or sexual orientation.

Poems about bullying can help a victim verbalize the intense emotions they experience due to bullying. Poems can help children, teenagers and adults realize that there are others who have these same feelings. Roxanne Roehler (Custodian I, University Apartments) asked us to print this poem, commonly seen on the internet. It wasn’t submitted by the UH&D Change Team, though the concepts are important to think about as we try to become a more socially just community.

That girl you called a slut in class today.
She’s a virgin.
The pregnant girl walking down the street.
She got raped.
The boy you called lame.
He has to work every night to support his family.
That girl you pushed down the other day.
She’s already being abused at home.
That girl you called fat.
She’s starving herself.
That old man you made fun of because of the ugly scars.
He fought for our country.
The boy you made fun of for crying.
His mother is dying.
You think you know them.
Guess what?
YOU DON’T.

Anonymous