From The Senior Director

Last November a team of housing professionals from across the country came to campus to review our housing and dining operation. First, thanks to all of you who completed a survey document or attended a meeting with the reviewers. Without your information we would have provided a very incomplete look at our department. The reviewers met with many staff and students, and read through many pages of surveys, reports, and other data. They took the feedback seriously and spent a lot of time discussing the comments and reviewing the data we provided them. In January the reviewers sent us a draft of the report for our review and comment. We have commented and sent the information back to the reviewers so we can receive the final report. We hope to have the final report in early February.

Overall the reviewers were very complimentary of our operation and envious of our facilities. Words used by those interviewed to describe the UH&D staff include professional, available, committed, responsive, creative, collaborative, well-managed, and proactive. I talked to the team this week and they reinforced the fact that we have a top notch housing and dining operation and they were envious of many of the things we are doing here. There were many positive comments about our staff, students, and operations. The goal, however, of the review is to determine what we can do to be even better. The reviewers will provide us recommendations to this end, which will be included in the final report.

Once the final report is issued, we will look at all the recommendations, prioritize them, and begin working to follow up on them. We will be breaking into teams to attack the recommendations, which will be grouped into specific themes. We will be reviewing the results of the final report at our next Town Meeting, which will be held in March. I will ask for volunteers from a variety of staff to participate in developing strategies to meet the recommendations.

Looking at Fall 2016

The University of Iowa just introduced the largest first year class in history with 5,241 students. It appears that the fall 2016 class will be even larger. How much larger hasn’t been determined, but we expect it to be at least 200 students larger. We have made many adjustments in our capacity with the loss of Quadrangle, creating many more triple rooms in Burge, Daum, Hillcrest, and Stanley. With 200 more students and with the loss of Quadrangle, we will still be nearly 200 bed short—even with students in expanded housing. This will require us to restrict the number of returning and transfer students who can live in the halls (I shared this with you in a previous Quarterly). If only we could keep Quadrangle open for another year to bridge the gap until the Madison Street Residence Hall opens up . . .

continued on page #6
Welcome
To Our New Employees

Here Is Some Information
About Current Or Past
Employees As Well!

Administration
Tosha Dorschner (Clerk III)
Banquets & Catering
Abbi Kidwell (Catering, Dining & Event
Services Coordinator)
Campus Dining Operations
Mersiha Abdagic (Kitchen Helper I, Cold
Food Production)
Custodial
Delores Boxwell (Custodian I,
Rienow/Slater)
Brenda Enlow (Custodian I, Currier)
Virginia Kugler (Custodian I, Burge)
Kenny Parrow (Custodian I, Currier)
Kassi Rice (Custodian I, Rienow/Slater)
Kaitlynn Richmond (Custodian I,
Hillcrest)
Custodial (cont’d)
Jody Stegall (Custodian I, Burge)
Maintenance
Steve Burda (Facilities Mechanic III)
Christopher Lenoch (Electronics
Technician)
University Dining
Tracy Calderon (Foodworker I, Hillcrest
Market Place)
Brian Dolezal (Cook I, Hillcrest Market
Place)
Ramatou Sanogo (Kitchen Helper I,
Hillcrest Market Place)
Lisa Soskin (Assistant Manager,
Hillcrest Market Place)
Edwin West (Cook I, Burge Market
Place)

Hello To The Same Faces
In Different Places

• Steve Archer has transferred as a Custodian
  I from Currier to Petersen/Quad
• Ray Garza has been promoted from a Custod-
  ian I in the East Neighborhood to a Custod-
  ian II in the West Neighborhood
• Alicia Stroppel has transferred as a
  Storekeeper II at Hillcrest Market Place to a
  Custodian I at Petersen

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.

Mersiha Abdagic
Kitchen Helper I
Cold Food Production
Mersiha is originally from Bos Dubica but now calls
Iowa City home. She came
to both the UI and UH&D
on October 5, 2015. Her
interest is becoming a
pharmacy tech. In her
spare time, her hobbies
consist of cosplaying, and
watching Star Wars, Star
Trek, and Anime. She tells
us she is interested in Asian
culture and has been since
she was young. Mersiha
also speaks four languages:
Bosnian, German, English,
and Croatian. She enjoys
spending time with her
family whenever she gets
the time to do so. She
sadly reports that family
time is a little different
since September, when she
lost her mother. This was
especially hard on

Farewell To Our Retirees
Steve Fausch
Laurie Hathaway
Linda Uthe
(see page #4 for more
information)

Mersiha’s birthday on
October 14, which was also
her Mother’s birthday. It
was the first year that she
had celebrated her birthday
on her own, and she tells us
she’s faced the fact that it
won’t be the only year to
celebrate without her
wonderful mother.

continued on page #3
Departmental Spotlight (cont’d)

Steve Burda
Facilities Mechanic III
Maintenance
Steve is from Ainsworth, Iowa. He originally started with UH&D in 2001 but was gone for awhile and rejoined the team on October 14, 2015. He and his wife, Kim, have been married for 33 years. They have three children—Tara (31), Steven (29), and Timothy (24); and three grandchildren—Lilly (11), Dapheny (3), and Lincoln (2 months). Steve loves anything outdoors and is very happy to be back after being gone two years for medical reasons. Steve added some personal advice to all of you and that is “save your sick leave, people; you just might need it some day!”

Tracy Calderon
Foodworker I
Hillcrest Market Place
Tracy is from West Liberty. She joined the UH&D team on November 9, 2015. She tells us she has a beautiful 10-month old daughter named Olivia.

Brian Dolezal
Cook I
Hillcrest Market Place
Brian is from Oxford, Iowa. He came to the university in February of 2013 and transferred to UH&D on November 5, 2015. He enjoys cooking for fun at home, flower gardening during the summer, and playing the bass guitar. He also keeps an aquarium full of fish.

Brenda Enlow
Custodian I
Currier Hall
Brenda is from Williamsburg, Iowa. She came to both the UI and UH&D on November 2, 2015. Brenda has four children, six grandchildren, and another grandchild on the way. She and her boyfriend love camping, fishing, and just being outdoors.

Virginia Kugler
Custodian I
Burge
Virginia is originally from the Philippines, but now calls Nichols, Iowa her home. She joined both the university and UH&D on October 19, 2015. Before the UI, she worked for Tyson Food in Columbus Junction for 27 years. Virginia has two children—Anthony (31) and Cristina (29). She also has eight grandchildren: Dominic (12), Christion (9), Cazmira (7), Coron (4), Legend (1), Trustin (8), Kaden (7), and Adelyn (2). Virginia tells us she is grateful to be working for University Housing & Dining.

Kenny Parrow
Custodian I
Currier
Kenny is originally from Cleveland, Mississippi. He came to the university in October of 2015 and to UH&D on November 21, 2015. He likes sports and studying the Bible. He says he likes being the best at whatever he does and hopes to go back to school to earn his degree in Criminal Justice.

Ramatou Sanogo
Kitchen Helper I
Hillcrest Market Place
Ramatou is originally from Bamako, Mali. She came to the University of Iowa in November of 2011 and to UH&D in November 2015. She tells us she is married and has five children.

Jody Stegall
Custodian I
Burge
Jody is from Tipton, Iowa. She joined both the UI and UH&D in October of 2015. She is married to Tim (Custodial Supervisor, Rienow/Slater), and is the mother of five. She and Tim were foster parents for ten years, and they adopted the last two of their five children as a result. They also have four grandchildren. Jody says she enjoys spending time with her grandchildren and traveling.

If you have articles, personal notes, FISH! Stories, or suggestions for The Quarterly, please tell your supervisor or Carrie Kiser-Wacker in the University Housing & Dining Administrative Offices, 4141 Burge Hall, 319/335-3000, carrie-kiser-wacker@uiowa.edu
Steve Fausch
Steve Fausch is enjoying retirement after serving Facilities & Operations’ maintenance for 28 years. Steve came to the University of Iowa from his work overseeing the UNI maintenance department. Through the years he has built the UH&D maintenance department into what it is today—a modern customer service based organization with exceptionally high standards with the well-being of our residents always as his top priority. With his dedication to providing exceptional service, he led and maintained the Maintenance Department as one of the top-rated residential housing maintenance departments in the country year after year. Steve’s plans include snowmobiling, dirt bike racing, and visiting the national parks with his wife, Chris.

Laurie Hathaway
Laurie started work in the UH&D Facilities & Operations Department in 1989. During Laurie’s 26 years in the department the name changed from Residence Services to University Housing to University Housing & Dining. Along with name changes, she was involved in many other changes and challenges over the years. Floods, fires, tornadoes and wind storms, new construction, and countless other projects crossed her desk. Laurie’s dedication to the department showed in all aspects of her work. She made her complicated and multi-faceted job look easy, and she kept the maintenance staff and storeroom stocked with everything they needed to provide superior service to our students. Laurie’s fun-loving attitude, along with her easy laugh and jokes, made her a great asset to UH&D. We miss seeing her every day.

Laurie is enjoying her new life of leisure with no alarm clocks, afternoon siestas and catching up with family and friends.

Linda Uthe
Linda Uthe came to the University of Iowa as a Custodian I on September 10, 2001. She originally worked in Burge, and later moved to Currier where she worked until her retirement on November 9, 2015. Linda was very dedicated to her job and enjoyed working with the students. She is looking forward to pursuing her passion for baking and for spending time with her family. She will be missed, and so will her yummy baked goods that she used to share with us. We wish her the best in her retirement!!

Tosha Dorschner (Administration) ............ 10 years
Jeff Fairholm (Maintenance) .................. 15 years
Susan Hackert (University Dining) .......... 10 years
Sylvia Robinson (Administration) .......... 30 years
Bertoni Sandoval (University Dining) .......... 5 years
Julie Sobaski (Custodial) ....................... 35 years

In retirement, every day is Boss Day and every day is Employee Appreciation Day.
- Terri Guillemets
The Hawkeye Treats Care Packages started several years back and offers family and friends an opportunity to send a birthday cake or care package to any student who lives on campus. When it began, orders were taken manually over the phone and paid by check. At the end of spring semester 2015, Hawkeye Treats were made available for on-line purchasing. Since the beginning of fall semester 2015, there have been 114 orders, which have been filled by a combination of the cold food prep kitchen, central bakery, and Mia Brunelli in the Burge Market Place. For more information, visit http://cougar.its.uiowa.edu/treats.

The new dining website just got a little bit better! Now in addition to seeing the daily menus, locations, hours, and meal plan information you’ll also find our new blog. The blog features recipes, tips from our dietitian, events, myth busters, and more! Visit http://dining.uiowa.edu/blog and take a look!

On Friday, December 4, Black’s Gold Grill hosted a pep rally in honor of our (then) undefeated Hawkeye football team as they competed for the Big Ten Championship title. In addition to $5 meal specials, a guest appearance by Herky, and lots of fun giveaways, we also welcomed ESPN SportsCenter. Several students and staff let their Hawkeye spirit shine during the live TV debut.

Are you passionate about sustainability? Do you have energy-saving ideas or thoughts on how UH&D can improve our green efforts? Join the UH&D Green Team. Anyone interested in participating should contact amanda-bittorf@uiowa.edu.

Recently, the UH&D Administrative Offices received a phone call from an Iowa alum who wanted to know if she could get a new UH&D water bottle. It seems that several years ago, when she first moved into the residence halls, she had received the water bottle as a “welcome” item from UH&D. She held on to that bottle all through her college years and after, and told us that it brought her such fond memories that she truly cherished it. Then (just like one of those car insurance commercials on TV), she set it on top of her car one morning, forgot about it, and backed out of her driveway, only to run over it and smash it. So she called us to see if she could get a replacement. Carrie Kiser-Wacker and Karla Thorsen-Hanrahan in 4141 Burge did some investigating and digging around, and found what they thought the young woman was looking for. When they called her back, she said it wasn’t necessary to mail it — she was “just living in Burlington now” and would drive up on her next day off. A week or so later, she showed up at 4141—carrying the smashed, beloved water bottle with her! Turns out that Carrie and Karla had guessed right and were able to replace the bottle for her. Way to go, you two, for BEING THERE and MAKING HER DAY!! You CHOSE YOUR ATTITUDE to take the time to figure out what she was looking for and PLAYED around searching for a replacement. You truly followed the FISH! Philosophy to a T!!

The Quarterly — Then And Now

Have you ever noticed the “Volume” and “Number” in the masthead of The Quarterly each issue? Do you know what it means? The volume represents the number of years it’s been in publication and the number means where it falls in the series for that year. This year, we are starting the 23rd year of The Quarterly with a new look. We thought we’d share with you all of its other “looks” since its inception back in 1994.
From The Senior Director (cont’d)

For a fleeting moment it was considered, but Quadrangle will close its door at the end of this academic year. Consistent with university application numbers, our housing applications are well above last year’s at this date. It’s likely we will be seeing more first year students than originally projected. If that possibility becomes reality, we are considering additional leasing of off campus space. I will share more on that as we have more information.

As we discussed before, we are increasing the number of triple rooms in the residence hall system. As of this writing, we have added over 199 triple rooms to the housing system, in addition to the 152 number of triples we already have this year. This is necessary in order to cover the lost beds in Quadrangle and the increasing number of first year students. This will likely be temporary, as we expect that opening Madison Street Residence Hall will allow us to decrease the number of triple rooms in the residence halls. But Burge will be a full building, housing an estimated 1,135 students in the fall of 2016. Stanley and Daum will also have more residents due to tripling rooms there as well. That will likely mean more pressure on the Residence Education staff to keep the students comfortable and supported, more pressure on the custodial staff to keep restrooms and public spaces clean, more pressure on the maintenance staff to keep things in good repair, and more pressure on the dining staff because we will have more students utilizing the dining halls each day (particularly Burge during the lunch period).

While this may be a problem, it is a good problem to have. Plenty of schools have empty beds in their residence halls; we have been fortunate to be over 100% occupied each fall. We will certainly be challenged in the fall of 2016, but you all have risen to the challenge in the past, and I’m confident you will again this next year. As I said with Petersen Hall, Madison Street Residence Hall can’t open soon enough!

Thanks to those who attended the recent UH&G Holiday Gala. We developed this program to thank you for the great work you are doing. I know that not everyone is able to attend due to other work commitments, and I thank you for your diligence—though I would actually prefer you take a couple hours off and spend time with other departmental employees and have some food and play some games. I hope those of you who attended participated in the photo booth. We got quite a few good pictures, and it was an opportunity for some staff who were recognized for their commitment to equity and inclusion to have their pictures taken. The next step for those individuals will be to share their story with us so we can include it in next year’s calendar.

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

IT Help Desk Information
384-HELP (4-4357)
helpdesk@uiowa.edu

hsg-help@uiowa.edu
(as a last resort only)

IT SUPPORT UPDATE
As of mid-December, UH&G is using the ITS Help Desk as our primary means of intake and triage for your IT issues. The former UH&G Help Desk no longer exists. Please cut out the handy card to the left and keep it at your desk for quick reference. Thank you for your cooperation!