

# Staying Connected with Campus Services



Tacking on last week's announcement of additional winter break days, interim Provost Dave Kotz and EVP Rick Mills announced yesterday the awarding of 3% bonuses to all employees who worked at Dartmouth from July 1, 2020 through June 30, 2021 and who are on our payroll at the time the bonus is paid. What a wonderful way to recognize the tremendous effort put forth over the past 18 months! See employee bonus FAQ's at <https://www.dartmouth.edu/hrs/news/eebonusfaq.html>

## DEI Listening Sessions

Thanks to all who have provided thoughtful feedback by completing the Campus Services DEI survey. The survey will remain open while small-group and 1:1 listening sessions are held. It can be found at:

<https://www.surveymonkey.com/r/YDKRN7H>.

Following is the schedule of near-term small-group sessions. Others will be scheduled in Nov. and early Dec.

- Oct. 18 from 10-11am: EHS
- Oct. 20 from 10am-12pm: Real Estate
- Oct. 21 from 9-10:30am: Engineering/Utilities
- Oct. 26 from 1-2:30pm: DPMS & Hinman Mail
- Oct. 27 from 9-10:30am: Woodlands Office
- Oct. 28 from 1:30-3pm: Work Control
- Nov. 1 from 10-11:30am: Transportation Svcs

Employees interested in scheduling one-on-one conversations with Deo Mwano and his team are free to do so by sending an email to either [Info@deomwano.com](mailto:Info@deomwano.com) or [ben.p@deomwano.com](mailto:ben.p@deomwano.com) or by calling 603-703-1922.

Please know any information shared in the surveys or during one-on-one sessions will be strictly confidential. Your willingness to participate is key to success to improve our workplace culture.

## An Evening Greeting

Look who was standing in Linda Tosteson's driveway when she arrived home from work last week! This big guy "jogged down the driveway and across the road in front of my car," shared Linda, the Quality Assurance Coordinator for Custodial Services. What an awesome photo! Thanks for sharing.



## Benefits Enrollment Information

The Open Enrollment period for making changes to your Health Benefits for 2022 will be Oct. 18 - Nov 1. This is your annual opportunity to add or remove dependents, change medical and dental plans, increase your life insurance or disability coverage, or change your wellness option.

To sign up for an education session, review the guide, watch our benefits presentation about the upcoming changes, utilize the Alex decision making tool and more visit <http://dartgo.org/benefits2022>.

## Oct. 28 Fall Gathering



All Campus Services employees are invited to **stop by for a delicious fall treat of donuts and cider on Oct. 28 between 1-3pm.**

While the location for this event is still being confirmed, please mark your

calendars. It will be nice to break from work for good food and conversation. We look forward to seeing you there.

## Surprisingly Good DDS Service

A Dartmouth student recently wrote [an article](#) for "The Dartmouth" that described his frustration waiting in a long line at Courtyard Cafe. He was completely thrown off-guard with the service he received when he finally reached the counter. **Kudos to DDS staff for focusing on what they can control - providing excellent service.**

"I step up to the counter, feeling the rage simmer beneath my skin. A man, face red with exhaustion, greets me. Except under that mask is a beaming smile.

"How's it going? What can I get for you young man?" I halt. This isn't what I expected. Where is the rude, incompetent worker who bears responsibility? Behind him, two other DDS workers scramble around trying to satisfy the demands of the students hungrily waiting for their orders. It's chaotic, and yet they carefully check each order to make sure every student receives what they want. And in front of me, this man waits for me to order with patience and tranquility. How is that possible? How does he not snap his fingers to hurry me along? He exudes positivity and care for my well-being...

I place my order, and a few minutes later, he hands me my plate of fries and a guacamole chicken sandwich.

"I put some extra fries on there for you, bud," he says with a wink, "Have a great day."

## Speed Racer

Congratulations to Work Process Administrator Kaitlyn Christian for winning the Powder Puff race at Bear Ridge Speedway this past weekend! That's quite a trophy!

