Behind the Scenes at Dartmouth:
How Campus Services Work Control Helps Keep Beauty and History Alive

Work Control is typically not thought of when one thinks of Dartmouth's historic campus but this department plays a major role in keeping Dartmouth's beauty and history preserved for the enjoyment, productivity, and appreciation of all. Behind the scenes, this vital team triages a staggering volume of telephone calls and online service requests, making it an integral part of the college's success at providing top-notch facilities for its more than 6,500 students, and thousands of faculty and staff. Working in unison with the myriad number of repair shops, safety services, groundskeeping, custodial services, etc., Work Control lies at the heart of this endeavor.

Ray Brandariz, Assistant Work Process Administrator, explained Work Control just experienced a particularly demanding time which occurs each year from late August through early September, encompassing student move-in. During this three-week period, Campus Services Work Control and Facilities face a monumental task as they field thousands of calls. These requests span a wide spectrum, ranging from minor issues like a broken lock to complex maintenance challenges requiring the involvement of multiple shops and service providers. Ray's team works weekends during move-in, making sure the process is less stressful for all and problems are quickly addressed. This year alone, they responded to over 2,300 service requests during this time, most requiring the coordination of multiple service areas.

Work Control manages surges in activity during all major events on campus. This past June, during commencement and reunions, they received a staggering 2,700 requests. On average over 1,600 calls are received each month, and since the start of this year Work Control has addressed over 14,465 requests, leaving no quiet time for the shops and areas of FO&M.

Despite the nonstop efforts of Facilities to keep buildings, grounds and equipment in top condition, the sheer vastness and variety of spaces makes this a challenge. Every request is approached with attention to detail and a skillful system of triage. The team at Work Control is a skilled and versatile group of professionals. They possess a wide range of knowledge about the campus and the diverse types of service requests which may arise. Technical knowledge, communication skills, problem-solving abilities, time management, and attention to detail, are just some of the skills the Work Control administrators need, to problem-solve some of the complex and unique issues reported. Administrators must determine the safest, and most efficient and effective steps needed when a new challenge arises. Ray’s team are dedicated to thoughtfully assessing repair requests to ensure they are put into the correct hands for a successful and prompt resolution.

Work Control serves as the nexus connecting the campus community's needs with the dedicated teams of skilled workers who keep the college's infrastructure functioning optimally. Whether it's a leaky faucet in a dorm room, a broken light fixture in a lecture hall, or the beautification of campus grounds, Work Control and Facilities are at the forefront of managing these diverse tasks. Through their diligent efforts in managing a high volume of calls and a wide variety of service requests, they ensure that Dartmouth's historic campus remains a safe, functional, and beautiful place for all.
Wellness at Dartmouth is offering Headspace
Prioritize your mental well-being with Headspace (for free!)

Make time for your mind. Staff are eligible for free enrollment in Headspace, an app that provides access to science-based content designed to help manage stress, improve sleep, help you to exercise mindfully and remain focused, and more!

Join at: http://dartgo.org/headspace

Use your netid@dartmouth.edu email (all lowercase) when registering.

You must be an active employee, who is paid by the College, to access the free subscription.

Promoting the 7 Principles

In the upcoming months, all Campus Services Managers and Supervisors will be meeting with Deo Mwano to create action plans to promote Campus Services Seven Principles within their areas.

NEW CHILD CARE SUBSIDY

Human Resources has just announced a new child care subsidy to help offset pre-K child care for all benefits-eligible employees, effective Jan. 1, 2024. During this fall’s Open Enrollment period, legal parents and guardians of children up to and including five year olds can elect to receive a tax-free contribution to a Dependent Care Flexible Spending Accounts (DCFSAs).

Awards are “per household,” so only one Dartmouth employee per family may elect this contribution, and the subsidy amount is determined on the basis of salary at the start of Open Enrollment. Subsidies will be provided on a monthly basis, and awards to new employees, or those returning from leave, will be pro-rated.

Full details of the program will be provided in Open Enrollment materials, available Oct. 16.

Robert Potter

22 years at Dartmouth

Thank you

Happy Retirement Robert Potter! Come Join Us in the Celebration!

When: Thursday October 5th @ 12 noon
Where: Occom Commons (Goldstein Hall)

Come one, come all, to celebrate Robert Potter and the 22 years of service he has given Dartmouth College. A delicious lunch will be served to all who attend.

We hope to see you there!

*If you need a ride to the Occom Commons, please contact Tammy Thueson.
New Manager of Campus Services Communications

Lisa Meehan is new to Campus Services but not to Dartmouth. She previously worked as the Administrator in African and African American Studies (AAAS). Before joining Dartmouth she worked in a number of roles including public relations and disability advocacy. Each chapter of her career has been an adventure, filled with valuable lessons and great folks who’ve enriched her journey.

Her past experience as AAAS administrator gives her firsthand knowledge of the range of services provided by Campus Services folks, and she has boundless appreciation for their vast contributions. Lisa would like to shine a spotlight on the remarkable work of the division.

Lisa is an avid hiker and loves to build rock walls in her garden.

Lisa can be reached at: Lisa.Meehan@Dartmouth.edu or via the QR code

Lisa can also be reached at the new CS Communications email: Campus.Services.Communications@Dartmouth.edu

DEI
In Your Corner

Hispanic Heritage Month
September 15-October 15

Each year, Americans observe National Hispanic Heritage Month from September 15 to October 15, by celebrating the histories, cultures and contributions of American citizens whose ancestors came from Spain, Mexico, the Caribbean, and Central and South America.

The observation started in 1968 as Hispanic Heritage Week under President Lyndon Johnson and was expanded by President Ronald Reagan in 1988 to cover a 30-day period starting on September 15 and ending on October 15.

Brain Teaser

Which member of the leadership team upheld the slogan, “It's what's inside that matters,” while working as a Maytag repair person?

Scan the QR code or email your answer to Tammy E. Thorson by 4 pm, Friday, October 6th.

Correct answers receive a $10 gift card to Ramuntos.

Last Week’s Brain Teaser

There are numerous sun dials around campus. This one is on the Shattuck Observatory

Congratulations to those who sent in correct answers: Ray Brandariz, Nate French, Gregory Davini, John Tumosa and James Reiman
Upcoming Events!
Brought to you by the Culture of Caring Committee

**Come One, Come All to the TOWN HALL**
Tuesday, October 17th
Hanover Inn
1:00 pm – 2:30 pm

Tell us what you want to hear!

**‘53 Commons South Dining Room**
10:00 pm – 11:30 pm
An assortment of beverages, local cheeses, appetizers, and desserts will be available at each session.

**Boot Truck Coming to Campus**
A boot truck providing work shoes is coming to campus. Campus Services is providing one pair of steel-toed, slip resistant shoes (up to $120) to custodians at one-time event. Custodians can pick out their shoes at the boot truck on:
- Monday, October 2nd, from 12pm to 5pm at Moss Row in front of South Mass Hall
- Tuesday, October 3rd, from 5:30am to 12:30am in the McKenzie Yard

Custodians not working on campus these days should review the available soft-toed, slip resistant shoes from the catalog and contact Tommy Thronson to place an order.

**Chili and Cider**
Tuesday, October 24th
11:30 am to 1 pm
Friends of Football Tent
6 pm to 7 pm
McKenzie Hall, Carpenter Shop
11 pm to 12 am
‘53 Commons, Upstairs Dining Room

Visitors to the Chili and Cider event on October 24th
We are pleased to announce Jomytha Delgado Stephen, EVP for Student Affairs and Special Counsel to President Slim Belk, will be attending the 11:30 am Chili and Cider Event.

Stephen’s role here at Dartmouth is coordinating strategic initiatives across the institution. She also serves as the executive officer of the Board of Trustees, Office of Compliance, and a new Office of Community and Campus Relations. In addition, she works closely with the Office of the General Counsel.

We are fortunate to also welcome Sara Lester, Chief Human Resources Officer, to all three Chili and Cider events.

Lester has been described as a visionary, strategic thinker who is committed to supporting, nurturing, and developing a creative and inclusive workforce. She knows that people are Dartmouth’s most important asset.

Lester oversees talent development, compensation, benefits, performance management, talent acquisition, labor relations, and HR departmental operations.

**Holiday Photo Opportunity**
Would you like to have your family portrait taken on the Dartmouth Football Field?

On Sunday, October 29th from 9 am – 11 am you and your family can come to the Dartmouth football field and have your pictures taken. There is no charge, and the photos will be emailed to you on Monday.

Rain dates in the case of inclement weather is Sunday, November 5th from 9 am – 11 am.

**Get Your Flu Shots**
No sign up necessary.
- Fri, October 6, 8 am – 5 pm: Reedsburg Lounge
- Mon, October 9, 7:30 am – 11:30 am: McGraw’s Lounge
- Fri, October 13, 11 am – 2 pm: Bregar Lounge
- Mon, October 16, 11 am – 4 pm: Perkins Lounge
- Wed, October 18, 12 pm – 2 pm: Center: Main Hall @ Tucker

**Happy Holidays**
This year each campus services staff member will be receiving a beautiful pair of custom-made Dartmouth gloves.

To make sure that the gloves fit each person we need you to email Tommy Thronson with your preferred glove size by October 5th.

Sample gloves will be made in their way around to different departments. Please take the time to find out which one will be the best for you.
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td><strong>Monday, October 2nd</strong></td>
<td><strong>Boot Truck</strong></td>
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<tr>
<td>12 pm to 5 pm at Mass Row in front of South Mass Hall</td>
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<td><strong>Tuesday, October 3rd</strong></td>
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<td>5:30 am to 12:30 pm in McKenzie Yard</td>
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<td><strong>Thursday, October 5th</strong></td>
<td><strong>Retirement Celebration for Robert Potter</strong></td>
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<td>12 pm at Occom Commons</td>
<td>Celebrating 22 years with Dartmouth College</td>
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<td>(Goldstein Hall)</td>
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<tr>
<td><strong>Thursday, October 5th</strong></td>
<td><strong>Glove order needs to be in to</strong></td>
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<td><strong><a href="mailto:Tammy.E.Thorson@Dartmouth.edu">Tammy.E.Thorson@Dartmouth.edu</a></strong></td>
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<tr>
<td><strong>Friday, October 6th</strong></td>
<td><strong>Deadline to get your brainteaser answer to</strong></td>
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<td><strong><a href="mailto:Tammy.E.Thorson@Dartmouth.edu">Tammy.E.Thorson@Dartmouth.edu</a></strong></td>
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<td><strong>Tuesday, October 17th</strong></td>
<td><strong>Town Hall</strong></td>
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<tr>
<td>1 pm to 2:30 pm at Hanover Inn</td>
<td>Information, games, swag, and food!</td>
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<td>10 pm to 11:30 pm at ’53 Commons, South Dining Rm</td>
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<tr>
<td><strong>Tuesday, October 24th</strong></td>
<td><strong>Chili, Cider, and Donuts</strong></td>
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<tr>
<td>11:30 am to 1 pm at Friends of Football Tent</td>
<td>Drop by during your meal break for some fall spice!</td>
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<td>6 pm to 7 pm at the McKenzie Carpenter Shop</td>
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<td><strong>Sunday, October 29th</strong></td>
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<td>9 am to 11 am - No appointment necessary, drop by the football field</td>
<td>(Rain date: November 5th)</td>
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Comings and Goings

Campus Services has been working at top volume setting up, catering, cleaning, and more in preparation for President Sian Beilock’s inauguration. The great success of the inauguration and barbecue show once again how Campus Services folks are the best!