

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.



Work Control Team: Eric Platt, Jen McGonis, Ray Brandariz, MacKenzie Jurgelewicz, Lynn Guthrie, Robin Guay, and missing is Kathy Neily.

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.

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 (DCFSA's).



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 Thorson](#).



Wellness at Dartmouth is offering Headspace

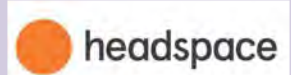
Prioritize your mental well-being with Headspace (for free!)

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.



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.



Please reach out with news and hellos!



←
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



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

YOU'RE INVITED

Come One, Come All to the TOWN HALL

Tuesday, October 17th

Hanover Inn
1:00 pm - 2:30 pm

'53 Commons South Dining Room
10:00 pm - 11:30 pm



Tell us what you want to hear!



An assortment of beverages, local cheeses, antipasto, and desserts will be available at each session.

Fun! Prizes! Information! SWAG! Games! Appetizers and Dessert!



- Agenda**
- State of the Union Update from Josh
 - New Staff Introductions
 - Dartmouth Recycling
 - Meet Sara Lester, Dartmouth's New Chief Human Resources Officer.

Information Booths

- Campus Services HR
- Dartmouth Skiway
- Campus Services Leadership
- EHS
- Dartmouth Dining
- Wellness
- Meet Dartmouth's counselor Christopher Henderson
- Dartmouth Outdoor Programs Office
- DEI Council



Come one, Come all, to the Campus Services Town Hall!

BOOT TRUCK COMING TO CAMPUS

A boot truck providing work shoes is coming to campus.



Campus Services is providing one pair of soft-toed, slip resistant shoes (up to \$125) to custodians as a one-time event. Custodians can pick out their shoes at the boot truck on:



Monday, October 2nd, from 12PM to 5PM at Mass Row in front of South Mass Hall

or

Tuesday, October 3rd, from 5:30AM to 12:30PM 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 Tammy Thorson to place an order.

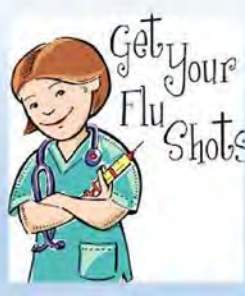


The Saf-Gard catalog can be accessed by visiting www.safgard.com or via this QR code.

Tammy Thorson can be contacted at Tammy.E.Thorson@Dartmouth.edu or by using this QR code.



Others are welcome to stop by the truck and purchase shoes. You can review the available shoes in the Saf-Gard catalog which you can access with the QR code or by visiting www.safgard.com. The boot truck accepts cash and credit cards.



Get your Flu Shots

Protect yourself from the flu this year and get your free shot at any of these locations.

No sign up necessary ☺.

- Fri. October 6, 9 am - 1 pm Paganucci Lounge
- Mon. October 9, 7:30 am - 11:30 am Paganucci Lounge
- Fri. October 13, 11 am - 3 pm Remsen 328 @ Getzel
- Mon. October 16, 11 am - 4 pm Paganucci Lounge
- Wed. October 18, 12 pm - 2 pm Cohen Great Hall @ Tuck

Campus Services employees are invited to add some spice to your meal break Chili and Cider

TUESDAY, OCTOBER 24



11:30 am to 1 pm

Friends of Football Tent

6 pm to 7 pm

McKenzie Hall, Carpenter Shop

11 pm to 12 pm

53 Commons, Upstairs Dining Room



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 Tammy.Thorson@Dartmouth.edu with your preferred glove size by October 5th.

Sample gloves will be making their way around to different departments. Please take the time to find out which one will be the best for you.

Visitors to the Chili and Cider event on October 24th

We are pleased to announce Jomysha Delgado Stephen, EVP for Strategy, Chief of Staff and Special Counsel to President Sian Beilock will be attending the 11:30 a.m. Chili and Cider Event.



Stephen's role here at Dartmouth is coordinating strategic initiatives across the institution. She also oversees the Office of the President, Office of the Board of Trustees, Office of Compliance, and a new Office of Government and Community 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 dedicated 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 arrive at the Dartmouth Football Field and have your pictures taken. There is no charge, and the photos will be emailed to you on Monday.

Rain date in the case of inclement weather is Sunday November 5th from 9 am - 11 am.





Calendar

Date	Event
Monday, October 2nd 12 pm to 5 pm at Mass Row in front of South Mass Hall	Boot Truck
Tuesday, October 3rd 5:30 am to 12:30 pm in McKenzie Yard	Boot Truck
Thursday, October 5th 12 pm at Occom Commons (Goldstein Hall)	Retirement Celebration for Robert Potter Celebrating 22 years with Dartmouth College
Thursday, October 5th	Glove order needs to be in to Tammy.E.Thorson@Dartmouth.edu
Friday, October 6th	Deadline to get your brainteaser answer to Tammy.E.Thorson@Dartmouth.edu
Tuesday, October 17th 1 pm to 2:30 pm at Hanover Inn 10 pm to 11:30m pm at '53 Commons, South Dining Rm	Town Hall Information, games, swag, and food!
Tuesday, October 24th 11:30 am to 1 pm at Friends of Football Tent 6 pm to 7 pm at the McKenzie Carpenter Shop 11 pm to 12 pm at '53 Commons, Upstairs Dining Room	Chili, Cider, and Donuts Drop by during your meal break for some fall spice!
Sunday, October 29th 9 am to 11 am - No appointment necessary, drop by the football field	Holiday Photo on the Dartmouth Football Field (Rain date: November 5th)

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!

