We would like to thank everyone who contributed articles, photos, and elements of this newsletter. Your contributions are appreciated and are imperative to the future of Facilities Connection.

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On the Front Cover: Miller Plaza Fountain
On the Back Cover: Summer Landscapes
Greetings...

When people walk across our campus they think about the buildings and beautiful grounds. Of course they see many flowers, trees, and a diverse group of building architecture. But often, what they don't see is the work that goes into maintaining our "city within a city" and the people that are responsible for our campus's physical assets. Our FM associates include students, groundskeepers, custodians, skilled trades, office support, technical support, architects, engineers, and many others that make WMU proud of the way our physical assets look.

Facilities Management performs most of its asset renewal work in the summer months when there are fewer customers on our campus to interrupt. In this issue we will share with you the physical transformation of our campus with three capital projects, the many facility renewal projects that happened over the recent summer months, and most importantly, the people who are responsible for getting the work done.

There have been changes in our Facilities Management family. We are saddened with the passings of our past Maintenance Manager Ralph Allen and Utility Manager Greg Roseboom. We will miss Larry Scott and many others who retired this past year. However, we welcome Steve Gilsdorf, Doreen Brinson, and so many other new associates who are now part of the FM and WMU family. Please welcome them and give them your support. Our entire team will also miss Lowell Rinker who recently retired. Lowell was a great advocate for our campus facilities and we appreciated his support. We are very pleased to welcome Jan VanDerKley and Sandy Steinbach in their new roles in Business and Finance. Jan has worked in B&F for many years and appreciates the importance of facilities to the academic mission of WMU. We have a bright future under her leadership.

From all of us in Facilities Management, I want to extend our thanks for the opportunity to provide our service to the University community. We hope to meet or exceed your expectations with our facility stewardship responsibilities.

Warmest Regards,

Pete

Peter Strazdas
Associate VP, Facilities Management
When summer vacation began for many Western students in early May, work for the Projects and Construction Division had only just begun. There were large projects being completed, new projects getting under way, and existing projects continuing.

The largest of these projects were the new Sangren Hall building, newly completed Western View apartments, and the Lee Honors College addition. All three have a major part in transforming the campus horizon.

Western View was completed in early August, just in time for the first batch of upper-classmen to move into the new buildings, located on the west side of campus. These state of the art apartments include hardwood floors, energy efficient appliances, individual bathrooms, and free parking passes for student residents. These new apartments represent Phase One of a much larger scope for on-campus housing to be developed in the future.

The new Sangren Hall building progressed exponentially this past summer, both interiorly and exteriorly. The steel beams were erected, concrete floors placed, and metal studs and HVAC systems installed. Outside, the sheathing was installed, spray foam insulation applied, and the exterior masonry
work began. The windows on the west end of the building were installed within the past month. The building is worked on from the west end to the east end, along with constant site work surrounding the new building. The new Sangren Hall is scheduled to open by next August, and the final site completion date is set for summer of 2013.

Another major development which started this past summer was the Lee Honors College expansion project. The addition will include three new classrooms, seminar room, and outdoor classroom to accommodate the growing number of students enrolled in the college. The lounge, library, and lobby will also be remodeled. The groundbreaking ceremony took place in early June with honors college supporter Carl E. Lee, President John M. Dunn, and Dean Nicholas Andreadis all speaking at the event. Demolition then started in late July, and the project is set to be completed by May of 2012.

WMU’s campus has and still is undergoing some major construction. These three larger projects follow Western’s mission in providing students, faculty, and staff with continuous campus improvements and state of the art facilities to learn, teach, and grow as individuals, graduates, and employees.
Along with the three major projects on campus, there were over 300 other improvement projects in progress this past summer.

The Schneider Hall chiller plant expansion and substation relocation was an extensive project that stretched across the campus footprint this summer. Although it began earlier in the year, the installation of the underground chiller pipe near the new Sangren Hall started in May. The new chilled water lines were then installed from Sangren to the Fetzer Center throughout the rest of the summer. Two absorption chillers will be installed at Schneider Hall, along with replacing the piping, pumps, and cooling tower.

Many buildings around campus received some interior face-lifts this summer as well. Part of the lower level of the Bernhard Center was remodeled and Western Scoops ice cream parlor was temporarily installed.

The Sprau Tower Plaza Café was also renovated to provide students with a more modern dining experience. The project scope included updating the light fixtures, furniture and finishes, reconfiguring the food service layout, applying a wall mural to the dining area, and adding a garage door and sliding barn door to the food prep areas.

The Anthropology Department, located in Moore Hall, received a unique and interesting finish and wall mural to the welcome desk area, as well as a laboratory overhaul. The labs received new desks, tables, shelves, flooring, and finishes.
The University Center for Humanities area in 2500 Knauss Hall was renovated, including new furniture, display cases, glass doors, and carpet. The dedication of the space was held in early October.

Earlier in the year, the third floor counseling services area in the Sindecuse Health Center was renovated and re-opened before the end of the semester. The space was completely remodeled, including new wall installation for offices, new welcome desk and waiting area, and a unique glass-wall entrance to the department.

Other projects on campus included roadway and parking lot improvements, which are frequently done during the summer months due to less traffic and nice weather. Knollwood Avenue and North Dormitory Road received drainage improvements and were repaved. Parking lots for the College of Aviation, Ernest/Smith Burnham Hall, Draper Hall, and Miller Auditorium were repaired and repaved as well.
A building off campus has also started to receive some attention this past summer. The Northwest Unit building, located on Blakeslee Street, will be demolished for future site development by the Kalamazoo Community Land Bank.

There were many smaller, but important projects completed over the summer, including the following interior improvements:

- UCC cooling system, ceiling and carpet replacement
- Waldo Library HVAC system replacement
- Various classroom upgrades
- Bernhard Center reception lounge renovation
- Rood Hall remodel
- Accounts Receivable Department reconfiguration

Summer came and went, but with it came many campus additions, upgrades, remodels, and renovations. Students and faculty can begin the new year with a fresh start. With the variety of improvements around campus and entirely new buildings being constructed, Western Michigan University’s campus represents the epitome of new beginnings and its everlasting devotion to the quality of a positive learning environment.
The Facilities Management Engineering Division’s mission is to provide technical support to the WMU campus. To support that mission, our staff has been exploring the use of Building Information Modeling technology, or “BIM” for short, to transform traditional 2D blueprints into exciting and user friendly 3D interactive building models.

We call this our Bronco BIM Initiative. This team-centered effort is designed to create three-dimensional models of every building on campus. Each model has been recreated with accuracy in layout, physical appearance, size and scale. This was done by utilizing students with support from WMU’s educational faculty and from the software manufacturer and distributor.

With Bronco BIM we have a created a detail-specific digital library of building models available for whatever needs may arise. These models will be used for way finding, to help visualize spaces, to design new expansions or improvements, for project management, or even to analyze energy usage.

In addition, the models serve as point-and-click filing cabinets where data can be stored. Blueprints, equipment history and service manuals can be linked to the models. Access to our facilities data in real time is invaluable for our Division, which is responsible for a multitude of assets campus-wide.

Here’s a summary of a few ways we’re leveraging building information modeling (BIM):

**Construction:** Existing models are being used for new construction expansions for WMU’s Lee Honors College building and for the Schneider Hall regional chiller plant expansion, centered in WMU’s Hayworth College of Business. These models help to expedite the design process for engineers and designers.

**Clash Detection:** WMU’s new $60 million Sangren Hall classroom building, currently underwa, is using BIM for coordination drawings to determine all major mechanical locations and perform clash detection, not only for equipment, but also for service access areas.
Energy Modeling: Our models allow WMU engineers to analyze energy usage and suggest improvements for more energy-efficient and eco-conscious green buildings.

High Definition Laser Scanning: The WMU Engineering Division is utilizing laser scanning technology that allows us to calibrate our models and improve accuracy, identifying missing or improperly drawn details. Laser scanning use is currently in its infancy as part of WMU’s Bronco BIM Initiative projects, but we see huge possibilities for this technology.

Visualizing New Proposals: Nearly all recent high profile proposals have requested BIM support to help illustrate the final proposal to university leadership. Without realistic 3D representations of their final form, many current projects may have never been approved for construction.

WMU Facilities Management recognizes BIM as the future for building operations and maintenance. The Engineering Division believes that continuing education in industry technology is beneficial to everyone involved. So, as part of the Bronco BIM plans, the WMU team pushes all current Autodesk AutoCAD users into an environment where they can gain exposure to the latest BIM technology.

The team is making models available in web based format and training staff to use and download the models. Our projects, operations, engineering, planning teams and university administrators now have access to the models of our facilities at the click of a mouse.

Additionally, and most importantly, the cost savings are widespread, ranging from saved trips across campus, improved building operations, energy analyses, to preventing costly mistakes during construction. Our Bronco BIM Initiative is another example of our department capitalizing upon all of the tools at our disposal to streamline operations and provide an example others can learn from.
Facilities Management Maintenance Services works year around to provide a welcoming, stable environment for all members of the campus community. The pursuit of higher-learning activities, and all of the wonderfully diverse activities associated with these, demands a setting that is free of distractions to support the myriad of on-going individual and collective efforts. For Maintenance Services, meeting this daily demand is par for the course.

Perspective: Recognizing the obligation to, and having a genuine desire to assist, the University’s facility users keeps Maintenance Services focused. The door that will not open, the faucet that will not turn off, the broken window, the room that is too hot or too cold, needs attention to minimize or eliminate the interruption it represents to the customer.

Attitude: Maintenance Services appreciates, and is thankful for, the opportunity to assist the University community. While a solution to a problem may not always be readily apparent, the skilled-trades worker’s dedication to explore, investigate, trouble-shoot, and do what it takes to get the job done to benefit the customer is an essential part of our service mindset.

Results: Maintenance Services handles more than 30,000 requests for service during the academic year. Limited resources make this an enormous challenge. Work must continuously be prioritized and re-prioritized. Though some responses cannot be as timely as desired, the work is completed.

During the summer months, Maintenance Services concentrates on many issues that cannot be addressed during the academic year. The summer of 2011 was very productive. The following are some of the items that received attention:
- Ongoing inventory of all building mechanical equipment: 12 additional buildings completed
- Installed new Miller Fountain chlorination system
- Touch-up painting of student rooms in Goldsworth Valley II
- Touch-up painting in 70 campus apartments
- Replacement of carpeting in over 50 campus apartments
- Painting of outdoor street, parking lot, and walkway light poles

With the proper perspective and attitude, the desired results are achieved. For Maintenance Services addressing the never-ending stream of facility issues is par for the course.
During the summer I had the pleasure of leading landscape walking tours through the Western Michigan University campus. People come to the WMU campus for many reasons; to study, work, and for culture and entertainment events. Whatever the reason, there are many ways to enjoy what Western Michigan University has to offer, and Landscape Services is leading the way helping to make the WMU landscape a community resource and destination.

For the health and wellness group participants I met, it was a chance to walk for fitness and learn about Western’s Tree Campus U.S.A. designation on our tree tour. Local master gardeners were interested in the horticultural details of our gardens, as well as trees, and they learned about Western’s storm water management along the way. Our energetic student leaders gained an appreciation for their campus home, a sense of place they could pass on to a new group of Bronco’s this fall. Natural gardeners enjoyed the many native plants our campus environment supports, and learned of WMU efforts toward landscape sustainability. Our staff enjoys these walks too, giving them a chance to share their garden experience with colleagues. One group had recently finished the campus sculpture tour and was so struck by the beautiful landscape, they came back for more.

Even for veteran WMU staff and faculty the campus is a dynamic place changing over the years and with the seasons. Just a short drive from main campus, our Business and Technology Park off of Parkview Avenue includes walking trails, water features, and native plantings that enhance the natural environment, business climate, and academic excellence of our university. Lesser known to many visitors, the beautiful open spaces of Asylum Lake and Kleinstuck Preserve are treasures for the wider Kalamazoo community and are managed for environmental health through the work of Landscape Services.

Most of the main campus tours originate at the newly dedicated Haenicke Gardens between the Chemistry Building and Waldo Library. This beautiful garden space is dedicated to the late WMU President Dr. Diether Haenicke, and he is fondly referred to as the patron saint of WMU landscape. President Haenicke understood the critical importance of quality landscape to the recruitment and retention of students, faculty, and staff. The diverse and pleasant space created at the core of
campus features some of Dr. Haenicke’s favorite plants and conifers, including unusual dwarf species.

People often comment that WMU does not have a central garden area, as of yet, but the pocket gardens they discover on their walks surprise and enchant them. The Oakland’s residence offers year round interest from spring bulbs, dazzling summer impatiens, fall foliage, and mums. Even in the depth of winter the Oaklands residence is beautiful, as the long shadows of the historic oaks stretch across the snow covered hill.

Visitors to our campus who park in the Ellsworth ramp get a visual treat as they cross the road. There, at the entrance to the building in a bright sunny spot is the colorful Ellsworth garden, providing yet another cheerful way to start the day. Driving along Western Avenue the large French hall bed is beautiful even at 25mph. For our campus apartment residents, the Elmwood courtyards are a quiet place to relax or study surrounded by multiple beds of annuals and perennials. Bronco fans can enjoy the walk to and from the University Fieldhouse passing lush planters and large garden spaces at our recreation venue entrance. Penelope, our resident floral peacock that greets visitors to Miller Auditorium, is hatched by Landscape Services every spring. The late summer bloom at Bigelow attracts butterflies of all types, savoring the nectar provided by the butterfly bush planting. While Sangren hill may seem like a frigid glacier in the depth of winter, summer provides a visually warm, but shady stroll to and from the valley. The newly erected “Stone Hedge” along Hays Street behind The Oaklands pays tribute to native Michigan landscapes far to our north. Each and every special place that Landscape touches adds a splash of color and a pleasant pause for anyone who visits our university community.

Just like athletic events at Waldo Stadium or Lawson Ice Arena, shows at Miller Auditorium, music at Dalton Center, art at Richmond Center, or student campus events, our University landscape offers yet another reason to enjoy our vibrant community and linger long enough to rest, learn, and appreciate this great institution.

Wherever you choose to walk on WMU’s campus, you are sure to find a special tree, a captivating flower, or a quiet space to reflect, that will keep you coming back for more. As we welcome our new students to campus this fall, let us also invite the wider Kalamazoo community to enjoy our special corner of Michigan.

To this end Landscape Services is dedicated to keeping WMU safe, clean, and beautiful all year long. As good stewards of our environment we are committed to making this campus a better place for future generations as well. By making WMU a landscape destination we can aid this storied institution in the important goal of recruitment and retention, and in the process support the economic and cultural health of all of Kalamazoo and southwest Michigan.
As the need for storm water accountability becomes more imperative, storm water Best Management Practices (BMPs) gain popularity due to their sustainable concepts and overall effectiveness. Western Michigan University has been implementing BMPs since 1998 to better manage storm water on campus. The University is making a substantial effort to slow and filter storm water before it leaves campus property and enters surrounding watersheds.

To provide education on these storm water BMPs, WMU Facilities Management Division, in collaboration with University Relations, recently designed and installed informational signs around campus to inform the campus community about WMU’s storm water management practices.
The newly installed signs display 3D modeling of University buildings and structures, depicting storm water treatment areas on campus. They also include a brief description explaining how each treatment system works. Because many of these treatment areas are underground and therefore go unnoticed, the University felt the addition of signage would be a great way to educate the community while also advertising WMU’s commitment to sustainability. There are six signs located throughout campus near the most prominent storm water management areas. Interpretive signs can be found near Goldsworth Valley Pond, Miller Auditorium, across Western Avenue from the Gilmore Theatre Complex (Parking Lot 23), the Engineering Building (Parkview Campus), and the BTR Park Pond.

If you’ve driven down Stadium Drive recently, you may have noticed the corner of Drake Road and Stadium Drive looks a little different. A $481,618 grant was awarded to the Forum of Greater Kalamazoo to improve the water quality of Arcadia Creek which feeds into the Kalamazoo River. The grant is funded by the Department of Environmental Quality Clean Michigan Initiative, a bond approved by Michigan voters to improve and protect Michigan’s water resources. WMU has provided a $98,000 in-kind match for storm water improvements on main campus at the newly constructed Western View Apartments area, which drains into Arcadia Creek.

Construction is underway and is expected to be completed by the second week of November. The scope of this project includes the restoration of disconnected floodplains, the creation of storm water detention ponds, stabilization of the eroded stream banks, and removal of invasive vegetation which will be replaced with native wetland vegetation.
First off, thank you for welcoming me to the Western Michigan University family! Over the first week that I was here on campus, while meeting people, I kept hearing the comment about bringing in an outsider. I would usually follow up the comment by asking how long that person had been here. It was rare to find someone with less than 10 years and some with 40 years of service! I found it heartening to hear. It was never said with dread or regret but excitement and optimism as to what the next 10 to 40 years may bring. And that, I believe, is what makes Western Michigan University a great place to be a part of; not only looking to the future, but also how to make an impact for the future.

As I am settling in to the Building Custodial and Support Services Director position, I am really looking forward to the opportunity to impact everyone in a meaningful way. I cannot think of another position on campus where I have the opportunity to touch every part of the campus operations on a daily basis. It is indeed an honor to have. So far, I have been involved with the prepping and power washing of Waldo Stadium, the prepping of classrooms for the start of school and my first two Western Michigan football games - GO BRONCOS! What a way to start the school year!

On another positive note, due to the diligence of the custodial leadership and assistance from many people, BCSS was award the “2011 Greatest Green Initiative” by the West Michigan Business Review. Being awarded such an honor, helps to reaffirm the decision made by Western of being an innovator and supporter of a new and green way of doing business, not only for today but for generations to come.

For the past 11 years, my wife and I have ‘bounced’ around the country, having chances to live and visit this great country of ours. Yet, in spite of seeing all that America has to offer, we were always drawn back to Michigan; what it is and what it has to offer. Perhaps growing up in northern Michigan and going to college at Cornerstone University, fed some of my bias. But I was hard pressed to find another state that offered all that Michigan does. From the full four seasons, to the abundant lakes and forests, to the quaint small towns and bustling bigger cities full of life and activity, I am looking forward to showing my son and daughter Michigan as they get older.

Here is just a little about me:

- Raised in McBain, MI attended McBain Rural Agricultural High School
- Graduated from Cornerstone University with a degree in business management/administration
- 11+ years in custodial and facility support roles
- Met my wife on Gull Lake- she was driving a ski boat at the time. I then proposed to her under the Eiffel Tower
- We have two children: Caleb 4 years, Zoe 1 year
- We have two dogs- Maggie and Cheyenne: both are Australian Shepherd mixes
- And yes, I am a Detroit sports fan!
Larry Scott, manager of transportation and labor relations for over 10 years, retired in January 2011. To more efficiently deal with the two distinct areas, it was decided to divide the divisions. Jeff Alexander took over the management of the transportation division. So the question then became, what to do with labor relations?

The job was redesigned to include both labor and business relations. The goal was to gain efficiencies with procedures and, of course, consistency in administering the AFSCME and MSEA collective bargaining agreements. The complexities of these contracts require a good deal of research, knowledge of past practices and ability to coach managers in the administration of the contracts. It is difficult to imagine the complexities of the many divisions and the challenges that managers are constantly facing. The position is also responsible for hearing step 2 grievances for all divisions in facilities management.

Doreen Brinson is not new to the University. She was selected for the position in March, but was unable to begin until May 2nd, as she had committed to complete an interim HR appointment in San Antonio, Texas. Doreen left WMU in 1997 to direct Human Resources for municipalities and consulting with public sector organizations. When Doreen left in 1997, her role was collective bargaining and contract negotiations. She was at the table when the first power plant contract was negotiated with MSEA, the union representing the power plant employees. Doreen also administered the AFSCME and the POA contracts and negotiated on behalf of the University at many negotiations. The majority of her 30 years in HR has been heavily involved in labor relations.

Doreen is back after 14 years, and she is thrilled to be in an organization that she understands and respects. “It’s really a bit of a time warp. At times I am talking with people whom I have known for over 25 years, and it feels like yesterday. But the University has made major, progressive changes in the years of my absence, and I am constantly humbled by the amount of information I don’t know! Folks have been very patient with me and I thank them for their generosity. They say you can’t go home again, as I have always considered WMU home. Well, I came home, and I must admit it has been an adjustment, but it’s great to be back.”

Carolyn Lynn, the transportation and labor/business relations office associate, supported Larry for over ten years. She continues to work in both areas, but travels between two offices. In the morning you can find her with Jeff and the mechanics, and in the afternoon Carolyn returns to lend her expert support to Doreen in Labor/Business Relations.
Yes, the Robert M. Beam Power Plant is fortunate to have the latest in high tech equipment, controls, turbines, boilers, pumps and the like, but the one thing we have that really separates us from other similar power plant operations is a highly trained, skilled and motivated staff.

It begins for all plant staff with securing at least a Class IV boiler operating license through the National Institute for the Uniform Licensing of Power Engineers (NIULPE) as a condition of employment. In addition, all power plant staff have to complete a set of “Operator Performance Measures”. These consist of over 60 site specific, equipment specific knowledge based requirements that the employee is required to not only understand, but to demonstrate competence in as well to a subject matter expert. These cover the entire spectrum of power plant operations ranging from boiler and turbine startup and shutdown, to water testing and high voltage switchgear operation.
As all staff are required to be cross-trained in both maintenance and operations, the next phase of training involves a set of over 50 “General Maintenance” performance measures ranging from identifying steam traps to driving a fork truck. These in turn are followed by over 70 “Advanced Maintenance” performance measures requiring a higher level of skill and knowledge. These range from boiler site glass repair, bearing isolator installation, and gas turbine oil filter change-out. Only after successfully demonstrating competence in nearly 200 performance measures is the employee eligible to begin formal training in the apprenticeship program.

The 9000 hour program is officially registered with the United States Department of Labor for a Power Plant Utility Specialist – either Power House Electrician or Power House Mechanic. Apprentices are either electrical or mechanical based, depending on plant needs. This program consists of 8000 hours of on-the-job (OTJ) training in conjunction with approximately 1200 hours of formal classroom training conducted at the Kellogg Regional Manufacturing & Technology Center (RMTC) located in Battle Creek. This is an “open enrollment” program where the student takes and completes classes at a pace that meets the requirements of the program. The apprentice is typically assigned a specific day of the week to attend classes at RMTC as part of his regular work schedule. The OJT portion of the work requires a certain number of hours be completed in various areas such as health and safety, electrical installation and maintenance, rigging, pipe and conduit installation, etc. Successful completion of this program is a condition of employment with interim pay adjustments awarded to the employee at the halfway and finish points of the program. Advanced training and corresponding pay adjustments are also available for the journeyperson Electrician or Mechanic.

This program is managed through the efforts of the Power Plant Joint Labor-Management committee which reviews all training and schedules, and also helps ensure overall success of the program. And, successful it has been. No longer limited to only problems involving nails because the only tool in their belt is a hammer, plant employees are able to tackle virtually any power plant issue due to their greatly increased skill set and motivation. Numerous examples abound of their work throughout the plant include variable frequency drive installations, blowdown tank installations, and major boiler and controls installation, resulting in documented savings of the hundreds of thousands of dollars to the university.

We are very proud to now have a total of seven graduates in the apprenticeship program: Mr. Jeff Landers, Mr. David Prentice, Mr. Tom Maida, Mr. Troy Leinaar, Mr. William Long II, Mr. Timothy Johnson and Mr. Arthur Priest.
To Maintenance Services:

“Please pass my regards to the floor crew! They did a great job in rooms 4054 and 4052 in Haenicke Hall! My graduate students are very pleased.”

David Huffman
Department of Chemistry

To Building Custodial & Support Services:

“Yesterday we experienced a problem with a light fixture in Room 80, the basement of Rood Hall. Your office went above and beyond to attempt to correct the situation, even though you were going through a shift change. When I arrived this morning, I had a voice message indicating the work had been completed. I have to say you have an amazing staff. Please let the entire staff know they are fantastic! We appreciate what you do every day. Your office crew could show any other department in the university how great customer service is done.”

Cathy Johnson
Department of Physics

To Landscape Services:

“I wanted to send a brief note to you to say campus is looking so great. The group in Landscaping is doing a great job keeping campus looking so beautiful. I can only imagine how difficult their job can be with multiple construction projects in progress, and extreme temperature fluctuations we’ve had this spring and summer. I think the new rock garden/installation near the south lawn of the Oaklands is a beautiful addition to the area. The area by the new Western View Apartments looks wonderful as well. Thanks to you and your team for all that you do.”

Michelle Hruksa
Provost’s Office

To All in Facilities Management:

“To all, John [Dunn] and I greatly enjoyed seeing the results of just some of your hard work over the past year. Whether it was the new construction at Sangren, the beautiful flowers and landscaping, the space for anthropology and the humanities, or just making the “tired” space in Kohrman look brand new, your pride and love of Western was definitely evident.”

Jan Van Der Kley
Vice President for Business & Finance
**To BC&SS:**

“First, thank you for the work that you did to prepare Waldo Library for Mrs. Dunn’s visit last Thursday. The staff worked diligently to prepare the Library, and it really showed us to marvelous advantage. I wanted to pass along Mrs. Dunn’s compliments. She said the Library was so clean, and that she appreciated all the work that went into keeping it looking so clean, especially during finals week. Great job!”

Regina Buckner  
Director of Operational Services

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**To Landscape Services:**

Campus has never looked as beautiful as it does this summer. There are so many new perennials planted and great color with all of the annuals. If I am having a bad day, I just take a little walk outside at lunch and come back with a huge smile on my face. I love checking out all of the flowers on campus, or even an area that is freshly weeded with new mulch. All of the sprucing up around Kohrman Hall has really given us a welcoming appearance. The whole campus has great curb appeal. Please let you staff know that they are doing a great job!”

Sharon M. Van Dyken  
Director of Academic Advising - COA

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**To All in Landscape Services:**

“At the 2011 Inaugural Excellence in Diversity Awards banquet, the Office of Disability Services for Students recognized Landscape Services for our dedication for maintaining the miles of walks and roadways this past winter for students with mobility disabilities and our commitment to diversity at WMU. I was extremely proud to accept the Certificate of Commitment on the behalf of Landscape Services. Many thanks and a job well done. Customer Service at it’s finest!”

Tim Holysz  
Director of Landscape Services

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**To BC&SS:**

“Thank you so very much for bringing my glasses to the Police Station. I left my glasses in 2212 Dunbar Hall on Wednesday night. I was about to give up any hope to recover my glasses. I assume one of your staff members kindly secured my glasses and gave them to you. I am extremely grateful for having my glasses back. Please convey my greatest appreciation to the person who found the glasses. Thanks again.”

Takashi Yoshida  
Department of History
A Beautiful Summer at WESTERN MICHIGAN UNIVERSITY