

FACILITIES FOCUS

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University Facilities Unveils New Website

User friendly; streamlined navigation

We've had a complete makeover in University Facilities. A new website with a new format designed to provide ease of navigation, quick access to forms and services, and a new section which speaks to both parents and students about the many services we provide in the Rutgers housing system.

Given the size and scope of the department, the new website provides a resource for Facilities' employees to acquaint themselves with all of the services we provide to the university.

"We were overdue for a more navigable site," said Ghislaine Darden, Director, Strategic Services & Administration. "By changing the format and better organizing the material, I think our clients throughout the university will have a much easier time finding the services they need."

Designed by JK Design in Hillsborough, NJ, the new website is part of an overall communications strategy to streamline and enhance services within and among the Rutgers University campuses. "With the merger last year, it became obvious that our former website could not accommodate all of the new information. We needed a better tool to aid us in providing an ever more intensive level of service," Darden said.

Visit the site at facilities.rutgers.edu.



A Message from the Vice President

A NEW WEBSITE; HOUSING SETTLES IN

I hope you have had a chance to look around the new website, you will also read about it in this issue. It reflects nicely on the professionalism of our department.

The new site provides everyone within our department an excellent overview of all of the services we offer, but as a client facing site, we hope it clearly conveys who we are, the services we provide, and that our clients can have confidence in our ability to get the job done.

One link, in particular, now resides on our website: Students and Parents. At the time of the merger, it was determined that the maintenance of the Housing assets and its finances should be handled within Facilities. Residence Life would continue to manage the "lifestyle needs" of the students, i.e., building selection, room and roommate assignments, etc.

Housing is hardly a new area for Facilities. Up until 2000, we were charged with managing these buildings. We, therefore, are working from a position of strength and in-depth knowledge of these properties and confidence in the abilities of the staff charged with their upkeep. Henry Velez is capably handling the finances, and I am happy to report that Housing has nicely integrated into Facilities.

Finally, in this issue you will read about Gloria Tillery, who has quietly racked up boiler licenses. Gloria started as a secretary at the co-generation plant on RBHS Newark campus in 1995. She is set to get her Gold Seal in December. It is an inspirational story which demonstrates that there are opportunities open to all of us despite obstacles in front of us. We encourage self-improvement! Good luck Gloria.

Tony Calcado

School of Nursing Completes Overhaul of Class room Space

Domiciled in the Stanley S. Bergen Building (SSB), the RBHS School of Nursing is busy creating a new program as a result of the Rutgers UMDNJ merger. It



now has state-of-the-art classroom space and labs to aid these efforts.

Historically, the school, when it was under the UMDNJ moniker, offered accelerated and graduate programs, but it was limited in enrollment because of space issues, often common on urban campuses.

The SSB building was a hospital years ago and has long narrow halls running north to south. It can present a challenge when renovating space. Many rooms are small and the only expansion possibilities are interior by combining smaller rooms to create larger spaces.



A simulation room as it neared completion in the School of Nursing.

The School of Nursing originally had some space on the 10th and 11th floors of the SSB, consisting of four classrooms and administrative space. "Basically they utilized classrooms from other schools," said University Facilities Director, Project Services, Nicholas L Fabbroni. "In 2008 we did an 8th floor

At left, one of the new classrooms for the School of Nursing, and at right the new student lounge.



renovation to bring one of their clinics, the François-Xavier Bagnoud Center, into the SSB from its previous location in the Administrative Complex, but they still needed considerable classroom space."

After the 8th floor was completed, renovations began on the ground floor of the SSB to accommodate more classrooms and administrative offices.

The 6th floor was identified as potential space for the nursing school, but first a major abatement was needed and the entire area gutted, which took a little more than a year. Once that was completed, the nursing school gained four more class-

rooms and IT tech space on the 6th floor. "In total, we increased their space by 34,000 square feet," said Project Manager, Matthew Peterson.

In its entirety, the new configuration results in the School of Nursing space on a portion of the GA level, all of the 6, 8, and 10th floors and a portion of 11.

Everything ties together nicely with the same color schemes, floor tiles and carpet designs. In addition to the school's administrative offices on the ground level (GA) of the SSB, two new computer labs are also located on this level. Because the classrooms on the GA are street level, extra precautions were taken to ensure security, but not to diminish the feel of the rooms which need to reflect a modern, comfortable classroom environment.

Privacy shades were used on the windows so that passers-by cannot see in. In addition, there is a glass break detector and security window protection film which will hold broken glass together should a window be shattered. "We did not want to put bars on windows," said Pamela Edwards, Program Support Specialist.

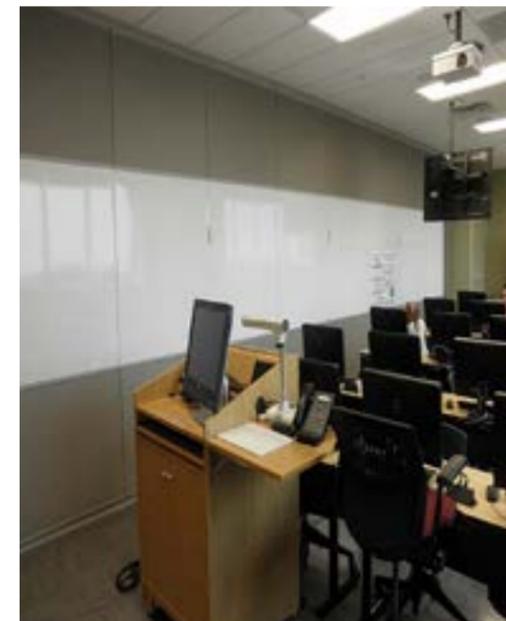
The newly renovated 6th floor has a new conference room and smart board. The computer labs on each floor were designed so that classrooms can be separated into smaller spaces or combined

into one large space. "The sound proof separating wall has a white board on each side, so that when the wall is closed and two different lessons ensue, there is no ambient noise from either lab. Having the white board on each side of the separating wall, also allows for maximum use of classroom space," said Edwards. "We also wanted storage cubicles in each lab because many students spend all day in the labs, and the cubicles provide a nearby space to store personal items."

On the 10th floor, the students not only have a comfortable lounge area, complete with WiFi, but the highlight on this floor are the brand new simulation labs. "It is very exciting," said Debora L. Tracey, Clinical Lab & Simulation Coordinator, Rutgers School of Nursing. "We went from one room of just over 300 square feet of space to four simulation rooms, plus a demonstration room, giving us almost 1,600 square feet." Tracey explained that this not only increases resources for the nursing students but for inter-professional education with all the other schools.



Bottom, a view of one of the new classrooms. The sound proof dividing wall also includes a white board on each side. Above, the GA level classrooms feature privacy shades and security window protection film.



The labs feature one way viewing glass so that instructors can monitor student activity. Sessions can be recorded and students and instructors can log on anytime from any device to review recorded sessions. "This makes it easy to discuss with students any improvements. It also allows us to see if the instruction can be improved," Tracey explained. The larger rooms also provide more flexibility for instructive scenarios. "You might have a situation where a doctor, nurse, and other professional like a physical therapist would be in the patient's room together. Perhaps family members might be in the room, as well. We can set up these real life scenarios and have the space to do so in the new labs."

The School of Nursing (legacy UMDNJ) and the College of Nursing (legacy Rutgers) officially combined on July 1, 2014, making Rutgers School of Nursing one of the largest nurse education programs in the country.



A new Nursing School lobby on the ground floor of the SSB.



STAFF SPOTLIGHT

GOING FOR GOLD

RBHS co-gen employee puts a new face onto the world of boiler operators

In mid-1990, Gloria Tillery was walking along Norfolk Street in Newark, returning from lunch to her job at the Essex County Courthouse, when a man--whom she later came to know as the supervisor of the RBHS Newark campus co-generation plant--standing outside the plant,



Always smiling and always willing to do more, Gloria Tillery is going for the gold.

called to her saying, "Hey, can you type?"

Perhaps a little unorthodox, but you might say, unorthodox describes Tillery's career, so far.

"I was thinking 'What, are you kidding?' My sister-in-law worked at the UMD hospital and I was working at Essex County courthouse in the family division. My sister-in-law kept telling me to apply at UMD. I was not happy in family court." Whether it was matrimony cases or juvenile issues, Tillery was bothered by what she saw each day. "You have kids screaming, couples fighting. The judges were nice to me, but the work environment was crazy."

Prior to family court, Tillery spent 14 years in the fashion industry in a retail buying office. She was an assistant buyer in charge of plus size dresses. "I traveled and helped design clothing for full-figured women. I got the first advertisement for full-figured women into a major magazine, *Vogue*." A fashion industry career would bring glamour and lots of travel, but with a young daughter at home, Tillery was reluctant to travel, and

when the retailer moved out of state, she stayed behind and got a job in family court as a Court Recorder/Transcriber.

After the unusual first encounter with the Power Plant supervisor, Tillery did apply for the job of secretary and had to take a typing test. "The woman in Human

Resources who administered the test told me the faster I typed, the higher my salary range would be. The first time I took the test I typed about 60 words a minute. I went home and cut all my nails. The second time I took the test, I typed 80 words a minute."

Having passed the test, she was officially hired as a secretary in the power plant in 1995. Unafraid to take on extra work, she rose from secretary to management assistant. All the while, she was getting to know the language of the boiler operators and life in a cogeneration plant.

In 2007, the supervisory staff changed and the new director suggested she go to boiler school. "He told me I kept excellent records and files. I knew what a butterfly valve was and a gate valve, and all of the terms the guys in the plant used," she said.

Tillery started doing some research and began to learn the acronyms ascribed to certain terms such as for chill water and high temperature water. "I began taking classes. I was the only woman. The first night of school my sister drove me to the school address in Kenilworth, and the instructor told me I was in the wrong place." Tillery's long manicured nails, fingers and wrists bejeweled with rings and bracelets, her bright pink lipstick, and fashionable way of dressing may well have looked out of place in boiler operator school. "I went back out to the car crying and told my sister that the man said I was in the wrong place. My sister checked the address and said that we were in the right place and that I should get back in there and sit up front." Tillery returned, sat in a front row seat, and her full indoctrination into boilers began.

"One time I left a note for the instructor; it was on pink paper. At the next class the instructor mentioned someone had left him a note with a question. I said to him, "Someone? Who do you think left a note on pink paper? Anyone other than me?"

Tillery was a little concerned of what her co-workers would think, and the possible competition it presented. "I did not tell the guys (in the plant) what I was doing because I did not want them to treat me differently," she said of her co-workers, all men, who have been very kind to her through the years. Her office is full of mementos they

bring back from vacation and gifts they give her to show their appreciation for her work.

Tillery spent hours reading a book her manager gave her entitled *Steam Plant Operations*. "In my free time, I researched different types of boilers, such as fire tube boilers and water tube boilers, and their operational components. I googled the operational components on various types of devices, boiler/burner combinations, producing piping with pumps and valves, distributing radiators and convectors which play a big factor in boiler equipment. In 2008 I volunteered two to three days a week to learn the operation of the Ambulatory Care Center (ACC) boiler room." (The ACC on the RBHS campus is now a part of University Hospital.) By this time, Tillery had completed her Black Seal Course at Essex County College, and she received her High Pressure Black Seal License from the Boiler Training School in Kenilworth.

Tillery received her Red Seal License in 2012, and by then had racked up her Black Seal, Blue Seal and Red Seal Licenses. Through this, her daughter Nita, was in a rehabilitation center, with a chronic and ultimately fatal lung disease. "She could not breathe on her own. I would sit by her bed and study with my flash cards," she recalled. Nita, who was in the center a total of 8 years, encouraged her mother to continue her studies. "Wherever I could study about boilers, I studied. There were

flash cards all over my daughter's room. The nurses would come in and look around and see my flash cards all over the place. I would sit in the lobby of the Kenilworth Inn waiting for my ride home from school, studying the whole time."

Once she received her Red Seal she asked if she could be considered to maintain the boilers on Saturdays as a fill-in operator. "I wanted hands-on experience with high pressure boilers in the Regional Bio-Containment Lab (RBL), where the equipment is high pressure water tubes as opposed to low pressure boiler."

For 15 years, Tillery had been working Saturdays at the Family Dollar store across from the campus. The long days on her feet, however, were getting to her,

and with the boiler education she could start applying her skills on Saturdays. "I applied to operate the boiler equipment on Saturdays to gain more experience while I studied," she said.

Completed licenses line the pink walls of Tillery's office.



Not the hands of your average boiler operator, Tillery's jeweled fingers and wrists and manicured nails have ushered in a new look for boiler operators!

In 2012, Tillery received a Blue Seal Refrigeration License. In 2014, at her manager's insis-

tence, she completed her Gold Seal Course, and will take the test at the end of the year. In the meantime, Tillery is always eager to fill in when needed. In addition, she keeps track of everyone's overtime, stops in—even at night—when there is a problem at the co-gen, answers the phone which rings non-stop, and does just about anything that is asked of her."

"Gloria is an extraordinary employee," said Joseph Witowski, Executive Director, Utilities Operations.

"She is always willing to do more, and to pitch in when needed. She is invaluable to the co-gen plant. I know she will do well on her Gold Seal test; she has worked extremely hard."

As she goes for the gold, Tillery is extremely grateful to the key operators in the plant and the management team who encouraged her and gave her the opportunity to achieve her goals. "They encouraged me to go all the way in my studies and remain optimistic. I know now that anything worthwhile cannot happen right away. It takes time, dedication, and effort."

Tillery's daughter died last October. "When you lose someone that close, to you God gives you a different view of what life is about," she said. "I stay strong and ask the Lord for guidance and to be a better person today than I was yesterday."

Tillery said her daughter played a big role in her achievements. "Her last words to me were, 'Mom, follow your heart and just say yes I can.'"



Tillery's co-workers, often show their appreciation for her with gifts from trips or for holidays.

Princeton Review profiles Mortensen Hall



The striking celestial-like ceiling in the Choral Room of Mortensen Hall resulted in an award for its design.

The September issue of *Princeton Review* profiled Robert E. Mortensen Hall, which opened one year ago. The 24,000 sq. ft. facility accommodates the Mason Gross School of the Arts, named for former Rutgers University president, Mason Welch Gross, and dedicated in 1979. Gross, who died in 1977, had envisioned establishing a center for the fine and performing arts. The school provides a place where artists can study, teach, create and perform together.

The Princeton Review article steps praise on the building's design--"graceful glass and brick" and its functionality--"providing much needed rehearsal space, studios and offices, as well as two public gathering places."

Senior Facilities Project Manager, Joan Sitler explained some of the project challenges. "The design phase took a while. The building is an extension to the existing buildings and we had very little property to work with. We had to wedge it into this small patch of grass and reconfigure the roadway to make it fit." Sitler explained that during the design phase, they reconfigured the shape of the building several times to get as much square footage from

the space they had to work with and to accommodate the desire of Mason Gross' dean, George B. Stauffer, to have an all glass front facing the Raritan River. The result was an almost 24,000 square foot addition to the existing building, complete with dance studios, a choral room, rehearsal spaces and two public gathering spaces, including the popular eatery, Cafe 52.

The exterior of the addition is brick and glass. "The glass provides a lot of natural light throughout," said Sitler. "In fact, the upper level dance studios have fantastic views."

One of the bigger challenges was to match the exterior brick on the new building to the brick on the existing buildings. "The original building was built in the 1970s. The brick had to match as closely as possible, and we also had to follow the roof lines of the surrounding buildings so that everything would have a cohesive look."

The three story addition also features a recording studio which required special flooring and walls for sound proofing. An acoustician was, therefore, part of the mix of experts guiding that portion of the construction process. In addition, building dance studios requires a floor that has plenty of give. "It

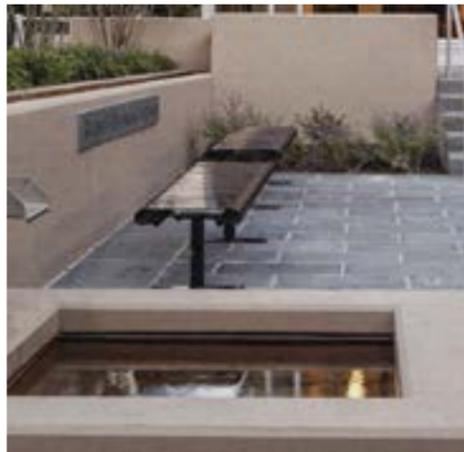
is a sprung floor system which is achieved by using many layers of wood," Sitler explained.

"The all-around creativity of the project from negotiating the best use of the parcel of land to seeing the stunning Choral Room ceiling unfold, made it not only challenging, but enjoyable, as well," said John Shulack, Associate Vice President, Project Administration.

Mortensen Hall is named for Rutgers Alumnus, Robert Mortensen (class of '63). Below is a picture of a terrace—the Regina Heldrich Courtyard—which features a fountain donated by members of the class of '63.

Mortensen Hall is Phase 1 of an expansion proposal in and around the Nicholas Music Center. According to Sitler, the school hopes to add an opera house. "They are exploring funding options, and we will look forward to working with them again when the time comes."

The entire Princeton review article can be found by linking to the publication at <http://www.princetonmagazine.com/bach-bricks-and-bubble-tea-an-arts-complex-grows-at-rutgers>.



The Regina Heldrich Courtyard.

YES, IT REALLY IS TIME TO PREPARE FOR WINTER



GROUNDS OPERATIONS

Don't shoot the messenger, but it really is time for the winter checklist, and based on last winter, University Facilities & Capital Planning is preparing for the worst case scenario.

"We have over 13,000 bags of ice melt," said James Kocha, Warehouse Manager. "Last year we went through about 13,000 bags of ice melt and the year before that it was not quite 2,000 bags, so you can see the difference. We want to be ready for the worse case."

While Facilities never ran out of ice melt or road salt last year, procuring it as the wintry season pounded us with one storm after the next, was becoming increasingly difficult. Other campuses and Housing were calling the central campus for supplies. "We want to procure early enough because supplies are likely to be tight again," said Facilities Business Manager, Gabriel Jiminez.

In addition, other supplies such as shovels and ice cleats are checked and reordered if necessary, but the melting products are key. Outlying campuses and Housing continue to order their own supplies because purchasing has not yet been completely streamlined since the merger. All campuses, however, have supplies, and Kocha feels there is enough on the over 200 pallets in the warehouse to help out other campuses and housing should the need arise. "Last year we delivered some bags to Camden, and Newark picked up some additional supplies from us. We took that into account when ordering for this winter." RBHS Newark uses an outside vendor to clean snow and therefore does not store large supplies of ice melt, but they keep enough for follow-up maintenance after the storm clean-up.

Dianne Gravatt has issued purchase orders for road salt. "We can only store minimal amounts on site in our storage areas due to storm water regulations. We will procure road salt as needed throughout the winter months."

So batten-down, for what is a winter wonderland for some and is a nightmare of frozen tundra for others, but winter is coming no matter what, Facilities is on top of it, and in case we get a nice mild winter, there is no shelf life on ice melt, and covered and stored properly we will be ready for the next bad winter whenever it comes!

New US Citizen

Congratulations to our newest citizen, Rosa Nieto who has been working at Rutgers nearly three years, taking English language classes with Project RISE instructor, Barbara Meyer, and studying very hard for her citizenship exam. Nieto passed the exam July 14. "I am happy. I even helped my co-workers to study for their test," she said confident of her knowledge of the exam material. Nieto is originally from Mexico and the only one among her husband and three children who was not a



citizen. "My son told my I had to show him the certificate to prove it," she laughed. Nieto and her husband both work at Rutgers, and this summer visited the Statue of Liberty.

COMINGS AND GOINGS

Congratulations and a healthy, happy retirement to Michael Bogart who retired after 31 years. Bogart, a cogeneration plant operator on RBHS Newark campus, retired September 5. On his way out, he said, "I can't believe I did it!"

WATTS UP?

The month of October not only ushers in autumn, but it also ushers in Campus versus Campus Electric Energy Reduction Competition. The energy reduction contest runs the entire month and includes students, faculty and staff on the Busch, College Avenue, Cook, Douglass, and Livingston campuses.

University Facilities & Capital Planning began the competition in 2009 as a way to promote energy conservation. The New Brunswick campuses compete against each other to achieve the most energy reduction. The campus that shows the most reduction from the previous year wins the coveted roving "energy miser" trophy. The trophy is presented to the winning campus during a Rutgers football game.

"We hope next year to engage all of the campuses," said Michael Kornitas, Director of Sustainability & Energy for University Facilities & Capital Planning. Kornitas added that information about the competition can be found around the competing campuses. Ads will also appear in the Targum and the ribbon board at the stadium.

Here are some tips to reducing electrical energy consumption, even if you are not among the competing campuses:

- Plug all computers, monitors, and printers into power strips. When they are not in use, shut off equipment, and then shut off power strip.
- Once an electronic device is fully charged, disconnect it from the charger.
- When possible, use task lighting rather than overhead lights.
- Use the stairs instead of the elevator or escalator.
- Turn the lights off in a room when the room is not in use.
- Keep thermostats at a steady setting.
- Many devices such as microwaves and coffee makers display a light or the time even when the device is not in use. This is a parasitic load, and simply unplugging the device can conserve electricity.

Watch for competition updates on our website during the month of October. www.facilities.rutgers.edu.

Got News?

Don't keep it to yourself. *Facilities Focus* is designed to bring our departmental news to everyone! Let us know what's happening in your area by contacting:

cranec@facilities.rutgers.edu
848-445-2401

Elizabeth C. Crann
Editor

Check out our new website:
www.facilities.rutgers.edu



It's Back to School time! Many courses available for Facilities employees

University Facilities' Human Resources department has a number of courses available to help you improve and excel in your job. Everything from basic computer skills, to advanced computing to email etiquette, to becoming a better manager, are just a few of the topics covered in these training courses. In addition, Deborah Lewitter, Facilities Training Coordinator, is always open to hear your ideas about courses you would like to see. "Training courses are available as part of your normal work day. Your supervisor must approve attendance at the classes to insure adequate work coverage," Lewitter said. She added that she is also a resource for individuals who want to take university courses. "We can help people through the process of applying for courses within the Rutgers system. We encourage self improvement and we are here to help employees achieve their goals," Lewitter said.

For information about the current course schedule please contact Lewitter at dlewitter@facilities.rutgers.edu or call 848-445-2845.

Additional computer courses and University staff development workshops are also available.

This Fall, register for one or more of the following Facilities:

October 23: Problem Solving I
November 18: Problem solving II
December 9: Managing Stress

Watch your inbox for an e-mail with registration information, times, locations, and more!