COLOR OUR WORLD

Rebecca Garner Puts Together a Palette of Colors for Rutgers Interiors

A new building or major renovation is complete, and the space is ready for occupancy. The carpet and furniture is in place and everything matches; the colors flow from room to room and are seemingly the perfect choice for the interior space. Who is responsible for these finishing touches?

Enter Rebecca Garner, Rutgers Senior Interior Design Specialist. Garner works in IPO’s Planning, Development, and Design group and interiors are her specialty. A graduate of Mason Gross, Garner also attended the Fashion Institute of Technology (FIT) in New York City.

“I spent 20 years specifying furniture for my clients. Those clients included Rutgers, University of Medicine and Dentistry, and Princeton,” Garner said.

About seven years ago, the Interior Design position opened at Rutgers. Garner applied and was eventually hired.

Trends are important to what she does, and Garner follows them closely. “There are trends in colors and furniture, and the types of office space. People like airy open spaces these days,” Garner explained. “They like seeing windows.” The Institute for Food, Nutrition, and Health, for which Garner selected the office interiors, is an example of this.

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Inside IPO is a newsletter for the employees of the Division of Institutional Planning and Operations. If your department has news you would like to share for inclusion in the newsletter, please contact the editor:

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Good things happen because of our people. There is no question we have a very talented staff, and time-and-again they prove themselves because they take pride in their jobs. Gearing up for a Joint Commission visit is a big undertaking. The Joint Commission is responsible for accrediting over 21,000 health care organizations and programs in the United States. To garner high marks from the Commission’s inspection team, requires the work of a number of people from our IPO departments. In this case, our Facilities staff, who maintain the Clinical Academic Building and Child Health Institute, were responsible for making sure the level of cleanliness was beyond any competing organization and that all equipment documentation was on hand for the inspection.

Our staff is truly professional, and despite the pressure that comes with such a visit, it is their professionalism that wins the day and gets results. Please make sure you take time to read about the efforts of your co-workers in preparing for the commission visit, all while keeping up with their regular day-to-day duties. Thanks to all for your outstanding work.

More good things because of our people: Two of our police officers were recently honored for their heroic actions during a 2016 knife attack on the Livingston Campus. They quickly disarmed the assailant and tended to the wounded. It takes a lot of resolve and quick thinking to manage a dangerous situation. In addition, the New Jersey Office of the Attorney General has recognized our police department for outstanding community policing. Our community policing units continue to grow and they make a difference in the lives of those in and around Rutgers campuses. Good things really do happen because of our people. From maintaining safety to clothing and toy drives, our Public Safety unit exemplifies this.

Finally, I will take this opportunity to acknowledge the 25 years of service from Dianne Gravatt, Assistant Vice President of Operations and Services, who is retiring on October 1. Dianne is profiled in this issue and I think her quote, “I’ve never had a dull moment”, says it all. If you love what you are doing and take pride in what you are doing, you will never be bored in this division. Thanks to Dianne for all of the time and effort she put in during her time at Rutgers. I know she leaves a dedicated and caring staff who will continue to do their jobs with pride and continue to make good things happen at Rutgers University.

Sincerely,

Antonio Calcado

View the newsletter on our website: https://ipo.rutgers.edu

Stay Connected with IPO:
In an email to Tony Calcado, Robert J. Prodoehl, Executive Director of Operations and Administration at Robert Wood Johnson Medical School, expressed the following sentiments about the work that went into preparing for the Joint Commission visit. The Joint Commission is a non-profit, United States based organization that accredits more than 21,000 health care organizations and programs. A majority of US state governments recognize Joint Commission accreditation as a condition of licensure for the receipt of Medicaid and Medicare reimbursements.

Tony,

As you may know, Robert Wood Johnson Medical School has been preparing for an Ambulatory Care Center accreditation visit by the Joint Commission for the last year. Such accreditation is no easy task, and requires a team effort between the medical school and the various supporting departments from Rutgers University. Of particular note, your facilities team worked countless hours to ensure that we were ready and that our patients were entering a safe and clean environment for their healthcare.

So… the Joint Commission inspection/survey took place this week, July 10-12, and I am happy to report that there were zero findings related to our facilities. I cannot thank you enough for the support that was provided by the University Facilities team members that maintain the Clinical Academic Building and the Child Health Institute. In particular, Chris Pepsin, Johnny Mendez, Frank Cullen and Tim Moore worked tirelessly to make sure that the buildings were in the best shape and that all required documentation (e.g., generator testing, etc.) was available. Your Environmental Services team, led by Stacy Hinson, went above and beyond to ensure a level of cleanliness that would rival any hospital.

Furthermore, the following Rutgers personnel have been serving as invaluable representatives of the RWJMS Environment of Care (EOC) Committee…a requirement of the Joint Commission:

Stacy Hinson – EVS
Steve Keleman – Emergency Management
Johnny Mendez – Facilities Supervisor
Chris Pepsin – Facilities Campus Manager
Tracy Pfromm – REHS/Biosafety and Occupational Health
Chief Bill Scott – RUES/Emergency Services

Every one of these committee members played a vital role in our efforts to prepare for this Joint Commission visit and all of them interacted directly with the inspection team during the EOC session. Afterwards, the surveyors commented on the professionalism of each and every representative and marveled at how well we operated as a team!

While the results of the joint commission survey will not be known for 7-10 days, based on the exit briefing today I am confident that we will be pleased with the final report.

On behalf of Sherine Gabriel, MD, Dean of Robert Wood Johnson Medical School, and the entire leadership team at the school, I want to thank you for your support of this major endeavor. Please extend our sincere thanks to all those who played a part in our success, especially those listed above.

Sincerely,
Rob

Chris Pepsin, Facilities Operations, RBHS Central iscataway / New Brunswick, added these sentiments:

I am very proud of my staff to see them receive this recognition. As Rob states in his email, preparation for this site visit was a huge undertaking on the part of everyone, including my Facilities team. As my email tag line states, “We will find a way or we’ll make one!” This statement reflects the character of my staff; they found a way to get this rigorous feat accomplished and did not slow down for one second, all this while providing our regular countless daily services.

A Joint Commission Accreditation inspection is not something we would like to go through, let alone for the first time in multiple facilities that were not vetted for JC standards. Joint Commission standards encompass hundreds of pages of regulations from the simplest thing, to some which are highly complex. My staff had to ensure we had all the proper records for compliance for a multitude of systems as well. Fortunately all of these records were easily assembled and up to date.

Joint Commission has many requirements for testing and documentation, some of which are not “normally” required by other inspecting agencies. Examples of these requirements were: ensuring all fire rated partitions were free of damage and making sure all holes were fire stopped correctly. My staff had to identify all fire walls and check every inch, above and below ceiling lines, and correct any deficiencies while documenting all findings and corrective actions. Included in the fire component of the JC requirements is documenting inspections of all doors, confirming they were all properly rated and appropriately tagged. I am sure you are aware there are hundreds of doors in each facility, again, not a simple, quick task.

Another complicated task was to identify all fire dampers, both mechanically and manually operated. Each damper had to be tested for proper

(Continued on next page.)
operation which required activation of fire alarms and other mechanical devices. Some of the identified dampers were contained inside duct work, so access doors had to be cut first to provide access to perform testing. Unfortunately most of these were in hard to reach areas so my staff literally became contortionists just to get the job done.

These are just some of the specialized items we had to accomplish along with ensuring all lights were operable, walls were painted, HVAC systems performed correctly, I can go on and on. I do not want to forget my EVS staff as they had to ensure the facilities were the cleanest they have ever been. This took endless hours of work to detail clean, shine floors and fixtures. JC takes infection control very seriously so that is one area they pay special attention to. Again, many thanks to my staff for an excellent job. Special thanks to Stacy Hinson. Stacy recently was selected to fill in as our Executive Housekeeper due to the retirement of the previous person. Stacy was tasked with a very important component of the JC inspection which she accepted without reservation, kudos to her!

Lastly I wanted to thank Rob Prodoehl of RWJMS, he is and has always been a pleasure to work for. Rob is someone who truly understands what Facilities actually does on a daily basis and what it takes to do it. Enormous thanks to John Mendez and Frank Cullen who are two of my site Supervisors. These guys and their staff truly make me look good. Their dedication to their positions and the fact that they understand the importance of their roles makes my job much easier! This significant event was extremely important to both RWJMS and Rutgers as a whole; not many Universities can boast that they have JC accredited clinical operations.

Chris

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**Kudos to Chris Hack, Farhana Vassall, and Sal Centino, and the entire team who handled this move:**

As with any major change, people worry that things will go wrong. I sent out daily emails to my staff warning with “don’t panic” (see the sign my team hung on my door.) In reality, there was no need to panic at all. With the leadership and guidance of Sal and his associates Jimmie and Mike, the move went like clockwork. Sal and his team showed up on time, loaded the truck, and then un-loaded the truck in record time. The Paramount staff were polite and placed all the items in KB exactly where they belonged. The same process happened on Friday. It is now about 3:45 and we are completely unpacked and getting back to full scale operation.

Another two key components were “Randy” and Keith Black, whose team disconnected and reconnect- ed our PCs timely. They both came in early and stayed late to make sure AP was up and running. Both will be working as long as it takes tonight so we will be able to come in tomorrow to catch up.

Please forward this email to all their supervisors. They deserve to be recognized for an outstanding job.

Much appreciated....

Gary Kucsan

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**Kudos also go out to Dave Haines and his Material and Logistical Services team--Jim O’Brien, Mike McDede, Pete Shergalis, Bill Ott, Mark Mills, Jimmy Palermo, Mike Valentino, and Carl Linke-- for their work on graduation:**

Just wanted to thank you and your staff for everything that was done for us this past Sunday; everyone was professional, friendly, and helpful. Please send them my appreciation. Thanks, until next graduation.

Kendra Cameron

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**Patrick Harrity, Director, Grounds and Fleet Operations received the following email:**

Patrick:

I just want to send a note over thanking one of your employees, Ron Ar- cure, for going above and beyond with our recent Honda Odyssey repairs. We are the university’s professional video unit, so it becomes a major en- deavor to take our vehicle out of commission and get the needed repairs and maintenance. Ron took care of all of our issues, from replacing the cracked windshield and new wipers, to changing the oil and checking the tires.

Patrick Harrity, Director, Grounds and Fleet Operations

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**Chris**
RUPD Receives 2017 Attorney General Award for Outstanding Community Policing

University Public Safety was among 30 police departments recognized by the State of New Jersey Office of the Attorney General for its innovative community outreach program.

On Monday, May 22nd, the department was recognized with the Attorney General Award for Outstanding Community Policing for its Rutgers Good Neighbor Program.

University Public Safety has had an outreach program in place since 2012 in New Brunswick, and since 2016 in Newark and Camden to facilitate positive connections among off-campus students, the university and their shared neighborhoods.

Each year, since September 2012, University Public Safety has partnered with the local municipal police department, the Rutgers Department of Community Affairs, and community members including students, faculty, and staff to raise awareness of local ordinances and “good neighbor” practices among off-campus students.

Using a door-to-door campaign, as well as a printed guide, the goal of this initiative is to create a cohesive off-campus student community by facilitating connections among students, the University, and the neighborhood, as well as provide educational programs and develop new resources for students living off-campus.

Educational programs and service activities focus on community relations, safe and healthy living strategies, independent living skills, and positive citizenship behavior.

“The strength of this program lies with the collaborative efforts of many constituencies across the university and its surrounding communities,” said Rutgers University Police Chief, Kenneth Cop. “Negative perceptions of student behavior, and the perception of a lack of response from the university regarding student issues, can strain the positive working relationship between the university and the city, and inhibit potential partnerships. The Good Neighbor Program has successfully addressed urgent matters facing the off-campus population at Rutgers and further strengthened the partnership between the university police department and the local police.”

While the Good Neighbor Program has been widely received throughout the City of New Brunswick since 2012, it was most recently expanded to the off-campus communities in Newark and Camden in 2016. All combined, Rutgers University Public Safety visited nearly 1,350 homes in 2016 to promote the Good Neighbor Program.

Congratulations to University Public Safety and everyone involved in this important community initiative!

Newark Community Policing Unit Holds Summer Clothing Drive

While most of us think of clothing drives in the winter months, many people are in need of clothing all year around. Our Newark Community Policing Unit recently held a very successful clothing drive to benefit the Several Sources Shelter For Women and the Goodwill Rescue Mission of Newark For Men And Women.

“The response was overwhelming,” said Adrea Tejada, University Public Safety Administrative Assistant, who coordinated the drive. “We dropped off donations at a few places. It was a great success.”

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Two Rutgers police officers received awards for their work in thwarting a knife attack that occurred on the Livingston Campus on November 4, 2016. Sergeant O’Dell Russell and Officer Brian Ruditsky were formally recognized for their actions on May 24 at the 2017 Middlesex County 200 Club Awards Banquet in Edison, NJ.

Officer Ruditsky received a Valor Award and Sergeant Russell received a Meritorious Service Award for their courageous response to the violent incident at the Rutgers Business School in which the assailant, unprovoked, used a knife to attack two affiliated individuals.

Sergeant Russell and Officer Ruditsky worked collaboratively using sound, effective policing strategies to disarm and apprehend the suspect. The officers quickly deescalated the situation and provided immediate medical care to the injured.

“We are extremely proud of the efforts of these two officers. Their decisive action and quick thinking were instrumental in ensuring the matter did not continue to escalate,” said Police Chief Kenneth Cop.

Congratulations to both Sergeant Russell and Officer Ruditsky on a job well done.

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Rutgers Hosts Clery Big 10

University Public Safety hosted the annual Big 10 Clery Conference, a four day conference held in June which focuses on campus safety initiatives and improvements.

The Clery Act requires college campuses to fully disclose campus crime statistics in order to create transparency as to the type of crimes committed in and around campuses. The conference focuses on campus safety and gives participants a chance to share information and develop new strategies for crime prevention.

#RUPDcares!

Our Newark Community Policing Unit was at it again, recently distributing 98 bicycle helmets to Newark 4th graders. You can read about it at http://www.nps.k12.nj.us/news/family-foundation-distributes-98-bicycle-helmets-4th-grade-students-benjamin-franklin-school/.
University Public Safety Welcomes Four New Officers

Welcoming new officers. Pictured from rear row, left to right, Officer Daniel Patton, Officer Tyler Gulsby, Officer Robert Pellegrino, Officer Camillo Lopez, Retired Officer Patrick Pellegrino. Front row left to right: Lt. Matthew Gulsby, Lt. Emma O’Flanagan, Deputy Chief Michael Rein, Officer Brian Ruditsky.

University Public Safety welcomed four new police officers to its Central Division. The officers graduated from Cape May County Police Academy on June 9.

Officer Tyler Gulsby has served, since August 2016, as a Security Officer in University Public Safety’s Security Division. Officer Gulsby completed an Associate’s Degree in Exercise Science from Mercer County Community College in June 2016. He is the son of Police Lieutenant Matthew Gulsby.

Officer Camillo Lopez also worked as a university Security Officer. He completed a Bachelor’s Degree in Criminal Justice from Rutgers University in May 2015, and became a Rutgers Security Officer in June 2015.

Officer Daniel Patton has served as a dispatcher in University Public Safety’s Communications department since September 2015. Officer Patton completed a Bachelor’s Degree in Criminal Justice and Psychology from Rutgers University in May 2015 and is currently pursuing a Master’s Degree in Public Administration and Affairs from Rutgers University Newark.

Officer Robert Pellegrino was a hockey instructor and coach at the Flemington Ice Arena in Flemington, NJ. He completed a Bachelor’s Degree in Criminal Justice from Rutgers University in May 2016, and he is the son of retired police officer, Patrick Pellegrino.

“I am delighted to welcome these officers to our force and know that they all bring great enthusiasm to the job as well as an affiliation with Rutgers University through education and employment,” said Executive Director Public Safety, Chief Kenneth Cop. “We are proud to have them on the force.”

Police Unity Tour in Memory of the Fallen

University Police Department Deputy Chief Mike Rein and Lieutenant Steve Acquaviva joined nearly 2,600 law enforcement officers from around the country in the 21st annual Police Unity Tour. The four-day, 300-plus mile fundraising bike tour started in Mercer County, NJ on May 9 and concluded in Washington DC on May 12.

The Police Unity Tour was organized, in May 1997, by Officer Patrick P. Montuore of the Florham Park Police Department, to create public awareness of Police Officers who have died in the line of duty and to honor their sacrifices.

What started with 18 riders on a four-day fund-raising bicycle ride from Florham Park, NJ to the National Law Enforcement Officers Memorial in Washington, D.C., has grown into nine chapters consisting of nearly 2,500 members nationwide who make the trip annually. The Ride for Those Who Died raises funds to support the National Law Enforcement Officers Memorial in Washington, D.C., and honors those officers who have fallen in the line of duty.

DC Rein, pictured at right and Lt. Acquaviva, on the left, rode in memory of Rutgers Police Detective Richard McGilvery who died in the line of duty, on October 8, 1978. While chasing a suspect on the Douglass Campus, Detective McGilvery’s revolver fell out of his holster, hit the ground, and discharged. The single bullet hit Detective McGilvery’s liver and lung, killing him.

Additional information about the Police Unity Tour can be found online at http://policeunitytour.com.
(continued from Page 1)

Colors also trend. “Greens are the color of the year,” explained Garner. “This very lush grassy green is really popular and pairs nicely with warmer tones,” she said pointing to a fabric sample. “Wood is trending toward walnut shades. Walnut is a warm brown color.”

Incorporating the Rutgers red is also important, and a trend among the Big Ten colleges is to promote their trademark color into a space. “Currently our student centers have their own individual color scheme, none of which specifically imparts that you are at Rutgers,” Garner said. “These centers are often the first place prospective students visit. The leadership and staff of the student centers are working with me to update and inspire the Rutgers brand.”

Colors also serve as wayfinding to define units or floors. The new Camden School of Nursing and Science also has Garner’s signature on it. “I am really proud of this project. Each floor is a different color, with the furniture in the lounge area tying together all the colors.”

Colors, Garner explained, are often the architect’s vision with her own sensibilities. “We want the furniture to be harmonious with the building.” In the new Ernest Mario School of Pharmacy addition, for example, Garner will incorporate mid-century modern designs. “The furniture has wooden legs, the styles are rounded rather than sharp corners, and we are choosing warmer colors for this space.”

Garner is also working on the new Engineering building and the renovations in the Clinical Academic Building.

“Pattern and scale are essential to design, as well as creating interest and texture,” Garner explained. Our spaces not only have to be attractive, but durable.” In areas like a student center, where the occupancy is high and the space heavily used, Garner will choose patterns over solid colors. “Patterns hide soil and stains better. They work well in areas where there is high traffic and food.”

You can see Garner’s work throughout our campuses, but especially at 33 Knightsbridge Road. When IPO moved into this building, the purpose was two-fold: to provide more efficient and collaborative office space, and to provide a showroom for our clients. A walk around the building will show how the colors flow in each area as well as the current trends in office and academic space.
IPO recently welcomed Anita Sagam as its new Director of Employee Services. Sagam laid out her goals for the division and its almost 2,700 employees. "We have a lot of talent in IPO," said Sagam. "I want to look at maximizing the talent pool, becoming a more customer focused group to better serve our employees, and standardizing our processes where we can."

"This division is very young. It was only formed in late 2015 with different business groups within Rutgers coming together under one umbrella," she said. "Each group has its own processes in place. I want to look at some of those processes and standardize and streamline where it makes sense."

Customer service is important to Sagam. "I want to make sure employees have the tools they need to do the job and that we are properly utilizing our staff. We are going to make training programs available that improve skills and lead to advancement."

One program that will continue is Project RISE, which is a program that teaches the English language to non-native speakers. Barbara Meyer who was the instructor retired in the spring. "We are currently recruiting to fill the position," said Sagam, "and I also hope to offer our employees more vocational training so that individuals can master their area of expertise."

Sagam will also be working closely with IPO's Strategic Communications group to create an intranet that employees will find useful and informative. "There is a lot to do, and we are just getting started. It is an exciting and challenging opportunity."

**Farewell Frank**

Frank Cai, who most recently served as a Project Manager in the Strategic Services group, has joined Columbia University’s IT staff. Prior to the merger of UMDNJ and Rutgers, Frank worked in IT for Rutgers Housing. After the merger, he worked in the Facilities IT group, and shortly after the IPO Division was formed, he joined Strategic Services, where he reported to Joe Holtsclaw. "Frank was a great asset to our group," Holtsclaw said. "He was a popular and well-liked Rutgers employee and we will miss him. We wish him well and know this is a great career move for him."

Cai’s colleagues threw him a surprise farewell party prior to his departure.

Good luck Frank!
Patrick Harrity, Director, Grounds and Fleet Operations received the following email:

“I’ve never had a dull moment,” said Dianne Gravatt as she reflected on her 25 years managing Rutgers facilities. Gravatt, Assistant Vice President of Operations and Services, will be retiring in October, and recently shared some highlights and accomplishments.

Gravatt began her career at Rutgers University in August 1992 serving as the Assistant Director of Physical Plant for the Newark campus. She was promoted to Associate Director in 1993, and served briefly as the Acting Director of Facilities for Newark prior to accepting the role of Director of Facilities for the Cook/Douglass Campus in 1996.

As Rutgers Facilities and Capital Planning continued to centralize, Gravatt was placed as director in charge of both Cook/Douglass and College Avenue Operations, and finally Director of Environmental Services and Grounds for all New Brunswick Campuses. She served as a member of the Facilities transition team during the merger of UMDNJ, and in 2014 Gravatt was promoted to Executive Director for Facilities Operations Statewide. In 2016 she was promoted to her current position.

“When the merger happened, we went from 600 people to close to 1,400 practically overnight. Sometimes I think, ‘How did we do this?’ To see the whole department expand, it has been all embracing,” marveled Gravatt. “At the time of the merger, we had 11 different call centers and nine order work systems. Now we have three call centers and one work order system.” While Gravatt said it is hard to list her accomplishments, her career has clearly had its highlights. “I am leaving an organization that is now functioning the same across the state. Many of our procedures are better—our call center and work order system, and even our snow procedure is much better,” Gravatt said. “Over the years, my staff has received a number of green awards and very positive feedback from the state on our recycling program.”

Gravatt will be splitting her time between Florida and New Jersey, “I am a Jersey girl. I have no plans to leave the state permanently.” Gravatt’s a history buff who majored in Education and has an AA in Criminal Justice. As a young girl, Gravatt learned a lot from her father and uncles, which would later come in handy running facilities departments. “My father and uncles were very handy. They often did contractor side jobs. I learned a lot from them.” Prior to coming to Rutgers, Gravatt taught at Bordentown Regional High School, and then transitioned into hospital facilities work at Saint Peters Medical Center in New Brunswick, and facilities and construction at Cathedral Healthcare Systems in Newark, which consisted of Saint Michaels and Saint James Hospitals in Newark, and St. Mary’s in Orange.

As for her staff, “For the amount of people we have and the square footage we have to take care of, we don’t get a lot of complaints. I am very grateful to the people here and I feel I have left a well-trained, good, and dedicated staff. I have seen so many people grow and flourish.”

Most recently, she welcomed her first great grandchild into the world. “It’s been quite a ride,” she said. “I will miss the people the most.”

Dianne Gravatt enjoys a laugh during her reflections on her 25 years in facilities management.

Saying she will miss the people the most, Dianne Gravatt will retire October 1 after 25 years of service.
New kite+key Store Opens In Newark

A new kite+key, the Apple authorized campus store made its debut in Newark on August 10 with a “soft” opening in the recently refurbished Hahne & Co. building. An official grand opening is scheduled for October 5.

The store is owned and operated by Rutgers University’s Institutional Planning and Operations (IPO) division. Henry Velez, IPO’s Vice President of Business Services oversees the Economic Development Group. April Leavy, Director of Economic Development, is responsible for retail development. This is the university’s second kite+key store.

“We are providing a great service to the community,” said Randall Isaac, Retail Manager for the new location. “There is a buzz going around and people are stopping by and are excited to see what we have to offer.”

“IPO is proud to be in this location servicing Rutgers--Newark, NJIT, and the greater community,” Velez added.

Offering products from Apple, Dell, Lenovo, Acer, and Asus, to name a few, kite+key also carries a full line of brand name accessories, including cases, cables, and cords, as well as gaming systems and peripherals. Other services include charging stations, accidental damage and warranty protection, loaner laptops, leasing, trade-ins, financing and Appy Hours.

Both the Newark location and the flagship store, located on the Plaza at the Livingston Campus, offer computer repair through TekCheK in-house repair shop, a certified repair facility for in and out of warranty items. TekChek also handles smartphone repairs including cracked screens. In addition, kite+key facilitates institutional sales for departments within Rutgers University.

The new store is located inside Hahne & Co at 625 Broad Street #120, Newark, NJ. You can also shop at The Plaza on the Livingston Campus, at the vending machine located in College Avenue Student Center, or online at kiteandkey.rutgers.edu.