UM Residential Facilities Honored

In October 2009, the UM Department of Residential Facilities Building Services Unit received the Cleaning Industry Management Standards Green Buildings certification (CIMS – GB) with Honors. To achieve CIMS certification, an organization must submit detailed documentation of its existing work procedures, staffing, quality control measures, employee training, and purchasing standards covering equipment, chemicals and other supplies. The review process includes an on-site accredited third party assessment of these components that includes document reviews, interviews with customers and personnel, and assessments of the organization’s work sites. A CIMS certified organization has to meet 100 percent of the mandatory elements and 60 percent of the recommended elements per section to achieve certification. Organizations achieving 85 percent of the recommended elements also receive the designation certification with honors. The GB recognizes the organization’s compliance with additional sustainable requirements and environmental practices identical to those needed to secure points under the U.S. Green Building Council’s LEED for Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System.

A total of 48 cleaning organizations in the United States and Canada have achieved a CIMS certification and only 12 have received the additional GB certification. To date, only four other colleges or universities in the United States have become CIMS certified, including University of Michigan Building Services, John Hopkins University School of Medicine, and University of Georgia Building Services. University of Maryland Residential Facilities is the first university housekeeping program to be certified under the new CIMS – GB designation.

The Greening of our Residence Halls

By Cindy Felice, Associate Director of Resident Life

What do virtual servers, online room selection, soy ink, and new windows have in common? They’re services or amenities we provide to students in the UM residence halls but, more importantly, they represent just a few of the sustainable initiatives and practices Resident Life and Residential Facilities have been implementing over the last few years.

In 2007, Dr. Mote signed the President’s Climate Commitment which committed the campus to develop a plan to become a carbon-neutral campus. In 2009, the campus released a Climate Action Plan detailing how the campus would achieve carbon neutrality by 2050. More information on this comprehensive plan can be found at www.sustainability.umd.edu.

In the residence halls, Residential Facilities and Resident Life have worked diligently to integrate sustainable elements into both departments’ efforts. In doing so, we’ve focused on much more than just recycling!

Two significant sustainable projects have been completed in the last few years; a green roof on Cumberland Hall and the Washington Quad renovation. The Cumberland green roof, comprised of 6,000 square feet of plant material, reduces storm water run-off and insulates the building from the heat of the summer and cold of the winter. Green roofs help to reduce the temperatures in the surrounding area due to the fact that the roof will not absorb as much of the solar radiation as a hard roof surface. The renovation of the Washington Quad, formerly a two-acre asphalt area on South Campus, is now a beautifully-landscaped green space with the campus’s first cistern, which uses rainwater to irrigate the quad’s plants. Brick pavers of the former quad were re-used in the design of the quad and 33% more trees were planted than were on the site previously. More information on the many environmental features of the quad can be found at http://www.resnet.umd.edu/announcements/washingtonquad/index.html.

Energy and water conservation are also high priorities for us, in an effort to be more sustainable as well as keep our costs as low as possible. Last summer, Residential Facilities embarked on a long-term project to begin the replacement of windows in our high-rise residence halls. Denton Hall’s windows were replaced this summer, which should result in significant energy savings. Denton residents will definitely feel the difference during the upcoming winter months. We will continue to replace windows across North Campus over the next few years. Water conservation efforts on campus include the installation of low-flow shower heads and sink aerators. Over the past few years, high-efficiency washers and dryers also have been installed in residence hall laundry rooms. These machines save both energy and water! Lastly, we have begun to install dual-flush toilets in some halls.

Sustainability is not limited to the installation of windows, washers, and dryers. Another key component of our efforts to increase sustainability in residence halls is to switch many of our paper processes to online processes. In addition to being more sustainable, today’s UM students are accustomed to communicating and doing business online. Our shifts to online services have, thus, been a welcome change! For example, no longer must students stand in line for room selection - the process went online during the Spring 2009 semester! Forms, such as incident reports, room reassignment requests, student employment applications, package logs, and many more have been online via the Resident Life website, allowing students to complete and submit information at all hours of the day; not just during Resident Life business hours. RAs no longer have to fill out a paper incident reports. They can submit reports electronically to their Resident Director, who, in turn, can contact the students involved through letters sent via email.

Each year, we educate residents about sustainable behaviors they can use to help us be a more sustainable campus. We have distributed coffee mugs and water bottles to students to encourage continued on page 2
them to use reusable containers in lieu of buying bottled water or using disposable cups. RAs continue to educate students about what can and cannot be recycled as well as energy and water conservation tips and hints. We have also used our Residence Halls Evaluation Project (RHEP) to assess student attitude and behaviors towards sustainability. This information is helpful as we plan new programs and initiatives. The campus has also participated in Recyclemania for the last two years. This nationwide competition, involving more than 600 colleges and universities, is designed to provide awareness and education about reducing, reusing, and recycling! Lastly, we have worked to educate and encourage our Resident Life staff to be more sustainable! Car pooling, walking to meetings, purchasing office supplies and other products made with recycled content, using soy ink for all of our posters and print materials, and increasing our use of virtual servers are just a few of the steps we’ve taken. Our first Resident Life Staff Sustainability Challenge was held last April and we plan to repeat it again to encourage our staff to be more sustainable!

Where are they now?
Spotlight on UM DRL Alumni

By Olan Garrett, Manager for Educational and Outreach Programs

Recently, we caught up with several UM DRL Alumni to learn a bit more about them and what they’ve been up to since graduation. We hope you enjoy learning a bit more about your fellow alumni!

Randy Katz

What year did you graduate from the University of Maryland? 1998
What positions did you hold in Resident Life while at Maryland? I was an RA for four years in the Cambridge Community. I spent one semester in Cumberland Hall and the rest of my time as an RA in Centreville.
What are you up to currently? I’m currently a Federal Criminal Prosecutor based in the Southern District of Florida. I focus on the prosecution of white collar crimes such as health care fraud, embezzlement cases, as well as child exploitation cases.
In my spare time, I enjoy working out and weightlifting, and I play flag football a lot as well.

What is your favorite memory of DRL? I have a lot of memories of my time as an RA, but my favorite memory is that I made my great friends through being an RA in DRL, like Jeana Herrman, Eric Cole, and Dana Sears. I also had a great time as an RA and remember the interview process as being intense. I remember the RD that interviewed me, Lisa, wrote down everything I said, it seemed like she was writing a book, but it’s a testament to how well DRL screens RA candidates.
What lessons did you take away from the jobs you had on campus? The biggest thing I took away from being an RA was the development of counseling skills and helping other people through their problems. The training I was put through as an RA helped me to be able to communicate with people and understand their frame of reference. These skills have translated well to my position as a prosecutor and working with victims. I feel blessed that I have the experience of being an RA.

Jackie (Trahey) Schaffer

What year did you graduate from the University of Maryland? 2002
What positions did you hold in DRL while at Maryland? I started off working for DRL in Summer Conferences as a student supervisor in summer 1999. It was while I was in that position that I met Michelle Humanick. In order to create a newsletter, she had offered me use of the extra Mac and noticed that I was familiar with design software. They were looking to bring on a student designer, and so in fall 1999, I became the first student graphic designer, and I worked in that position for three and a half years. There were so many opportunities in the graphic designer position to work with a small team, and I learned many skills in that position that made me marketable.
What are you up to currently? I am the Senior Director of the Creative Solutions Group for Corporate Executive Board. In that role, I oversee 32 multimedia, web and print designers in the Delhi, India, and Washington, D.C. offices. I joined the group as a designer right after I graduated and have been with the company ever since, becoming the head of the department just 3 years after graduation.
What is your favorite memory of DRL? I met one of my best friends, Jen Barbino, while working in DRL. Jen was one of the bridesmaids at my wedding. It really is about the people you meet.
What lessons did you take away from the jobs you had on campus? Michelle was a great mentor and really prepared me for my work at Corporate Executive Board. Among the many lessons I learned from my experience was the need to make decisions and work independently. Because we were a small team in the Marketing Office, I had many opportunities that most design students never experience in college such as: requesting vendor bids, attending press checks, and owning 4-color projects from start-to-finish. While my classroom experiences were important, my DRL experience was what made the difference when I left college – I was more prepared than my peers for my first job, which accelerated my career track at CEB.

UMD Resident Life Staff Transitions

We are pleased to welcome the following new staff members to our Resident Life team:
Joshua Alvarez is the new Graduate Coordinator for Human Resources.
Amanda Bogdan is the new Graduate Administrative Coordinator for the Ellicott Community.
Mawine Diggs is the new Resident Director for Carroll, Caroline, Wicomico, and Worcester Halls.
Cynthia Eichele is the new Graduate Coordinator for Rights & Responsibilities.
Lucas Greeley is the new Graduate Assistant for South Campus Administrative Operations.
Erica Harvey is the new Graduate Assistant for the South Hill Community.
Matthew Jezzi is a new Graduate Coordinator for Research and Assessment.
Isabel Klein is the new Graduate Administrative Coordinator for the Denton Community.
Craig Leets is the new Graduate Coordinator for Human Resources.
Judy Martinez is the new Graduate Administrative Coordinator for the South Hill Community.
Michael Perlmutter is the new Graduate Assistant for North Campus Administrative Operations.
Deanna Romero is the new IT Systems Programmer.
Lynda Sheppard is the new Administrative Assistant for the Ellicott Community.
Ashlei Tobin-Robinson is the new Resident Director for Bel Air, Cambridge, and Chestertown Halls.
David Williams is the new South Hill Community Director.
Jason Wong is the new Graphic Designer.
What positions did you hold in DRL while at Maryland? I was a Community Assistant the entire time I worked in Resident Life. I started first in Queen Anne’s, then in South Hill, and Leonardtown after that. My friends also all started as CAs and we moved around South Campus together working the different desks.

What are you up to currently? I serve as the Interim Associate Director for Student Activities and Leadership at the University of Michigan. My primary role is the coordination and implementation of major leadership initiatives for the department. I also love living in Ann Arbor, MI (I never thought I would be a Midwest person!) and am considering returning to school for my Ph.D.

What is your favorite memory of DRL? I have two. The first is that I always loved check-in and check-out. It was such a motivating and inspiring experience seeing people move back and connect with old friends again, and then see them make the transition back home at the end of a year. My love for working at these times eventually led to me also volunteering to work the desk at break periods and other special times of the year. The other is that I have been fortunate to develop and maintain personal connections with friends and all my supervisors. The connections and relationships I was able to build were incredible.

What lessons did you take away from the jobs you had on campus? I took away the idea of being a good resource, not only in my work with my students, but also in instilling in my students the importance of providing good service and being a resource to students who need help and guidance. I also took away the importance of developing a staff. My supervisors were the people that helped me grow and now as I reflect upon my experiences with my supervisors I feel the desire and motivation to be that person for my students.

Visit the DRL Alumni site for updated information: www.resnet.umd.edu/alumninetwork
Please join us in congratulating the following Resident Life staff members on their transitions to new positions in our department:

Alanna Biblow is the new Coordinator for Housing Partnerships.
Meredith Carpenter is a new Coordinator for Human Resources.
Genevieve Conway is the new Community Director for the North Hill and Leonardtown Communities.
Carlton Marshall is the new Graduate Coordinator for Educational and Outreach Programs.
Anissa Marzuki is the new Graduate Administrative Coordinator for the Cambridge Community.
Dora Elías McAllister is a new Graduate Coordinator for Research and Assessment.
Tiffany Gaines is the new Coordinator for Off-Campus Housing Services.
Angie Major is a new Resident Director in the South Hill Community.
Nicole Mehta is the new Graduate Coordinator for the Common Ground Dialogue Program.
Stella Okeke is the new Resident Director for South Campus Commons #7.
Rhondie Voorhees is the new Program Director for the Common Ground Dialogue Program.
Karlena Walker is the new Graduate Coordinator for Off-Campus Housing Services.

If you have news you’d like to share for the next newsletter, or need to update your contact information or know of other UM Resident Life Alumni who haven’t yet joined our network, please contact Dennis Passarellae George at dgeorge@umd.edu or 301.314.7484.

Save the date for Maryland Day 2010. We hope you’ll come back to join us for the annual Maryland Day activities.
See you Saturday, April 24, 2010!