

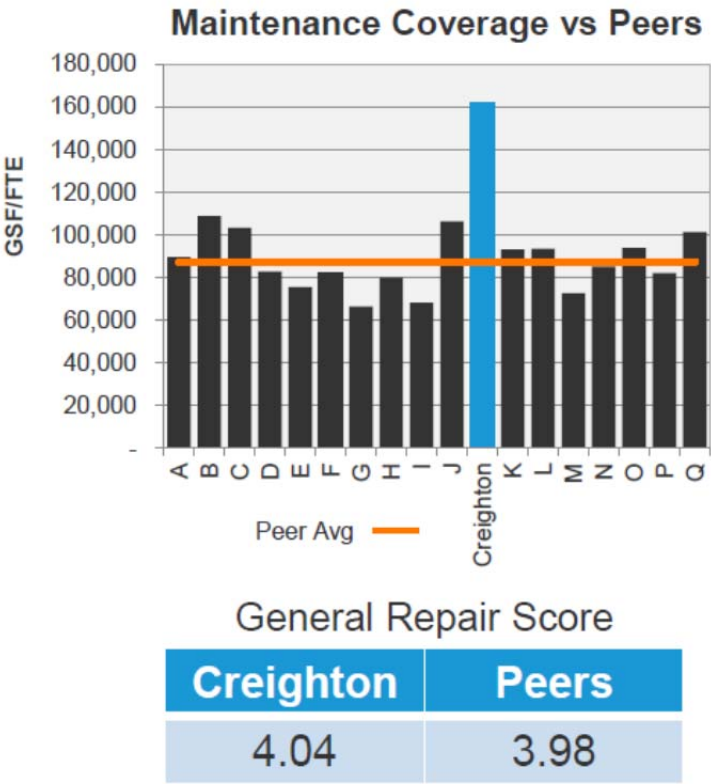
A Thank You Note

Some years ago we installed a carpet inlay just inside the front doors of the Jelinek Building. It reads, Facilities Management, Creighton University Operational Resource of Excellence (CORE). Proclaiming such a bold statement is easy, proving it, day in and day out, is another matter entirely. Before commissioning the carpet inlay I had the honor of seeing firsthand how the team of dedicated individuals within Facilities Management (FM) demonstrated the CORE spirit. As the years have rolled by (so quickly it seems) I have continued to look on with wonderment at the work ethic of each and every member of the FM team.

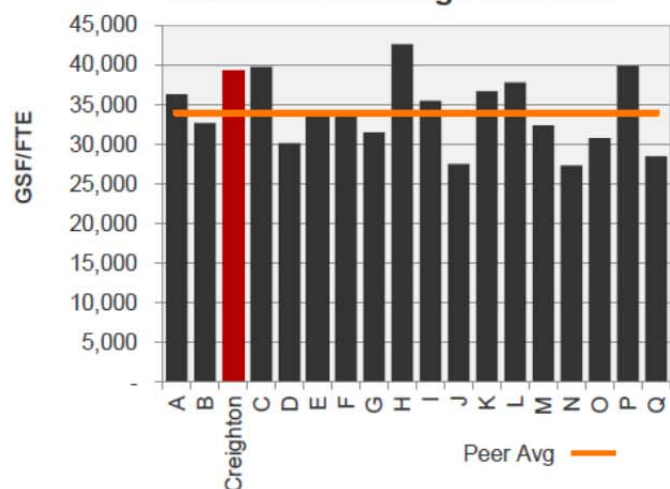
I don't need any outside reinforcement to verify my understanding of the excellent support services we provide to the Creighton community but I thought I would offer verifiable and empirical examples for each of you here. I've written about the many comments received directly from our customer base that extol our efforts. We celebrate those emails, conversations, and congratulatory cards during meetings as a routine meeting agenda.

What I can offer today is qualitative examples of our efforts that clearly show that, as a team, we do have a CORE service delivery model. Approximately three years ago FM engaged a firm, Sightlines, to help us quantify the work performed by each and every one of you. Reporting back to 2009, we now have eight years of data on a whole host of metrics. Below are but three examples that reinforce what I've known all along, that we are a professional group of individuals that have come together to provide excellence in the delivery of FM services. As always, thank you for allowing me to be a part of your daily work efforts.

This graph shows our general maintenance coverage per FTE (full time equivalent) staff. The take away here is that each maintenance person is covering, on average, 160,000 square feet of space, which is approximately twice as much as our peer group average. Having said that, note that our General Repair Score (scale 1-5) is higher than our peer group. Several factors represent the coverage disparity but please know that we are working diligently to fill vacant positions and adjust vendor service levels to allow for the potential of hiring additional Creighton University staff.



Custodial Coverage vs Peers



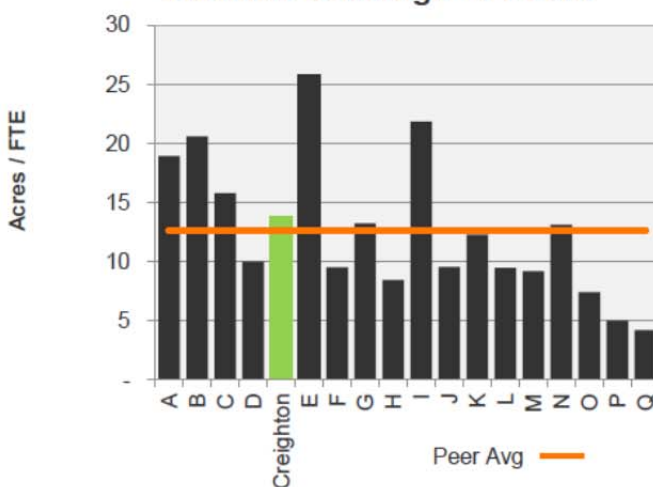
The Custodial Division of FM continues to show great effort and higher than peer group Cleanliness Scores. I've had the benefit of visiting a number of college campuses during my career and I can clearly understand why FM survey scores are as high as they are. Congratulations on continuing to excel in your important and highly visible efforts.

Cleanliness Score

Creighton	Peers
4.37	4.11

The first time I walked onto the beautiful campus of Creighton University I knew I had found a gem. The work performed by the dedicated crew lead by Jessica Heller is something each of us can clearly see exceeds expectations. With colder temperatures coming we will see a ballet of equipment, staff, and vendors, working to prepare the grounds and hardscape for the harsh winter months to come. When the snow does come, keeping the streets, sidewalks, and curb cuts accessible the ballet turns into a rumba. The pace quickens and become frantic at times but the steady hand of the FM staff and crew will see us through the challenge and onto the next planting season. I'm in wonderment at the seasonal transformation of the Grounds and want to offer my sincere gratitude.

Grounds Coverage vs Peers



Grounds Score

Creighton	Peers
4.50	4.18

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Rev. Daniel S. Hendrickson, S.J.
Office of the President, Creighton University

October 12, 2016

Dear Faculty and Staff,

It was wonderful seeing more than 400 of you at the two Town Hall gatherings yesterday in the Harper Center. The questions from members of the Creighton community were thoughtful, and the table conversations – while limited in the first session – demonstrated a desire by many to be active participants in the University's next strategic plan.

As a reminder, and for those who could not attend, the five working themes for current planning efforts are: Mission Enhancement, Academic Excellence, Campus Environment, Institutional Outreach, and Stewardship of Resources. The [attached document](#) offers short descriptions of each of these.



You are welcome to submit feedback, review the five working themes, and very soon view a video of yesterday's Town Hall at <https://www.creighton.edu/strategic-plan>. The site will be frequently updated as we progress through the planning process.

Also, please feel free to begin nominating individuals – yourself included – who you think would be a good member of the Steering Committee. Members serve as liaisons between the strategic planning process and the University community, specifically their University unit or department. They bring the voice of the campus community to the University's strategic planning process, and engage and inform all University constituents about work on the new strategic plan. The Steering Committee consists of the President's Planning Committee, seven staff members, and seven faculty members. The committee is intentionally composed to represent a cross-section of the University community. The link included in the previous paragraph also directs you to the nomination form. Nominations must be received by 4:30 p.m. on Monday, October 24, 2016.

The next open forum with me will be following Convocation, which is Feb. 7, 2017, beginning at 3:30 p.m. Additional information regarding the forum will be announced later this fall.

Regarding the provost search, please visit <https://www.creighton.edu/provost/provost-search> to participate in the survey I mentioned on Tuesday and to view a listing of search committee members. It is important to me that all members of the faculty and staff contribute to the process, articulating necessary qualities of the Creighton provost position as well as nominating worthy candidates. Too, the prospectus for the position will soon be available, and your feedback on it will be helpful.

As you are invited to engage the online survey, committee members will also be available at listening sessions after the fall break on the dates listed below. If you would like to interact with them personally, you are most welcome.

- Thursday, October 27, 10-11:30 a.m., Skutt Student Center, Room 104

- Friday, October 28, 1:30-3 p.m., Harper Center, Room 3027
- Tuesday, November 1, 3-4:30 p.m., Skutt Student Center, Room 105

In addition, if groups or departments are interested in listening sessions with provost search committee members, please contact me through this email: listeningsessions@creighton.edu.

It is hard to believe that we are completing the first quarter of the semester this week! There are many exciting initiatives occurring at the University right now, and I am very grateful for the interest you have shown in advancing the mission of Creighton locally and globally.

Sincerely,

Rev. Daniel S. Hendrickson, SJ



Happy Healthy Fall

With the SimplyWell health screenings finishing up last month, you might be thinking, what's next? Join us on November 15 for our Healthy Luncheon where we will discuss how you can continue to earn points on the

SimplyWell website throughout the year so you can earn \$100 in the Rewards Store! A light snack will be provided, feel free to bring your lunch to enjoy!

"SimplyWell: What's Next?"

- November 15, 2016
- 12 Noon - 1 PM
- Skutt 105

Also, would you like learn more about your SimplyWell health screening results and how you can improve some of your numbers? The Wellness team is offering FREE one on one Wellness Coaching where we will discuss just that! Give us a call at 402.280.5721 or email us at wellness@creighton.edu to set up a time that works with your schedule!

Last but not least! The annual CU on the Scale competition is coming up! The Exercise Science Department puts on this challenge every year around the holidays to help you maintain your weight over the holiday season! Grab some co-workers and create a team and get signed up today!

CU on the Scale

- 4- person team
- Weigh in Nov. 2 at the Benefits fair (or Nov. 4 at Exercise Science Lab)- just come and register at the Benefits Fair
- **Cost:** \$20 per person
- Call Geri Moore 402.280.2088 or email gmoore@creighton.edu for questions.

Sustainability

The President's Advisory Committee on Sustainability continues to meet monthly. The goal of the committee is to present Fr. Hendrickson with recommendations for sustainability at Creighton. The first two meetings were to get the members up to speed on terminology and to get to know each other. The next meeting, later in November, will educate members on the history of sustainability at Creighton.

The amount of work that has been done is something to be proud of, especially in Facilities Management. Some highlights include:

- Greenhouse gas emissions have stayed relatively stable in the 6 years since the initial survey; this includes the addition of two new buildings and a move to the Big East, which has impacted air travel tremendously.
- Upgraded lighting and sensor switches
- Preventive maintenance
- Peak energy savings program with Verdis Group
- Energy Conservation Plan
- Renewable energy
 - Solar panels: Burt St. parking lot and Lied Center; Kiewit Fitness Center. Solar water heating: Rigge/Hixson-Lied
 - Passive solar: county building, golf-cart garage
 - Geothermal in Pittman Bldg
- Single-stream recycling in all buildings
- And a lot more not mentioned here.

The meetings throughout the winter will include information on various subjects, including food, transportation, and of course Facilities Management.

Please let Mary Duda know if there is anything you think needs to be discussed at the meetings or comments or concerns you'd like to have passed on to the committee.



Spirit of St. Francis Sustainability Awards

The 2016 Spirit of St. Francis Sustainability Award was given to **Joe Zaborowski**, *Director of Purchasing (recently retired)* and **Ed DuPree**, *Assistant Director of Purchasing*. Please join us in congratulating these two worthy recipients!



From the nomination letter:

"Together, these two have done quite a bit to make Creighton, and Purchasing in particular, more sustainable. Each one has supported the other and they have done so much together that it is impossible to separate the two.

"Ed was on the forefront of sustainability at Creighton, bringing recycling to campus in the mid-1990s, long before sustainability was seen as important. He was an inaugural member of the Energy

Awareness Committee, starting in 2000 and remaining a steadfast member until the dissolution of the committee, when it folded into the Sustainability Council. From that time, he has been a member of the Council.

"As long as Joe has been at Creighton, he has been a member of the Sustainability council, offering insights and working on various projects to further sustainability. Further, he has provided data for the university's greenhouse gas emissions inventory and Sustainability Tracking, Assessment, and Rating System (STARS).

"Neither one of these men does this for the glory; they do it because to them, it's the right thing to do and it's a way they can make positive change for the university as a daily part of their job. They are extremely deserving of the Spirit of St. Francis Award, as they have acted to make Creighton more sustainable."

Landscape News

This fall we installed new landscapes at Heider Hall and Lot 58 after construction in those areas. Here are a few interesting facts about the work:

- **New Trees at Heider Hall:** At Heider Hall, we had the opportunity to replace three trees that had to be removed. The Hawthorns that were removed had been a maintenance issue for years, having insect and disease problems and being low-growing, spreading trees that were difficult to mow around. The trees were replaced by Tulip Tree (*Liriodendron tulipifera*), a shade tree that grows about 40' tall with a narrow, upright habit, which can be pruned over time to provide good clearance over the sidewalk for pedestrians and good clearance in the lawn area for mowers. Tulip Tree is named for its large, yellow-green, tulip-like flowers in early spring, but you will need to look hard for them as they are often hidden by the new spring foliage. Tulip Tree is a southeastern U.S. native that is proving to be a good landscape tree for eastern Nebraska.



Tulip Tree Spring Flower



Mature Tulip Tree

This is only the second location on campus where Tulip Tree is planted, increasing our diversity of tree species on campus. Tulip Tree was first planted in the lawn area southwest of Dowling Hall three years ago. Increased species diversity has many positive benefits, such as reducing the campus-wide impact of species-specific insect and disease issues and improving the overall campus aesthetic.

Landscape continued...

- **Newly-Irrigated Landscape:** On the south end of Lot 58, along Burt Street, we planted several new trees and shrubs and added turfgrass along the sidewalk. Along with the new plantings, we were able to install landscape irrigation in this area, which was not previously irrigated. The previous landscape, without supplemental water, had declined over the last several years with the severe drought conditions a few summers ago and some relatively dry winters compounding the heat effects of the surrounding concrete. With supplemental irrigation installed, the new landscape is able to support green turf and flowering shrubs, beautifying the largely-paved area and adding some refreshing color. The trees are also expected to be healthier and longer-lived with the addition of automatic irrigation. As they are able live longer and grow larger, they will shade the surrounding concrete, helping to keep the surrounding concrete (and parked cars) significantly cooler during the summer heat.

Be sure to take advantage of the cool fall weather to get outside and check out these new landscapes!



2016 HOLIDAY SPIRIT PROJECT

Goodfellows
World-Herald Goodfellows Charities, Inc.

Facilities Management has chosen to support the **World-Herald Goodfellows** charity for our 2016 Holiday Spirit Project. Monetary donations may be placed in the receptacle in the front office, given to your supervisor, or brought to our Holiday Luncheon.

Goodfellows assistance is diverse.

- Year-round emergency funds are available to families with one-time urgent needs. This is done in partnership with the United Way of the Midlands, Heartland Family Services, ENCAP and Together Inc. Second,
- Holiday meals are provided to about 1,200 families – more than 4,000 people -- referred by area social service agencies.
- In partnership with Holy Family Door Ministry and Omaha Public Schools' Project Help program, Goodfellows provides funds for clothing shoes and coats for thousands of underprivileged children.
- The Omaha World-Herald pays for all operating costs, so every penny donated goes to those in need.

Please consider donating to this worthy organization.

OPEN ENROLLMENT – NOVEMBER 3RD TO NOVEMBER 18TH

****No booklets will be sent to homes this year but they are available online for staff to print.**

To support sustainability, a detailed 2017 Open Enrollment Guide will be available soon on the main HR website – creighton.edu/hr – along with links to other tools and resources designed to help you evaluate and better understand your plan options. You must review your benefits and verify or edit

- **No Medical Plan Premium Increase in 2017**

Medical plan premiums will not change for 2017 thanks to your focus on wellness and other efforts. Those who participate in the SimplyWell screening and online health questionnaire will earn the same wellness credit to reduce their premiums, and those who do not participate will continue paying their current premiums.

- **Want to Save on Medical Expenses?**

Log on to www.myuhc.com, and click Estimate Health Care Costs to access UHC's myHealthcare Cost Estimator. This tool is personalized to estimate out-of-pocket expenses based on your plan and current benefit status. You can use the tool to estimate procedure costs based on available fee schedules or contracted rates, as well as claims costs for your specific provider. The myHealthcare Cost Estimator lets you review UnitedHealth Premium information about doctors who meet the standards for quality and cost-efficient care. Plus, the tool is fully integrated with customer service and clinical support for easy access to a wide range of decision making information.

BREAKING NEWS! The IRS announced yesterday that the maximum you can contribute to either a health flexible spending account or a limited purpose flex spending account will increase to \$2,600 for 2017

UHC Lunch & Learn – Nov. 1 – *The Right Tool at the Right Time is Powerful*

On Tuesday, November 1st from 12:00 – 1:00 p.m. in the Harper Center, Room 3023, Shelly Harrison from United Healthcare will present the top 10 tools and resources that every member should know. The right tool at the right time provides empowering real-time information to base decisions upon. After attending this session you will:

- Understand the tools and resources that will help you make health care decisions
- Know how to be a good health care consumer, not just a patient
- Take home a top 10 list to keep handy for future use

Lunch will be provided. This is free but registration is required. Website to register:

<http://www.creighton.edu/search/results/?cx=015839161432768919274%3Az2n1giji14s&cof=FORID%3A9&ie=UTF-8&q=UHC+lunch+and+learn>

Benefits Fair – Wednesday, November 2, 2016

Student Center Ballroom – 8:30 a.m. to 3:00 p.m.

This is your annual opportunity to gain insight, ask questions, sign up for programs and make decisions regarding your benefits for the upcoming year. This is your last opportunity to get a flu shot, but it will also be your chance to weigh your team in for CU on the Scale, the weight loss contest put on by the Exercise Science Dept. UHC will be on hand to share new programs like Real Appeal, and Principal will share information on their new Retire Secure program. Mark your calendar now and plan to attend! Enrollment support is still offered by calling the Solution Center at 800-903-8216 or from any member of the Benefits Team at ext. 2709.



SUNDAY
NOVEMBER 6TH

Turn your
clocks back
one hour.



FRIDAY
NOVEMBER
11TH

FACILITIES MANAGEMENT CHRISTMAS LUNCH

Morrison Upper Level
Thursday, December 15, 2016

This Potluck is for ALL Facilities Management employees. Watch for sign-up sheets for food.

Make plans now to attend!



November
24th & 25th
2016



Happy Thanksgiving!
To You And Your Family

CHRISTMAS VACATION

December 24, 2016 through January 1, 2017



University Holiday Reception
Tuesday, December 13, 2016
3:00 pm - 6:00 pm

HARPER CENTER Ahmanson Ballroom

Please join President Rev. Daniel S. Hendrickson, S.J. for this annual gathering. All university employees are invited to attend and enjoy time together in the spirit of the holiday season. An email invitation with a request for a RSVP will be sent in advance of the event.

■ SimplyWell deadline

There's still time to log in to [SimplyWell](#) to complete your health questionnaire and select a screening date. This is a great opportunity to invest in your health regardless of whether or not you participate in Creighton's benefit plans. Those who complete *both* the questionnaire and the screening will see no increase in their medical plan premiums in 2017. For the most accurate results, fast 8-10 hours before your screening appointment.

To review the SimplyWell program guide and more info, [visit the wellness website](#).



Remaining screen dates are:

10/4	Harper 3023c	6:30-9:15 am
10/5	CUMC Becic	6:30-9:15 am
10/6	Harper Ballroom	6:30-9:15 am
10/7	Skutt Ballroom	6:30-9:15 am

■ Goal planning open

The [staff performance management system](#) is reopen to login and input performance goals for the 2016/2017 performance year. It is important that employees meet with their managers to establish goals and ensure performance expectations are clear. Once you log into the system, you will be able to enter new goals, or if last year's goals still apply, you will have the option to copy existing goals. It is recommended to enter 3-5 goals into the online system. You will have until March 31, 2017 to log or edit your goals as necessary before the review period begins next spring. Employees will click "I am done with my self-planning" to submit goals to their manager. Managers will receive an email prompting them to log in to review, edit if necessary and then approve. More info regarding the performance cycle can be found on the [HR website](#).

■ Shoo the Flu

In an effort to keep the flu at bay this season, CU Student Health Services is offering free flu shots to employees. All you need is your Creighton ID card! Review the chart below for available times and locations.



Date	Location	Time
10/3/16	Criss L-60	3-6 pm
10/6/16	WellFest-KFC	12-4 pm
10/10/16	Boyne 149 A	3:30-6 pm
10/24/16	Harper 3027	3-6 pm
10/26/16	Brandeis Lab	11-1 pm
10/28/16	Skutt 104	11-1 pm

***11/2/15 – Save the date for Employee Benefit Fair**

■ October Professional Development

October is full of outstanding opportunities to participate in the Compass Professional Development program. Sign up today!

- **October 13** – [Leading Through Following: How Managers Employer Teams & Employees](#) (Managers only)
- **October 15** – [North Omaha: Context & Connections](#) (Off-site immersion experience, all employees)
- **October 25** – [Manager Orientation](#) (Managers only)
- **October 25** – [Building on the Principles of Effective Listening](#) (All employees)
- **October 27** – [FMLA: What Managers Should Know](#) (Managers only)



■ Tracking your time: Lunch, break periods, time off & work scheduling

The Employee Handbook was recently updated. It is important to be familiar with the University guidelines concerning time off, lunch periods, break periods and other reportable time. The employee handbook outlines [workplace expectations, time off and other policies](#). Our standard lunch period is 30 minutes. Hourly employees are also allowed two, 15 minute breaks throughout the day, which are not to be combined with the 30 minute lunch. More information can be found online in the [Employee Handbook](#).

■ Identity Theft Awareness

This month Magellan Health provides resources to prevent and resolve identity theft. When you're a victim of identity theft it can impact you emotionally as well as financially. This month's [newsletter](#) will provide practical steps to restore both your financial standing and sense of well-being. Magellan is also hosting a webinar on October 12, 2016 from 1-2 p.m. Click [here](#) to register.

■ Welcome new hires!



Creighton is excited to welcome new faculty and staff each month. [View the list of new employees here](#). Managers, work with your HR Generalists to include in biweekly orientations.

■ myHR Update



On October 26th, there will be a webinar that will introduce Creighton's myHR system. Be on the lookout for an email to register to view the webinar or click [here](#) to register. Learn more about myHR, [here](#).

Fun Day 2016

Thank you to the numerous vendors who support our annual Facilities Fun Day. Quick reminder: if you received a voucher for basketball tickets these are available for pick up from Jelinek office. Contact Michelle Ferestad at 4028-280-2780 to schedule a time to pick up the tickets. Vouchers will not be valid at the doors to any games.

