Following a long winter of unprecedented cold and snow, spring has finally arrived. As we begin to enjoy the beautiful weather on campus and prepare for University Commencement, I want to take a moment to thank all of the Facilities and Operations employees who worked amid the freezing temperatures and record snowfall to keep the University community safe and comfortable this winter. Your efforts were truly remarkable and representative of our standard of excellence. You can read more about how our employees worked together to “weather the storm” on page 7 of this edition of Off the CUF – our quarterly newsletter to communicate to and showcase our amazing employees and the important work we do to support the core educational and research mission of the University.

It is important to note that this is the first edition of Off the CUF since the announcement of the new Columbia University Facilities and Operations organization. In fact, it was only a little over three months ago, on January 14th, that Robert Kasdin announced the integration of University Facilities, Campus Services, and Strategic Communications, creating the new Columbia University Facilities and Operations organization. Yet, even in the short period of time we have been working together as one team, we have accomplished much. While this is certainly not an exhaustive list, some examples of our work together thus far include:

**Strengthening Employee Engagement**

- We held meet and greet sessions with all of the new departments that now report to me. I enjoyed getting to know more about the important work delivered by our new colleagues in Campus Services and hearing your ideas about how we can work more effectively. Even more impressive to me was the professionalism, knowledge, and dedication of the people throughout our organization. I came away from our time together feeling energized and grateful to be a part of an extraordinary team.

- We are initiating new ways to communicate with each other. For example, I recently met with employees hired from July 1, 2013 – December 31, 2013 and will continue to meet with all new hires twice a year. In addition, we are planning a Brown Bag Lunch program that will begin this summer, providing an opportunity for employees across business units to come together and learn something new during their lunch break.

**Improving Operations**

- Under the leadership of James Wang, our Vice President for Finance and Administration, we restructured the Finance and Administration department, specifically roles and responsibilities in the finance, human resources and information technology areas. Please refer to the e-mail sent by James on March 7th for more information.

Continued on page 2
From the Executive Vice President (cont.)

• We integrated our communications functions to help ensure we communicate clearly, consistently and effectively across the organization and to our clients throughout the University community. As a result, Assistant Vice President of Strategic Communications Leonard Cox and his team now report to Vice President of Construction Business Services and Communications La-Verna Fountain.

• We are aligning all of our fire safety services under Facilities Operations to improve overall fire and life safety on campus, and will be announcing our new Director of Fire Safety shortly.

Enhancing the Client Experience

• We convened a cross-functional working group to identify and implement projects that improve the overall client experience. There are several initiatives already underway led by the working group, aptly named the IDEA Lab, including easier reissuing of CUID cards for Columbia College and Engineering undergraduate students, improved messaging to the campus community about service changes, and the utilization of technology to enhance and simplify campus way-finding and information.

• We partnered with our colleagues at the Medical Center, leveraging our joint purchasing power to offer students who participate in the University medical insurance plan lower costs and better coverage.

Supporting University Initiatives

• We joined with colleagues across the University in recognizing and supporting events and discussions during Sexual Assault Awareness Month (SAAM), including wearing jeans and donning buttons on Denim Day to stand together against sexual violence.

• We selected and announced the recipients of the first ever Green Fund awards, which provide support and funding for student-led projects directed toward improving sustainability on our campuses.

• We hosted the Energy Challenge, an electricity conservation competition amongst Columbia Housing’s undergraduate residential community.

This is just the beginning. The depth and breadth of our new organization will greatly complement and enhance the range and coordination of our services, and I know that many of you share my enthusiasm for what the future holds. As we continue to find the best ways of working together to support the University community, I will make sure to keep you updated on our collective progress.

Thank you for all you do to make this University great.

[Signature]
This chart reflects direct reports to the EVP and their direct reports as of May 1, 2014. It does not reflect the entire Facilities and Operations organization.
Meet the Executive Team

Shari Colburn
Role: Vice President for Real Estate
Responsibilities: Oversees all aspects of the University’s real estate interests; manages a portfolio which encompasses the Morningside Heights area, the Columbia University Medical Center and Manhattanville as well as University-owned and leased space in the greater New York area.

Before Columbia: Prior to joining the University in 2003, Shari served as Assistant Vice President for Waterfront Assets at the New York City Economic Development Corporation.

Fun Fact: “I am a California girl who loves live music and once lived in a Buddhist monastery.”

Lindsay Doering
Role: Director of Administration and Special Projects
Responsibilities: Leads strategic initiatives on behalf of the Executive Vice President, including cross-functional and business process improvements projects.

Before Columbia: Prior to joining Columbia in 2004, Lindsay worked in the Purchasing department at a science and technology company in Virginia, her home state.

Fun Fact: “One of my favorite quotes is from my great grandfather, Lin Yutang: ‘If you can spend a perfectly useless afternoon in a perfectly useless manner, you have learned how to live’.”

La-Verna Fountain
Role: Vice President of Construction Business Services and Communications
Responsibilities: Administers multiple projects and programs relating to the University’s commitments connected to the building of the Manhattanville Campus including the award-winning minority-, women- and local contracting and workforce initiatives and oversees Facilities and Operations’ internal and external strategic communications efforts.

Before Columbia: Prior to joining Columbia in 2006, La-Verna, a former military police officer and leader in the field of youth service, worked in state government as an official in Governor Rendell’s Office of Citizen Service and the Pennsylvania Department of Education.

Fun Fact: “I once presented at the White House on Youth, Drugs and Violence and was on the Today Show to discuss many of the programs I started to support young people.”

Joseph Ienuso
Role: Executive Vice President of Columbia University Facilities and Operations
Responsibilities: Oversees Columbia University Facilities and Operations which is responsible for the safety, preservation, and maintenance of Columbia’s real estate portfolio including space planning, overseeing new building design and construction, operating and maintaining buildings and grounds, managing the University apartment housing inventory, and ensuring campus public safety. The organization also serves the Columbia community through operation of its residential and retail dining program; student health services; undergraduate residence halls; event catering and venue management; student center and bookstore; and sustainability engagement and initiatives.

Before Columbia: Prior to joining Columbia in 1989, Joe was the Director of Student Affairs at St. John’s University. Joe has since led various change initiatives through senior administrative roles at the University.

Fun Fact: “I often get confused for Bill Gates’ body-double.”

Joseph Mannino
Role: Vice President of Planning & Capital Project Management
Responsibilities: Manages a wide array of renovation and improvement projects for existing buildings and oversees all aspects of the construction of new facilities, including the Campbell Sports Center and Northwest Corner, and ensures that the highest architectural and engineering standards are maintained.

Before Columbia: Prior to joining Columbia University in 2006, Joe, a licensed architect in New York and New Jersey, worked as a practicing architect designing educational and municipal buildings, a project manager for a consultant firm, a Campus Architect with the City University of New York System and a project manager for a specialty contractor.

Fun Fact: “I used to play semi-pro soccer.”

Frank Martino
Role: Vice President of Operations
Responsibilities: Oversees a full range of facilities services to the University, including comprehensive building maintenance and repair; renovation, faculty and student housing; custodial; physical plant; and energy management.

Before Columbia: Prior to joining Columbia in 2007, Frank had a 15 year career in Healthcare Facilities, most recently as Director of Engineering at New York Presbyterian Hospital.

Fun Fact: “Everyone believes Joe Mannino and I are the same person.”

Continued on page 5
Meet the Executive Team (Cont.)

James McShane
Role: Vice President of Public Safety
Responsibilities: Responsible for security and safety at the Morningside, Medical Center, and Manhattanville Campuses and oversees all uniformed operations and investigations.
Before Columbia: Prior to joining Columbia in 2004, Chief McShane, a veteran of the New York City Police Department, was appointed Executive Officer of the Narcotics Division; this was his final assignment in a 24-year career with the department.
Fun Fact: “I am an avid scuba diver and just returned from Belize where I dove with a number of sharks, moray eels and sting rays.”

Philip Pitruzzello
Role: Vice President for Manhattanville Development
Responsibilities: Serves as Facilities’ point person on all aspects of development, design and construction of the University’s 6.8 million sq. foot Manhattanville in West Harlem campus expansion.
Before Columbia: Prior to joining Columbia in 2006, Philip was Vice President for Real Estate at Time Warner, where he led Time Warner’s team in the planning, design, and construction of the company’s one million square foot office, broadcast center and corporate headquarters interiors within Time Warner Center in New York City.
Fun Fact: “I really enjoy watching movies—I have watched ‘Armageddon’ over 20 times.”

James Wang
Role: Vice President of Finance and Administration
Responsibilities: Oversees Information Technology, Human Resources, Financial Services, and Residential Finance & Parking. The department provides administrative support for Columbia University Facilities in its daily operations, oversees budgeting and accounting, and develops and produces organizational analyses to assist in long-term strategic planning.
Before Columbia: Prior to joining Columbia in 2007, James spent 5 years at Hunter College where he last served as Acting Vice President for Budget and Finance and was responsible for over $120 million annual operating budget.
Fun Fact: “I have probably broken more bones than anyone else on Exec Staff—Five.”

Scott Wright
Role: Vice President for Campus Services
Responsibilities: Oversees Campus Services, which includes many of the areas students experience outside of the classroom during their time at Columbia: Dining, Undergraduate Housing, Health, University Event Management, Lerner Hall, Transportation, Mail, Print Services and Environmental Stewardship.
Before Columbia: Prior to joining Columbia in 1999, Scott spent 15 years with ARAMARK, supervising food service and facility management for university clients in the western 11 states, including Alaska and Hawaii.
Fun fact: “I hosted Rye Neck Elementary School’s ‘Are You Smarter than a 5th Grader’ event as part of the school’s celebration of Canada Day. To make things more interesting, I added many of my own trivia questions about Canada—most focused on the National Hockey League.”
Making Columbia Green

Columbia University Facilities is spearheading efforts to make Columbia a model environmental citizen. Below are some recent efforts to reduce energy consumption, limit our greenhouse gas emissions and incorporate environmental and energy enhancements in new construction projects.

Columbia Garages Get Electric

Columbia University Facilities’ Parking Office recently introduced electric vehicle charging stations in two University commuter parking facilities: the International Affairs Building (IAB) Garage and the Engineering Terrace Garage (ETG). Each garage has two “ChargePoint” electric vehicle charging stations, identified by reserved signs and specially painted parking spaces. There is currently no additional cost to use a charging station, which takes approximately four hours to fully charge a vehicle’s battery.

Installing these stations helps Columbians such as Electrical Engineering Professor Dr. Kenneth Shepard, who previously charged his electric vehicle in an ordinary wall outlet. The charging stations were installed with funding from the New York State Energy Research and Development Authority (NYSERDA) as part of Governor Cuomo’s Charge NY initiative. ChargePoint-manufactured electric vehicle charging stations are part of the largest electric vehicle charging network in the world, provide Columbia University with charging station user data and could host a reservation system in the future. Drivers can see whether the charging stations are available by downloading the free ChargePoint mobile app.

Story by Benjamin Engle

Getting “Cozy” in Columbia Housing

New York City had temperature problem, so one of Columbia’s electrical engineering graduate students, Marshall Cox, decided to invent a new, more environmentally sustainable solution to an old problem. Buildings are often controlled with one thermostat, causing the temperature in a particular room to uncomfortably increase. The old solution to this common problem was to simply open the window to let cold air in, close the window when it got too cold, and continue this cycle until the room reached a comfortable level. “I started this company because I was living in an apartment that had unbelievably bad heat,” Cox said. “It was hot and cold, hot and cold. I was complaining every day.” Not only was this system frustrating for occupants, it was an inefficient way of heating buildings.

Cox, who holds six U.S. patents and has published eight peer-reviewed papers in semiconductor devices, processing and inorganic synthetic chemistry, founded an energy start-up company through Columbia Technology Ventures called Radiator Labs. Columbia Technology Ventures’ mission is to “facilitate the translation of academic research into practical applications, for the benefit of society on a local, national and global basis. In order to regulate the temperature in a room using a steam radiator, Cox, in partnership with Columbia Electrical Engineering Professor and Director of the Columbia Laboratory for Unconventional Electronics, Dr. Ioannis Kymissis, invented and patented a radiator enclosure, or large cover, which controls how much heat is transferred from the radiator into the rest of the room. If a room is too cold and needs to be heated, a fan within the enclosure turns on and blows heat into the apartment, shutting off when the room has reached a comfortable level.

The cover also has wireless capabilities that allows it to communicate with the building’s boiler room, telling the steam system when it is necessary to operate. This efficiently burns heating fuel only when it is necessary to do so. According to an article from Co.Exist, Cox believes that 2.2
In order to develop and improve the radiator sleeve, it needed to be tested in an actual building. As a Columbia Technology Venture start-up, Cox worked with Facilities to test the technology in a real apartment environment in a University-owned facility. This partnership was important for improving the radiator sleeve, “Having free pilot rights ‘was hugely powerful,’ Cox says, because most landlords wouldn’t have let him install unproven technology in their building.” “We were such an early stage company.” After a successful pilot on the Columbia campus in 47 Claremont last year, resulting in improved temperatures, the technology has been improved and is currently deployed in two residential buildings, Watt Hall and 47 Claremont. According to Jackson, the results of the second pilot will be reviewed by Columbia University Facilities and Housing to determine if it should be used in other campus buildings. The radiator sleeve, also known at the “Cozy,” is also available commercially to the general public via the company’s website, RadiatorLabs.com.

Story by Benjamin Engle

Greening Commencement

The 2014 Columbia University Commencement ceremony is taking a more sustainable angle this year; 50% of the gowns worn by Columbia grads will be made from 100% post-consumer plastic bottles. The new “green gowns” have the same look and feel as the gowns from previous years, with a much lower environmental footprint. One gown is created from 46 (8 oz.) plastic bottles. This means that for every 100 graduates, 4,600 plastic bottles are diverted from landfills! To continue the cycle, the gowns can be recycled after graduation at the Bookstore. The long-term goal is to transition to all recycled gowns for the 2015 ceremony for an even greater impact.

This initiative is just one component of a larger push for a more sustainable Commencement Week. Spearheaded by Environmental Stewardship, you will notice an awareness campaign that connects the dots between individual actions, like recycling a bottle and creation of 100% recycled gowns. Signage will be placed near recycling receptacles and water stations and Commencement volunteers will be encouraging students and guests to recycle properly.

“Personal responsibility plays a central role in determining the success of our sustainability initiatives. This is just one of the many ways that Columbia is engaging individuals to directly impact to our efforts. The cumulative effect of our actions will make huge impact to keep recyclables out of the landfill,” says AVP of Environmental Stewardship, Jessica Prata.

The new green gowns are being created and provided by Oak Hall, a company that pioneered the introduction of sustainable caps and gowns to higher education in 2009. Since then, over 300,000 students are wearing their “GreenWeaver” regalia, resulting in millions of plastic bottles being removed from landfills.

Story by Asia Meshack

Energy Challenge Unites Campus Partners for Campaign to Reduce Residential Carbon Footprint

Held from March 27 to April 10, the Energy Challenge recently concluded a successful two-week run. A conservation competition amongst Columbia Housing’s undergraduate residential community, the Energy Challenge invited residents to commit to reduce their electricity usage by undertaking simple actions such as turning off lights and unplugging electronics when not in use. In all, 675 residents pledged to participate in the competition, in its third year at Columbia. River Hall was announced the winning building on April 10 at Green Fest, the EcoReps’ annual sustainability festival held on Low Plaza. River residents achieved a 17.1% reduction in electricity usage relative to baseline measurements taken prior to the competition launch. For their efforts, the community won a catered party, and resident Emma Yee won a drawing for an iPad destined to one lucky resident of the winning building.

Several departments and student groups came together to plan the Energy Challenge, organized in participation with the Campus Conservation Nationals, the largest nationwide electricity and water reduction competition on college and university campuses. The planning committee was comprised of leaders from Columbia Housing, Environmental Stewardship, student sustainability organization the EcoReps, the Residence Hall Leadership Organization (RHLO), Student Affairs, and Facilities. Among competition highlights were appearances by Roar-ee and NYC green mascot Birdie, who joined the EcoReps in greeting Housing residents and Columbia community members on opening night.

Story by Kristen LaGrua
In one of the harshest winters on record, powerful storm systems swept up the city, causing dangerously cold temperatures, hazardous commuting conditions, and a huge mess of snow, slush and ice. In all, over 60 inches of snow from multiple significant snow storms was dumped on New York City this winter.

Yet amidst the freezing temperatures and massive snowfall, the University remained open for business, in no small part thanks to the amazing work of Facilities and Operations employees to keep the University community safe and comfortable.

During severe weather events, Facilities and Operations must not only remove snow and ice, ensure public safety and keep temperatures comfortable, but also address the infrastructure failures that result from the extreme cold, support on-campus events, feed students, maintain intercampus shuttle service, and much more.

The sheer number of heavy snowfalls this winter presented a significant challenge to the Facilities team.

“The quantity of snow events made things more difficult to manage” said Frank Martino, Vice President of Operations. The treacherous storms wreaked havoc on all parts of the school which ultimately resulted in mechanical problems, pipe breakage and icicles that hung dangerously from buildings. Many employees, along with the Facilities Services Center, were on call 24/7 to help provide fast response to service requests and emergencies.

The Columbia Dining team experienced a sudden influx of students relying on dining hall food in order to avoid the hazardous weather outside. “The number of students in the dining halls amazed me. We wouldn’t have survived this catastrophe without our dining services team” said Scott Wright, the Vice President of Campus Services.

Transportation around the city was ugly, as a mix of rain, snow and ice transformed street corners into unleapable lagoons. Despite the mess, Columbia Transportation continued to operate the Intercampus Shuttle — albeit with some inevitable delays.

Before, during and after the storms, members of the Emergency Management Operations Team (EMOT) - led by Executive Vice President of Facilities and Operations Joe Ienuso and Vice President for Public Safety Jim McShane and composed of senior leadership from across the University - convened often to keep the University community informed and help determine and implement a coordinated response.

Many thanks to all the dedicated members of the Columbia community who worked long hours, and juggled various daily duties to ensure that the University was able to operate safely without major injuries.

After such a long and rough winter, much to everyone’s relief, spring is finally here. Students, faculty and staff are out in force, enjoy the warmer weather, the fresh air, and the beautiful views on campus. Happy Spring!

*Story by Stephanie Lim*
Welcome Back!

Deidre Fuchs, a member of the Columbia Public Safety team since February of 2006, after an outstanding career in the NYPD, has been appointed permanent Director of Investigations. Since her appointment as Acting Director in June 2013, she has led the Investigations Team, ensuring the conclusion of numerous significant investigations. Before becoming the Acting Director of Investigations, she worked in Public Safety’s Administrative Division, streamlining many of the Department’s processes, and was assigned in February 2008 to Special Operations and Events, playing a major role in planning and running events on the Morningside Campus. “In addition to her technical and investigative experience, Deidre brings a strong managerial, administrative and common sense approach to her work,” McShane said. “I am confident that this will help ensure her success as she assumes her new Director of Investigations responsibilities.”

Story by Benjamin Engle

Annual Public Safety Awards Showcase Dedication to Campus Safety

On February 20, 2014, the Columbia University Department of Public Safety held its annual Promotion, Awards & Recognition Ceremony in Low Library. After a spirited invocation by University Chaplain Jewelnel Davis, departmental promotions were recognized and 30 awards were given out for perfect attendance, highlighted by Security Officers Jamie Rodriguez (10 years) and Michael Layne, who has not missed a day of work for 13 years and counting! Senior Investigator Brian Brady received the Ricardo Morales Crime Prevention Award for his outstanding work helping solve crimes reported to the department.

In addition, five members of the University community were honored with Exceptional Service Awards for helping to keep our campus safe, including Facilities Heavy Cleaner Vincent Castillo, whose watchful eye helped identify a thief on campus. (Note: Vincent was recently featured in the Columbia People section of The Record.) Executive Vice President of Facilities Joe Ienuso acknowledged the hard work and dedication of the entire public safety team who keep our campus safe every day. Director of Morningside Operations Demosthenes (Monte) Long did a wonderful job as Master of Ceremonies, taking over for long-time MC Ken Finnegan, who recently retired. Vice President for Public Safety James McShane concluded the ceremony with words of appreciation. “Every person here shows a deep commitment to Public Safety’s principles of pride, professionalism, and service, and these awards are a testament to their hard work,” he said.

Story by Dan Held
Columbia and CB9 Host Information Session on Manhattanville Campus

On March 6, 2014, Columbia University and Manhattan Community Board 9 (CB9) hosted a Manhattanville Open House Information Session at the Nash Building, located at 133rd and Old Broadway. Over 40 community members attended to learn about construction activities at the Manhattanville Development and at 3595 Broadway, including sustainability initiatives, community services, and opportunities for minority, women, and local businesses and individuals. Attendees were also able to speak with representatives from New York State’s Empire State Development (ESD), the West Harlem Development Corporation (WHDC), CB9 and other local organizations to learn more about employment, certification and job training programs.

Event Management Hires Local Residents

Event Management is one of the largest University employers of local community residents through the Employment Information Center’s jobs placement initiative.

If the Shoe Fits

Columbia Housing, Environmental Stewardship, and Public Safety joined forces to sponsor a shoe drive through Wearable Collections. Money generated from donations made through the Spring Term will go to Columbia Community Service (CCS).

Photo by Frances Gonzalez

Scoring for Community Service

The annual Columbia Community Service (CCS) basketball tournament was held January 7 and 9, 2014. In the final game, the Campus Services Crushers defeated the Public Safety Enforcers. The event raised $3,552 for the CCS campaign.

Columbia Dining Donates Supplies to Local Soup Kitchen

Vicki Dunn and Chef Mike DeMartino of Columbia Dining presented a representative from the Cathedral of St. John the Divine’s Soup Kitchen with a donation of kitchen supplies. Every Spring as part of its Customer Service Satisfaction Survey, for each student response received Dining makes an equivalent contribution to a local community organization.

Photo by Eleanor Templeton
Dita Sali

Who She Is: Director of Custodial Services, Facilities Operations

Years at Columbia: 19

What She Does: Dita maintain the cleanliness of over 55 buildings throughout the Morningside Campus, 24 hours, 7 days a week and manages nine supervisors, two managers, and is responsible for about 200 employees. This includes planning, cleaning, and set—up of all University events including Commencement.

Best Part of Job: “Managing the unexpected. It is exciting to come in not knowing what challenges and obstacles I will face that day,” she says. “This is particularly true when preparing for events. Unforeseen circumstances occur and require great teamwork. These situations bring the best out of our team.”

Road to Columbia: Originally from former Yugoslavia, Dita’s family moved to New York City when she was twelve years old. After high school, she held numerous custodial jobs and eventually became a Custodial Supervisor at a commercial building in midtown Manhattan. In 1994, she obtained a temporary Custodial Supervisor position in Facilities at the Columbia University Medical Center and held both jobs for several months. “Since I lived in Staten Island, I left my house around 3:30 a.m., worked at CUMC from 6:00 a.m. to 3:00 p.m., rushed downtown to work from 4:00 p.m. to midnight, then headed home to sleep for about an hour or two,” she recalls. “When you’re determined, you find ways to make things happen. I wanted to gain a full-time position at Columbia because it was the first place where I felt proud to work. It was worth the sacrifice.”

Dita joined the Morningside Campus in 2000.

Most Memorable Moment: “My most memorable moment was President Lee Bollinger’s inauguration. That event took much preparation in terms of cleaning, staffing, scheduling, and maintenance throughout the event,” says Dita. “However, seeing the students enjoy the performances and food on campus made it all worthwhile. I felt great energy throughout the campus.”

In Her Spare Time: Dita enjoys spending time with her husband and two daughters, ages 14 and 17. “On weekends, we go to the movies, mall, and library to work on some school projects,” she says. She also plans a yearly family vacation. Her family visited the mountainsides of former Yugoslavia. “I think it’s important to establish these family traditions my children can look forward to and understand the culture.”

Other Thoughts: “The night before Hurricane Sandy, I came into campus to prepare for the unexpected. My family understood that Essential Personnel needed to secure the campus,” she says. Dita and other Essential Personnel helped safeguard outdoor furniture and tents and responded to service emergencies throughout the hurricane. “Columbia is a part of me. I felt like I was safeguarding my second home.”

Anna Combs

Who She Is: Patient Services Assistant for Medical Services, a part of Columbia Health

Years at Columbia: 18

What She Does: In keeping with the mission of Columbia Health, a typical day for Anna Combs begins and ends with supporting the well-being of students and the University community. One of five departments that fall under the umbrella of Columbia Health, Medical Services provides routine and urgent medical care to the campus community, as well as sexual health, reproductive and gynecological services, travel medicine, and immunizations, along with a number of other services.

As a Patient Services Assistant, Combs serves both administrative and customer service roles, and provides assistance to clinicians, students, coworkers, and even visitors. She regularly interfaces with the student population at Columbia and routinely answers questions about topics ranging from how to schedule an appointment, the referral process for off-campus services, and the services that are available to students on campus. She is often among the first to encounter a patient, either on the phone or in person, and stresses the importance of a professional and caring demeanor. Of her passion for high level customer service, she says, “I always try to help the customer to the best of my ability. I always want to have a nice tone, positive attitude, and make sure that everyone I interact with feels comfortable and that their needs have been addressed.”

Best Part of the Job: As the first point of contact for students seeking help with a variety of issues relating to their personal health and well-being, Combs is acutely aware that her role goes much deeper than just the information she provides. She also offers a powerful sense of comfort to those she serves. “I help connect students with the resources they need to be healthy and successful during their time at Columbia,” says Combs, adding, “The best part of my job is the opportunity to make a real difference in people’s lives.”

Road to Columbia: Anna is originally from Brooklyn, N.Y. and is a United States Army veteran. Prior to joining Columbia Health in 1995, she was a customer relations representative for a major food distributor and had several working assignments in customer service.

Most Memorable Moment: Anna relates many memorable moments from her considerable tenure at Columbia University, from the joy she experiences in her daily interaction with students and the University community to times when she has successfully facilitated the process of connecting students with urgent access to critical services during times of distress. But she insists, “Perhaps my most memorable moment of all is when I realized that when you are willing to go a step beyond what is expected of you to provide customer service to most people, it doesn’t go unnoticed.”

In Her Spare Time: When Anna isn’t providing top-notch customer service at Columbia, she can be found spending time with her big family, her amazing friends, and enjoying pastimes like participating in indoor and outdoor sports, listening to music, and gardening.

Interview and Portrait by Radhy Miranda

Interview by Tracy Parker
Portrait by Eleanor Templeton
Facilities recently took part in the Office of Work/Life’s “Healthy Lifestyle Challenge” – a program that introduces a new healthy habit for five weeks. Participants formed teams of up to ten people and each week the program expanded on different healthy tips and exercises, such as eating five cups of fruits and vegetables a day; exercising for at least 30 minutes a day, relaxing for 10 minutes a day, sleeping at least seven hours a night and other healthy habits. Teams, who were competing for prizes as well as the reward of a healthier lifestyle, kept track of their progress and reported on a weekly basis. The winning title went to “Health Facilitators” team, captained by Angela Adames.

Each team developed their own strategies to make this experience as rewarding and fun as possible.

“This competition really brought our team together. It not only changed our diets but our lifestyles dramatically.” said Ray Jimenez, co-captain of Team 119. Ray’s team organized team luncheons, designated members to bring in fruits and vegetables and shared their experiences with one another to motivate and enhance the challenge as a whole. Their hard work earned them third place in the competition.

One of the learnings was that there is more fun and accountability in numbers. Team members served as motivation upon this new healthy regime and a reminder to keep going back. And of course the weekly prizes, which consisted of resistance bands, yoga mats and headphones, helped.

One of the individual winners of Week 3’s TAKE 10 was Christine Salto, a member of team “Mission Slimpossible” (picture above). “I was happy that I got rewarded for being healthy. It definitely kept me motivated and I thought that it was a great initiative for all participants.”

Working together toward a common goal certainly provides a sense of purpose that is both motivating and fulfilling. Don Otondi, team captain of 2nd place “Team Success” said, “We checked up on each other as often and I think we grew as we learned from each other’s experiences as well.”

Teams also found that the challenge not only addressed well-being but also teamwork. Teammates worked together in an atmosphere of trust and responsibility toward a same goal, building momentum that lead to greater productivity and pleasant socialization.

Congratulations to the winners and all of the participants in this fun and healthy competition.

Story by Stephanie Lim

Muscota Marsh Recognized As One of the Best Places to Enjoy the Outdoors in NYC

On April 9, 2014, The Gothamist voted Muscota Marsh one of the “10 Best Places to Enjoy the Outdoors in NYC”. The Gothamist noted that “this lovely space, located on an acre by the Harlem River, boasts beautiful walking paths, wetlands, marshland and, hopefully once winter thaws, a bevy of plant and animal life the likes of snowy egrets and harbor seals.”

The Marsh was built by Columbia and is located at the Baker Athletics Complex at West 218th Street and Indian Road in Inwood. Opened to the public in early 2014, the Marsh boasts views of Spuyten Duyvil and the Palisades, creates new public access and new amenities on the waterfront, restores and extends the area’s native marshland adjacent to Inwood Hill Park, and provides an opportunity for increased educational and recreational activities for the community.

Story by Dan Held
Counseling and Physiological Services Receives JedCampus Seal

Counseling and Psychological Services (CPS), a part of Columbia Health, received the JedCampus Seal, in recognition of the department’s comprehensive approach to mental health services. Columbia University is one of 30 U.S. academic institutions to be awarded the seal, demonstrating CPS’ holistic, campus-wide program in support of student wellness on the Morningside campus.

Columbia Recognized by Police Athletic League

Columbia University was recently recognized by the Police Athletic League (PAL) for its commitment to New York City’s children and impact on the urban landscape. The award was received by Philip Pitruzzello (Left), Vice President of Manhattanville Development at Columbia, at the PAL Real Estate and Construction Luncheon on November 20, 2013.

Columbia Receives Award from National Minority Business Council

On Thursday, February 27th, the National Minority Business Council held its 24th annual Awards Luncheon. Columbia University received the “Outstanding Education Institution Award” for its Minority-Women-and Local (MWL) Mentorship Program. The program, which has been adopted as a citywide model, has already graduated 86 firms that have received more than $100 million in contracts with New York City and Columbia University.

The award was presented to La-Verna Fountain, Vice President of Construction Business Services and Communications at Columbia University Facilities and Operations.

New Leadership Development Program

Terri Caldes (HR) and Joe DeGise (Health) celebrated the completion of the Leadership Development Program (LDP) this Spring. In its first year, the LDP is an initiative led by Columbia University Human Resources designed to foster the growth of administrative staff within schools and departments.

Fanny Gong named to the American Institute of Architects (AIA) College of Fellows

Fanny Gong, assistant vice president of design management for the Manhattanville Development Group was recently named to the American Institute of Architects (AIA) College of Fellows.

The Fellowship program was developed to elevate those architects who have made a significant contribution to architecture and society and who have achieved a standard of excellence in the profession. Out of a total AIA membership of over 80,000 there are over 3,000 members distinguished with this honor. Congratulations Fanny!
**NEW FACES AT FACILITIES**

**Operations**
- Margarita Almonte: Porter C
- Alex Araujo: Porter C
- Ousmane Bagayoko: Porter C
- Herby Bazile: Porter A
- Herman Bocanegra: Truck Driver B
- Oral Brown: Mechanic
- Gerarda Centeno: Facilities Planner/Coordinator
- Andy Diaz: Porter A
- Nicholas Escobar: Heavy Cleaner
- Thomas Fallon: Mechanic
- Keith De Freitas: Groundskeeper A
- Nobel Garcia: Heavy Cleaner
- Joel Gomez: Porter C
- Thomas Goode: Groundskeeper A
- Justin Hill: Porter C
- Steven Hill: Porter C
- Walter Hubbard: Manager, Project Team
- Stacey Hunter: Porter C
- John Kuchera: Porter C
- Anthony Lella: Supervisor
- Ana Liberata: Heavy Cleaner
- Thomas O’Donnell: Executive Director, Operations
- Rossemary Paulino: Porter A
- Vasilios Petrou: HVAC Controls Mechanic
- Tina Rivera: Heavy Cleaner
- Jonathan Sierra: Porter A
- Jonathan Sirera Jr.: Heavy Cleaner
- Lance Symons: Executive Director, Engineering
- Palush Vatiqi: Porter C
- Shao Feng Ye: Manager/Electrical Fire System

**Finance and Administration**
- Krystal Fairclough: Manager
- Robert Foose: Analyst
- Fernanda Gamez: Manager
- John Gowan: Financial Analyst
- Akeim Jeremiah: Sr. Systems Support Specialist
- Edwin Torres: Manager, Const Cost Accounting
- Glenn Westbrook: Manager, Facilities System

**Public Safety**
- Donald J. Arterburn: Sergeant
- Carmella Browder: Sergeant
- Robert Gohde: Sergeant
- Michael A. Guzman: Security Officer
- Yira Liberata: Administrative Coordinator
- Anthony Lugo: Sergeant
- Deopaul Mahadeo: Sergeant
- Joel Maldonado: Security Officer
- Ezequiel Manaiza: Security Officer
- Richard Medina: Sergeant
- Konrad E. Motyka: Director of Operations, Manhattanville
- Patricia Page: Security Officer
- Christopher Rothwell: Sergeant
- Byung In Song: Security Officer
- Amin R. Torres: Security Officer
- Raymond Torres: Security Employee
- Victor Vincenty: Security Officer

**Office of the Executive Vice President**
- Rachel Drogoszewski: Administrative Coordinator
- Yunha (Stephanie) Lim: Administrative Coordinator

**Manhattanville Development**
- Ateeq Ahmed: Project Manager
- Adriana Collazo: Assistant Project Manager
- David Faren: Senior Project Manager
- Guillaume Rousson: Asst Project Manager

**Real Estate**
- Anil Chandra: Assistant Director
- Gerald A. Jimerson: Assoc. Property Manager

**Columbia Housing**
- Jasmine B. Shovlin: Coordinator Conference Housing
- Denise Abad: Assistant Manager

**Columbia Health**
- Deshaunta O. Johnson: Trainee In Psychology
- Abby Wohl: Ambulatory Care Nurse
- Deborah A. Cook: Variable Hours Officer
- Cassandra Francis: Variable Hours Officer
- Katie A. Nekiunas: Disability Services Coordinator
- Serena Baker: Variable Hours Officer
- Virginia M. Ryan: Variable Hours Officer
- Laura S. Dayan: Asst Director, Accommodations
- Colby R. Golder: Nutritionist
- Alicia K Czachowski: Health Promotion Specialist
- Veronica Green: Senior Program Coordinator
- Petra M. Amrani: Clinical Psychologist
- Dawn Mcallister: Urgent Care Physician
- Elizabeth DiBlasio: Admin Coordinator of Ins Immu Compliance
- Kathryn C. Wilkinson: Health Promotion Specialist
- Christiana V. Sulinski: Program Coordinator
- Sarah L. Weed: Compliance Manager for Disability

**University Event Management**
- Diana Coll: Wait Staff
- Bernard D’Costa: Rounds Person
Welcome & Congratulations (cont.)

Steven Simmons
Porter

Igor Balitskiy
Audio Visual Technician

Victoria Cui
Assistant General Manager

Vanessa Delgado
Customer Service Rep

John DePascale
Production Chef Manager

Deanna Kowal
Asst. Mgr Conference Services

Somin Lee
Audio Visual Technician

Lauren M. LoPrimo
Catering Sales Manager

Erin Medina
Assistant Manager Catering Ops

Justin Nardecchia
Variable Hours Officer

Lila Neiswanger
Audio Visual Technician

Sandy Tricoche
Variable Hours Officer

Wendell Wilson
Porter

Wenduo Zhao
First Cook/Sushi

Pablo Cora
Porter A/Door Attendant A

Roger De Los Santos
Laborer

Miguel Felix
Mechanic

Erasmo Ferreira
Mechanic Trainee

William Hoffman
Senior Field Engineer

William Ruiz
Head Mechanic

Marcus Santos
Mechanic Trainee

Johnny Simmons
Trucker Driver B

Richard Solano
Porter C

Columbia Dining

Michael DeMartino
Executive Chef

Lynn Grace
Third Cook

Lamar Robinson
First Cook

UEM Conf Services

Joseph Manfredi
Chef De Cuisine

Columbia Health

Amanda Daugherty
Asst Director, Alice! Health Promotions

Matthew Meneely
Title IX Investigator

Lashawn Rivera
Director

Sexual Violence Prevention and Response Program

Columbia Housing

Grace M. Urena
Manager, Conference Housing

NEW ROLES

Construction

Business Services and Communications

Willie Bentley, Jr.
Director

Finance and Administration

Antonella Contrera
Executive Director

Theresa Formato
Finance Manager

Annette Lopes
Assistant Vice President

Peter Michaelides
Associate Vice President

Giampolo Rivera
Sr. Systems Support Specialist

Cyle Timmons
Financial Analyst

James Wang
Vice President

Manhattanville

Gregory Lempin
Senior Project Manager

Serena Sinckler
Program Coordinator

Operations

Joseph Aygemang
Supervisor

Marah Arbaje
Assistant Director

Christopher Bavosa
Mechanic Trainee

Ronald Brown
Head Mechanic

Print and Transportation

Julio C. Rivera
Driver-Mail Clerk

Jeannette Tapia
Driver-Mail Clerk

SILVER SERVICE ANNIVERSARIES

Congratulations to the following on their 25th anniversary at Columbia!

Operations

Steavor M. Boyce
Heavy Cleaner

Judith Lewis
Administrative Assistant

Deodatt Ramadhin
Door Attendant C

Radames Santiago
Door Attendant C

FUTURE FACES AT FACILITIES

Arlo Hill, son of Nicholas Hill, Financial Analyst at Finance and Administration, was born March 5, 2014

Kidane Tan Kibreab, son of Geraldine C. Tan, Director of Compliance for Plant Engineering & Utilities, was born on Sept. 2nd, 2013. He is accompanied by his 4 year old brother Gideon.
Customer Compliments

Dear Facilities,

The maintenance staff at my building, 100 Morningside, was exceptional - polite, friendly, and always attentive to the residents’ needs. The building was kept beautifully, and any time I had a problem (whether repairs or otherwise), they always responded promptly. The superintendent, Mr. Gaspar Rivera, and his staff worked hard and I always felt “at home” in my building.

For me, one of the most important experiences of living in UAH housing was the peace of mind - knowing that UAH is the landlord and that there is always somewhere to call in an emergency. The maintenance staff always did their job well and I always knew that nothing would be taken for granted or that no request was insignificant. This, I think, gave a real sense of peace of mind, which is great to have as a grad student.

Tenant, University Apartment Housing

Dear Dean [James] Valentini:

I am one of Columbia College’s former students (Class of 1979). I live in St. Louis.

On December 20th my family and I visited the campus. Our daughter is a high school senior this year and we hope that next year she will be a current student at Columbia. Although she was already familiar with the campus from accompanying my wife and me on my class reunion visits, we were doing a tour for her since she is an applicant to the College.

As we left the Admissions Office in Hamilton, I decided to see if the John Jay dining hall was open to do a walk around. It was about midday and it was clear things were being prepared for closing for the semester break. We were in the John Jay lobby and we must have looked as though we were searching for something when a friendly person greeted us and asked if he could help with anything. He identified himself as Joseph Walsh, one of the managers at the John Jay dining hall and he gave us his card. We told him what our purpose was and who we were. He was clearly in the middle of his tasks and he literally had tape on his fingers, presumably to post notices. Mr. Walsh could have very easily dismissed us, but instead he enthusiastically gave us a very complete tour of the entire facility, telling us about the latest changes and features, and introducing us to the staff as we proceeded.

Mr. Walsh clearly was excited and proud to be a manager at the John Jay dining hall and he treated us with warmth and took the time to make us feel at home. He did a superb job of keeping the Columbia connection real—with me as a former student and my daughter as a prospective student. My wife, my two daughters and I were impressed with his enthusiasm. If our daughter is fortunate enough to attend Columbia this fall, we know she will be well taken care of by Mr. Walsh and his colleagues at John Jay dining hall. He should be commended for his attention to detail and his enthusiasm.

Alumnus, Columbia College

Hi Dan [Romanello],

I wanted to say thank you so much for your help and support in getting all of our EMBA casebooks printed so efficiently this past fall and this coming spring term. I know it’s no easy task and I really appreciate how responsive, detailed and organized you have been throughout the entire process. Knowing that you and your team take the time make sure each book looks correct assures me that the best quality materials are being created for our students. It’s amazing how quickly you catch page numbering errors and fix them before we even know it. I can’t tell you how much time you’ve saved us and other Business School administrators. Thanks again for all you do. We look forward to working with you and your team in 2014!

Employee, Columbia University Graduate School of Business

Dear Mr. [James] McShane and Ms. [Deidre] Fuchs,

I am writing to you on behalf of all the Public Safety officers that helped me on Friday night, December 27th. On that night, I heard footsteps go up to our fifth floor, which greatly startled me because I was supposed to be the only one in our brownstone on 114. While it ended up being a member of our Graduate Association coming to check up on something unannounced, the five public safety officers that came promptly and especially the officer that stayed on the phone with me were the nicest and most helpful aids I could have asked for. They went through the entire house with me to make sure no one else was around and that all doors facing our backyard/fire escape were locked.

And once they had all left, the officer that was on the phone with me in the beginning called again to check up on me. I could not be more thankful for their services as well as their kindness and attentiveness to my perceived dangerous situation. Thanks to all the adrenaline going through my body that night I cannot remember all the officers’ names, but I still wanted to contact you both to say how thankful I am for the Columbia Public Safety team and how amazing you all are!

Student, Barnard College
We Asked. You Answered.

What is your favorite hobby/pastime?

For me, family comes first. I like watching movies and going to the mall with my children.

Keron Bowen  
*Security Officer, Public Safety*

I’ve been a dedicated gamer since I was able to hold a controller in my hands. I schedule game nights regularly with friends, and every year I attend a convention called the Penny Arcade Expo. I hope to someday finish one of my prototypes and officially call myself a game designer as well as a player!

Matt Shafeek  
*Administrative Coordinator, Manhattanville Development*

Exercising and fitness. I like to run from Morningside campus to 155th street—and back!

Tyron McKinney  
*Assistant Operations Manager, Lerner Operations*

Definitely spending time with my children. Especially, when we go swimming!

Livanessa Garcia  
*Administrative Assistant, Columbia Housing*

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**Upcoming Holidays**

Memorial Day: Monday, May 26

Independence Day: Friday, July 4

is the official newsletter of Columbia University Facilities and Operations. Please submit articles, photos, announcements or story ideas to Dan Held at 212-854-8374 or dh2297@columbia.edu.