UNCG FACILITIES

Dedicated to the maintenance, operation, and improvement of the University’s facilities and grounds.

March & April 2018

And she’s down!

UNCG’s Class of 1968 gathered around the McIver statue where Grounds planted blue and gold flowers for their 50th reunion. Kevin Siler and Chris Cardwell assisted with the traditional decorating of the statue for the senior graduates.

Housekeeper of the Month

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<td>March</td>
<td>Valerie Johnson</td>
<td>Marvin Green</td>
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<td>Anthony Miller</td>
<td>Bobby Moore</td>
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Sierra Dozier joined Facility Services as a full-time housekeeper in March 2018. Sierra has several years of experience working in housekeeping, which was learned during her employment with Catherine Cleaning Service and North Carolina A&T State University.

Andrew Currin began working as the new Assistant Director for Grounds on March 1, 2018. Andrew was the Assistant Superintendent of Landscape Services at Duke University, where he was employed for approximately seven years. Prior to his tenure at Duke, he was employed by North Carolina State University. He has approximately 25 years of overall grounds maintenance experience, has a Bachelor of Science degree in Ornamental Horticulture from NC State, and has various grounds-related North Carolina licenses and certifications.

Kyle Joslin moved to Greensboro from Maine to begin working as a Recycling Truck Driver for OWRR in April 2018. Kyle has over two years of experience working as a delivery driver for Garbage to Gardens and Air Contact Transport. He is working toward earning his associate degree in Criminal Justice.

Jimmy Smith was hired as a full-time housekeeper in March 2018. Throughout his career, he has perfected his skills by working as a custodian and floor technician at Lab Corp, Burlington YMCA, and with several schools in the Guilford County School System.

Richard Clонтz started working as a Painter for Facilities Operations in April 2018. Richard has 18 years of directly related experience in the painting, staining and spraying, and drywall work required of his position, which was first learned during his employment with Sloop’s Home Maintenance and concluded with his most recent position with Turner Baxter, Inc.

Kyle Joslin

March

David Alcon – 10 years
Ernest Brooks – 5 years
Belinda Alcon – 1 year
Bernice Richardson – 1 year

April

Helen Bradford – 15 years
Tony Rojas – 15 years
Joseph Hall – 5 years
Ken Lewis – 5 years
Daniel Russell – 5 years
Erin Price-Erwin – 1 year
Reggie Wisher – 1 year

Promotions—Congratulations!

Wendjoumamba “Martin” Atama was promoted to General Utility Technician (G.U.T.) in March 2018.
Belinda Alcon was promoted to a full-time housekeeper in April 2018.
March & April 2018

A big shout out to Helen Bradford and Maryann Burditt for their assistance with a project I’ve been working on for quite some time. Neither hesitated to pitch in and Maryann even found a cost-effective way to help get the work done. I appreciate Helen and Maryann very much, and I’m thankful for their kindness and generosity.

Macea Whissettse
Office of the Vice Chancellor

POCAM recently had a problem with one of our 3-wheeled Go-4s overheating and making unusual noises. I spoke with Ben Evans and he said to bring it in. Ben diagnosed the problem and called me back the next day with a ballpark estimate of the cost and time. Since it is an older vehicle and manufactured in Canada, Ben cautioned me about possible delays in finding parts, which would impact both the cost and time to repair.

Ben located the parts and the vehicle was ready in less time than it took our department to decide to proceed with the repair. Not only was it ready quicker than we had anticipated, but the cost was a bit less than the original estimate.

If Facilities Operations is anything like Parking, you get a lot more feedback noise about things people do not like than the other way around, and I wanted to share that your guys under promised and over delivered in every way on this occasion. Good job!

Steve Sparks
Parking Operations and Campus Management Access Management

Amanda Teer did an amazing job putting the meeting notes together [for the Building Contacts Meetings]. It looks more like a sales brochure than meeting minutes.

Jon Soter
Facilities Operations

I just wanted to say thank you to anyone responsible for facilitating the installation of the new mirror by the tunnel. Acts like these show the support of administration and their willingness to truly listen and collaborate with students. The Student Government Association and I are extremely happy with the results, and this should encourage more students to speak up about anything on our campus that they believe could be improved.

Homayoon Ershadi
SGA Secretary of Business Affairs

March 2nd, I witnessed Debbie Reynolds coming to the aid of a student with a flat tire. The fitting on his tire iron was dented, so it wouldn’t fit over the lug nut. He told her that neither Parking Operations nor the Police had a tire iron that worked; he had been waiting for any kind of help and just wanted to get home. Debbie offered hers, but it was too small. Debbie went over to Housekeeping to see if they had one and sure enough, Ron Burkes had one in his trunk. She borrowed it and took it to the student who was able to change out his tire. He was so relieved and grateful for Debbie’s help. Debbie returned the 4-way tire iron and headed home. Thanks, Debbie, for being such a great Samaritan!

Lori Krise
Facilities

If you would like to recognize a member of Facilities through a Shout Out in our bi-monthly newsletter, you can send your comments or experiences to fowork@uncg.edu.

SHOUT OUTS THIS QUARTER
I just wanted to commend two of Facilities Operations’ employees: Brad Weatherly and Jimmy Thompson. I submitted a work request on March 26th to have an overhead light and wall switch replaced in an office that will soon be occupied by our paralegal. Jimmy came over quickly and assessed the situation, called in Brad for a “second opinion,” who then consulted with someone else in the shop to come up with a plan to accommodate our needs. Jimmy is here now doing the work. Their efficiency and coordinated effort to resolve a problem and quickly find a solution is much appreciated and demonstrates the best example of customer service! It has been a pleasure working with both of them.

Carolyn Coppedge
Office of the General Counsel

Many, many thanks to Janet Elmore for her recent work to improve accounting’s reports for billable work orders. Janet revised the TMA system reports that capture work orders for monthly billing. She was not only able to create one report to show all necessary information for each billable entity (where previously two reports had to be run for each entity and then manually combined in Excel), but she was also able to capture additional information needed for reporting that will greatly reduce additional manual calculations. I believe these changes will save accounting a significant amount of time each month.

Debbie Reynolds
Facilities Operations

I wanted to take a moment to recognize Amanda Teer on her work summarizing our latest Building Contacts meeting. Customer service is a strategic goal for our operations, and these building contacts meetings are a great mechanism to let our key customers on campus that support our many faculty and students know how to take advantage of the services Facilities Operations offers. At times, building contacts cannot attend these meetings and/or they do not have notes from what was presented, so having a written summary of what was presented is a worthwhile tool that we offer afterwards. The summary that Amanda put together not only had accurate information, but also additional helpful information that was not covered during the presentation that she actively sought out from us afterwards. This wealth of information was then beautifully and succinctly incorporated into the "Meeting Minutes." When I looked at these "Minutes," they were more like a professional magazine article write-up (not just bullet points). This document puts what we do on campus in a very favorable light that I am proud to share with my colleagues on and off campus. The thoughtful composition of it helps our many customers understand that we are a dedicated and professional organization that makes UNCG a great place to work. This is not the first time Amanda has brought forth quality work like this; she is indeed a valuable part of our Customer Service Center team!

Ben Kunka
Office of Waste Reduction & Recycling

Call for Employee Recognition Nominations

Speaking of Shout Outs, don’t forget about Facilities bi-annual Employee Recognitions Awards. We are already accepting nominations for the second half of 2018 and would like everyone to consider nominating a deserving co-worker for one of our three categories: Customer Service, Safety, and Teamwork/Collaboration.
At the beginning of April, Rodgers DPR, the firm hired for the construction of the Nursing and Instructional Building and the South Chiller Plant, started demolition operations on the McIver Building. The demolition work is progressing quickly with minimal interference to the campus from noise and dust. Rodgers DPR started hauling away the demolished material in mid-April, and if all goes according to plan, the remains of the building will be completely removed by early May. The start of underground utility work on-site will also begin in early May.

East Zone: All Hands-on-Deck

Facilities Operations East Zone Maintenance assisted staff from the University Teaching & Learning Commons with the set-up and tear down of the “Undergraduate Research & Creativity Expo” that took place on April 3, 2018. Given only a few days of prior notice, East Zone Maintenance moved flat-package kiosks from the Becher-Weaver Building to UNCG’s Elliott University Center. Once delivered, it was all hands-on-deck for the nine-man crew to assemble 20 kiosks and help set up student display boards working though the afternoon and early morning before the event began.

The Expo is an annual campus-wide celebration of undergraduate research, scholarship, and creative activities. University students are encouraged by their mentors in faculty-mentored programs to participate in the expo by submitting an exhibit, oral presentation, scholarly performance, or a poster presentation.

After the 219 student presenters and the Expo’s attendees left, East Zone returned to disassemble the kiosks and repackage them back into their flat-pack boxes. They then hauled them back to Becher-Weaver and stored them to await next year’s Research & Creativity Expo.

Craig Rumley, Mark Friddle, Ron Madden, and Jay White work together on assembling a few of the 20 presentation kiosks the day before the event.
Tuesday, April 10th, 14 members of the New Irving Park Garden Club visited campus to tour the university grounds with their guides, **Kevin Siler** and **Jeff Hawkins**. The group walked and talked as they made their way down College Avenue with Jeff leading the way and Kevin bringing up the rear. They stopped at the Stone building to view the progress and growth of the new blue cascade distylium that was selected to replace the old overgrown bushes that lined the building.

Grounds also toured the group around Herring Garden by the Music Building, Secretary Garden behind the Alumni House, and finally Mossman’s rose garden overlooking the EUC’s lawn. A significant portion of the tour was dedicated to talking about hydrangeas and UNCG grounds’ personal methodology in terms of care and pruning. At the conclusion of the tour, Kevin and Jeff passed out fliers on hydrangea care from Proven Winners with suggestions and tips on how to increase the size and beauty of their own plants.

Following their visit, Bonnie McAlister sent an email to Jeff and Kevin thanking them for their time, patience, and information, as well as praising their unmistakable passion and expertise. The New Irving Park Garden Club expressed an interest in reaching out again in the fall to schedule another tour of campus for next year’s annual programming.

**Jeff and Kevin** did a fabulous job. It was clear from their commentaries that they love their work and they love UNCG. I certainly hope we can ask you to speak to our group or other groups again. I know that there is much we can learn from your considerable expertise.

**Bonnie McAlister**
New Irving Park Garden Club President

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**Training and Certification Recognition**

**Stephen Head** has received his Fire Alarm Systems level 4 Certification (NICET IV).

**Jarrod Pratt** has completed his series certification for fire alarm panel programing, installation, and operation (EST3 Series).

**David Alcon** attended the RL Vanstory 2018 Annual Product Showcase to investigate and review LED lighting fixtures and controls. We have since obtained an estimate to install nLight Lighting Controls in two Eberhart lecture halls.

**Amanda Teer & Richard Ratcliffe** attended the TMA Systems User Conference in Tulsa, Oklahoma in April 2018 to better understand the computerized maintenance system we use to issue work requests and preventative maintenance work orders.

**Jon Soter, Gary Denny, Mike Boulton, JR Woods, Pete Lorenz, Jason Dill, Mark Wilson, Eddie Newsome, Dale Cole, Darrell Trogdon, Chris Chilton, and Bill Tillman** all received specialized training at Brady for the new Chiller controls (Tracer SC) that has been installed at the McIver Chiller plant.

**Elias Segoviano** earned his Chlorofluorocarbon (CFC) certification for proper handling and recycling of refrigerant and waste materials per the EPA.
The first Employee Recognition Awards ceremony of 2018 was held on March 7, 2018 over spring break, after being postponed due to adverse weather in January.

We were lucky to have Dr. Channelle James, a lecturer for the Department of Marketing, Entrepreneurship, Hospitality, and Tourism, as a speaker for our awards ceremony. In her presentation, she touched on what she called P & P, Praise and Push. Praising the hard work that Facilities does, most of which is not often recognized by the campus community, she strove to remind us what we facilitate and support as Facilities employees: the university’s research, teaching, security, well-being, and, ultimately, happiness. She also wanted to motivate us to push ourselves further, to continue to do more and better ourselves so that we might, in turn, better others. Finally, she graciously thanked Facilities.

Across all of Facilities, we recognized three individuals at this ceremony for their outstanding service and the value they provide to the university through their vigilant and dedicated work performance.

We recognized Debbie Reynolds for the impressive Customer Service she offers to customers and the university alike. As a long standing member of Facilities Operations, she is in daily contact with vendors and the university’s accounting office, who have both praised her assistance and ability to communicate efficiently. Specifically, she was nominated for her friendly attitude, honesty, and willingness to explain processes and procedures as well as the reasoning behind them.

Sean Moon was awarded the Safety award for his dedication to offering and providing the training for confined spaces and confined space awareness. Taking this training off the Safety Office’s full round of training, he has ensured individuals needing this training have ready access to it, as needed, not just for Facilities, but for ITS and the police department as well. It was noted in his nomination that his presentations and training material made it very clear how seriously he took his position as trainer for these classes.

Finally, we awarded Rebecca Jones with the Collaboration and Teamwork award. Always willing and able to help her fellow coworkers, Rebecca stands out as going above and beyond, not only to make sure her workload is completed, but also to ensure that other individuals in her area have the assistance and tools they need to get their jobs completed as well. Her nomination commended her as having an honorable work ethic and expressed an appreciation of her and the work she does.
This year, AVC of Facilities, Jorge Quintal, recognized gave two teams of individuals awards for accomplishments over the past semester.

First to be recognized was Environmental Health & Safety (EH&S) for their collaboration and planning in the first ever UNCG Spartan Safety Week. Not only did they plan and organize a week’s worth of events, but they put effort into cultivating interest in faculty, staff, and students across campus. EH&S collaborated with Risk Management, Campus Police, and the City of Greensboro Fire Department in planning and executing this premier event. Planning and preparation for an event of this size was ambitious, but they rose to the task and are well deserving of this commendation.

Second, Jorge recognized the group of individuals who created and presented at the second annual Business Affairs Expo. **Amanda Teer, Ben Kunka, Erin Price-Erwin, Maura Conley, and Scott Noble**—with support from **Amber Wall and Shanna Eller**—created a dynamic and impactful presentation that stood out amongst the other Business Affairs workshops presented that day.

Special thanks to **Jon Soter, Erin Price-Erwin, Maura Conley, Buddy Hale, Kara Milton, Thomas Everett, Nereida Sutton, Debbie Reynolds, and Michael Swaim** for being our Employee Recognition Committee.

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**On The Lookout For A Safety Nomination**

We at EH&S know that *everyone* is working safely, but have you ever taken the time to look at your fellow coworkers to notice their safe work practices? If not, now is the time to acknowledge, compliment, and nominate! The Employee Recognition Safety Award is used to recognize outstanding contributions by Facilities employees in establishing and maintaining high standards of occupational safety and health activities and achievements within the university. Employees are expected to follow safety protocols and should be accident and incident free (over the last six months) to be considered for this award.

When looking for a safety award nominee, take notice of others who:

- identify employee safety issues or concerns and recommend system improvements;
- consistently follow and establish safe work practices and procedures;
- prevent accidents and injuries through hazard recognition; and
- work towards creating and maintaining a positive safety culture.

Acknowledge their commitment to safety and health by nominating them for the Employee Recognition Safety Award.

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**2018 Building Contact Meeting**

Facilities Operations’ Customer Service Center had its annual Building Contacts meeting the same week as our Employee Recognition Awards. At the meeting, a variety of topics were covered, including: demolition of the McIver Building and updates on campus construction; utilities expenditures and energy saving projects; services offered by OWRR; and safety building inspections. Online key requests were also announced as a response to customer feedback from last year’s meeting. Lastly, Building Contacts were also encouraged to submit nominations for Employee Recognition Awards.
April 13 was UNCG’s 4th annual Employee Field Day hosted by HealthyUNCG in Foust Park. The event had DJs, food trucks, snacks, ice cream, and games with prizes.

Games included a Hula Hoop endurance challenge, Musical Stability Balls, Egg and Spoon Races, Junk in the Trunk, Cookie Face, Corn Hole, Ladder Toss, and a fitness competition. There were also team games, which included an Obstacle Course Relay Race, Human Tic-Tac-Toe, and a game of Chicken in the Hen House. Several Facilities employees took home medals and prizes from these events.

Cynthia Louis in Facilities Operations won two competitions. Both Junk in the Trunk, where she was the quickest to shake all the ping pong balls in her box free, and Cookie Face, where she was able to get a cookie from her forehead into her mouth the fastest without using her hands.

Rhonda Goins proudly showed off her two medals: one for Musical Medicine Balls and one for the Egg and Spoon Race.

Morgan Hermanowski of Facilities Services won the Push-Up Competition with an astounding 56 push-ups.

Kelsey Hewitt (right) from Facilities Operations was the winner of the Egg and Spoon Race, masterfully traversing the course three times, walking faster than anyone else during her race without dropping her egg.

We hope everyone can make it to Employee Field Day next year on April 12, 2019. Enjoy some fun in the sun and participate in some friendly competition.

We want to thank Facilities Operations’ Electrical Shop for providing access to power for the event hosted this year.
Stay Cool This Summer, Stay Safe

North Carolina summers are hot. 2017 was our hottest year on record. That record stretches back 123 years to 1895. The hottest day last year, July 23, saw temperatures reach a high of 102 degrees. Facilities wants all of its employees to take care of themselves and go home to each of their families safe at the end of every work day. Here’s some information and suggestions on keeping yourself safe and helping spot for your coworkers.

You May Be At Risk

Due to the work and labor many Facilities' employees do, you may be more or less at risk for heat related illnesses. Be aware of these notable risk factors:
- high temperature and humidity;
- direct sun exposure with no breeze or wind;
- low liquid intake;
- heavy physical labor;
- waterproof clothing; and
- no recent exposure to hot workplaces.

Exposure to heat can cause illness and death, with heat illness and heat stroke ranking as the most serious.

If you are spending a lot of time working outside or in hot conditions be aware of how you feel and watch out for these symptoms of heat exhaustion and heat stroke:
- headaches, dizziness, or fainting;
- weakness and wet skin;
- irritability or confusion;
- thirst, nausea, or vomiting;
- confusion or inability to think clearly;
- passing out, collapsing, or have seizures; and
- no longer sweating.

Protecting Yourself And Others

Individuals will often overwork themselves trying to complete what appears to be a simple task, but dehydration and high temperatures can make even the easiest tasks dangerous. Take these steps to keep yourself and others safe this summer:
- know the hazards leading to heat illnesses;
- drink water frequently, at least a pint an hour;
- rest frequently with water breaks or in A/C to acclimate to the climbing temperature;
- perform physically demanding tasks in the cooler parts of the day;
- know the signs and symptoms of heat illnesses;
- monitor yourself and your fellow coworkers;
- block direct sun and heat sources; and
- wear lightweight, loose fitting clothes and avoid darker colored clothing.

When Illness Strikes

Despite our best intentions and all the information in the world, it’s still possible to miss the signs and have a coworker succumb to one of the many heat-related illnesses. If this happens, stay calm and provide support.
- Call a supervisor for help.
- Have someone stay with the worker until help arrives.
- Move the worker to a cooler, preferably shaded, location.
- Remove outer clothing.
- Fan and mist the worker with water.
- Apply ice bags or ice towels.
- Provide cool drinking water, if the individual is able to drink.

IF THE WORKER IS NOT ALERT or seems confused, this may be a heat stroke. Call 334-4444 or 911 immediately and apply ice as soon as possible.
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Meetings/Events  | Announcements/Notifications  | Holidays/University Closed  | Training