I’ve said it before, and I will say it again: We are in the people business. Our team continuously strives to deliver outstanding Spartan experiences (DOSE), and day in and day out, we are committed to our values.

Within the Division of RHS, it’s something we all collectively support because we recognize the importance and impact of it on our students, staff and guests.

Because our vision and our purpose is to deliver these outstanding experiences, we focus on community-building every day. We work diligently to build the best community we can for our students in hopes to enrich their lives on and off campus. With every smile, we are making Michigan State University a more welcoming environment.

This August, we saw MSU’s largest, most diverse class of freshmen move in to our residence halls. For the first time, move-in spanned the entire weekend. Between Friday and Sunday, we moved in 65 percent of the residence hall population — about 9,600 students. During peak check-in time, between 8 a.m. and 1 p.m. Sunday, our team checked in about 3,500 students. Our team members worked tirelessly to make sure our students and their families were taken care of, and they received an abundance of positive feedback in response. But of course, we don’t do it for the praise; we do it for the students.

This edition of Serving State focuses more on the impact our team has on our students and guests. Articles discuss our Residence Learning Model (RLM), the impact of our University Activities Board student team members, and services at our concessions stands in Spartan Stadium.

In RHS, we serve guests who venture into our facilities excited for the big game. We assist students in their educational journey, helping them take steps toward achieving their hopes and dreams. They are the reason we are here, and we must focus on the impact we have.

I am proud to be a part of this family. We come together as a team, and each and every one of us is encouraged to live our mission. By embedding DOSE into everything we do, we create opportunities to make our students and guests feel at home. That is why we are in this business — the people business. And that is why each and every one of our team members matter.

Vennie Gore
Vice President, Auxiliary Enterprises
MEET BEAU THE 2018 SPARTAN BEAR

FREE WITH $100 + PURCHASE*
ON SALE THROUGH THE HOLIDAYS

*Exclusively available at Spartan Spirit Shops, while supplies last. One free bear per receipt, totaling $100+, pretax purchase. Graduation items and golf equipment are excluded. Other exclusions may apply. Not valid on gift card purchases. Retail purchase is $30. See retail attendant for details.
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INTRODUCING OUR TEAM MEMBERS |
The Gilbert Pavilion and Tom Izzo Hall of History was funded through the MSU Athletic Department and completed in conjunction with the Breslin Center renovations. The renovations took two years and were completed in the fall of 2017. Renovations include the Tom Izzo Hall of History, MSU Basketball Trophy Room, Draymond Green Strength and Conditioning Center, a recruiting lounge, an alumni locker room and a ticket office. The Tom Izzo Hall of History is dedicated to enhancing the fan experience and open to the public during MSU home basketball games.

Breslin Student Events Center was named in honor of Jack Breslin, a Battle Creek native, who served his alma mater, MSU, as a distinguished student leader, honored athlete, top administrator and relentless advocate. He will always be known and remembered by the title bestowed upon him by students, journalists, governors and university presidents alike: Mr. MSU.

Recently, many precautions have been implemented at Breslin to ensure visitor and team member safety such as wider, less congested concourse, on-site metal detectors for all large-scale events and a no-bag policy. In addition to the new policies, the Breslin team works both internally and externally to implement social media tactics to increase awareness of the new security protocols, which in return, helps create a better Spartan experience at Breslin Center.

Did you know about the wall where Breslin performers, politicians, athletes and esteemed authors who have visited leave behind their autograph and a piece of history? All have been covered in Plexiglas to avoid damage.

Famous MSU alum Magic Johnson is honored with a statue housed outside the entryway to the Tom Izzo Hall of History. The bronze statue, originally unveiled in 2003, is 12 feet tall, weighs 187,000 pounds and cost $250,000, funded by private donations.
Breslin hosts ceremonies throughout the year, including a variety of graduation ceremonies. All Michigan State University degree candidates who attend their commencement ceremony are recognized individually for their academic achievement.

Throughout the year, Breslin Center hosts a large number of career and hospitality fairs to bring students from across campus together to network and learn about opportunities for internships and jobs.

With concessions stands renovated and new ones added, fans have a wider variety of choices. One of the new concessions stands is Fresh Start, which offers organic, healthier options for those who prefer a little more green in their diet. But don’t worry, the most popular MSU Concessions items like chicken finger snack baskets, pulled pork sliders and popcorn haven’t disappeared from the concourse. With all the renovations and updated food items, the variety of options now available will certainly deliver an outstanding experience.

Breslin seats 14,579 people, but an incredible average of 500,000 people come through the doors each year to take part in a variety of events happening in the venue.
Residence Education and Housing Services’ (REHS) Associate Director for Diversity and Inclusion Sharon Chia Claros discusses the many diversity, inclusion, equity and social justice trainings offered by her department.

BEYOND THE RAINBOW: LBGTQ CULTURAL COMPETENCY UPDATE

In an ongoing effort to make all team members of Residential and Hospitality Services (RHS) feel welcomed here at MSU, Chia Claros held two LGBTQ+ cultural competency training sessions titled Beyond the Rainbow. At each training session, 15 RHS staff and students participated in smaller group discussions and conversations led by Chia Claros.

“I think these sessions gave participants a lot of reflective tools to take with them and to do both internal work and group work,” says Chia Claros.

Each session had each individual small group assess the climate in its specific unit as it relates to LGBTQ+ issues. Additionally, a video produced by the Chronicle of Education shared LGBTQ+ students’ experiences on college campuses across the U.S.

“I remember one of the participants saying how freshmen should watch this during their orientation because, depending on where you’re coming from, you may have never had conversations about this,” says Chia Claros.

Although no dates have yet been announced, Chia Claros wishes to continue facilitating these sessions throughout the new academic year in an effort to help RHS team members better understand minority communities and the challenges they face on campus and in society.

In order to improve on these training sessions, Chia Claros would like to incorporate a formalized assessment and personal follow-up meetings with participants to assist in holding them accountable for their goals.

ONGOING RESIDENT ASSISTANT DEVELOPMENT

The office of Diversity and Inclusion facilitates training sessions for resident assistants (RAs). Throughout each RA’s experience working within RHS, they take part in various evaluations and performance reviews in community building, intercultural living, and learning and leadership.

RAs also complete related summer modules and view a documentary titled “Race: the Power of an Illusion” before their official training.

“We wanted the RAs to start learning and building their racial literacy through this three-part series documentary, which is created by scholars and other community activists,” Chia Claros says.

In the fall, RAs’ official training focused on building community. A combination of storytelling and narrative sharing engaged RAs in conversations about crossing differences.

“We wanted to highlight how each and every one of them comes from a different place, and that makes them who they are,” says Chia Claros.

RAs also completed the “me and three” activity, during which they chose three significant items in their lives and shared them with the group.

Community directors and assistant community directors also held conversations with RAs based on journal reflections and conversations.

“They will ask the RAs what their floor populations and demographics look like,” Chia Claros explains. “Then RAs will discuss how they can create a more inclusive environment for everyone on their floor.”

RAs will also attend two diversity and inclusion events on campus with their residents.
**DINNER WITH 12 SPARTANS**

Chia Claros plans on holding three Dinner with 12 Spartans events this spring hosted by faculty, staff and administrators in their homes.

For each dinner, the first twelve students living on campus to sign up will attend. The group will share a meal and an evening filled with conversation.

“The purpose is to connect people who might not be connected otherwise due to their majors or different groups and to build a sustainable community,” says Chia Claros.

Additionally, the events will connect students with faculty and staff with whom they maybe wouldn't normally speak.

Chia Claros worked with the REHS marketing team to develop an event graphic and marketing materials.

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**UNIVERSITY INTERCULTURAL PILLAR**

The University Intercultural Pillar is a partnership among various departments, including Inclusion and Intercultural Initiatives, REHS, RHS, Student Affairs, and other academic apartments.

Chia Claros is working toward piloting a diversity and inclusion certification program, which would tentatively begin spring 2019.

“This pilot will be fairly small. We’d like to get 20 students who are committed,” says Chia Claros. “We will be crafting the program as we go.”

Two students will be paired with a faculty or staff mentor who will guide them, check their submitted D2L artifacts and hold meetings.

Students who complete the program will receive a certificate that can be added to their co-curricular record.
LEARNING AT MSU ISN’T RESTRICTED TO THE CLASSROOM: DEVELOPING WELL-ROUNDED STUDENTS THROUGH THE RESIDENTIAL LEARNING MODEL
The feat of navigating a professor’s syllabus pales in comparison to developing one’s self. Students coming to live on campus at Michigan State University come with the expectation of being challenged in the classroom, but they might not have expected being pushed just as hard to self-learn and reflect from right within their residence hall.

Because academic learning correlates directly with improvement of students, the Residential Learning Model (RLM) was created to assist residential staff in strategically facilitating growth and learning for those living on campus and thus enhancing the living-learning relationship. Exposure to targeted learning goals begins for students as soon as they lug their belongings into their residence hall. They walk past bulletin boards and posters and unknowingly take in material strategically placed to promote student growth.

Inspired by university guidelines and values, the RLM promotes the university’s mission and strategic plan, Bolder by Design, as well as the RHS mission. The RLM curriculum is centered around the concept that by living and learning on campus, MSU students will become leaders who positively impact the world.

A team comprised of all levels of REHS staff, including community directors (CDs), assistant community directors (ACDs) and resident assistants (RAs), determines what content they think is best for students to be exposed to on a regular basis, which originates from personal experience and data-based research.

“We hope that, by living with us, students have the opportunity to learn in many different facets,” says Associate Director of REHS for Academic Initiatives, Student Behavior and Leadership Dr. Mackenzie Fritz. “Through this model, students learn about themselves and what it means to live in community through an inclusive living and learning lens. The Residential Learning Model is our commitment to our residents: We will provide opportunities for you to grow in these three areas.”

Though it sounds relatively particular and specific, the model’s goals contain flexibility and the uniqueness to be met by any number of approaches.

“Having a structured model for our staff not only gives them event suggestions and options for their residents, but we’re also intentional about those suggestions and options,” Assistant Director of Residence Education Dr. Qiana Green says.

Goals over the course of the year are pinpointed by paying attention to relevant conversations and other data that pops up either local to MSU or nationally. Topics like alcohol consumption, mental health awareness and financial planning are just some of the many areas covered.

But the CD gets to decide how that looks, sounds and gets presented based on the data regarding the population of students living in their halls. They are the ones who see, day in and day out, the demographic of their residents and what issues need to be addressed.

“What I appreciate is we share some topics that a community has to hit during a particular month, like Women’s History, but each CD has the flexibility and creativity to decide in what ways they want to educate their residents about the topic,” Green says.

This results in a combination of passive and active strategies. Based on the needs of the area, the CD in Wilson Hall, for example, may elect an active strategy such as organizing study groups for a first-year engineering class, while the CD in Shaw Hall may have a guest speaker on strategies for being accepted into a particular program. Both of these events meet the needs of the specific area’s residents but are implemented in different ways.
Other CDs may choose a passive strategy to this learning outcome, such as creating bulletin boards on academic resources or posting a series of student skills articles on the hall’s Facebook page.

“Students don’t always realize they are learning within these specific fields, but having conversations with them later on shines light on the growth that was done in each outcome,” Fritz explains.

In addition, RAs engage in one-on-one conversations with each resident. During these scripted interactions, students are asked about academic goals. All strategies are then assessed to provide more information about future needs for the learning outcome.

Student growth is the primary objective for many CDs, including Sara Bartles. Thankfully, the RLM helps her to see success within students.

“My personal goal for the residents is that by the time they leave the university, they are prepared not only for their professional life, but they are equipped to be leaders in the world,” she says. “Having an education gives you power and privilege, and my hope is residents know what their values are, understand how they impact others, and know how to listen and learn from others.”

Fritz defines the model as the floor — and certainly not the ceiling — of vital information examined on campus.

Though neighborhoods are required to touch on specific subjects at a certain time, it is encouraged team members employ outside-of-the-box thinking and expand on the structure being provided to them.

“While the residence halls are sometimes similar, the material covered is very dependent on what the culture of that building is,” says Fritz.

CD Brittnie Daughtery aids in crafting lesson plans for the model. She emphasizes how important it is to bring information to students and let them know residential staff is here for their benefit.

“It’s harder to overcome these challenges when students have to go find solutions themselves,” says Daughtery. “Students are so busy; it’s really about helping bridge that gap.”

With such a large university like MSU, it can be easy for a living experience to vary across the campus. But the RLM works ardously to ensure unity.

“It creates continuity to make sure our students are having the same experience whether they live in Holmes Hall or in the apartments or in Bailey Hall,” Daughtery explains. “We need to make sure the quality of the programming is equitable to the quantity of programming happening across the campus.”

Throughout their time living on campus, students will develop and progress with the hands-on assistance of their RAs as well as behind-the-scenes work they may never become aware of. And as those students learn the RLM’s desired learning outcomes, then live these outcomes, they’ll become prepared to leave MSU and finally lead in these outcomes. ☸
WHAT DOES IT TAKE TO FEED A STADIUM?
There are lots of preparations taking place in the days leading up to a Michigan State game day. The facilities team is busy mowing grass, raking leaves and occasionally shoveling snow. The ticket office fields hundreds of calls a day, executing last-minute ticket sales. The football team practices for hours each day, working hard to give their fans a win. The Spartan Marching Band can be heard loud and proud throughout mid-Michigan all the while flawlessly creating formations for the halftime show.

But the busiest of Spartans — the MSU Concessions and Kellogg Catering teams — are in kitchens across campus popping buttery popcorn and executing brilliantly thought-out menus in anticipation of seas of green and white arriving to Spartan Stadium in just a few short days.

“As we're very lucky here with such a great team,” Terranova says. “Everybody's all in all the time, and everybody wants to succeed.”

He has worked at MSU since 2013, but recently stepped into his role of concessions manager this past spring and is tackling his first football season.

Since taking on the position, Terranova participated in enhancing menu offerings to complement the south end zone renovations that were completed before the football season began.

“People still want the staples: hot dogs, brats and pretzels,” he says. “But the industry is changing, and there is a certain niche out there that wants higher-end food. We're slowly starting to bring in new concepts to fulfill people's wants.”

As MSU Concessions Manager Alex Terranova says, “Everyone puts so much effort in Monday through Friday to prep for Saturday.”

And these are the people to thank for their behind-the-scenes work that ultimately feeds a stadium full of Spartans.

MSU Concessions has been providing traditional and modern-day concession fare on campus since 1937. The department provides high-quality food services, emblematic clothing and souvenirs to guests and spectators at a wide variety of on-campus events. Kellogg Catering, thanks to its talented team of nationally recognized, award-winning chefs and experienced catering professionals, serves both on- and off-campus events.

And yet still, all of this work goes on behind the scenes. Because MSU is dedicated to giving back to its community, the faces of each concession stand are volunteers from local nonprofit organizations who work on a commission base, where a percentage of what they sold is donated to their group after the game is over.

In the last fiscal year, about $400,000 was given back to the surrounding area's nonprofit organizations who volunteered their time to work at the concession stands.

In addition to concessions, Kellogg Catering is also responsible for feeding those who watch the game. Their responsibility is mainly the Huntington Club tower and suites; the club itself holding up to 859 guests and the suites up to 844.

**WHAT DOES A GAME DAY LOOK LIKE FOR THOSE FEEDING THE STADIUM?**

- Full-time team works a 13-14-hour day.
- Full-time team members arrive about seven-to-eight hours before kickoff.
- About 30 student team members work that day.
  - Student supervisors oversee sections of the stadium and serve as talking point between full-time team members and volunteer groups.
  - Many team members are stationed in the warehouse to run items to concessions stands.
  - Students team members arrive six hours before kickoff.
  - Students put in about a 12-hour work day.

In the spring months: The menus are brainstormed and selected. July-August: Stadium and kitchen preparations begin. Nonperishables are ordered and delivered, and rooms are deep cleaned. Monday and Tuesday of game week: Inventory team starts load-in and dishes are cleaned and prepared. Monday-Thursday of game week: Deliveries are constantly coming in.

“Then, all of the sudden, Saturday is here,” Terranova says.
The Huntington Club, located on the fourth floor of Spartan Stadium, offers a host of amenities designed to provide the ultimate game-day experience. Club seats are open to the stadium, while at the same time covered and heated in inclement weather. The air-conditioned and heat-equipped Club area has 18,500 square feet with comfortable living-room-style furniture, multiple TVs, private restrooms and elevator access.

Executive Chef Rob Trufant leads the team during the seven home football games, making sure all three of the kitchens are functioning like a well-oiled machine.

Regardless of a noon or evening kickoff, Trufant says his team arrives at the stadium first thing in the morning. “We just start kicking,” as he describes it. Kellogg Catering also provides food to off-site events and tailgates around campus on game day like boxed lunches or farm-to-table events.

“That’s the fun part of catering; no one day is the same,” Trufant says.

So, what does it take to feed a stadium?

“It’s a common goal — for all parties involved — to DOSE [delivering outstanding Spartan experiences],” Terranova says. “If everybody has that same mindset and does their job the way it’s supposed to be done, then game day is a fun day.”

Saturday comes and goes and, regardless of what happens on the football field, MSU Concessions and Kellogg Catering can leave an MSU game day as winners.

“It takes someone who is willing to put in the time and, more so, the effort,” he continues. “We’re behind the scenes. We don’t get a lot of praise. But ultimately, without us, it completely changes the game-day experience. It takes a lot of hard work. It takes a lot of effort.”

Did you know that there is no popcorn popper located in Spartan Stadium? All of the popcorn is popped by students for eight hours a day at Breslin Center and then transported to Spartan Stadium for game day.
Housed in the MSU Union are well-known spaces — a Sparty’s convenience store, a quiet study lounge, a Spartan Spirit Shop, the MSU Dairy Store and a Biggby Coffee for a midday coffee break. All of these spaces serve a purpose, but none as personal as the community created in Room 50. Every Monday, students from different class-standings, backgrounds and majors parade into Room 50 for the University Activities Board (UAB) weekly meeting.

General members of UAB gather around the tables, talking, laughing and genuinely enjoying each other’s company.

“When I joined UAB my freshman year, I first started volunteering at events and then started coming to the meetings,” says Adrian Skazalski. “Now I’m the first ever director of equity and inclusion for UAB.”

The room is brought to order, and a meeting filled with congratulations, housekeeping details, and a joke here and there commences.

One by one, each of the 11 student directors stands up and introduces themselves to the crowd, although most in the room already know their names. It’s a sort of respectful dialogue for those new to the group, which has a flexible, no-commitment membership policy. Directors share what events they have coming up, recap events that recently took place and invite general members to attend their committee meetings in an effort to make everyone feel involved.

“I think UAB has created a culture where it’s not just the student directors, it’s also the volunteers,” says Brian Hercliff-Proffer, UAB assistant manager. “There are a lot of volunteers. Sometimes they become directors, and sometimes they volunteer in UAB until they graduate, but either way we see how much they grow.”

Events Director Mara Shawver announces a new event, Hypnotist chrisjones is coming to campus: a student body favorite.

“I joined UAB because I wanted a place where I belonged and could make a difference,” says Shawver.

From the beginning, UAB has worked hard to raise funds to help support a continuously growing student body. Even the very foundation of the MSU Union was dug by students, faculty and volunteers during what was dubbed “Excavation Week” in November of 1923. The event received national attention leading to numerous financial contributions rolling in.

Fast forward to today, UAB receives one-third of its operating budget from the MSU Licensing Office through licensing and royalty fees. The remainder of the budget must come from corporate sponsorships, fundraising events and vendor sales.

With 162 events planned during the 2017-18 academic year, UAB wisely utilizes partnerships with numerous registered student organizations and residence hall groups to help solidify events.

In between the directors’ announcements, questions — spread out around the room on whiteboards — are answered by members. One question asks, “Where is your hometown?” A general member reads off all the answers and smiles when she comes across her own. “Detroit is my
city!” she proudly yells to the group who applauds back. These quick and quirky questions help members get to know each other better.

As a student-driven department of Residential and Hospitality Services, UAB combines event planning with professional development. At each meeting, a professional aspect is addressed. Today, members are invited to bring their resumes next week for proofing and editing.

Toward the end of the meeting, Cathy Fitzpatrick, the manager of UAB, stands and congratulates students on their hard work throughout the semester.

Fitzpatrick is one of five advisors who supports the student directors and committees. But at the end of the day, all events are planned solely by the students.

“It’s a very much tiered system, and we work through that,” Fitzpatrick says. “As advisors, we are constantly advising and coaching. We have the staff and the 11 directors, and then they have their committees, which make up the Board. It’s constant meetings and checking in on all these different levels.”

Throughout the year, a meaningful relationship blossoms between an advisor and a student. Advisors proudly watch as members accomplish their goals.

“It’s why we come to work every day,” says Stephanie Calloway, UAB assistant manager. “As an advisor, those student moments of growth are what really drive me. To watch that individual student accomplish something they didn’t think they could is what makes this job so rewarding.”

At the end of the meeting, several rounds of “speed friending” encourage further bonding among members. Conversations about favorite MSU Dairy Store flavors, hidden talents and wished-for superpowers commence.

Behind the weekly Tuesday open mics nights, Wednesday craft nights and many of the homecoming week activities is UAB. And it’s all made possible by a largely unseen meeting in Room 50, where students eagerly plan an array of events for their peers while building both their professional skills and their own community.
MEET RHS
INTRODUCING OUR TEAM MEMBERS

MEET NITASHA COX
HOMETOWN: Detroit, Michigan
JOB TITLE: Operations Coordinator for Starbucks in Broad Business College and Starbucks Delivery
YEARS AT MSU: Student for four years and full time for 15 months

WHAT’S YOUR FAVORITE PIECE OF CLOTHING YOU OWN?
I really like oversized sweaters.

WHAT HOBBY WOULD YOU LIKE TO GET INTO?
I want to start getting into yoga. When you work in retail, or MSU in general, you interact with a lot of guests. It’s important to embrace that, but also find a way to release.

WHAT IS YOUR FAVORITE DRINK?
Starbucks Blonde honey soy latte. It hugs your soul.

WHAT IS YOUR FAVORITE MEAL?
You know, we have such good chefs here and our culinary program is so great. Can I do my favorite place to eat on campus? That would be Brody Square’s Homestyle. But, my new favorite is Sparty’s Market because they switch up their food so much!

WHAT SONG DO YOU KNOW EVERY WORD TO?
If you throw me any ‘90s R&B song, I’m pretty sure I’d be able to do the lead, chorus and background.

ARE YOU TYPICALLY EARLY OR LATE?
Both.

WHAT DO YOU WISH YOU KNEW MORE ABOUT?
I wish I knew how to get information to students about financial assistance for their education so that they are more likely to start and finish. Also, I wish I knew more about finances, credit cards, interest rates, what it takes to buy a car, mortgages and all of that.

WHAT WAS THE BEST BOOK YOU’VE EVER READ?
“Generation Us” by Tom Matt.

WHAT’S THE FARthest YOU’VE EVER BEEN FROM HOME?
The most southern point in the U.S. in Hawaii during my Study Away program where we traveled to Hawaii for three months.

WHAT COULD YOU GIVE A 40-MINUTE PRESENTATION ON WITH ABSOLUTELY NO PREPARATION?
Tools and recommendations I have on managing life, stressors and self-compassion. Roll with the punches and stay standing while you do it.

WOULD YOU RATHER GO HANG GLIDING OR WHITE WATER RAFTING?
Hang gliding.

WHAT IS YOUR FAVORITE PART ABOUT WORKING FOR RESIDENTIAL AND HOSPITALITY SERVICES?
So, we have People, Practice and Purpose, but that’s not just RHS’ mission. We’re told to live them out and implement them, but [our management] holds accountability themselves. They ask themselves, “What kinds of tools can we offer?” or “What can we do to invest in our full-time staff so they can continue to pour into and give the most to our community?” We are so fortunate to attend all of the workshops, courses and classes RHS provides for us to develop ourselves. We pass these skills on to our student staff so that we can build them up whether they leave after their time at MSU or stay as I did.
HOW DID YOU START WORKING HERE?
I was a general kitchen worker my freshman year, and I came up to work a conference in August. I was going to be a one-week temporary office assistant, during that one week, the HR coordinator thought I did a good job and offered me a new position and then the HR stuff started.

WHAT DO YOU LIKE MOST ABOUT WORKING FOR RHS?
Helping people, I think that’s what a lot of people want to do with any position they have. I think the little things can go a long way. So, to be able to help people in small ways, whether that’s adjusting their work schedule or even sometimes a thank you, goes a long way.

WHAT HOBBY WOULD YOU LIKE TO GET INTO?
Probably working out.

WHAT IS YOUR FAVORITE MEAL?
A Thanksgiving meal. My favorite food is sweet potatoes.

ARE YOU TYPICALLY EARLY OR LATE?
I have some struggles with being late.

WHAT ARE SOME THINGS GUARANTEED TO MAKE YOUR DAY BETTER?
People being kind; friendliness.

WHAT WAS THE BEST BOOK YOU’VE EVER READ?
This one’s kind of fun: it’s called the “Phantom Toll Booth.” It’s this weird fantasy book I bought when I was 11, but maybe there’s an application bigger than just the weirdness in the book.

WHAT DO YOU WISH YOU KNEW MORE ABOUT?
Life.

WHAT COULD YOU GIVE A 40-MINUTE PRESENTATION ON WITH ABSOLUTELY NO PREPARATION?
My family.

WHAT DOES YOUR IDEAL WEEKEND LOOK LIKE?
A weekend trip to Holland, Michigan if the weather is nice, of course. Go to the beach, or have a picnic and get some fresh air.

WHAT’S YOUR FAVORITE PIECE OF CLOTHING YOU OWN?
There’s this dress I have with pockets that I love.

WOULD YOU RATHER GO HANG GLIDING OR WHITE WATER RAFTING?
No to the white water rafting! I’m horrified of the boat flipping over.

WHAT’S THE FARTHEST YOU’VE EVER BEEN FROM HOME?
I think California. I’ve never been out of the country, but that’s a dream and a goal.

WHAT WOULD BE YOUR DREAM VACATION?
A trip to Angola. That’s where my fiancé is from, so I would love to see where his family came from and the community there.

WHAT JOB WOULD YOU BE TERRIBLE AT?
A math teacher. In elementary school I used to cry during math.

MEET VICTORIA CORTEZ
HOMETOWN: Novi, Michigan
JOB TITLE: Unit HR Coordinator, Culinary Services
YEARS AT MSU: About three years
MEET ALEXANDER NEWMAN
HOMETOWN: East Lansing, Michigan
JOB TITLE: Facilities Supervisor, Wilson Hall
YEARS AT MSU: Two months

HOW DID YOU GET YOUR POSITION?
I was working in construction and looking to shift roles. My past job, I was driving all over the state. With this job, I live in East Lansing. Before applying, I knew some people who worked at MSU and gave glowing reviews, so I thought I would try it out.

WHAT'S YOUR FAVORITE PART ABOUT WORKING FOR RHS?
I like that we work with the student employees and that we are interacting with residents. It’s cool to think the people we interact with are getting an education and are going to inspire to do great things around the world.

WHAT HOBBY WOULD YOU LIKE TO GET INTO?
I always thought it would be cool to play an instrument. I always admire people who are really good at playing an instrument.

WHAT DOES YOUR IDEAL WEEKEND LOOK LIKE?
A get-together of a bunch of friends or family and kind of hangout on Saturday. And then a very lazy Sunday with my wife and dogs.

WHAT'S ONE THING YOU WISH YOU KNEW MORE ABOUT?
So, I was in construction, now I’m in facilities but I really enjoy learning the processes of a building. You know, energy use of the building and the different intricacies of HVC systems and energy systems. I had a couple of electricians in my family, and it was always impressive to watch them work and hear them talk the lingo.

WHAT IS YOUR FAVORITE KIND OF MUSIC?
Probably R&B. I kind of just put my phone on shuffle and listen to whatever comes on next.

WHAT ARE SOME THINGS THAT ARE GUARANTEED TO MAKE YOUR DAY BETTER?
If I don’t have to rush around in the morning. The first few people I come in contact with. If I get a nice smile, it is very contagious.

WHAT JOB WOULD YOU BE TERRIBLE AT?
A salesperson. Car salesperson comes to mind. I consider myself a people person, but I’m not a big persuader and I don’t like to amplify things more than they are.

ARE YOU A MORNING PERSON OR NIGHT OWL?
I would consider myself a morning person. I am always ready to start the day.

WHAT'S THE FARthest YOU'VE EVER BEEN FROM HOME?
Greece. This last summer my wife and I did a week and a half in Greece. It was beautiful — a lot of culture to experience.

WHERE HAVE YOU ALWAYS WANTED TO TRAVEL?
Some top ones on my list are Ireland, Australia and South Africa. I would like to go somewhere in each continent short of Antarctica.
MEET KELSIE COSTELLO
HOMETOWN: Traverse City, Michigan
JOB TITLE: Operations Manager, Forest Akers Golf Courses
YEARS AT MSU: Five years

WHAT HOBBY WOULD YOU LIKE TO GET INTO?
Golf. Everyone keeps telling me I need to learn!

WHAT IS YOUR FAVORITE DRINK?
Coffee.

WHAT IS YOUR FAVORITE MEAL?
Seafood or sushi.

WHAT SONG DO YOU KNOW EVERY WORD TO?
I’m a Beatles fan, so pretty much any of their songs.

ARE YOU TYPICALLY EARLY OR LATE?
An early bird! I get up early and go to bed early.

WHAT DO YOU WISH YOU KNEW MORE ABOUT?
Before I got this job, I thought about going to grad school to get my master’s in adult education to teach at a university. I wish I knew more about professional development in the realm of education.

WHAT IS SOMETHING YOU THINK EVERYONE SHOULD DO AT LEAST ONCE IN THEIR LIFE?
If I was giving this advice to one of my student employees, I’d tell them to get to know yourself so you can be your best self in the real world.

WHAT’S THE FARthest YOU’VE EVER BEEN FROM HOME?
Mexico.

WHAT DOES YOUR IDEAL WEEKEND LOOK LIKE?
I really like being outside, especially going on walks or hikes during this time of the year. So, doing something like that and relaxing.

WHAT ARE SOME THINGS THAT ARE GUARANTEED TO MAKE YOUR DAY BETTER?
Coffee. Just kidding, I think having a positive attitude helps the most.

FAVORITE KIND OF MUSIC?
Older music, like The Beatles.

WHAT TV CHANNEL DOESN’T EXIST BUT REALLY SHOULD?
A scary movie channel.

WHAT COULD YOU GIVE A 40-MINUTE PRESENTATION ON WITH ABSOLUTELY NO PREPARATION?
The science of cooking and baking. Whenever we had to present a fake lesson in classes at MSU, I always picked something like the scientific difference between baking powder and baking soda.

WOULD YOU RATHER GO HANG GLIDING OR WHITE WATER RAFTING?
White water rafting.

WHAT’S THE BEST WAY TO START A DAY?
I love to get up and clean my kitchen so that when I come home everything is nice.

WHAT IS YOUR FAVORITE PART ABOUT WORKING FOR MICHIGAN STATE UNIVERSITY’S RESIDENTIAL AND HOSPITALITY SERVICES?
I love all the people who work and play here. We are such a good team and get along very well.