Administration at Michigan Tech
We are Many Units—We are One Administration
Welcome to Administration at Michigan Tech

Inside you will find information on the many different business units within Administration’s portfolio. Included are biographical data on each member of leadership and highlights from their departments. In addition, we provide references to our Guiding Principles which illustrate the ideological foundation for how we operate as a mission driven organization. Our Administration Strategic Goals are included to exemplify how we support the University Strategic Plan and pursue the vision of the Michigan Tech Portrait of 2045.

Website: mtu.edu/administration
We are Many Units—We are One Administration
The Associate Vice President for Administration oversees many units, offices, and departments under the Administration umbrella, and reports to the Chief Financial Officer and Senior Vice President for Administration. We support Michigan Tech’s Strategic Plan by providing essential infrastructure along with added value services that provide a positive Michigan Tech experience to our students, faculty, staff, and visitors. Our units work together as One Administration to create, support, and promote a culture of safety and well-being for our community, to provide service excellence in all we do, and to embrace innovative approaches and ideas to continuously improve our work to support Michigan Tech.

People and Practices
The hallmarks of Administration are its people and practices. Staff within Administration have a wealth of transferable skills and knowledge that is valuable across campus, and we share our knowledge and expertise in many ways. Knowledge is shared via cross-functional teams established to improve specific functions or processes, and through central-service groups like the Business Support Center and the Office of Continuous Improvement. We also share knowledge by forming enduring teams such as our Business Hub tasked to standardize best practices and horizontally replicating these practices throughout Administration and the University.

Administration and Continuous Improvement
Our units strive to create an outstanding Michigan Tech experience for students, faculty, staff, alumni, and visitors. We seek to continuously enhance our understanding of customer and stakeholder needs to support institutional values and improve the underlying processes.

Website: mtu.edu/administration
Dashboard: mtu.edu/administration/office/dashboard/
**Administration Milestones and Points of Pride**

- Achieved 100% Administration employee training in QPR Institute Suicide Prevention training (Question, Persuade, Refer) in December 2018.
- Achieved 98% Administration employee training in Cybersecurity in March 2019.
- Implemented phase 2 of the Auxiliary Review financial realignment recommendations in FY19. This pilot year is focusing on fully-burdening the residential campus with all expenses associated with the enterprise.
- Created an online Continuous Improvement store to offer Lean training to the local community. The goal is to expand the use of Lean in the region, which will contribute to the overall economic health of our area.
- Recognized by the Network for Change and Continuous Innovation (NCCI) for presentation at their annual conference and also as a Power60 professional development webinar.
- Hosted the First Annual Copper Country Lean Conference. This conference’s primary focus is on sharing the strategy and tools of Lean and their application for competitive advantage and success.
- Selected the Office of Continuous Improvement Director to serve as a Michigan Lean Consortium (MLC) board member. The MLC’s mission is to transform Michigan’s organizations and economy by developing and supporting lean systems thinkers.
- Graduated 11 newly trained Lean Facilitators in April 2019.
- Created and launched a Lean facilitator training and development plan. 32 campus-wide facilitators are currently involved at the Lean Practitioner (Level 1), Lean Facilitator (Level 2), and Senior Lean Facilitator (Level 3) levels.
- Received several mineral collections and specimen donations. The most significant individual specimen comes from the Lance T. Hampel collection and is a 50 cm wide by 30 cm tall group of calcite crystals from the Shullsburg, MI lead-zine mines.
- Welcomed an all-time high number of visitors at the A.E. Seaman Mineral Museum in CY18 at 13,240.
- Skied 38% of the student population at Mont Ripley.
- Taught more than 4,550 PE ski and snowboard lessons this past season at Mont Ripley.
- Welcomed 21,478 student visitors to Mont Ripley this past season.
- Established a shared services, Business Support Center within Administration, to provide one-stop transactional, financial, and analytics support to Administration. Allowed for workforce reduction through attrition. This unit assisted other University departments with transactions and special projects as well.
- Expanded the Alumni Lounge in the Memorial Union to add much needed campus meeting space.
- Increased the number of courses participating in inclusive access from 10 in FY18 to 25 in FY19. This initiative reduces the cost of course materials for students and works to ensure that every student has access to course material on the first day of class.
- Cleaned and maintained 2,600,000 square feet of academic, administrative, and housing space across campus.
- Tested 20% of the main electrical breakers on campus annually in an effort to minimize unplanned outages.
- Activated the Incident Command Team, Emergency Operations Center, and associated and ongoing campus operations, logistics, and administrative support to recover and rebuild from the declared disaster of the 2018 Father's Day flood event.
- Conducted Active Shooter training for over 800 faculty and staff.
- Conducted Rape Agression Defense (RAD) training for over 700 students.
- Increased metered parking revenues by 14% third quarter FY19 over third quarter FY18 through the implementation of the ParkMobile pay by phone app.
ADMINISTRATION GUIDING PRINCIPLES

We are Many Units—We are One Administration

Mission
The units of Administration contribute to the University’s Strategic Plan by providing essential infrastructure, service, and support that provides a positive Michigan Tech experience to our students, faculty, staff, alumni, visitors, and other members of the Michigan Tech community.

Service Excellence
Our units strive to create a great Michigan Tech experience for students, faculty, staff, alumni, and visitors. We seek to continuously enhance our understanding of customer and stakeholder needs that supports institutional values.

Safety and Risk Management
We conduct university business with the goal of enhancing the safety of the entire University Community, as well as to minimize operational, financial, reputational, strategic, and compliance risk. We strive to employ best practices with regards to workplace laws, regulations, and standards to provide for the physical safety of people, facilities, and assets, and for the security of data and sensitive information.

Continuous Improvement
We foster and support a collaborative culture that focuses on empowering people to contribute to solving problems, eliminating wasteful activities, and improving processes that continue to enhance the Michigan Tech experience and student success.

Professional Development
We value the on-going growth and professional development of our staff, and support the ongoing pursuit of education, training, and certification opportunities with the belief and expectation that it will contribute to enhancing the Michigan Tech experience.
Administration Strategic Goals

Administration at Michigan Tech leads excellence at the University by creating, supporting, and promoting a culture of service excellence, sustainability, and financial stability.

The many units of Administration came together in the spring of 2019 to set goals and strategies for the 2019-2020 academic year that leverage our strengths to support the University’s strategic plan and pursue the portrait of 2045.

Pursue Service Excellence in FY20
1. Conduct at least one formal assessment of service excellence in each unit and share the process, results, learning, and next steps across Administration.
2. Share effective high-impact standards and practices, and experiments run, for achieving service excellence across Administration

Advance Sustainable Practices in FY20
1. Increase the amount of material diverted from the waste stream.
2. Decrease units of energy and water used in our facilities.

Achieve Financial Stability in FY20
1. General Fund operations achieve operating expenses no greater than the allocation provided.
2. Auxiliary operations to achieve revenues exceeding expenses that meet or exceed the budgeted contribution to the General Fund or to Auxiliary reserves.
3. Develop a three-year plan for utilization and/or growth of reserve funds.

Foundational Strategies
- Innovation and Creativity
- Continuous Improvement using Lean Principles
- Direct Student Impact
- Safety and Well-being
- Inter-departmental collaboration, inclusivity and support
- Elimination of Fear
- Rapid Experimentation
- Student involvement and learning

Website: mtu.edu/administration/office/goals
Administration Offices and Contacts

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Theresa Coleman-Kaiser
MBA, Business Administration, Marylhurst University
BBA, Business Administration, University of Iowa

Biography
Theresa A. Coleman-Kaiser has been serving as Associate Vice President for Administration since 2015. Theresa has held several administrative and operations positions at Michigan Tech since 1999.

Theresa Coleman-Kaiser is a Lean practitioner and a campus Lean facilitator. Coleman-Kaiser holds the Certified Auxiliary Services Professional (CASP) certification from the National Association of College Auxiliary Services (NACAS).
A. E. Seaman Mineral Museum

The “Gem” of Michigan Tech
A.E. Seaman Mineral Museum was established in 1902. It is the official Mineral Museum of Michigan, the unofficial Mineral Museum of the Great Lakes region, and demonstrates the exceptional quality of Michigan Tech. The Mineral Museum’s goal is to educate people about minerals through their collections and exhibits.

Mineral Museum Points of Pride
• Museum’s permanent home completed in 2011, Phyllis and Jack Seaman Garden added in 2014, Copper Pavilion funded by John and Jane Matz added in 2015.
• Michigan Mineral Alliance created in 2015, an innovative, shared, and collaborative perpetual legal agreement between Michigan Tech and the University of Michigan wherein Michigan Tech co-owns, houses, and curates the University of Michigan’s mineral collection which consists of about 17,000 specimens.
• The Michigan Mineral Alliance was nationally recognized with a correspondence published by *Nature*.
• A native copper specimen from Michigan Tech’s collection was the 2017 featured miner on the Tucson Gem and Mineral Show® poster, the show is the world’s largest and most prestigious mineral show.
• The museum maintains satellite exhibits throughout Michigan including the Michigan Welcome Center on the north side of Mackinac Bridge which has 470,000 visitors annually.

More About the Leadership

Dr. Theodore Bornhorst is Executive Director of the A.E. Seaman Mineral Museum of Michigan Tech. He is responsible for all aspects of the museum. Ted was the Michigan Tech representative and the key person in negotiation of the Michigan Mineral Alliance. In his capacity as Professor, Ted has been engaged in teaching and research. He was awarded the prestigious Goldich Medal in 2008 from the Institute on Lake Superior Geology for his outstanding contributions to geology in the Lake Superior region.

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Quick Facts on the Mineral Museum
• Michigan Tech’s mineral collection includes about 23,000 curated specimens and University of Michigan’s mineral collection about 15,000.
• There are about 3,700 specimens on public exhibit in the Thomas D. Shaffner exhibit hall.
• World’s best collection of Michigan minerals.
• World-record 19-ton native copper specimen on exhibit in the Copper Pavilion.
• John and Phyllis Seaman garden features rocks from the Great Lakes region.
• Provides private museum tours for visitors of the President.

Website: museum.mtu.edu
Auxiliary Services

Providing an Excellent Michigan Tech Experience

Auxiliary Services focuses on continuous improvement and innovation. We actively listen to those we serve and strive to exceed the needs of our many customers. Our team members realize that they are the ones who set the tone that makes Michigan Tech a warm and welcoming place. This enables all members of the Michigan Tech community to do their best while fully enjoying a high quality of life.

Auxiliary Services Points of Pride

• Dining Services serves over 900,000 residential meals and 430,000 retail transactions, and caters 3,000 events to Michigan Tech and the community.
• Merchandising provides students with over 21,000 course materials and processes 55,000 retail transactions per year.
• Mont Ripley Ski Area hosts 22,382 student ski visits—40% of the student population use the ski hill annually.
• Portage Lake Golf Course (PLGC) maintains a 160 acre, 18 hole golf course and hosts 20,000 rounds of golf annually.
• Mont Ripley and the PLGC teach over 1,000 physical education lessons.
• The Memorial Union hosts 2,358 meetings and events attended by over 88,000 customers and hosts 515 overnight guest room stays.

More About the Leadership

Bob Hiltunen is the Director of Auxiliary Services/Interim Director of Facilities Operations. He oversees a diverse array of campus services that students need and value, which include The Memorial Union, Portage Lake Golf Course, Mont Ripley Ski Hill, University Merchandising, and Dining Services.

Bob serves as lead negotiator for the University with the AFSCME labor organization. He holds a Bachelor of Science in Business Administration from Michigan Tech, a Master of Public Administration degree from Northern Michigan University, and the Certified Auxiliary Services Professional (CASP) certification from the National Association of College Auxiliary Services (NACAS).

Prior to Michigan Tech he worked for a contract food service company in several director roles in South East Michigan and South East Illinois.

Quick Facts on Auxiliary Services

• Auxiliary Services plans and executes events for the President’s office and the Board of Trustees.
• Auxiliary Services provides employment opportunities to 760 students annually which enables them to learn job skills and helps to bolster their academic careers.
• Endeavors to expand cross cultural engagement with a variety of events and opportunities for socialization for the campus community.

Website: mtu.edu/aux
Administration’s Success is Our Success

The Business Support Center strives to provide excellent, efficient, and dependable services to departments within Administration in an effort to assist them with goal attainment. The Business Support Center offers administrative and procurement support and services to all departments within Administration. Our administrative team provides services such as processing Electronic Personnel Action Forms (EPAF), Human Resources forms, check requests, purchasing card reallocations, and travel arrangements. Our procurement team offers purchasing services and support including requests for bids or proposals while also handling incoming shipments.

More About the Leadership

Ginger L. Sleeman is the General Manager of the Business Support Center. She has been employed at Michigan Tech for 17 years working in a variety of roles such as administrative support for various departments including Auxiliary Services, Student Affairs, and Human Resources, as well as Manager of Benefits. She became the General Manager of the Business Support Center in August 2018 after serving as the Assistant to the Vice President for Administration.

Ginger holds a Bachelor of Science in Psychology from Michigan Tech and an Associate in Applied Science in Business Administration from Finlandia University.

Quick Facts on the Business Support Center

- Implemented a more efficient student hiring process for Dining Services.
- Provided website assistance for all departments within Administration.
- Fulfilled over 1,000 purchase requests.
- Assisted with the development of a request for proposal for the Vice President for Strategic University Partnerships.
Providing an Excellent Michigan Tech Experience

Dining Services focuses on providing an excellent dining experience by offering fresh and delicious food options, excellent customer service, and innovation. We are actively listening to our guests and continuously improving our operations to exceed expectations. Our staff understands that providing the highest quality dining to members of the Michigan Tech community and outside guests positively enhances the Michigan Tech Experience.

Dining Services Points of Pride

• Serves over 900,000 residential meals annually
• Caters over 3,000 catering events annually
• Retail dining does approximately 430,000 transactions annually
• Supported over 15 international student association events on campus by assisting them with planning, labor and the use of our kitchen facilities on campus for their cultural celebrations
• Khana Khazana, Dining Services works with international students to assist and help them make authentic ethnic foods from their homelands. This allows international students to share dishes and culture from their homelands with students, faculty, staff, and the community. Khana Khazana allows the Michigan Tech community to taste foods they would not find in Houghton or the Upper Peninsula.
• C³ (Conversation, Community, Collegiality) buffet luncheons are put on by Dining Services twice a week during the fall and spring semester in the Memorial Union for Michigan Tech staff, faculty and their guests. This luncheon offers a time for faculty, staff and their guest to share conversation and ideas. Dining Services has been putting these luncheons on since 2015.

More About the Leadership

Daryl Matthews has been serving as Director of Dining Services since 2015. Daryl holds a Bachelor of Science in Hotel, Restaurant and Tourism Management from East Stroudsburg University.

Daryl is a Lean practitioner and a Lean facilitator for campus.

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Memorial Union Bldg G002

Quick Facts on Dining Services

• Dining Services consists of 3 residential dining halls, 7 retail locations, concessions and catering.
• Dining Services is one of the largest employers of students on campus and enables them to learn job skills and helps them to succeed after leaving Michigan Tech.
• Dining Services helps and directs international student organizations to plan and execute their events so students, faculty, staff and the community can enjoy their culture through food.

Website: mtu.edu/dining
Dining Locations
Douglass Houghton Hall
Douglass Houghton Dining Hall
DOW Building
Fusion
JR Van Pelt and Opie Library
Library Cafe
Memorial Union Building
North Coast Grill and Deli
McNair Hall
McNair Dining Hall
Mont Ripley Ski Area
Huski Cafe
Portage Lake Golf Course
Par and Grill
Student Development Complex
Coaches Corner
Wadsworth Resident Hall
Campus Cafe
Wadsworth Dining Hall
About Environmental Health and Safety

Environmental Health and Safety (EHS) plays a vital role ensuring that the University is meeting federal, state, and local environmental, health and safety regulations within Michigan Tech’s interests, stakeholders, and the surrounding communities. The department is dedicated to establishing effective EHS communication across campus, conducting periodic compliance audits, providing the necessary guidance and resources to achieve regulatory compliance, and fostering sound EHS leadership for faculty, staff, students, and the surrounding community. EHS organizes and leads the effort to identify and mitigate workplace, residential, and recreational hazards, reducing accidents and exposure to harmful situations and substances. The department also offers online training presentations, instructor-led training, and customized training.

Michigan Tech is the area’s largest teaching, research, residential, and public service organization with the potential for a never-ending list of inherent hazards and risk exposure. The mission of EHS encompasses the safety and compliance of the entirety of the university.

More About the Leadership

Scott Wendt is the Manager of Health and Safety for the Michigan Tech Environmental Health and Safety department. A graduate of Michigan Tech with bachelor’s degrees in Chemical Engineering and Chemistry, Scott has spent the majority of his career in industry, focused on quality and safety. His industrial career spans Honeywell, Minnesota Corn Producers, Calumet Electronics, and includes over a decade as an executive committee member of Peninsula Copper Industries. In 2015, he returned to MTU, as the Manager of MTU Chemical Engineering Unit Operations Laboratory, instructing and commissioning several original pilot scale experiments with industrial partnership, donations, and collaboration. Scott accepted the EHS position last February.
Facilities Operations

Teamwork is our Strength
Facilities Operations at Michigan Tech is an integral part of the university, providing quality buildings and outdoor space that enhance learning, research, and enterprise. The units under Facilities Operations include: Custodial Services, Maintenance Services, Grounds & Gardens.

As a department, we engage in a practice of implementing proactive solutions, which help address problems before they become critical. By empowering our staff to make decisions on the front line, we are able to solve issues on-site and respond to customers quickly. The majority of the Facilities Management leadership team have experience and training in Lean and Continuous Improvement Practices.

Quick Facts on Facilities Management

- Clean and maintain 3.5 million sq. feet of building space spanning over 35 buildings across 925 acres; including 4 undergraduate residence halls and 350 graduate student apartments.
- Service 35 acres of parking lots, 7 miles of campus walkways, and over 5 miles of campus roads; removing an average of over 200 inches of snow each winter.
- Plant and care for 130,000 sq. feet of gardens.
- Provide annual testing for critical electrical and fire alarm/fire suppression systems to prevent unplanned outages.

Facilities Management Plans for the Future

- Incorporates preventive maintenance programs, which leads to fewer impending component failures and greater systems reliability.
- Become recognized by the Arbor Day Foundation as a tree campus USA designated University.

Website: mtu.edu/facilities

More About the Leadership

Bob Hiltunen is the Director of Auxiliary Services/Interim Director of Facilities Operations. He oversees a diverse array of campus services that students need and value, which include The Memorial Union, Portage Lake Golf Course, Mont Ripley Ski Hill, University Merchandising, and Dining Services.

Bob serves as lead negotiator for the University with the AFSCME labor organization. He holds a Bachelor of Science in Business Administration from Michigan Tech, a Master of Public Administration degree from Northern Michigan University, and the Certified Auxiliary Services Professional (CASP) certification from the National Association of College Auxiliary Services (NACAS).

Prior to Michigan Tech he worked for a contract food service company in several director roles in South East Michigan and South East Illinois.

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Memorial Union 101
MEMORIAL UNION

Providing an Excellent Michigan Tech Experience

We provide a warm, clean and inviting space with state-of-the-art technology for customers to engage in activities. Our staff relentlessly strives for customer service excellence through actively listening to customer feedback and innovation, to exceed our guests' expectations and enhance their Michigan Tech experience.

The Memorial Union is independently run by the university, operationally supported by the student tech experience fees and room rentals from the general public. The staff of the Memorial Union work closely with the MUB board to support student activities within the Memorial Union Building.

Memorial Union Points of Pride

- Upgraded the Keweenaw Commons space with televisions, computers, printers and furniture for a collaboration space.
- Upgraded digital signage throughout the Memorial Union Building.
- Upgraded technology throughout the building.
- Added on to the Alumni Lounge.
- Hosted 2,358 meetings and events attended by 88,000 people.

More About the Leadership

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Prior to Michigan Tech he worked for a contract food service company in several director roles in South East Michigan and South East Illinois.

Memorial Union Points of Pride

- Hosted 2,358 meetings and events attended by 88,000 people.

Quick Facts on the Memorial Union

- Our building has 11 meeting rooms, including the Isle Royale Ballroom, that can be configured in a variety of sizes to meet our customer's needs from small to large events.
- 4 hotel style guest rooms available to the campus community and the general public.
- Home to the Student Activities Office, Student Organizations, USG and Memorial Union Board, the Campus Store, Michigan Tech Catering Services and the North Coast Grill and Deli.
- War Memorial Wall located on the second floor in the Ballroom lobby.

Website: mtu.edu/memorialunion
Providing an Excellent Michigan Tech Experience

The Campus Store and University Images are the friendly faces of the university, where relationships with the university are made and re-established, directly engaging with students, faculty, staff, alumni, and the local community. We provide the tools to ensure students have what they need to succeed in the classroom and beyond. We offer a fun and satisfying customer shopping experience. Our merchandise is seen around the world which markets the school, fosters connections, and is unique to the school and the area.

- The Campus Store is an independent bookstore wholly owned and operated by Michigan Tech, only one of three universities left in Michigan that is solely owned and operated by its institution.
- In the last year, three members of Merchandising Operations earned their Collegiate Retailing Management (CRM) Certificates, several more are working towards their certificates. We also have several staff with certificates in Mediation, SafePlace, Mental Health First Aid and Question Persuade Report (QPR - suicide prevention).
- Merchandising has had multiple successes with departments with whom we’ve collaborated: IT during Orientation, Student Health and Wellness with the HuskyFan program, Student Activities for Bookrush, and Admissions with their campus tours.
- University Images has employed many student-athletes who must balance their schedules between sports, academics, and employment.

Quick Facts on Merchandising Operations

Campus Store - Located in the Memorial Union Building (fiscal 2016-2018)

- ~40,000 average point of sale transactions per year
- ~1,700 average online course material (web orders) sales per year
- 5,747 transactions through our online Commencement Regalia store (TouchNet) built-in house since we went to keepers (in place of rentals) the Fall 2017 semester. (transaction count includes all regalia gear and tickets)

University Images - Located in the Student Development Complex

- ~16,000 average point of sale transactions per year
- ~3,000 average online web order sales per year
Mont Ripley contributes to the health and wellness of the Michigan Tech community and increases the quality of life on campus and in the Keweenaw, by providing outdoor winter recreation facilities for people of all ages and abilities, we make winter FUN! Mont Ripley was the first ski area in the state of Michigan and has had a relationship with Michigan Tech since 1938 and officially became part of Michigan Tech in 1944. Michigan Tech is only one of two universities in the country who own their own ski area and we are the only one in the Midwest. This is something that makes Michigan Tech unique. We also have four registered student organizations affiliated with Mont Ripley and average over 19,000 Michigan Tech student visits every year.

Mont Ripley Points of Pride

- Mont Ripley receives the most snow in the Midwest, the third most in the United States, according to the Weather Channel.
- The most used Experience Tech venue on campus with an average of 19,000 Tech student visits per year, which is over 38% of students on campus.
- Mont Ripley's Ski School teaches over 700 Tech students ski & snowboard PE classes along with 250 local school kids and 50 little kids every week during our prime season.
- We boast one of the longest seasons in the Midwest with an average of 105 days of operation per year over the past 19 seasons.
- Mont Ripley has one of the best snowmaking systems in the region giving us a very consistent and long season every year.
- The only ski hill in the Upper Peninsula which lights up their whole hill for night skiing, making it available mid-week when our customers have time to play.
- Mont Ripley averages around 70 Michigan Tech student employees every year and around 40 volunteers on our Mont Ripley Ski Patrol. We have many Tech students getting national accreditation through the NSP (National Ski Patrol), PSIA (Professional Ski Instructors of America) and the AASI (American Association of Snowboard Instructors).

Website: mtu.edu/mont-ripley

More About the Leadership

Nick Sirdenis has a degree in Ski Area Management and has been working in the ski industry for 41 years. He has been the General Manager at Mont Ripley for 19 years and was the Operations Manager of Blackjack Ski area for 19 years before coming to Mont Ripley. Nick is the longest serving member of the Ski Area Safety Board for the state of Michigan, appointed by the Governor to his fifth term and has served under four administrations. He is also a board member for the Midwest Ski Areas Association and a past president of the Keweenaw Convention and Visitors Bureau. Nick and his family are life long skiers.
Dr. Ruth Archer is the Director of Continuous Improvement at Michigan Technological University, where she manages the continuous improvement activities for the university. Ruth is responsible for training people on Lean thinking and integrating continuous improvement into the day-to-day activities of students, faculty, and staff. She also teaches courses on Lean principles, teamwork, and communication. Ruth has a Bachelor of Science in Electrical Engineering, a Master of Business Administration, and a PhD in Business Administration with a specialization in organizational psychology.

Prior to Michigan Tech, Ruth served in the U.S. Air Force as an aircraft mechanic and later as an engineer.

Quick Facts on OCI

- 31 university employees perform service as Lean facilitators, assisting others to understand, troubleshoot, and improve work processes.
- 220+ cross-unit improvement events involved more than 750 employees and students since 2008.
- 2 academic courses and 10 employee training courses in Lean culture and principles are delivered annually through OCI.
- Leaders in Continuous Improvement (LCI), an active student organization with approximately 40 members, is advised by OCI.
- Community members can purchase Lean training through an online store, with the goal of expanding the use of Lean in the region.

Website: mtu.edu/improvement
Portage Lake Golf Course

Excellent Recreation for the Michigan Tech Students and Surrounding Community

Michigan Tech's Portage Lake Golf Course (PLGC) may be the oldest course in the Northern Midwest. Originally it was 9 holes when it opened in 1903. Today PLGC is a beautiful 18-hole, Par 72 layout overlooking Portage Lake. It is a very challenging, wonderfully maintained course with a standard of high quality that distinguishes Michigan Tech. The Portage Lake Golf Course includes practice facilities, a merchandise area, and a comfortable Bar and Grill that awaits our guests.

PLGC Points of Pride

• Selected in the Golf Digest "Best Places to Play" list.
• Selected by the Upper Peninsula Ladies’ Golf Association to host the 2021 UPLGA Senior Ladies’ Championship.
• Selected by the Upper Peninsula Golf Association to host the 2023 UPGA Men’s Championship.
• Voted Best Course in the Keweenaw by the daily Mining Gazette readers 10 years running.

More About the Leadership

Mark Maroste became the Associate Director of Auxiliary Services in 2016 and has managed the Portage Lake Golf Course for 15 years. Mark has over 20 years of experience in the Recreation and Varsity Sports field. He is a PGA Class A Professional and former Division 1 Assistant Hockey Coach.

Mark currently oversees the Portage Lake Golf Course, Campus Merchandising, and Dining Operations.

Mark has a Bachelor of Science in Business Administration from Michigan Tech.

Website: mtu.edu/golfcourse
Public Safety and Police Services

To Protect and Serve
Public Safety and Police Services provides 24-hour patrol and incident response to our community with a heavy emphasis on service. The services we provide are aimed at helping to maintain a safe and enjoyable campus environment for all to work, learn, and visit.

Our numerous initiatives help keep Michigan Tech’s campus safe for all. This is crucial to providing an environment in which our students can create the future.

Public Safety and the University
The Director/Chief meet at the request of the President as needed. If a serious issue arises, the Director/Chief will call the President to advise them and seek their input. A typical example would be in the case of a serious incident representing an ongoing threat to the community.

Public Safety Points of Pride
• 24-hour patrol and Emergency Medical Services (EMS).
• Investigation of all criminal complaints that occur on campus.
• Crime prevention education and self defense training.
• In the early stages of seeking accreditation through the Michigan Law Enforcement Accreditation Commission (MLEAC).
• Michigan Tech named safest campus in the United States by Campus Magazine.
• A large variety of general assistance programs.

More About the Leadership
Brian Cadwell is the Director and Chief of Police. Cadwell is a 40-year law enforcement veteran and a Graduate of Michigan Tech and the Michigan State University School of Police Staff and Command.

Quick Facts on Public Safety
• Officers are licensed through the State of Michigan Commission on Law Enforcement Standards (MCOLES).
• Officers are trained and equipped with .40 caliber Glock pistols, AR-15 patrol rifles, shotguns, tasers, and pepper foam.
• Each officer is equipped with a body worn camera.
• There is mandatory on-going training with all weapons.
• Members of our Emergency Medical Services hold state and national certification.
• We provide a long list of services to the community, all geared toward enhancing the safety of our community.
• Officers are trained in the Incident Command System (ICS).

Website: mtu.edu/publicsafety
Residence Education and Housing Services

Enhancing the Student Experience

Residence Education and Housing Services provides leadership, vision, and strategic planning for 834,665 square feet of student housing for over 3100 residential students in 2410 residence hall beds and 350 apartment units. The staff of 14 full-time professionals and 115 student staff partners with Dining Services, Facilities Management, and Information Technology to provide a comprehensive residential experience that is guided by our educational priority which enhances the living-learning community and student development.

Educational Priority

Students will build an inclusive and supportive community. All members will become conscientious, resilient, and prosperous through active engagement in their own progression.

- Inclusive and supportive community
  - A supportive community is based on mutual respect, communication, and care. Members are encouraged to grow and explore themselves and the world around them without fear. Words and actions make all members feel included.

- Conscientious
  - Conscientiousness involves thinking about others, exploring values, and making informed decisions.

- Resilient
  - Resilience is the ability to persevere through obstacles and adapt to change. It is achieved through caring for one’s self, relying on others, and taking charge of your life.

- Prosperous
  - Prosperity emphasizes self-management and authorship of multiple identities to prepare for life and career.

- Progression
  - Progression is an individual path toward personal fulfillment. It requires reflection upon the development of identities, values, and skills.

More About the Leadership

Travis Pierce serves as the Chief Housing Officer and Director of Residence Education and Housing Services. He has worked in higher education since 2001 as an educator and administrator. While the core of his professional work is residence education, he has other experience in fraternity and sorority life, leadership development, community service programs, outdoor programs, student organizations and advising, campus traditions, Title IX, and emergency services.

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Spreading a Culture of Sustainability

- Michigan Tech’s energy profile includes low cost energy from Wolverine Power, Cadillac, Michigan which includes a commitment of 50% renewable energy (wind) from another Michigan owned wind farm. As a result, the Environmental Protection Agency has recognized Michigan Tech as a Green Power Partner. We've joined the EPA Green Power Partnership and are using 18,002,174 kilowatt-hours of green power annually.

- Michigan Tech has a recycling program which covers the 26 buildings on campus and is serviced by Waste Management who transports our single stream recycled material to Eagle Waste in Wisconsin. Our diversion rate is 15%, consistent with the State average. Plans are in place to improve this to 25% in the coming year through increased awareness and increased composting.

- Michigan Tech has a 20 Kw solar panel system at the Keweenaw Research Center (KRC) which saves the Center about $5,000 annually. Another 8.6 Kw solar panel system is located in Lot 10 on campus and provides about 50% of the energy needs of the Sustainability Demonstration House.

- Our Green House Gas emissions are calculated by our Green Campus Enterprise and published at https://www.mtu.edu/facilities/admin-planning/energy/carbon.

- The Sustainable Futures Institute (https://www.mtu.edu/sfi) is one of many educational efforts on our campus. The SFI distinguishes itself by developing and leading research and education projects that are large scale, interdisciplinary, and provide solutions to sustainability challenges.

More About the Leadership

Jay S. Meldrum, Sr. has been the Director of the Keweenaw Research Center of Michigan Tech for 21 years. He manages a full-time staff of 30 engineers and support staff who provide test and analysis services to the military and industrial sponsors on a 900 acre test track. Meldrum is also involved in energy research due to the high cost of energy in our area. The Center has a 20 kilowatt solar panel research facility and a geothermal heating system that uses water from an abandoned mine shaft as its source of ground water heat. In addition, Meldrum teaches the Alternative Energy Enterprise class on campus. Students from all disciplines study solar, geothermal, wind, fuel cell, and other forms of alternative energy and energy efficiency.

In the summer of 2017, Meldrum took on an additional appointment as the Executive Director of Sustainability at Michigan Tech. Current activities include running a Sustainability Demonstration House where students live and explore ways to live more sustainably. The house is powered by a nearby solar panel array and students look for practical ways to recycle, compost, conserve water, grow food indoors over the winter with an Aquaponics system, and monitor their energy consumption. Our current sustainability goal is to achieve GOLD status using the Sustainability Tracking, Assessment, and Reporting System (STARS), a tool provided by our membership in the Association for the Advancement of Sustainability in Higher Education (AASHE). To achieve this goal we need to coordinate our efforts across campus in recycling, energy, monitoring, education, and goal setting giving students, staff, and faculty the opportunity to participate in sustainable practices.
About Transportation Services

Transportation Services goal is to provide the best possible parking and transportation experience we can. Transportation Services is made up of three operations:

Transportation Operations:
- Assist with permits for visitors, students and staff
- Parking lot maintenance
  - snow removal
  - paving
  - plowing
- Courtesy patrol
  - Help with motorist assist
  - Enforcement of lots

Shuttle Services:
- Complimentary Shuttle Services throughout campus all year
- Complimentary Shuttle Services downtown and to shopping areas September through April
- Services to Mont Ripley Ski Hill during Track A of the spring semester

Husky Motors:
- Provide vehicles to rent daily or long-term for student organizations and departments

Quick Facts on Transportation Services
- The Courtesy Patrol helps with an average of 15 motorist assists monthly. The assists include battery boosts, tire inflates, and gas assists.
- The Courtesy Patrol is outfitted with hi-visibility vests and jackets. The vests help identify the personnel for individuals to help with questions on campus.

More About the Leadership

Gail Kotajarvi-Gerard is the Manager of Transportation Services. Gail has been employed with Michigan Tech as of June 2018. Prior to working at Michigan Tech Gail worked in retail for 30 years.

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Providing an Excellent Michigan Tech Experience

University Safety and Security oversees Public Safety and Police Services, Transportation Services, Emergency Medical Services, Emergency Management (Incident Command), and all physical security issues. We strive to provide the safest possible environment for our students, staff, faculty, and visitors.

University Safety and Security Points of Pride

- Daniel currently holds an Interim Top Secret Security Clearance.
- Chair of the President’s Task Force on University Safety and Security.
  - Task Force reviews, analyzes and updates the installation and placement of security cameras, emergency phones and automated external defibrillators (AED).
- Oversees Emergency Management and the University Incident Command Team.
- The Incident Command Team is active in all major University Events and regularly drills and prepares to serve the University.
- The Incident Command Team is now receiving advanced training from Texas A&M Engineering Services and the University of Southern Mississippi (both funded through FEMA) in EOC Operations and Sport and Event Evacuations.
- Recently received a grant for the purchase and installation of “blue light” emergency phone towers.

More About the Leadership

Daniel Bennett serves as the Police Commissioner and Executive Director of University Safety and Security for Michigan Technological University.

Daniel has been part of the Michigan Tech family since 2009. He began his public service in 1980 when he enlisted in the United States Marine Corps and served two tours in the Infantry. In 1989 he began his law enforcement career and has served continuously as a sworn officer for both municipal and university police departments in Illinois, Nevada, and Michigan.

Daniel is a graduate of Northwestern University’s School of Police Staff and Command, the F.B.I. Law Enforcement Executive Development Associations Command Institute for Law Enforcement Executives, and received a certificate of completion for the “Crisis Leadership in Higher Education” program at Harvard University’s John F. Kennedy School of Government, Executive Education.

Daniel has a Bachelor’s in Public Administration from Nevada State College, an MPA from UNLV and is currently working on his doctorate in Higher Education Leadership at Edgewood College.

Website: mtu.edu/dss