

Hotline

The Princeton University Plasma Physics Laboratory is a United States Department of Energy Facility

Young Appointed to Council

Mission is Bringing Human Resources, DMAC, and DACW Issues to the Leadership

In the midst of her "third career," Margaret Young is accepting a new challenge.

As the most recent addition to the PPPL Council, the Head of Human Resources is bringing personnel issues — as well as those of women and minorities — to the attention of the advisory body. The Council, chaired by PPPL Director Ronald C. Davidson, was established to consider and advise on issues that affect personnel policy, salaries and promotions, budget and manpower, compliance, and Laboratory operations.

"Since I am close to Human Resources' problems on a day-to-day basis, I can bring that perspective to the meetings, which is particularly important as we go through difficult times ahead," said Young, referring to the potential for future budget cuts and reductions in force.

Conscience of Organization

Added Steve Iverson, Head of Office of Human Resources and Administration, "I am particularly pleased that Margaret has been appointed to Council since, in this uncertain budgetary climate, her direct input to Council regarding complex human resources issues is vital. I have always believed that the Human Resources Director is the conscience of the organization,

with direct responsibility to report accurately and openly to the senior management."



Margaret Young

Young stressed that especially during these times, employees must be regularly informed about the Lab's plans, even if there is nothing new to report.

"The Director has made a commitment to communicate regularly

with staff and I think one of the things that's always difficult to do is to tell people that there's nothing new. Yet it's very important to keep on making the information known to people so they can plan their lives. We all need to know as much as we can about the future so we can be prepared," she said, adding that people tend to envision the worst scenario if they are not continually informed.

Young, who is currently the only woman on the 17-person Council, will also bring issues concerning women and minorities at the Lab to the meetings. "I feel an obligation to bring the issues of the Director's Advisory Committee on Women and the Director's Minority Advisory Committee to the Council as a regular part of the agenda. This assures that the concerns of these two groups are addressed," said Young, who advises both committees.

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INSIDE ...

Photo Highlights from "Take Our Daughters to Work Day"

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The Council member's insight into Human Resources issues has been culled throughout the last 16 years, which comprise the period of her "third career." Her first career was as an analytical chemist, followed by her second as a mother and housewife. When her children were raised, Young went on to earn a Master's in

Business Administration in Human Resources Management at the University of Buffalo, which eventually led her to Princeton University as Director of Employment and later as Director of Compensation before she joined the Lab as Director of Human Resources three years ago.

It is that varied career and educational backdrop that provides Young with a unique perspective to bring to Council, an appointment she said she

was "absolutely delighted" to receive.

As for being the lone female on Council, Young said it poses "no problem at all." Throughout her last decade and a half in Human Resources, she has become accustomed to being outnumbered by men at the senior level.

"I've found that if I've been prepared to communicate the necessary information, then I have not been excluded," she said ●

Employees Give F&EM High Marks

The results of a recent survey at the Lab indicate an improvement in the quality of service provided by Facilities and Environmental Management (F&EM) since last year.

"Compared to last year's survey, the customer satisfaction level went up in just about every area," said J.W. Anderson, Head of F&EM [formerly the Facilities Engineering Division].

This year's survey queried a random sample of employees in 14 areas of the Lab about their level of satisfaction with such things as the general condition and maintenance of the building structure; the cleaning of

personal work areas, restrooms, and central areas; and office remodeling, painting, and staff relocations within PPPL. (Two of the survey questions and their results are included as pie charts on this page and the next.) A similar questionnaire was distributed last year.

The most marked improvement occurred in custodial services, where the level of customer satisfaction jumped from 75 percent in 1994 to 85 percent in 1995.

Custodial Services Improved

Anderson said last year's survey, which indicated that employees were

somewhat dissatisfied with how their personal work areas and the central areas were being maintained, prompted F&EM to improve custo-

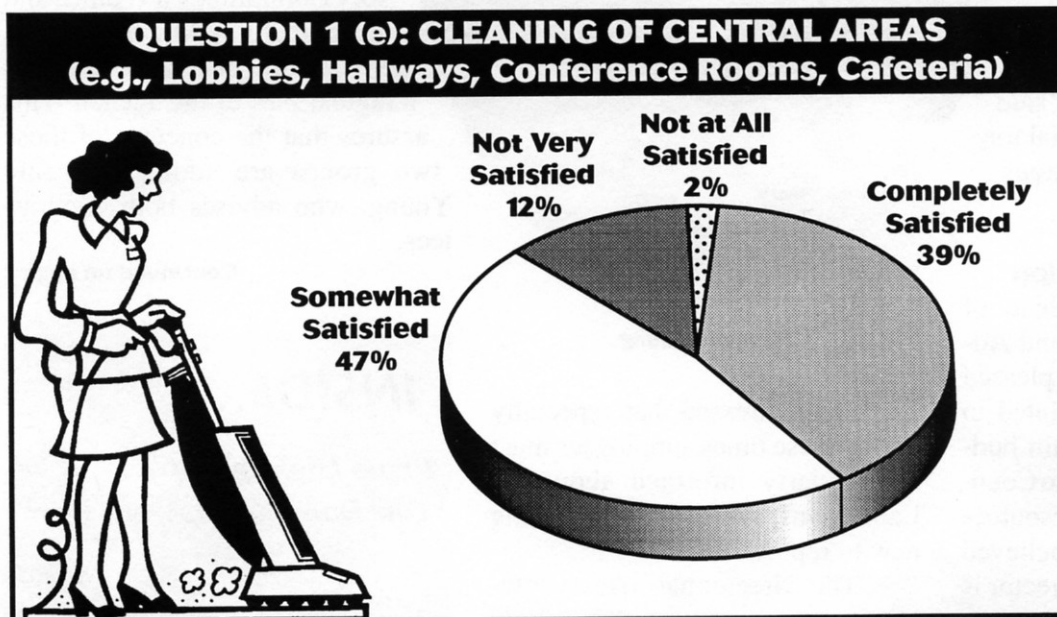
"I felt we really needed some feedback from people. Otherwise we were just making decisions in a vacuum."

—J.W. Anderson

dial services. Anderson said the first step was to appoint Margaret King as supervisor of the custodial staff.

"As supervisor, Margaret received additional training and came back with new ideas on how to better organize the workload for the custodians," said the F&EM Head, calling this year's results "a tribute to the efforts of the custodial staff."

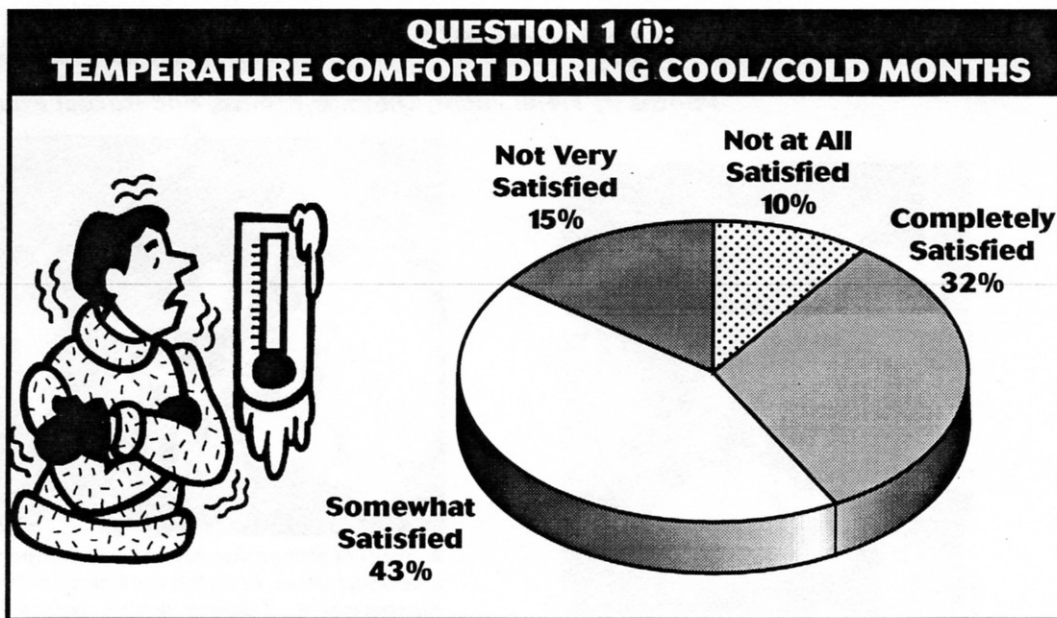
Other areas addressed by the survey focused on the maintenance and upkeep of the lawns, roads, and parking lots, as well as on building systems such as lighting, ventila-



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tion, and temperature control. "One of the questions we asked was whether people were too cold in the winter or too hot in the summer. Temperature control is probably one of our toughest areas to deal with," said Anderson, noting that 75 percent of the respondents this year indicated they were satisfied with temperature comfort during cool months.

Richard Gallagher, Maintenance and Operations Branch Head, added, "Most of the comfort problems are due to the poor performance of old equipment



"This makes our work challenging but rewarding — and never routine," he said.

New Questions

While most of the questions this year were similar to those asked last year, the questionnaire included a few new ones centering on safety. Participants were asked what they did if they had a safety problem and how satisfied they were with the timeliness and quality of F&EM's response to the problem. "About 97 percent of the respondents indicated they were generally satisfied with the response," said Anderson.

He said the next area F&EM will tackle as a result of this year's questionnaire is to improve the Lab's outside areas. "This year's survey indicated the general appearance of the Lab needs improvement. So we've spent more time trying to clean up the exterior of the Lab. For example, 1,600 concrete shield blocks along the roadway to the Hazardous Materials building were removed, and all of the equipment stored in the upper parking lot has been removed. Additional improvements will be made throughout the spring," said Anderson.

Anderson said the surveys give F&EM an indication of how well it is doing. "I felt we really needed some feedback from people. Otherwise we were just making decisions in a vacuum," said the F&EM Head. "The feedback helps us decide where we need to improve and how we should allot our time."

[EMPLOYEES WITH REQUESTS FOR F&EM SERVICES MAY CALL EXT. 3092.]



Jamil Howard keeps PPPL in order.

and the lack of insulation in the older buildings. The Maintenance and Operations Branch staff is involved in improving the performance of the systems and adding insulation in the older buildings."

Gallagher said a continuous juggling act is required to balance the maintenance requirements of the Lab infrastructure, while supporting the experimental projects and providing personalized service to individuals.



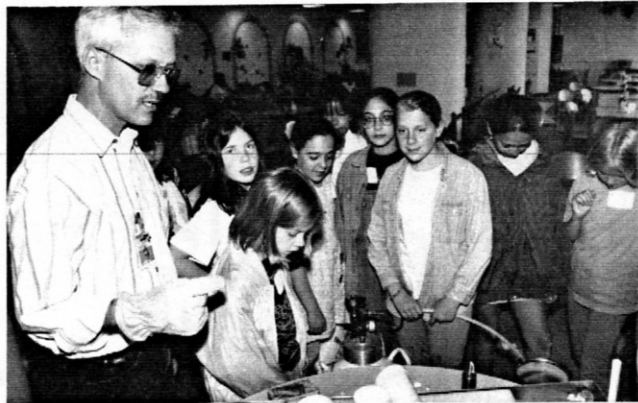
Claudia James and Margaret Jackson load up the recycle bin.

“Daughters” Come to the Lab

Photos by Heidi Fuchs, Dietmar Krause, and Rachel Paul



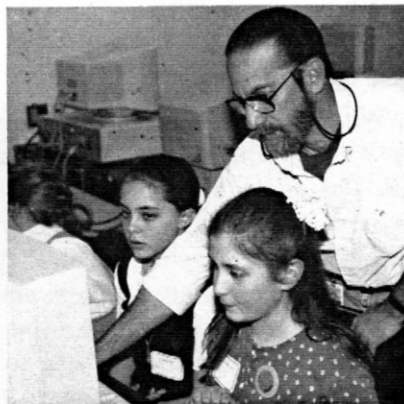
From left are Rebecca Horner, Sheree Gething, Heather Harle, and Al Davis during a CPR demonstration.



A group of girls gather around Jim Kamperschroer as he gives a demonstration. From left are Kamperschroer, Beth Bell, Amy Kamperschroer (looking down), Jessica Pasquarello, Tram Nguyen, Rachel Paul, Caroline Bernabei, Martine Bayes, and Casey Johnson. The demonstration was one of many activities planned for the dozens of girls who visited the Lab on Thursday, April 27, for “Take Our Daughters to Work Day.”



Lizzette Seay holds up her work during the creative problem solving session.



Peter Del Gandio helps Sabrina Chrzanowski (right) and Katherine Faul send a letter by computer.



From left, mentor Virginia Zelenak works on the computer with Pam and Hope Nemeth.



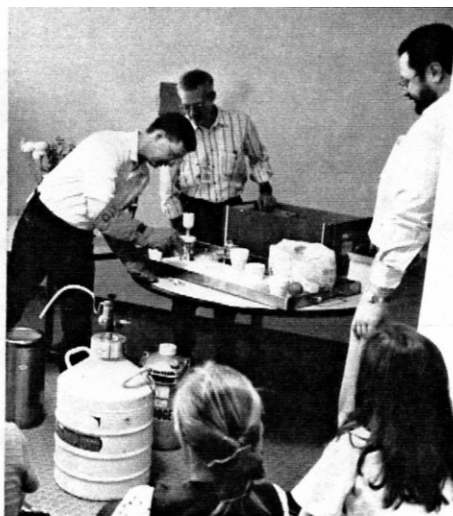
Science Education Senior Program Leader Sharon Sherman gets a group involved in creative problem solving. Clockwise from Sherman are Amber Raymond, Alicia Janos, Kim Such, Susie Dudek, Cheryl Oldaker, and Hope Nemeth.



Steve Paul poses with his daughter, Rachel.



PPPL employee Cheryl Such helps Alicia Janos write a procedure for how to make a peanut butter and jelly sandwich.



From left are Mark Cropper, Jim Kamperschroer, and Ray Camp, who are giving a liquid nitrogen demonstration to a group of girls in the Cafeteria.



From left are Heather Harle, Kate Gorman, Nadia Hasan, PPPL'er Patti Wieser, and Casey Johnson. The girls sent e-mail to their relatives at the Lab and then wrote a story, which is below.

"Hot Off the Press"

BY

KATE GORMAN, HEATHER HARLE,
NADIA HASAN, AND CASEY JOHNSON

Anthony R. DeMeo, the Head of Information Services, recently issued the Highlights Report of the last fiscal year. This was a brief annual report of what the Laboratory did during Fiscal Year 1994.

The 36-page report, filled with photographs and descriptions of last year's activities, covered a lot of "firsts," including the three world records for fusion power production of 3 million watts, followed by 6 million watts, and then 9 million watts. "It was a special year," stated DeMeo.

He gave particular credit to Information Officer Carol Phillips, who edited the publication. Phillips was responsible for editing, proofing, and gathering the information and photographs. "The hardest thing, I think, is getting the information," said Phillips, who spent three months on the project.

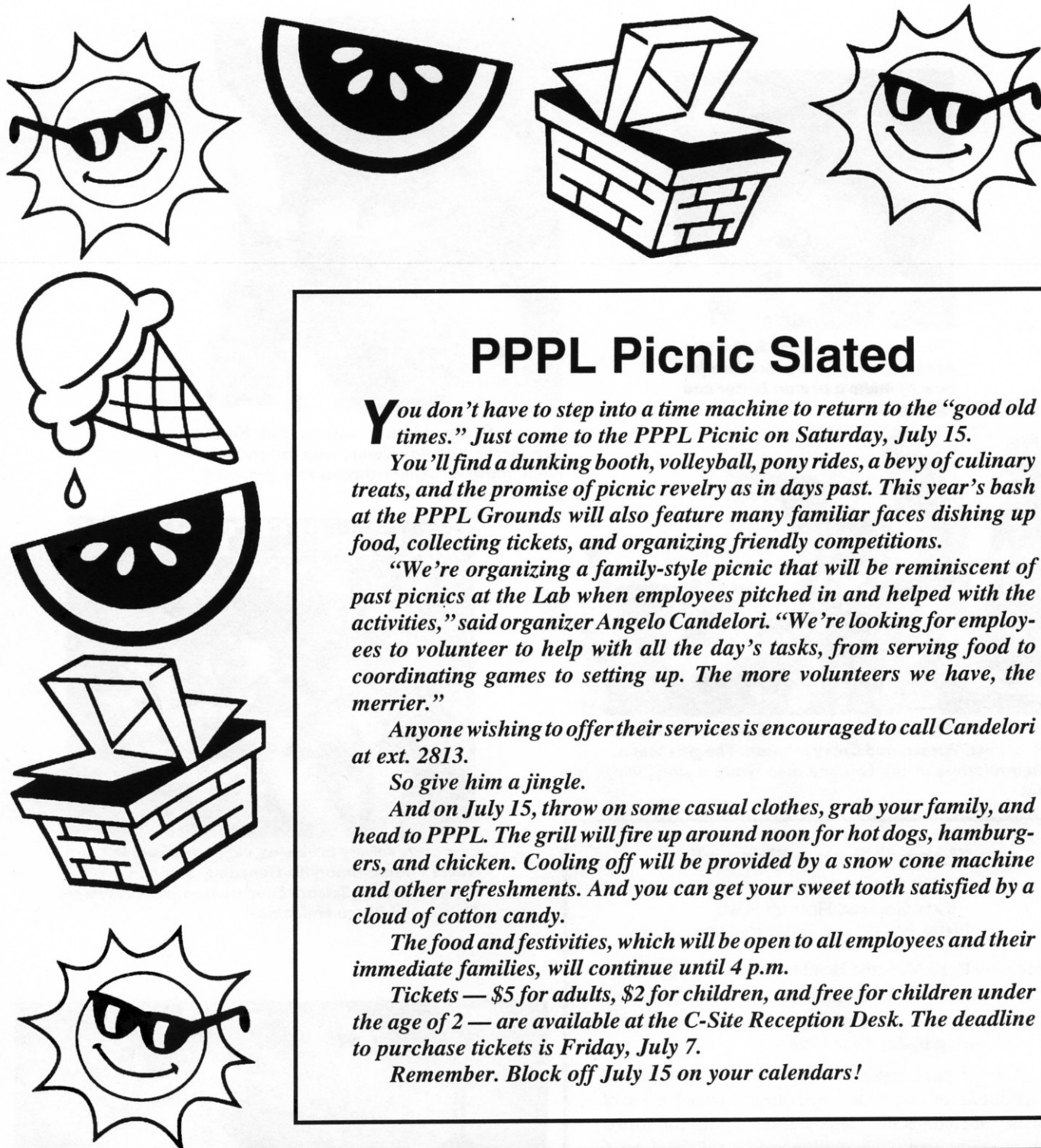
The Highlights Report will be distributed to fusion scientists, Congress, taxpayers, and PPPL employees.



Creatively solving problems, clockwise from left, are Nadia Hasan, Amaryllis Gonzales, Stephanie Wise, Monica Zimmer, Science Education employee Helene Tinkel, and Becca Holcombe.



PPPL employee Virginia Finley (standing) addresses a group of girls. To the left of Finley is Rebecca Horner.



PPPL Picnic Slated

You don't have to step into a time machine to return to the "good old times." Just come to the PPPL Picnic on Saturday, July 15.

You'll find a dunking booth, volleyball, pony rides, a bevy of culinary treats, and the promise of picnic revelry as in days past. This year's bash at the PPPL Grounds will also feature many familiar faces dishing up food, collecting tickets, and organizing friendly competitions.

"We're organizing a family-style picnic that will be reminiscent of past picnics at the Lab when employees pitched in and helped with the activities," said organizer Angelo Candelori. "We're looking for employees to volunteer to help with all the day's tasks, from serving food to coordinating games to setting up. The more volunteers we have, the merrier."

Anyone wishing to offer their services is encouraged to call Candelori at ext. 2813.

So give him a jingle.

And on July 15, throw on some casual clothes, grab your family, and head to PPPL. The grill will fire up around noon for hot dogs, hamburgers, and chicken. Cooling off will be provided by a snow cone machine and other refreshments. And you can get your sweet tooth satisfied by a cloud of cotton candy.

The food and festivities, which will be open to all employees and their immediate families, will continue until 4 p.m.

Tickets — \$5 for adults, \$2 for children, and free for children under the age of 2 — are available at the C-Site Reception Desk. The deadline to purchase tickets is Friday, July 7.

Remember. Block off July 15 on your calendars!

HOTLINE

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