



**NWACUHO Operations Award – Aimee Scrivens  
Nominated by Kathryn Magura, Oregon State University**

Over the last year, Aimee was tasked with developing an internal custodial staffing program for the 4600 bed on-campus housing program at Oregon State University. This new program would result in hiring a team of almost 40 full-time staff to keep the on-campus residence halls and dining centers clean and operational. Prior to this, Aimee worked with our Conferences, Scholar Housing, and Building Services program, and hails from a traditional residence life background. While the process for setting up a new program from the ground up may be daunting to some, Aimee took to the challenge with a level of detail and grace that is unparalleled.

The custodial program at Oregon State had been contracted out to an outside vendor for over a decade. The idea of taking on this task internally had been discussed for years, but it was not until Aimee joined the staff team that the thought ventured to the realm of reality.

To set up a new custodial team, Aimee did a lot of research including: benchmarking with other universities, attending conferences and workshops, and learn about environmentally sustainable cleaning products most of us have never heard of. As a colleague observing this process, I noticed that Aimee took this task as an opportunity to truly innovate a new program. I don't recall a single time Aimee complained about the process of setting up this program, which says a lot about her character as a professional.

On July 1st we launched our new internal custodial team and process, and immediately it was noticed by colleagues and customers that the level of detail and care shown in cleaning our residential spaces had increased exponentially. The new staff were friendly and cared deeply about maintaining a high standard of cleanliness. While there have been some bumps in the process over the first 6 months of operation, I know that the move to an internal custodial team has gone far better than I could have ever hoped or anticipated it could.

Thank you, Aimee, for creating a truly phenomenal and innovative program.