

Myeshia Reynolds: Campus Operations Assistant, JHU School of Education

“Housing Our Story” Interview with Casey Haughin

November 2, 2018

- Casey Haughin: So, today is November 2, 2018. My name is Casey Haughin, I'm a student in the “America After the Civil Rights Movement” class, working on the project, “Housing Our Story,” and I'm here with Myeshia Reynolds. So, Myeshia could you just give us your name and job title?
- Myeshia Reynolds: Sure, my name is Myeshia Reynolds and I'm the Campus Operations Assistant here at Johns Hopkins University School of Education.
- Casey Haughin: All right, and Myeshia can you tell us a little bit about where you grew up?
- Myeshia Reynolds: Sure, I grew up in Baltimore City, right off of North Avenue and Harford Road, right where the district court house is.
- Casey Haughin: Great, and what neighborhood did you grow up in?
- Myeshia Reynolds: I guess it like kind of sort of be like East Baltimore; not too far from the Johns Hopkins Hospital itself.
- Casey Haughin: Yes, and can you tell us a little about your experience in school and the schools you attended.
- Myeshia Reynolds: Sure, I went to Dunbar High School, I graduated in 2004. I went to B Triple C [Baltimore City Community College] for a while, but I did not graduate from B Triple C. I ...[audio cuts off]
- Casey Haughin: That's all right.
- Myeshia Reynolds: Sorry.
- Casey Haughin: And where do you live in the city now?
- Myeshia Reynolds: I live in, still in the same neighborhood. East Baltimore, maybe about five minutes from Johns Hopkins Hospital, so I'm not far at all.
- Casey Haughin: Yeah, so growing up near the hospital, that must have been an experience. How did you sort of relate to Hopkins before you got a position here?

- Myeshia Reynolds: I actually went to Dunbar Middle and Dunbar High School, so I was literally right across the street from the Hospital. My oldest brother has been working there for 20 years.
- Casey Haughin: Okay.
- Myeshia Reynolds: So, it's just, I guess Johns Hopkins is so famous, so—and I went to school right across the street from it.
- Casey Haughin: Yeah, what position does your brother hold there?
- Myeshia Reynolds: He is a materials handler, like he delivers material for the doctors. He works on the loading dock at the Outpatient Center. He's been there for 20 years; he's a supervisor.
- Casey Haughin: So, with sort of this knowledge of Hopkins growing up, how did you become involved with Hopkins specifically?
- Myeshia Reynolds: Okay, I actually applied for a position, I was a security guard for Allied Barton, a contract through Johns Hopkins University. I was a security guard for six years. I started as an outside guard on the Homewood Campus. I had two young children, a three month old and a three year old. It was kind of rough at first.
- Casey Haughin: Need to pause? [Pause] So we had to take a brief break there for a moment. Can you tell us why?
- Myeshia Reynolds: Yes, okay, so with my position I pretty much have to have my phone on me every second of the day because I am like Assistant Building Manager per-se; so, the guards can pretty much call us if something is wrong, if someone comes over, like to go in someone's office because we can't just let anyone in. I could be in a meeting and I could get disrupted at any moment, so I have to see what's going on, just to make sure that the building and the people in here are safe. Yeah.
- Casey Haughin: All right, thank you for explaining that.
- Myeshia Reynolds: Oh, you're welcome, no problem.
- Casey Haughin: And so, you were speaking a little bit about your experience as an outside guard.
- Myeshia Reynolds: Yes, oh I'm sorry, I was an outside guard. I had three young children here on the Homewood Campus, it was kind of rough at first dealing with working outside in the really cold weather and then working when it got really hot, but in a sense I loved the job and in a sense I kind of didn't love the job. I can say I did love it

because I met a tremendous amount of wonderful people. People I would even consider my family. Like I can share personal information with. Some, I am still friends with, six years later.

Casey Haughin: And where were you posted while you worked in security?

Myeshia Reynolds: I was right on Charles; not directly on Charles and 33rd, but between Charles and 33rd and 34th Street. Right where the big Johns Hopkins University sign is. In front of the MSE [Milton S. Eisenhower] Library.

Casey Haughin: Yeah, and then you were at the School of Education after that?

Myeshia Reynolds: Yes, and I came down here to the School of Education and I was the guard upstairs at the front door at first and I don't know why but I was transferred downstairs, but I don't remember why; it's been quite a while. And I went downstairs, and I was the downstairs guard at the rear entrance and I pretty got everyone spoiled with opening the door for everyone. No one ever had to take that J-Card out, I was used to seeing the same people all the time and I just felt loved. They were my family. If I would miss a day, and when I would come back, "Myeshia, where were you? You okay?"

Myeshia Reynolds: Then I got really close with Jeremy and Sabrina, who was the Building Managers at the time. Sabrina was the Campus Ops Manager; she left SOE [School of Education] to go to the School of Nursing. She's the Campus Manager at the School of Nursing now and Jeremy was promoted to Campus Manager. I applied for Jeremy's old position and I got the job. I didn't think I was going to get it, but I went on two interviews and they called and said the position was mine. So here I am 16 months later and I love it.

Casey Haughin: That's fantastic. So, what are the responsibilities of your position?

Myeshia Reynolds: Okay, so my responsibilities would be if someone calls and says a light is out, or ... I submit a ticket. I'm in charge of setting a classroom up or setting the Great Hall up if there's an event. I pretty much help the students they need as far as financial aid papers, transfer papers. I make copies of their ... I take their student ID photo; I send it to the J Card office. My position ... I'm pretty much all over the place if you ask me, because I deal with the faculty, the staff and the students so I'm all over the place.

Casey Haughin: Yeah, so this may be a little bit difficult because your job is so varied, but if you had to describe an average day in your position, how would you describe it?

Myeshia Reynolds: Okay, well on an average day, Monday through Thursday I would say it's hectic. Like from the time I get here to the time I leave. I might have a scheduling email. I probably have about 500 scheduling emails, someone needs to book a room. Sometimes we have to move certain events to put them in other rooms. We

have the Dean's Conference Room is here in room 222. Everyone loves the Dean's Conference Room. Everyone cannot get the Dean's Conference Room because when the Dean wants his conference room, you're going to get put out of the conference room.

Casey Haughin: That makes sense.

Myeshia Reynolds: Okay so, it may be, we get tons and tons and tons of donations from the school and we have a donation table in the gallery area on the first floor and I set that up every day for students to come and whatever they need, they can take it. Like say, God forbid, if anything happen—I knock on wood—like if there's a flood, or if you know, maybe a pipe bust or something like that, I have to call and let Facilities know. And some days are really, really laid back. Fridays is normally our laid back day. But sometimes Friday's can be a little hectic too.

Casey Haughin: What are the hours you work like?

Myeshia Reynolds: My scheduled is 9:30 to 6:00, Monday through Friday.

Casey Haughin: And how does that compare to the hours that you worked when you were with Allied Barton and did security?

Myeshia Reynolds: Okay, when I was a guard, I used to work 7:00 a.m. to 3:00 p.m. So, I got early every single day for about five years at first. When I first started I worked 3:00 to 11:00. I had two young children, I said this is not working for me; I have to get off of this late shift. So that's when I went to 7:00 to 3:00 and I came here to the School of Ed building. I was so used to getting up and getting off from work early, getting home with my family, but now that I work 9:30 to 6:00, it's a lot better in the morning; I have a lot more free time. I can take my children to school now, because my husband was doing it. But in the evening I think that time seems to go by really, really quickly and it's probably because I get home later. I go home, I help my kids with their homework and cook dinner and before you know it, it's bedtime—do it all over again.

Casey Haughin: Yeah. And, you actually have some exciting news about your kids recently with their school.

Myeshia Reynolds: Yes, they were recently accepted into Henderson Hopkins, which is the Johns Hopkins School of Ed. Elementary/Middle School down on Ashland Avenue; it's about two or three minutes from the Johns Hopkins Hospital. I've been trying to get them in there for three years. I actually talked to the right person—I actually talked to the right person who helped me out with the Dean, and the Dean recommended to the principal that I get my children in there and here we are. It's their first week. They're having a little bit of a hard time, especially my daughter, she's only seven, but it's coming along. I think just give it some time, they'll be okay.

- Casey Haughin: That's great, yeah. Just to go back to your job for a moment, is there anything that you do in your position that you feel people may not expect or may not know that you do on a regular basis?
- Myeshia Reynolds: Well, in my position that I work, it's kind of sort of, I can't really explain it but I don't think people really realize what me and my supervisor do on a regular basis you know, just to keep the building running and make sure everything is up to par; to keep the people safe. I work with housekeeping; I work with security to make sure we have guards on site. I always have to let housekeeping know, say if there's a spill, it may be a flood from the toilet overflowing. So, I don't think they really notice how much we do to keep the building running, but it's okay. It's cool.
- Casey Haughin: Sort of behind the scenes.
- Myeshia Reynolds: Yes, behind the scenes, yes.
- Casey Haughin: Yeah. And, is there anything else you would like to share about your experience about Hopkins?
- Myeshia Reynolds: I love it, I love my job. I love my supervisor. I'm so glad I'm here and I'm not going anywhere, anytime soon.
- Casey Haughin: Well that's great. I think I should add that I am one of your employees.
- Myeshia Reynolds: Yes, you are. Yes you are.
- Casey Haughin: And, it has been great having you here for 16 months. So I'm very glad you are in this position.
- Myeshia Reynolds: Oh, thank you so much Casey, and I love that I have you as my employer¹.
- Casey Haughin: Yeah, well thank you so much for talking with us we really appreciate you sharing your experience and yeah, just thank you.
- Myeshia Reynolds: Oh, you're welcome, no problem.
- Casey Haughin: All right, great.

¹ Narrator means "employee."