

# THE FM VOICE



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**If your actions  
inspire others to  
dream more, learn  
more, do more  
and become more  
YOU are a  
Leader!!**

— John Quincy Adams

## APPA Convention

-Jon Carvell

2010 APPA Convention

I was humbled and honored to represent our department and our university at the APPA Convention in Boston. It was exciting and inspiring to learn what other colleges and universities are doing in the way of strategic planning and sustainability efforts. Many of the panelists and attendees have been effecting major change in the sustainability and efficiency of their buildings for some time, and are now at the forefront of these efforts at a time when our economic climate demands it.

It is exciting to be in a field that will lead the way on the efficient use of energy and economic resources. Presentations by those who have researched strategic planning and sustainability reinforced the fact that facilities management departments are major players in the long term goals and financial viability of institutions of higher learning. I look forward to taking a few of these ideas to the strategic planning sessions coming up this fall, and to apply some simple practices that will hopefully involve more of the ASU community in our sustainability efforts. The pride felt in hearing that we at ASU have set the bar for facilities management departments in our state, country and even international community is a feeling I will never forget and hope to pass on to all of my

colleagues in Facilities Management. We're doing it right here from our little corner of Arkansas.

By the way, anyone looking for a good laugh, and possibly a bit of encouragement, should Google "The Shirtless Dancing Guy Theory of Leadership" when you get a chance. You will be glad you did.

Overall I found the APPA convention to be a very educational experience. I was able to meet other people from a variety of higher education institutions and compare attitudes and procedures.

The educational seminars presented at the conference were concentrated in two main areas. Security and sustainability. I feel that the seminars were well thought out and were also informative. These two areas are of interest to ASU. In light of some recent events that have occurred on our campus the need to do what we can to improve security is obvious. Sustainability is another area that we must do what we can to improve on energy and general resource conservation. As the supply of resources continues to decline, we will have to find ways to conserve if we wish to continue the level of comfort and technical sophistication that our customers have come to expect.

The other aspect of the convention that I experienced was a sense of respect that ASU has earned amongst our peers in the Facilities Management business by receiving the APPA "Award For Excellence".

I was very impressed with the respect and sincere congratulations that the team from ASU received from our peers. In many cases this respect came from people representing extremely prestigious institutions. I am very proud to have been selected to represent our institution and I feel that we have many great accomplishments that we will achieve in the future.

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**Well guys, the end of my time has come and I have enjoyed each and every one of you. Thank you for making me feel so welcome and happy here.”**

**—Brenda Vaughn**

## Retirements

-Joe Phillips

Am I ready to Retire?

Well my mind says (No) but my body says (Go). It's been a great ride; I started in the construction trade without having much choice at a young age. My Mom would loan my brother and I out to my uncles on Saturdays and in the summertime to work alongside them in the Electrical & Mechanical trades which both owned a business in Little Rock. After graduating from High School I married my wife Wanda in 1964 and then my brother and I started a mechanical business in Springdale Arkansas. I served my country during the Vietnam War in the 60's. I joined the United States Air Force and was assigned to the Civil Engineering, Air Condition & Refrigeration section. I got out of the Air Force in 1970 and went to work in Little Rock doing electrical and commercial refrigeration and air Condition construction work. My brother and I started Riverside Mechanical Inc. in North Little Rock, and I worked there until I

went to work for the University of Central Arkansas as the Assistant Director of the Physical Plant and worked there until May 2001 when I came to Arkansas State University as Associate Director of Facilities. It has been great fun working for ASU the last nine years. We have come a long way and the employees here are the best I have seen in our business, there is nothing they can't do. I have seen employees change. When I came here there is no way they would take a lead in anything and now they are involved in all types of facilities decision making daily, working closely with the campus community along the way. I just hope in some small way I was able during my short tenure here at ASU to influence our employees in a way that would make their everyday task easier by delivering to our customer a service that is truly excellent. Servant Leadership has been delivered here to the ASU employees. ASU facilities employees are now focused on customer service and the satisfaction that

comes with meeting the needs of their customers by being great leaders. ASU facilities have grown to a point where you see employees mentor their fellow employees by helping, showing, producing a great teamwork atmosphere. It has truly been a satisfying experience to see ASU facilities grow to a level of excellence where ASU facilities is comfortable with applying for the APPA Award for Excellence this year and if awarded will reflect directly on the employees abilities for delivering a true sense of excellence, attitude and workmanship to the ASU facilities customer. So yes it will be hard to leave all my friends here at ASU but I assure you that I will be kept busy with three grandsons directing my every move when I get settled in and retired at home in Conway. There will be lots of yard work, fishing and volunteering of my time.

Good Luck to all of you and God Bless.

## Cont Retirements

-Allison Jordan

Lanny Tinker ended his 33 year long journey with Facilities Management on June 2, 2010. Lanny held many supervisory roles at Facilities Management including his most recent role as Director of the Quality Improvement Program. As a supervisor Lanny realized quickly that being in a supervisory role was harder than he thought. Lanny became a better supervisor when he learned to separate his ego from the decision making process, began to be a better listener and recognized people's management skills were equally important as his own. He also enhanced his personal ability to communicate more effectively when solving problems by listening completely to both sides of a story to understand each sides point of view. When talking with Lanny, he was hung up on some words given to him by a dear friend and co-worker Jim Steel. "Put GOD first, your family second, your friends third, and your

job last. Every person who works at ASU is a temporary EMPLOYEE. So after serving 3 months or 33 years one needs to be able to count the times as a supervisor you were good to your staff." Lanny stated it took him several years before he understood what the meaning of these words meant to him. Besides the gray hair, wrinkles and loss of memory Lanny has learned a lot about himself during the time he worked at Facilities. He learned that taking care of people is much more important than telling them what they are doing wrong. Lanny also learned he did not have to be right all the time and just needed to be good to his co-workers. He stopped thinking of the staff as employees and began seeing them as his friends. Once he saw his co-workers as friends he began to see personal growth within them, which has lead to many long lasting friendship and a journey that has just begun. Although Lanny has retired from Facilities he has just begun a new business

adventure with his daughters Laura and Melanie. Lanny and his daughters opened Hometown Behavioral Health located in Hoxie, AR. Hometown Behavioral Health provides occupational and play therapy for children, adults, and adolescents. Lanny opened their facility when he began recognizing the need for a behavioral health facility in Lawrence County. He wanted the community in which he was born and raised and still lives in to have a local place to visit to receive treatment and support. His goal is for the local community, neighbors and friends to be able to count on him in their time of need. Lanny will have plenty of time to spend with his family, friends and wonderful grandchildren.

Facilities Management will miss Lanny Tinker very much!



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On July 19<sup>th</sup>, Ronnie Gilley from Brookland joined Facilities Management’s Custodial Department. He is married to wife Kiann, they have six children total including two sets of twins. Before becoming employed at Facilities, Ronnie worked in fire alarm inspection. He enjoys all kinds of sports and playing with his children.

Volita Garrett joined Facilities Management Custodial Department on July 12<sup>th</sup>. Originally from Searcy she and her puppy Lady now live in Jonesboro. She is a twin and the youngest of five kids. She previously worked at Startek as a customer service representative. Volita enjoys spending time with her family and her boyfriend. Three words that would describe her would be she is hyper, friendly, and trusting.



Charles Hendrix joined Facilities Management’s Landscaping Department August 16<sup>th</sup>. He currently lives in Harrisburg with his wife Tina, daughter Brandy and son Nick. Before joining Facilities Charles was self-employed for 20 years and also worked in maintenance for Holiday Inn. He attends Diesel Farm Mechanics classes here at ASU. In his spare time he enjoys hunting and riding 4-wheelers. Some words to describe Charles would be hard-working and has a good attitude.

On April 19<sup>th</sup>, George Kambanis joined the Facilities Management Landscape Department. George currently lives in Jonesboro with his wife of 20 years and his three daughters. The family has a wonderful dog named Sam. He is from Chicago, IL. Before coming to Facilities he worked as an assistant manager at a retail establishment. George enjoys hunting, fishing, and golfing. The three best words to describe him would be dependable, honest and punctual.



Daniel Turner joined the Landscape crew Jan. 3 of this year. Originally from Paragould, Daniel, his wife Dalynn and son Wyatt, now call Jonesboro home. Before coming to FM, Daniel worked at Wal-Mart. In his spare time, he likes to fish, play video games and spend time with his family. Daniel is fun, friendly and caring. One interesting fact about Daniel is he is double jointed!

Derek Weldon joined the Landscape Department of Facilities Management on June 14<sup>th</sup>. Derek is from Black Rock, AR and still currently lives there. He has a beautiful 6 year old little girl and some of his hobbies include hunting, fishing, and playing softball in his spare time.



Frazier Dixon joined Facilities Management's Landscape Department on April 19<sup>th</sup>. Frazier is originally from Luxora, AR and moved to Jonesboro in 2008. He and his wife have four children. He previously worked for the Landscape Department as a temporary summer worker before becoming full-time.

On August 9, Braden Gatling joined the Landscape Department. Braden was born and raised in Jonesboro. His dad, Phil Gatling also works here in maintenance. Braden likes to ride 4 wheelers, fish and of course to hunt. Braden says he is honest, hard-working and dependable.



***"We are what we repeatedly do. Excellence, therefore, is not an act but a habit"***

**Aristotle**



Brian Webb joined the Landscape Department of FM on November 29, 2010. Brian is from Jonesboro and has a wife, three children and a dog. Before joining FM, Brian was a truck driver. His hobbies include coaching children in sports. Brian is an avid duck hunter.

On July 12<sup>th</sup>, Porsha McCoy joined the Custodial Department at Facilities Management. Porsha lives in Jonesboro. She enjoys spending time with her family and friends and loves to travel. An interesting fact about Porsha is that she is a very fun person that gets along with everyone.



Cleotis Williams joined Facilities Management October 11, 2010. He lives in Memphis, TN with his wife, daughter and cocker spaniel. Before joining us here, Cleotis was in public education. Cleotis loves traveling, eating, learning, and helping others. Cleotis is goal-oriented, persistent and out-going. He believes in helping and teaching the “whole” person.



Transplanted from Blytheville, Norma Bell joined the family October 11. She has a husband, William and a daughter, Breanna. She is the former manager of That Bookstore In Blytheville. Norma is loyal, trustworthy and dependable. Norma is nurturing and believes in going out of her way to make others happy.

Hannah James grew up in Marmaduke, AR but now lives in Paragould. Hannah works in Business Services and has a niece, Azaria (beautiful name) and a nephew Nicholas. Before joining FM, Hannah was an English Teacher at Paragould High. She enjoys reading, spending time with family and friends. Her greatest joy however, is being an aunt. Hannah is kind, loyal and analytical.



**“Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure.”**

**-Marianne Williamson**



Clayton Hampton has been with Facilities since September 7 and lives in Jonesboro. He is originally from the Corn Huskers state-Nebraska!! Clayton likes football and WWE. He describes himself as humorous, dependable and wonderful. Clayton is willing to help people beyond the call of duty and unconditionally.

Greg George hailing from Oklahoma joined the FM custodial department January 4. He is married and has 1 son. Greg is a Dallas Cowboy’s fan. Greg considers himself fun and outgoing. In his spare time, he likes to do woodworking.





Facilities Management

**FM Voice Staff**

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- Heather Garrett**  
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**Happy Birthday!**



It brings me great pleasure to be a part of such a dynamic department and family. Since my inception here in FM, it is apparent that we have genuine fellowship, and brotherly & sisterly love among us. I would like to take this opportunity to thank each and everyone for your support, kind words, and greetings as I made it through the many halls of Facilities Management.

As the new Training & Development coordinator, I plan to assist others and promote learning and skills-building in every possible way. Not only do I plan to help others, but I have already learned so much from you. With your help, we can become an even better facilities' department with a more happy, engaged, and well-informed staff. Learning takes place when the learner is motivated and has a desire to learn. These areas are where I plan to promote a more comprehensive training program. I promise to continue building rapport with each and every staff member as well as discussing with you any concerns and possibilities for continued success.

My goals are:

- To positively interact within the family-environment of mutual respect
- Implement more training development and collaborations
- To develop lasting partnerships with all FM staff
- Add to or build on to personal existing knowledge of staff members
- Motivate participation through discussions to improve training development
- Address common needs that may be necessary to provide different levels of training
- To build a community of learners
- To provide elective training & skills development that are desired

I look forward to meeting and working with each of you.

Thanking you in advance,  
Cleotis M. Williams, Ed.S

**Employee Birthdays**

			Billy Pierce	Projects	6
			Patricia White	Custodial	12
			Joe Philips	Building Maint.	15
			Jeff Gulley	Projects	20
			Anthony Simpson	Building Maint.	26
			Amber Jones	Business	29
			Jerry Todd	Projects	29
<b>October</b>					
			Robert Hobbs	Projects	1
			Frankie Upton	Custodial	2
			Billy Householder	Projects	3
			Wade Smith	Grounds	5
			Darrell Barton	Service	8
			Gilbert Freeman	Projects	9
			Thelma Carroll	Custodial	10
			David Foster	Engineering	11
			David Harmon	Projects	12
			Jon Carvell	Plan/Design	13
			Billie Burns	Custodial	14
			Bobby Burton	Grounds	14
			Milton Poole	Engineering	15
			Betty Dotter	Custodial	16
<b>July</b>					
Geraldine Jones	Custodial	6			
Robert Collins	Building Maint.	11			
Dennis Ball	Motor Pool	13			
Ruth Ann Miles	Custodial	13			
Jerilyn Jones	Planning/Design	18			
Greg Beeler	Projects	22			
Patricia Runyon	Landscape	25			
Martha Baldinger	Custodial	26			
<b>August</b>					
Mia Taylor	Custodial	11			
Timmy Davis	Landscape	15			
Debbie Greenway	Landscape	18			
Robert Wrather	Projects	20			
Kyle Cooper	Const. Mgmt	28			
Kaye Childs	Planning/Design	31			
<b>September</b>					
Chris Steele	Projects	3			
Anthony Passalaqua	Landscape	4			

## Birthdays (cont)

### October (cont)

Joe Rolfe Building Maint.	16
Jessie Washington Grounds	18
Mark Freier Business	18
Nick Wallace Business	19
Tammy Webb Custodial	20
Michael Cocherell Projects	28
Eric Boling Engineering	29
Robert Jones Recycling	29

### November

Michelle Morgan Const Mgmt	1
John Isbell, Jr. Custodial	2
Bobby Colburn Energy Mgmt	3
Al Stoverink Admin	4
Bobby Smith Building Services	9
Ervin Phillips Custodial	11
Michael Ring Building Maint.	13
James Jones Business	15
John Kern Recycling	15
Don Neldon PM	18
Harold Stroud Projects	18
Melvin Fitzhugh DMIFC	18
Cody Lettenmaier Building Maint.	22
Mark Clark Building Maint.	25
Randal Wallace Const Mgmt	25
Natalie Ball Business	29

### December

Brad Johnson Projects	3
Nacita Oneal Custodial	7
Marvin Cook DMIFC	8
Martin Bryant Energy Mgmt	10
David Gray Custodial	13
Donald Dunn Projects	13
Grady Clark Grounds	14
Ronnie Gilley Custodial	16
Greg Olson Grounds	20
Shawn Brewer Projects	31
Esther Boyd Custodial	31

## Years Of Service

### July

Clint Halcom Building Maint	32 yrs
Jessie Washington Landscape	30yrs
Jeff Gulley Projects	25yrs
Martin Bryant Engineering	21yrs
James Upton Custodial	20yrs
Emily Bailey Custodial	19yrs
Michelle Brown Business	17yrs
Michael Ring Building Maint.	17yrs
Robert Wrather Projects	17yrs
Cheryl Richey Custodial	11yrs
David Gray Building Maint	10yrs
Donald Elliott Custodial	9yrs
Larry Darr Landscape	9yrs
Glenda Kaye Childs Engineering	7yrs
Mark Osborn Custodial	6yrs
Sam Brown Custodial	5yrs
Wendy McIntosh Custodial	5yrs
Patsy Puckett Custodial	5yrs
John Kern Recycling	4yrs
Thelma Carroll Custodial	2yrs
Robert Hobbs Jr. Landscape	2yrs

### August

Raymond Ferguson Building Maint.	25yrs
Bobby Burton Landscape	22yrs
Michael Gage Motor Pool	19yrs
Michelle Morgan Construction	13yrs
Esther Boyd Custodial	12yrs
Tim Davis Landscape	11yrs
Patricia Runyan Landscape	11yrs
Clay Hurn Business	10yrs
David Foster Engineering	9yrs
David Harmon Projects	6yrs
Glen Broadway Engineering	5yrs



Facilities Management

**Every morning in Africa, a gazelle wakes up. It knows it must outrun the fastest lion or it will be killed. Every morning in Africa, a lion wakes up. It knows it must outrun the slowest gazelle or it will starve... It doesn't matter if you are a lion or gazelle—when the sun comes up you'd better be running!!! African Proverb**

***We thank each and every one of these people listed for their dedication and years of service.***

**Years Of Service (cont)**

Grady Clark	Landscape	5yrs
Rodney Lee	Building Maint	5yrs
Jerry Sailor	Building Maint	5yrs
James Brotemarkle	Building Maint	5yrs
Phillip Gatling	Engineering	3yrs
Wade Smith	Landscape	3yrs
Robert Jones	Custodial	2yrs
Eddie Hill	Landscape	1yr
Judy Dudley	Motor Pool	1yr

**September**

David Carty	Construction	41 yrs
Hester Hall	Custodial	34yrs
Linda Dickerson	Custodial	30yrs
Janis Cook	Construction	25 yrs
Jeff Taylor	Building Maint	24yrs
Mark Clark	Building Maint	23yrs
Darrell Barton	Building Maint.	18yrs
Helen McCoy	Custodial	15yrs
David Handwork	Engineering	9yrs
Debra Greenway	Landscape	8yrs
Karen Grantham	Custodial	5yrs
James Mooney	Custodial	5yrs
Gilbert Freeman	Projects	5yrs
Anthony Simpson	Building Maint.	4yrs
Eric Boling	Engineering	4yrs
Lisa Kihlstadius	Business	2yrs
Phillip Moffitt	Business	2yrs
Billy Householder	Projects	2yrs
Larry Vinson	Engineering	1yr

**October**

Don Neldon	Projects	27yrs
Brian Tibbs	Motor Pool	21yrs
Ruth Ann Miles	Custodial	17yrs
Tony Passalaqua	Landscape	16yrs
Greg Olson	Custodial	12yrs
Naomi Graves	Custodial	11yrs
Shawn Brewer	Project Services	9yrs
Billy Clifft	Landscape	8yrs
Bobby Colburn	Engineering	8yrs
Donna Simpson	Custodial	5yrs
Michael VanWinkle	Building Maint	4yrs
Erin Brawley	Custodial	4yrs
Robin Maxwell	Custodial	4yrs

**October (cont)**

John Isbell, Jr.	Custodial	4yrs
Joseph Thornton	Engineering	3yrs
Bobby Warren	Custodial	3yrs
Catrina Clark	Custodial	2yrs
Michael Cocherell	Projects	1yr
Heather Garrett	Student Worker	3yrs

**November**

Marvin Cook	Project Services	27yrs
Richard Bergener	Project Services	13yrs
Lisa Lyons	Custodial	12yrs
Peggy Campbell	Custodial	11yrs
Jerilyn Jones	Engineering	9yrs
Paul Cox	Engineering	6yrs
Dwain Roberts	Engineering	5yrs
Randal Wheaton	Engineering	5yrs
Danny Potts	Landscape	4yrs
Nacita Oneal	Custodial	1yr

**December**

Joseph Rolfe	Building Maint	29 yrs
Joe Kilburn	Building Maint	21 yrs
David Atherton	Building Maint	13 yrs
Ervin Phillips	Custodial	3 yrs
Connie Scott	Custodial	3 yrs



Facilities Management

**'There are many wonderful things that will never be done if you do not do them'**

**-Charles D. Gill**

***We thank each and every one of these people listed for their dedication and years of service.***