



April-Sept 2011

Summer/Fall
Edition

Facilities Management

Volume 9, Issue 2

FM SAYS GOODBYE TO LARRY DARR



On August 31, ASU and Facilities management said goodbye to our very own Larry Darr. Larry worked at ASU as Pest Control Technician since 2001. Larry's presence and sense of humor will be greatly missed!!!

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The FM fitness room is now open and available to all FM employees for use. Some things it will provide are:

- Various exercise machines
- Wii game system for fun, interactive, fitness programs
- Extended hours (6:00 am-5:00 pm)
- Convenient location for staff members

ASU offers a Wellness Release Time option to all employees on campus. This benefit provides each employee with three (3) hours per week away from work to participate in a fitness program (with approval from a supervisor). Be sure to take advantage of this great benefit that ASU offers!

— Hannah James



From the Desk Of Al Stoverink

360 DEGREE EVALUATION

We recently issued a new Facilities Management Operating Procedure (FMOP) outlining a 360 degree evaluation process to be used here at ASU in all Facilities Management departments. The purpose of this FMOP is to provide fair and comprehensive feedback to supervisory staff members-Team Leader through Assistant Vice Chancellor- while providing anonymity to all those participating in the evaluation. The process is currently being tested with yours truly, Al Stoverink, as the “Guinea Pig.” The first round of annual evaluations using this new tool will occur in October.

What is a 360 degree evaluation? It is a process whereby a manager can assess their own performance with feedback from subordinates, co-workers and/or interdepartmental colleagues (peers), customers, and their own supervisor to whom they report. Desired objectives include the following:

- 1) Provide employees an opportunity to evaluate their supervisors in a non-threatening manner that is anonymous;
- 2) Provide managers an opportunity to see how they are perceived by others from a full circle of viewpoints—i.e. from below (subordinate staff), from the sides (peers and customers), and from above (their supervisor);
- 3) Provide a means for managers to do a self assessment in which they can compare how they see themselves with how others (objective 2 above) see them.

How will this process work? The employee task force that developed this FMOP created a survey based largely on a similar survey used in the APPA Leadership Academy Session I, part of the Covey 7 Habits of Highly Effective People. Philip Moffitt worked his magic to re-create this survey with the Survey Monkey web software. The process will work as follows, utilizing this survey tool:

- 1) Philip will notify each manager and team leader with instructions and a link to the survey.
- 2) The manager/ team leader will complete the survey on line as a self assessment first.
- 3) The manager/team leader will send an email to each subordinate (at least 4), a selected group of peers (at least 3), and the person to whom the manager/team leader reports—if a manager/team leader has less than 4 subordinates, an additional person at the same level as the subordinates will be selected so the reporting group has at least 4 members. This email will ask each recipient to complete the survey within a given time frame. The computers in the FM Training Room and the FM Library will be set up for use by everyone with a scheduled time. Philip will be available to assist if needed. Those with access to a computer at their workstation may use that access if preferred.

- 4) Following the time frame allotted Philip will compile a spreadsheet of the results for the manager/team leader to review. The results will be reported by groups— i.e. a subordinate group and a peer group—the manager/team leader's own responses, and the manager/team leader supervisor's responses. This will allow the manager/team leader to know if certain perceptions are significantly different as viewed by the subordinate group vs. the peer group vs. themselves vs. their supervisor.
- 5) The manager/team leader is responsible to submit the report to his/her immediate supervisor and the respective Department Director, and to schedule a discussion of the results with the immediate supervisor within 7 days.
- 6) The report and pertinent written comments from the follow up discussion will be filed in the manager/team leader's department personnel file.

There are 10 areas of assessment covered by the survey with several questions concerning each. The assessment areas are as follows:

- a) Interpersonal Relationships
- b) Resource Management and Productivity
- c) Accountability
- d) Vision
- e) Integrity and Execution
- f) Mutual Respect and Benefit
- g) Understanding
- h) Communication
- i) Creative Cooperation
- j) Personal Development

Over the course of my career one of the most common challenges I've had thrown at me by employees is the question of who evaluates the boss—since the proverbial annual performance appraisal has typically been one sided, i.e. top down. The reality, though, is that we all have a boss, and ultimately we all have to be accountable. The 360 degree evaluation is a process widely used in organizations today to achieve 3-dimensional accountability for their managers.

The shift to a culture of servant leadership wherein leadership is acknowledged to be a part of everyone's role brings with it the reality that managers have to acknowledge and understand the perceptions and views of subordinates, co-workers, and customers in order to succeed. The 360 degree evaluation process is both a powerful tool to help all staff communicate their views in a constructive manner and a powerful tool to help managers/team leaders be more effective.

I strongly encourage all to participate in this process with the Honesty and Respect we strive for in our Division Operating Strategy Principles. The degree to which all adhere to these two principles will determine the degree to which this process meets Fairness and Accountability principles in that same Division Operating Strategy.



“Do not go where
the path may lead;
Go instead where
there is no path
and leave a trail”

— Ralph Waldo
Emerson

Custodial Training Institute 2011 “Ambassadors of Clean”

Professional Development & Training Department (PD&T) had the privilege of helping to assist the Custodial Services Department in hosting the Custodial Training Institute 2011 at Arkansas State University. The mantra for this year's CTI was “Ambassadors of Clean”. We welcomed over 200 participants from several counties over the state of Arkansas. ASU's Custodial Services celebrated its 10th year anniversary and celebration with a day filled with sharing, learning, good food and fun.

Among this year's participants included Bay School District, Gosnell School District, East Poinsett County, Manila Public Schools, Nettleton Public Schools, University of Arkansas at Fayetteville, Green County Tech, Blytheville Public Schools, Buffalo Island Central, Brookland School District, Armored School District, Weiner-Harrisburg Schools, ASU Residence Life, and ASU Facilities Management.

ASU FM consists of over 60 active members of our Custodial Services Department ranging from 1 month to over 35 years of service and dedication. The custodial services department under the direction of Mia Sheppard-Taylor and Judy Hass along with Helen McCoy, Recycling coordinator has hosted the Custodial Training Institute since its inception in 2001 by former Director of Facilities, Danny Faulk.

The institute opened on June 15, 2011 with the welcome and encouraging words from the FM Director of Operations,

Bob Smith, while our attention turned to the newly developed ASU Recycling Video – Journey to Recycling. The educational programming consisted of four concurrent (30 minutes rotation) sessions: Infectious Disease Control – Director of Environmental Services, Carol Ann Stohs, Hard Floor Care – Tennant Co., Dan Spaulding, Chemical Right to Know – Director of Environmental Health Compliance, Starr Fennel, and Verbal/Non-Verbal Communication – ASU Professor Brenda Randle. Our star employees had a chance to share their experience through a quick synopsis of our Journey to Excellence through the Past, Present, and Future of ASU's Custodial Services. Hester Hall shared her wisdom and experience from whence we came demonstrating the use of Comet to using the older bag-rolling cart. Erin Brawley shared with us the use of Unger equipment and “doing more with less”, and Helen McCoy, CEH (Certified Executive Housekeeper) closing the session with ASU's duty to the future - “green cleaning”.

In an effort to provide continuous improvement as well as mandatory training, Amanda McMillon introduced to the participants a comprehensive lesson in Blood Borne Pathogens. Robert Roberson closed the afternoon with Asbestos Awareness. ASU's Maintenance Assistant John Kerns & Recycling Specialist Robert Jones demonstrated the Recycling and Waste Management's newest equipment the Bulb Eater. Our event Speaker – Brad Hyde delivered a dynamic, informative, and

much talked about session, “Teaching People How to Treat You”. Brad Hyde brings years of experience with in Behavioral Health Services as an Outreach/Business Development Coordinator at Delta Medical Center of Memphis.

Special guests included the Chick-Fil-A Cow of Jonesboro providing entertainment, photo ops, and coupons to our guests as special thanks for their attendance. Grand prize donation and patron was Tennant Co. – Dan Spaulding. The CTI 2011 Sponsorships & Vendors included Silver Sponsor – Clean Solutions (Lunch), Bronze Sponsors – Datex & Pioneer Brite (Breakfast), as well as, Jonesboro Paper & Chemical (Break). Other vendors included Xpedx, and Windsor Industries. Pioneer Brite provided cash prize drawings. Donations were provided by Wal-Mart – Highland, Mid-America Hotels (Burger King), and Chick Fil-A.

The 2011 CTI Committee members are Helen McCoy – Recycling/Waste Management, Mia-Sheppard-Taylor – Director of Housekeeping, Judy Hass – Custodial Coordinator, Norma Bell – Administrative Support, and Cleotis M. Williams – Professional Development & Training Coordinator.

We have one of the most dedicated Custodial Services. The FM Custodial Staff believes in continuous learning & professional development. Lastly, we look forward to hosting an even greater event next year.

WELCOME TO OUR NEWEST EMPLOYEES!!!!!!



Ben Tinsley
Landscape



Joshua Towery
Custodial



James Kaut
Landscape



Chad Woodard
Pest Control



Tanya Tucker
Custodial



Ronnie Gilley
Custodial



Julie Jones
Custodial

If there are any
corrections
or omissions please
Inform Norma!

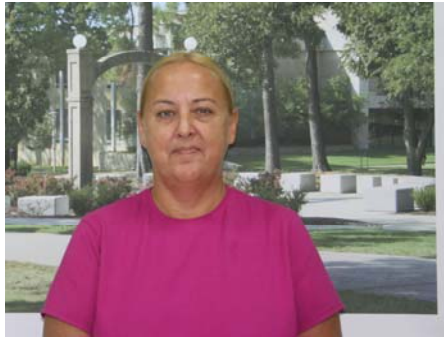
—Thank you



WELCOME TO OUR NEWEST EMPLOYEES!!!!!!



Lee Huddleston
Energy Management



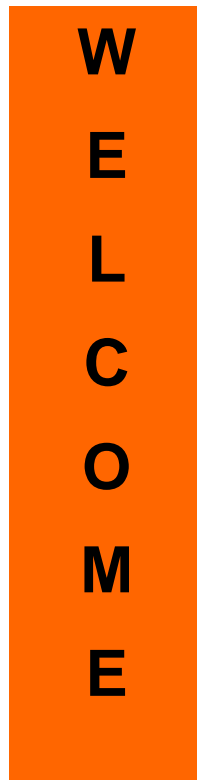
Geneva Brewington
Custodial



Tami Freeman
Business Services



Tamika Coleman
Custodial



John Garland
Custodial



Tim Colburn
Landscape

Bryan Shanks
Landscape



Russell Kelley
Energy Management



HAPPY BIRTHDAY!!!!**APRIL**

Brian Acre	8
Paul Cox	2
Linda Dickerson	21
Frazier Dickson	12
Volita Garrett	10
Karen Grantham	18
Glynna Brewer	24
Clint Halcom	10
Kathy Hicks	16
Hannah James	29
Danny Potts	26
Jarrold Riley	29
Jerry Sailor	18
Sheila Sartin	24
Cecil Joe Slavens	9
Brian Tibbs	14
James Upton	4
Tammy Webb	6
Patricia White	12
Chad Woodard	3

MAY

Gerald Adkisson	9
Richard Bergener	6
Ozie Brown	31
Steven Clifft	28
Tony Condray	21
Naomi Graves	28
David Gilbeau	30

MAY (cont)

David Handwork	12
Robert Hobbs, Jr.	31
Clay Hurn	26
Allison Jordan	29
Joe Kilburn	29
Zach Minton	29

JUNE

Dave Atherton	13
Glen Broadway	5
Bill Hall	28
Judy Hass	9
Doug Mathis	8
Jace McDaniel	3
Joe Thornton	25
Ben Tinsley	3
Mary Tolley	10
Michael VanWinckle	16
Randy Wheaton	21

Facilities Management Fall Workshops:**Dates: November 1, 2,3,8,10 and 15****Location: Cooper Alumni Center****Time: 8-4**

HAPPY BIRTHDAY!!!!**JULY**

Martha Baldinger	26
Denny Ball	31
Greg Beeler	22
Norma Bell	10
Seth Broadaway	9
Adrian Campbell	10
Robert Collins	11
Adam Elam	20
Braden Gatling	15
Michael Gosa	7
Jerilyn Jones	18
Geri Jones	6
Michael McWilliams	6
Ruth Ann Miles	13
Patricia Runyan	25

AUGUST

Kaye Childs	31
Robert Coggins	31
Kyle Cooper	28
Timmy Davis	15
Judy Dudley	17
Greg George	15
Debbie Greenway	18
Clayton Hampton	4
Charles Hendrix	13
Eddie Hill	19
Linda Pierce	10

AUGUST (cont)

Bruce Spencer	23
Mia Sheppard-Taylor	11
Daniel Turner	31
James Woods	5
Robert Wrather	20

SEPTEMBER

Paula Broadway	16
Jeff Gulley	20
Amber Jones	29
George Kambanis	26
Anthony Passalaqua	4
Martha Phillips	11
Billy Pierce	6
David Sprinkle	5
Chris Steele	3
Jerry Todd	29

Word Puzzle on page 14

D	I	A	G	R	A	M
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C		O		N		S
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S		U		N		E
E	L	E	C	T	O	R

YEARS OF SERVICE & DEDICATION

APRIL

Gerald Adkisson	5 years
Denny Ball	18 years
Frazier Dixon	1 year
Donald Dunn	17 years
Glynna Greene-Brewer	3 years
Judy Hass	6 years
Mary Hurless	4 years
Allison Jordan	3 years
George Kambanis	1 year
Sharon Nelson	9 years
Steven Riley	3 years
Randy Wallace	34 years

MAY

Carole Arrington	4 years
Seth Broadway	3 years
Steve Brown	7 years
Jon Carvell	6 years
Betty Dotter	18 years
Adam Elam	3 years
Melvin Fitzhugh	5 years
James Novalick	5 years
Norman Reynolds	16 years
Chris Steele	17 years
Mary Tolley	32 years
Louise Upton	35 years

JUNE

Greg Beeler	21 years
Paula Broadway	7 years
Ozie Brown	11 years
Bobby Colburn	5 years
Gary Holder	24 years
Jason Jernigan	4 years
Brandon Jones	3 years
Patrick McNamee	2 years
Martha Phillips	5 years
Billy Reid	7 years
Anthony Torturro	5 years

JULY

Michelle Brown	18 years
Marty Bryant	22 years
Thelma Carroll	3 years
Kaye Childs	8 years
Tony Condray	1 year
Donald Elliott	10 years
Volita Garrett	1 year
Ronnie Gilley	1 year
David Gray	11 years
Clint Halcom	33 years
Robert Hobbs, Jr.	3 years
John Kern	5 years
Wendy McIntosh	6 years

YEARS OF SERVICE & DEDICATION

JULY (cont)

Mark Osborn	7 years
Patsy Puckett	6 years
Cheryl Richey	12 years
James Upton	21 years
Robert Wrather	18 years

AUGUST

Esther Boyd	13 years
Glen Broadway	6 years
Darryl Brotemarkle	6 years
Bobby Burton	23 years
Grady Clark	6 years
Timmy Davis	12 years
Judy Dudley	2 years
David Foster	10 years
Mark Freier	1 year
Braden Gatling	1 year
Phillip Gatling	4 years
David Harmon	7 years
Charles Hendrix	1 year
Eddie Hill	2 years
Clay Hurn	11 years
Robert Jones	3 years
Rodney Lee	6 years
Michelle Morgan	14 years

AUGUST (cont)

Patricia Runyan	12 years
Jerry Sailor	6 years

SEPTEMBER

Darrell Barton	19 years
Eric Boling	5 years
Mark Clark	24 years
Janis Cook	26 years
Linda Dickerson	31 years
Gilbert Freeman	6 years
Karen Grantham	6 years
Debbie Greenway	9 years
Hester Hall	35 years
Clayton Hampton	1 year
David Handwork	10 years
Billy Householder	3 years
Hannah James	1 year
Lisa Kihlstedt	3 years
Helen McCoy	16 years
Philip Moffitt	3 years
Cecil Joe Slavens	1 year
Jeff Taylor	25 years
Larry Vinson	2 years



Planting Trees

&

Recycling Boxes

Kids work to save the environment!!!!

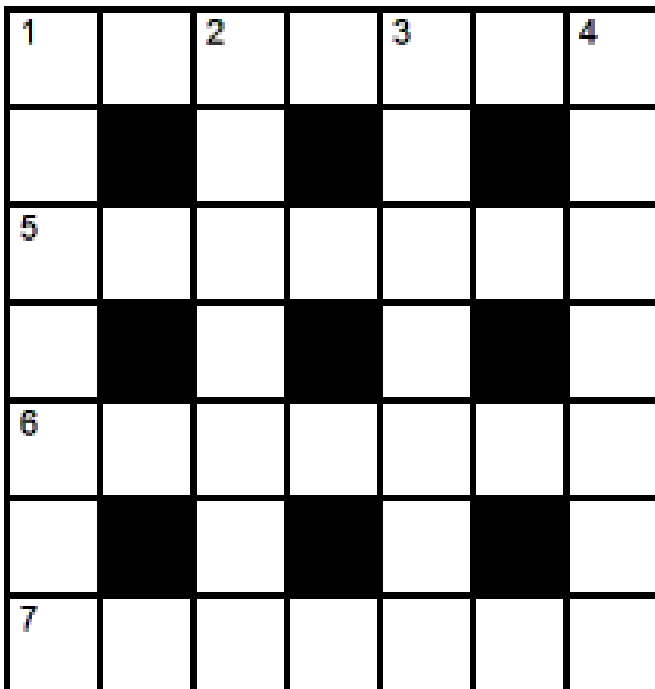


Holiday Schedule 2011

Thanksgiving Day	Thursday, November 24
Employee's Birthday	Friday, November 25
King's and Lee's Birthday (Observed)	Monday, December 19
Washington's Birthday (Observed)	Tuesday, December 20
Veteran's Day	Wednesday, December 21
12th Holiday* (Observed)	Thursday, December 22
Christmas Eve (Observed)	Friday, December 23
Christmas Day (Observed)	Monday, December 26
Vacation Assessed	Tuesday, December 27
Vacation Assessed	Wednesday, December 28
Vacation Assessed	Thursday, December 29
New Year's Day 2012 (Observed)	Friday, December 30

***If the Governor proclaims Friday, November 25th, as a twelfth holiday for all state employees, ASU will observe that holiday on Thursday, December 22, 2011.**

Employees will be assessed 3 days in December.

**Down**

1. Jurisdiction of a bishop
2. Presenter's visual aid
3. Oddment
4. Fiend

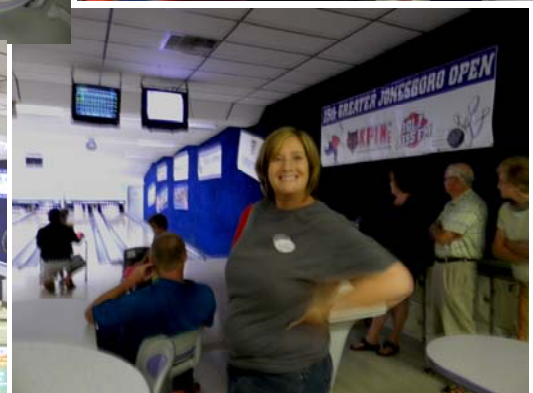
Across

1. Schematic drawing
5. Thick cushion used as a seat
6. Captivate
7. Voter



Facilities Management Family Fun Day

Bowling in July



Before you assume,

Learn the facts.

Before you judge,

Understand why.

Before you hurt someone,

Feel.

Before you speak,— *think!*