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!!!

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.
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, Armorel 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 Fennor, 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.

“Do not go where the path may lead; Go instead where there is no path and leave a trail”
— Ralph Waldo Emerson
WELCOME TO OUR NEWEST EMPLOYEES!!!!!!

Ben Tinsley
Landscape

Joshua Towery
Custodial

James Kaut
Landscape

Chad Woodard
Pest Control

Ronnie Gilley
Custodial

Tanya Tucker
Custodial

If there are any corrections or omissions please Inform Norma!
—Thank you

Julie Jones
Custodial
WELCOME TO OUR NEWEST EMPLOYEES!!!!!!

Lee Huddleston
Energy Management

Geneva Brewington
Custodial

Tami Freeman
Business Services

Tamika Coleman
Custodial

John Garland
Custodial

Bryan Shanks
Landscape

Tim Colburn
Landscape

Russell Kelley
Energy Management
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
Jarrod 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
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

DIAGRAM
EVENT
STITOM
NSHCE
ELECTROR
SUNE
## YEARS OF SERVICE & DEDICATION

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YEARS OF SERVICE  
&  
DEDICATION

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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.

Word puzzle solution page 9
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!