

THE FM VOICE



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SKILLED TRADES—A NEW FOCUS

- Al Stoverink

The skilled trades staff has previously been operating in a single department with four focus areas: First Response Service; Scheduled Maintenance; Preventive Maintenance (PM); and Projects. Starting in the new year of 2009, the skilled trades staff will be functioning across three departments with the same focus areas as noted above, plus a new focus on integrated energy management.

Engineering Services in the past has been charged with the overall responsibility for energy management on campus, while maintenance of building heating and air conditioning systems, the most significant energy using equipment on campus, has been under the direction of Building Maintenance Services. In January, a new Energy Management Group in the Engineering Services Department will be formed. This unit will bring together most of the maintenance staff with particular skills in heating, ventilating, air conditioning, and Refrigeration (HVAC-R) equipment, along with digital controls programmers, to handle all first response service and planned maintenance on HVAC-R systems. This unit will also perform annual preventive maintenance tasks on chillers and boilers, perform retro-

commissioning diagnosis and related system repairs or modifications, and perform energy management system (EMS) digital controls installation and programming for new buildings and retrofitting of existing buildings. Our hope and expectation is that this new integrated unit will bring a synergy of experience and knowledge that will ultimately take the campus to a new level of efficiency and effectiveness with the resulting benefit of energy conservation and reduced system failures.

In addition to the new focus described above, we are also establishing the Projects group as a distinct Project Services Department with a leadership structure that allows for a total focus on project work flow for both deferred maintenance projects and customer requested estimate projects. This will allow us to continue to enhance the seamless integration of work flow and communications between the scoping/estimating phase of a project and the execution of that project, whether by out sourced contract or in house staff. This does not in any way affect the major capital projects work flow which continues to be handled expeditiously by the Construction Office.

Further benefits from the above described changes will be that the remaining leadership team and trades staff in

the Building Maintenance Department will be able to focus to a greater extent on the many and varied general maintenance tasks—including First Response Service, Scheduled Maintenance and PM. A restructuring of team assignments within the three departments—Building Maintenance, Projects Services and the Engineering Services Energy Management Group—is also giving us the benefit of re-creating an exterior building envelope maintenance team, where we have had a gap in recent years. Our expectation is that this department will also integrate the respective experience and knowledge base of these staff members to enhance the level of efficiency and effectiveness in the critical areas of electrical service, fire alarms, elevator maintenance, PM tasks, exterior envelopes, keys and locks, lighting, etc.

Finally, the new focus is organized such that the particular skills of the various trades will be more recognized and staff with similar skills will be, in most cases, more aligned with each other in ways that will facilitate more mentoring and skill development within the respective trade areas. Seamless cooperation across all departments and work teams will be the cornerstone of success.



Facilities Management

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Custodial Welcomes Two New Employees

- Helen McCoy

During the month of October, we had two new employees join our custodial department.

Cartrinia Clark is a single mother who lives in Jonesboro, AR. She has two boys, Dequarius Bennett, 11 and Marquez Bennett, 4. She likes to go walking, visiting people and having fun. Three words to best describe her are nice, sweet, and funny. Her last position was at the Riverview Nursing Home in Savannah, GA. She is single and she is from Jonesboro, AR.

Mr. Larry Jackson is from Wichita, Kansas. He is married and has 2 kids, Zakyus and Jabri. The last position Larry held was at Allen Park. His hobby is basketball. Three words to best describe him are hard worker, easy to like and honest. One interesting fact about him is that he has moved to Jonesboro, AR just out of the blue.

Please help us by welcoming Cartrinia Clark and Larry Jackson in to the Facilities Management Family.



The Arrival of Our New Director of Custodial

- Wade Smith

With the arrival of our new Director of Custodial, Mr. Bob Smith, I thought it would be a good idea to give everyone a little insight into the person we have had the good fortune to bring into our family here at Facilities Management.

Bob Smith grew up in the far southwest region of Arizona in a small town named Wellton. Founded in 1878 and incorporated in 1970, Wellton lies 29 miles east of Yuma, AZ. Wellton (originally Well Town) was named for the water wells that were drilled to service the Southern Pacific Railroad steam-powered engines. Though rail service is still maintained through the Wellton-Mohawk Valley, the current economic livelihood is based on agriculture. Following high school, Bob desired to further his education and attended Northern Arizona University in Flagstaff, Arizona where he graduated with a Bachelor of Science in Business Administration degree in 1983.

With his education in hand, Bob

became part of Emery University in Atlanta Georgia for 9 years where his success led him to several roles: Construction Coordinator, Maintenance Manager, Contracts Administrator and Customer Service Center Manager. As Customer Service Center Manager, Bob's primary responsibilities were managing customer work requests and customer relations with the university community regarding construction, renovation, and maintenance issues for all academic, research, residential life, and hospital/clinic facilities. Following his stay at Emery University, Bob was Manager of Campus Construction at the University of Missouri for a period of 4 years and then moved to Project Management in the private sector through July of 2008.

Bob has 2 daughters; 15 year old Lily is a sophomore at Rockbridge High School in Columbia, Missouri and 18 year old Jacqueline is a freshman at the University of Missouri also in Columbia, Missouri. He also has extended family in the Arkansas communities of Conway, Clarksville, Russellville, Fayetteville and Knoxville (just outside

Clarksville). As of late, Bob has been residing in Wentzville Missouri with his fiancée, Carol Delaney. However, they are hoping to take root in the Jonesboro area as soon as possible after his official start date of January 5th, 2009. In speaking with Bob, he told me he is "looking forward to returning to a university setting" and is "looking forward to being part of a community that provides such a strong economic environment".

I hope everyone will join me in welcoming Bob as he joins us for our Holiday Pot Luck this Thursday, December 18th.



FACILITIES MANAGEMENT WALL OF HONOR



-Bill Hall

The break room has taken on a new look in recent weeks with the installation of the Facilities Management Wall of Honor. The Facilities Management Recognition Task Force was charged to propose a way for FM staff recognition. The task force chair, Lanny Tinker, and members Diane Andrews, Dave Atherton, Glen Broadway, Lisa Brown, Christie Ezell, Kathy Hicks, Floyd Layne, Jerilyn Miller, Helen McCoy, Steve Nichols and Terri Reithemeyer came up with the concept of designating the east wall of the break room for employee recognition.

The east wall was chosen so the wall could be easily viewed both by staff and guests who either are passing through, or are there for a meeting. The wall has been painted Cajun Red to set it apart from the rest of the room and make it a focal point. Silver tone letters at the top of the wall identify it as the FACILITIES MANAGEMENT WALL OF HONOR. On either end of the wall are large frosted polycarbonate panels that display our guiding principles and mission statement. In the space between these panels are horizontal aluminum rails for hanging recognition plaques.

The plaques include Staff Senate Distinguished Performance Award Winners, FM Employee of the Quarter and Year, FM Safety Award, FM Chili Cook-off Champs, and KUDOS Cards for a job well done.

This project was truly a team effort and a great opportunity to showcase the talent and craftsmanship of the Facilities Management staff. In addition to the task force members above the following staff members provided valuable time and input into the project: Lynn Cook, Randy West, Rich Bergener, Jerilyn Miller, Kay Childs, Jon Carvell, Donny Dunn, as well as many others who offered input and advice along the way.



Facilities Management



“The greatest achievements were at first and for a time dreams.”

-James Allen

FM Employee’s Recognized

- Allison Jordan

On November 25th, Al Stoverink presented Facilities Management’s first ever Employee of the Quarter Award and Safety Award. These awards are part of the Facilities Management Employee Recognition Program which was implemented this past summer of 2008.

The Employee Recognition Program provides staff, administration and the university community a method to recognize and acknowledge individuals and teams for outstanding customer service and performance. Staff recognition is a motivating factor that provides our employees with increased job satisfaction and encouragement to perform their jobs more effectively.

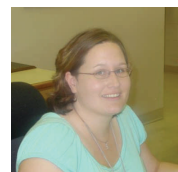
Terri Reithemeyer was awarded the Employee of the Quarter for her outstanding dedication to Facilities Management. Terri

demonstrated her dedication to the Quality Improvement Team (QUIP) and Facilities Management Department in recent months with an outstanding effort to shoulder the responsibilities of being short staff. Michelle Summers transferred to the Human Resource Department on August 11, and Terri immediately took on a majority of Michelle’s duties and responsibilities. A few weeks later we unfortunately had another staff member who was out for an extended period of time. Terri again stepped up with a smile and never complained while accommodating the needs of our department.

Zach Minton was awarded the Safety Award for his display and use of wearing a hard hat as part of his personal protection and safety equipment. This past August,

Zach transferred from the Business Department into Skilled Trades taking on a different position with new responsibilities an immediately began utilizing a hard hat as part of his personal safety equipment.

Employee recognition nominations can be submitted by written request or made via email to Allison Jordan, QUIP Administrative Secretary. For more information please go to our FM home page at http://facilities.astate.edu/FMForms/eoq_emp_rec_form.pdf.





Facilities Management



Time Recording and Tracking FMOP

- Lanny Tinker

On December 1st, Facilities Management initiated a Time Recording and Tracking Procedure (FMOP 07-11-001). This policy was developed to assist staff in the orderly reporting of recording and processing time worked by FM employees and tracked by our FAMIS Software system.

The procedure details two timekeeping methods, one for staff who turn in daily time sheets and the other for designated staff who enter time on-line.

Staff should read and thoroughly understand their personal responsibilities for accurately reporting his or her time worked including proper hours being charged to appropriate work orders and leave documentation as it occurs.

In the first process employees turn time sheets into the Departmental Timekeeper daily. The Departmental time keeper enters the information into the ASU Banner time-keeping system, then forwarded the time sheet on to the work order center where time is entered into the FAMIS system. The FAMIS system arranges and sorts charges to appropriate work orders, thus is the mechanism by which FM gets reimbursement for material and labor for jobs and projects our customers have requested.

The team leader approves time sheets in FAMIS, and therefore when approval is granted it also acts as an electronic signature. To assure accuracy, every pay period the Supervisor/Approver will run the Banner Leave Time Report in FAMIS. This report compares time entered

into FAMIS with time entered into Banner so entries must match before approvals are submitted.

In the second process selected staff enters their time on line in a similar process. The Supervisor/Approver also must run the Banner Leave Time Report in FAMIS to verify that time matches.

Another important issue is when the work week begins: Facilities Management work week begins at 12:00 am on Saturday morning and ends at 11:59 (midnight) on Friday night. Employment in the construction and maintenance business requires staff to work emergencies and other situations other than the normal work shift. Compensatory time will only be accrued when an employee physically works more than their scheduled 40 hours in one week.

"If you are resolutely determined to make something of yourself, the thing is more than half done already.... Always bear in mind that your own resolution to succeed is more important than any other thing."

Abraham Lincoln



Supervisor Tool Kit Training: It's about the people

-Lisa Lyons

Recently, I attended the APPA Supervisor Toolkit Training which was held in Springfield, Missouri near the campus of Missouri State University. Three others from ASU attended as well; Sharon Milligan, Martha Phillips and Bobby Warren. I really did not know what to expect, but I did learn a lot about becoming a great supervisor. We had two excellent trainers: Vickie Younger and Rodger La Beth. I would highly recommend any team leader or supervisor who has not attended a toolkit training that they do so as soon as they can.

One of the many things that I did learn is that being a supervisor is not about me, it is about the people. I am not doing this for me, but for the customers (students, faculty,

staff, employees under my direction and other employees as well). My job is to help my team members to become the best ASU employees that they can be, so that the goal of creating a clean and safe environment for the students to be better educated can be achieved.

I also learned that supervisors are not normal. You have to be willing to be a leader and be a coach to your employees. You need to encourage, correct and challenge your team to be the best employees that they can be. One of the most important things that I learned is that if you want to become a great supervisor, you need to be a great communicator. Never let great work go unnoticed-when you see it, say it. Praise your employees for a job well done. You also have to be

able to let them know about poor work as well. To do that effectively, you must do it privately but make it positive as well.

All of this information and more was presented to us in a clear and concise manner. We had to work in groups of people that we did not know, but through the many activities we participated in, we got to know one another and learn a little bit about each others' respective universities as well. I honestly believe that this was a highly effective way of learning and hopefully, I have made many lifelong friends as well.

To sum it all up, it was amazing learning experience and hopefully I have the tools that I need to become the best ASU employee and team leader that I can be.

New Web Look Comes with Changes

-Jon Carvell

ASU has a new face. A new virtual face, that is. If you access the ASU Web site, particularly the home page, you have seen this new look. Facilities Management and many other departments are set to adopt the same as the New Year rolls in.

What does this mean for FM? Well, the new look also comes with a concept that is new for many of us. Aside from design, a big part of the change involves splitting up the content on our Web site into internal and external categories. External content focuses on prospective students, faculty and staff. In the case of FM,

this external audience includes peer groups from facility management operations at other universities.

Internal content, called intranet is geared toward current employees and students. Web content such as forms, maps, drawings and detailed service information, which only ASU employees or students will need to access, will be separated from external content so that one would need an ASU network login to see it. In the near future ASU employees will use in. Astate, formerly known as Access-Point, to log on to the intranet.

However, it is important to note that the intranet will not

go live with the external content over the Christmas break. To avoid losing access to content not found on the external facing site, ITS will leave the old content up as department Web teams across campus work to set up their intranet sites. To access internal content during this transitional period, customers and employees can go to the following Web address: <http://facilities.astate.edu/internal.html>.

For questions, concerns and suggestions on the conversion and the new Web site, please feel free to contact the FM Web Team at fmweb@astate.edu, or by phone at 680-4714.

FM: Hungry Wolf Cook Book

-Carole Arrington

Unless you have been living under a turtle's shell, you have already heard that Facilities Management and Procurement Services has created, printed, and is selling a fantastic recipe book, "The Hungry Wolf Cookbook." FM staff members volunteered their efforts to design and develop the cookbook. The book is full of over 250 recipes gathered from old family recipe records as well as new ones. Recipes are included covering all areas of good eating! Several dishes were included at the FM potluck luncheon in November, 2008.

This project was initiated from our employee suggestion program as a fund raiser to go toward the Awards and Recognition Program.

Many of the 200 printed copies were purchased during the presale period. Sales remained brisk after the book arrived on November 24th. At this time, only 49 copies are unsold. The low purchase price of \$9.00 makes the book an affordable addition to your personal collection as well as an inexpensive gift for others.

For every recipe submitted

your name was entered into a drawing for a chance to win a \$50 gift card from Wal-Mart. With over 250 recipes submissions, Mary Tolley was the lucky winner. Congratulations Mary!!

We hope you have purchased one for yourself and will enjoy the Hungry Wolf cookbook for years to come.



Darryl Brotemarkle meets Rev. Jessie Jackson



- Darryl Brotemarkle

On October 15, 2008, I had the opportunity to meet with the Reverend Jesse Jackson in New York City.

Although our meeting was

brief, we were able to discuss a number of issues facing Americans today.

During this conversation we found that we had more in common with each other especially our involvement with the Democratic Party.



Facilities Management

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**The FM
VOICE**

*will now be
published
quarterly.*



2nd Annual Fall Festival

-Dee Dotter

A sunny day and warm weather made for a perfect setting for the 2nd Annual Facilities Management Fall Festival. It was held at the ASU Pavilion on Oct 4th 2008, from 10 a.m.-3 p.m., where we served hamburgers, hot dogs, baked beans, chips, potato salad and drinks for lunch, thanks to the grill master Don Neldon, and fellow holiday committee members; Mia Sheppard-Taylor and her daughter Jord-Ann, Mirinda Neldon, Gerald Adkisson, Jon Carvell, and Paul Cox. We also had a delicious chocolate cake brought in by Lynette Anderson, Custodial Dept.

This year went off with a bang, reaching up to 100 attendees.

We had the infamous Dunk Tank where some of Facilities children stepped up to the plate to dunk Wade Smith and Al Stoverink. We even had a MVP of the Dunk Tank, Slade Pettie, son of Landscape Manager Brian Pettie. He showed his skills on throwing a football. You never know, we may have witnessed the start of a future Red Wolf quarterback.

This year brought a new attraction, a large inflatable, which was a big hit with all the kids. There was also a kid's scavenger hunt for snakes and spiders for some great prizes. I would like to thank Tom Chaplain for his donation of five \$5 McDonald's gift cards that were given out as door prizes and prizes for the kids scavenger hunt. There

was also a Horseshoe Tournament, which was stopped due to time constraints. So look for the sign up for next year and hopefully we can get some winners to add to the new Facilities Management Wall of Honor.

The Fall Festival was wrapped up with several door prizes. The winners of the door prizes were; Ray Ferguson, candle arrangement; Natalie Ball, Red Wolf Throw; Hester Hall, Fall Festival T-shirt; Kaye Childs, Red Wolf hat; Jillian Anderson, daughter of Lynette Anderson, Red Wolf mini football; Jon Carvell, \$5 McDonalds gift card; Erin Brawley, Fall Festival T-shirt.

"Next to a circus there ain't nothing that packs up and tears out faster than the Christmas spirit. " -Kin Hubbard

EMPLOYEE BIRTHDAYS

January			February		
			Bobby Warren	Custodial	21 st
Wesley Runyan	Landscape	1 st	Sharron Neldon	Custodial	22 nd
Patsy Pucket	Custodial	4 th	Terri Reithemeyer	Administrative	24 th
Robin Cox	Custodial	6 th	Robin Maxwell	Custodial	26 th
Tony Bittle	Landscape	12 th	Bobby Ishmael	Grounds	27 th
Mary Hurless	Business	16 th	Jamie Sefers	Landscape	28 th
Bud Gage	Motor Pool	23 rd			
Anthony Turturro	Landscape	23 rd	March		
Jason Jernington	Skilled Trades	26 th	Jimmy Crocker	Skilled Trades	1 st
Justin Worley	Custodial	28 th	Tammy Rolfe	Custodial	2 nd
Carole Arrington	Skilled Trades	28 th	Larry Jackson	Custodial	4 th
Jeffrey Taylor	Skilled Trades	29 th	Tim Smith	Custodial	5 th
Peggy Campbell	Custodial	31 st	Bryan Shanks	Landscape	10 th
			Philip Moffitt	Business	10 th
			Emily Bailey	Custodial	14 th
			Woody Haynes III	Skilled Trades	18 th
Sandra Pittman	Custodial	1 st			
Sam Brown	Custodial	5 th	Catrinia Clark	Custodial	20 th
Helen McCoy	Custodial	5 th	John Davidson	Custodial	21 st
Larry Southard	Skilled Trades	7 th	Nancy Evens	Custodial	22 nd
Donna Simpson	Custodial	10 th			
Connie Scott	Custodial	15 th	Lisa Kilstadiou	Business	24 th
Dwain Roberts	Skilled Trades	18 th	Jennifer Cortez	Business	28 th
Cheryl Richey	Custodial	19 th	Hester Hall	Custodial	31 st

Listen With Your Heart.....

-Naomi Graves

Listen and hear within so you can see what is real, and what is just a picture of what you want it to be. Respect the bounds of others and stay out of their space unless they invite you in. When someone doesn't want to hear you be quiet and say a prayer. Kindness in the middle of anger can bring peace in ways that nothing else can.

Love doesn't have to be anything big to be big when it comes from a true and pure heart because it goes on when everything else goes away.

Our eyes can only see what is visible, but the eyes of the heart can see what is within. When love hears and sees love grows becoming stronger holding tighter sticking better and never breaking in the worst of storms.

The cross is our clue, the bible is our map, and Jesus is the key, doorway, treasure and living water that we need to bath in the blood of his ever living wonder.

When the soul and the heart are joined together by the love of Christ no hardship or storm can tear them apart, even when they strike strong.



YEARS OF SERVICE

January		
Mark Denny	Skilled Trades	28 yrs
Robert Hobbs	Skilled Trades	20 yrs.
Gary London	Skilled Trades	17 yrs
David Sprinkle	Construction	15 yrs
Michael Gosa	Custodial	13 yrs.
Sandra Pittman	Custodial	8 yrs.
William Hall	Administrative	7 yrs
Woody Haynes III	Skilled Trades	7 yrs
Kathy Hicks	Business	6 yrs
Al Stoverink	Administrative	4 yrs
Amber Jones	Business	3 yrs
Jacob Gambill	Custodial	1 yr

February		
Rusty Stroud	Skilled Trades	21 yrs
Tim Smith	Custodial	19 yrs
Kyle Cooper	Construction	15 yrs
Randy West	Skilled Trades	14 yrs
Sharon Milligan	Custodial	13 yrs
Wesley Runyan	Landscape	10 yrs
Don Swartlander	Landscape	10 yrs
Mia Sheppard Taylor	Custodial	8 yrs
Tony Bittle	Landscape	7 yrs
Geraldine Jones	Custodial	5 yrs
Mirinda Neldon	Custodial	2 yrs
Keri Pulver	Custodial	1 yr
Michael McWilliams	Custodial	1 yr

March		
Jerry Doug Mathis	Business	27 yrs
Mark Wade	Engineering	24 yrs
Jimmy Crocker	Skilled Trades	11 yrs
Martha Baldinger	Custodial	8 yrs
Natalie Ball	Business	8 yrs
Milton Poole	Skilled Trades	6 yrs
Zachary Minton	Business	3 yrs
Billy Pierce	Skilled Trades	3 yrs
Anita Pough	Custodial	3 yrs
Tammy Rolfe	Custodial	2 yrs
Patricia White	Custodial	2 yrs
Sheila Sartin	Custodial	2 yrs
Mary Hurless	Business	2 yrs
Jerry Todd	Skilled Trades	2 yrs
Lynette Anderson	Custodial	2 yrs
Sharon Dudley	Custodial	2 yrs
Bradley Johnson	Landscape	2 yrs
John Davidson	Custodial	1 yr
Brian Pettie	Landscape	1 yr
Tammy Webb	Custodial	1 yr
James Woods	Landscape	1 yr
Cody Lettenmaier	Custodial	1 yr
Jamie Sefers	Landscape	1 yr

“Be glad of life because it gives you the chance to love and to work and to play and to look up at the stars.”

Henry Van Dyke





A Facilities Management Christmas Carol

- Lanny Tinker

We all know the story Ebenezer Scrooge is a penny-pinching miser in the first degree. He cares nothing for the people around him. Scrooge is visited, on Christmas Eve, by the ghost of his former partner Jacob Marley. The ghosts of Christmas past, present, and future, succeed in showing Scrooge the error of his ways. Christmas morning finds Scrooge reformed, helping and caring for his long-suffering clerk, Bob Cratchit, and his nephew, Fred. Scrooge turned out to be as good a friend, as good a master, and as good a man, that the old city knew.

A Facilities Management Christmas Carol might go something like this. Who would be our Jacob Marley, maybe a Roy Hames, or Luke Crawford, Emory Brown, Jimmy Dean, Payton Lovell, Jerry Ferguson or our friend Wayne Grommet? (I smile when I think that some of the guys would be great and really get into the part). What

do you think they would tell us, and what might they need to show us.

He would show us scenes from our past that occurred on or around Christmas, in order to demonstrate to us the necessity of changing our ways. He would show us that our actions are as important as words, and that our words need to be compassionate.

He would show us a scene from our present time, family gathering, festive events and good deeds our staff are doing in support of our communities and churches. He would remind us that we have two families, one at home and the other here at this facility.

But also just as Jacob Marley showed Scrooge, our spirit would reveal the two emaciated children, clinging to our robes, and names the boy as *Ignorance* and the girl as *Want*. Our Marley warns us, "Beware them both, and all of their degree, but most of all beware this boy, for on his

brow you can see that which is written doom. As in "A Christmas carol" our social message is to combat the lack of knowledge in our life, we must continue to focus and persist in our efforts to change our actions and attitudes thus help to make this a better place to work and live. Our Jacob would show us scenes for Our Christmas yet to come, but in our Christmas carol we see a figure all white robe and all white beard,, we get the message we must endure our journey to excellence, it will take time and effort but the voyage will be to a better place.

Remember there is a reason for the season; our hope is for all our FM Family to become more skilled at learning, caring, being more compassionate, loving and content. May we treat people like they want to be treated, help and encourage them to succeed and be dedicated to improving ourselves in the coming year.

I hope you are blessed this Holiday Season. Merry Christmas to all Facilities Management Staff.

