

THE FM VOICE



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FM Announces First Ever Employee Of The Year

-Jim Gibbs

During the Open Forum on January 28th, Al Stoverink presented Brian Tibbs with Facilities Management's highest honor: FM's Employee of the Year Award.

Tibbs was selected by a majority vote of the AVC Advisory Board from a pool of five previous Employee of the Quarter recipients. Brian is the first recipient of Employee of the Year honors, following the establishment of FM's Employee Recognition Program, which was implemented July 7th, 2008. Along with the immediate recognition that Brian will receive in the form of a plaque and his name permanently displayed on the FM Wall of Honor, he has also been awarded his very own reserved parking space.

"He is a good team player, and he's great at what he does. We are lucky to have him," says fellow FM employee Kaye Childs. Childs is the employee who nominated Brian for Employee of the Quarter. Childs went on to say that, "Brian inspires others to follow his example. If he is taking a break and someone asks for his help, he will drop everything he's doing to assist if possible."

Childs was asked how she felt knowing that the person she nominated became FM's Employee of the Year, and said, "It makes me feel very happy to see someone work as hard as Brian does, and then receive such an achievement. It makes me feel good knowing that hard workers like him are not overlooked. Brian really deserves this award. No matter how much he has to do

or how tired he may seem, he's always willing to help, no matter what."

Having talked with Childs, a question came to mind, "How would it feel to be the supervisor of an employee who had just been given such a great honor?" This prompted a visit to Brian's supervisor, Bud Gage. Bud couldn't say enough good things about Brian, "We are all very proud of Brian here in this department. I don't think this award could have gone to a better fellow or a more deserving person. He's a very hard worker and I'm glad to see him receive this award."

Bud went on to explain how he felt during the moment that the award was announced, saying, "The look in Brian's eyes was great. He's very humble, but takes great honor in this award. I'm tickled to death for him. I think this will make him work

even harder (if that's possible). This really lets you know that someone is watching and noticing the hard work that not only Brian, but lots of other folks around here do for FM."

Brian, himself, had a few words to add: "I've been here twenty years, and it feels great to be recognized this way. I'm very happy and thankful for this award."

Tibbs went on, saying, "There are a lot of employees here that deserve this award, lots of people around here work their fingers to the bone."

Please help Facilities Management congratulate Brian Tibbs on this honor, and for being FM's very first Employee of the Year!

Congratulations, Brian!





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Facilities Management Welcomes New Employees



On October 19th, Michael Cocherell joined Project Services. He is originally from Chicago, IL, and currently lives in Pocahontas, Arkansas. He and his wife Kathleen have two children, a fifteen-year-old daughter Ryken, and a seven-year-old son Michael. He previously held employment as a carpenter. His hobbies include golfing and woodworking. Three words that describe Michael are polite and hard working.

On November 16th, Nacita O'Neal from Jonesboro joined Custodial Services. O'Neal is happily married to her husband Keith, and they have a six-month-old girl, Krystia. Nacita enjoys playing with and spending time with her daughter, shopping, reading, and playing Wii. Friendly, happy, and a caring wife are the words that best describe Nacita.



Kris Irwin joined University Planning and Design Services on February 1st. Kris currently lives in Jonesboro, but originally hails from Clifton Springs, NY. She is happily married to her husband, Patrick, and they have two rescue cats. Previously, Irwin has worked as the owner's rep for a large hotel/casino called Fontainebleau, located on the Las Vegas Strip. In her spare time, she volunteers working with homeless cats in efforts to find them good homes. Kris attended the Rochester Institute of Technology, majoring in Interior Design. Three words that describe her would be dedicated, detail-oriented, and approachable. One interesting note that she reported was that while living in Las Vegas, she had two desert tortoises; a 69-year-old named EG, and a twelve-year-old named Opus.

Jeremiah Reynolds joined Facilities Management's Landscape Department on February 15th. He is from Paragould, Arkansas. He is married to his wife Paige and they have three children: Abby, Emma, and Payton. Previously, Jeremiah owned his own lawn care service, and is currently attending aviation classes at Black River Technical College. In his spare time, Jeremiah enjoys motocross activities.



On February 22nd, Jace McDaniel joined the Landscape Department as a Lawn Spray Technician. He is a lifelong resident of Jonesboro, Arkansas. Before coming to Facilities, he worked for Pope Lawn Care and Landscaping. His number one hobby can be summed up in one word, "rodeo". The words that describe him best are "hard worker" and "fun". One interesting fact about Jace is that he has his own farm.

FACILITIES MANAGEMENT MISSION STATEMENT

"We are committed to excellence in customer service, safety and integrity.

We provide an environment that promotes quality learning through effective leadership and innovative development of Arkansas State University Facilities."

Philip Moffitt Receives Employee Of The Quarter Honors

-Jim Gibbs

Philip Moffitt was recently awarded Employee of the 4th Quarter by Al Stoverink during the Open Forum on January 28th. Philip was presented the FM Employee of the Quarter plaque, a permanent display of his name on the FM Wall of Honor, and a special reserved parking space acknowledging his achievement.

Philip's nomination form stated, "Philip always goes above and beyond for his co-workers, whether it be within his job duties or not, he is always professional and courteous. He is always opening doors, carrying items, and helping others when needed; often they never ask for help, he just offers. When Philip helps a

person, he is timely and explains the process. He is flexible, dependable, and exemplifies the characteristics of a team player. On many occasions he has helped me out and made tasks easier. We are lucky to have Philip on our team."

To nominate an employee for the next quarter, simply submit in writing or by email the nominated person's name, their department, and the justification for nomination. The forms may be given to Jim Gibbs at the front desk. Remember, nominations are due by the last day of every quarter.



"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

-John Quincy Adams



HR Corner—Did You Know...?

-Terri Reithemeyer

When it comes to benefits, the most commonly known to employees are health insurance and retirement. But did you know that ASU offers so much more to their employees? With the economy still in a slump, these benefits can save you time and money. Below is a list of some benefits that are provided to full-time employees:

The Faculty/Staff Meal Plan, or 15 for \$50 plan: This is a meal plan just for ASU faculty and staff. It offers the same access to Acansa Dining Hall that the other meal plans offer, just at a discounted price. It can be purchased at any time throughout the semester and as many times as needed. You can set up payroll deduction in the Student Account Center in the Student Union.

Express Dollars: Your Express Dollars account is activated by depositing a minimum of \$10.00 into your account. The deposit can be made at the Cashier's Window in the Student Union, by phone at 870-972-3847, or through the On-Line Card Office. Present your A-State Express Card (ID) at participating merchants on and off campus. Additional money may be deposited into your account at any time during the year. The funds in the account carry over each semester. Visit <http://www2.astate.edu/a/finance-admin/student-accounts/card-center/express-dollars.dot> to see a list of participating merchants.

Catastrophic Leave Bank: After completing two years of service, employees be-

come eligible for the Catastrophic Leave Bank. Employees may elect to donate to the Catastrophic Leave Bank after completing two years of service and may donate hours in increments of 8 up to a maximum of 40 hours. Employees who have 80 hours of vacation and/or sick leave in the system at the onset of an illness or injury and have completed the two years of service may apply for Catastrophic Leave to supplement their income while they are on leave from the University. Brochures are located in the Training and Development office or visit <http://www2.astate.edu/dotAsset/122831.pdf>.

For more information about these benefits or more, visit <http://www2.astate.edu/a/finance-admin/hr/> or contact Terri Reithemeyer @ 680-4785 or Tami Watlington @ 972-3454.



ARKANSAS STATE
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Facilities Management



"Nothing can stop the man with the right mental attitude from achieving his goal; nothing on earth can help the man with the wrong mental attitude."

-Thomas Jefferson



Fall 2009 Dale Carnegie Graduates

- Terri Reithemeyer

On December 1st, Facilities Management had eight more staff members graduate from the *Dale Carnegie Human Relations Course*: Allison Jordan, Lisa Kihlstadius, Betty Dotter, Tony Turturro, Bud Gage, Adam Prestidge, Judy Dudley, Grady Clark and Doug Mathis. Each of these employees received Outstanding Performance/Breakthrough awards over the 12-week sessions. Congratulations!!!

Many people have heard of The Dale Carnegie Course, but don't always know exactly what it is. The world famous *Dale Carnegie Course* is a 12-week training

program that uses team dynamics and small group activities to help people master the art of dealing with others in today's tough business environment. The course meets once a week for three-and-a-half hours, usually away from the ASU campus. People taking the course will learn how to strengthen interpersonal relationships, manage stress, and handle fast-changing workplace conditions. Also, participants develop leadership through gaining confidence and enthusiasm. They connect with other business professionals, achieve breakthrough goals, and inspire others to take action. In short, the course will empower participants to move far beyond

their comfort zone as they stretch for and attain ambitious new goals. Over 2 million people from around the world have graduated from this same Dale Carnegie Course, which is available globally in over 75 countries, in more than 25 languages, and by 2,700 certified trainers.

How does an employee go about registering for this course? Employees at all levels in Facilities Management who seek to maximize their performance, become stronger leaders, and add more value to the organization are eligible. Anyone interested in the course or would like more information should contact their supervisor or Terri Reithemeyer.

Prestidge Offers Personal Testimony

-Adam Prestidge

Approaching completion of the Dale Carnegie Human Relations Course back in the Fall, Adam Prestidge submitted his personal testimonial to the FM Voice in an effort to encourage others to participate. The following are Adam's words.

"In 2003 I was diagnosed with Social Anxiety Disorder. It is something that I have struggled with my entire life. It has caused me to miss out on a lot of things with my family that could have been occasions to form some great memories. So when I was asked to participate in the Dale Carnegie Class my first reaction was an emphatic "NO". Then I got to thinking about it and decided that this might be the one thing that could help me. I then went ahead and told them I would do it, but I still had some reservations

about going through with it.

As I write this, we just completed our eleventh week of class and my opinion of the class has changed drastically. I went from being sick as a dog all day long before class to now looking forward to going every week and sad that it is almost over. The instructor and all the participants make you feel very comfortable and encouraged. Three months ago I would have never gotten up in front of a group of people and given a speech or even have thought about doing a skit. Now through this course I am a lot more confident in doing these things.

The Dale Carnegie course is not only about feeling comfortable getting up in front of people and talking, it is also about how you can improve yourself and become a better all around person. This applies to our personal life

and our professional life. I realized through this course how many faults I had in both aspects. These were things that I knew that I should be doing but I was not utilizing them. Sometimes we need a good kick in the pants to get us to realize we need to change and this course was the kick that I needed.

My encouragement would be that if you have the chance to take this class, jump on it. You never know what might happen and what you will get out of it. This is so much more than just a speech class, in fact you will be talking a lot less than you might think, because a lot of this class is about listening and how that can make you a better leader. So take it from me, someone who would have never done this and now is grateful to have had the opportunity, take the class if given the chance."

New Reserved Parking Spaces In Effect

-Lanny Tinker

As a part of the Facilities Management Employee Recognition Program, the AVC Advisory Board recommended in October to grant a "Reserved Parking Space" for the current Employee of the Quarter and Employee of the Year honorees. The recipient of the award can select from designated spaces at either the front parking or the back parking lot.

In recent weeks, Facilities Management installed sign posts in the front and back lots.

Brian Tibbs, our current "Employee of the Year" selected reserved parking

in the front parking lot, and Philip Moffitt, the current "Employee of the Quarter" also selected the space in the front parking lot.

We are asking all Facilities Management staff not to park in spaces designated "Reserved for Employee of the Quarter," or "Reserved

for Employee of the Year".

Thank you for your cooperation in implementing this part of our Employee Recognition program, and congratulations again to Brian Tibbs and Philip Moffitt for their achievements!



Task Force Updates

-Terri Reithemeyer and Jim Gibbs

Training Task Force Update:

The training task force has been reviewing all aspects of the development of training modules for departmental and individual positions, reviewing training techniques, effective delivery methods, and training resources availability. They recently submitted the draft FMOP: Training and Development Program to Al Stoverink, The AVC Advisory Board, Department Directors and FM Staff for review and was approved on February 22, 2010.

The task force members are Lanny Tinker (Chair), Darryl Brotemarkle, Lisa Kihlstaadius, Patricia Runyan, Paula Broadway, Richey (Shawn) Brewer, and Terri Reithemeyer (Resource).

Promotions Task Force Update:

The Promotions Task Force completed the updates to the FMOP: Promotion and Hiring Procedures in October and revision took effect on December 1st. Live training for department directors and managers occurred in early January and remaining staff will train through Blackboard 8 in late February or early March.

The purpose of the task force was to review the hiring (internal and external) policies and procedures to assure the process for promotions/hiring was fair, equitable, and provided equal employment opportunities to all qualified persons. Members of the task force include: Billy Pierce, Debbie Greenway, Don Neldon, Mia Sheppard-Taylor, Paul Cox, Lanny Tinker (Facilitator), and Terri Reithemeyer (Resource).

Uniform Policy Task Force Update:

The Uniform Policy Task Force is meeting bi-weekly to propose a new uniform code and complete the updates to the FMOP: Uniform Policy. The uniform contract will begin July 1, 2010, and run through June 30, 2011. The task force is still considering many options and will have a proposal for Al Stoverink when he returns on Monday.

The purpose of the task force is to update the policy that is currently in place and provide a uniform look to all Facilities Management departments, so that they are readily identifiable to our customers and students. Members of the task force include: Philip Moffitt (Facilitator), Anthony Pasalaqua, Ruth Ann Miles, Kaye Childs, Randy West, Dennis Ball, Randy Wheaton, Brian Pettie, Doug Mathis (Resource), and Jim Gibbs (Note Taker).



"Knowing is not enough; we must apply. Willing is not enough; we must do."

-Johann Wolfgang von Goethe

WHO IS THIS YOUNG MAN?

FIND OUT IN OUR NEXT ISSUE!



"You get what you inspect, not what you expect."

-Author Unknown

FM Voice Staff

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Happy Birthday!



BEAT THE PACK—Smoking Cessation Program

STOP SMOKING!

TO ENROLL, CONTACT:

If you are wanting to quit smoking or thinking about quitting come join us for "BEAT THE PACK". This 4 week cessation program will give you the tools you need to break the habit!

**Robyn Whitehead
at extension 3974**

-OR-

rwhitehead@astate.edu



THERE IS STILL TIME!!!

SIGN UP TODAY!!

Meeting 3 Monday, March 08, 2010 5:00 PM - 6:00 PM Student Union Chickasaw-Spring Room
Meeting 4 Monday, March 15, 2010 5:00 PM - 6:00 PM Student Union Room TBA



Employee Birthdays

January		
Wesley Runyan	Landscape	1 st
Patsy Puckett	Custodial	4 th
Robin Cox	Custodial	6 th
Tony Bittle	Move Events	12 th
Mary Hurlless	Business	16 th
Bud Gage	Motor Pool	23 rd
Anthony Turturro	Motor Pool	23 rd
Jason Jernigan	Projects	26 th
Carole Arrington	Business	28 th
Jeff Taylor	Planned	29 th

February		
Sandra Pittman	Custodial	1 st
Helen McCoy	Custodial	5 th
Sam Brown	Custodial	5 th
Donna Simpson	Custodial	10 th
Connie Scott	Custodial	15 th
Dwain Roberts	Energy Mgmt.	18 th
Cheryl Richey	Custodial	19 th
Bobby Warren	Custodial	21 st
Sharron Nelson	Custodial	22 nd
Patrick McNamee	Custodial	23 rd
Larry Vinson	Energy Mgmt.	23 rd
Terri Reithemeyer	QUIP	24 th
Robin Maxwell	Custodial	26 th

Bobby Ishmael	Landscape	27 th
Jamie Sefers	Landscape	28 th
March		
Jimmy Crocker	PM	1 st
Tim Smith	Custodial	5 th
Philip Moffitt	Business	10 th
Emily Bailey	Custodial	14 th
Woody Haynes	Planned	18 th
Catrina Clark	Custodial	20 th
John Davidson	Custodial	21 st
Lisa Kihlstadius	Business	24 th
Hester Hall	Custodial	31 st



Congratulations to James Woods and family on the birth of his new granddaughter.

Journey To Excellence Application Submitted

-Jim Gibbs

On January 27, Facilities Management reached a milestone in the ongoing "Journey to Excellence".

Over the last several months, the Journey to Excellence document underwent the final approval process, and was submitted to APPA for consideration.

APPA is an international organization for higher education facilities. Each year, APPA honors certain Facilities Management operations with their prestigious Award for Excellence. The Award for Excellence is considered the world standard in quality higher education facilities, and if awarded, would be a tremen-

dous honor to FM, Arkansas State University, and each and every member of the team here that made it possible.

According to the APPA website, the review process is underway and the award announcements should come in late spring or summer.

2010 Wayne Grommet Chili Cook-Off Was A Hit

-Bob Smith

The panel of judges (Robin Cox, Carolyn Douglas, Jim Gibbs, Helen McCoy, Mike Ring, Wade Smith, and Randy West) met at 9:45 am on February 18 in the FM Wolf Den to begin the challenging but tasty task of selecting a winner for the annual Wayne Grommet Chili Cook-Off.

The judging process consumed 77 spoons and 77 bowls (no double dipping allowed) and a half gallon of sorbet, as a clean palate is essential for judges in a chili cook-off. At the end of the judging process, chili submitted by each of the following three employees was selected as the

best:

1st Prize: Patrick McNamee; Custodial Services

1st Runner Up: Martha Baldinger; Custodial Services

2nd Runner Up: Hester Hall; Custodial Services

Ray Ferguson announced the winners during the Open Forum. As their names were announced, they selected from several very nice prizes donated by local vendors and contractors. The first prize, selected by Patrick, was a \$100 gift certificate donated by Williams Mechanical. As Custodial Services filled the first three

spots this year, Ray encouraged Skilled Trades to "step up to the plate" next year.

Congratulations and thank you to all eleven employees who submitted entries, not a single drop of chili was left.



"Don't say you don't have enough time. You have exactly the same number of hours per day that were given to Helen Keller, Pasteur, Michaelangelo, Mother Teresa, Leonardo da Vinci, Thomas Jefferson, and Albert Einstein "

-H. Jackson Browne

Years Of Service

January			March		
Mark Denny	PM	29 years	Michael McWilliams	Custodial	2 years
Robert Hobbs	Projects	21 years	Kerri Pulver	Custodial	2 years
Gary London	Energy Mgmt	18 years	Billie Burns	Custodial	1 year
David Sprinkle	Construction	16 years	Travis Lynch	Landscape	1 year
Michael Gosa	Custodial	14 years	Doug Mathis	Business	28 years
Sandra Pittman	Custodial	9 years	Mark Wade	Energy Mgmt	25 years
Bill Hall	Planning/Design	8 years	Jimmy Crocker	PM	12 years
Woody Haynes	Planned	8 years	Martha Baldinger	Custodial	9 years
Kathy Hicks	Business	7 years	Natalie Ball	Business	9 years
Al Stoverink	AVC	5 years	Milton Poole	Energy Mgmt	7 years
Amber Jones	Business	4 years	Zac Minton	Planned	4 years
Jacob Gambill	Custodial	2 years	Billy Pierce	Projects	4 years
Bob Smith	Custodial	1 year	Anita Pough	Custodial	4 years
Cynthia Meredith	Custodial	1 year	Sheila Sartin	Custodial	3 years
Rusty Stroud	Projects	22 years	Patricia White	Custodial	3 years
Tim Smith	Custodial	20 years	Bradley Johnson	PM	3 years
Kyle Cooper	Construction	16 years	Jerry Todd	Projects	3 years
Randy West	Projects	15 years	John Davidson	Custodial	2 years
Sharon Milligan	Custodial	14 years	Tammy Webb	Custodial	2 years
Wesley Runyan	Landscape	11 years	Brian Pettie	Landscape	2 years
Mia Sheppard-Taylor	Custodial	9 years	Jamie Sefers	Landscape	2 years
Tony Bittle	Move Events	8 years	James Woods	Landscape	2 years
Geraldine Jones	Custodial	6 years	Cody Lettenmaier	PM	2 years
			Robert Coggins	Planned	1 year
			Kelly George	Landscape	1 year
			Bruce Spencer	Landscape	1 year

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



LEADERSHIP IS FOR EVERYONE!