

THE FM VOICE

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Special points of interest:

- Former FM employee's photo featured in NY video
- Journey to Excellence Defined
- FM selected for Worksite of the Year

EMPLOYEE, MEMBER OF 875TH DEPLOYED

Facilities Management sent Project Furlough to a friend by raising over \$170 for Greg Beeler, an ASU carpenter, who left for Fort McCoy, Wisconsin with the 875th Engineering Battalion last month. Thanks to community support, he gets a trip home before going overseas.

After an approximate three month stay at Fort McCoy, Beeler flies to Kuwait, staying about three weeks before moving to Iraq. He will work in the maintenance section on route clearance and I.E.D. (Improvised Explosive Devices) detection.

Greg volunteers for the Bono Fire Department. After the destructive storms in Maraduke he also gave his time to search and rescue efforts there.

According to Beeler, his pro-



Greg Beeler and family.

jected return date is set from December 2007 to January 2008. His wife Tina and five children: Samantha (Sammy) 6, Luke 4, Amanda Birdsong 19, John David Turpin 12, and Matt Pinkey 17, along with his

co-workers, await his return.

Those who wish to stay in touch with Greg can do so by email at: gregory.d.beeler@us.army.mil

Facilities Management Selected "Worksite of the Year" for Y.O.U.

Facilities Management has participated in Youth Opportunities Unlimited (Y.O.U.), a summer work program for special needs teenagers, for several years. This year, because several team leaders from Building and Grounds Services Department made an outstanding effort to make this year's program a success, Facilities Management was recognized as the "Worksite of the Year for 2006". This

recognition took place July 19, 2006 at the graduation ceremony for the young people that had successfully completed the program.

The objective of the program is to provide work experience, which will help the kids (cont. Y.O.U. pg 2)





Y.O.U. (CONT.)

acquire skills for employment and explore career options. Although it was not always possible to place students in jobs directly related to career goals, the job experience enabled students to realize their job potential, as well as the need for an education and resulting benefits. Students were paid minimum wage for 20 hours per week of employment through the Y.O.U. budget. Facilities provided the supervision and a record of the student's work hours.

"They washed windows, gathered trash, pulled weeds and did other custodial and grounds chores", according to Evelyn Weatherford, who has coordinated this program for us for several years.

"They performed extremely well and made a very positive

contribution to our department", added Betty Dotter, Manager of Custodial Services.

Brandi Thompson, Kaye Childs, Jill Self, Mia Taylor and Sam Brown supervised and mentored the students throughout the program. On

the last day of the program they held a pizza party for the students, and presented them with gift bags and framed certificates, all provided from their own resources. There were lots of smiles, hugs and picture taking during the event. It was a learning experience for these mentors, as well as for the students.



Mia Taylor, Brandi Thompson, Sam Brown, Kay Childs, and Jill Self

*"Success usually comes
to those who are too busy
to be looking for it."*

**-Henry David
Thoreau**

CORD SAFETY

Helen McCoy

So you've got a big job to do with your electric tools. How far are you from the outlet? Are you going to have to use an extension cord?

If so, do you know what size and kind of cord to use?

Yes, it does make a difference. The wrong cord can damage the tool and may cause harm to you because it

over heats.

Check your equipment to see what the total wattage of the appliance is. Now, check the gauge and wattage rating of the extension cord. If they don't match, don't use them together.

Using the wrong cord can cause your equipment and its cord to overheat and burn out. This in turn can cause a shock hazard to you.

Don't use an extension cord unless it is absolutely necessary. Then, use the right one. Don't use an indoor cord outdoors, and use the shortest cord that you can. Make sure it's the correct gauge and wattage for the equipment you will be using. If you are using more than one tool on the same cord, you need to add the wattage requirements together to get the total needed.

Be safe.

MICROSOFT OUTLOOK TRAINING

Pamela Rhodes

The training for Microsoft Office Beginners and Refresher training that was provided for FM employees by IT Services was eliminated due to budget cuts. Since the

budget cut, Facilities Management administered an employee survey and in analyzing the responses, the Management Team derived a need for training on the various software programs used on the computer system in

Facilities Management. In response to the employees' request additional training opportunities for beginners and refresher training for FM Staff are being offered. (cont. Outlook Training pg 3)

A TO Z

Evelyn Weatherford

Q. I have been having problems getting ink stains out of my children's clothes. Do you know a sure fire solution?

A. I do not know if the following solution is "sure fire" but it has worked for me. To get ink stains out of washable fabrics, spray the spot with hairspray and wash as usual. I have also found the following remedies to work: isopropyl alcohol (plain old rubbing alcohol) will remove pitch from skin, clothes, and your car. Rubbing alcohol will even remove magic marker from plastic containers. The latter comes in handy when you end up with Aunt Martha's Tupperware. Vinegar will remove mineral deposit from your dishwasher and coffee maker, as well as remove water spots from stainless steel.

Q. I have been told that it is possible to grow two crops a year in your garden, one in the spring and one in the fall can you explain.

A. You were told correctly. You can plant a second crop of spinach, peas, lettuces, kale and broccoli after your spring garden has reached its prime. For good late summer germination, it is important that you replenish your soil with organic matter, keep the soil moist and the temperature from reaching over 80 degrees. This can be achieved with a shade cloth or shade cast by other plants. Fall seeds are planted twice as deep as spring seeds, and should be protected when the temperature begins to fall. Other plants that thrive in the fall are carrots, beets and Asian greens. In addition,

summer-planted crops require an additional two weeks to mature, so be sure you allow a two-week cushion regarding this areas first frost date.

Q. Is it true that you can throw your used coffee grounds into your flowerbeds as fertilizer?

A. Coffee grounds do have a dual purpose, after your morning cup of Joe, save your grinds and spread handfuls around acid-loving plants such as azaleas, blueberries and rhododendrons. The grounds are slightly acidic and help lower soil pH, not to mention they foster the humus-rich soil texture these plants love. Coffee grounds are a good source of nitrogen and can also be added to your compost pile as a "green" ingredient.



OUTLOOK TRAINING

On July 26, 2006, Facilities Management launched its first training class, Microsoft Outlook Training. Steve Nichols, a Certified Instructor of Microsoft Office, was the Facilitator. The training included email organization, accessing contacts, task list, and accessing calendars quickly. The training is especially help-

ful to new employees that have yet to use Microsoft Outlook and as a refresher for employees that are not utilizing all the features of Microsoft Outlook.

The Microsoft Outlook Training was offered to all FM staff. FM staff members signed up

for training and were issued a time, date and location. The training was held in the FM training room where there is access to workstations. Steve Nichols scheduled and trained 35 employees in two sessions, which lasted approximately two hours. All employees who have access to Microsoft Outlook are encouraged to take advantage of these opportunities to strengthen their computer skills. Microsoft Word and Microsoft Excel Training opportunities will be offered in the very near future.



FM SOFTBALL GAME A SUCCESS



Winning Team pictured from top left: Anthony Pasalaqua, Mark Clark, Micheal Hass, Philip Moffitt, Brian Tibbs, Gerald Adkisson, Kyle Cooper, and Darrel Brotemarkle

Bottom: Kathy Hicks, David Foster, Jill Self, and Teresa Vickers

Last month Facilities held its first annual employee softball tournament and picnic. In what Al Stoverink called “a highly successful event”, staff members utilized campus intramural fields, competing on four teams for bragging rights until the next game.

Congratulations to the winning team (pictured left). Special thanks goes out to umpires Lanny Tinker, Joe Philips, Wayne Grommet and Ray Ferguson. Pictures can be viewed on the web at:

facmgmt.astate.edu/softball.html

With such high a turnout for this event, the organizers hope for equal enthusiasm next month. FM plans another softball game, along with other entertainment, for the upcoming Fall Festival on September 16. Whether employees participated this go round or not, they are strongly encouraged to get in on this one. Scorekeepers, photographers and fans are as important as players.

TALKING ABOUT F&A OPERATING STRATEGY

“If you spend the day doing nothing... how do you know when you're finished?”



Lanny Tinker

As an organization, Facilities Management is traveling along a path on our quest for excellence. We are beginning to develop methods and measuring techniques to assist us in learning more about our weaknesses and understanding our strengths. Once we identify weaknesses, we adjust processes, procedures and even our attitudes to move to the next level of improvement. After identifying strengths, we attempt to maintain those services where we meet and exceed our customer's needs.

For us to become the best-in-class we need to talk the talk until we walk the walk. We should remind ourselves individually that our business strategy is based on our personal values. Those qualities that we considered worthwhile should be reinforced through our speech, actions and deeds. We should talk about those traits until they become the driving force in our daily lives.

Our organizational operating strategy is grounded in values that define how people want to behave with each other in the organization. This is the gauge that measures how the organization will value customers, co-workers, students and others in the university community. A person's words and actions are a living enactment of their personal fundamental core values. As humans we envision our concept of fairness, honesty, respect and accountability,

but many times we perceive leadership, staff or co-workers as not living up to our expectations.

Perception is reality and even though we think we are following and adhering our organizational operating values, others may perceive a different message. Others may misunderstand what we intended to say or take offense to what we consider our noblest actions. Therefore we think we are leading by example and others don't think we are practicing what we preach.

The solution is to talk often and show our support for the F&A Organization Operating Strategy daily. I believe in it, and support it. I hope to demonstrate and model the values by my words and actions in my personal work behaviors, decision making, contribution and interpersonal interaction with all university stakeholders.

We Have Started on a Journey

Joe Phillips

Our journey to excellence has begun, and it's a trip that we all will want to take. It's about improvement and learning to serve our customer better.

As I have explained, this trip will not be completed in a few days. It will take time. As we travel, we will develop and implement new ways that make it easier to provide the end user with a professional service of excellence. We already have in place many of the procedures that are requested for complying with

the APPA Excellence Award requirements.

Again, this award is about how well we as a department meet the guidelines set by APPA. To receive this very high honor we must meet all the requirements and show how we do this by documentation. After all the requirements are met we then can apply or submit to APPA our application. They will send a review team made up of Plant Directors from across the United States that come to ASU and visit with all departments in facilities and across

campus to see how we do business and provide services daily. Preparing for this review is about a two year process because of the time needed to gather all the information, implementation of changes, and putting together the documentation required.

Be aware that the journey is ongoing and your help is needed for this process to be successful as we make stops along the way to get information, listen to suggestions, and implement changes on our way to providing the excellence of service that our customer deserves.

Fifth Annual Custodial Training Institute a Success

More than 250 custodians, custodial supervisors and administrators from secondary and higher education facilities across the State attended the fifth annual Custodial Training Institute (CTI) on June 14, 2006 at Arkansas State University. The CTI is sponsored by Facilities Management to provide a high quality training experience for those working in the custodial service areas of our regional educational facilities.

This year CTI was held for the first time in the new Student Union. The new auditorium very comfortably seated all the participants, and the adjoining meeting rooms were perfect for the various training

sessions. The 3rd floor lobby was perfect for a small vendors show conducted by Clean Solutions and Jonesboro Paper and Chemical. Sodexo Dining Services prepared a delicious luncheon buffet in the main dining area on the first floor for all the participants.

This year's theme was "One Stop Training". The State and Federal Government mandates that custodial and maintenance workers receive annual training on such things as Asbestos Awareness, Blood-borne pathogens, MSDS, etc. We offered many of those mandated training requirements during our day of training. Certified trainers

from St. Bernard's Regional Medical Center, Hilyard and the ASU Staff presented high-quality presentations. In addition, as in past CTI's, there was special training in how to clean "green", and indoor air quality issues were discussed. The Vendors displayed some of the latest advancements in equipment, tools and supplies.

It was a very informative day of training and networking. In addition, the food was great, everyone seemed to have a good time. One lucky custodian from the Jonesboro Public Schools won a large flat-screen TV with surround sound.

Former FM Employee to Appear in Times Square Video

If you read the Jonesboro Sun on Wednesday, you may have seen a familiar face on page D2. Wade London, a former student worker on the maintenance crew at Facilities Management, was pictured with Jessica Speaks of Jonesboro. The two of them will soon

appear on the Times Square Astrovision in New York.

According to The Sun, the picture was selected from over 2,000 nationally to be used in a video for the National Down Syndrome Society.

The picture was taken at the 2005 Buddy Walk, in which London's Fraternity, Tau Kappa Epsilon, sponsored a football toss.

Wade is the son of Gary London, an FM employee of some years.

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Wade London and Jessica Speaks



New Employees



Greg Parish



Teresa Vickers



Cameron Martin



Anthony Turturro



Lyanna Myatt



Martha Phillips



David Hicks



Bobby Colburn



Thomas Chaplain



John Kern



Barbra Brown



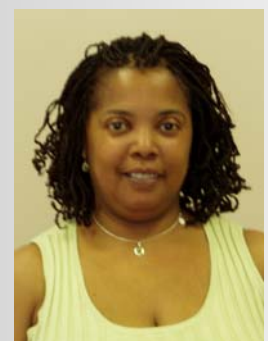
Matt Fleetwood



Kathy Cope



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