

THE FM VOICE



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FM Department Spotlight –Things You May Not Know or Realize

- Kathy Hicks

We've all heard the phrase, "You never know what someone does until you wear their shoes". With this article, I've decided to give you performance measures from different areas of Facilities, pulling most of the information from FAMIS. Several people have also made statements about the amount of data FAMIS collects, but lacks in giving information back in the form of reporting. However, Wayne Grommet has been steadily configuring Oracle reports over the last several months to give information back to us regarding performance measures in areas of Facilities.

FAMIS p-card transactions (since October 2004 introduction) are as follows:

	# transactions	total \$ value
FY 2007	3,326	\$505,128
FY 2006	1,969	\$269,713
FY 2005	1,390	\$164,252

Imagine all of the coordination and conversations with vendors to acquire material. Natalie Ball and Mike Ring together have 68.4% of the total Facilities p-card transactions for FY 2007. I would also like to add that the Work Order Center scans and attaches all p-card statements to the related WO for reference and auditing purposes. This measure is not a full measure of all transactions, but only a measure of what

was billed on a WO in FAMIS.

FAMIS fleet rental transactions are as follows:

	# transactions	total \$ value
FY 2007	661	\$120,918
FY 2006	668	\$130,810
FY 2005	697	\$124,003

These transactions involve coordination for scheduling, vehicle maintenance, including cleaning and preparing the vehicles for rental.

FAMIS utilities transactions are as follows:

	# transactions	total \$ value
FY 2007	695	\$1,351,973
FY 2006	629	\$1,265,352
FY 2005	593	\$1,249,475

I'll add that for FY 2007, there were 1,536 meter readings logged. Usage is logged for each building and location across campus. Utility bills processed from Facilities for payment are as follows:

	total \$ value
FY 2007	\$4,393,551
FY 2006	\$4,282,697
FY 2005	\$3,611,977

These totals do not reflect utilities paid for the Arkansas Services Center or Foundation

housing.

The warehouse maintains 3,571 active Facilities part records, with 236,415 pieces valued at \$754,023. The warehouse also maintains Telecom inventory, with 101 active part records with a value of \$31,175.

For the months of November and December, Central Receiving processed an average of 88 packages per day. Central Receiving averaged 61 package deliveries across campus, with an average of 9 packages per day delivered by the Move department. It is estimated that this average will increase for the seasonal end of the fiscal year for departmental budget spending.

FAMIS currently has 403 building records (includes Kay's Foundation housing and rental property). There are currently 12,367 equipment records and more are being added daily. There are 840 equipment and facilities PM (Preventive Maintenance) records, which will run multiple work orders for multiple pieces of equipment with more being added daily.

These are only a few examples of records maintained in FAMIS by various different Facilities departments. This information collected and maintained is starting to give us a picture of functional area performances and an understanding of what is done daily for analysis to make sound decisions.



*We are all on a
spiral path.*

*No growth takes
place in a straight
line.*

*There will be set-
backs along the
way...*

*There will be shad-
ows, but they will
be balanced by
patches of light...*

*Awareness of the
pattern is all you
need to sustain you
along the way.*

- Kristin Zambucka

JD Melton Retires



- Lanny Tinker

JD Melton joined the carpentry department at what was then called the Physical Plant in June of 1980. During his employment, JD witnessed many changes over the course of his 27 year tenure.

The physical plant building was originally located in a pre World War II air plane hangar which is currently the parking lot on the east side of Centennial Mall

The physical plant moved to our existing location at 2713 Pawnee in 1994. The physical plant operation was renamed Facilities Management in 2000. The carpentry department merged with other technical trades to become the Skilled Trades Department in 2001.

Best wishes to JD and his family and we hope he enjoys his retirement years. He will be missed!

Linda Hester Retires

- Helen McCoy

Custodial Services has one member of its team that retired at the end of January. Linda Hester had been with us since July of 2002.

She worked for Lincoln Manufacturing from the day it opened until the day it closed. That's 31 years if you're counting.

Linda plans on doing whatever Linda wants. She might even get a part time job, but not until she

gets enough sleep.

She and her husband enjoy listening to live bluegrass music, so they plan on traveling a little and seeing a few shows.

She has 3 grandchildren, Keeley, Skylar and McKenna that need a little time with grandma.

Linda said, "I have enjoyed working here. I've met some nice people that I will miss."



Custodial Department Welcomes New Employees

- Helen McCoy

Custodial Service department welcomes new employees.

Robin Cox is originally from Chesapeake, VA but has lived in Arkansas for half her life. She has a beautiful one year old daughter. She is the sister of Paul Cox from the FM Engineering Department.

Ervin Phillips comes to us from Staffmark. He is probably familiar to you since he worked as a



temporary employee this past summer and fall. He decided to join us on a permanent basis because he liked the atmosphere here at Facilities Management and the team concept.

Connie Scott comes to us from Holiday Inn. She is a resident of Craighead County and has 2 children. She says she is very glad to be a part of our team.

Good Judgment, Intuition Aren't Enough When Hiring

- Michelle Summers

Hiring the right people is one of the most critical elements in the success of our organization. This important decision should not be left only to your "good judgment" of people or your intuition.

ASU is only as good as its employees. How we handle hiring people and how they perform

will determine the success or failure of our department. We want you to enjoy the business success; therefore, a step-by-step approach to hiring has been created as a tool for Supervisors. This sort of organized procedure will help minimize the turnover rate and maximize retention and productivity. Take the time to employ the best even if it takes a longer time frame.



By all means, use your intuition and good judgment, but add with it the organized, diagnostic New Hiring Procedure to assist you in hiring the right people.



Major Priorities— Consistent Accountability

- Al Stoverink

Last spring, through an extensive process of brainstorming sessions with all work groups within the department, we in Facilities Management determined 5 major priorities that we wanted to focus on to help us achieve our mission as a department. Those 5 priorities are as follows:

- **Improve Communications**
- **Consistent Accountability**
- **Training and Development**
- **Refine Internal FM Processes**
- **Improve Staff Morale and Recognition**

In this article I want to make some observations about what we mean by CONSISTENT ACCOUNTABILITY, and one way through performance appraisal that we can objectively measure ourselves and be consistently accountable.

Accountability has two primary aspects—accountability to self and accountability to others. Accountability to others incorporates multiple aspects in terms of being accountable to

our supervisors, to our customers, to our co-workers, and to our colleagues across campus.

With regards to self, we must be accountable to ourselves first by doing our best in whatever work assignments or position we fulfill in the organization. We should take pride in all the work we do, no matter how routine or grand it may be. We should be constantly conscious of our conduct and performance to assure that we do the right thing and treat others with respect and trust in accordance with our Division Operating Strategy Principles. If we do so, then we will be holding ourselves accountable, and we will experience the same respect and trust coming back to us that we have freely given.

With regards to others, we should expect to be challenged and criticized (hopefully in a constructive manner) when we fail to do the right things, when we fail to do things right, or when we choose not to give others the respect and trust we desire for ourselves. We should not take such challenges or criticisms with of-

fense, but acknowledge our errors and/or disagreements and resolve to improve and/or respect the opinion of the other. At the same time we should be willing to forgive when offended, to accept the honest mistakes of others, to accept the weaknesses of our co-workers, and help them to overcome or compensate for such weaknesses.

Our annual performance appraisal is a formal means of exercising accountability that is mandated by the university. As that activity approaches in the next couple of months, we want to objectively assess how we are doing on an individual basis, and set self improvement goals for next year. One new method of doing this that is now available is the use of Discover Reports pulling data from FAMIS to give us accurate measurement of what we are doing. Each person in the department will be asked to select a specific key performance indicator that is measurable with the data from FAMIS, and to set a target goal to improve that measurement over the next 12 months.



Who am I ?

E-mail your guess to:

jmiller@astate.edu





Facilities Management

**Honesty-****An act of bold****admission or simple****truth often confused****by what was heard****vs.****what was said****vs.****what was meant.****- Al Stoverink**

JOURNEY TO EXCELLENCE AT ARKANSAS STATE

- Joe Phillips

In Alaska, a dog sled team is guided through the fresh fallen snow. The sled driver depends on his lead dog to break the trail, lead the way, and give strength to all his team mates by barking and leading. The lead dog and teammates work with a unified effort to maximize their forward motion to get to the end of the journey as quickly and efficiently as they can. We are on a journey in Facilities Management to serve our customers with excellence and achieve the APPA Award for Excellence. The "lead dog and teammates" in the accomplishment of this journey are all of us who are employees of Facilities Management.

Taking this journey is how we the employees of Facilities Management can be a part of fulfilling our department Mission Statement

"TO BE COMMITTED TO EXCELLENCE IN CUSTOMER SERVICE, SAFETY, AND INTEGRITY..."

This is an opportunity to make a commitment to the university and ourselves toward a goal of applying for and being awarded the APPA Award for Excellence.

The APPA Award for Excellence is designed to recognize and advance excellence in the field of educational facilities. Originally established in 1988, the Award for Excellence is APPA's highest institutional honor, and provides educational institutions the opportunity for national and international recognition for their outstanding achievements in Facilities

Management.

We must all understand what we are trying to accomplish by applying for this award and the long term goal. Out of all the Facilities Management departments at universities across the United States, this award will recognize the employees of Arkansas State's Facilities Management Department in particular. More importantly though, by committing to the journey and achieving the award, we will pull together as a team to operate in a manner that is efficient, customer focused and quality driven.

A critical part of the journey is learning to measure our performance constantly to ensure we are delivering a service that is truly excellent to our customers in the university community. The measurement of services provided by Facilities Management is taken at all levels, including individual performance, sections & departments, administration and senior management.

This year of 2008 will be a time to measure our performance and assess our activities in relation to the Award for Excellence criteria. At the end of this year, if we feel we are meeting the requirements, we will submit an application for the award in early 2009. APPA will then send an inspection team that is usually made up of members of the APPA Award for Excellence Committee. They will spend about three days inspecting, observing, and interviewing Facilities Management employees from all levels and departments. They

will also interview department chairs from across campus to evaluate the type of service we provide.

The evaluation and inspection is made to determine if we meet and deliver the services required in the seven different criteria sections for the Award, which include;

- 1. Leadership**
- 2. Strategic & Operational Planning**
- 3. Customer Focus**
- 4. Information and Analysis**
- 5. Development and Management of Human Resources**
- 6. Process Management**
- 7. Performance Results**

Documentation for all the above areas will be included in the application to provide the information and proof of compliance in each perspective.

We are on track to meet each of the required criteria for each of the seven sections. It will take a commitment from all employees to take this journey and understand its goals.

The ultimate goal here is for ASU Facilities Management to provide to its customers quality service and excellent job performance every day.

Please take a step forward and be a part of this journey to become the "best of the best" in Facilities Management, and receive the recognition that this award will bring to all FM employees and to Arkansas State University.

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."

Energy Conservation at ASU and at Your Home

- David Handwork

The idea of energy conservation is not a daily or routine thought for most people. It does become a very popular topic when energy prices dramatically increase, as they have done recently. It seems I have been approached in the past 6 months more frequently with energy conservation questions that can be applied at home. The good news is many measures proven at ASU can be applied at home. For example, a recent campus lighting audit revealed converting all the campus incandescent light

bulbs to compact fluorescent lamps (CFL's) would save \$28,000 in annual energy cost. Granted, if a project was initiated to replace the lamps all at once, the estimated cost is \$39,000. Even so, the simple payback is 1.4 years. This savings and payback is based upon the ASU electrical rate of \$0.04 per kilowatt-hour (kWh). So how does this apply at your home with a Jonesboro CWL rate of \$0.065 per kWh, or Craighead Electric rate of \$0.08 per kWh? It applies well if you have several lights on for more than 4 hours per day. The table below reflects the annual savings based upon 15 lamps operating for 4 hours

each day, which equates to 60 lamp-hours per day. The simple payback on 40W bulb conversion is about 2-1/2 years. For 75W and 100W bulbs, the payback is about 1 year. Annual savings for your home will differ depending if you have less or more actual lamp-hours per day. The downside to CFL's is cost, with most priced around \$7.00 each. Don't let the cost intimidate you! Most CFL's have a life of 7-10 years. I recommend upgrading a couple lamps per month. For most homes you'll have your complete home updated in a year or less and you'll start putting money back in your pocket.

Incandescent Lamp Wattage	Corresponding Compact Fluorescent (CFL) Wattage	Monthly Kilowatt-hour savings for (15) lamps on for 4 hours per day	Jonesboro CWL Annual Savings	Craighead Electric Annual Savings
40	12	50	\$39.31	\$48.38
75	23	94	\$73.01	\$89.86
100	30	126	\$98.28	\$120.96



FM Voice Staff

Jon Carvell
jcarvell@astate.edu
 Jerilyn Miller
jmiller@astate.edu
 Al Stoverink
astoverink@astate.edu
 Lanny Tinker
ltinker@astate.edu
 Evelyne Weatherford
eweather@astate.edu
 Helen McCoy
hmccoy@astate.edu
 Kathy Hicks
kathyhicks@astate.edu
 Doug Mathis
jmathis@astate.edu
 Pamela Rhodes
prhodes@astate.edu
 Terri Reithemeyer
treithemeyer@astate.edu

FM Staff Senate Representatives

- Helen McCoy

Facilities Management has eight employees on the ASU Staff Senate. Those employees are Cameron Martin, Jerry Sailor, Randy West, Helen McCoy, Mia Sheppard-Taylor, Jon Carvell, Kaye Childs and Sharon Milligan.



The ASU Staff Senate is a forum to reflect the needs and interests of the non-faculty employees of the university. Employees are encouraged to utilize the Staff Senate as an outlet to express views and ideas of interest to staff.

The mission of the ASU Staff Senate is to represent all ASU non-faculty employees of the

university. The Staff Senate endeavors to provide a forum for all staff members, and to participate constructively in matters that benefit the university and the staff it represents. In addition, the Staff Senate serves to advise the president of the university on all matters of concern to the staff, and to assist in disseminating information to non-faculty employees of the university.

The Staff Senate holds monthly meetings on the third Wednesday of each month. Everyone is invited to attend monthly meetings as duty permits.

Elections for the Staff Senate will be held in March. Please watch for more information on events or membership on their website:

<http://staffsenate.astate.edu/> and the ASU Digest.



*Perseverance
is failing
nineteen times
and
succeeding the
twentieth.*

- Julie Andrews



**Blackboard
Training**



Did You Know...

- Helen McCoy

Al Stoverink spent the day helping Paula Broadway's cleaning team on Friday, January 18.

They'll take help wherever they can find it.

Team Broadway appreciates Al for all the hard work!!!



QuIP Commitments and Updates for 2008

- Lanny Tinker

The Quality Improvement Team (QUIP) believes 2008 is a pivotal year for implementing continuous improvement processes, training and development activities in addition to FM Human Resource improvement. We recently developed our department mission statement in support of our efforts to help keep us focused on serving Facilities Management staff.

" Quip's mission is to facilitate excellent customer service through continuous improvement processes, communications, diverse training and human resource coordination. We provide quality learning to enhance effective leadership and innovative development of individuals, teams, operational units and supervisors of the Facilities Man-

agement department of Arkansas State University. "

We believe we got off to a good start by implementing Blackboard Training on January 2nd. The Blackboard Learning System is the software application to enhance and deliver our online training and development courses. The Quip team has provided Blackboard training for supervisors, office personnel and all other staff during their computer use time.

Quip is working with the leadership of several FM departments as they identify training needs for staff and teams in their division. We will enlist individual input about training needs after this initial assessment is completed. We have also scheduled some instructor led training modules. Staff can view dates and times of training sessions on our FM Training Calendar. Three sessions of particular interest are as follows:

- Lucinda McDaniel will present Sexual Harassment Training on February 6th.
- Tracy Perrin will present online Performance Appraisal for supervisors on February 27th.
- Beth Faught with St Ber-

nard's will present Bloodborne Pathogens on April 14th.

Quip wants to say thanks to Steve Nichols, who has developed and implemented an improved "Beginning Computer Course" for staff who lack basic computer skills and knowledge. Please view training calendar for upcoming computer courses.

QuIP processed data from our recent Employee Satisfaction Survey. This information is posted annually in the lunch room for all employees to review.

A Facilities Management Services Guide Task Force has been formed to create more effective methods of communicating the services that FM provides to our customers. The members are Michelle Morgan, Carol Arrington, Deidra Dotter, Bill Hall, Kathy Hicks, Jon Carvel and Lanny Tinker... more to follow.

The Employee Recognition Task Force is making progress and hopefully will have information to publish before the next FM Voice is circulated...more to follow.

A to Z

- Evelyn Weatherford

Etiquette:

Q. Please settle a dispute between me and my friend. It pertains to the proper way of handling a wedding invitation. I was invited to a wedding, but not the reception afterwards, do I need to RSVP or not.

A. I believe the proper etiquette in regards to RSVP or not to RSVP is a lost art, and with June weddings just around the corner I will give you the RSVP rules. Here they are:

* If you are invited to a wedding ceremony, but not to the reception afterwards, you do not need to reply. If you receive a wedding announcement, there is no obligation to send a gift, but it is customary to write your congratulations. Hope this helps.

Q. What are the rules on send-

ing thank you notes?

A. Thank you notes are another tradition that is slowly going to the way side due to today's hurried pace, but here are a few guidelines:

* Send a thank you note for a gift, if for no other reason than to let the person know it arrived.

* Personal thank you notes are almost always handwritten on foldovers, note cards, or personal stationary.

* A late "thank-you" is harder to defend than any other kind of delayed message, but it is still better to write late than not at all. Do not spend more than a phrase or a sentence apologizing for the delay.

Landscaping:

Q. I have an area in my yard that is mostly shade. I have tried different plants in this area, but nothing seems to

live. Can you give me some plant names that would grow in the shade?

A. Good question. Some people do not realize that different plants require different light intensity, and some plants can grow in the margin between sun and shade. The following are plants that grow well in shade to partial shade:

*Ferns (*Thelypteris noveboracensis*), Azaleas, Hosta, Ivy, Sweet Woodruff (*Galium odoratum*), Forget-Me-Not (*Myosotis scorpioides* "sempreflorens"), Wild Ginger (*Asarum*), Astilbe (*Saxifragaceae*) Begonia (*Begoniaceae*).

This is just a short list- e-mail eweather@astate.edu and I will be glad to send an extended list.



Nothing

will ever be

attempted if all

possible objections

must be

overcome first.

- Samuel Jackson

Courtesy Hangtags to Help Improve Communication

- Lanny Tinker

Facilities Management recently implemented a Courtesy Tag Policy to improve communications with customers when they are not physically present after work has been performed. FM staff will now place a Courtesy Tag door knob hanger on the inside of entrance doors to communicate to our customers the status of work that was performed in offices, residence, dorm rooms, labs and other secured areas.

We hope to enhance our interactions with customers by more efficiently informing them that work was per-

formed, additional work is needed to be performed, and parts have been ordered; or provide other relevant information to help clients understand the progress of work they requested.

Facilities Management will continue to focus on improving customer service in 2008 by modifying how we keep customers and occupants informed as to status and progress of maintenance activities and repairs. We hope to be proactive in coordinating our efforts in advance as we strive to become a more collaborative partner in determining how best to accommodate our customers needs.

EXAMPLE:

ARKANSAS STATE UNIVERSITY FACILITIES MANAGEMENT
http://facmgmt.astate.edu/ 870-972-2067

ASU
ARKANSAS STATE UNIVERSITY

Thank you for keeping us informed of your needs.

☐ Sorry we missed you.

We have:

☐ repaired the reported problem.

☐ ordered repair parts.

☐ provided a temporary solution.

☐ Please see message below.

Reported Problem _____

Date _____ Work Order No. _____ Technician _____

FACILITIES MANAGEMENT
ARKANSAS STATE UNIVERSITY





Facilities Management



*Respect-
Something each
of us needs to
receive and
something each
of us needs to
give--
the value is
in the
giving.*

- Al Stoverink



OH NO !!! YOU SPILLED YOUR DRINK!

- Helen McCoy

You spill your drink on the floor, you tell some one in the building because it is a slip hazard. They call the work order center—we send someone out to clean it up.

But wait!! You spill your drink on the carpet. That's not a slip hazard is it? But guess what—you still need to tell someone to call us. If you step on wet carpet, then off on to tile, you can still slip. Also, if we can get to a spill on the carpet before it dries, we can get all of it out of the carpet. If it dries we may not be able to get it all.



A spill on the carpet is like an ice berg. Most of it is below the carpet. The longer it stays the bigger the portion under the carpet spreads. That's why we want to get it while it is wet. If it is still wet we can suck it out with a wet vac, then use a cleaner to get the rest. This is especially important for fruit

punch and Kool-aid. If a sticky spill dries, not only do we have to get it out, we have to get out everything that has stuck to it from the bottoms of peoples shoes.

Who are "we"? THE CUSTODIAL DEPARTMENT. So please, CALL US, EXT 4753!!!

Recycling News

- Helen McCoy

With more emphasis placed on recycling and the need to monitor what is going into our landfills, we at Facilities Management's Recycling Department and the Agriculture's Environmental Sustainability class have stepped up to the plate to do our part. Simultaneously, both areas have been working to implement processes that will help reduce the waste stream going to the city's landfill. The Environ-

mental Sustainability class made a presentation to the Recycling Committee, which entailed establishing recycling bins for plastic beverage bottles on the second floor of the Agriculture and Lab Sciences Buildings.

In turn the FM's Recycling Department is in the process of broadening recycling efforts to include the following items: # 1 and # 2 plastic, steel cans, clear food glass, magazines and fluorescent light bulbs. Currently we recycle aluminum cans, cardboard, computer paper, office paper-slick,

printer cartridges, sorted white paper, newspaper, scrap metals and wood pallets.

It is the vision of the Recycling Committee to put ASU on the map in regards to our recycling efforts, which will include educating students, staff and faculty to the importance of recycling as a whole and the cost/benefits to our planet.

Watch the FM newsletter for more details as they unfold and remember," Think Recycle".

FM Scholarship Application Deadline

- Kathy Hicks

Applications for the FM Scholarships are **DUE FEBRUARY 15, 2007.** All applications go to the **Financial Aid Office who forms a committee and selects the recipients** for both scholarships, one for incoming freshman and one currently enrolled ASU stu-

dent. Applications can be picked up from the Work Order Center or Kathy Hicks. TWO \$1,000 scholarships: ONE for an incoming freshman and ONE for a currently enrolled ASU student.

The criteria for scholarship eligibility is as follows:

Recipient must be child/grandchild/dependant of an ASU Facilities Management employee, retiree who retired after April 1994, or a current Facilities Management employee (if full-time). Recipient must have 2.5 minimum grade point average and be enrolled full-time during award semesters.

The Department of Wellness

- Chris Enger

The Department of Wellness & Health Promotion is committed to serving the wellness needs of ASU faculty and staff. The mission of the Department of Wellness & Health Promotion is to provide education and activity based programs to improve the overall health of ASU employees.

This will be accomplished by:

- assessment of employees current lifestyles.
- assessment of employ-

ees' progression to a healthier lifestyle.

- the provision of a variety of health education and physical activity classes.
- the provision of recreational opportunities that promote health.

Goals of the program include:

- decreased overall health-care costs for the university.
- decreased risk and incidence of lifestyle related disease conditions

among employees.

- adherence to healthy behaviors by employees.

The intention of the wellness program is to encourage all employees at ASU to become healthier individuals. If each employee takes a step toward leading a healthy lifestyle, it will benefit everyone at the university. The Department of Wellness & Health Promotion is here to aid employees in this endeavor. Please contact me with any questions you may have about the wellness program. Contact me at 972-3974



Benefits of Being a Healthy ASU Employee

- Chris Enger

Leading a healthy lifestyle can be identified as participating in regular exercise, maintaining a healthy diet and avoiding habits which are detrimental to good health. Here are just a few of the benefits of being or becoming a healthy ASU employee.

Save money. Healthy employees cost much less for ASU to

employ, which in turn saves each employee money in the long run.

Reduced stress and anxiety. Exercise is proven to be a successful option for stress management.

Improved work performance. Several studies show that healthy employees are more productive at the workplace and are less likely to miss

work.

Decreased risk of a catastrophic illness. Maintaining a healthy lifestyle reduces the risk of strokes, heart attacks, and type 2 diabetes. It can also reduce the risk of certain types of cancer.

Weight control. Employees who lead a healthy lifestyle have a much easier time controlling their weight.



Diabetes HealthCheck

-Chris Enger

Diabetes HealthCheck is a voluntary program for diabetics at Arkansas State University. ASU employees and spouses who are diabetic and have insurance with BlueAdvantage are eligible for this program. The program focuses on diabetes education in an effort to help participants improve their management of the disease. Participants are required to attend

regularly scheduled meetings with their pharmacists for diabetes education. For participating in the program, all co-pays on diabetes medications are waived. Diabetes HealthCheck participants at ASU have reported improved health status and better understanding of diabetes.

Diabetes Health Check goals:

- Improve overall health of diabetics.

- Modify lifestyle choices to improve participant nutrition and fitness levels.
- Improve utilization of pharmacists as part of the health care team.
- Decrease overall costs for diabetic health care.

To enroll in this program or for more information, contact me at 972-3974 or cenger@astate.edu.





The FM VOICE

is

published

bi-monthly.



DEDICATION FROM THE 875TH

- Terri Reithemeyer

On July 22, 2006, the 875th Engineer Battalion of the Arkansas Army National Guard was deployed to Iraq for fourteen and a half months to serve in Operation Iraqi Freedom. Greg Beeler, a Facilities Management skilled trade worker, was a member of the 875th stationed under the 20th Airborne Engineering Brigade at LSA Anaconda in Balad, Iraq.

While serving in Iraq, Greg was part of the Alpha Company Maintenance, where he preformed such duties as welding, fabricating and designing gunner protection assemblies that enhanced the safety of the gunners on vehicles, fabricating additional armor for vehicles, mechanic work and preventive maintenance on various types of equipment.

During his active duty, Greg received several awards such as the National Defense Service Medal, Iraqi Campaign Medal, Global War on Terrorism Service Medal, Army Commendation Medal, Over Seas



Service Ribbon and Armed Forces Reserve with Mobilization (M) Device Medal.

While in Iraq, Greg contacted Jennus Burton and Al Stover-ink about purchasing both a United States flag and an Arkansas State University flag. Within two weeks, Greg received both flags and had them flown over the Anaconda Headquarters for the remainder of his deployment.

On September 29, 2007, Greg returned to the United States. He decided to build an appreciation gift for the staff at Facilities Management and Arkansas State University for all the support they had given

to the troops while in Iraq. Greg built a case that displayed both flags, a picture of the flags flown over the camp, three medals (National Defense, Iraqi Campaign, and Global War on Terrorism), two Iraqi Freedom coins, one Gold 875th Battalion coin, and a letter of authenticity stating the dates both flags were flown. During the January forum held in the Facilities Management break room, Greg presented his gift to his supporters.

The Facilities Management staff would like to say thank you to Greg for serving his country. Welcome Home Greg!

EMPLOYEE BIRTHDAYS

February

Sandra Pittman	Custodial	1 st
Helen McCoy	Custodial	5 th
Sam Brown	Custodial	5 th
Larry Southard	Skilled Trades	7 th
Donna Simpson	Custodial	10 th
Connie Scott	Custodial	15 th
Dwain Roberts	Skilled Trades	18 th
Cheryl Richey	Custodial	19 th
Bobby Warren	Custodial	21 st
Sharron Nelson	Custodial	22 nd
Terri Reithemeyer	Administration	24 th
Robin Maxwell	Custodial	26 th

March

Jim Crocker	Custodial	1 st
Tammy Rolfe	Custodial	2 nd
Tim Smith	Custodial	5 th
Emily Bailey	Custodial	14 th
Woody Haynes	Skilled Trades	18 th
Nancy Evans	Custodial	22 nd
Jennifer Cortez	Business	28 th
Hester Hall	Custodial	31 st

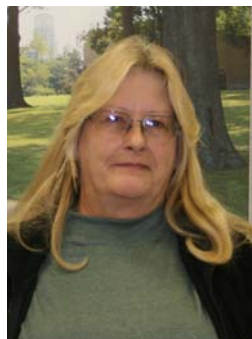
New Employees



Robin Cox
December 3



Ervin Phillips
December 3



Connie Scott
December 3



YEARS OF SERVICE

February

Rusty Stroud	Skilled Trades	20 Years
Sharon Milligan	Custodial	12 Years
Randall West	Projects	13 Years
Geraldine Jones	Custodial	4 Years
Mirinda Neldon	Custodial	1 Years
Mia Sheppard-Taylor		
	Custodial	7 Years
Wesley Runyon	Grounds	9 Years
Mark Griffey	Custodial	2 Years
Kyle Cooper	Construction	14 Years
Tony Bittle	Move	6 Years
Tim Smith	Custodial	18 Years
Wayne Swartzlander		
	Custodial	9 Years

March

Milton Poole	Skilled Trades	5 years
Mark Wade	Skilled Trades	23 years
Tammy Rolfe	Custodial	1 Year
Patricia White	Custodial	1 Year
Zachary Minton	Business	2 Years
Billy Ray Pierce	Skilled Trades	2 Years
Sheila Sartin	Custodial	1 Year
Jerry Todd	Skilled Trades	1 Year
Bradley Johnson	Skilled Trades	1 Year
Lynette Anderson	Custodial	1 Year
Sharon Dudley	Custodial	1 Year
Anita Pough	Custodial	2 Years
Doug Mathis	Business	26 Years
Jimmy Crocker	Skilled Trades	10 Years
Martha Baldinger	Custodial	7 Years
Natalie Ball	Business	7 Years

Retirees

JD Melton	Skilled Trades	January 2 nd
Linda Hester	Custodial	January 30 th

JANUARY OPEN FORUM

- Lanny Tinker

At 11 am on the first Thursday of every month, Facilities Management holds an open Forum for our FM staff's benefit. This event gives Al Stoverink, Assistant Vice Chancellor for Facilities, the opportunity to share current information about FM

issues and concerns and it also gives staff a chance to ask questions, or discuss topics relating to FM issues.

This program was developed as a method to improve open communications and help keep staff up to date about relevant issues such as intro-

ducing new employees, operating strategy, priorities and goals, new programs, employee benefits and other hot topic concerns.

After a brief statement by Al Stoverink about current topics for the month, a short question and answer session is held and then everyone is invited to have a meal prepared by great FM chefs and

cooks.

These open forums bring all of us together for fun and fellowship, and keep us informed as to what is going on in our work world.

Thank you to all who help prepare, set up, cook and clean up for this event.

