

THE FM VOICE



INSIDE THIS ISSUE:

<i>Staff sends off Champs</i>	2
<i>Color Training</i>	2
<i>FM Development</i>	3
<i>FM Scholarship</i>	3
<i>Bar Coding</i>	4
<i>New Voice of FM</i>	5

Special points of interest:

- **Facilities Management Scholarship applications due March 1, 2006.**
- FM shows its spirit at work and play
- FM Scholarship winner makes Dean's list
- Meet Rebecca Gregory, our new voice
- GERMS!

A TRUE ASU FAN

-by Danny Faulk

Ann Ford's office in the Work Control Center is jam-packed with ASU memorabilia; most of it is sports related. Ann and Husband, Charles Ford, Professor of Marketing in the College of Business came to ASU in 1969 and have been Indian Fans from the start. They love tail-gating, going to road games and doing all the things that devoted fans do for their teams. Collecting ASU "stuff" is a natural outgrowth of their devotion.

Ann said recently, "So many people help me with my collection. Grounds workers have brought me objects they have found on campus and Clint Halcom brought me an old milk carton he found under a house that was from the Arkansas State College Dairy and has a picture of 'Jumping Joe' on the side. Everyone



Where a real fan works

knows I collect this stuff and they are great about bringing it to me."

David Handwork has been casting eyes at the "Jumping Joe" hanging lamp and has requested that Ann leave it to

him in her will. Drop by and take a look at Ann's collection and meet a "real" Indian fan.



FM employees support the Indians in many ways. Here's one.

*"Don't run too fast
through life. You only
have one."*

- Bo Jackson

*These priorities were
adopted on October
28, 2005 by the
Senior Management
Staff of Facilities
Management as the
current major goals
for the department.*

1. Cohesive Teams
2. 100% Project Completion
3. Campus Standards
4. Employee Moral
5. Education and Training

FM STAFF ON HAND FOR A SEND-OFF

- by Jon Carvell

Facilities Management employees came out in force to send their Indians off on a first-ever trip to the New Or-



Pictured left to right James Jones, Clint Halsom, Chris Steele and Darrell Barton

leans Bowl in Lafayette, LA. Staff congregated near the Stadium overpass to wave the convoy on as they left town on Friday, December 16. Waving a spirit banner courtesy of the Facilities Management Sign Shop, and a few make-shift signs by other staff members, the fans at FM were able to express their thanks and support to the Sun Belt Conference Champs.

FM Director Al Stoverink said, "The participation of our FM staff in the New Orleans Bowl send off was an expression of

spirit and pride that our people in Facilities Management have for ASU. This in turn was indicative to me of the spirit and pride that is a part of our work ethic and quality of service. I'm sure it meant a great deal to the players and coaches leaving campus that day."

On behalf of Facilities Management, we here at the FM Voice would like to congratulate Coach Steve Roberts, his staff and players on a well fought battle and a great season. Give 'em hell, Red.

ENROLLMENT MANAGEMENT AND FIRST YEAR EXPERIENCE

- by Al Stoverink

Enrollment management is a critical strategic issue for all universities and is a high priority here at ASU. Enrollment management involves a wide range of activities and goals, the most fundamental perhaps being the goals of enhanced recruitment and retention. Obviously, the revenue stream that comes from the number of students enrolled year to year is basic to the financial viability of the university. However, of equal importance is the fact that we are educating more people who desire to enhance their lives through a college education. Increasing the number of new students enrolling and the number of students persevering to complete their degrees is a key indicator that we are successfully fulfilling our mission as a university.

Several years ago the Carnegie Foundation did a study, which showed the campus visit was the most important source of information in determining a

prospective student's choice of a university. The study further revealed that the appearance of the buildings and grounds was cited by 62% of the students as the factor that most influenced them on their visit. The logical conclusion, of course, is that the condition and type of facilities, both indoor and outdoor, is critical to recruiting new students. A natural corollary is that the facility environments that students live in and/or go to class in are important factors in the students' decisions to remain and continue with their education.

The level of responsibility that we in Facilities Management bear with regards to the above is immediately obvious and sobering. We do make a difference in the lives of many people by what we do in our daily routines and how we do it.

Beginning next fall, ASU will implement a program called the First Year Experience to enhance the quality of life and

academic success for new students living on campus. We have a critical role in Facilities Management to help make this effort successful. Let us begin now to be conscious of a customer service mantra of "STUDENTS FIRST" in all that we do. We do make a difference in how well we perform our work and in how hospitable we are to the people we encounter on campus. We received high marks in the customer satisfaction survey from faculty and staff for our courteous approach to our customers. Let's make sure our current students and our incoming freshman this fall feel this same sense of care and concern.

INCIDENTAL PERSONAL NOTE: I found my own "first year experience" as a new worker here at ASU to be very positive and I plan to persevere for many years to come. I appreciate very much all the hospitality and cooperation I have received and I think the Facilities Management Department here at ASU is an outstanding place to be.

Measuring FM Development

By Lanny Tinker

The leadership of Facilities Management has a vision to develop our organization into a top notch, best in its class maintenance and service operation. To accomplish this goal, we must be willing to become a learning organization, thus increasing our knowledge of existing strengths and weaknesses. Then, through continuous measurements, we set a course to produce best practices. Benchmarking our current state is the first step of measuring development.

In recent weeks we benchmarked our organization's improvement efforts by conducting opinion surveys that gauge satisfaction levels. We began with an Employee Satisfaction Survey developed by our staff members to collect statistics and responses measuring employee satisfaction levels and our current work environment. Current industry research and trade articles indicate a direct cor-

relation between employee satisfaction levels and the fulfillment of customers' expectations from their service providers. Creating a positive organization work culture and supportive employee climate is critical for TEAM FM to move to the next level of effectiveness.

Facilities Management leadership is currently in the process of reviewing employee satisfaction data to assess the weaknesses and strengths of our organization. The next step is to develop and implement processes, training and educational programs to improve employee satisfaction levels. There were one hundred and fifty-nine employees, or 86%, of all FM staff who participated in the Employee Satisfaction Survey. The results showed an overall satisfaction level at 3.56 on a scale of 1 to 5.

Earlier this month FM also conducted an Annual Customer Satisfaction Survey. This data has recently been



Lanny in action.

tabulated and will be shared with university shareholders and FM staff within the next few days. The overall cumulative customer satisfaction level was 3.68. The results of both surveys can be viewed on the FM homepage at <http://facmgmt.astate.edu/>.

Surveys are an effective tool only if you do something constructive with the results. We will continue to keep Facilities Management staff and the university community updated to our measuring techniques and program development.

"The results showed an overall satisfaction level at 3.56 on a scale of 1 to 5"

Effective managers and service staff understand a customer's need and propose a solution that will meet that need.

Often the customer may not totally understand or know what they require.

FM SCHOLARSHIP WINNER MAKES DEAN'S LIST

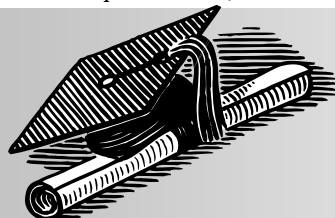
Facilities Management would like to take time out to congratulate Michelle Cook, daughter of FM employee Martha Baldinger, on making the Dean's List with a 3.6 GPA..



Michelle Cook and proud mother, Martha Baldinger

You may recall an article by Danny Faulk recognizing Michelle for winning the FM scholarship last year. We're proud it's been put to good use.

Good job Michelle.



Dig deep, and propose solutions that comprehensively and long term meet the need, rather than a superficial solution.

We may work harder in closing the deal, but the relationship and trust **we** build long term will build our business.



Remember me?
Lynn Cook

"Our very own Al Stoverink had a chance to step out of the ordinary and see what its like to live on the 'wild' side..."

COMING SOON TO THE WAREHOUSE -BAR CODING

-by Kathy Hicks and Doug Mathis

That's right....bar-coding is being installed in the warehouse to help us serve our



customers better. With the use of a bar-code on employee IDs, parts and work orders, it will help make processing requests from the cus-

tomers faster. For faster processing the customer/employee will need to bring their ID and work order so they can be scanned when checking out parts from the warehouse.

The additional benefits of bar-coding include: easier spot checks and end of the year physical inventory counts for the warehouse staff; replacement of manual data collection and entry, which reduces paper handling and ensures data integrity by reducing input errors; and an aid to logging parts into inventory as the warehouse receives them.

The first phase implementation established forms between FAMIS wireless and handheld PDAs, allowing downloads of scanned information from the FAMIS issue form. The second phase involves setting up part number and employee ID databases in the bar-coding software. Most labels for parts are printed and in the process of installation on all shelving in the Warehouse. The final phase sees employee bar-code labels printed and placed on the back of the employee's badge. Please be patient during this process until all employee badges are bar-coded with your FAMIS ID.

What colors do you see? Blue, Gold, Green, and Orange!

- by Rebecca Gregory

Sounds like the beginning of a kindergarten color lesson doesn't it? Well, it's actually a carefully designed, well-planned, nationally acclaimed temperament test. Officially known as Real Colors from National Curriculum Training Institute (NCTI), the curriculum helps educators meet the challenges of working with different learning styles in students, parents and co-workers. It also helps to find out how to adapt, inspire, and motivate on different teaching levels.

Ever wonder why some people do the things they do? According to NCTI, Real Colors shows that every person has a specific style represented by four main colors: blue, gold, green, and orange. From ar-

ranging your sock drawers and closets to throwing your clothes on the floor; you fit into one of these categories.

Our local event, hosted by Mr. Jennus Burton, VP for Finance and Administration, included the Finance Department and members of the Jonesboro Chamber of Commerce. This session, held on January 11, 2006 at the Jonesboro Chamber of Commerce, consisted of almost 60 participants from ASU and around the city. Each interacted and had a wonderful time finding out what "color" they were. The training showed us an interesting and lighthearted way for individuals to find out about themselves (why they do what they do) based on the different colors. Our very own Al Stoverink had a chance to step out of the ordinary and

see what it's like to live on the "wild" side during one of the activities that required you to act out the color that you scored the lowest in. Participants from Facilities Management got a chance to see Al in a new "orange" light. Overall, the training provided personal insight and gave us all a chance to find out why some of us do what we do.



The New Voice of Facilities Management

- by Lanny Tinker

Facilities Management would like to welcome Rebecca Gregory to our FM family. Rebecca joined team FM just over 2 months ago and is settling down into her new responsibilities in the front office of Facilities Management.

Call Facilities Management and one is likely to hear a gentle voice saying "Facilities Management, this is Rebecca". Although Rebecca has many responsibilities, it is her voice that represents the first impression of our team commitment to professionalism and customer service.

Rebecca Gregory (also known as Becky) is married to Keith Gregory, who is Hospital Services Director for American Red Cross-Jonesboro. She has two beautiful children: Justin, 4 and Jaidyn, 11 months. She is very involved in her local church: Fullness of Joy Minis-



Rebecca's ready to help you with a smile on her face and in her voice.

tries.

Rebecca spends her free time taking care of her children and serving in various departments at her church: Senior Teen Director for YCREW Youth Ministry, Liturgical (Interpretive) Dance Team, and Assistant Director for Graphic Design. Rebecca is also a part of several other departments in the ministry.

With a smile Rebecca stated,

"The hardest part of my new job is learning so many new names."

She appreciates the openness of FM staff and administration. Everyone has been very helpful and has positive expectations.

Welcome Rebecca Gregory to our Facilities Management family.

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WHERE ARE THE GERMS?

- by Helen McCoy

Is your toilet clean? Can you see the germs? Or are they in the kitchen?



How about in your office?

The computer keyboard does, in fact, harbor more germs

than a toilet seat. According to a University of Arizona study, office work stations are much dirtier than bathrooms. A computer keyboard can harbor up to 3,295 microbes per square inch, your mouse 1,676. Telephones are the worst culprit—25,127 microbes per square inch. By contrast, the average toilet seat contains only 49 microbes per inch.

Why? You ask. Because we are very diligent about cleaning our restrooms but rarely clean our keyboards other than to use caned air to blow the crumbs out. Truth is,

even dusty; the least germly place in your home is the bedroom window. Its dry, gets sunlight—which is natural germ killer, and doesn't get exposed to germs the way other parts of the house do. Your office space, on the other hand, gets sneezed at, coughed at and breathed on. Anything you have on your hands gets on your keyboard.

The best way to eliminate this is to use an antibacterial wipe. Give every thing a quick wipe every day so that yesterday's flu doesn't come back tomorrow.

"Telephones are the worst culprit—25,127 microbes per square inch."

Welcome to ASU

New Employees



Amber Jones
Work Order Center



Gene Layne
Move/Event



James Jones
Custodial



Justin Gattis
Custodial



Jason Stroud
Grounds



Philip Moffitt
Engineering Services



Sloan McLard
Grounds



Robert Richardson
Grounds



Grady Clark
Grounds



Jessie Walker
Custodial*

* The FM Voice apologies for a misprint in the last issue. **Jessie Walker** started on Oct. 17 in the custodial department.