

THE FM VOICE



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*"Information is
knowledge and
knowledge is
power"*

- author unknown

IT'S GREAT TO BE HERE!!

-by Al Stoverink

Though the weather has been wet and dreary, my enthusiasm for coming to ASU shines brightly after the first week. That enthusiasm is inspired by many things, not the least of which is the hospitality and friendliness of all whom I have met thus far. The staff here at ASU, both in Facilities Management and across campus, have been very cordial, welcoming, and generally helpful in assisting with the many details of transition.

The use of technology to enhance operations has obviously been embraced by this department and advances up the learning curve are occurring daily. Controls technology in HVAC systems, FAMIS work flow processing, space inventory management, office systems, etc. offer tremendous opportunities to improve the level of service provided. Getting the new Director caught up adds another challenge, but I believe he'll be up to the task with a little bit of help here and there.

The tours of facilities so far have revealed a real pride in the work place. Mechanical rooms were exceptionally clean (at least those that were toured) and the shop areas generally are

impressive. While there are always challenges that can get in the way, a clean and well organized work area helps to keep us focused and efficient in overcoming those challenges without being a hindrance to ourselves.

The banners that hang in the main corridor of the FM Service Center offer words of real wisdom. It is natural to look past such words of wisdom and to let them melt into the background, but I encourage all to take a moment each day and focus on one or more of the thoughts expressed right in front of us. Along the same lines, the words in the Finance & Administration Division Organizational Operating Strategy are fundamental to successful working relationships, but all too often taken for granted and ignored in common human endeavors. **FAIRNESS, HONESTY, RESPECT, and ACCOUNTABILITY**—if

we keep these principles in mind and act in accordance with them, our efforts will be rewarded with a pleasant work environment and greater cooperation from our customers and co-workers.

Our overarching goal for the immediate future is to rely on the kind of words of wisdom referenced above and the principles of character noted above to achieve a level of excellence in our day to day performance that will be recognized by the International Association of Higher Education Facilities Officers. However, more importantly, we will achieve a level of excellence that is routinely experienced by our customers every day.

It's great to be here—I thank all in the department staff for your willingness to work with me and ask your continued patience while I learn names and faces, and how to find my way around.





*When nobody around
you seems to measure up,
it's time to check your
yardstick.*

- Bill Lemley



FAMIS NEWS

- by Wayne Grommet

Facilities Management launched its newest FAMIS module, Self Service, on Nov. 1 after a short training class, which involved the Building Liaisons. In addition, FM also turned on its automated Email notification service to the Building Liaisons. This service informs the Building Liaisons whenever a FM Work Order is opened or completed for their particular building. This is proving to be a great communication tool, providing information in both directions.

FM installed the long awaited FAMIS SPACE MANAGEMENT Module. The first project undertaken in identifying building space is a multi-departmental effort. Academic Affairs, in conjunction with FM Information System and Engineering personnel, are in process of identifying and classifying all Classroom learning spaces across campus. Handicapped student

accessibility, types of seating, seating capacity, network access, department assignments, square footage, and classroom assets are being identified. At the touch of a button, information can be categorized to meet the informational needs of the University.

In addition, FM's Information System personnel are in the process of upgrading all FAMIS modules to the newest version - FAMIS 8i. Bigger, better, stronger and faster, all in an effort to bring exceptional service to our colleagues and education collaborates across campus.

In the immediate future FM and IT Services will begin discussing the best way for TELECOM to begin using FAMIS to track their work and manage their inventory. In addition, they will use FAMIS SPACE to help manage network and internet resources for the University.

In the more distant future FM will try to take advan-

tage of the wireless network that IT Service has designed by using handheld wireless devices to cut down on travel time and provide a more timely response to maintenance problems across campus, and to more efficiently monitor warehouse operations.

Our Students, Faculty, and the University Staff should be proud that ASU is one of the nation's leaders in this new facility management technology. ASU will be conducting training and informational sessions on FM Technology for other Colleges on our campus, hopefully as soon as January of 2005.

Finally, in this column, I wish to thank retiring FM Director Jerrel Fielder for giving me the opportunity and honor of serving this campus and being the part of the best team effort, I have ever been part of. This school should be proud of Mr. Fielder's guidance and vision for FM. He leaves us with direction and purpose for the future.

OH BABY! IT'S COLD OUTSIDE HYPOTHERMIA: FIRST AID

-by Helen McCoy

It's that time of year again when the chill in your bones is real and can be dangerous. When your body's temperature drops below normal, it starts trying to tell you to fix this.

The symptoms to look for are shivering, slurred speech, abnormally slow breathing, cold-pale skin, loss of coordination, fatigue, lethargy or apathy. Because

the symptoms come on slowly and mental acuity gradually diminishes, the person may unaware of the need for treatment.

If someone has hypothermia you should:

-Move the person out of the cold

-Remove any wet clothing

-Call for emergency assistance

-Do not apply direct heat

-Don't give the person alco-

hol

-Don't massage or rub the person.

-Handle people with hypothermia gently. They are at risk for cardiac arrest.

The best thing is to prevent hypothermia. Keep your head and hands (and of course your feet) covered. Wear warm clothing and take breaks to come in out of the cold. Make sure you carry emergency supplies in your vehicle at all times.

FROM A TO Z

-by Evelyn Weatherford

To all the people who supported my column "Just Ask Alma" I would like to thank-you for your input. It is time for me to take a different approach to the writing of my column so please look for my new column, "From A to Z". The articles will optimistically answer any question you may have from A to Z. I will use what knowledge I possess, as well as tapping into the wealth of knowledge and years of experience right here at A.S.U. So please feel free to send your question to eweather@astate.edu.

Thanks again,
Alma

"From A to Z"

Q. For years, I have heard that in the wintertime I should change the oil in car from 10w40 to 10w30, is this fact or fiction.

A. First, some information on what 10w40 and 10w30

means; the first number attached to the "W" represents the oil's viscosity in winter (at 0 F). The second number represents the oil's viscosity in the summer (at 212 F). "Viscosity" is the difficulty with which oil flows, lower the number more fluid the oil. Therefore, with this in mind let us ask our resident Chief Motor Pool Guru, Bud Gage. Bud stated that the above statement would be fiction in our climate. He went on to add that the different oil weights really apply to areas that have severe winters. Thanks Bud.

Q. With the Holiday Season just behind us, I would like to know the "proper" way to remove a stain, especially from a carpet.

A. Contrary to belief, Gentleman, you do not cover a spill with the newspaper and wait for the Stain Fairy to appear. Remove excess solids by scraping or vacuuming, and liquids by blotting with a clean, absorbent towel. Apply your carpet-

cleaning product to the spot then agitate the spot from the outside edge to the center using a smooth edged instrument, such as a spoon. Blot and rinse after each application of product, when finished, rinse thoroughly. You can never rinse too much, but not using enough water in this step can leave a residue that attracts soil and in most cases, the stain appears worse.

Q. My husband has been complaining that some of the metal zippers on his hunting clothes have been "sticking" and wants me to replace them with nylon zippers. Help!

A. Though it is true that nylon is a better choice of zipper, especially on cloths that are exposed to the weather, but do not fret I know an inexpensive solution that you can try. Take on old candle and rub the zipper's teeth until the zipper is coated with wax and viola smooth sailing.



*Contrary to belief,
Gentleman, you do
not cover a spill
with the newspaper
and wait for the
Stain Fairy to
appear.*



Christmas 2004

FACES AND VOICES OF FM: FRONT OFFICE

- by Kathy Hicks

Facilities Management extends a warm welcome to Jill New, our new Accounting Tech. Jill was previously employed at the Conway Human Development Center where she was a Secretary I. She grew up in Harrisburg, Arkansas and has a daughter, Katelyn, who is 6. Jill will be more than happy to work with you on scheduling a Motor Pool vehicle or directing your call to the appropriate FM staff.

Facilities Management also introduces Jennifer

Cortez. Jennifer came from the Facilities Management warehouse to obtain the position of Accounting Tech and has since moved to Administrative Secretary when Jill was hired. Jennifer is married to Jaime Cortez.

Jill and Jennifer replace Tony Bowman and Betty West who were long time ASU employees that retired in the middle of 2004. Jill and Jennifer will be glad to assist you in any manner.



Know this FM employee?
E-mail jmiller@astate.edu with your guess.



MY NEW YEAR'S RESOLUTION

- by Lanny Tinker

I want to share a few thoughts as Facilities Management begins a New Year. This year, I hope to be observing the following:

Talking the Talk

As a member of Leadership and Supervision, I will be talking about Facilities Management's commitment to our F&A Organizational Operating Strategy.

My words should clearly express and symbolize individual and team commitment, and define the organization I have faith that we can become. I hope to talk about it enough that the concept is imbedded into our subconscious mind.

Walking the Walk

I will not say one thing and do another. "Actions speak louder than words." Leadership must lead by example. Your perception

of my actions will determine whether you have respect and trust for my words. Even when

I think I am doing the right thing - if you perceive that my actions are in conflict with my words - you will lose faith. So I ask you to talk to me and explain to me why you think there is a contradiction. As a member of leadership I must say it, mean it, demonstrate it, and live it. If you buy in, then you have to do the same.

Listen, Learn, then Talk

I hope to think about what I'm going to say and how I am going to say it BEFORE the words come out of my mouth. I will work to eliminate those sharp tongued, hurtful verbal stabs, begin listening receptively to what others have to say and accepting their right to share ideas. I want to listen and learn

what a person is attempting to communicate before I decide whether I agree or disagree. I hope learning to listen more effectively will open the communication door and improve our understanding of each other.

Serve with Humility

I want to do the right thing, at the right time, for the right reason. I hope to remind myself everyday that I am here to serve and support people. I want to support and encourage people to join in a team effort to improve our operations without caring who gets the credit.

Challenge

I hope after reading this, you'll be challenged to do the same.

Wishing you a Happy New Year!



Task Force Updates

- by Lanny Tinker

The Procurement Task Force made a presentation of their findings to the Facilities Management Senior Staff on December 3, 2004. The presentation identified the strengths and weaknesses of the current procurement process and made recommendations to several areas where improvements were thought to be needed.

In the next phase of this process Kathy Hicks, Assistant Director of Facilities, will commission a Task Force to physically imple-

ment these recommended improvements for buying, warehousing, and distributing parts and materials.

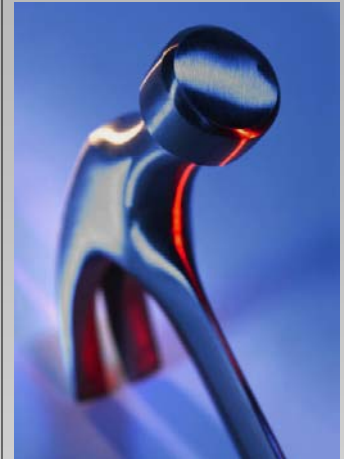
The Tool Room Task Force also presented a report to Facilities Management Senior Leadership on December 13, outlining 14 recommendations for improving the acquisition, tracking, and distribution of tools and equipment.

Implementation will be commissioned under the direction of Al Stoverink, Assistant Vice Chancellor of Facilities.

It was my pleasure to facilitate the initial phase for both of these Task Forces. On behalf of Facilities Management, I want to say thank you to all the task force members for their outstanding work.

Task Force Members:

<u>Procurement</u>	<u>Tool Room</u>
Natalie Ball	Tony Bittle
Michelle Morgan	Ray Ferguson
Shawn Brewer	Jerry Ferguson
Michael Ring	Woody Haynes
Charles Atherton	Doug Mathis
Jennifer Cortez	Donald Luster
Helen McCoy	Chris Cambron
Bill Kidd	Brian Tibbs



HESTER HALL 28 YEARS IN HOUSEKEEPING

- by Danny Faulk

Hester Hall started applying for employment at ASU when she was 18 years old; she was finally hired when she was 24 in 1976. Gerald Ford was President of the United States and the Country was celebrating its' Bi-Centennial. Working in Housekeeping was a lot different than today, said

Hester.

When Hester started to work she was offered no training. It was assumed that anyone could clean. Fortunately for Hester, her Mother had worked at ASU for 17 years and her Dad for 9 years, so they taught her a lot. In those days custodians were assigned a floor or section of a building to keep clean and it was on the

graveyard (11 p.m. to 7 a.m.) shift and could be lonely and little scary at times according to Hester.

Hester said they had to strip and wax floors twice a year the old fashion way, on your knees with comet and a brush. Now with auto-scrubbers and modern equipment the same results can be accomplished without the backbreaking methods of years ago.

According to Hester, the biggest and best change over all these years has been moving housekeeping to days. You get to know the people that work in the offices and classrooms and other buildings, instead of being anonymous. The thing that has changed the least, according to Hester, is the students. ASU students have always been courteous and friendly to the housekeeping staff.

Character isn't inherited. One builds it daily by the way one thinks and acts....

-Helen Gahagan Douglas
(1900-1980)

Actor, opera singer, and politician





NEW EMPLOYEES

The FM Voice Staff

Jerilyn Miller

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Al Stoverink

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Danny Faulk

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Jill New



Steve Nichols



Paul Cox



William Sheiderer



Brian Shanks,



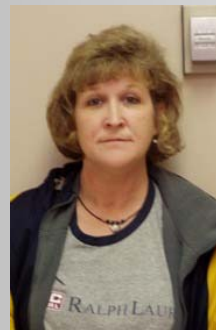
William Kinard



Matt Henegar



Brandon Broadway



Jane Willbanks



Betty McFarlin



Al Stoverink



Lynn Ratliff

Attention!!



Facilities Management Scholarships
Applications Due February 15, 2005

Pick up applications and return to:

Mary Beth or Ann Ford

TWO \$1,000 scholarships: ONE for incoming freshmen and ONE for currently enrolled ASU student

Recipient must be child/grandchild of ASU Facilities Management employee or retiree who retired after April 1994.

Recipient must have 2.5 minimum grade point average and be enrolled full-time during award semesters