

THE FM VOICE



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“HUB OF THE UNIVERSITY”

- by Jon Carvell

We here at Facilities Management would like to remember Jerry Ferguson as he was – a light-hearted friend to all, who seemed to go out of his way to make those around him feel welcome. Seemed being the key word, because for Jerry making others feel like old friends was just part of life. If you only checked out a tool once, bet you felt like you’d known him for years.

That gifted likeable personality came out in one-liners that made many a day for many of us. He dubbed the tool room “the hub of the University”, where you could even buy ice cream on a hot day. No money, no worries – Jerry would gladly reach into his own pocket for you. Of course, ice cream sales don’t last long if the seller doesn’t have the heart to charge those without a buck that day.



Jerry at the “Hub of the University”

Involved in sports his whole life, from player and coach to supporter and involved parent, Jerry was not afraid to give a little extra. As a fellow staff member and personal friend pointed out, there was no shortage of stories there. He often bragged on two brothers who hold scoring records as Bay Yellow Jackets, quickly pointing out that those records could have been his, had they ever given him the ball. He’d say he was underrated on the courts, but we’d say never in our hearts.

Since he made such an impact on not only our lives, but those of his family and community, we extend our thanks, confident that he’s listening. On behalf of the entire Facilities Management crew, we hereby dedicate this issue of the FM Voice to Jerry and his family. We miss you, Jerry. See you soon.

FACILITIES MANAGEMENT EMPLOYEE DEPENDENT SCHOLARSHIP



Austin Summers, Son of Bill and Michelle Summers, and Charla Hamlett

The University Scholarship Committee met this week and awarded the Facilities Management Employee Dependent Scholarship to incoming Freshman, William Austin Summers and current student Sarah Watson. Congratulations, William and Sarah.



Sarah Watson, daughter of Paulette and Charlie Watson.



Nothing will ever be attempted if all possible objections must be overcome first.

- Samuel Johnson

INTERIOR DESIGNS & STANDARDS PROGRAM

- by Danny Faulk

Why should we consider interior design involvement for a facility on our campus? The answer may be obvious or not. However, the rationale is applicable to any commercial or public environment. In our case, Facilities Management set a goal last fall to establish a design standards manual for a wide range of installation and construction items. This is a major step toward attaining that goal.

What are the three most important reasons for interior design involvement, especially in higher education facilities? Interior design, if done well, provides:

1. An environment which is visually appealing, coordinated and pleasant; which, in the case of higher education facilities, reduces stress for students, faculty, staff and visitors while promoting learning and social interac-

tion.

2. Appropriate finish materials which are flame resistant, maintainable by industry standards, cost effective and environmentally friendly ("Green", not the color, the movement).
3. Appropriate furnishings which are ergonomic, functional, comfortable, cost effective and environmentally friendly ("Green" you know what I mean).

Interior design provides a focus: an expertise which links colors, materials, furniture, lighting, window treatments, soft goods, cabinetry, artwork, signage and accessories for a common purpose. That purpose could be to promote education in higher education facilities, healing and wellness in a hospital, or best business practices for a corporate headquarters or industrial facility. The list can cover a myriad of environments and requirements.

One keystone for on-going interior design work in many environments is a Standards Program. This effort can and should be a wide-ranging program with a stated purpose, timely documentation and guidelines for use. There is one decided **advantage** to a Standards Program: It limits your choices! There is also one **disadvantage**: It limits your choices!

So why do it? A Standards Program, again if done well, provides: A coordinated package of colors, materials, furniture/furnishings; cost-effective purchasing due to volume pricing and national buying contracts; efficient warranty work and other maintenance and repairs due to ongoing relationships with proven suppliers; a policy for senior management from an objective, and an outside voice removed from the inevitable numerous internal opinions; i.e., it keeps peace in the family.

"ITS ALL ABOUT THE KIDS"

- by Lanny Tinker

Most people in Facilities Management know David Handwork as the Director of Engineering Services. He is a hard-working gentleman with unique smile and a soft spoken voice, and is always willing

to help people with technical, engineering and design problems that arise. David has been married to his wife Jada for 15 years, and they have 2 wonderful children, Spencer age 9 and Wesley age 5.

David's affectionate loyalty and commitment to children,

his own and others in this community, is exemplary. Starting in January of each year and continuing through the first week of March, he serves children in a very unique manner through his involvement with Micro Basketball at the Better Life Center of the Southwest Church of Christ.

This year David served as a Micro Basketball Commissioner. For the 2006 season, Micro Basketball enrolled 191 children ages 3-6 years old, along with 206 children (1st grade -5th grade) participating in the Upward basketball and cheerleading program. There were over 250 coaches, referees, hospitality staff, clean-

up and setup volunteers who helped make this program a tremendous experience for these children.

There were several children and grandchildren of Facilities Management staff who participated in this family focused, Christ centered sports program.

David Handwork says "It's all about the kids." Many of the volunteers who help with this program are not members of the Southwest Church of Christ, but they recognize that this program is not about winning or losing, but teaching good moral values.



A TO Z

- by **Evelyne WeatherFord**

Q. Over the past couple of years I've been watering and fertilizing my yard, but the grass still grows poorly and the blades appear thin. Do you have any idea what I could be doing wrong?

A. If you are watering, fertilizing and mowing correctly, and your lawn still looks thin and sickly, you might have a soil compaction problem. Test the soil by pushing a screwdriver into it. If the soil is easily penetrated, compaction is not the problem. If there is much resistance, the soil is packed too tight. Compacted soil can be loosened with aerating tools. Aeration allows air, fertilizer and water to move into the ground and in turn stimulates the microbiological activity necessary to keep soil healthy. If you are still not happy, take a soil sample to your county extension agent and they will test your soil and send you a print out of their findings. I advise a soil sample every few

years to make sure you are not applying more chemicals and fertilizer than you need.

Q. My roses are starting to bloom, but the leaves are turning black and falling off.

A. Sounds like your have a simple case of Black Spot (*Diplocarpon rosae*). This disease is very common on roses and can be managed with a lot of TLC. To control this disease, prune and destroy all the affected leaves immediately, and begin a weekly application of a flowable sulfur spray. The down side is you will have to spray all season long to keep this disease under control. Those people who love roses, but hate all the maintenance will be glad to know that red roses are less susceptible and there are some Black Spot resistant varieties.

Q. Now that summer is around the corner, what kind of maintenance issues should I perform on my automobile to keep it run-

ning cool during the heat?

A. To answer this question I went to our top Motor Pool Guru, Bud Gage, for some insight. Bud stated that one important issue most people over look before running their car's air condition in the summer is to check the coolant level in the radiator. Because using the air condition generates so much motor heat, it is wise to insure that your automobile has the correct fluid levels. In doing this you may avert engine over heating, blown gaskets and hoses. Bud also added if your a/c is not blowing cold enough, that you might want to have it serviced by a specialist who will check the Freon level, condition of hoses, etc.

Note to reader: With the heat of summer quickly approaching do not forget to drink plenty of fluids such as sports drinks with added potassium and wear a hat and sunscreen; you'll be glad you did.



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

- Julie Andrews

STUDENT WORKER HEADS FOR HOME, AFRICA

- by **Jerilyn Miller**

Ben Quaye, a student worker in Motor pool, was recently presented with a digital camera. He is returning to his homeland, Guyana, Africa and would like to show his family pictures of Arkansas State. Ben has not been home since starting school 3 years ago, and is looking forward to a three week visit at home.





GENTLEMEN, START YOUR ENGINES

- by **Helen McCoy**

Well its spring, and rain or no rain its time to mow. Mower related accidents accounted for than 80,000 injuries in 2004. Most of those injuries



were preventable. The annual rate of lawn mover injuries is about half that of firearms.

The most common injuries were caused by rocks or branches thrown by mower

blades. The most frequent injuries were to the feet, and children were more likely than adults to injure the feet.

What to do...start by suiting up. Get the goggles on, wear long pants and work boots.

Other safety tips—

- Clear the yard of debris before mowing.
- Keep everyone, especially small children, from the yard while mowing.
- People with a history of chest, back or joint pain should reconsider mowing.
- Use care and wear protective gloves when servicing a mower or changing blades.

- Never service the mower while it is running.
- Mow only in good weather conditions—try to avoid mowing in high heat.
- Do not use the riding mower on steep hills or embankments.
- Do not carry passengers on riding mowers or tow passengers behind the machine.
- Store lawn movers in areas with minimal traffic that aren't accessible to children.
- Use mowers with a control that stops when mower handle is released.
- Start and refuel mowers outdoors.

Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful.

- Herman Coin

New Procedure for Estimating and Project Management

- by **Lanny Tinker**

On April 24, Facilities Management reached another milestone on our Journey to Excellence with the adoption of a more collaborative method of initiating estimates and managing the overall construction process.

This process is now centralized; all estimates and projects are developed and administered through the FM Construction office. You can view Policy 04-20-001:

Project Estimating, Execution and Closure on our Facilities Management home page. Either click here or type <http://facmgmt.astate.edu/Policy-proceed/ProjectEst.pdf> in your internet browser address bar for the direct link.

I would like to point out some of the highlights of the policy

- The process for an estimate begins with a service request submitted to the work order control center.
- No FM employee is authorized to give a verbal esti-

mate.

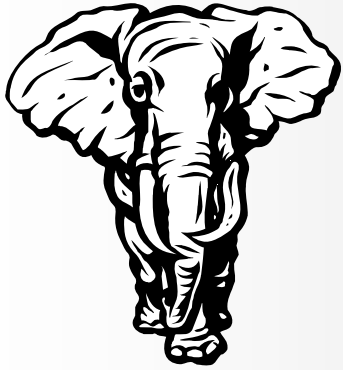
- All estimates are submitted through and approved by the Construction Coordinator, [Terry Carty](#).
- Staff and clients can view an updated construction projects list on our FM Construction page: <http://facmgmt.astate.edu/Construction/ConstUpdate.pdf>
- The role and responsibilities of the project manager have been more clearly defined

We will continue to measure the efficiency and effectiveness of this process as we continue improving operations.

Distinguished Service Award Winners

Congratulations to Mia Sheppard-Taylor, Janis Cook and David Foster for receiving the Distinguished Service Award.





We can easily hold grudges and resentments against others at work. When we feel wronged, we need to kindly confront the issue, express our concern, and ask for a change of future behavior. When an apology is offered, accept graciously.

—by Steve Marr

How to Eat an Elephant

- by Clint Halcom

Years ago, someone asked me if I knew how to eat an elephant. After staring at them as if they had lost their mind for a brief moment, they replied....."one bite at a time". I suppose you better have a lot of time on your hands before taking on a task such as eating an elephant..

One can use this same strategy when asked to complete an overwhelming task. About five (5) years ago, Facilities Management asked Simplex/Grinnel to come onto campus and do an in depth evaluation of our fire alarm systems. After several days of looking, testing and sounding all of the different systems on campus, they left and said "we will be in touch".

And did they hold true to their word! They mailed a report back to us that must have taken \$20.00 worth of stamps. We found ourselves out of compliance in many areas as well as having too many deficiencies to count. Well, since I had more background in this area than anyone else, this report found its way to my desk with a note attached saying "this must be corrected".

This was the day I got my first bite of that elephant! Being very much overwhelmed, and not really knowing where to start I decided to start with some of the easier issues first. After several months of eating away at this elephant I began to notice a small dent in the project. For the next couple of years I continued to

make improvements. I felt that the major problems had been addressed, but the minor problems still seemed totally overwhelming.

But as luck would have it...my job title and duties were changed. I thought that this would be a great time to implement this new idea of "delegating authority". This is where David Foster enters in to the picture.

I kept telling myself that this would be a good challenge for David, but I really felt that I was finally getting rid of the elephant. I sat down with David and showed him all of the files and paper work associated with his new duty, told him how I had been working on this for quiet some time, gave him a few contact names and phone numbers for people at Simplex/Grinnel and then sent him on his way.

David took all this new information, notes, contact people and began forming a plan. One of the first things he came up with was to formulate a fire alarm "team". This was the first of several good ideas that David would come up with. This team would consist of David Foster, Woody Haynes, Rodney Lee and myself.

David would make contact with Simplex/Grinnel to set up inspections on a bi-yearly basis. After each inspection, he would receive a report stating what problems were found in each building. Once he received this report, David would order the material to make the needed repairs and

then schedule a time with the building liaison to do the needed repairs.

The majority of these corrections were done by David himself, but if there was a need for more help he would call upon the "team". This chain of events went on for almost two years. Schedule inspections, receive reports, order material then make repairs. David kept on chewing away at the elephant "one bite at a time".

Much to my surprise.....David brought me a report of our latest inspection about two months ago that consisted of only five (5) deficiencies on the entire campus (including the Arkansas Service Center).

I have worked for Arkansas State University for almost 28 years, and I can say with total confidence that the fire alarm systems on campus have never been in the good shape as they are today. I feel that there are many people who were involved in the consumption of this elephant.

Joe Phillips may have just taken the first bite when he suggested that we obtain a contract with Simplex/Grinnel for fire alarm inspections. David Foster, Woody Haynes and Rodney Lee spent many hours correcting the problems.

This was with out a doubt one large elephant that was totally consumed by a team effort here at Facilities Management.



FIELD COMMUNICATIONS DEVICE TASK FORCE

- by Lanny Tinker

Facilities Management commissioned the Field Communication Task Force to review and recommend communication devices that improve the transmission of business information in a more economic and efficient manner.

FM also made progress with the implementation of the FAMIS wireless system. The Skilled Trades Service Crew should be the first to utilize this communications technique in the near future.

As an interim for communications improvement, Phillip

Moffitt provides wireless remote desktop training to Skilled Trades service staff. This enables staff to access their PC from anywhere on campus, primarily through pocket PC devices, but from desktop terminals as well. Additional Remote Desktop training sessions will take place this summer.

This week Keith Nichols of telecommunications demonstrated to the task force new push to talk phones, which show promise in replacing obsolete hand held walkie-talkies. Another possible communication device is the new generation Wi-fi phone, which should be available shortly after July. "Wi-fi" stands for Wireless Fidelity, and is used generically when referring to any 802.11 network. In simple terms this device is similar to a cell phone, but operates off our campus wireless system with the characteristics of an IP phone. Basically, wi-fi phones don't cost the department as long as the user is on campus.

The Field Communications Task Force members are Steven Clifft, Charles Nichols, Phillip Moffitt, Jerilyn Miller, Darrel Brotemarkle and Gene Gann.

We will all be sharing more information shortly.



The Task Force investigates communication methods and devices currently used by FM staff; identifies communication failures and weaknesses; and evaluates new technology and devices on the current market.

Problems are only opportunities in work clothes.

- Henry J. Kaiser

TWO IN-HOUSE PROJECTS COMPLETE

FM BUILDS LEGACY WALL

The wall, which recognizes alumni and friends who have given lasting gifts to ASU through various planned giving methods, is located in the main foyer of the Dean B. Ellis Library. Approximately 125 people attended, including Legacy Society members, emeriti faculty, Foundation board members, university trustees, alumni, students, faculty, and staff. As an in-house project, the wall shows FM's capabilities as an organization.



Facilities Management Randy West, Rich Berger, Shawn Brewer shown installing glass.

KIOSK AT THE MALL



Pictured left to right: Rich Bergener, Jerry Sailor, Larry Southard, and Gil Freeman install a lighted kiosk at the new mall. A team of designers, welders, carpenters, painters, electricians, and printers collaborated on this project.



FAMIS LAST WORDS

- by **Kathy Hicks**

Wayne Grommet, the Facilities Management FAMIS Administrator, presented at the International FAMIS Conference at the Millennium Biltmore in Los Angeles, CA on Tuesday, February 7, 2006.



Wayne at FAMIS conference in Los Angeles, CA.

Wayne did a presentation titled "Preventive Maintenance Philosophy". ASU has been a pioneer in this area, so FAMIS asked Wayne to educate other universities about this inventive tool.

Topics covered were "How is the optimum level of PM determined and carried out?" and "Should the PM program be based on Equipment, Facilities, or both?"

Wayne's presentation was very helpful to multiple universities considering using the FAMIS PM program. Several questions were asked about how beneficial this program was to ASU and how it could help their university.

Wayne has worked ex-

tensively with Ray Ferguson, a Skilled Trades Foreman, in developing the Preventive Maintenance program in FAMIS for Facilities Management. The process involves assessment of all types of equipment used in buildings across campus to collect data and monitor weekly, monthly, quarterly, or yearly PMs.

Data that is collected can give Facilities Management options on when a piece of equipment needs parts replaced or whether the piece of equipment has had an over abundance of maintenance done that warrants replacement. This will be an ongoing monitoring program from which our organization will benefit.

Facilities Management commends Wayne and Ray for their excellence in this area.



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TASK FORCE UPDATES AND ANNOUNCEMENTS

- by **Lanny Tinker**

Time Tracking

Facilities Management commissioned the Time Tracking Task Force to recommend a consistent and effective method of accounting for employee time throughout all FM divisions. FAMIS lets supervisors track and approve daily labor online. Training for this program should be available in the near future, so stay tuned for more information.

Perpetual Customer Satisfaction Survey

FM implemented a new perpetual customer satisfaction survey tool a few weeks ago.

FAMIS sends our customers an automatic email notification when a work order is closed for final billing. This FAMIS application then gives the customer who requested the work an opportunity to complete an on-line customer satisfaction survey.

FM leadership received the initial survey results this week. Of the first 36 customer survey responses, 86-90% of clients reported satisfaction with all work performed, including work completion time and work area cleanliness and order. 4-8% of our clients reported dissatisfaction with our performance. To get a better understanding of our weaknesses

and performance gaps, FM will follow up with customers when we do not meet their expectations. The survey also helps reinforce our performance strengths and training issues so we can continue delivering these services well.

Take a second Look

Just a reminder for employees to visit our Facilities Management home page at <http://facmgmtastate.edu/> FMOP's, FM Training Calendar, Construction Schedule and much more is available.

If you have comments or suggestions please contact Lanny Tinker ltinker@astate.edu or call at 870-680-4702.

Welcome to ASU

New Employees



Debbie
Hollingsworth



Selina
Martin



Dan
Watson, Sr.



Dianne
Stewart



Kimberly
Rose



Timothy
Freeman



Mark
Griffey



Eric
Coleman



James
Novalick



Virginia
Adams



Pamela
Sprawling



Billy
Pierce



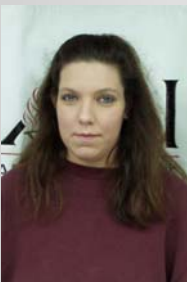
Zach
Minton



Lorraine
Strickland



Dorinda
Geer



Anita
Pough



Gerald
Adkisson



Melvin
Fitzhugh



Jeff
McCoy