

# THE FM VOICE



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## CAMPUS DISTRICT COOLING

**By David Handwork**

Many in the ASU community have been obviously aware of the various construction projects around the Jonesboro campus. Much of the work has a visual impact, as new buildings and pedestrian walkways are added. However, there is something going on below the surface, which will also have a significant impact. The multi-year project is called District Chilled Water or DCW. Before explaining DCW and its impact, the method of cooling most of the ASU-Jonesboro buildings should be explained.

average design day. Over the past 30 years, 6200 tons of chilled water capacity has been collectively installed in the campus buildings. On a 98°F day, approximately 4700 tons of collective cooling capacity is all that is required under our most occupied conditions. Therefore, the whole campus has a minimum surplus of approximately 1500 tons cooling capacity.

District Chilled Water (DCW) will interconnect the building cooling plants for utilizing the surplus cooling capacity by "sharing" chilled water between systems. This will allow

some building plants to be shut down, which significantly reduces the electricity usage. The first system was connected between Ed/Comm and Agri buildings earlier this year. The Agri building chiller plant carried both buildings for several weeks, saving \$95 per day in electrical usage. Interconnection also allows for a backup cooling system that both buildings did not have prior to this. As buildings are connected to the DCW over the next few years, the annual electrical consumption will be greatly reduced and reliability to building systems will be greatly improved.

The major buildings on our campus are cooled and heated with water, (and possibly steam), being circulated throughout the building. The design philosophy of buildings prior to the B i o s c i - e n c e / B i o t e c h n o l o g y building was to incorporate a stand-alone cooling and heating plant. Typically, these cooling and heating plants are over designed in capacity, sometimes 2-3 times more than what's typically required on an



Construction of the campus district cooling east of Agriculture and Lab Science Complex.



## FROM THE DIRECTOR

By Jerrel Fielder

We made it through the summer and into another Fall Semester! A lot of changes were made to the campus through the summer that created a safer pedestrian environment as well as providing some higher quality parking. The improvements continue along Caraway Road and when complete will provide a very safe as well as beautiful pedestrian mall. The campus is beautiful and many compliments have been

received for the hard work done by our crews to make it so. A special THANKS to the ground crews for their efforts during a very wet summer that required much more effort to keep the campus looking GREAT!

Along with these changes, come new challenges for us to provide service to the buildings that have been isolated from normal traffic access. A campus wide committee is working on the issue of providing service vehicle access

(emergency as well as routine) to all campus facilities. The use of smaller vehicles will be required and travel routes and designated parking spaces will be identified for our use. Caution and reduced speed is the Order of the Day as we maneuver around campus among the pedestrians and vehicles!

Thank you all for the good work that is being done to help ASU become a world-class institution.



## CONFLICT RESOLUTION

By Danny Faulk

"Conflict is defined as struggle to resist or overcome: a contest of opposing forces; strife, battle; a state or condition of opposition: antagonism; discord; clash; collision." The quickest way to kindle a fire is to rub two opposing opinions together.

Some people say conflict is good. What they really mean is "disagreement" **can** be good.

Conflict has an emotional component that tends to be destructive, whereas, disagreement is a non-emotional presentation of differing viewpoints.

In the workplace, many opinions are expressed and human interactions are plentiful, thus creating fertile ground for conflicts.

Most conflicts arise from differences in personality, religion, values, culture, race, and

behavior. It is important to realize when you have a disagreement, so you can take steps to avoid it escalating into a conflict.

In the past, conflict resolutions were resolved in battles. These battles resulted in "winners" and "losers". Society places a high value on "winners" therefore, we staunchly defend our position, no matter how shaky.

*"Customer satisfaction comes from treating the customers the way we would expect to be treated if the roles were reversed."*

## CUSTOMER FOCUS & SATISFACTION

By Lanny Tinker

Our customer service quote of the month should be, "Customer satisfaction comes from treating the customers the way we would expect to be treated if the roles were reversed." We in Facilities Management do not sell products, we do however, provide a service and in many cases, literally sell this service to recipients as a charge back. Continuing along this line of thought into our personal lives, as individuals we buy from people and companies who demonstrate that they care about us.

As customers, we do business with companies that provide us with pleasant and friendly service, accurate and timely responses, fair treatment and those that provide good quality at a reasonable price. We will continue to purchase products and services from a company until they fail to meet our expectations or needs.

Currently, my role is to help Facilities Management identify the "gaps" between the level of service we provide and the current needs and expectations of the. Historically, we have determined

what services we were going to provide without fully understanding the "needs and expectations" of our service recipients.

We are in the early stages of using a variety of listening and learning strategies to obtain continuous feedback from those who receive our services. We will then begin to tailor our processes and performance to meet our customers.

Facilities Management leadership is committed to the nurturing and support of our customer focus initiative.

## ASK ALMA

With September comes the need to prepare for the up and coming fall season. Many of us are looking forward to the brisk, sunny days and cooler nights. For those avid gardeners, who would plant through winter if snow had any growing potential, they will be planting fall color, i.e. mums and pansies. First thing you need to do will be pull up what is left of your earlier investments, i.e. petunia, marigolds and anything referred to, at time of purchase, as annuals. Some of "yuns" did not water your perennials and they have now turned into annuals. (See earlier additions of "Ask Alma" if need more info on "watering of the plants") When pulling up this year's annual color you can save some of the seeds, in paper bags for broadcasting next spring, or broadcast now, directly in the ground, for next spring. Some of the plants that are easily harvested are Marigolds, Vinca and Clematis. By the way, broadcast does not

mean climb on your roof and shout, it is to "sow (seed) widely, especially by hand". **Webster Dictionary?** Once the beds have been cleared of debris you can apply a fertilizer suitable for the plants you will plant, i.e. Blood Meal for Pansy, Bone Meal for bulbs, or general Growers Special for mums. For shrubs, trees and such, now would be a good time to make an applications of a fertilizer high in **K** (Potassium) this helps promote healthy roots to take your plants through the winter. The same theory applies to lawns and turf grasses. Later in the year you want to stop making application of **N** (Nitrogen) because that promotes green growth and you want your plants to ready themselves for the dormant, winter period. Mulch your plants in and get ready to enjoy the wonderful fall weather and your fall color.

Happy Planting-  
Alma

Dear Alma,

When is the best time to plant new trees and prune my existing trees and shrubs?

Signed,

Chainsaw Happy

Dear Sir,

You must be a sir because everyone knows the male species, as a whole, is chainsaw happy when it comes to "prun'in" time. Great question, the fall is one of the best time to plant new trees in your yard, spring is the next best time. When planting use a fertilizer that promotes root growth and still water in. Fall is also a good time to do heavy pruning, just wait until the tree goes dormant, light pruning can be completed now. If you're planning on heavily pruning shrubs I highly recommend waiting until spring.

Alma



Facilities Management



*Evelyn Weatherford  
FM Horticulture columnist*

*Email Questions or  
Comments to  
eweather@astate.edu*

## RAINY DAYS BRING DEPARTMENTS TOGETHER

**By David Foster and Shawn Brewer**

Rainy days are generally slow for the people in the grounds department.

Grounds came to the rescue

of the mechanical wing today. They cleaned up Wilson Hall mechanical room! If anyone has ever been in there, they know that it was in sad shape, but thanks to the grounds

department it looks a lot better. We in the mechanical wing would like to say a huge thank you to the grounds department for helping us out.



## WHO WAS I?

Who Was I?  
Where was I located?  
What happened to me?

Email response to:  
jmiller@astate.edu



Answer to

"What Happened to Me" in our August newsletter:

Who was I?

Barnhart Hall.

Where was I located?

Present site of Reng Center

What happened to me?

I was torn down to make room for the Reng Center.





Facilities Management

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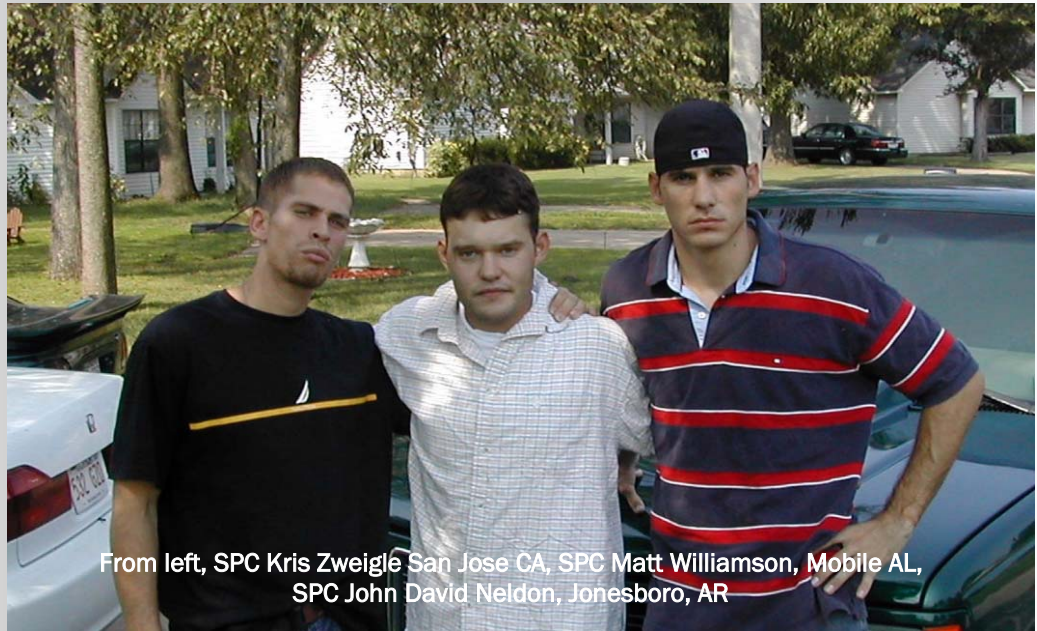
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## FROM BAGHDAD TO SEE DAD!!!!



From left, SPC Kris Zweigle San Jose CA, SPC Matt Williamson, Mobile AL, SPC John David Neldon, Jonesboro, AR

**By J. Cortez**

John Neldon, Matt Williamson, and Kris Zweigle are glad to be home after being stationed in Baghdad for the past several months. John is the son of Don Neldon who works as a Welder in Facilities Management. In the past, John has also worked at Facilities Management in the Grounds Department, during the summer months. John, Matt, and Kris are all Communications Specialists in the Army and will be stationed in Germany, after their leave, to complete their tour of duty.

## SPECIAL CONSTRUCTION CHOPPER



**By J. Cortez**

Randy West from the Facilities Management Millwork Shop has built this bike from the bare frame. Randy has labored diligently for the past two years, buying and selling parts to complete the bike he now calls the "1994 Special Construction Chopper." Congrats on the bike's completion, Randy, it's truly a work of art!