

# THE FM VOICE



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## Special points of interest:

- Take a guess at who is in the black and white photo on page 2.
- Flu vaccine shortage: see page 5.
- Let us know what you think about the new UPD vehicle design.

## Student from Ghana, West Africa Continues Family Tradition at ASU

by- Danny Faulk

Benjamin Quaye is an international student from Accra, Ghana in West Africa, population 18 million. Ben is a sophomore honor student (3.7 GPA) majoring in Clinical Lab with the intention of becoming a pharmacist.

He is a student worker in the motor pool of Facilities Management, where his older brother Francis Quaye '00 worked as a student prior to graduating from ASU, and moving to Dallas with his wife Evelyn, who worked for four years in Housekeeping Dept. Francis came to ASU on a track scholarship (400 and 800 meter). Ben also participates in track (Cross Country).

Ben's two roommates are also ASU students from Ghana. He hasn't been home since he came to ASU last year as a freshman, and he misses his family. Ben's father is a retired lecturer at the University of Ghana, and his mother is a retired nurse. He is the youngest of seven children, and Francis



Wax on, wax off Benji San.

cis is the oldest with five sisters between them. All the sisters are now married.

This family tradition actually started in the early 90's when George Darko '94 came to ASU from Ghana on a track scholarship. George was a friend of Francis, and now Ben has followed in their footsteps.

Ben says he likes pork chops and pizza in the USA, but misses the traditional food called banku and fried fish from Ghana. He likes working in the motor pool and says that his boss, Bud Gage, is a good man and always helps him with any problems.

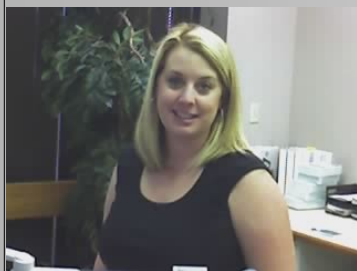
## FM WELCOMES NEW EMPLOYEE

by- Kathy Hicks

Facilities Management extends a welcome to Michelle Summers, our new Personnel Assistant. Michelle comes to us from CRDC Head-start where she was the Human Resource Supervisor.

Michelle grew up in Senath, Missouri and now lives in Jonesboro with her husband Bill Summers, who works at Hytrol. She has two children, Morgan 9 and Madison 5. Michelle will be more than happy to work with you on your Human Resource needs or

answer any questions you may have.





Guess who! Do you know this FM employee? Email answers to: [jmiller@astate.edu](mailto:jmiller@astate.edu)

*To lose patience is to lose the battle.*

- Mohandas K. Gandhi  
(1869-1948) Civil rights leader

## BUSY SEASON AT FM

by- Jerrel Fielder

Thank you to ALL Facilities Management staff for JOBS WELL DONE! This has been a very busy past several months for all. Everyone was involved in some way in the improvements made on campus.

Improvements include: west Aggie Road modifications, Caraway Plaza, Dickson Garden, new track facility, new intramural fields, district cooling pipeline extensions, Wilson Hall improvements, connection of Wilson Hall cooling system to the district cooling loop and the removal of the stand alone mechanical building on the west side of the facility, opening of the new Student Union, opening of the new Bioscience Institute, Bookout Flag Plaza, Family Housing Phase II, new Residence Hall, demolition of Delta Hall, Kay's Field parking lot construction, new paved parking lot on University Loop East, moving of Shelton Street houses, new fences and south endzone goal post net at Indian Stadium, repairs to the President's Home, Hard-wired Café, etc.

The Grounds Department was busy trying to stay up with the mowing and weeding during the very wet spring and early summer. They were also especially busy making repairs to the lawn areas that were disturbed by construction of various kinds.

The moving crew was kept extremely busy relocating the ABI equipment from the Dupont facility to the new build-

ing, moving equipment into the new Student Union, routine special events and preparing for the first (and record setting) home football game of the season.

Housekeeping was very involved in preparations for the opening of the Student Center, ABI and Hardwired Café, as well as keeping the campus facilities in their normal state of cleanliness.

The implementation of FAMIS has and continues to involve many of staff members in the data collection process as well as in work management. Most HVAC equipment has been inventoried and put into the database along with the proper preventive maintenance routines. A new construction project management process has been implemented for renovations and modifications that has resulted in most projects being completed on time and within budget.

The Trades area was separated into four different work teams in order to provide more effective and efficient services. They are Quick Response, Planned and Scheduled Work, Preventive Maintenance and Controls.

The Quick Response Team handles the work that is reported from campus personnel that can be resolved in two hours or less. The Planned and Scheduled Team handle longer duration assignments that require planning of manpower, material,

tools and facility schedules. The Preventive Maintenance Team takes care of the never ending preventive and routine tasks required by the energy consuming equipment. The Controls Team is responsible for the environmental controls systems in all buildings.

They have all been busy for the past several months, not only dealing with the everyday issues of building operations, but also designing and installing new systems to replace obsolete equipment. They are currently in the final stages of a complete new control installation on the Wilson Hall HVAC equipment.

As you know, all four of the business operations staff retired this year. The new folks in our business office have been busy learning the operations as well as implementing new process to help us be more efficient. This area is continuing to work on developing process that will provide higher levels of service to those of you that depend on their help.

Suffice it to say that this was a very busy summer and my hat is off to all you for your involvement and efforts in the positive changes of this campus. I hope each of you have enjoyed your involvement in all of these activities. Every single person's contribution is a valuable part of the success of the university.

Right: Fountain in front of Student Union





New UPD vehicle design by Mark Reeves and ASU's Sign Shop.



Dr. Carole Cramer speaking to FM staff.

*To get profit without risk, experience without danger, and reward without work is as impossible as it is to live without being born.*

- A. P. Gouthey

## ABI DIRECTOR VISITS FACILITIES

by- David Handwork

Dr. Carole Cramer, Executive Director of ASU-Arkansas Biosciences Institute (ABI), visited many of the Facilities Management staff on July 30, 2004. Dr. Cramer was invited by Jerrel Fielder to an open information forum discussing the relationship between ABI and Facilities. Employees representing all areas and functions within Facilities were present at the forum.

Dr. Cramer discussed the history of ABI, and the planned vision of ABI research. The primary research focus will be developing pharmaceutical and biomedical applications of tobacco and other agricultural products. FM employees inquired about topics ranging from safety issues relating to human exposure to research areas, to issues about security and building accessibility. Dr. Cramer assured safety and security protocols are in place

to primarily protect the research subjects from human contamination. She also said that none of the research would be at a biohazard level risk to humans.

Dr. Cramer conveyed her enthusiasm and commitment of the working relationship with Facilities. The ABI staff and occupants will work "hand-in-hand" with Facilities employees to make all future work and maintenance within the building successful.





## TORCHBEARERS CAMPAIGN

by— Elaine Poynter

The Torchbearers Campaign for ASU staff and faculty is underway. Torchbearers support the academic programs of ASU with their gifts. The Development Office would like to thank everyone in Facilities Management and across campus who has chosen to participate this year.

Those who give \$50 or more will receive a long-

sleeved black shirt. The easiest way to join is to pledge \$2 by payroll deduction year-round.

Everyone who gives any amount will be invited to a reception in the (place) on November (date) at (time). At that time, we'll give away some great prizes donated by area businesses, like (several examples of prizes).

Where does your money go?

That's your call. One hundred percent of your gift goes to that fund. You can choose the Facilities Management fund, Santa's Tribe, the Staff Senate Stipend Fund, General Scholarship Fund, Library, KASU, ASU Museum, or any academic college or department.

Want to join? Call or e-mail Elaine Poynter in the Development Office, 972-2718 or [epoynter@astate.edu](mailto:epoynter@astate.edu).

*We all have the means to become prosperous. We have to find the balance between our wealth and our needs.*

- Robert Bourassa (1933-1996) Politician



Dickson Garden adds to the beautification of the campus.

## DICKSON GARDEN MEMORIAL FOR ASU SUPPORTER

by— Bill Hall

Pictured above is the Dickson Garden, a perennial garden planted in memory of Mrs. Pat Dickson. The garden is located at the north end of the campus Special Events Lawn and provides a formal entry feature for that facility.

Boxwood, Purple Cone Flowers, Autumn Joy Sedum,

and ornamental grasses adorn the garden. The design is to provide color and visual interest throughout the four seasons. The ASU Campus Landscape Architect is responsible for the design and Bennett Nursery for installation.

Mrs. Dickson was very active in church groups, medical alliance groups, gardening,

tennis and the arts, as well as being an ASU supporter. A group of her friends raised funds for a permanent memorial to her dedication to the community and decided the most fitting tribute would be a flowering garden on the ASU campus. Because of this gift, the Dickson Garden is possible.

# FLU SHOT SHORTAGE

by- Helen McCoy

Every year we have a chance to get our flu vaccines at a reduced price.

Many of us take advantage of this opportunity, many of us do not.

In fact, fewer than half of all American's who should get the vaccine actually do.

The results are deadly. 36,000 Americans die each year and another 200,000 are hospitalized with complications such as pneumonia.

This is an illness that can be prevented. Unfortunately, the Health Center will not be giving the flu vaccine on campus

this year due to the shortage of vaccine.

However, there are precautions you can take to help prevent illness:

1. Stay at least three feet from each other, especially when talking. That way you won't breathe in what they are breathing out.
2. Keep you hands away from you eyes, nose and mouth.
3. Cover you mouth and nose when sneezing and coughing.
4. Keep all surfaces clean and disinfected.

5. And most importantly, WASH YOUR HANDS, WASH YOUR HANDS, WASH YOUR HANDS!!



## FOCUS OF THE CONTINUOUS IMPROVEMENT PROCESS

by- Lanny Tinker

Recently a Procurement Task Force was commissioned to develop a more efficient and effective process of buying, warehousing and distributing parts and materials to staff and customers. The Tool and Equipment Task Force was

also deployed to review procedures and processes which will improve the acquisition, availability and tracking of tools and equipment.

Both of these "Mission Critical" Processes are paramount in the Facilities Management quest for excellence.



*Unhappiness is best defined as the difference between our talents and our expectations.*

- Edward de Bono, Creativity expert.



Procurement Task Force: (starting left) Mike Ring, Natalie Ball, Lanny Tinker, Shawn Brewer, Bill Kidd, Helen McCoy, Dave Atherton and Michelle Morgan.



Tool and Equipment task force: (starting left) Woody Haynes, Jerry Ferguson, Tony Bittle, Lanny Tinker, George Luster, Brian Tibbs, Chris Cambron and Ray Ferguson.



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# ASU Mission Statement

*We pursue and share knowledge within a caring community that prepare students in challenging and diverse ways to become more productive global citizens.*



## FAMIS UPDATE

by- Wayne Grommet

It has been sometime since our last report about the **F**acilities **A**dministrative **M**anagement **I**nformation **S**ystem (FAMIS). As our previous articles in this publication have mentioned, we launched the "Maintenance Management" and "Inventory Control" modules in January of this year. By the time you read this article, the "Capital Projects" module for managing major construction and renovation projects at ASU will be up and running (launch date October 1).

Before the end of October we hope to have the Web Request "Self Service" module up and running for the campus on the Facilities Management Website (<http://facmgmt.astate.edu/>). Training for Building Liaisons will be scheduled very soon.

Software upgrades to FAMIS 8i (new web launched

version) are also planned in October or November, and should provide greater functionality of the information system across campus.

Facilities Management, in cooperation with Academic Affairs, is beginning the first step of implementation of "SPACE MANAGEMENT" (we will go where no one at A.S.U. has gone before - my apologies to all the trekkies out there).

"Space Management" will categorize every space, whether an inside space or an outside space, across campus. It will provide the amount of detail that planners and schedulers will need to move A.S.U. boldly into the future. It will track and record room size, equipment, ADA accessibility, networking and telecom ports, as well as usage of each and every space on campus, but its true power lies in its ability to be able to

project and plan for the future using its graphical reporting capabilities.

The Space Management module is vast in its abilities and capabilities. The foregoing paragraph only skims the surface of what this module will do for A.S.U. Although we plan to implement Space Management Phase I within the next 90 days, the data collection will continue for many months as the different phases are initiated and completed.

Should you require additional information concerning FAMIS contact Wayne Grommet, FAMIS Administrator, at Facilities Management 972-2066 or Email [wgrommet@astate.edu](mailto:wgrommet@astate.edu).