

THE FM VOICE



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FM Department Spotlight – Things You Don't Think About, They Just Happen

- Joe Phillips

As the skilled trade's maintenance group moves ahead each day, we sometimes don't think about the employees that have left for retirement within the last few years. We have hired replacements for each of these retirees, of which some are very skilled, but those long years of experience are sometimes hard to replace. Some of the retirees left knowing where all the filter locations were on campus and knowing where all the valve locations were to turn things off in case of emergencies.

Some of those employees have retired and they took a lot of knowledge with them. The positive side of all this is that we have the ability

through our computer system and our engineering department to map all campus valve locations. Through the FAMIS computer maintenance system, we are able to pin point the exact location of filters, including their sizes. Work orders are written daily for all different types of maintenance problems. Hot & cold calls, leaks, smells, lights out, and toilets not flushing are just a few of the daily calls we receive.

In the fiscal year of 2005, we received 19,500 work orders and completed 18,500. In FY 2006, we received 27,500 work orders and completed 25,000. In fiscal year 2007, we received 32,000 work orders and completed 28,500. As you can see, the number of work orders has increased each year as the campus grows. Our service department crews receive several calls a day and within a twenty four hour period address these calls, or pass them to the planned and schedule group, if the work order requires more time to complete. The planned and schedule crew performs such tasks as pump rebuild, masonry work, carpentry repairs, etc. Our construction crew is busy remodeling building spaces across campus at the customer's request. We also have a deferred maintenance crew working in buildings replacing flooring, painting and cleaning up hallways and public & general use areas. Our preventive maintenance

crew is busy every day working on scheduled preventive maintenance work orders. They are trying to prevent equipment breakdowns by performing recommended maintenance measures for each piece of major mechanical equipment on campus. Each piece of major equipment has been surveyed and entered into our computer system and a preventive maintenance schedule developed that causes an annual, bi-annual, quarterly, or monthly work order to be generated so the crews can perform the required maintenance.

The Skilled Trades Department has a fine crew of highly skilled employees that turn out high quality work. This work is performed daily with pride and ownership. I am extremely proud of all the employees in the skilled trades' area for their ownership of and dedication to providing top quality customer service to staff and students. Facilities have received several memos from across campus commenting on facilities employees' attitude towards our customer to please and serve. This is a great step towards our journey for excellence to provide the very best service to our customer. Please keep up the good work and continue to make Facilities Maintenance a place of





Name That Training Program!

We are looking for input to name our new training program. Some universities call theirs FM College or FM University.

If you have a good idea, let us know. You can email Helen McCoy, Terri Reithemeyer or Michelle Summers. We will announce the winner at the next forum in January.

Work Order Center Has A New Face

- Jennifer Cortez

We are delighted to welcome Zac Minton to the Work Order Center. A familiar face to most, Zac has recently moved to the Work Order Center from the Supply Warehouse. Zac has been an FM employee since March of 2006 and worked as an apprentice tradesman for a year at the Convocation Center prior to that.



Zac and his wife Nichole live here in Jonesboro and enjoy

sports of all kinds. Both are active members of the South Caraway Baptist Church.

Please join us in welcoming Zac to his new position and making him feel at home in the Work Order Center.

As a side note, sorry for stealing him Nat—sometimes you just gotta do whatcha gotta do.

Central Store Has A New Face

- Natalie Ball

Monday, November 19th, there was a new face in the warehouse, but it's a familiar one. James Jones, previously in the Tool Room, joined the staff in Central Stores to help with all of your supply needs.



addition to the warehouse.

James is from Jonesboro and married to Mary Beth Jones, who served Central Stores for many years. Please help us welcome James in his new position.

James has been with Facilities

For 2 years and will be a great

QUIP Update

- Michelle Summers

The Quality Improvement Team has been busy working to develop our training initiative since the last publishing of your FM Voice. The Attendance Policy (FMOP 07-12-001-R) was revised in October and the Quip staff completed plant wide training. Staff is encouraged to review this and other FM policies on-line at our Facilities Management home page <http://facilities.astate.edu/> at any time. Each department also has a Standard Operation Manual with a hard copy of policies for employees quick reference; ask your team leader or supervisor if you are unsure of the location of the Standard Operation Manual for your area.

Quip has distributed the initial training matrix to Division Di-

rectors for their assessment of departmental and team training needs, we hope to begin making this information available for staff review and input in December. If you have a particular training need that you think is not being addressed currently, please give this input to the Director in your area of work.

Quip plans to offer our first on-line training in December in association with the scheduled computer time allotted to each team. We will be using Blackboard as the method of delivery. This allows each employee to log on and complete a training module at the end of the training. There will be an intense training effort for Team Leaders, Supervisor and employees on how to use Blackboard.

Traci Perrin and I have con-

ducted Astate Jobs training, also known as People Admin, and Hiring Procedures training during the month of November.

The department will be converting all training data into an Access database to track training. A special thanks to Wayne Grommet and Steve Nichols for training our department on the program and for the initial set up of the database.

Al Stoverink will begin conducting a new series of training modules to improve work culture, focus on performance measurement, and team building as part of the training initiative beginning early in 2008. This series will include all levels and all teams within Facilities.

FAMIS Last Words

- Wayne Grommet

Since my last column a lot has happened with FAMIS upgrades, installations and deployments.

Residence Life came on board and is using FAMIS as its WORK ORDER SYSTEM. RES LIFE issued its first Work Order on July 16th and since then to the present date has opened and closed over 6000 work orders. As you can see they have been quite busy and they seem to like FAMIS quite a bit. They are planning their own implementation of Self Service in the near future.

Facilities Management has started using the ORACLE DISCOVERER reporting system to mine essential data from the FAMIS information system. Reports have been configured and issued to the appropriate personnel for help in their tracking of our *JOURNEY TO EXCELLENCE*, and the tracking of our Key Performance Indicators (KPIs) as outlined by the FM Staff.

By the time this article is published we should have up-

graded our ORACLE DATABASE SERVER to the newest version of ORACLE as well as our ORACLE FORMS SERVER to its newest version. The installation of the long awaited FAMIS RELEASE 2 for 8i with its new features and applications has been scheduled for release in mid November and we should have it or something better up and running during the first part of next year.

Future implementation projects include ONLINE SPACE AUDITS through the Self Service Module and online KEY REQUESTS. We will try once again to do away with IDT's by reconfiguring the FAMIS online Self Service Work Request System (this will also benefit many other areas of campus beside Facilities Management). A purchasing interface with BANNER is currently in the works as well as an "accounts payable", a "Human Resources" and a "Receiving" interface that will help us avoid multiple entries into the two different systems.

A FAMIS Portal is going to be available in the near future for dashboard indicators on our KPIs as well as other informa-

tion for the Facilities Departmental Directors.

A new WIRELESS solution has been tested in the field with rousing success and is awaiting approval for implementation that will give us many more options in Work Control and tracking, once again saving time, money and labor for the Facilities Management Team. WAY TO GO TEAM!

The Facilities Administrative Management Information System (FAMIS) is an enterprise based, highly versatile and configurable Computer Aided Facilities Management System (CAFM) that has the ability to be used across the entire structure of Arkansas State University here in Jonesboro and its satellite campuses as well for controlling and reporting on Maintenance Costs, Key Control, Utilities Management, Space Management (Classroom, Laboratories, Green Spaces, etc.), Facilities and Major Equipment Assessments, Inventory Control, Capital Project Management as well as smaller remodeling projects and Preventive Maintenance Initiatives.

In the case of a loss, having this information will help in larger, faster and more accurate settlements. In providing this information, after the fact, can take weeks and even months. Knowing the total value of personal belongings can ensure you have proper insurance coverage and/or if additional riders might be needed.

It is also important to check the list regularly and keep updated. A copy should be stored in a safe place away from your home in case of an event. Don't wait until it is too late and wish you had taken the time to create this invaluable document!



The FAMIS team welcomes your questions and input.

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CYA (Cover Your Assets)

- Carole Arrington

From personal experience, I have learned the importance of having a Home Inventory. Storms, floods, fire, earthquakes, theft, vandalism, divorce, estate planning, and in my case—burglary, are some good reasons to create a list of all your personal belongings. Seven of the ten most expensive hurricanes in US history occurred from August 2004-October 2005. Our changing world now includes terrorism in the list of natural disasters.

An itemized inventory should include a description, the model/serial numbers, date and where purchased, and purchase price. Don't forget carpet, drapes, and small items. A good inventory can be one of your most valuable investments. Accompanying pictures, videos, and receipts can also provide proof in case of loss. Copies of important documents can be easily added. FEMA stresses the importance of including pictures of the outside of your house as well.



The following link takes you to a brief video of the History of Thanksgiving Day on the web page of The History Channel.

[http://
www.history.com/
minisites/thanksgiving](http://www.history.com/minisites/thanksgiving) .

Thanksgiving Day

- Al Stoverink

As I sit here writing, I look out my window and see the beautiful colors of autumn leaves on the trees approaching the entrance to Facilities Management. I am reminded of the awesome gifts bestowed upon us by our Creator and the many blessings in life for which the great tradition of our American Thanksgiving Holiday is intended to celebrate.

In our small corner of the world at Facilities Management on the Arkansas State University campus, we were able to come together with a wonderful potluck dinner two days before Thanksgiving. It was a very gratifying experience to see so many with such diverse backgrounds, skills, and temperaments pull together and produce not only a wonderful variety of food, but also a wonderful cacophony of conversation. From the four gentlemen who volunteered to come in at 1:00 am to smoke 8 turkeys and 4 hams, to the core group of

staff who arranged all the food, re-heated food, did set ups, washed the dishes, made the many gallons of tea, cleaned up, etc., etc., etc.... to all those who brought in dishes (homemade or otherwise), the spirit of helpfulness and camaraderie shined throughout this department.

I am personally especially thankful for the blessing of being able to work with such an outstanding group of people!

I am also particularly thankful for the opportunity to have shared some of life's sufferings with the people of Facilities Management. Life experience teaches us that suffering is an unavoidable reality for all. Suffering is an experience, though, that has the potential to reveal love and reveal the extraordinary resilience of the human spirit. It is truly in the midst of suffering that Thanksgiving is most relevant and that our celebration is most needed.

In the midst of the suffering of the Civil War, Abraham Lincoln recognized this truth when he declared the fourth Thursday of November to be the national holiday of Thanksgiving. Prior to this declaration several states determined a day of thanks at different times, but there was no national holiday. At his Second Inaugural Address, more than a year after his Thanksgiving Day Declaration, Lincoln expressed the following words which offer perhaps the best wishes and prayer that the celebration of Thanksgiving Day should elicit in all of us.

"With malice toward none; with charity for all; with firmness in the right, as God gives us to see the right, let us strive on to finish the work we are in; to bind up the nation's wounds; to care for him who shall have borne the battle, and for his widow, and his orphan—to do all which may achieve and cherish a just and lasting peace, among ourselves, and with all nations."

New Procedures for Campus Sprinkler System

- Joe Phillips

A newly developed FMOP is in effect now for working on or repairing of campus building fire sprinkler systems.

This FMOP was developed to provide a clear understanding of the process that will be necessary to follow in case a building sprinkler system must be taken out of service for any reason. This process was developed by our insurance provider F.M. Global and is used as a method to monitor and retain records of impairment and to keep F.M. Global informed when an impairment is to occur.

Mr. Ray Ferguson, Preventive Maintenance Skilled Trades Foreman, provided the instruction for RED TAG Permitting a building system on November 19th.

A precise check list will be provided that details all actions to take out of service or to put back into service any of our campus fire sprinkler systems. From now on all campus building fire sprinkler systems will fall under the guidelines of this FMOP.

The development of this RED TAG FMOP is to prevent the non intentional flooding of the

building by a fire sprinkler system when regular scheduled work is occurring. Accidental flooding during normal scheduled repair work without using a RED TAG OUT SYSTEM can cause excessive building water damage and class scheduling problems. We should all follow these simple steps that are outlined in the RED TAG FMOP and learn from the training sessions we can prevent this type of accident from happening and provide a better environment for our customer.

Preventing Colon Cancer

- American Cancer Society, 2006

Colorectal cancer, commonly referred to as "colon cancer," is the third leading cause of cancer death in both men and women. It kills more women than ovarian, uterine, and cervical cancers combined. But most of those deaths could be prevented. Colorectal screening tests can find and remove polyps before they turn into cancer, preventing the disease from occurring. And even if cancer is found, when caught early, colorectal cancer has a 90 percent survival rate in the first five years after diagnosis. Unfortunately, only 39 percent of colorectal cancers are detected at this stage.

Despite overwhelming evidence that screening can save lives, many Americans still are not following recommendations from the American Cancer Society and others for early detection. Perhaps the least understood aspect of colon cancer, and the most compelling, is the fact that colon cancer can be stopped before it starts if precancerous polyps are found and removed through screening endoscopy (colonoscopy or

flexible sigmoidoscopy), thereby avoiding the disease completely.

Early colon cancer often has no symptoms, which is why testing is so important. Getting tested is especially critical for Americans aged 50 and older as more than 90 percent of colon cancer cases are diagnosed in people in that age group.

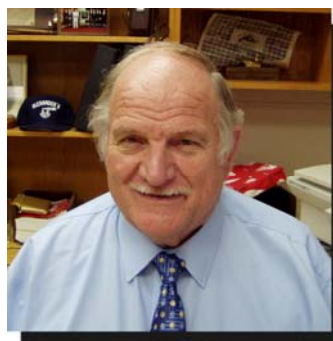
When colon cancer is caught at an early stage, it has a 90 percent survival rate. Still, fewer than four in 10 (39 percent) of these cancers are discovered at this stage. The American Cancer Society says increasing colon cancer screening among adults 50 and older represents the single greatest opportunity to decrease colon cancer death rates in this country.

The reasons for low testing rates include many misconceptions. One common misperception is that only those with a family history should be tested. While those who have a family history of the disease are at increased risk, the majority of cases occur in people whose only risk factor is their age – so everyone 50 and older should be screened.

Others think testing is necessary only once symptoms arise. Yet symptoms are often a sign that the disease has progressed into more advanced stages. Testing is most effective when a patient has no signs of illness.

"Many people 50 and older do not know that they are at risk and that they need to be screened," said Carolyn D. Runowicz, MD, national volunteer president of the American Cancer Society. "If we can increase awareness and compliance to the level we've achieved with the Pap test and the mammogram, we will have a tremendous opportunity to save thousands of lives through the prevention and early detection of colon cancer."

Talk to your doctor and loved ones about colon cancer. To get the most up-to-date information, call the American Cancer Society at 1-800-ACS-2345 or visit www.cancer.org.



Colon Cancer Knows No Boundaries

- Joe Phillips

Just a friendly reminder from someone who has been there and to help protect my friends from traveling the same road I am on. PLEASE at all cost, if you are 50 years or older, Male or Female, talk to your doctor and schedule to have a colonoscopy.

I have started chemo treatments, after nearly two months after having colon surgery. I feel like I could have been prevented all this if I had taken the time in my mid-fifties to have a colonoscopy. They possibly would have found the polyps early and removed them before the tumors had a chance to form.

This would have been the easy way out, but anyone who know me very well knows I seem to take the hard way most of the time. I am sure I will make it through the chemo treatments, but please take my advice and take advantage of the preventive road to ensure you won't have to take the road I am on now.



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*FM Staff
Holiday potluck will
be held on Thursday,
December 20th at
11:00 am.*

Joe Phillips Recognized by CAPP



- David Handwork

For more than a decade, Joe Phillips has been an active member and participant of CAPP (Central Association of Physical Plant Administrators of Universities and Colleges). Joe has attended nearly every CAPP annual meeting since

becoming a member, including the Fall 2007 meeting in Fayetteville, Arkansas. At the October meeting Joe expected to participate in CAPP committee meetings and renew several old friendships from several other universities. What Joe did not expect was being notified that he had been selected as the 2007 recipient of the CAPP Distinguished Member Award. The CAPP Awards Committee each year acknowledges a member from the CAPP region who is set apart in their service and active membership. The CAPP region includes colleges and universities from Arkansas, Kansas, Missouri, Nebraska, North

Dakota, Oklahoma, South Dakota, and Texas, and the Canadian province of Manitoba. Active members from large universities to small colleges are eligible for this reward, but only those members who uniquely and positively contribute to the advancement of CAPP and operations of higher education facilities are worthy of this distinguished acknowledgement. "I'm just blown away" was Joe's humble acceptance of this honor.

Congratulations Joe! You truly deserve this distinguished award.

1st Annual FM Fall Festival and Supervisory Dunking

- Dee Dotter

The 1st annual Fall Festival has been noted as a success. The event was held at Rotary Way Pavilion at beautiful Craighead Forest Park. The Fall Festival was from 10 am-2 pm on Saturday November 17, 2007, with a total of 41 people.

The event held several fun events such as horseshoes, bingo and a leaf dive for the kids, with some games producing winners of a few great prizes. Bingo had two winners of \$25 gift certificates to Wal-Mart. Winners were Ray Akin, son of Shelly Akin; and Elizabeth Cox, daughter of Paul Cox. The horseshoe winners were Clint Halcolm and Donnie Dunn, then Shawn Brewer and Wade Smith. We had hamburgers and hot dogs provided by the FM discretionary fund and prepared by our own Don Neldon, chips and soft drinks. There was even time for a slight shaving cream war with

Dierdra Dotter and Wade Smith.

The event was set off by another first; the "Dunk Your Boss for \$1" event. This event raised \$280 that was donated to the FM Discretionary Fund to assist in funding the Fall Festival. Now not all of the money was raised on employees dunking their bosses. Al Stoverink suggested that we did not have a chance at dunking our beloved bosses and stated that he would match \$1 for every dunk. He matched \$124, so go team on hitting that target.

Due to the overwhelming interest and success, Al has agreed to make this an annual event. I, along with the Holiday Committee will be diligent in providing fun and excitement for years to come. These events are to help assist in providing a fun work atmosphere, so be sure to give suggestions to your fellow committee member. I am also inter-

ested in bringing new members into the committee, just send me an email and let me know you are interested in participating in the Holiday Committee.

I would like to thank the members of the holiday committee, they are: Mia Sheppard-Taylor, Shawn Brewer, Matt Fleetwood, Lisa Reeves and Jon Carvell. I would like to also thank our volunteers for the Dunking Event. They are: Al Stoverink, Rusty Stroud, Clint Halcolm, Shawn Brewer, Natalie Ball, Mia Sheppard-Taylor, Wade Smith, Lisa Lyons, Jon Carvell, David Handwork and myself. All but two were able to join us in the dunk tank. That was ok; we had a surprise for them, nice cold bucket of water...Be sure to check out the pictures from both events along with this issue.

You Think You've Got Problems !!!

- Helen McCoy

It's winter time again. It's time to pay attention to what we are wearing. As winter rears its head, we need to be careful about the clothing we wear.

We need to dress in layers, wear gloves, socks and a warm hat. If it's windy wear a scarf or face mask. Eat and drink warm foods. Take frequent breaks to warm up.

That brings us to another issue of cold weather. Your furnace or fire place and don't



forget the Christmas tree.

If you haven't had your furnace serviced yet, do it. Don't forget to check your flue and chimney if you have a fire place or wood heater.

Finally, we're to the Christmas tree. The safest thing is not to even put one up. Yeah, right! The next safest—artificial tree, but even then you must be

careful with the lights and tinsel. Make sure that there are not any naked wires or broken bulbs on you string lights. Tinsel is very flammable. It won't take much of a spark to set it off.

If you have a real or 'live' tree, make sure that it is as fresh as you can get. Keep plenty of water in the dish. Put the tree as far from all your heating sources as you can. When you dispose of your 'live' tree, don't burn it. You can donate it the Fish and Wildlife Commission or some communities shred the trees for mulch. The only exception to either of these options is trees that have been sprayed with artificial snow.



A to Z

- Evelyn Weatherford

Winter has arrived and now is the time to transplant any small trees, bushes and perennials that you have in your yard. It is also a good time to deadhead plant materials such as Mums, Daylilies, Ferns, Hosta and the like and apply heavy mulch such as leaves or pine needles that will insulate your plants for the winter. Move planters and dig up tropicals and store in the shed or garage for the winter, wrap roses with news paper or materials purchased at a garden shop to protect rose canes from freezing.

Spend a little time in the winter to protect your investments come spring.

Q. My trees are starting to look ragged, when is the best time to prune?

A. There are several schools of thought on this subject but I believe during the fall, after the trees have dropped their leaves, is one of the best times to prune. Some people feel the best time to heavily prune is just before spring bud break. Last note; never prune Azaleas until after the plant blooms, in the spring, because the plant sets blooms for the next year relatively soon after blooming.

Q. My neighbor told me about a product that is good to spray on plants in the winter, which will protect them for spring; do you know of any such product?

A. I can only guess your neighbor was speaking of Dormant Oil or Superior Oil. Both of these products have the same purpose; they kill over wintering insects that are "hiding" in your shrubs/trees. These products can be purchased at places like Lowe's, or Wal Mart and you make application as per the label directions, great to kill scale and Powdery Mildew on Crape Myrtles and Euonymus.

Season Greetings



Happy New Year!

A Letter of Appreciation for Going the "Extra Mile"

- David Handwork

I recently received a letter from the Publications and Creative Services department expressing special thanks to my department.

The letter read, "David: I want you to know how much we appreciate your group going

'the extra mile' to replace the stolen Petting Zoo banners. Special thanks to Jerilyn Miller for providing the original and to Kay Childs, Jon Carvell and Paul Cox for production of the replacements during a particularly busy day.

Be careful- this 'cooperation

thing' could get out of hand and spread like wildfire."

FROM: Ron Looney, Christy Valentine, Kim Pittcock.

Great Job Team!!!





The FM VOICE

*will now be
published
bi-monthly.*



EMPLOYEE BIRTHDAYS

December			January		
Randall Merrill	Skilled Trades	2 nd	Wesley Runyan	Grounds	1 st
Bradley Johnson	Grounds	3 rd	Tony Bittle	Move	12 th
Marvin Cook	Skilled Trades	8 th	David Prater	Grounds	15 th
Marty Bryant	Service	10 th	Mary Hurless	Business	16 th
Steven Fleetwood	Grounds	12 th	Jeffery Jones	Grounds	18 th
Donald Dunn	Skilled Trades	13 th	Carole Arrington	Skilled Trades	28 th
Grady Clark	Grounds	14 th	Jeffery Taylor	Skilled Trades	13 th
Robbie Evett	Grounds	18 th	Bud Gage	Motor Pool	23 rd
Greg Olson	Grounds	20 th	Jason Jernigan	Skilled Trades	26 th
Brittney Foster	Custodial	26 th	Peggy Campbell	Custodial	31 st
Jessie Walker	Skilled Trades	30 th			
Shawn Brewer	Skilled Trades	31 st			
Esther Boyd	Custodial	31 st			

YEARS OF SERVICE

December			January		
James Jones	Grounds	2 years	Amber Jones	Business	2 years
Charles Atherton	Skilled Trades	10 years	Kathy Hicks	Business	5 years
Joe Kilburn	Skilled Trades	18 years	William Hall	A&E	6 years
Joseph Rolfe	Skilled Trades	26 years	Woody Haynes	Skilled Trades	6 years
			Sandra Pittman	Custodial	7 years
			Al Stoverink	Administration	3 years
			Michael Gosa	Custodial	12 years
			David Sprinkle	A&E	14 years
			Gary London	Skilled Trades	16 years
			Robert Hobbs	Skilled Trades	19 years
			Mark Denny	Skilled Trades	27 years

Congratulations



On Saturday, November 10th, Jon Carvell and Carey Scott were united in marriage.

Jon is the Space Management Coordinator in the Engineering department.

The wedding took place at Cornerstone United Methodist Church in Jonesboro, followed by a honey moon in Jamaica.

Congratulations Jon and Carey!



Gina Barnett



Andrea Ferguson



Brittney Foster



Alicia Green



New Employees



Randy Lakes



Shauna McLard



Daniel Prater



Bryan Shanks



William Sharp



Joseph Thornton



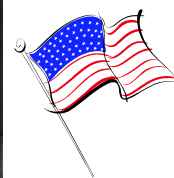
Bobby Warren

WELCOME BACK 875th !!!

Facilities Management welcomes home the 875th and our own Greg Beeler.

Greg works in the Skilled Trades department. Greg has been gone to Iraq for the last year and is now back at work. We missed you Greg and are glad to have you back!

- Facilities Management Staff





FM TAILGATE PARTY



FM DUNK THE BOSS





FM FALL FESTIVAL

