



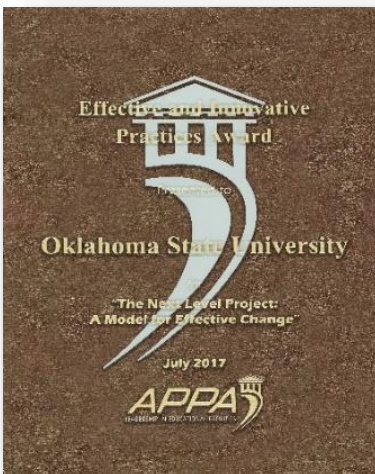
OSU

Facilities

Management

Newsletter

FALL ISSUE 2017



FM submitted an APPA E&I entry entitled *The Next Level Project: A Model for Effective Change* and was notified by the APPA Committee of the 2017 E&I Award selection! It is a high honor to be selected by APPA, a leader in educational facilities management, for this prestigious award.

Accepting on behalf of FM at the APPA National Conference in San Francisco July 21, 2017 were Renee Smith, Marla Boles, Jenelle Feddersen, Ron Tarbutton and Jeff Sweeden.

2017 APPA Effective and Innovative Award Winner!

APPA's Effective & Innovative Practices Award recognizes programs and processes that enhance service delivery, lower costs, increase productivity, improve customer service, generate revenue, or otherwise benefit the educational institution. A possible of five submissions are eligible to be awarded annually.





Cowboy Carriers!

Each year Residential Life seeks volunteers to assist with student move-in as a way to welcome students back for the semester. FM staff answered the call with helping hands! Pictured (back row, left to right): Darren Stormont, Ron Tarbutton, Barbara Dobson, Renee Smith, Kymesha White, David Brown, Kathy Henderson. (Front row) Marla Boles, Geena Brownell, Angela Duckworth, Jenelle Feddersen, Aimee McMurl. Not pictured: John Byram and Madalyn Coble. **THANK YOU!**



Joey Keel, FM HR Partner, receives a certificate of achievement from Jeff Sweeden, Director O&M, for completion of the Supervisor Academy.



Deanna Siegfried receives a certificate of achievement for completion of the Ambassador Program from Renee Smith, Director Bus. Ops.

Pete's Pet Posse Pet Therapy Program welcomes **AXLE** as a new graduate. Axle is a miniature schnauzer who will be 2 yrs. old on November 2, 2017. His pet parents are FM's FSS Ast Supervisor **Chad Tucker** and OSU HR's **Toby Tucker**. Axle loves cheese, dog treats and riding in his dad's jeep!



An enthusiastic **"Thank You"** to you and your team for the continued work being done on exterior windows in the campus core. The difference is amazing and very noticeable when looking out a window, and when walking past buildings and noticing sunshine glistening off the shiny glass. From someone who has walked around campus for many years, please know the difference is noticeable and very much appreciated! **Denise Weaver**, Assistant to the Provost



Jayson Dobson, Zone 1, retires with 34 years of service.



Tom Budd, asbestos, retires with 31 years of service!



Fred Evans, UMS, retires with 26 years of service.



Lynn Hazelbaker, Energy Services, retires with 28 years of service.

Mike Nelson, Landscape Services, retires with 37 years of service.

Larry Brake, Utilities Production, retires with 20 years of service.



Tanner's Harley Davidson Quilt

In Memory of Stephen Tanner 1954-2017

A few months before Tanner found out he had cancer, he asked me to make him a quilt out of Harley Davidson tee shirts. He had one request that I make it big enough to cover him up, not like the loincloth I made for Adrian. I told him I made Adrian a table topper or wall hanging. He and Adrian got a good laugh. I told Steve what I needed and a few weeks later, he supplied the material. It has taken me a year to complete, with every moment working on it was time remembering Tanner. I wish I could have finished the quilt before Tanner passed, but it was not to be. I miss my friend and co-worker Steve Tanner and feel that part of Tanner's life lives on through the quilt. I know Tanner's family will cherish and enjoy the quilt and I am glad I could be a part of it.



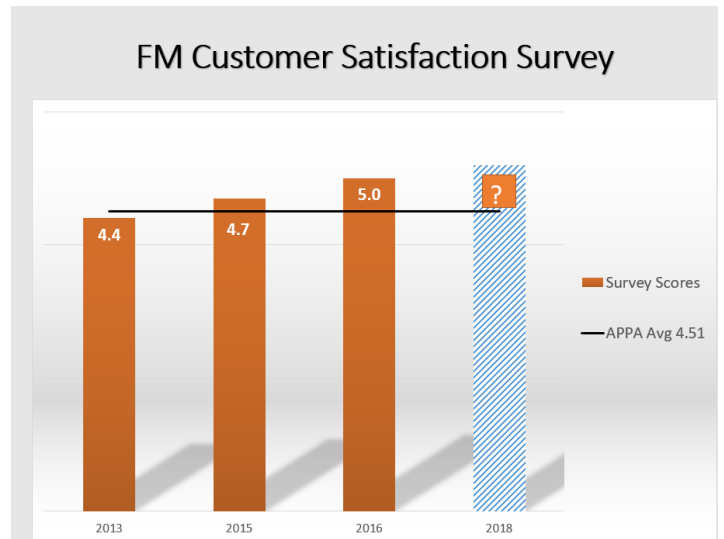
Lisa Shell, Accounting, Business Operations



Keeping up The Good Work!

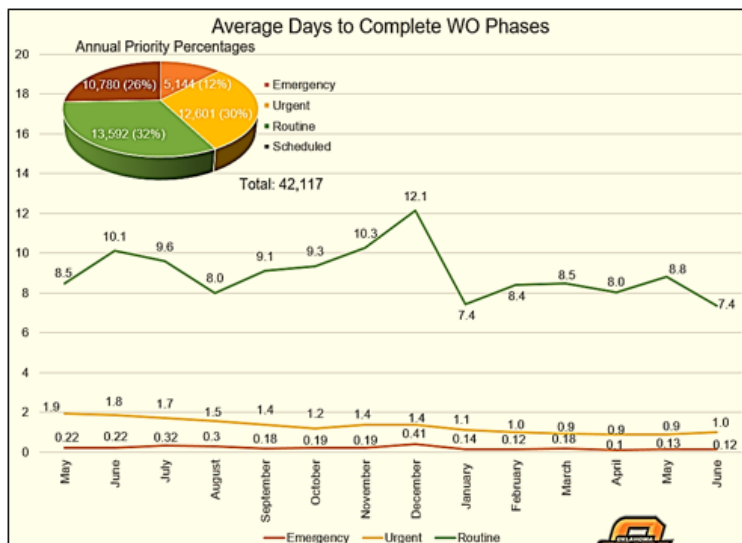
FM continues to improve customer satisfaction scores exceeding the APPA benchmark average of 4.5

FM's annual customer survey measures performance, quality and professionalism as part of the FM Strategic Plan of continued growth and exceeding customer satisfaction.



Average Days to Complete Work Order Phases Metric

The completion time of phases decreased to just over 7 days for routine, 1 day for urgent, and less than .25 days for emergency requests exceeding the response time by priority

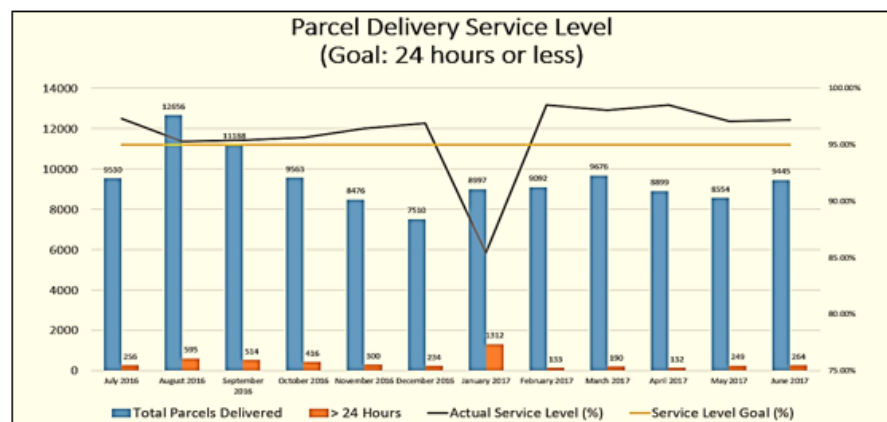


- Operations & Maintenance completed over 63,500 reactive, corrective, planned & preventive work order phases in FY17
- 21,250 Preventive Maintenance (PM) work order phases completed in FY17
- 5,800 assets were added to the PM program in 139 properties in FY17.

University Mailing Services – Parcel Delivery Service Metric

UMS served 12,918 walk-in customers and sorted/processed over 1.5M pieces of mail in FY17

UMS delivered 164,000 parcels in FY17 with an average on-time delivery of 96%.





FM Joined EHS to bring awareness of the importance of workplace safety in a fun and educational event on Friday Sept. 15. The activities included demonstration of the Bulls Eye fire extinguisher training device, other safety equipment, educational flyers, popcorn and a safety quiz drawing. EHS employees **Kim Southworth** and **Jared Martin** answered questions, demonstrated safety equipment and encouraged working safely. The winner of the safety quiz drawing was **Tara Alexander** from FM Work Control. FM hopes everyone had a chance to attend the event and have a little fun, but more importantly to remember safety first!



Tara Alexander, winner of safety quiz drawing, with Ron Tarbutton, Chief Facilities Officer.



Darren Stormont, Mgr. FM Procurement Services, assists with safety event.



Above:
The Bulls
Eye
Training
Device

Left:
Employees
entering
the safety
quiz
drawing.

ALL Hands Meeting

Communication meeting:

- ✚ 2017 APPA Effective and Innovative Award
- ✚ 2017 Healthiest Department Award presented by **Todd Misener**, Chief Wellness Officer, and **Kim Beard**, Ast. Director Employee Wellness
- ✚ **Barbara Dobson** received a plaque from The National Association of College and University Mailing Services for her lifetime contributions to the university mailing industry. **Holly Pasmore**, FM Landscape Svcs, presented Barbara with a flower arrangement designed by Landscape Services.
- ✚ **Chad and Toby Tucker** introduced **Axle**, a new graduate of the Pete's Pet Posse Pet Therapy.
- ✚ Guest speakers were **Mr. Joseph B. Weaver Jr.**, Sr. Vice President Administration & Finance and **Ms. Jacque Lochmiller**, Director Administrative Support Services, Human Sciences.
- ✚ **Ron Tarbutton**, Chief Facilities Officer, concluded with the FM Vision/Mission Statements, Core Values, Customer Survey chart and future FM events.



Pictured: Kim Beard, David Brown, Joey Keel, Todd Misener



Pictured: Renee Smith, Holly Pasmore, Barbara Dobson, Ron Tarbutton



Guest speakers: Ms. Lochmiller and Mr. Joseph B. Weaver Jr.



Welcome FM New Employees



Haining Schoeneman,
Utilities Engineering Manager
Energy Services



Darren Stormont, Mgr., Procurement Services. Darren and his family are long time Stillwater residents and comes to FM from a local production facility where he worked in production, production planning, production and distribution management, and process improvement. He loves to go to **OSU** sporting events, hunting, fishing, woodworking, and music along with spending time with his three granddaughters.



Jeremy Douthit, Construction
Project Manager, CCS.

Before starting my career at OSU, I was an operations manager/project manager for a construction company in the oil and gas industry. Prior to my oil and gas experience, I was a foreman for a local residential and commercial construction. I am working with a great team at FM/CCS and look forward to a long career with them!



Ora Jean Pangborn, Admin
Supp Spclt II, Payroll,
Business Operations.

Ora Jean spends time away from work on her hobby of quilting. In fact, she is a new member to the Quilts of Valor Foundation (QOVF). The QOVF's mission is to cover service members and veterans touched by war with comforting and healing Quilts of Valor. Ora Jean just completed and awarded 5 quilts last month in her home town of Glencoe. She stated, *"This is her way of giving back to her community"*! She is also involved in quilting for Hospice and Baby Boot Camp.



Eva Brown, Admin Supp Spclt
I, Payroll, Business Operations.

Eva keeps a busy lifestyle that includes keeping up with two active teenage children and fitness activities. Eva is a Yoga Instructor, Pilates Instructor and a Certified Personal Trainer.

FM Strategic Goal # 1

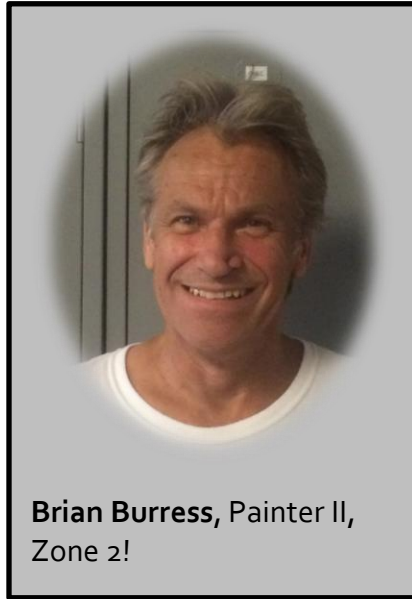
Customer Focus

Create a customer-oriented organization focused on building and sustaining relationships that ensure customer needs are understood and acted upon.



Many of you know **Zach Gregory** from his student work at FM, but now we welcome Zach to FM fulltime as a **Computer Specialist III**.

I am very excited to have the opportunity to start my next chapter at OSU by becoming a Computer Specialist III here at Facilities Management. I look forward to continued learning and meeting many more amazing people.



Brian Burress, Painter II, Zone 2!

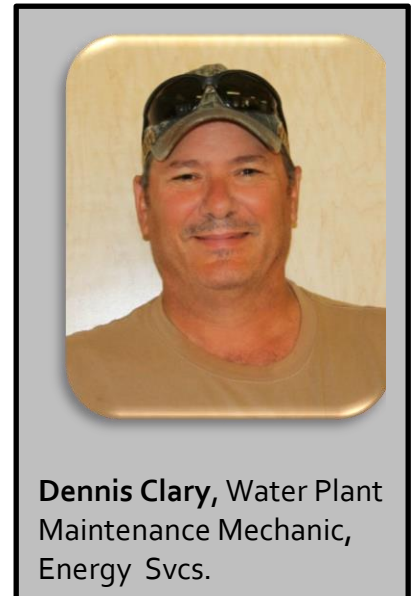


Jeremiah Petri, Supervisor, Zone 2!

FM Strategic Goal # 2

Employee Focus

Cultivate an environment of creativity, growth, knowledge and innovation that generates a workforce that is highly motivated, well trained and effective.



Dennis Clary, Water Plant Maintenance Mechanic, Energy Svcs.



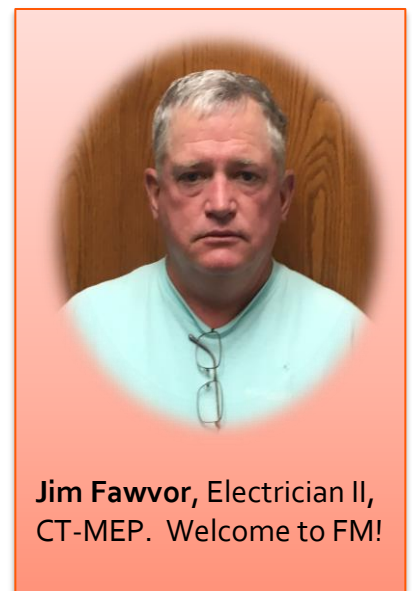
Brenda Mutai-Hall, Sr. Fin Ast, Procurement Stores & Warehouse, Business Operations.

Before coming to OSU, Brenda was a Case Manager with Social Services. She stated that the people here at FM are great and made the transition easy!



Abe Ferrell, Painter I, CT-Structural Trades.

Abe is a lifelong resident of Stillwater, graduating in the same high school class as Jeff Sweeden!



Jim Fawvor, Electrician II, CT-MEP. Welcome to FM!



Tyler Scott, Landscape Installation Services

Tyler is from Oklahoma and attended OSU. Tyler brings experience to the department having previously worked at DMC Landscape. Tyler spends time fishing, golfing, disk golfing and watching football.



Elias Corbett, Landscape Services, Zone 6.

Elias grew up in Pawnee, Oklahoma. He loves working outside and is glad to be part of Landscape Services. In his spare time, Elias



Darin Splattstoesser, Landscape Services, Zone 1

Darin grew up in Kennewick, Washington. He enjoys hunting, fishing and taekwondo.



Logan Stephenson, Material Mover I, FSS-Moves. In his free time, Logan likes to walk his dog at Sanborn Lake or catch up on the newest Netflix special.



Jason Williams, Landscape Services, Zone 8.

Jason grew up in St. Louis, MO and is originally from the Philippines. Jason has a Bachelor's degree in Criminal Justice. Jason likes to play guitar and sing, and is very active playing volleyball and soccer.

Energy Services, Water Treatment Plant

Thank you for a great morning at the OSU Water Treatment Plant. It enriched a number of our staff here at DEQ. I was impressed with your facility's cleanliness and your presentation. The attendees enjoyed the day!

Dave Mercer, DEQ



Clayton Mayfield, Material Mover I, FSS-Moves. Clayton Mayfield is a native of Stillwater and a proud member of the Oklahoma State community. He has never meet a dog he did not like. On a Friday night, you can find him in his chair with a bottle of cider streaming a documentary.



Shirley Buehler,
Landscape Services,
Administrative
Assistant.

Shirley comes to FM from OSU's Office of the Registrar. Shirley grew up in Texas and moved to Oklahoma to work for OSU. Shirley is not new to FM, having worked in Business Operations previously. She is excited to have the opportunity to work for FM again!

FM Strategic Goal # 3 **Performance**

Assess performance using established standards, information, and analysis to evaluate and drive innovation and cost improvements. Provide timely, accurate, and meaningful communication that creates connectivity and collaboration both internally and externally.

Develop processes, procedures, and technology that will continuously evolve to meet current and future needs to ensure efficient and effective services.



Gage Schrammel,
Landscape Services,
Zone 10.

Gage grew up in Orlando, OK and enjoys working with cattle. He is a member of The Oklahoma Junior Cattlemen's Association as well as The Oklahoma Junior Hereford Association. Gage enjoys showing cattle, fishing and attending athletic events.



Dusty Patterson,
Landscape Services.

Dusty is a native of Oklahoma and joins Zone 4. Welcome Dusty to FM!

FM Strategic Goal # 4 **Planning & Financial**

Establish strategic goals, annual operating objectives, and key performance indicators to align the organization to achieve success.

Demonstrate stewardship by providing efficient and effective services and maintenance of assets and facilities.

Having a little fun in life is important! Pictured is James Seals, painter in CT Structural Trades, performing with his band, Back Road Prophets. His band played downtown in August at Food Truck Friday.



Congratulations to Energy Service Employees for Completion of Training Programs!

AMBASSADOR PROGRAM	LEADERSHIP PROGRAM
Joey Friend	Rick Hasbrouck
Duane Ramsey	Freddy Pitts
Rick Hasbrouck	
Joey Driskel	
Andrew Janney	
Jason Robben	
Danny Mayfield	
Jeff Baker	
Mike Chitwood	
Charles Hillier	

Upcoming Events 2017

- **Facilities Challenge** – A fun learning event for FM & LRFP employees! Event will feature fun games to participate in that stress working as a team, safety, wellness and social interaction. Refreshments of water, popcorn, cookies and healthy fruits will be available as well! Event prizes will be given away, so plan to be there! October 27th 2pm – 3:30pm.
- **Employee Engagement Survey** – The biennial employee survey conducted by Huron Educational, a third party firm, will be held the week of November 7. You are highly encouraged to participate to make your voice heard!
- **Flu Shots** – Get your flu vaccine on October 20th 8:30 – 10 am in 101J.

FM Strategic Goal # 5 Sustainability

Demonstrate responsible leadership in sustainable and environmentally friendly practices.

Tiffany Munday received the Certificate of Completion for APPA Supervisor's Toolkit. Presenting the certificate to Tiffany is Darren Stormont, Mgr. Procurement Services.



A **HUGE thank you** to **Zone 3** personnel David Adams, Jonathan McMillan, Anula, Terry, and James (**Key Shop**). They went beyond to restore power and make sure the building was safe and secure for our residents. Some left family celebrations and other personal obligations to make these repairs. This dedication did not go unnoticed or unappreciated!

Leon McClinton, Director Housing & Res. Life
Shannon Baughman, Associate Director

Idla Hershey, Sustainability Coordinator, will be conducting a two-hour seminar on **Sustainability in the Workplace** through OSU Resources Training. Visit <https://hr.okstate.edu/training>.

Jenelle Feddersen, Mgr. Bus Ops, will be conducting **Facilities Management Customer Portal Training** in October. Focus of this training will be to discuss functionality as well as changes and enhancements to the system to improve the customer experience. Visit <https://hr.okstate.edu/training>.

