



# Facilities Management NEWSLETTER

Spring Issue 2016



Rick Krysiak  
FM Chief Facilities Officer

## Next Level Progress Report

Thank you all for all the work you've done this fiscal year. Your outstanding efforts show in the great results we received on our customer surveys and we are set to finish this fiscal year strong. We are also starting to look forward at our next fiscal year and the opportunities/challenges we will face. Organization wide we will continue to improve our use of the AiM system and its capabilities, and strive to communicate FM's Mission, Goals, and Core Values through our actions.

During our recent All Hands meeting I briefly introduced you to our FM Mission, Goals, and Core Values. Senior FM leadership is making the final adjustments to these items after which you will find them on our web site. It is important that you understand this document so that you can see how your daily contributions impact our organization. There will be more to come on this topic in the near future.

In the coming fiscal year we will face budget challenges, but we are poised to handle these by continuing to become more efficient in the work we do. The good news is that OSU's senior leadership has looked at various scenarios and they too are well prepared. As we move toward the next fiscal year we will share information on the budget with you as it becomes available. Thanks again for your contributions to make OSU a great university.

### FY16 Customer Survey Results

- 41% response rate
- 6.8% increase in satisfaction
- Highest Scoring Areas: Special Events Services (5.2); Landscape Services (5.2); University Mailing Services (5.0)
- Most Improved Areas: CCS (+14.2%); Recycling +9.1%)

### FY16 Employee Survey Results

- 85% response rate
- 5.7% increase in satisfaction
- Highest Scoring Areas: Overall Job Satisfaction (4.7); Employee Expectations (4.7); Teamwork (4.6)
- Most Improved Areas: FM Culture (+9%); FM Senior Leadership (+7.5%); Career

## Employee of the Year Greg McKnight



Greg is a Steam Fitter II on the Utilities Distribution team in Energy Services. His work often goes un-noticed because he works in the steam tunnels on our STW campus. Greg places a strong emphasis on safety and attendance and his work ethics represent FM well.

## Volleyball Anyone?



Our FM/OSU volleyball group plays just for fun on Tuesdays and Fridays in the Colvin Center volleyball court. We don't play in a league; we only play against ourselves. We play for lots of reasons - social interaction, team building, fun, and exercise. So, if you are up for it, just show up. We play during the noon hour every Tuesday and Friday. For more information contact Yankun, Chuck, Gabe, or Julie.



V.P. Weaver provides Next Level praise and feedback to FM staff at All Hands meetings.

# Operations and Maintenance

## Work Control now part of O&M Facility Support Services



Shelby, Tara, and Maddie

Work Control moved from Business Operations to O&M FSS in February to increase efficiency since O&M receives the vast majority of Work Order Phases and directly interfaces with our campus customers. Work Control receives and responds to incoming Customer Portal and emergency response requests from customers and FM staff. Requests include issues of daily routine work, urgent and

emergency needs, construction and landscaping projects, utilities and facility environment concerns, weather and events of nature, and more. Work Control staff enter request information into AiM and notify the appropriate areas so FM staff may respond in a timely manner. Work Control staff contribute crucial quality control by delivering Customers and FM staff accurate information necessary to fulfill a request.

**Did you know? O&M completes an average of ~3,600 Work Order Phases per month—over 43,000 per year!**

| WO Priority | Goal (Days) | Actual (Days) |
|-------------|-------------|---------------|
| Emergency   | 1           | 0.12          |
| Urgent      | 3           | 1.9           |
| Routine     | 20          | 8.6           |

## Supervisor Academy Graduate

Chad Tucker started his FM career in 2011 as a temp in the Carpentry Shop. In March 2013 he became Foreman of the Recycling Department. In FM's Next Level reorganization he became Asst. Supervisor of Recycling/Pest Control. He recently completed the 8-week HR Supervisor Academy.



"Since 2013 we have implemented a 2 week rotating schedule for Recycling, added more dumpsters on campus to collect more materials, and added more inside bins for paper, bottles and cans. In 2013 we averaged ~75-100 tons of cardboard per year. Now, thanks to the additional bins, dumpsters, and a new horizontal baler, we run almost 500 tons of cardboard per year. We will continue to build the program even more!"

Chad is working with Residential Life to establish a schedule for pest spraying in residential halls. "We are focused more on proactive rather than reactive work" Chad stated.

## Aligning Our Work with College Dean's Priorities

Ron Tarbutton, O&M Director, and the Zone Managers, met with facilities representatives of college deans on March 23, 2016. This was the second quarterly meeting since Next



Scott Hunsucker, Ron Tarbutton, Steve Tanner

Level to ensure that FM is focused on meeting the top maintenance priorities of the college deans. A side benefit of these meetings is an opportunity of the various college dean representatives to meet each other and share things that they have in common in their roles. We showed the representatives their completed priorities and projections of when their next priorities will be completed. The work included painting, pressure washing, roofing, flooring, bottle filling stations, and elevators. The dean's representatives were able to see the estimated timeframes for their requested work priorities through the next quarter year. We shared Key Performance Indicator metrics for work priority type percentages, volume of WO phases, and average times to complete WO phases by priority. The representatives were able to get all of their facilities related questions answered and were then treated to lunch from McAllister's. The meeting ended with a tour through the FM shop areas and administration building.



**Bradley Bose**  
Zone 1  
Painter II

Retired on February 1, 2016 after 19 years of service to OSU.



**Danny Driskel**  
Zone 3 Manager

Retired on April 1, 2016 after 31 years of service to OSU.



# Construction and Contract Services

## The Morrill Labyrinth — between Morrill Hall and Bartlett Center



The courtyard shared between Morrill Hall and Bartlett is being designed into a walking Labyrinth. The design and materials are intended for meditation, relaxation, and quiet study. This unique design, like the spiral of a mature sunflower's seed pattern, stems from the numerical sequencing identified by 12<sup>th</sup> century mathematician Leonardo Fibonacci. The Labyrinth will be surrounded by garden space and possess a seating wall by Morrill Hall. The Labyrinth and seating wall will be constructed using Wild Horse Sandstone, an indigenous stone found in eastern Oklahoma, also exhibiting swirled patterns. The centerpiece of the Labyrinth is a custom art piece trellis displaying vine growth which when mature will thread up and through the piece to

resemble a tree. Heath Pickens is the CCS Project Manager. Project design is by Dave Brown of Landscape Services. The project is due to be complete in June 2016.

### CCS manages Exterior Upgrade Project for OSU OKC



CCS Project Manager Jennifer Bennett recently completed a project for the OSU OKC Campus. The former County Extension Building was acquired by OSU OKC and the interior gutted. Jennifer's project was an exterior upgrade to fit the OSU OKC image. The building is being repurposed for future use.



before



after

### In House Construction Success Story

This past January, our In House Construction team received an urgent request on a Tuesday to meet the restroom facility needs of an ADA student that would be attending class the following Monday. Within one day the team assembled a plan to address the needs and on the following day started demolition of the facility. By Friday afternoon the restroom was completely renovated including construction of a new wing wall, installation of new restroom accessories and handrails, a floor patch, tile, paint, and a power assisted door opener. Kudos to the In House Construction team for another job well done!

### Human Sciences Courtyard — Another CCS & Landscape Collaboration



The reimagined Human Sciences courtyard is on the west end of OSU's Legacy Walk. Focal point of the space is a stage area designed to serve many HS functions. The stage features a paver pattern inspired by the OSU tartan - an orange and black Scottish tartan pattern that was accepted into The Scottish Register of Tartans, and designed in the HS Housing and Merchandising department. A sidewalk that continues the pattern of Legacy Walk leads to the stage. A separate garden path runs parallel to the walk and will provide seating within a garden environment. Gabe Dreiling is the CCS Project Manager. Project design is by Dave Brown of Landscape Services. The project is due to be completed in May 2016.

# Business Operations

**Procurement Services staff** are working alongside central Purchasing to test a new **Change Order** form in OK Corral. This new process will allow tracking and approval of additional charges requested *after* PO creation. In addition to the *increases* they have coordinated with



L to R: Tiffany, Marlene, Lindsey, Sarah, Trena, Heather

Purchasing on how to best expedite *decreases*, or the release of encumbered funds back into accounts and available again to our customers for other projects! These joint efforts, along with a push for all participants to Cost Receipt in OK Corral immediately following job completion, will allow for a more timely closure of Purchase Orders and thus Work Orders, complementing O&M goals as well.

## Congratulations to Renee Smith

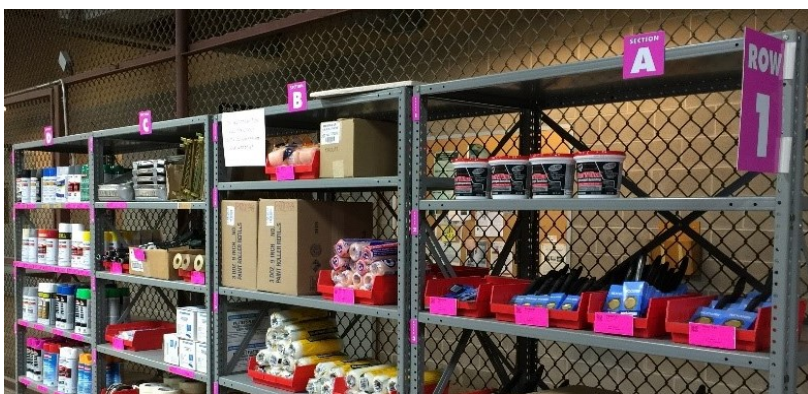


In January 2016 Renee assumed the duties of Interim Director of Business Operations. She stepped up to the task and is already creating significant, positive impacts within FM.

With excellent leadership and planning skills Renee has utilized the strengths of her team to develop a plan for correcting several process issues within AiM CPPM. The result of her efforts will be the proper billing of over \$1M in charges currently in error status. Well done! Renee will continue as the Interim Director until a permanent director is hired.

## FM IT Team News

Jenelle, Sumi, Mike, and Maurice will attend the April 5-8 Assetworks annual conference in Colorado Springs for training in AiM - an Assetworks software system. The annual conference provides users with a way to learn about new developments and troubleshoot current systems. It is also a networking opportunity to develop working relationships with other higher-ed AiM users attending the conference. Our team will be focused on gathering information about configuring AiM reports for the various FM departments.



Staff chose a brighter color for Warehouse - Area B.

## Barbara Dobson UMS Coordinator



Barbara recently completed the Certified Direct Mail Professional course with the USPS. The postal training center in Norman developed a new certification dealing specifically with Direct Mail and needed a test group. Barbara attended along with mailing professionals from the Oklahoma City area.

Looking for an OSU Wi-Fi Map?

<http://it.okstate.edu/students/documents/>

select **Wireless Access Map**

## Teamwork Quote by Andrew Carnegie

"Teamwork is the ability to work together toward a common vision, the ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results."



## University Mail Services—Postage is going down!

For the first time in nearly a century, the cost of a stamp is going down! On April 10, 2016, the USPS will lower the cost of a first class stamp to 47- cents! Many other mailing services such as certified mail, insurance and letter mail will also be going down. This decrease will not affect Priority or Express Mail.

### *Did you know?*

The last time the price of a first class postage stamp went down was in 1919. At that time the price went from 3-cents to 2-cents.

## MEP-BSG-Energy Management Collaboration at Wes Watkins Center



The Wes Watkins Center, a 35,000 square foot facility and host of many large group events, has required non-stop FM attention in recent months due to comfort complaints in the main conference spaces. FM personnel have been called out on weekends and after-hours to address these issues resulting from malfunctioning air handlers.

Building Control Technicians Justin Billingsley and Tah Moorman looked at the Center's HVAC programming, piece by piece, and identified a number of issues impacting proper function of the equipment. Then they repaired and reprogrammed the equipment to operate with increased energy efficiency. Rather than having air handlers running 24/7 to "avoid" problems, they are now programmed as needed, saving both the customer and FM time, money, and inconvenience.

The effort made by Tah and Justin to improve comfort and energy efficiency at Wes Watkins Center is a great example of teamwork between MEP, BSG and Energy Management, and illustrates how all of the pieces of Facilities Management fit together to serve OSU.

**Supervisor Academy** is offered by OSU Human Resources/Training Services. Whether you are new to supervising, or have been a supervisor for many years, this eight-session course is designed to help supervisors develop a set of foundational skills to make them more effective leaders in a supervisory role. Topics include thinking styles, motivation, change, feedback, communication, coaching, handling conflict, teamwork and human resource policies. The program requires out-of-class assignments as part of the curriculum. The next **Supervisor Academy** will be this fall. An information session is scheduled for **Thursday, August 25, 2016, from 1:00-2:00 p.m. in 413 Student Union**. Enrollment is required.

To enroll, visit <http://talent.okstate.edu>.

Questions? Contact Training Services at (405) 744-5374 or [osu-trng@okstate.edu](mailto:osu-trng@okstate.edu).

## Congratulations to the following FM folks for Completing Supervisor Academy

Anna Adams, CT-Structural Trades  
Daniel Alexander, FSS-Moves/Special Events  
Tara Alexander, Building Maintenance Support  
Julie Baer, Construction & Contract Services  
Robert Bartmess, Geospatial Systems  
Jennifer Bennett, Construction & Contract Services  
Kyle Brandon, Sign Shop  
Fred Causley, CT-MEP  
Curtis Cooper, In-House Construction  
Gabriel Dreiling, Construction & Contract Services  
Bobby Edwards, CT-Structural Trades  
Kyle Forrester, University Mailing Services  
John Gleason, CT-MEP

Gregg Johnson, CT-Asbestos  
Casey Keyser, Energy Management  
Weslee Kinsler, O&M Zone 3  
Gregory Leeming, O&M Zone 2  
Jim Lemon, O&M Zone 4 Apt  
Micah McDonald, CT-MEP  
Tiffany Munday, Procurement Services  
Heath Pickens, Construction & Contract Services  
Jana Snow, University Mailing Services  
Chad Tucker, FSS-Recycling  
Kirk Van Overbeke, CT-Structural Trades  
Stanley Vick, Water Plant  
Dan Webb, FSS-Moves/Special Events

# Landscape Services

## OSU Welcome Plaza to be on Hester Street



Construction of the OSU Welcome Plaza gets underway this summer. The Plaza is located south of the Student Union on the east side of the Paul Miller Journalism building. This location is often a visitor's first impression of the University and has been designed to convey a message with an upscale rustic western feel. Bronze sculptures of a mare and a colt - one and a quarter life size, are the centerpiece and symbolize the larger-than-life relationships fostered at OSU. A life-size bronze sculpted saddle sets on a fence, apart

from the mare and colt, and symbolizes the horses running free, or the unbridled path of success in the world that results from the education, connections, and opportunities in the OSU experience. The landscape surrounding the sculptures is to be predominantly native Oklahoma plants. The Plaza also has paver space, a shaded sitting area with a small water feature, and an arbor over a walkway.

## Arbor Day Celebration on March 25, 2016

This year OSU commemorated Arbor Day by planting a Scarlet Oak (*Quercus coccinea*) on the southwest side of the formal law closest to University Avenue.

We average planting about 150 trees per year and this year will mark the 5th year in a row that OSU has received the Tree Campus USA certification from the National Arbor Day Foundation.

For more information, visit: <https://arborday.org>



**OSU Stillwater's Urban Forest** contains roughly 2,900 trees. After completing our campus tree inventory last year and entering that data into a program called iTree Eco, we quantified our forest structure, and estimated both



its value and environmental effects. The total structural value of our urban forest is \$8,937,476, with an annual estimated sequestration of 80,750lbs of carbon per year.

**This Bur Oak tree (*Quercus macrocarpa*)** is located on Washington Street just north of Hall of Fame. It has a

structural value of \$10,370 and sequesters an estimated 100lbs of carbon/year. The tree has been here for 80-100 years.

## Energy Services Geospatial Systems

Geospatial Systems reports continuing progress on the movement of utility maps and data into GIS. GeoSys will also soon release an updated version of the Campus Interactive Map that will display the locations of campus bike racks and additional recycling containers. Recent improvements to the Interactive map included expanded aerial coverage to allow the identification of OSU facilities west of Stillwater to Hwy. 86 and south to Perkins.



# Energy Services



The **New Central Plant** is now under construction and as of March 2016, footings and basement walls are being poured. We expect the building to come out of the ground by the end of summer.

The boilers and cooling towers have been ordered and are in fabrication. The remainder of the equipment—the chillers, pumps, and transformers, go out for bid soon.

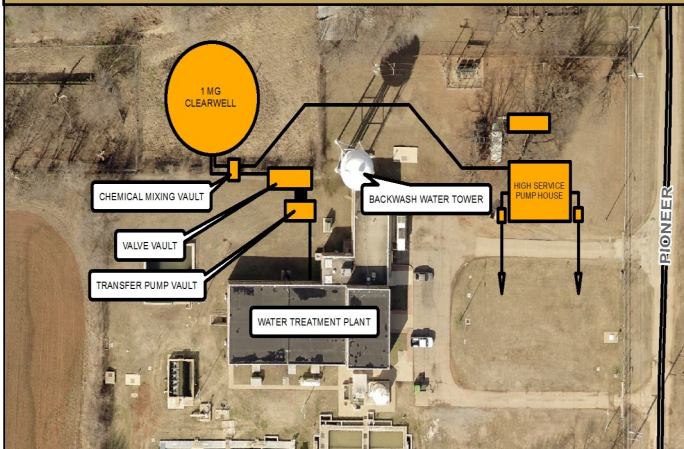
## Energy Management Update

The ECAP system will soon upgrade from an installed software program to a web-based application. Our FM Accountant, Anne Fultz, utilizes the ECAP system to bill campus customers for their monthly utilities usage.



Front Row: students Sam Stockard, Julie Tull, and Katie Schlotthauer  
Back row: Interim Supervisor—Cristina Giacomini, and Coordinator, Ilda Hershey (Skyping in from The Netherlands)

## WTP CLEARWELL Project



OSU’s Water Treatment Plant is currently capable of producing 4.3 million gallons of water each day, but its capacity is going to increase to 12-million gallons per day through construction of a 1-million gallon storage tank called a “Clearwell.” This large reserve water volume will allow the Plant to maintain more of a “steady state” operation and will make the chemical treatment process more effective and efficient. Put in perspective, the current treatment and storage capacity of the Plant can supply the Stillwater Campus water needs for an average of 30 minutes. After constructing the Clearwell, the Plant will produce and store enough treated water to supply the Stillwater Campus water needs for an entire day! The Clearwell construction is a 12-month project getting underway this spring.

## Energy Management and Sustainability

OSU Sustainability staff conduct outreach for the *OSU Recycles* program and recently helped develop a new, mixed-stream program - *ResLife Recycles*, for campus residents. This semester, with a focus on “Recycling Right,” staff created videos and presented fun resource conservation activities at:

- Family & Graduate Student Housing neighborhood gatherings
- FRC’s After School Program
- Various student organization meetings & class sessions
- Single-student housing floors now and through fall semester.

In April the staff will team up with Energy Managers to exhibit at OSU’s EarthFest, Staff Appreciation Day, and other events. Keep up with us on Facebook: [www.facebook.com/osuenergy](http://www.facebook.com/osuenergy).

## ECAP Catalyst Training

Anne Fultz - Energy Services Accountant, and Energy Manager -Tammy Johnson will travel to State College, PA this April to attend the annual *CATALYST ECAP* conference. This year’s training focus is on the web-based billing and reporting techniques.

# Facilities Management Staff in the Spotlight

## New Staff in Business Operations



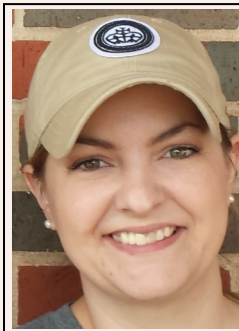
**Lindsey Dugan**  
**Procurement Services Sr. Financial Assistant**  
Since 2014 Lindsey was a part-time FM employee/student and cross trained in both the Warehouse and Supply sides of Procurement Services.



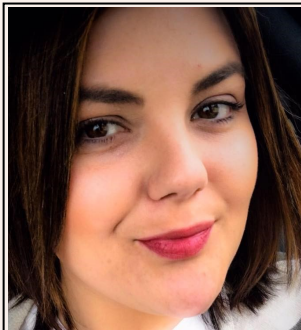
**Retta Gayle Meigs**  
**Business Operations Sr. Accounting Specialist**  
Retta Gayle has worked for OSU in Extension, Campus IT, Payroll, and OSU Foundation. She most recently worked with Intl Ground Source Heat Pump Assoc.



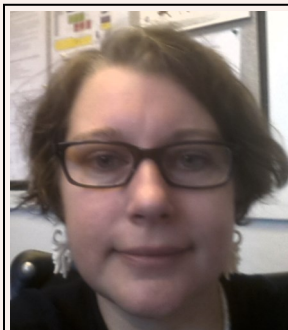
**Michael Hicks**  
**Procurement Services Stock Clerk I**  
Michael works on the dock, in the warehouse and on the supply desk. He started as a temp last summer and after 6-months was full-time.



**Jennifer Blaiser**  
**Univ. Mail Services Mail Processor I**  
Jennifer sorts and delivers university mail on campus and to the US Post Office. Previously she worked for Campus Family Resource Center.



**Jessica Odaniel Dudick**  
**UMS Sr. Administrative Support Specialist**  
Jessica's administrative focus includes personnel and operations management. Most recently she worked with NOC.



**Jessica Mutschelknaus**  
**UMS Financial Asst II**  
Jess has prelaw background and experience in the food industry, most recently Adams Market as a Food Service Supervisor.

## New to CCS



**Ty Hendren**  
**Construction & Contract Services Project Manager**  
PM experience in directional-drilling in energy market sphere, and before that served State of Oklahoma as a State Trooper.



**Freddy Pitts**  
**Energy Services - Water Plant Superintendent**  
Senior operator and manager experience in both waste water and potable water treatment. Formerly worked for City of STW, OSU, and with KS rural water districts.

If we missed something please let us know for the next newsletter! ([ruby.ladd@okstate.edu](mailto:ruby.ladd@okstate.edu))



# Facilities Management Staff in the Spotlight

## New Staff in Operations & Maintenance



**Cord Harris**

**Zone 3 BMM II**

Before coming to OSU Cord worked at a packing company in Tahlequah as a maintenance mechanic and metal fabricator.



**Anula Mulalage**

**Zone 3 BMM II**

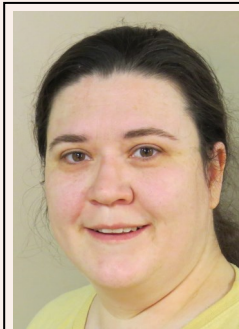
Before coming to OSU Anula worked as a maintenance mechanic for an apartment complex. He is experienced in HVAC and electrical repair.



**Kenneth Allen**

**MEP-HVAC BMM I**

Before coming to OSU Ken worked in Facilities Management at Langston University before coming to OSU. He came to OK from New Orleans after the Hurricane Katrina.

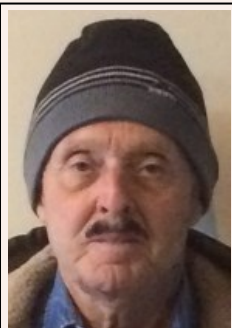


**Yolanda Whitworth**

**Structural Trades**

**Upholsterer**

Loni has been sewing for as long as she can remember. Her background includes pattern creation, construction and tailoring, and upholstery.



**Michael Farrell**

**Zone I Plumber II**

Michael's skillset includes journeyman plumber, certified pipe welder and HVAC tech, among other things. He has experience working on pipelines, in facility systems, and as a crew leader.



**Jacob Gale**

**Structural Trades**

**Painter I**

Working as an employee and as an independent contractor, Jacob comes to OSU with experience in both commercial and residential painting

## APPA Training Completed in Planning, Design and Construction



**John Gleason, MEP Supervisor, and Jeff Sweeden, Facilities Support Services Manager**, recently attended an APPA training in New Orleans. The program they completed offers a comprehensive overview of the industry processes and practices in place in planning, improving and developing the campus physical environment of the future. Topics included master planning, space planning, programming, design project management, construction project management, project time management, contract administration and organizing to manage a campus project workload.

If we missed something please let us know for the next newsletter! ([ruby.ladd@okstate.edu](mailto:ruby.ladd@okstate.edu))

## Adrian's Corner



Thanks to everyone who attended the FM All Hands Session at the Wes Watkins Center. I hope each of you identified yourself and your department as contributors to FM's Next Level success story. We are off to a good start and moving in a positive direction. With continued communication, interest in success, and dedication to hard work - the trend can only move upward. Vice President Weaver, who was instrumental in programming the idea of needed change, jumped at the chance to recognize our success.

A large number of you participated in the employee survey and that gave a better understanding of what FM employees think. We heard you - that you want a survey summary, need more top down communication, training for supervisors, and information for advancement and compensation. These items were all high on your list. I hope you see positive results toward better communication through this newsletter, and with information flowing through FM Advisory Committee, supervisors, managers and directors. The first Supervisor Academy has been completed by several FM staff and other training programs offered by Human Resources are available.

My final thought is on the budget for FY17. We will be challenged to find ways to do more with less. FM has been there and done that, so to speak, many times before, so I am confident we can rise to any challenge we are asked to face. The budget forecast will continue to change and as more information becomes available we'll do our best to keep you informed.

Thank you again for being an FM employee and a contributor to success.

## FM Parking Update

The FM parking space located in Lot 22 — by the Journalism building, is being relocated to Lot 17 on Morrill Lane. Over the summer Lot 22 will be transformed into the beautiful campus entry Welcome Plaza.

## Go Green!

Read this Newsletter on-line!

<https://fm.okstate.edu>



## FM Rebranding Shirts

FMAC is offering *t-shirts, polos, and long sleeved oxford shirts* that display our new name!

Order forms will soon be available.



## FY16 FM Advisory Council Representatives

| Representative   | Represented Areas           | Contact Information                                 |
|--|-----------------------------|---|
| Tiffany Munday, Secretary  | ADM & BSN Operations        | 405-744-7630 tiffany.munday@okstate.edu             |
| VACANT   | ADM & BSN Operations        |   |
| Scott James  | Zone 1                      | 580-327-7518 sajames@okstate.edu                    |
| Christopher Ness   | Zone 2                      | 405-334-1976 cness@okstate.edu; cnote60@hotmail.com |
| Wes Kinsler  | Zone 3                      | 580-724-9396 wes.kinsler@okstate.edu                |
| Alan Worthy  | Zone 4                      | 405-612-4749 al.worthy@okstate.edu                  |
| John Gleason   | MEP                         | 405-564-4012 jrjgleas@okstate.edu                   |
| Kirk VanOverbeke   | Structural                  | 405-744-7682 kirk.van_overbeke@okstate.edu          |
| James Whitmore   | Facilities Support Services | 405-744-7160 james.whitmore@okstate.edu             |
| Steven Weeks, Treasurer  | Energy Services             | 405-612-5370 steven.weeks@okstate.edu               |
| Robert Bartmess, Chair-Elect   | Energy Services             | 405-744-7856 robert.bartmess@okstate.edu            |
| Casey Keyser   | Energy Services             | 405-744-4628 casey.ashley@okstate.edu               |
| Jacqueline Tucker  | Facilities                  | 405-744-3214 jacqueline.tucker@okstae.edu           |
| Tony Pugh  | Facilities                  | 405-344-6518 pugh1983@gmail.com                     |
| Joey Keel  | HR                          | 405-744-7161 joey.keel@okstate.edu                  |
| Please speak with your area representative or send an e-mail [FM.AC@okstate.edu] with any questions or ideas you would like to be discussed. |                             |   |

FY16 Employee of the Year Honorable Mention Staff

Steve Tanner  
MEP Manager

Heath Pickens  
FMCS PM

J.D. Parnell  
Landscape Install