

# FACILITATOR

Issue 02

Feb. 2018/May 2018

## Clemson University Receives 2017 Tree Campus USA Recognition



Celebrating  
10 YEARS

Dear Tree Campus USA Contact,

Congratulations to Clemson University for earning 2017 Tree Campus USA® recognition. Tree Campus USA, an Arbor Day Foundation program, is celebrating its 10th anniversary. The Tree Campus USA program honors colleges and universities and their leaders for promoting healthy trees and engaging students and staff in the spirit of conservation.

To obtain this distinction, Clemson University has met the five core standards for sustainable campus forestry required by Tree Campus USA, including establishment of a tree advisory committee, evidence of a campus tree-care plan, dedicated annual expenditures for its campus tree program, an Arbor Day observance and the sponsorship of student service-learning projects. Your entire campus community should be proud of this sustained commitment to environmental stewardship.

If ever there was a time for trees, now is that time. Communities worldwide are facing issues with air quality, water resources, personal health and well-being, and energy use. Clemson University is stepping up to do its part. As a result of your commitment to effective urban forest management, you are helping to provide a solution to these global challenges.

Again, congratulations! Your diligence in improving the environment and quality of life at Clemson University contributes to a healthier, more sustainable world for us all.

Sincerely,  
Lauren Weyers  
Program Coordinator  
Arbor Day Foundation

## Spring Picnic 2018



This years picnic included a little friendly competition!

Courtesy of Chris Miller, who made and brought the boards for all to enjoy.



Keith

Congratulations on the Stores team winning the 'Most Fun Facilities Department' and 'Most Helpful Facilities Department' awards today! Please extend a big thank you to your team for all of their help with the set up and teardown as well as providing some great trash-talk around the cornhole boards. Very much appreciated.

Thank you!

Chris Miller



More pictures on page # 4



**Moryah Jackson**  
Clemson University  
Director, Diversity Education  
Office of Inclusion and Equity

Moryah enjoyed reading our last newsletter and wanted to contribute to this issue!

Facilities is one of the most important departments on campus. Effective facilities management is key to ensuring Clemson University is able to deliver the best possible student experience, both academically and socially. Facilities is also one of the most diverse departments on campus, encompassing every level of the profession, as well as a variety of personal cultures. This level of diversity gives facilities a competitive advantage at improving performance and efficiency. Take advantage of the experiences of your colleagues by:

1. Communicating with everyone that you come into contact with daily. Ask them about the work they are doing and if there is anything you can do to help.
2. Making an effort to understand multiple viewpoints. See if there is a more efficient way for you to complete a project with the focus on problem solving.
3. Acknowledging that just because someone has a different experience or perspective than you, it does not make it any less valid. Consider approaching a project from a different perspective, it may lead to better results.

These three simple actions can help Facilities achieve greater success, work together in a more collaborative way and become a more inclusive workplace. Such interactions have the potential to increase morale, performance and productivity, and have a positive influence on the service provided to customers.

Tim Nix presents:



More pictures on page # 4



I just wanted to put in a good word for Dale Herron. Dale has been helping us at the Strom Thurmond building to stay comfortable in our offices. The HVAC system is so convoluted here and often some are hot while others are cold. He has been doing his best to try to keep us all comfortable and we really appreciate him! He is professional, kind, pleasant, intelligent and very competent.

Thank you for your time and hope you are doing well.

Sarah

**Sarah Zielinski Balas**  
**Grants Manager**  
**GRANTS AND CONTRACTS ADMINISTRATION**  
**Clemson University, Division of Research**

### The Board of Visitors chose Emily Priest-Preston as their 2018 Staff Award Winner

This award is given to a staff member annually that flies under the radar to the outside world but provides exemplary service to Clemson University

Congratulations, Emily, on receiving this well deserved award!



Good morning Todd,

I would like to take this opportunity to send out kudos for your team players.

Yesterday as I met Tim Dantz, he was clearing debris that had accumulated on the curb at the cul-de-sac in front of the main entry of Lee II. For several months I have noticed exceptional care is taken to keep this particular area clear of trash. The area is a dead end and accumulates quite a barrage of leaves and trash. I engaged in a conversation with Tim and told him I was impressed with the work that the Landscape team was performing. During our discussion I was quite inspired by Tim's attention to detail, his desire to do his job with professionalism and pride. It was obvious during the conversation that he is a true Clemson family member and seeks to make our campus an inviting place to visit, work and study.

I must admit I had reservations when I heard that Tammi Burdette was leaving her post to fill another post in Facilities. Tammi was always helpful, cheerful and has the customer service attitude that surpasses most these days. Well, I must say Ashley Reynolds fills that void. Ashley is just as helpful, attentive and friendly. I feel that the work orders via online, email or by phone are always handled professionally, with decorum and instantly. The volume of work orders that we send from Lee Hall seem large – but Ashley is adept of figuring out what we need and to whom the tickets should go. I never feel any hesitation to send a work request or talk to someone about our issues in Lee Hall and that is thanks to Ashley's wonderful customer service. If for some reason the work order is not clear – Ashley or Denise will take the time to reach out to me personally and that goes a long way in getting things accomplished!

Todd, I owe a lot of this incredible team attitude to your management style and skills. You hire good people, you have a can-do work ethic and it shows among your staff! Thank you!

**Best,**  
**Connie Robinson**  
**Office of Research & Graduate Studies**  
Lee 2-119



Ben,

I wanted to say thank you for the very quick assistance we received on May 24<sup>th</sup> after the power outage in the Research Park. When we had problems with our transfer switch, causing one generator to continue to run many hours after power was restored, you folks sent John (Morgan) and Kenny (Cain) out less than 20 minutes after we called. Those gentlemen were great, listened intently to the problem, and helped to work through the temporary fix. We were able to get the generator turned off and the ATS back on utility power in a relatively short time. I very much appreciate their help, and I thank you for sending them out so quickly when we called for help.

-- Jay

*Jay E. Harris* **Level II Thermographer**  
Director of Data Center Services/Facilities  
CCIT ISO DCS @ ITC



### Here is a Policy reminder from Keith Martin:

#### University Facilities Tool Room Procedure

Effective Date: 07/01/2011  
Approved by: Keith Martin

The purpose of the Tool Room is to provide specialty tools and equipment to complete tasks and projects.

- \* All items are available on a first come first serve basis, but can be reserved by scheduling with the tool room employee.
- \* All tools and equipment must be clean, undamaged and returned by the end of the work day. If tools and equipment need to be kept longer, someone must notify and seek permission from the tool room employee.
- \* Failure to return tools and equipment in a timely manner could result in the department being charged for the items and individuals not being allowed to sign out items in the future.
- \* Tools and/ or equipment returned broken or damaged due to abuse, negligence or misuse will be repaired and/ or replaced at the expense of that department. The Store Manager will approve all purchases.
- \* Contractors working for the department can sign out items, however, the project is responsible for all damages and/ or lost items assigned to them. The Store Manager will approve all purchases.



## Birthdays



### May

5/1 Jonathan Greene  
 5/1 Van Hawkins  
 5/4 Daniel Foster  
 5/4 Paul Borick  
 5/7 Bobby Roach  
 5/7 David Martin  
 5/8 Robin Newberry  
 5/9 Brenda Crowe  
 5/9 Dennis Holt  
 5/12 Kirk Hunter  
 5/12 Russ Coker  
 5/14 Ben Quarles  
 5/14 Dan Huisenga  
 5/19 Steve Clement  
 5/20 Larry Kastner  
 5/22 Louis Lacio  
 5/23 Bertie Carter  
 5/24 Cindy Owens  
 5/25 Dariusz Szemraj  
 5/25 Ricky Brown  
 5/25 Andy Dickson  
 5/26 Jonathan Fink  
 5/28 Channon Chambers  
 5/29 Keith Jones

### June

6/1 Brian Kauer  
 6/2 Wanda Smith  
 6/2 Dennis Nash  
 6/3 Kevin Lindsey  
 6/3 Mark Gilbert  
 6/4 Keegan Bodiford  
 6/7 Mark Whitmire  
 6/7 Anthony Rochester  
 6/8 Karen Westmoreland  
 6/8 Rick Boulanger  
 6/9 Waco Woods  
 6/10 Nicholas Banks  
 6/14 Joshua Brown  
 6/14 Carolyn Keese  
 6/16 Tiajuana Black  
 6/17 Ward Mitchell  
 6/18 Stephen Anderson  
 6/20 Mac Bevell  
 6/20 Denise Lee  
 6/20 Clint Conner  
 6/22 Teresa Hicks  
 6/22 David Haines  
 6/23 George Cremer  
 6/25 Patrick Fant  
 6/27 Daniel Rogers  
 6/29 Pedro Martinez  
 6/30 Stephen Westbury  
 6/30 Emily Preston

### July

7/1 Greg Weitz  
 7/2 Dennis Roach  
 7/3 David Garrett  
 7/4 Tony Putnam  
 7/4 Thomas Gibson  
 7/8 William Patterson  
 7/10 Rusty McDonald  
 7/11 Todd Barnette  
 7/11 Steven DeBose  
 7/15 Clara Ditty  
 7/17 Ryan Wagner  
 7/17 Rose Crosby  
 7/18 Kenneth Cain  
 7/21 Tammi Burdette  
 7/21 James Garrison  
 7/21 David Vandeventer  
 7/22 Mike Parker  
 7/23 Matt Holbrooks  
 7/23 Tom Jones  
 7/25 Kevin Pruitt  
 7/26 Thomas Suttles  
 7/27 Sandra McCurry  
 7/27 Obryan Machado  
 7/28 Jay Whitmire  
 7/29 Katherine Daily  
 7/29 Robert Dover

### August

8/1 Gary Hooper  
 8/1 Scot Wardlaw  
 8/8 Zach Roach  
 8/8 Robert McCrary  
 8/11 Dennis Driscoll  
 8/11 Rod Holcombe  
 8/12 Randy Medlin  
 8/14 Bill Hurst  
 8/15 Marie Thomas  
 8/18 Scott Pugh  
 8/19 Larry Miller  
 8/22 Howard Holland  
 8/22 Kevin McDonough  
 8/24 Teresa Cordell  
 8/25 Arturo Sanchez  
 8/26 Mark Hudson  
 8/27 John McEntire  
 8/27 Brett Wells  
 8/29 Bradley Goff  
 8/29 Stanley Crowe  
 8/31 Tommi Jones  
 8/31 Barry Mize



From Todd:

Recently, I read an article by Jason Wang, Senior Director, Physical Plant Management at California State University Northridge. The part that I found most interesting was:

“Demonizing university management or departments for their lack of knowledge or understanding of the complex work we do as facility, energy, and construction managers can be a frighteningly common experience when attempting to build a facilities team against a common “enemy.” Yet, this approach inevitably damages relationships, demonstrates disrespect, and often becomes more important than positive organizational goals.”

[http://www.appa.org/files/FMArticles/\(40-47\)%20FM\\_MA18\\_F3.pdf](http://www.appa.org/files/FMArticles/(40-47)%20FM_MA18_F3.pdf)

I think that sometimes we get caught up in the idea that our reputation is a zero-sum game and that one way we look better is to find fault in others, both within University Facilities, and with our other partners across campus. Nothing could be farther from the truth. These partnerships are critical to our success as an organization and must be constantly nurtured to ensure our successful service to the Clemson campus. Our customers don't want to hear “we've done our part” or “we're waiting on \_\_\_\_\_.” They have a need, they want it met, and we are in a position to help. We thrive on good relationships and constant communication with other departments such as Student Affairs, CCIT, Public Safety and many more to work together to make our efforts successful. We also have valued vendors and service firms that can make us successful or lead us to failure if we don't maintain good, positive communication. Try to avoid the temptation to toss others “under the bus,” as too often, we also get caught in the wheels. Likewise, we are most successful when working together as a Facilities Team. I believe we do that extremely well during times of crises (outages, disruptions, impending deadlines) but my hope is that we become more and more reliant on each other as an important part of our everyday efforts. Our best decisions come when we actively involve our internal stakeholders. Seeing multiple areas of Facilities working together to solve an issue always makes me confident that better results will be achieved.

As for working together, I hope everyone enjoyed our recent picnic as much as I did. I took great pride in seeing everyone not only enjoying a great meal, but taking time to interact and enjoy each other as team members. Thanks to those who helped organize the event and to our partners in Aramark and the Madren Center for their support.

Have a safe summer.  
 Todd



### New Hires

Brett Wells	Maint Serv
Charles Wardlaw	Maint Serv
Stanley Osowicki	Maint Serv
William Durham	Maint Servi
James Nichols	Utility Serv

### Congratulations Retiree:

James Brewer



If you have information, an article, upcoming event or compliment you would like included in future Facilitator issues, please send the information to:

Colleen Caracciolo  
 colleec@clemson.edu  
 656-4604

# FACILITATOR

## Snapshots from 2018 Facilities Spring Picnic Photos courtesy of Ashley!

