

FM KUDOS

July/August 2018

Faces of FM



Scott Brittle
Locksmith



Matt Trowbridge
Arborist



Avery Vaughan
Senior Locksmith



Jeff Brancheau
Director of FPDC

GO TRIBE!



Happy New Year! Looking forward to another successful year at William & Mary! Thank you for all you do to make this a safe, beautiful, clean, and comfortable place to be!

Please notice this is a double issue for July & August including comments from our Annual Customer Survey and the list of Service Awards Recipients for FM. We have also added "Bravo Zulu" which means "Well Done". This section will be written by Van Dobson.

Did you know??



William & Mary offers a Tuition Waiver Program that permits eligible operational/classified and professional staff employees to take advantage of course offerings at the university.

Employees who are eligible for the tuition waiver may elect to take up to two classes each term, no to exceed four classes per academic year. Each course may not exceed 4 credit hours, for a total of 16 credit hours per academic year.

For more information regarding the Tuition Waiver Program, please go to: <https://www.wm.edu/offices/hr/currentemployees/benefits/classifiedandoperational/tuitionwaiver-b/index.php> or contact Human Resources at 221-3169.

KUDOS to you!!



Chris Ashworth— "I want to send a special thanks to Chris Ashworth and Dr. Alex Greenwood who worked at the NMR facility last night and through the night to ensure that the room temperature and humidity were stable and within specs for the large magnet. All of this was done with impeccable professionalism and the positive attitude to top off the dedication.

~ Myriam Cotton, Assoc. Professor, Applied Science

Chris Ashworth, Ryan VanTassel, John Grober, Ben Owen, and Kyle Davis — "I am writing to commend some specific members of the Facilities Dept. for their recent response to our needs in Miller Hall. Chris Ashworth and Ryan from HVAC Shop definitely went above and beyond their regular duties to ensure our needs were met, our guests were comfortable, and our scheduled classes, camps, and special events were successful—AND they did it with a kind demeanor and helpful attitude."

~ Dana Headden, Bldg. Ops. Coordinator, Miller Hall

Jacob Cooper — "I just had great service from one of your employees. Jacob came to tighten some table legs for one of my tables, and when he realized that the problem wasn't with the screws, but actually an internal problem with the stabilizing wires, he noodled the problem and was able to fix it for me, cheerfully and quickly. Thanks so much for his wonderful attitude!"

~ Terri Lorincz, CFO/Controller, Law School Fnd.

Donna DeGrace, Jamee Kuehner, Alice Manis, Rena Zrakovi— thank you so much for working overtime to assist Business Services with month end reporting (for July)!"

~Sharon Mikanowicz, Director of Business Services

Pam Jordan—"I just wanted to take a moment to write to express my appreciation for Pam Jordan's service to the School of Education. I've been with the university for 13 years now and have worked with a lot of college employees. I've just been so impressed by Pam's responsiveness and commitment to doing the job right. She is quick to get back to me when I contact her to request housekeeping or setup assistance. She is incredibly reliable; I rest easy knowing she will have the staff get necessary work completed. In addition to that, I've been really proud to know her as a co-worker because she seems like such a good, friendly human being. I felt it important that you hear from someone in the field about what a lovely influence she has had here at William & Mary"

~Elizabeth Kiewiet, Bldg. Mgr & Events Mgr, School of Education

Ernest Kirby—"We had some facilities issues while I was on call this weekend, but I wanted to share sincere kudos and thanks to Kirby, who was maintenance on call this weekend. He did an amazing job troubleshooting and working with me to address student concerns. I was very appreciative to have this help on call this weekend."

~ Taylor Locks, Residence Life

" Kirby was a good egg this weekend!"

Jamee Kuehner—"Thanks for allowing us to "borrow" Jamee the other day in helping Tim get around campus to look at various office space. Her assistance and teamwork was sincerely appreciated!"

~ Jeff Brancheau, Director of FPDC

John Mattie—"Thank you to John Mattie for taking care of the small visitor in my desk drawer on August 8th!"

~Deborah DeGuzman, FM HR Specialist

Bob Morman, Andrew Gilstrap, Dwight Ivy, Brad Russell —
Regarding participation in CSHEMA 2018 — "Thanks for your support with this endeavor. Dwight and Andrew took the lead and did a terrific job in representing the management of our program. I still had a part to play, but I also had the opportunity to observe the audience's reaction. I'm not a mind reader, but I'm sure I saw envy in many faces. Envy that we had such engagement in our department management. You set the stage for this and we are a reflection of the processes and outcomes that followed."

~ Brad Russell, Safety & Training Coordinator

"Thanks a lot for sharing your great work at the CSHEMA Conference. It was well organized and the panel style presentation was very valuable. It was also nice meeting you and having the chance to chat with you. I can't wait to share your success story with my group!"

~ Lizzette Vargas-Malpica, Stanford University

Walter Penny—"Walter's been doing a terrific job with stripping and waxing the floors. It's a challenge given each faculty has a difference schedule. Walter has successfully been able to coordinate to all to have McGlothlin-Street Hall ready for the fall semester."

~ Carol Roe, Admin. & Fiscal Coordinator, Geology

Kim Rojas—"I would like to take this opportunity to let you know how much we appreciate all the hard work Kim Rojas puts in here in Washington Hall. She works tirelessly each and every day. Everything is glowingly clean. She goes above and beyond what is expected. She is very much appreciated. Kim's work is consistently excellent. She's always so nice. We are very thankful for her continued industrious service. I'm sure it's exhausting work but she always has a smile for us."

~ Marisa LeForge, Dept. of Anthropology

"I'm very glad to have Kim on our team."

~ Carl Ashby, Custodial Manager

Crystal Taylor—"Thanks (for your help with a heat detector at ISC). I know this will help a lot!"

~ Eric Bradley, Biology

"Thank you, Crystal, for your follow through on this action!"

~ Sandra Prior, Former Director of EH&S

FM Team—"The office conversion in the Brafferton has gone very well. New desk, white boards, floor treatments, carpet cleaning, and removal of spider webs! - all has been terrific. Again—much appreciation to you and your office for making this happen."

~ Michael Fox, Asst. to the President

FM Team—"Thank you so much for the support from everyone. The Facilities Team achieved what I would have thought impossible, unpacking all of our books in one day (roughly 30 boxes of books)."

~ Katherine A. Rowe, President

FM Team—"Thank you for all you and your staff do to make all of our jobs easier."

~ Beth Rothenberger, Academic Advising

Moving & Storage Team—"I'm writing to let you know what a great job Nano and the crew did in moving a desk for Geology. They were excellent in every aspect-professional, Courteous, and with a positive attitude! I want to let you know the outstanding job that they did! Thanks for having such a great crew!"

~ Carol Roe, Geology Dept.'

Moving & Storage Team—"You guys did a great job moving his (Taylor Reveley) furniture!"

~ Pamela Carroll, Admin. Asst., President's Office

Customer Comments from the Annual FM Customer Survey



The first aid training offered to campus is great! Do more of that!

Thank you for your responsiveness and troubleshooting when I call or email regarding charges or work order statuses. Very helpful!

The work order form is more comprehensive.

Having dedicated (custodial) support on a daily basis is outstanding. Our office serves as a first point of contact with guests, F/S and students. It is nice not to have to worry about presentation and facility appearance.

We work closely together (with Grounds & Gardens), always very supportive and willing to assist when needed.

Always very responsive and willing to assist and put us in touch with the appropriate trade.

Farley has been very helpful keeping up with readings and the progress of the Parking Deck LED retrofit project.

Corner House was switched to Raheen Correll for our cleaning staff in February and he was very thorough and detailed.

The grounds on campus are kept well. I always enjoy my strolls and am amazed at how well the flower gardens are kept.

Response time from the trades has improved greatly.

Good professional spirit in the group. (EH&S)

Very good cooperation with expediting urgent and emergency requests of the sort that I bring in all too frequently. Good job!

Focus on energy management has been a positive.

Steve Goodman, Jody Williams, Althea Green, and Mary Jackson all treat the building and its occupants with great care.

Pam Jordan has been incredibly accessible.

The vast majority of requests are handled very quickly.

Chris Ashworth and Ryan Van Tassel have worked tirelessly, and they have been incredibly diplomatic and communicative with us.

Sandra Prior has gone out of her way to be helpful.

The staff who answer the phones at work control have been incredibly helpful, both during work hours and in emergencies after hours.

Making Utilities Management a priority (has been a positive change)

FAMIS updates (has been a positive change)

Better customer service over the phone through work control

I rate our building custodians as excellent.

We've seen improvement and a culture change with transitions that is positive. (FPDC)

Responsive and consistent. (Grounds & Gardens)

Good partners and consistent performance. (Moving & Storage)

EH&S has been very helpful to us in a challenging year. Really appreciate this team.

Upgrading FAMIS has been a great help.

Going to shop versus team has improved efficiency.

Andrew & Dwight have been very helpful not only for summer conference activity, but for the Kimball Theatre which was a whole new addition to inventory of spaces this past year.

Beverly also keeps my staff up to date during the summer so we know how things are going.

Ben Mulherin has been particularly helpful and responsive this summer as we navigated work in the area of the Crim Dell while still accommodating contracted events. He's been a pleasure to work with.'

This crew is always very cordial and thoughtful when working with us. (Moving & Storage)

The training offered by EH&S (CPR, First Aid) has been very helpful for our staff and I appreciate that it's offered. As a team that interacts with large public events regularly, having this sort of training is important for us. Thank you!

I appreciate having a customer service rep. to be able to call upon when needed to help advocate for resolutions.

Our custodial staff is friendly and a very positive part of the culture at the law school. We are grateful to have them!

Very responsive.

The (FPDC) staff supporting our recent addition construction has been extraordinary! Catherine Parker is especially outstanding.

Love being a color spot on campus; always looks beautiful.

Very appreciative of the new uniforms and vehicles for staff.

Sandra is very responsive; works hard to educate and counsel the customer.

Van is providing excellent, strong leadership.

Gregg and Jeff have been very positive additions to the staff.

FM Staff Receiving Services Awards 2018



Annis Hicks—30 Years
Kenneth Horsley—25 Years
Theresa M. Lightfoot— 25 Years
Kirk Futrell—25 Years
Eric Montalvo—20 Years
Tracy Holmes—25 Years
Caldonia Williams—20 Years
Alvin New—20 Years
Robert Johnson—20 Years
Frances Brown—20 Years
Walter Penny— 15 Years
Kim Rojas—15 Years
Rossie Coleman—15 Years
David Milby—15 Years
Delores Williams—15 Years
Alice Manis—15 Years
Pauline Richardson—15 Years
Teresa Louden—10 Years
Craig Beasley—10 Years
Lachelle Givens—10 Years
Harold Mitchell—10 Years
Donald Fetzer—10 Years
Manuel Lacerda—10 Years
Barbara Wright—10 Years
Robert Walker—10 Years
Charmaine Gordon-Wilson—5 Years
Robert Smith—5 Years
Eric Swinton—5 Years
Crystal Page—5 Years
James Swinton—5 Years
John Dutro—5 Years
Robert Morman—5 Years
Concepcion Pellecer—5 Years

CONGRATULATIONS!!!

Welcome to our team!

Hello

Richard Stoutingberg—Bldg. Services
Jordan Neighbors—Bldg. Services
Jamie Roberts—Bldg. Services
Franklin Phillips—Bldg. Services
Christopher Gray—Bldg. Services
Matthew Harris—Grounds
John Krajcir—Utility Plant
Jacquelyn Saunders— Bldg. Services

Farewell

Goodbye

Lawrence Bruner—Plumbing
Byron Simpson—Bldg. Services
Moneshia Tynes—Bldg. Services
Lisa Salvittie—Bldg. Services
Jovan Scott—Bldg. Services
Sandra Prior—EH&S
Carla Franson—FPDC
Melanie Johnson-Harper—Bldg. Services
Ryan Combs—Bldg. Services
Robert Ross—Carpenter Shop
Christopher Bynum—Bldg. Services

Service—Integrity—Professionalism—Teamwork—Safety