



STUDENT AFFAIRS & CAMPUS SERVICES

Facilities Management

Quarterly Newsletter

THE DIRECTOR'S CORNER

By: *Robert H. Ware*

SAVE THE DATE:

July 10, 2009 -

DFM PICNIC

Brunch/Lunch at
Fresh Foods.

Refreshments on 4th
Floor

Activities:

Bowling

Corn Hole Contest

Games

Much More!

WELCOME

New DFM Staff

Robin Bradshaw

Wesley Beliles

Vince Faranda

Jonathan Harwood

Jeff Glass

Deborah Smith

Susan Beaman

On numerous occasions I have discussed with DFM staff the department's Mission Statement. Now I'd like to take this a little further and discuss how our campus customers fit into the equation. Basically what I'm referring to are the rights of our customers. As the "Provider of Choice" for university services, we have to have specific guidelines for how we complete our assigned tasks. These guidelines are as follows:

- DFM employees will conduct business professionally and courteously.
- DFM employees will keep our campus customers informed on work progress, and will provide prompt answers to questions or problems.
- Communication with DFM employees will be courteous and helpful.
- DFM employees will always provide quality work.
- DFM employees will complete routine work orders in a timely manner and provide fast emergency service.
- After job completion, DFM employees will leave the work area as safe, clean and orderly as it was when the work began.
- DFM employees will communicate with each other and will coordinate efforts that are in the best interests of the customer and facilities.

The guidelines above are pretty much "common sense" type of activities. We must always remember that our customers, the campus community, have expectations and rights. I believe if we follow the listed guidelines, we will not only meet, but also in many instances exceed what our customers are expecting. Please remember:

"You create the future, it does not exist until you decide what it should be."

TECHNO ISLAND

July is one of the hottest months of the year in the State of Kentucky. Sometimes the heat makes you delirious and for others it makes us wish we were far away on an island sitting in the shade enjoying a cool tropical breeze.

Since most of us won't be surfing the waves this summer, we can at least dream of sitting on a tropical beach, with the water splashing over our feet, sipping our sweet tea, watching ships as they sail the ocean blue, and day dream about attending TECHNO ISLAND. What, you've never heard of TECHNO ISLAND?

Well, for those of us in Facilities Management, you have the opportunity to attend TECHNO ISLAND, and you get four (4) chances to attend! What a deal and IT'S FREE!

For those employees who would like to get away from the same old mundane, day-to-day routine, here is your chance.

The Facilities Management Training Office will be your host to TECHNO ISLAND. The island is not a vacation spot (*bummer*), by any means, but is a chance to get away from your daily tasks and learn a little more about today's world of technology. The full day get-away, welcomes anyone who is looking to learn basic computer skills in a group environment. The agenda is currently in the works and will include 1) Microsoft Word, 2) Email, 3) WKU Portal, and 4) Internet Navigation. Lunch will be provided along with team competitions and awards. This is meant to be a day of enjoyment and learning in a fun and relaxing environment.

For more information, please contact Jennifer Robertson, Safety and Training Coordinator at 5-6799, stop by her office, or by email at jennifer.robertson@wku.edu.

Sessions will be held on Monday, July 20, through Thursday, July 23; space is limited to seven (7) lucky DFM islanders per day, so hurry and register!

Look for additional information to come your way the first of July.

2009 STAFF LEADERSHIP DFM GRADUATES

Pictures left to right: Jon Mohon-Heat Plant; Scott Burch; HRL; Natasha Smith-PDC; Sherry Basil-BSA; Joe Leibfried-Energy Management; Misty Craft-Work Control.

DFM FLOWER FUND

The DFM Flower Fund was founded by the Employee Advisory Council (EAC). When DFM has an employee who is sick, experiences the death of an immediate family member, surgery, etc., flowers, food or money will be sent to the DFM employee expressing our care and concern for them from this Fund.

If you would like to contribute to the Flower Fund, please see one of the DFM EAC Members/Alternates. They are: Danny Madison/Wayne Berthelot, Melinda Peay/Misty Craft, Kim Breakfield/Samira Muratovic, Dwayne Coursey/Tracy Coleman, Johnny Allen/Kayla Howard, Derek Carroll/Billy Breakfield.

Courtesy of Clinton Lewis-Staff Photographer



CONGRATULATIONS TO OUR STAFF

1. **KUDOS** to **MARSHA HAYDON** in the Housing Department as she received the “**Member of the Year**” award which is Sponsored by Housing and Residence Life. The HRL Selection Panel consisted of the HRL Director, RAs and the HRL Professional Staff members. Marsha is the recipient of this award as a result of her dedication, loyalty and hard work. This award is given annually to an outstanding Housing staff member.
2. **KUDOS** to **CANDANCE WALKER** in successfully completing her G.E.D. Candance received her diploma on June 5, from the Bowling Green Technical College Adult Learning Center.

If you are interested in getting your G.E.D., please contact Pat Butler at 5.3256, stop by her office, or you can email her at pat.butler@wku.edu.

Please join us in congratulating these two co-workers.

**ALL DFM EMPLOYEES ARE INVITED
TO THE
DFM ANNUAL DEPARTMENTAL PICNIC**

FRIDAY, JULY 10, 2009

DOWNING UNIVERSITY CENTER

9:00 A.M.—2:30 P.M.

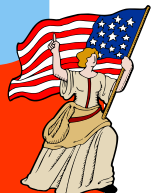
FRESH FOODS

4TH FLOOR RECREATION ROOM

**GAMES, CORN HOLE CONTEST, PING PONG, AND MUCH, MUCH
MORE!**



PLEASE REMEMBER OUR MEN AND WOMEN SERVING IN THE MILITARY!





SUSTAINABILITY in general terms, is the ability to maintain balance of a certain process or state in any system.

Why Recycle?

Recycling.....

- > Reduces the demand on our natural resources
- > Saves valuable landfill space, and
- > Creates opportunities for new industries

If we don't recycle, we will eventually run out of space for all of our trash. What will we do with it then?



L.E.E.D. (LEADERSHIP IN ENERGY AND ENVIRONMENTAL DESIGN)

Congratulations to Dale Dyer, Plant Operations Manager, Greg Fear, Grounds and Landscaping Manager, and Christian Ryan-Downing, Sustainability Coordinator, for successfully completing the Leadership in Energy and Environmental Design Accredited Professional (LEED AP) examination.



WKU ENERGY POLICY

Are you aware that WKU now has an Energy Policy in place? The WKU Energy Policy is the result of collaboration across the campus community and is comprehensive in scope and intended to guide the university in responsible use of energy through personal conservation, responsible purchasing, efficiency in building design and management, transportation, education, and awareness. Personal responsibility is emphasized throughout the policy directive.

For additional information on the WKU Energy Policy, please see the DFM Web Page at:

<http://www.wku.edu/Dept/Support/FacMgt/>