

# F. M. News

K. S. U., Division of Facilities

Newsletter, April 2011



Unleashing your potential

## BLACK BAGS AND STANDING OUT

As I stood outside in a puddle of slush and snow a few weeks ago at Chicago's O'Hare airport looking for my carry-on luggage, two questions filled my mind.

First I wondered why one of the busiest airports in the world would make passengers deplane outside during a snow storm. You would think the airport would be prepared for snowy weather and would have ways for passengers to deplane into the terminal instead of outside it. : )

I also wondered, as I saw people struggle to find their black carry-on bag in a cart filled with black carry-on bags, why so many travelers buy a black bag.

After all, they have a choice. Go to any luggage store and you'll see green bags, red bags, yellow bags, blue bags and even pink bags and yet most choose black.

They have an opportunity to buy a color that stands out and yet they don't. They conform. So when it comes time to find their bag it's not easy to distinguish their bag from others.

It's the same way in business and life. We have a choice. We can stand out in traffic or we can choose to conform and be like everyone else.

If you don't stand out and simply conform, when customers are given a choice they won't be able to differentiate you from the competition. You'll be like a black bag in a pile of black bags.

People and organizations and brands that stand out in traffic are the ones that thrive. They are easy to find and everyone knows there's something different about them.

Can the same be said for you? Do you stand out at work? Do you stand out to your customers? Do you stand out to your team?

~Jon Gordon [www.jongordon.com](http://www.jongordon.com)

*If we turn this message* to a personal view point, how about each of us here in the Division of Facilities?

We certainly have things happening within and outside our organization that are less than encouraging and positive. Daily we live with job frustrations that drive us crazy. Still we have the choice of how we will handle each of these situations.

We are all Facilities, each and every one of us, no matter what our job title or description is. Not only do others in Facilities see how we handle things, but other folks on campus also notice. How one person represents Facilities is how the whole is sometimes perceived.

Some of us may have an "I don't care" attitude which can lead to poor work performance. This action, consequently, makes us look like all the other black carry-on bags.

Others will step up to the plate and choose a good attitude and work performance that will

be recognized by others as a “very attractive colorful carry-on bag.”

Facilities receives letters periodically from those out on campus who notice the work and attitude of Facilities folks. As Dr. Rice put it, they come in the form of either Kudos or Warts. Warts will be handled within and hopefully cleared up.

**FM News would like to print a few of the encouraging e-mails that have been received.**

*Great Job!*



**Loleta Sump** heard this comment at a meeting: *The departments in Waters Hall felt positive after a meeting with Facilities folks that addressed the roofing project and the potential loss of five handicap stalls during the repair.*

From **Wendy Ornelas**, FAIA Associate Dean and Professor, 2009-2010 President of the National Architectural Accrediting Board to Bruce Shubert and Facilities:

*The Department of Architecture just finished their accreditation visit. As you know we have had some less than stellar comments about our facilities during our last three accreditation visits. While this team warned us not to take our “foot off the pedal” they were extremely positive about what has happened with our facilities these past six years [the time since the last accreditation visit.]*

*While we have fixed many roof issues they counsel us to keep moving forward in our desire and fundraising efforts for a design and build laboratory as well as an addition to Seaton Court.*

*I want to thank you all for your efforts these past several years on the various roofing issues in Seaton and Seaton Court. Going into this accreditation visit the college and department*

*were in a much less precarious position than those visits in the past. Your support in these efforts was seen clearly by the team [and by the college community who use our facilities daily]. I know you are pulled in many directions – every building on-campus has issues. The students, faculty and staff of AP Design sincerely appreciate all you and your staff does for us. Warmest regards, Wendy*

**Bruce Shubert’s** response back to Wendy: *I deserve no credit - our people do a great job with very little money or staff. Thank you for taking the time to say good things to deserving people.*

From **Tonnie Martinez**, Associate Director-CIMA, Asst. Professor of Secondary Education:

*I just want to commend one of your employees, Mr. Tony Stevens. He represents facilities so well! He is positive, efficient, and wonderful to work with. I am extremely busy with grant writing right now and he just let me keep working, worked around me, and did an awesome job of working on my light fixture. It had been vibrating and flickering and it is in perfect working order now!*

*I wish we could clone him... if everyone represented K-State like he does, this would be a heck-of-a working environment! I just wanted to compliment him to his supervisor... he is an asset to your shop! Very Sincerely, Tonnie Martinez*

From **A. Elizabeth Cauble**, Head Dept. of Sociology, Anthropology, and Social Work:

*This morning at the Board of Regents meeting during a conversation about the possibility of privatizing university services to gain efficiencies, President Schulz pointed out the impact discussions like that have on our classified employees, particularly those*

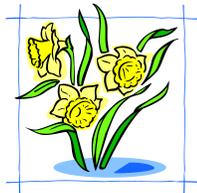
*individuals working at lower paying jobs. He emphasized the importance of their good work to the institutions and asked the Regents to support those employees when the opportunity arose. Tom and I thanked Kirk for his comments. At our last Faculty Senate Leadership meeting, we had a conversation with him about how nervous our custodial staff is about these privatization discussions. We very much appreciated that he made an effort to raise it with the Regents and thought you would want to share this with you and your colleagues. Betsy*

From **Bruce Shubert**, Vice President of Administration and Finance:

*Please know how much I appreciate the flurry of activity around campus. It's very impressive to see roads being resurfaced, cranes replacing roof-mounted chillers, multiple roofs being fixed, the chill plant being completely refurbished, buildings being re-piped, multiple building projects underway, etc. etc. etc. The entire Division of Facilities should feel very proud.*

Those at Facilities are standing out and showing our color! Thank you to all the staff that come to work every day and give 100% with a smile and a good attitude. Thanks to all who notice the work we do and stand up and defend us with the powers that be.

## April Birthdays



April 1 April Fool's Day!

April 3 Andy Eidenmueller

April 6 Bob Sutterlin

April 7 Trudy Hess

April 10 Larry Melton

April 12 Heath Larson, Robert Sweet

April 13 Wendy Schlesener

April 14 Jim Ukena, Debra Acosta

April 16 Ki Ja Suh

April 18 Jim Todd, Zunilda Dominguez

April 21 April Wyrick

April 22 Larry Huninghake

April 24 **Easter**

April 26 Doug Kraemer, Sharon Johnson

April 29 Art Sias

April 30 Charita Falley

## Who is New...

March 7, 2011

Kimberly Caffrey was transferred to a Utility Worker position. She is working for Quentin Rawlins for the campus recycling effort.



Raymond Fahrny was hired to the Custodial Crew. He is working for Rod Hodges on the day crew.

Also on March 7<sup>th</sup>..

April Wyrick was hired as a Custodial Specialist. She is working for Beverly Price in the Custodial Department.



March 21, 2011

Chris Coyle was hired as a Custodial Specialist. He is working for Steve Greinke on the Custodial night crew.



Brian Whaley was hired as a Custodial Specialist. He is working for Mike Stoddard on the Custodial night crew.



Jerry Bohnenblust was hired as a temporary Custodial Specialist. He is working for Mary Grubbs on the Custodial day crew.



"We can complain because rose bushes have thorns, or rejoice because thorn bushes have roses." ~ Abraham Lincoln

"Life is full of beauty. Notice it. Notice the bumble bee, the small child, and the smiling faces. Smell the rain, and feel the wind. Live your life to the fullest potential, and fight for your dreams." ~ Ashley Smith

## My Piece of the Picture...



Linda Asbury

Engineering Tech. in Facilities Planning



Linda has worked almost 16 years for Facilities. She also worked five years previously for another State of Kansas agency.

Listing several facts about her job, she said, "Multi-tasking is a must in this position; delivering information in a timely manner and being ready to do whatever is asked of you to complete a project. There are a lot of pieces to each project - I try not to lose any pieces in the process. It also requires you to sometimes have to remind others to get their pieces together also. Always make your Boss look good. If they don't look good - you won't look good."

Three of the best things she likes about her job are:

1. There's always something to do and someone to help.
2. The interaction with Faculty, Staff, Consultants and Contractor.
3. And the "5% as needed" on my job description has been one of the most rewarding and interesting part of my job.

If Linda could make a positive change to our organization it would be in communication. She states, "I think there is still a lot of missing communications...we all lack in this area of keeping everyone informed, whether it is on projects or internal workings of the Division. I feel the "need to know" syndrome ruins a lot of overall trust."

Linda says, "A few very important life lessons are clearer to me.

...If you give your best...people will usually be there to help you no matter what life deals you.

...Not every Boss is the bad guy.

...Not every Boss is a good guy. (Just try to treat them like they are.)

...Not every rule is a good one; nor is every one bad.

...If you forgive others, you are more able to forgive yourself.

...Love others and Love yourself.

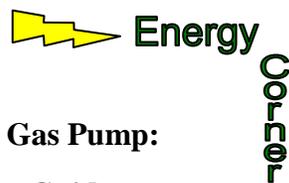
...Don't let your own importance or power take over when common sense fails.

...Don't think you are protecting your job by keeping all your cards face down; Sooner or later you'll have to flip them over and everyone will see what you were hiding.”

Linda feels her position does contribute to the success of our organization. She said, “I would like to think my small part has helped everyone on the Campus in some way or other to achieve their goals in their projects; from renovations to new construction to reports for the State and information for grants.”

Most people do not know Linda is an avid writer of poetry and is working on getting a book published. She says, “It's something that you just have to step out in faith and be willing to try.”

She also states, “I have an outstanding dune buggy that will do a wheelie in first gear.”



## Saving Money at the Gas Pump:

### A Bumper-to-Bumper Guide

Whether driving cross-town or cross-country, everybody wants to save money at the pump. Regardless of the make and model, your car's estimated gas mileage is just that — an estimate. An important variable is how you fuel, drive, and maintain your car. The Federal Trade Commission (FTC), the nation's consumer protection

agency, offers these bumper-to-bumper tips to help you drive down the cost of driving:

## The Gas Tank

Making the right choice at the gas pump is an important first step to keeping your car running efficiently — and economically.

- **Follow your owner's manual recommendation for the right octane level for your car.** For most cars, the recommended gas is regular octane. Using a higher octane gas than the manufacturer recommends offers no benefit — and costs you at the pump. Unless your engine is knocking, buying higher octane gas is a waste of money.
- **Gas savings gadgets? Steer clear.** Be skeptical about any gizmo that promises to improve your gas mileage. The Environmental Protection Agency (EPA) has tested over 100 supposed gas-saving devices — including “mixture enhancers” and fuel line magnets — and found that very few provided any fuel economy benefits. Those devices that did work provided only a slight improvement in gas mileage. In fact, some products may even damage your car's engine or cause a substantial increase in exhaust emissions. For a full list of tested products, visit [www.epa.gov/otaq/consumer/reports.htm](http://www.epa.gov/otaq/consumer/reports.htm).

## The Steering Wheel

When it comes to stretching your gas budget, how you drive can be almost as important as how far you drive.

- **Stay within the posted speed limits.** Gas mileage decreases rapidly at speeds above 60 miles per hour.
- **Avoid unnecessary idling.** It wastes fuel, costs you money, and pollutes the air. Turn off the engine if you anticipate a wait.
- **Avoid jackrabbit starts and stops.** You can improve in-town gas mileage by up to five percent by driving “gently.”
- **Use overdrive gears and cruise control when appropriate.** They improve fuel economy when you're driving on the highway.

## The Tires

Keeping your tires properly inflated and aligned can increase gas mileage up to three percent.

## Under the Hood

You don't have to be a gearhead to keep your engine purring at its fuel-efficient best.

- **Keep your engine tuned.** Tuning your engine according to your owner's manual can increase gas mileage by an average of four percent.
- **Change your oil.** Clean oil reduces wear caused by friction between moving parts and removes harmful substances from the engine. You can improve your gas mileage by using the grade of motor oil in your owner's manual and changing it according to the schedule recommended by your car manufacturer. Motor oil that says "Energy Conserving" on the performance symbol of the American Petroleum Institute contains friction-reducing additives that can improve fuel economy.

## The Trunk

An extra 100 pounds in the trunk can reduce fuel economy by up to two percent. Removing non-essential stuff can save you at the pump.

## The Driver's Seat

The only sure-fire "equipment" guaranteed to get more from a gallon of gas is a fuel-conscious driver behind the wheel.

- **Combine errands.** Several short trips taken from a cold start can use twice as much fuel as one trip covering the same distance when the engine is warm.
- **Consider carpooling.** Many cities make it even easier by matching up commuters.
- **Bus it, bike it, or hoof it.** Why not leave your car at home and consider public transportation, a bike ride, or a stroll across town?

A pedestrian is someone who thought there were a couple of gallons left in the tank. ~Author Unknown

## Kansas State University Welcomes 2011 Big XII Facilities & Friends



April 10 through 12 K-State Facilities will be hosting the annual Big 12 Facilities Conference.

These meetings began in 1988 when we were the Big 8. The first one I recall was at the University of Missouri. When the four Texas schools were added, we became the Big 12, and now with CU and NU leaving, we are the big 12 less two. However, we have added some friends over the years. The University of Iowa generally attends. Possibly CU and NU will now become friends; they are both planning to attend this year. The theme is:

**"The Value of Facilities, Priceless."**

Not original but it does say a lot about a part of the university that is very important but is sometimes taken for granted. It's like checking into a hotel where you expect a dry, temperature controlled room, Wi-Fi, HD TV, a good view and lots of service.

When a customer doesn't receive the services they expect or take for granted, we at Facilities are noticed.

The replacement value of K-State buildings is over \$1B and that does not include the utilities and infrastructure. K-State buildings are older than the average university but an antiquated building and equipment is not unique with the other Big 12 schools, we all have similar issues.

We meet to discuss the latest in higher ed facilities from A to Z which generally means

personnel, technology, environment, utilities, budgets or lack of, and of course, the latest requirements mandated by state and federal government regulations and laws but are not funded. It's a time to preach to the choir, see the other fellow's campus, and what ideas we can borrow.

KSU last hosted the Big 12 meeting in 2001 and at that time we involved as many of our people as possible and we plan to do that this time also. In the afternoon of April 11, there will be an industrial exposition sponsored by Grainger and we are inviting our people to attend. I hope everyone finds it interesting and comes away with an idea to improve their work environment.

~ Dr. Ed Rice

It should be noted that the commercial sponsors of the Big 12 conference are picking up the cost of this conference.

All Facilities employees may attend the Big 12 Industrial Exposition sponsored by Granger.

It will be held at the K-State Ballroom on April 11, 2011.

Custodians may attend from 11:45 to 12:30

Shops may attend for 45 minute segments – 1:30 to 4:00



Pictured above is Dale with his boss, HVAC supervisor John Brown. Dale Yonning started working at Facilities on December 14, 1987. His last day at work was March 25, 2011. Dale was honored with a plaque for his 23 years of service to Division of Facilities and Kansas State University. Thanks Dale for your service.

## Retirement



Be sure to stop by the Lock Shop and tell **Harry Willyard** goodbye & give him warm wishes.

Harry started working for Facilities on August 2, 1973. On March 31<sup>st</sup>. Harry will be retiring. Thanks Harry for all you do.