

THE FACILITATOR

JANUARY/FEBRUARY 2012

EMPLOYEE SATISFACTION SURVEY RESULTS

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QUOTE OF THE MONTH:

"Weather means more when you have a garden. There's nothing like listening to a shower and thinking how it is soaking in and around your lettuce and green beans."

-- Henry van Dyke (1852 - 1933)

In fall 2011, Facilities Services conducted an Employee Satisfaction Survey to learn how department employees feel about their work. Note that this survey is different from the Employee Engagement Survey that was conducted by the university. What follows is a brief summary of information that was shared by the 295 employees who participated with the survey: A more detailed summary of the survey is posted at <http://pp.utk.edu>.

Overall Satisfaction: 58% of surveyed employees indicated that they are "satisfied" with their job. Another 32% of those surveyed expressed that they are "very satisfied" or "extremely satisfied." Suggestions for improvement included:

- Cleanup and renovate Facilities Services buildings
- Return to 7 a.m. to 3:30 p.m. shift
- Allow for longer lunch breaks
- Ensure that all employees are doing their fair share of work
- Permit flexible work hours, e.g. four 10-hour days

Pay/Benefits: Only about 49% of employees who completed the survey are "satisfied", "very satisfied" or "extremely satisfied" with their current rate of pay. Survey participants would like:

- Same pay as that given to employees at other UT campuses
- More affordable health insurance
- Increased opportunities for overtime work
- Raises for completing work-related education and training
- Pay rates based on merit not favoritism
- Higher allowance for work boots
- Free parking, or rates based on employee pay

Work Satisfaction: The vast majority (95%) of surveyed employees are "satisfied", "very satisfied" or "extremely satisfied" with their regular work assignments. Similarly, a high percentage (93%) of those surveyed feel that their job fulfills an important role in the mission of Facilities Services. Still, those surveyed suggest that the Department can improve by:

- Increasing employee recognition programs
- Establishing career ladders for all shops
- Allowing more transfers and promotions across shops
- Purchasing more and better equipment
- Sending replacement staff when someone calls in sick
- Seek employee feedback before purchasing major new equipment

Shop Management: 44% of surveyed employees indicated that they are "satisfied" with the management of their shop or area. Another 37% of those surveyed expressed that they are "very satisfied" or "extremely satisfied." Comments included:

- Managers should "praise up" instead of talking down to employees
- Rules change often and are not consistent between shops

Direct Supervision: 78% of employees who completed the survey feel that their direct supervisor is accessible

ANOTHER RECORD-SETTING RECYCLING 'SEASON'

No matter what happened on the field, UT Recycling can claim that the 2011 football season was a resounding success. Over the course of the season, UT Recycling staff and volunteers broke a number of records for materials collected on home football game days.

With the help of UTK students and volunteers from Alcoa Inc., UT Recycling set a record at the October 29 South Carolina game by recycling or composting 12.5 tons of material. "That's the most we've ever recycled from a home game," says Environmental Coordinator Jay Price.

By the end of the season, UT Recycling had diverted over 80 tons of waste from the landfill - a 46 percent increase from 2010. The team makes game day recycling easy and convenient by placing around 1,050 recycling bins at campus tailgating areas and inside the stadium. Go Vols!



STAFF BIRTHDAYS

Saba M Abdel Kadir - 1/1	Eursal D Payne - 1/12	Vickey Miller - 1/25	David L Collins - 2/7	Jack G French - 2/19
Mahmoud A Dalal - 1/1	James H Blevins - 1/12	Judy L Jones - 1/25	Randy F Love - 2/8	Robert J Mathews - 2/19
John Q Logan - 1/1	Roy E Britt - 1/12	Timothy C Thompson - 1/26	Katrecia L Hamilton - 2/9	David A Ridings - 2/20
Roy E Elder - 1/2	William R Fox - 1/13	Jeffrey H Clark - 1/27	Troy J Lyons - 2/9	Theodore R Murphy - 2/20
Brian V Day - 1/2	Carrie A Dixson - 1/14	Jinan Ali Naser - 1/27	Preston W Cooper - 2/10	Doris A Cannon - 2/21
William E Pace - 1/3	Robert J Clark - 1/14	Charles R Burch - 1/29	Perry L Longmire - 2/10	Mac Chamberlain - 2/22
David C Sperling - 1/4	David C Bryan - 1/15	Robert L Bryant - 1/30	William T King - 2/10	Joel B Rummage - 2/22
Diane B Jones - 1/4	Stephen R Follum - 1/15	Glenn JB McDowell - 1/30	William H Burnette - 2/11	Roger L Norris - 2/23
Veronica L Huff - 1/4	Joe E Wayman - 1/16	Jeff D Barnes - 2/1	Michael J Atkinson - 2/11	Harls A Mchone - 2/24
Edward M Hibbert - 1/5	Patrick H Pardee - 1/18	Mark B Henegar - 2/1	Edward A Mitchell - 2/12	Gary W Haggard - 2/26
Jeffery S Raley - 1/5	Scotty B Richards - 1/18	James M Manley - 2/3	Dewayne A Lane - 2/14	Ronald N Couch - 2/27
Brock E Ellis - 1/6	Michael R Merna - 1/19	Donald E Sims - 2/4	Robert L Frick - 2/15	Jacob B Capps - 2/27
Wanda Cox Smith - 1/7	Sammy R Wolf - 1/19	Stacey M Cooper - 2/4	Beth A Atkins - 2/16	Richard B Johnson - 2/28
Randy W Gentry - 1/8	Flora M Baker - 1/20	Dwight E Beckham - 2/4	Dennis R Frank - 2/16	James T Scott - 2/28
Dewayne W Doane - 1/10	Ronald S Sands - 1/21	Nolan A Houser - 2/5	Timothy W Mcnish - 2/16	Ghenadi N Popescul - 2/28
Fred E Wolfenbarger - 1/10	Michael S Mccann - 1/22	David L McGill - 2/5	Robert L Caudill - 2/16	Roy H Grimes Jr - 2/28
Samuel T Miller - 1/11	Jeromey S White - 1/22	Mitzi L Prowell - 2/6	Nikki L Woolsey - 2/17	Timothy J Faulkner - 2/29
Leo R Pedigo - 1/12	Amanda C Hinds - 1/22	Felix A Phillips - 2/6	Cassidy S Lionheart - 2/18	

GREEN TIP: CHECK YOUR HOME FOR RADON



Do you know that Radon is the leading cause of lung cancer deaths among non-smokers in America? The U.S. Environmental Protection Agency has declared January 'National Radon Action Month', and the Tennessee Department of Environment and Conservation is encouraging Tennesseans to protect their health by testing their homes for Radon.

A natural byproduct of decaying uranium, Radon is found in most soil and rocks, including every county in Tennessee. On average, 16 percent of Tennessee's single-family homes are thought to have unsafe radon levels; in some areas, that number can be as high as 50 percent.

Odorless and invisible, Radon is sometimes referred to as "the silent killer" because up to 21,000 people die every year due to lung cancer caused by long-term exposure to it. Like other radioactive materials, Radon and its decay products release radioactive energy that can damage lung tissue. The more radon one is exposed to, and the longer the exposure, the greater the risk of eventually developing lung cancer.

Please consider testing your home for radon today. The National Radon Program Services at Kansas State University offers discounted test kits available to purchase online. For more information visit <http://sosradon.org/test-kits> or call the National Radon Hotline at (800) SOS-RADON.

NEW E-LEARNING COURSES AVAILABLE



Are you interested in completing one of UT's supervisory/management certifications? Is it difficult for you to attend classes held in UT's Conference Center Building? Or, are you just interested in a new way of learning? Then e-learning courses may be for you!

Employee & Organizational Development offers over 300 e-learning courses that cover a variety of topics, including Asbestos, Becoming a Manager, Dealing with Conflict, Fire Safety & Prevention, and Conducting Interviews. E-learning courses may be substituted for specific certification classes and are available to all UT employees. For more details, contact **Johanna Owenby** at 974-4430 or jowenby@utk.edu.

VACANCIES AS OF 1/5/11

- Engineer II-Capital Projects Mgmt
- Sr Steam Plant Operator-Steam Plant
- Electrical & Electronics Tech-Steam Plant
- Asst Gen Maint Skill Craft Worker-Steam Plant (2 positions)
- Craft Assistant I-Carpentry Services
- Senior Electrician I-Electrical Services
- Maintenance Specialist I-Preventive Maintenance
- Service Aide I-Building Services (11 positions)
- Custodian-Building Services
- Lawn Aide I-Grounds Services (2 positions)
- Senior Maintenance Worker-Preventive Maintenance (Arena)
- Service Aide II-Preventive Maintenance (Arena)
- Service Aide II-Preventive Maintenance (Athletics; 6 positions)

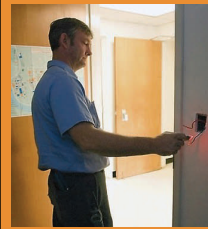
If you would like to be considered for one of these positions, please follow the directions as specified in the vacancy posting. For more information contact HR at 974-6642 or hremloyment@utk.edu.

EMPLOYEE KUDOS

Special thanks to Custodial Foreman Deborah Miolen for her help in getting the new Min Kao Electrical Engineering and Computer Science Building ready for occupancy. Deborah was actively involved with the initial cleanup of the building, including the training of six new employees. She was promoted to her current position after years of excellent work at Thompson-Boling Arena. Great job, Deborah!



Photo by Gordon Nelson



Congratulations to Preventive Maintenance employee Cecil Woody for earning a Master's degree in Rehabilitation Counseling from the UTK in December 2011. Recently, Cecil also learned that he has passed the national Certified Rehabilitation Counselor Exam. He expresses gratitude to the University for allowing him to continue his education.

Photo by J. Miles Cary, KNS

EMPLOYEE SATISFACTION SURVEY *(Continued from page 1)*

and helpful in addressing their problems and concerns. One suggestion that survey participants brought up is to empower employees, not micro-manage them.

Co-Workers: Most (88%) employees who participated with the survey feel that being respectful is important to their co-workers. Likewise, 82% of surveyed employees indicated that customer service and teamwork are important to their co-workers. Some suggestions for improvement included:

- Better communication and teamwork between shops is needed
- Radios should be provided to employees working in the field
- Supervisors and foremen need to be able to access a computer
- Purchasing process needs to be streamlined
- Improve close-out times of work orders
- Consider random drug testing for all employees

Training: 74% of surveyed employees feel that their initial and on-going job training prepares them to handle their regular work assignments. Numerous respondents indicated their desire to participate with additional training.

Reflecting on the survey, Associate Vice Chancellor Dave Irvin says: "In 2012, Facilities Services will be developing a number of initiatives as part of transforming us into a Top 25 Facilities Group. The survey will be used to benchmark where we are and our starting point so we can measure our progress in the next year. In addition, the comments each person provided will be studied for ideas we can use to craft our initiatives and develop action plans to guide our progress."

Please direct any questions about the survey to Gordie Bennett at 974-7780 or gbennet5@utk.edu.

WELCOME TO FACILITIES!

Please welcome the following employees to Facilities Services:

- Ah Ra Bau, Preventive Maintenance (Athletics)
- Brian L Rexroad, Grounds/Transfer & Hauling
- Robert E Patty, Air Conditioning/Sheet Metal
- Joshua D Chapin, Grounds/Transfer & Hauling

YOUR BI-MONTHLY "FIX" OF FACILITIES NEWS AT THE UNIVERSITY OF TENNESSEE, KNOXVILLE

University of Tennessee, Knoxville

Facilities Services Department

2233 Volunteer Boulevard

Knoxville, TN 37996-3010

Send questions, comments, and suggestions for future editions of *The Facilitator* to: Gordie Bennett, Facilities Services Room 208C

Phone: 974-7780

Email: gbennet5@utk.edu

SCHOLARSHIP OPPORTUNITIES

Each winter, the Bob Evans Memorial Scholarship Fund and John Parker Memorial Scholarship Endowment award two academic scholarships to dependents of Facilities Services employees for the following school year.

The **Bob Evans Memorial Scholarship Fund** will award one scholarship to a child, grandchild, step-child or step-grandchild of a current or retired Facilities Services employee. Students must be currently enrolled or be able to be admitted for Fall Semester 2012 to be considered in making this award.

The **John Parker Memorial Scholarship Endowment** will award one scholarship to a legal dependent of a current, retired or deceased Facilities Services employee who has maintained a minimum 2.5 GPA. Financial need may also be a factor in the award.







Both scholarships are for the 2012-13 school year, which begins in August 2012.


Mark the date - nominations for the Bob Evans and John Parker scholarships must be made to the Associate Vice Chancellor's Office (room 208) *no later than Tuesday, January 31, 2012*. Nomination forms can be obtained from Beth Atkins in room 208.

Winners of the scholarships will be chosen by the UTK General Scholarship Selection Committee based in the Financial Aid and Scholarships Office and not by any staff member of the Facilities Services Department.

EVENTS CALENDAR

JANUARY 2012

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
1	2	3	4	5	6	7				1	2 Ground-hog Day	3	4	
8	9	10 	11 First day of classes	12	13	14	5	6	7 	8	9	10	11	
15	16 MLK Holiday	17	18	19	20	21	12	13	14 Valentine's Day	15	16	17	18	
22	23	24 	25	26	27	28	19 Presidents' Day	20	21 	22	23	24	25	
29	30	31 						26	27	28	29 Leap Day 			

 = Biweekly staff pay day

 = Monthly staff pay day