Facilities Services Honors Outstanding Employees

UT Facilities Services is happy to announce the winners of the 2015 Chuck Thompson Outstanding Employees Award. The recipients of the 17th annual presentation of the award are IT Technologist Jim McCarter and Zone Maintenance Foreman Johnny Waggoner. Chuck Thompson was a Facilities Assistant Director until his retirement in 1976. The award was created by his children in memory of their parents to recognize two employees who have rendered particularly exemplary, meritorious and unselfish service to the University of Tennessee.

Two awards are given every year, one from the skilled craft areas and one from the clerical/services areas, and each recipient must have at least 10 years of service with the university. This year Jim and Johnny were chosen from more than 30 nominees.

“The awards celebrate the excellence in our department,” said Associate Vice Chancellor Dave Irvin. “What I really love about these are that the winners aren’t chosen by me, they’re not chosen by the directors, they are chosen by a panel of their peers.

“Jim and Johnny are great candidates and they are all about what we as a department bring to the table.”

With the department since 1994, Jim works in the Communications & Information subunit of Facilities. Among the reasons he was nominated for the award were that he is always willing to offer his technical expertise to help with computer issues, he is task-oriented, knowledgeable and works tirelessly on problems until he finds solutions, he has a great attitude, and there doesn’t seem to be any problem too big or small for him to solve.

“I want to thank everyone for the award honor,” Jim said. “Facilities is a great place to work with great people.”

Johnny has more than 25 years of service at UT and works in Zone Maintenance on the Agricultural Campus.
Facilities Pink Day Raises Awareness, Donations

UT’s Facilities Services Department recently held its second annual Pink Day to support Breast Cancer Awareness Month.

The awareness day is an opportunity to show support and recognition for those in the department who have been touched by the disease.

“We started the initiative last year due to the fact that multiple employees in the department have been impacted by breast cancer in different ways,” said administrative specialist Veronica Huff, who spearheaded the event. “We all wanted to raise awareness within the department and on campus in support of family and friends.”

After the success of last year’s Pink Day, Huff thought that a bake sale to raise donations would be a great addition.

Her idea proved correct, and with the donation of baked goods from more than a dozen Facilities Services employees, the department’s Pink Day bake sale netted $350 during the course of the work day on October 19.

“The bake sale was an opportunity to show further support and do any little bit we can to help in hopes that one day a cure will be found,” she said.

All proceeds from the bake sale have been donated to the Susan G. Komen Knoxville foundation.

CHECK OUT our Website’s NEW LOOK

fs.utk.edu
His nominations stated that he is very outgoing, personable, kind and polite while always willing to go the extra mile, he always wants the Agricultural Campus to look its best and if something is wrong his motto is to “fix it.” No matter what time of day, he is always there to help someone on his or another crew.

“I could not have done any of this without the support of everyone in the department,” Johnny said. “I would really like to thank my group on the Agricultural Campus, my One Call team, and all the other assistance we get.”

Dave closed the award ceremony by noting that the Facilities Services Department has an abundance of dedicated and hardworking individuals.

“Johnny and Jim are among our best, and our employees are among the campus’ best,” he said.

The University of Tennessee, Knoxville’s Office of Sustainability has been named a finalist in the sixth annual Second Nature Climate Leadership Awards, which honor the best environmental efforts among colleges and universities that have signed the American College and University Presidents’ Climate Commitment.

UT was recognized for innovation and advanced leadership in sustainability, climate mitigation, and resilience. Awards are given based on demonstrated advancements in innovation, embedded opportunities, and student preparedness with relation to sustainability and climate action. UT is the only school in both the state of Tennessee and in the Southeastern Conference (SEC) to ever be selected as a finalist.

“Having been selected as a finalist is a resounding affirmation that UT is a leader in sustainability across the nation and, in particular, the SEC,” said UT Sustainability Manager Preston Jacobsen. “We are currently a leader in green power purchasing, ranked eleventh in the nation, and ranked second in the nation for Game Day Zero Waste efforts, but our sights are set much higher.”

Since 1993, Second Nature has worked with more than 4,000 faculty and administrators at hundreds of colleges and universities to increase sustainability efforts in higher education. In 2006, 12 college and university presidents began the American College and University Presidents’ Climate Commitment (ACUPCC). The next year, this group invited their peers nationwide to participate. UT signed the commitment September 11, 2007.

Second Nature initiated the annual Climate Leadership Awards in 2010 to recognize ACUPCC institutions for their innovation and excellence.

“We have and will continue to work toward providing our students with the best educational opportunities, be it research or experiential learning, all within a setting that supports our local environment,” Jacobsen said.
Seven members of our team received the Facilities Services Perfect Attendance Award for the 3rd Quarter of 2015.

Leon Cannon, Judy Welch, Josh Smyser, Paul Hash, Ian Sutherland, Matthew Barlow, and Michael Raper were drawn from 139 individuals eligible for the award during the three month time period.

The names were drawn by Brooke Krempa, Veronica Huff, Brock Ellis, and Arlene Williams.

Names will be drawn from those eligible for the 4th Quarter award in early January.

Awards are given quarterly to one employee for every 20 employees eligible and the names are randomly drawn by employees who are not eligible for the award during that Quarter.

Full guidelines for the Perfect Attendance Award, and all other awards, can be found on the Facilities Services Web site fs.utk.edu.
Please join us at the 2015 Facilities Services

HOliday Party

Thursday, December 10
Beginning at Noon

The Tennessee Terrace at Neyland Stadium

Lunch, Door Prizes and Holiday Cheer!

For more information please contact
Brooke at 214-7662 or bsteve14@utk.edu

Bus Schedule and Route:

11:00 a.m.
Steam Plant

11:05 a.m.
Nursing on Volunteer

11:10 a.m.
Intersection of James Agee Street and White Ave.

11:15 a.m.
Conference Center

11:30 a.m.
The Hill (Nielsen Physics)

11:35 a.m.
(Intersection of Mille Way and Circle Drive)

11:40 a.m.
Ag Campus (Bus stop between Ellington and Brehm)

11:45 a.m.
Facilities Services Building (on Volunteer)
Update on New Facilities Services Building

Construction continues unabated at the new Facilities Services Building at 2000 Sutherland Avenue. A mid-May 2016 completion is still on schedule.

The building’s exterior envelope – its metal panel skin, its windows, its doors, and its roof – have almost all been installed.

Concrete retaining walls have been poured and sidewalks and exterior utilities are being installed.

Inside, the mechanical ductwork, plumbing, conduit, and stud walls have been installed. Now, the drywall is going up and the exposed metal structure is being painted.

When there is a breakthrough on employee parking, an announcement will be made.

Like us to see regular updates!

facebook.com/UTFacilitiesServices/

Updated photos can also be found on our Twitter, Instagram, flickr and Google+ pages.

More info can be found at fs.utk.edu
Through the efforts of committed students, faculty, staff and volunteers, UT Recycling has continued to increase the amount of gameday waste diverted from the landfill.

The last home football game against Georgia was the highest diversion rate ever in the history of recycling for a gameday! More than 29 tons were collected for donation, composting, and processing at a recycling center. This beats the previous highest amount collected by about six tons.

The diversion rate for this game was UT Recycling’s highest at 67%. This is about 1.5% higher than the subunit’s previous best.

A Big Orange thanks to everyone who helped make the October 10th gameday the best one yet with respect to recycling and landfill diversion!
Facilities Services to Host Plumbing Workshop in Nov.

Want to learn how to tackle plumbing projects and repairs at home? Facilities Services will host a campus workshop, “Facilities Fundamentals: DIY Plumbing Essentials,” from 11:30 a.m. to 12:30 p.m. Thursday, November 19, at the International House Great Room.

The event is free and open to the public. Light refreshments will be served.

The workshop will detail at-home projects, repairs, and maintenance, while providing the tips and tools needed for completing the jobs yourself.

Plumbing & Heating Services General Superintendent Wes Willoughby and members of his team will cover a wide variety of plumbing topics. Some of these topics include repairing and changing faucets, unclogging floor drains, sinks, toilets and tubs, repairing toilets, an overview of water heaters, and annual maintenance. The group will also cover how to reduce flow to various household fixtures.

If you are interested in attending the workshop, RSVP by clicking this link: https://tiny.utk.edu/UTPlumbingWorkshop

For more information about the workshop, contact Brooke Krempa at bsteve14@utk.edu.

Facilities Services recently launched a series of DIY videos on its YouTube Channel.

To date, our teams have created six different videos featuring painting and landscape tips.

Topics include mulching, pruning, weed removal, dry wall preparation, basic painting techniques, painting products, and paint cleanup. Future topics will include lawn care and sustainability tips.

Check out our department’s channel, UT Facilities Services, at youtube.com to see professional tips from members of our team and check back often for new content!

Facilities Fundamentals: Do It Yourself Plumbing Essentials

Presented By: Wes Willoughby
FS Plumbing & Heating Unit

RSVP & More Info at: https://tiny.utk.edu/UTPlumbingWorkshop

Hosted By: The University of Tennessee / UT Facilities Services
The 7th annual toy drive honoring the memory of Ryan McDonald will begin later this month. Ryan was killed tragically during a shooting at Central High School in 2008 when he was 15 years old. The toy drive aims to inspire hope for area children dealing with difficult times during the holiday season.

To honor Ryan’s memory, as well as his aspirations to become a children’s counselor, toys are collected by Roger McDonald every year in his nephew’s name. The toy drive benefits Helen Ross McNabb and Child & Family of Tennessee.

This year’s toy drive will be held November 22 through December 13. If you would like to make a donation, please bring unwrapped new toys to the collection box that will be placed near the front entrance of Facilities Services. Donations can also be given at all Knox area Ingles grocery stores including locations in Powell, Karns, Halls, Farragut, and at Merchants Drive.

All toys must be donated by Sunday, December 13.

For more information, please contact Roger McDonald at 705-9994 or jmcdona3@utk.edu.

UT Logo Update & Brand Web site

UT Creative Communications has released an updated toolkit for University Logos & Templates. This update only affects the UT campus-wide logos, and not the Facilities Services specific logos.

The new UT logos have replaced the previous files in the FS Logos – Documents folder on FS Share. All information is now up to date. If you saved the previous UT logos to your personal files, you are asked to please replace these at your earliest convenience.

In addition to the updated UT logo files, the university’s new brand guidelines Web site is now live at http://brand.utk.edu. This site provides information about the university’s brand identity. Templates, general resources, and comprehensive guidelines and instructions are accessible through this site.

Logo and shortcut files (both the department’s and university’s), however, are not available for download on this site. All files can be found at the above mentioned folder on FS Share.

If you plan to use university and department logos and shortcuts, please save them to your personal files before use. Note that all templates for PowerPoints and Word documents are “Read Only” and must be saved to your individual computer before use.

A Facilities Services Logo and University Logo Q&A Fact-sheet is available in the FS Logos – Documents folder. If you have questions about university branding or use of any logos, please contact the Facilities Services logo liaison Brooke Krempa at 214-7662 or bstev14@utk.edu.

Important Note: The use of unit names with the university logo is NOT permitted or approved. All units should use the university logo or the Facilities Services logo on all documents.
EMPLOYEE OF THE MONTH
SEPTEMBER 2015

Congratulations to Donnie Lowery, the September 2015 recipient of the Facilities Services Employee of the Month Award!

Donnie is recognized for being actively involved in looking for things to repair to help prevent future issues.

He exhibits a friendly and professional attitude, even when addressing challenging issues and exhibits leadership qualities.

EMPLOYEE OF THE MONTH
OCTOBER 2015

Congratulations to Brooke Krempa, the October 2015 recipient of the Facilities Services Employee of the Month Award!

Brooke is recognized for her quick turnaround time on the many projects she takes on from different units within Facilities Services. She is always willing to take on additional assignments despite an already heavy regular work load.

She is also commended for her exemplary time management skills and successful departmental event planning.

Facilities Services Hosts Recycling Workshop

Facilities Services held its fourth campus-wide workshop program, Facilities Fundamentals, in September.

The workshop, Everyday Recycling & Zero Waste Practices, was presented by UT Recycling Manager Jay Price.

Jay presented an overview of zero waste practices that can be applied in every day life at home and detailed all of the recycling resources available to the campus.

The workshop also showcased UT Recycling programs, campus composting and community recycling options.

Jay’s slide presentation can be found here on the Communications & PR page of the department Web site and a video of the workshop can be found on the Facilities YouTube Page.

The next workshop will feature plumbing tips and will be presented by Wes Willoughby. Stay tuned for more information.
Two additional groups from Zone Maintenance have completed a series of customer service training conducted by UT Employee and Organizational Development.

These groups are the second and third to complete the training, which began this summer. The first group completed their training in July and the second and third groups finished in September and October respectively.

The Zone Maintenance staff is divided into five groups of about 30 and each group will attend four classes to complete their training.

This training began because of the unit’s desire to take their already exemplary service to the next level.


The third group of individuals to complete the training were Mike Cain, Jack French, Steve Henry, Lewis Love, Eric Poe, Dale Hurst, Jason Hughett, Donnie Lowery, Randy Gentry, Randy Carver, Larry Holbert, Allen Lane, Mark Carver, Josh Acuff, Nathan Hurst, Richard Hutsell, Kenny Lane, Cecil Woody, Robert Carver, Jimmy Helton and Terry Miolen.

This training is tailored specifically for Zone Maintenance and addresses standards and best practices to use as they interact with the campus community. Another goal of the training is to encourage uniformity in how Zone personnel respond to customers and how customer concerns are handled.
Progress continues on the Steam Plant Conversion Project as crews prepare to begin demolition of the 300-foot smoke stack.

The installation of the new gas boiler that was delivered this summer is complete and it is now online producing steam for campus. This is the second new boiler installed for the project, the first was installed last year. A second high voltage feed to the plant has also been put in place and will provide increased electrical redundancy to keep the plant operating in the event of a campus electrical outage.

In addition, the KUB South Loop natural gas pipeline has now been connected to the Steam Plant and is in the final phases of completion. The electrostatic precipitator has been demolished, as well as various coal handling equipment. Some structures, such as the ductwork between the precipitator and the plant, are now in the final phases of demolition.

Beginning in the next few weeks the 300-foot smoke stack will start to come down as demolition continues on the plant’s pollution control equipment.

The projected completion date for the project is 2016.

Check out Cone Zone and the Facilities Services Under Construction Page for updates during the next few weeks.

Project pictures will be posted to department social media sites on a weekly basis.

conezone.utk.edu

Customer Service Continued

Training consists of the following courses:


Module 2: Every Customer Is an Opportunity: Approaching and Rebounding from Difficult Customers.


Module 4: Projecting a Positive Image for the Frontline: Outstanding Telephone Courtesy

Congratulations to the second and third groups to receive their certificates this fall.

Facilities Services would like to extend thanks to Ivory Patten, Linda Blockson and Johanna Owenby from UT Employee & Organizational Development for teaching the classes.
Hundreds of participants visited this year’s UT Sustainability Day organized by the Office of Sustainability on October 22.

Participants engaged with more than 20 exhibitors, vendors and organizations from UT and the Knoxville community to learn about sustainability on and around the campus while enjoying local and environmentally friendly food.

The Office of Sustainability worked closely with UT Recycling to provide composting and recycling capabilities for a zero waste event. UT Recycling staff members also engaged students, faculty and staff about waste reduction and recycling on campus.

During the event more than 100 people pledged to “Power Down,” and organizers were pleased to see everyone learning more about sustainable initiatives.

This year the Office of Sustainability launched a passport program that encouraged attendees to network with vendors while obtaining stamps for free food. Based on the success of the program, the office plans to have even more food, organizations, and activities for the Earth Month Celebration on Thursday, April 7.

More upcoming events organized by the Office of Sustainability can be found on the subunit’s Web site at environment.utk.edu.
LETTERS OF APPRECIATION

To Construction:
We started a math camp yesterday (not the university math camp) in which we try to get students that are close to calculus ready into calculus in the fall. I took them on a tour of Perkins yesterday to show them the new space. They were quite impressed. We have three of our students from last year helping, so they had something to compare to. They were quite wide-eyed when they saw the rooms in Perkins, and thought they were great. A lot of nice comments from them. Thanks for all of your hard work, and the help you have been! It is neat to see it all coming together in a great way.

All the best,
Richard Bennett

To Building Services:
I wanted to let you know how very grateful I am for the excellent work done in the Graduate School (first floor, Student Services Building) by the cleaning staff Monday night when we had the hard rain. Because of roof problems my office and the one next to me had serious water leakage and ceiling damage. Thanks to the quick work of the staff, our book shelves and computer equipment were quickly covered with plastic, my desk was wiped dry and covered, they vacuumed the wet carpet (it was dry when I arrived the next morning at 7:00 a.m.), and papers were removed from the desk and put in a safe place. A woman named Donna left the note and she also came back during the day the following day to check on everything. It is clear that the staff takes pride in their work and is concerned about their customers. I wanted you to be aware. Thank you.

Sincerely,
Carolyn R. Hodges, PhD

To Zone Maintenance:
Thank you for your help. The windows were looked at yesterday and one was replaced today (the one with the additional cracking). There is scaffolding still up by the second window so I am assuming they will be replacing that one early next week.

Thanks again. We so appreciate it and all that Facilities does!

Sincerely,
Susan L. McMillan

To Construction:
I appreciate your attention and persistence in moving the project at Panhellenic forward and on schedule. Please extend my appreciation to Roger McDonald.

Thanks,
Jim Dittrich

To Air Conditioning Services:
Thanks to everyone for moving quickly to repair the fire damper.

Thanks again,
William Dunne

To Zone Maintenance:
I wanted to thank you for placing Robert Crumley in our building to deal with maintenance and similar problems. I really appreciated that he came around to introduce himself and to urge us to contact him if we had needs. I also appreciated how quickly he responded to a request from one of our faculty who needed a white board installed. It is nice to know we have someone like him to call on for help.

Thank you,
Dr. Norma T. Mertz

To Landscape Services:
I really appreciate you helping us out on our loading dock Monday afternoon. Had it not been for your help, we would have had to send the Fed-Ex truck back to their terminal, and their return trip here would have cost the department a few more hundred dollars.

Duane Atkins, Larry Stalans, and Dustin Gibson came to our rescue on this matter.

I don’t like going to the ‘head of the stream’ for small favors such as this, however our new faculty member Dr. Sharma’s equipment would again, have cost us twice as much to ship had it not been for the Facilities Services quick response.

Thank you, and thank all of the guys at Facilities Services, because you all really do get us out of trouble, when we’re in a pinch; and for that we’ll forever be indebted.

Sincerely,
Gary Wynn

To Facilities Services:
I just wanted to drop a quick note to say thanks for the all the long hours and hard work that went into the planning, implementation, and management of SEC Nation while on our campus last weekend.

Everyone put forth a lot of effort on very short notice to accomplish this, and I greatly appreciate everyone’s contributions to the cause.

Thanks again to each of you and the efforts of your departments.

Sincerely,
David Elliott
What is an Alternative Vehicle?

Motor vehicles not meeting the definition of a sedan, truck, pickup, or van, and their primary function is transportation. Examples widely used on campus include: All-terrain vehicles (Gators, Kubotas), Utility Carts, Golf Carts, and Segways.

Did You Know?

ATVs have unique features that enable them to operate in harsh work environments where larger, less mobile vehicles cannot safely be used. Their oversized, deep tread, and low-pressure tires (4-5 psi) and light weight (600-1000 pounds) - compared to other motorized vehicles - enhance their maneuverability but also present risks such as a rollover which may occur due to a high center of gravity and a relatively narrow wheelbase.

Things to Know Before Using an Alternative Vehicle on Campus:

Alternative Vehicles must be registered with a permit from UTK Parking and Transit Service. The permit must be affixed to the vehicle.

Anyone who drives an Alternative Vehicle on campus must:

- Be at least 18 years old,
- Possess a valid driver’s license,
- Adhere to TN Motor vehicle laws,
- Successfully complete Alternative Vehicle Training. This training is offered by EHS either via classroom or on Blackboard. Please contact EHS at 974-5084 or James Cantu the Training Coordinator (jcantu@utk.edu) for more information. The supervisor must keep documentation that the training has been completed.
- Review the UTK Alternative Vehicle Safety Policy, which is posted on the EHS website: ehs.utk.edu.

TOPICS SUPERVISORS AND EMPLOYERS NEED TO REVIEW PRIOR TO USE:

- Operation
- Speed Limits
- Intersections and Crosswalks
- Pedestrians
- Parking
- Cargo
- Re-fuel and Battery Charging
- General Safety Guidelines

www.ehs.utk.edu
865-974-5084
Congratulations to Donnie Lowery, the September recipient of the Facilities Services Employee of the Month Award!

Thank you to everyone who submitted a nomination in September! We owe the success of this program to everyone who takes the time to submit a nomination for one of our many hard working employees.

Help us to honor members of our team in the months to come and cast your nomination for a future employee of the month!

Nomination forms can be found on the Facilities Services Web site, fs.utk.edu, or by clicking this link: https://tiny.utk.edu/FSEOM.

Hard copies can be found with unit clerks and in Facilities room 203. These hard copies can be dropped off in the Employee Comment Box next to room 107 or in room 203.

All Facilities Services Employees are eligible for the Employee of the Month Award after one month of services with the department. We invite everyone to nominate an individual of their choice for the award.

For more information about the award program, please contact Brooke at 214-7662 or bsteve14@utk.edu.
VISITOR

Ensure they receive medical attention.
Call 911 to summons Rural Metro if the injury or illness is serious. An ambulance will be dispatched to transport the individual to a hospital.
For non-serious injuries or illnesses the individual should seek care as directed by their healthcare provider.

The injured/ill visitor may be transported by self, acquaintance, or ambulance.

Notify UT Police (974-3114) and Risk Management (974-5409).

STUDENT

Ensure they receive medical attention.
Call 911 to summons Rural Metro or UT Police at 974-3114 if the accident or illness is serious. An ambulance will be dispatched to transport the injured student to a hospital.
For non-serious injuries or illnesses the student can be treated at or by:
   a. Student Health
      Mon.-Fri., 8AM and 4:30PM except Wed., which is 9AM to 4:30PM.
   b. UT Medical Center Emergency Room.
   c. Their medical provider.

The injured/ill student may be transported by self, acquaintance, or ambulance.


Information on Student Health Insurance can be found by contacting Student Health at 865-974-3135 or the website: http://studenthealth.utk.edu/insrec_studentinsurance.php.

EMPLOYEE

Ensure they receive medical attention.
Call 911 to summons Rural Metro or UT Police at 974-3111 if the accident or illness is serious. An ambulance will be dispatched to transport the worker to a hospital.
For non-serious injuries or illnesses the employee must notify their supervisor. The employee and supervisor will call UT’s Worker’s Compensation administrator (CorVel) at: 866-245-8588

The employee and supervisor select the option to speak with a nurse for immediate care. The nurse will direct the employee to a nearby healthcare provider.

The supervisor shall call 866-245-8588 and select the option for first notice of loss reporting the day following the accident.

Additional information about Workers Compensation coverage can be found at: http://treasury.tn.gov/wc/

The injured/ill employee may be transported by self, co-worker or ambulance.

www.ehs.utk.edu
865-974-5084
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