

# THE FACILITATOR

THE UNIVERSITY OF TENNESSEE, KNOXVILLE • FACILITIES SERVICES DEPARTMENT

Spring 2021



FACILITIES SERVICES

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## Join Us on Social Media



[facebook.com/UTFacilitiesServices](https://facebook.com/UTFacilitiesServices)



[twitter.com/utkfacserv](https://twitter.com/utkfacserv)



[instagram.com/utfacilities](https://instagram.com/utfacilities)



[tiny.utk.edu/FSYouTube](https://tiny.utk.edu/FSYouTube)

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Visit the UT Facilities Services  
Website at **[fs.utk.edu](https://fs.utk.edu)**

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THE UNIVERSITY OF  
**TENNESSEE**  
KNOXVILLE

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FACILITIES SERVICES



# Faces of Facilities Services

Facilities Services is a large department with a lot of diverse backgrounds, skillsets and interests. Spread out across four shifts, it's not easy to get to know everyone outside of your own unit and/or sub-unit. We want to change that one friendly face at a time. In each issue of The Facilitator, we will feature a Facilities Services employee to help you get to know a bit more about them. Namely, their history in the department and how they like to spend time outside of work. In a lot of ways, Facilities Services employees are the very heartbeat of UT Knoxville, and this feature helps our community get to know the stories behind the staff.

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## Meet Shawn Benson



### 1. Where did you get your start in Facilities Services?

I've served in UT's Facilities Services department for a year and a half. I've been working in the higher ed facilities management sector for a little over 10 years.

### 2. What's your favorite thing about the work you do now?

I will never do anything big in life, like cure cancer or save a sick baby, but one of the students at UT who we support might, and that's why I want to work here.

### 3. If you could go to lunch with one person from Facilities Services who would it be?

Dave Irvin. That guy was brilliant.

### 4. Who is your oldest friend at Facilities Services?

Steve Costner. He was forced to sit next to me for nearly a year before they rescued him from my wit by letting him work remotely.

### 5. What would you do on the perfect day off?

Try to get caught up on work, haha.

### 6. If you could magically do one thing what would you do?

Two words: Football Championship

### 7. Who is the funniest person you have ever met in Facilities Services?

I'm pretty sure it's me (I mean, just read my answers to these questions).

### 8. What smell brings back great memories for you?

When I was a child, my family had a wood burning stove. That's what home smells like to me.

### 9. If you ever become famous what will it be for?

Stubbornness

### 10. What hobbies/interests would you like to share with our department?

I love to bicycle! I'm also a tinkerer.

# EXCEPTIONAL TEAMS

While the way we honor Exceptional Teams and Employees of the Month may look different than it did pre-pandemic, it's no less important! We believe there is tremendous value in recognizing our team members who show what it means to give your all for Tennessee each day. Congratulations to those honored in the past few months:

## DECEMBER EXCEPTIONAL TEAM

On Christmas Eve, a crew from Landscape Services came in to clear snow and ice so that sidewalks and walking paths were safe for all on campus. This crew is made up of: Darren Latham, India McAfee, Jacob Capps and Jeff Rentsch. In addition, we honored Steve Costner for coming to campus on Christmas Day in response to an issue at Mossman. While most of us were home with our families, this team was showing true Volunteer Spirit by serving others first. Great job!



## JANUARY EXCEPTIONAL TEAM

This team was honored for quickly and efficiently preparing lab space in SERF for on-campus COVID testing which provides much quicker results, allowing us to effectively isolate students who test positive and minimize risk of spread. If not for the work of this crew, numbers on campus would have likely continued to climb. This team includes the following members of STAR Team and Utilities: Herbie Jones, Michael Hastie, Joe Whitton, Dale Hurst, Malcolm Shoffner, Tim Thompson, Jimmy Brewer, Randy Mathes and Chris Iler.

# EMPLOYEE OF THE MONTH

## DECEMBER - ROGER NORRIS

Roger Norris has been with Facilities Services since December 2006. He has spent the entire time working for Landscape Services. His assigned work area is Ayers Hill and the area around Neyland Stadium. His work zone is a prominent area on campus with many individuals wanting to visit Ayers Hall and Neyland Stadium. We receive many compliments about the grounds from the visitors, students and staff in this area. Roger is a dedicated and hard-working employee who puts a lot of pride into his work and always goes the extra mile when there is an event or game. He is also liked and respected by the entire department. Congratulations, Roger! We're proud of you and grateful for you!

## JANUARY - DUSTEN GIBSON

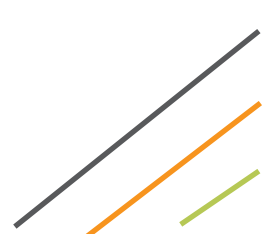
Congratulations to Dusten Gibson of our Construction Services team! He has been named our January Employee of the Month for his exemplary service and excellent attitude. He is well-deserving of this honor, and we are honored to have him on the team.

## FEBRUARY - MITZI ELROD

Since the pandemic started, the Business Services Office has gone through a transition of being able to process accounts payable from home offices. A select few worked staggered schedules to assist those working from home. Mitzi Elrod is one of the select few and her actions have carried over through today. On average, the Business Services Office processes between 50 and 100 invoices daily. Mitzi is currently Team Leader in the office and is in charge of making sure all invoices are processed timely as well as reviewing for accuracy. This is no easy task when this work is being completed from several different locations with alternate resources. Mitzi has adapted well to this change and is able to perform her assigned duties, not only from her usual Business Services Office but from her home office as well. She provides assistance to those within the office, department and University when needed and often works as long as it takes to complete assignments. Well done, Mitzi! So glad you're a part of our team!

## MARCH - TYLER VANDIVER

Tyler VanDiver heads up the Building Services Operations in Haslam Library, International House, Melrose Hall, Haslam business, and Stokley Management Center. He leads his people by example by not only providing 7 day/24 hours service to his area by taking on the roles of; Covid Response Team Leader, CompuClean Inspector, Neyland Overnight Crew Leader, and staff photographer. His personality and persona are best reflected in that at the end of any of his written correspondence he hurrahs with "GO VOLS!!"





# SOCIAL MEDIA SPOTLIGHT



**dondeplowman**

Howard Baker Jr. Center for Public Policy

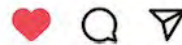


404 likes



**preservepress**

University of Tennessee, Knoxville



46 likes

preservepress Special delivery! 🌸 Spring has sprung on The Hill! 📸 Janna Abraham, c/o 2001

View all 2 comments

tennalum T Bus brings March flowers!! 🌸🍊



**Chris Cherry** @drchrischer... · 2/12/21

When I came to @UTKnoxville in 2007 I was surprised to see a bi-directional (contraflow) bike lane – ahead of its time for US. Yesterday I rode the first piece of a new bike corridor thru campus. Intentional, ~well designed, great space. Keep it up @sustainableUT & @utkfacserv



**UTK Herbarium - TENN** @... · 1/14/21

Thanks @utkfacserv for coming by the #herbarium over 4 days to move furniture & strip/re-wax our main hallway. Look at that beautiful shine! Thanks so much to the folks who worked hard to take care of our floor while also fulfilling our staff's need to access the #collections!



**themakercity**

University of Tennessee, Knoxville



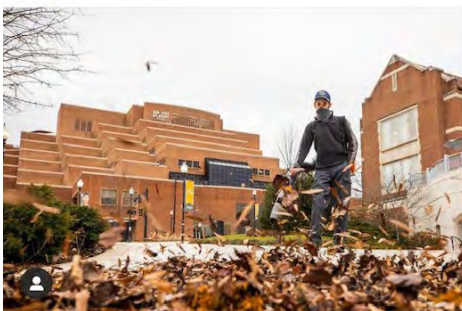
211 likes

themakercity It's not everyday you get to see your work out in the wild! Shout-out to @therealmawill for designing the graphics for the transformer boxes outside of Hodges Library at @utknoxville! 🍊

Share your work by using #TheMakerCity to be featured!



**utknoxville**



**UTK CEHHS** @UTKCEHHS · 3/18/21

Shoutout to @utkfacserv for making sure all lines lead to #CEHHS 🍷 | @marcusratkins | @UTKnoxville



**UTRF (UT Research Foun...** · 1/26/21

Our January #InventorSpotlight Matthew Layne, Turf Manager for @UTKnoxville, sought to solve a problem at work & ended up partnering with local solar company @Solar\_Alliance to co-invent @Powershed1. @utkfacserv @Mattgovols @UTSystemNews @ResearchUTK

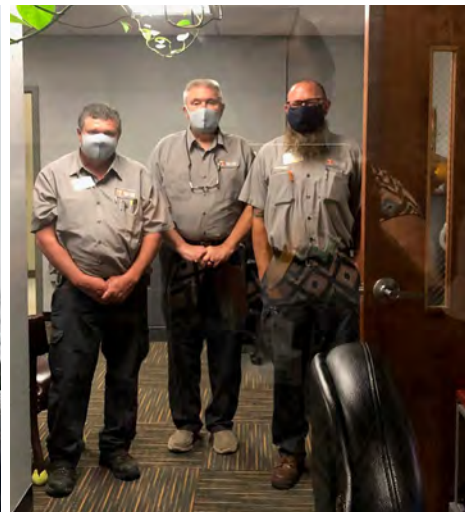


UTRF Inventor Spotlight: Matthew Layne | University of Tennessee Res... utrf.tennessee.edu





# VOLUNTEER SPOTLIGHT



# VOLUNTEER SPOTLIGHT

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## SHOUT OUT - PRIVACY FILM ON GA OFFICE SPACE

“The privacy film on the GA office space is such a nice improvement! One of the Grad Assistants who works in there was really pleased as well.

Let your folks know they did a great job.

Thank you,  
Stephanie”

STEPHANIE KIT  
EXECUTIVE DIRECTOR  
CENTER FOR CAREER DEVELOPMENT AND ACADEMIC EXPLORATION

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## SHOUT OUT - ENHANCED CLEANING AND EOC INVOLVEMENT

“I wanted to email you as leadership in the EOC to share about the very responsive help we’ve been getting from Derek Bailey and Veronica Huff since we reopened in August. Mostly, they’ve been so quick to respond to all our case-by-case needs for mobilizing facilities services and dealing with each and every self-iso submission. This sometimes has involved nights and weekends in addition to the workweek. They often go above and beyond to carefully coordinate details with us and make sure we are doing everything we can to keep our little and big people safe through pandemic operations. They’re also very supportive in doing precise follow through so we’re not unduly interrupting services where it’s not necessary. David Laubauch has also made himself available to us on many occasions to discuss contact tracing nuances for our cases.”

Robyn Brookshire, PhD  
Director  
University of Tennessee Knoxville  
Early Learning Center for Research and Practice



# VOLUNTEER SPOTLIGHT

## ROY WARWICK RETIREMENT

After 40+ years of service, Director of Utilities Services Roy Warwick retired from his post at the end of December. Roy is a wealth of knowledge and never one to shy away from telling a good story. During his time at UT, Roy has played an invaluable role in many upgrades and improvements, and the legacy he leaves behind will not be forgotten. Roy is a beloved member of the Facilities Services family, and while he may have traded in his Vol Card for retirement, he will always be family. Although Roy is no longer working with us, he left the unit in good hands. Wes Willoughby has stepped into his place to serve as the Interim Director of Utilities Services.



## JUSTIN DOTHARD'S ZEANAH ENGINEERING TOUR

Those who follow campus social media may have seen our very own Justin Dothard giving a behind-the-scenes tour of the new Zeanah Engineering Complex which is slated to open this fall. If you have not yet seen the video, click [here](#) to check it out! This facility has so many interesting details coupled with functional features, and we can't wait to see it brimming with students, staff and faculty soon!



# VOLUNTEER SPOTLIGHT

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## PED MALL EXTENSION

If you've been on the west end of campus recently, you may have noticed the beautiful extension of the Johnson-Ward Pedestrian Mall. This extension phase features patio tables and solar charging stations so students can soak up some Vitamin D without draining their batteries. You'll see river rock to the sides and underneath the decking to help with campus stormwater initiatives, and the overall aesthetic adds a lot of "curb appeal" to the more residential side of campus. Phase II of the mall goes out to bid March 31 and is anticipated to start at the end of May or very early June. Certain components of phase II will be complete before the start of the fall semester, but the overall project will be complete in early 2022. This phase of the mall will extend down to 20th Street along with a new water supply line that goes

to UT Drive. Shout out to our Design Services team for such a beautifully executed campus landscape feature!



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## INNOVATIVE TECHNOLOGY IN BUILDING SERVICES

If you've been around the Facilities Services Complex in the past few months, you have likely encountered the robotic vacuum affectionately referred to as "Dolly" in honor the one and only honorary Dr. Dolly Parton. Dolly got her start at the Complex so that Building Services could become familiar with the technology and use the introductory period to gather data. Now, the vacuum can be seen working in Hodges Library - the perfect location where innovative new technology meets collaborative learning!





# VOLUNTEER SPOTLIGHT

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## TENNESSEE ARBOR DAY

Every year, the University of Tennessee, Knoxville celebrates Arbor Day on Tennessee Arbor Day which fell on March 5, 2021. To commemorate this day, 20+ volunteers gathered at Second Creek to plant trees and witness the presentation of UT's 4th consecutive Tree Campus USA designation. The event was a great success! Hats off to Sam Adams and Neal Vercler (Landscape Services) and our Office of Sustainability crew for all of their hard work! To see a short video recapping the event, click [here](#).



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## BERONICA CITIZENSHIP

One of the greatest joys of our department is when we get to celebrate one of our own. Of those celebrations, few are as sweet as seeing a teammate work tirelessly toward becoming an American. Meet Beronica Franscisco Mendez. She's been a wonderful part of our Building Services team since 2012, and on March 4 of this year, Beronica became a United States citizen! We are overjoyed for her and commend her for all of her hard work. Congratulations Beronica! Her smile says it all!



# VOLUNTEER SPOTLIGHT

## VOL FIRST IMPRESSIONS REVEALS

Over the past few months, we've revealed the final results of our winning Volunteer First Impressions submissions over social media, and they've been well received! While we weren't able to gather with our submitters in person, it has still been incredible to see the support received from our campus community as a direct result of the improvements made through this program. See below for a few of the biggest transformations:

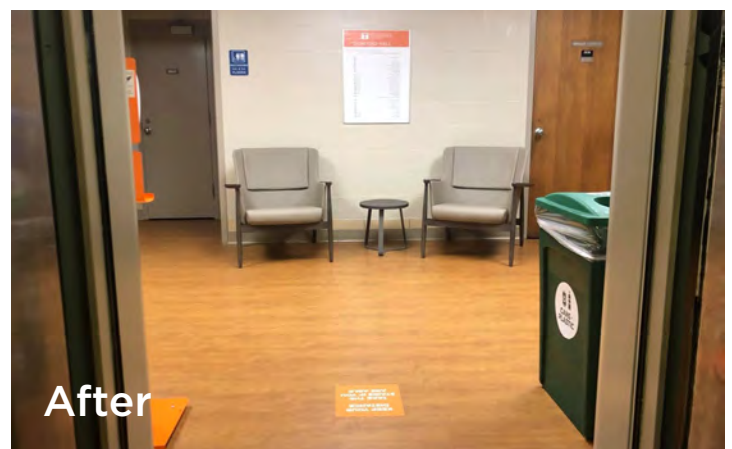
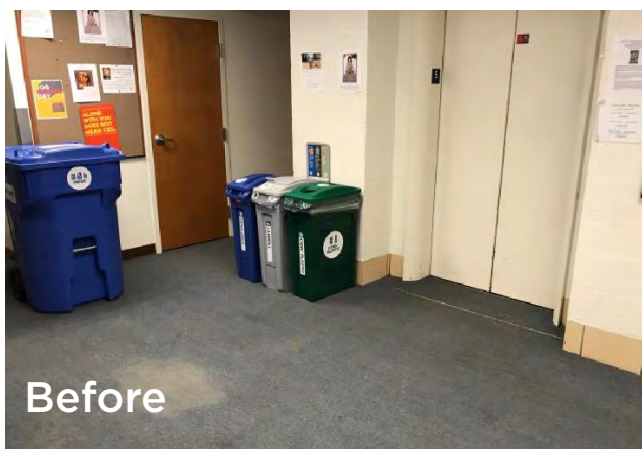
### Clarence Brown Theatre - Concessions Area



### Bailey Education Lobby



### Dunford 5th Floor Elevator Lobby





# VOLUNTEER SPOTLIGHT

UTPD Lobby



Greve Hall - Key Shop Entrance





# VOLUNTEER SPOTLIGHT

## Student Success Elevator Lobby - Communications



## Early Learning Center Lobby



## Title IX Office Entry Path



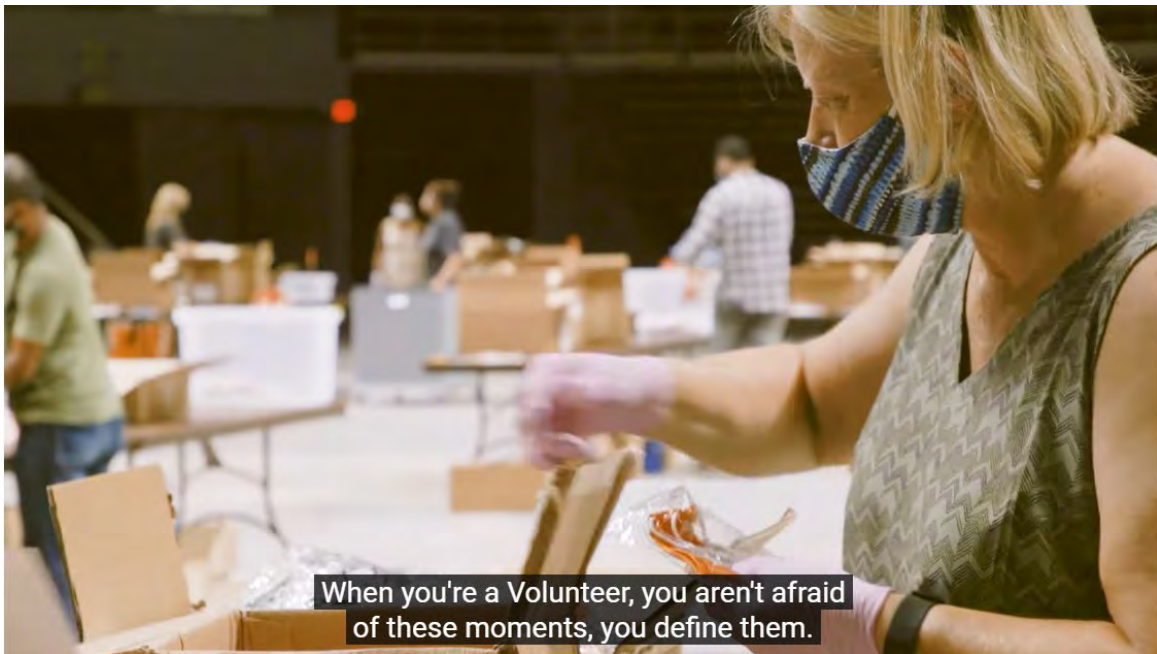


# VOLUNTEER SPOTLIGHT

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## Chancellor Plowman's Thank You Video

You should have received an email from Chancellor Donde Plowman on March 23, with a link to a video thanking all staff for their tireless work and dedication to the mission of UT over the past year of pandemic. If you didn't watch it, be sure you do by clicking this [link](#). You'll recognize a few of those faces from Facilities Services.



## Employee Comment Box Locations:

- Facilities Services Complex Break Room
- Facilities Services Shop Area
- Hodges Library outside room 171a (new)
- Steam Plant (near time clock)
- Steam Plant Hill Breakroom (new)
- Neyland Biology Annex near room 128
- Ellington Plant Science room 4
- SERF outside of room 426
- Former Sanitation Safety (Pest Control) Area at Facilities Services Volunteer Blvd. Location
- The electronic employee comment box can be found at **[tiny.utk.edu/fscommentbox](https://tiny.utk.edu/fscommentbox)**.



## APRIL

Verna Spencer	4-1	Tracy Walker	4-19	Tishayla Mitchell	5-17
Riley Kneale	4-1	Jesse Lawson	4-19	Raj Arepalli	5-17
Paul Hinshaw	4-1	Ian Sutherland	4-20	Christopher Spangler	5-18
Terry Capps	4-2	Valeda Brooks	4-20	Temeka Mcdermott	5-18
Patricia Curtis	4-2	Cory Cox	4-20	Garrett Ferry	5-18
Marcus Savage	4-2	Toni Adams	4-22	Steven Traylor	5-19
Daniel Lufkin	4-3	Amanda Ruelle	4-23	Michael Lowe	5-20
Joseph Savage	4-3	George Hutchins	4-23	Cristopher Strange	5-21
Donnie Patterson	4-3	Peggy Clack	4-26	Jerry Brooks	5-22
Edward Alley	4-4	Allen Powell	4-26	Brian Riley	5-22
Brian Beeler	4-4	Rachel Manning	4-27	Sandra Slusser	5-23
Paul Cianciolo	4-5	Radovan Psar	4-29	Ernest Loveday	5-23
Stephen Costner	4-5	Wayne Palmer	4-29	Christopher Rogers	5-24
James Faulkner	4-6	<b>MAY</b>		Joe Vancleave	5-26
Christopher Hudgins	4-7	Ahmad Moadi	5-1	Judy Cox	5-26
Robby Huggins	4-8	Justin Dothard	5-1	Robert Mackey	5-27
Christopher Mireles	4-8	Daniel Webber	5-1	Laureen Webb	5-28
Christopher Webb	4-9	Anthony Smedley	5-3	Corey Debusk	5-29
Charles Anderson	4-9	Chip Pennoyer	5-3	Amy Miller	5-30
Sandra Schreck	4-10	Johnny Waggoner	5-4		
William Gann	4-10	Paul Hons	5-4		
Van Duzer	4-12	Jerry Nelson	5-5		
Larry Stalans	4-12	Eric Poe	5-5		
Steven Bradford	4-12	Matt McConnell	5-6		
Duane Atkins	4-13	Joe Suits	5-7		
Johnathan Sawyer	4-13	Michael Billington	5-7		
Billy Stalans	4-13	Keith Downen	5-8		
Susan Gibson	4-14	Ruby Strange	5-10		
Brittany Wolfenbarger	4-14	Patrick Childress	5-10		
Christopher Wright	4-14	Chris Merical	5-10		
James Moore	4-14	Teddy Tackett	5-11		
Robert Jones	4-15	Neal Vercler	5-12		
Kevin Cross	4-15	Michael Duncan	5-13		
Kyle Korn	4-16	Douglas Mikels	5-13		
Lala Henderson	4-17	Jordan Doane	5-13		
Randy Hamilton	4-18	Michael Ownby	5-14		
Teresa Davis	4-19	Norman Bumby	5-15		
		Gary Phillips	5-16		