

THE FACILITATOR

THE UNIVERSITY OF TENNESSEE, KNOXVILLE • FACILITIES SERVICES DEPARTMENT



Summer 2021

T FACILITIES SERVICES

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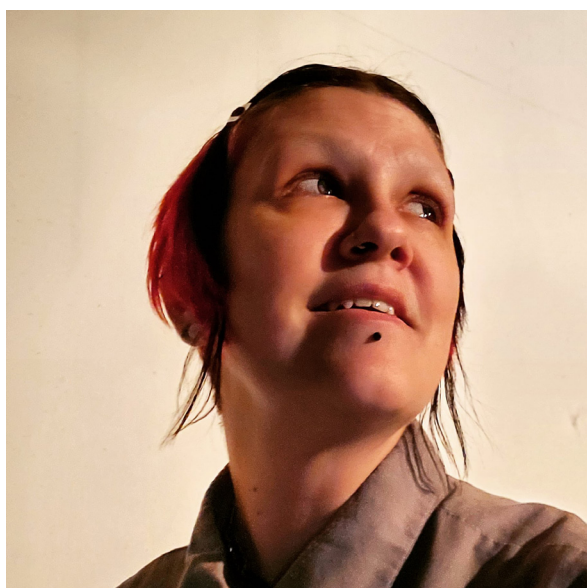
THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

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.

Meet Emory White



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

My first building was Perkins under Deborah M. back in 2013

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

I love my building. It's always something new every day at A + A. As an artist, every day I get inspiration just by being there.

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

Definitely Veronica (Huff). She always makes meetings fun.

4. Who is your oldest friend at Facilities Services?

Eugenia and her husband Slav

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

Take my sketchbook to South Press, sip coffee, and draw people in the shop. Then surprise them with the sketches.

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

I would give people the ability to see the world through someone else's perception in the hopes that it would give everyone a better perspective about those around them and foster a greater understanding that we all go through things - so be kind.

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

Matt Barlow, hands down.

8. What one meal could you eat and never get tired of?

Tabbouleh and falafel

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

Probably my outrageous clothing choices. Outside of work, most people would be surprised to know it was me at all.

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

Well, most who know me know I'm never caught without a sketchbook. I also enjoy video games and anime.

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:

MARCH EXCEPTIONAL TEAM - ELECTRICAL SERVICES

This team was honored for their efficiency and professionalism during scheduled outages for the West Campus Dining project and the demolition of Ellington. Their hard work paid off, and the power was restored in no time!

APRIL EXCEPTIONAL TEAM - CONSTRUCTION SERVICES

This team of coordinators and estimators was honored for the tireless work they do around the clock. Our Construction Services coordinators and estimators are constantly on the go, assisting their teams, and making many of the improvements we see around campus a reality.

MAY EXCEPTIONAL TEAM - STEAM OUTAGE CREWS

This team was honored for a very successful campus-wide steam outage that was completed ahead of schedule. This team was able to make repairs and restore service without much interruption to campus, and they deserve kudos for it!

JUNE EXCEPTIONAL TEAM - RAPID RESPONSE TEAM

This team was honored for their speed and efficiency in restoring classroom furniture to full capacity and their work to get Zeanah Engineering Complex ready for open in Fall 2021. When crunch time comes, there's no better team to have on your side than our RRT!

JUNE EXCEPTIONAL TEAM - JULY 4 HESLER LEAK

This team was honored for their commitment to clean up when a leak occurred in Hesler on July 4. Crews from Building Services, Utilities and Sanitation Safety responded and were able to take control of the situation to avoid further damage.

AUGUST EXCEPTIONAL TEAM - CLASSROOM PREP

This team was honored for their work to get campus ready and classrooms back in order ahead of the arrival of students. Thanks to their teamwork, classes began seamlessly on August 19 - right on schedule!

EMPLOYEE OF THE MONTH

APRIL - MIKE BILLINGTON

Mike is an integral part of our Plumbing Services team. He's always quick to help and is very skilled at what he does. His teammates have nothing but kind words to say about him, and he's an incredible part of our Utilities team.

MAY - MIKE HUBER

Mike is well-loved around campus for his kindness and his work ethic. He serves on our Sanitation Safety team in ways that many never realize. His willingness to work with anyone in any situation says a lot about his character, and we are grateful he's here!

JUNE - ED HOUSEHOLDER

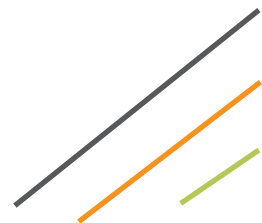
If you've worked with our Design Services team, chances are you've had the pleasure of working alongside Ed Householder. Ed is professional, smart, and courteous. The positivity he brings to his team and those who work alongside him is a bright spot in this department. We're lucky to have him in our department.

JULY - STACEY KITTS

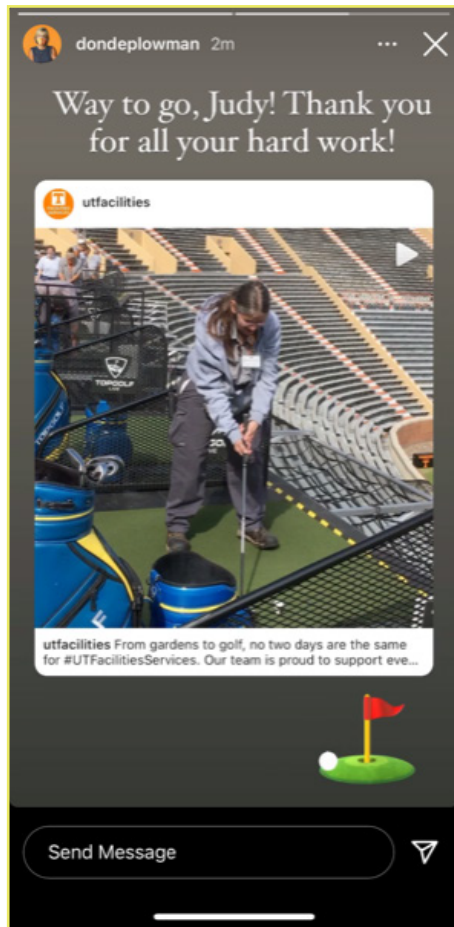
Stacey serves in our Lock and Key shop, and her ability to multi-task makes her an incredible part of their team. Lock and Key Services is always busy, and Stacey makes sure that information is communicated effectively, customers are happy, and her team and supervisor have what they need to succeed.

AUGUST - SHAWN BENSON

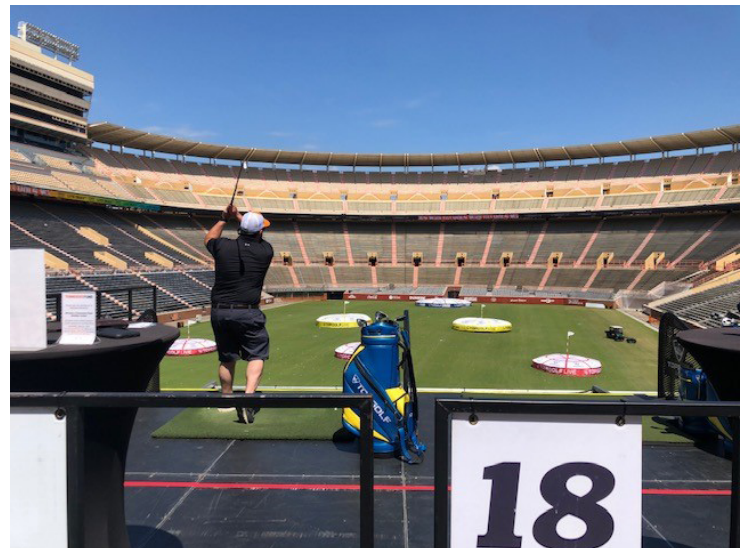
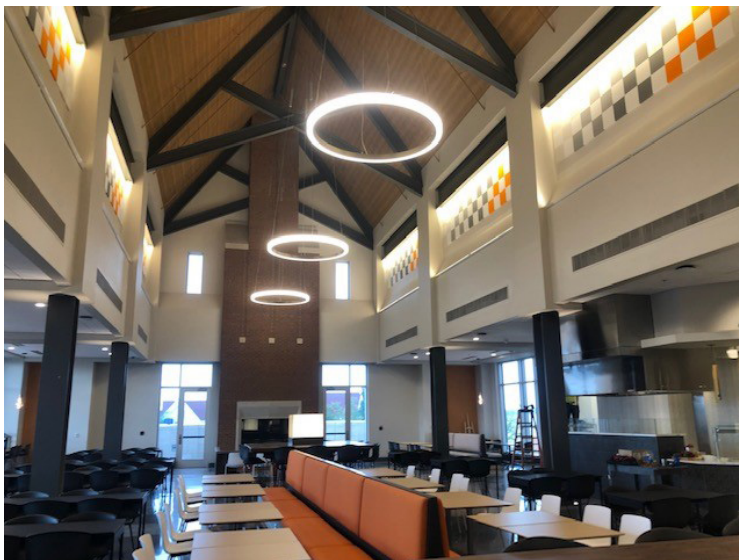
If you work with Archibus, you've either met Shawn or have him to thank for some of the innovative new ways this program has been leveraged to make facilities management easier here at UT. Shawn is smart, witty, and quick to jump in and help however he can. His knowledge base is second only to his arsenal of jokes. All jokes aside, he's been an asset to our team since Day 1.



SOCIAL MEDIA SPOTLIGHT



VOLUNTEER SPOTLIGHT



VOLUNTEER SPOTLIGHT

SHOUT OUTS TO LANDSCAPE SERVICES @ MORGAN HALL

We could not have pulled off this event in such a positive way without the support and hard work that you and your team contributed. And making sure everything looked good even in the midst of a downpour makes us even more appreciative. We received a lot of very positive feedback not only about the event but about the appearance of 100+ year old Morgan Hall, and that's largely due to your hard work and dedication. Thanks to all for a job very well done.



Tim Cross
Sr. Vice President & Sr. Vice Chancellor
UT Institute of Agriculture

I saw you and your team all over the place helping to prepare Morgan Hall for its Centennial Celebration Monday afternoon. I saw the big banners being attached to flagpoles in the rain, I saw people tweaking bushes. I saw someone blowing leaves off a wet sidewalk – all to make the building look its best. The previous week, I saw Kenny's teammates power washing the building and, at my request, they power washed the benches in front of Morgan Hall. Then, on their own for good measure, they power washed the sidewalks.

We're developing a document that expresses our appreciation to the caretakers of Morgan Hall, both present day and those of past decades and also thanks the tradesmen who used their abilities to construct such an enduring building.

We'd like each of you to sign your name to this document. Randy Mathes is helping with this. So we'll reach out to you in the next couple of weeks to sign. We want to include this in the time capsule to help commemorate Morgan Hall and today's UTIA.

Please share this note with others whose addresses I do not have since we'll want to include them too. We'll be reaching out to housekeeping, as well.

Thank you.
Margeaux Emery PhD
Senior Managing Editor + Writer

VOLUNTEER SPOTLIGHT

SHOUT OUT - PERFECT VISIT

Hi all,

The Commissioner's visit was PERFECT! Everything looked incredible, and he was so pleased with our clinic. Thank you for helping it look outstanding!!

Have a great day!
Thelma Uzonyi, Ph.D., CCC-SLP
Pediatric Language Clinic Director



NOTE OF THANKS FROM MCCLUNG MUSEUM

I take this opportunity to express, on behalf of the museum, our gratitude for the work that Toni Adams, Kevin Beeler and other members of your team do to support the operation of the museum.

Thanks,

Claudio Gómez
Jefferson Chapman Executive Director



VOLUNTEER SPOTLIGHT

SHOUT OUT TO THE STEAM PLANT

"I wanted to give a shout out to the guys here at the Steam Plant from the Operators that get very little acknowledgment they monitor our Boilers every day 24 hrs a day. Without them we wouldn't know there was a problem (or know too late). Our maintenance guys fix those problems and deal with the heat or cold and make sure they are fixed so the campus has hot water. They did an amazing job during the shutdown to get everything in working condition and fix and clean every boiler. Then the unexpected happen and they were still able to get the boilers back up and running before the deadline. So yeah just wanted to Toot their horn a bit. People see us having the easiest job on campus. But we do work hard to keep the hot water flowing everyday!"



THANK YOU - WASTEWATER TESTING

Many thanks for all your help this past year. We literally could not have done this with out you. Let me know if you ever need a recommendation, I would be happy to provide an outstanding one. All the best.

Terry C. Hazen, Ph. D.
UT/ORNL Governor's Chair Professor

VOLUNTEER SPOTLIGHT

ZM SHOUT OUT FROM ARMY ROTC

The Department of Military Science and Leadership (Army ROTC) would like to express our appreciation to your department for the assignments of the following two individuals to Hoskins library; Perry Longmire and Greg Porter.

Since the assignments of Perry and Greg, to maintain Hoskins library, there has been a noticeable change in the environmental conditions within the building. In the winter and summer of 2020 the internal temperature of the building was only slightly different from the outside temperature, this is no longer the case and supplemental climate controlling devices are no longer needed.

Perry and Greg have been steadfastly working since their assignments to Hoskins, to ensuring that the climate situation has been rectified and monitored. They are always available when we have an issue and are very expedient in addressing the issues of all departments located in Hoskins library.

Thank you for supporting the Army ROTC program

CPT Kelly Waugh
Assistant Professor of Military Science

SHOUT OUT TO RYAN CARPENTER

I wanted to pass along a compliment about Ryan Carpenter.

A few wks ago, Ryan was working at the COVID Clinic event at the Student Union. I am a nurse at Student Health and we were there to do data entry.

I noticed Ryan as I walked by several times. Every time that I passed by, he was speaking with a “patient” as he was part of the check-in process and was so polite and personable. He spoke to everyone with such respect and pure Southern politeness. It took me back as you don’t hear it very often. It was such a breath of fresh air!

During this pandemic, we’ve all had our share of complaints but want to pass on a compliment for acts of kindness. The University of Tennessee is lucky to have such a polite, respectful young man. He makes me smile!

Sincerely,
Andrea Brayton

VOLUNTEER SPOTLIGHT

SHOUT OUT - CONSTRUCTION SERVICES

I wanted to take this opportunity to tell you how awesome we think you are. Prior to Covid, our department was not up to par of the vision of excellence the rest of the campus had. We are an older building and our budget was in place to grow a global vision. We did not have many resources to upgrade our work space. We spent a majority of our budget getting our students and faculty back home to the states during Covid. We are returning to our wheelhouse of bringing in visitors to campus to teach, train, give seminars and hold events this year. My first project is networking campus with General Consulates that work with Tennessee. I reached out in hopes that someone could help us make the fourth floor of CGE, where the office of the Vice Provost of International Affairs is located, appear more professional. Barbara Tallent has worked with us getting a more pleasing color pallet, and it looks like a completely different area.

Your team that worked with us last week, especially Robert Clark, was the most courteous group we have ever encountered. They were quick, polite, and their work was top-notch. I want you to know how much we appreciate your departments, and you should take credit for every staff member that enters their workplace with a little more pride in where they work. You have changed our lives by simply changing our work environment. We thank you.

You are changing the World!

Amy Gregory
Center for Global Engagement
Assistant to the Vice Provost

SHOUT OUT - BUILDING SERVICES

We just returned from the Student Union and want to pass on compliments to two wonderful employees—Roberta and Tiara. What wonderful ladies! We were caught in a downpour when we happened upon these two ladies at the Student Union. They helped us dry off and then get ready to head back to Student Health Center. They are FABULOUS ladies! So sweet, kind, funny, and they just made our day.

They are real assets to the Student Union, Facility Services, and to the University. We feel lucky to have met them today.

We feel that friendly employees who go out of their way should always be recognized (we've heard a lot of complaints this academic year, haven't we?)

Sincerely,
Andrea Brayton, Kelly Bryant, Kim Sexton, and Denise Miller
Student Health Nurses

VOLUNTEER SPOTLIGHT

PRAISE FOR KHANN CHOV

Wanted to take a moment to express my deepest gratitude for the outstanding work Khann does. While she struggles to get Waste Management to hold a schedule, she goes above and beyond to satisfy the customers needs. She came out Saturday to break down cardboard and transfer to another dumpster so we would have room in ours. She returned Sunday to remove bags of garbage from our trash dumpster as Waste Management did not come as scheduled. I appreciate her tenacity, dedication and honesty. Because Chi Omega, Delta Gamma and Alpha Chi Omega share one trash and one cardboard dumpster between us, ours fills faster than any other in the village. We have already discussed a possible roll off for move in next year to eliminate some of these issues. I just had to reach out to let you know she is an asset to your department and UT. It's not often you find those in the services who go above and beyond, but Khann does. Have a great day and weekend.

Brenda Gerke
House Director-Chi Omega

PRAISE FOR BUILDING SERVICES

Hi Jawan,

I hope your day is going well! I just wanted to pass on a complement from one of our guest groups. We always send out a survey and this was a response that we received from a kids group last week:

What was the least successful part of your visit?

"Not one thing from the trip was unsuccessful, from the cleanness of the bathrooms to the interpretation of history. Thank you again!"

Thank you again for all that you do! It definitely gets noticed and it is greatly appreciated! Please pass on our thanks to your team as well!

Thanks,
Amanda

--

Amanda Beasley
Visitor Services Ambassador

McClung Museum of Natural History & Culture

VOLUNTEER SPOTLIGHT

CEFP TESTIMONIAL

Mr. Waggoner,

I would like to inform you of my intention to take the CEFPP exam on July 13th at Facility Services computer room at 8:00 am.

I must say that at first, I was skeptical of this course and its relevance to me. However, as I got involved into the “Book of Knowledge” and began to read more and more about the cradle to grave evolution of an educational facility, its relevance, importance, and an overall understanding dawned upon me. My ignorance has been replaced with a much-appreciated vision of how and why all these systems are the way they are at not just UT, but any educational facility. Concepts of: deferred maintenance, facilities planning, 5 levels of clean, Cogeneration and the 90/10 rule are just a few ideas that have made me realize my part in the larger scheme of things.

This course has really helped me realize a great many things that put the many complaints I hear from co-workers into a new perspective. I realize that though equipment, material and staffing may not be as workers think they should be, when one steps back and takes a look at the bigger picture, a new perspective can be gleaned and a better appreciation for the current circumstance can be ascertained.

My only wish is that more “ground level” workers can be as fortunate as I to have been exposed to this course.

Regardless of how my test results turn out, I would like to sincerely thank you for granting me this rare opportunity to take part in this great program.

Thank you very very much,

Sincerely,

Duane Gobin

VOLUNTEER SPOTLIGHT

HELEN HENNON HONORED WITH ASCE AWARD

Helen Hennon of Design Services was recently honored as a member of the American Society of Civil Engineers (ASCE) community and the larger civil engineering profession at the organization's annual golf tournament in July. Helen was recognized with an ASCE Knoxville Branch Award in celebration of her achievements. Helen currently serves as the organization's branch treasurer and is a great representative of our department outside of UT. Congratulations, Helen!



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**.



SEPTEMBER

Darren Mullins	09-01
Donald Glover	09-01
Bryan Lord	09-01
Kyle Moffett	09-01
Rick Cannon	09-02
Channing McDonald	09-02
Steve Hicks	09-03
Dewain Day	09-03
Gary Thaxton	09-04
Ted Coward	09-04
James Saunders	09-04
David Bryant	09-05
Rebecca Cinnamon	09-06
Tristan Conard	09-07
Roger McDonald	09-08
Marty Seymour	09-08
Cliff Ulman	09-08
Steven Andrews	09-08
Daniel Stoker	09-10
Thomas Fisher	09-10
Britt Patterson	09-11
Millard Lett	09-11
Ali Chalabee	09-12
Helen Hennon	09-14
Michael Gage	09-14
Paul O'Brien	09-15
Stephen Henderson	09-16
Mark Wagner	09-16
Kenny Lane	09-17
Chris Morris	09-17
Ricky Hughes	09-18
Michael Musselman	09-18
James Reno	09-19
Luke Hanley	09-20
Tom Anderson	09-21
William Messamore	09-21
Jim Hastie	09-21
Brent Sauls	09-22
Jawan Payne	09-22
Matt Barlow	09-23
Dedra Giles	09-24
Ed Oliveri	09-24
Melissa Hatfield	09-25
Brian Bridge	09-25
Michael Leeper	09-25
Melissa Connell	09-26
George Clevenger	09-26
Barbara King	09-27
Ronald Gibson	09-28
Jim Tolbert	09-30

OCTOBER

Beth O'Neill	10-02
Don Turney	10-03
Paul Hash	10-03
Terry Baker	10-04
Brandy Cox	10-06
Michelle Lawson	10-06
Nathan Ownby	10-06
Ed Maples	10-08
Arthur Tezak	10-09
Frank Scott	10-10
Dean Wessels	10-10
Robert Dykes	10-10
Andres Francisco	10-11
Daniel Hall	10-12
Jerry Lethco	10-12
Billy Matthews	10-15
Maria Cruz Avila	10-16
Jay Price	10-16
Tina Johnson	10-18
Chris Blair	10-18
Ronald Cox	10-19
Steven Moyers	10-20
Sandra Britt	10-21
Richard Archer	10-21
Frank Wyrick	10-21
Beverly Schubert	10-22
Walker Fowler	10-22
Tim Baker	10-23
Shelton Woodruff	10-23
Chris Mabe	10-25
Cody Smith	10-25
Stanley Elder	10-25
Buddy Weaver	10-26
Michael Young	10-28
Justin Treece	10-28
Mark Vandergriff	10-29
Dennis Brock	10-29
Steven Hill	10-30
Jim Mccarter	10-31
Malcolm Shoffner	10-31
Jeni Sharp	10-31

NOVEMBER

Tyler Vandiver	11-01
Jerrald Limbaugh	11-02
Sherry Jones	11-03
Curtis Rose	11-03
Jonathan Brooks	11-03
Valentina Gujunit	11-04
Michael Kennemore	11-05
Adam Nicely	11-05
Dustin Webb	11-06
Jason Ogle	11-06
Alexis Carey	11-06
Derek Bailey	11-07
Kaleub Baker	11-08
James Graham	11-08
Kevin Jernigan	11-09
Lucas Mills	11-10
Edward Roach	11-10
Gregory Parton	11-11
Dustin Riley	11-11
Louie Patterson	11-13
Hawk Coin	11-14
Shawn Snipes	11-15
Clarence Sterling	11-15
Candace Sweet	11-16
Marcus Couch	11-16
Crendel Wees	11-16
David Sliwa	11-17
Steven Ferguson	11-17
Steven Evans	11-18
Dale Hurst	11-19
David Blaylock	11-19
Timothy Mize	11-19
Khann Chov	11-20
Jimmy Wyrick	11-20
Randy Longmire	11-21
Teal K Anderson	11-22
April Young	11-22
Christian McDaniel	11-23
Walter Dooley	11-24
Anthony Sharp	11-25
Kevin Garland	11-26
Gavin Ramsey	11-26
Sherwin Taylor	11-27
Michael Raper	11-28
Ed Vargo	11-28
Jessica Blair	11-29
Angela Nickerson	11-30
Anthony Brown	11-30
Joshua Bodenheimer	11-30