Contents

01. Faces of Facilities Services
02. Social Spotlight
03. Volunteer Spotlights
  Shout Outs
  Announcements
12. Comment Box Locations
14. Birthdays
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 Ann Free

1. **When did you get your start in Facilities Services?**
   
   August 2011. I started in Building Services cleaning in Min Kao and then Athletics. I started dispatching in 2014.

2. **What’s your favorite thing about the work you do now?**
   
   Everything! There’s a song by Megadeth (yes, I’m a senior citizen metal head) called “Addicted to Chaos”. That’s me in a nutshell. I have great people to work with.

3. **How would you spend the perfect day off?**
   
   On a beach!!

4. **Who was the first friend you made in FS?**
   
   Jim McCarter was the first person I really met at Facilities. He took me around to get my ID badge and everything on my first day. He is still helping me today. Great guy!

5. **What did you want to grow up to be as a child?**
   
   A truck driver. What was I thinking?? I married one and that’s enough of that.

6. **Who is the funniest person you have ever met in Facilities Services?**
   
   Without a doubt, Terry Ledford. You would never know it, but he has a hilarious and sometimes scary sense of humor.

7. **What was the best gift you’ve ever received?**
   
   My faith, my family! My birthday is in the winter during the holidays so never much celebrated, but years ago, my sister planned a surprise birthday pool party for me in July! Needless to say, I was surprised! Such a sweet gesture.

8. **What’s your best Facilities Services memory?**
   
   Being part of the “Human Power T” at the stadium with my daughter.

9. **If you could tell all of campus one thing about Facilities Services, what would you want them to know?**
   
   We are family!! Dedicated, hard working folks with a common goal of maintaining the campus to the best of our ability and keeping our students safe.

10. **What’s your favorite food? Least favorite?**

    **Favorite** - Coffee!!!! And greasy Waffle House.
    **Least** – Hot tea (Dirty water) and quinoa (still not sure what it is, but I don’t like it).

Is there someone interesting on your team that you’d like to nominate for a future issue? Send your nominations to Sam Ledford at sjones80@utk.edu!
SOCIAL MEDIA SPOTLIGHT

UT System President Randy Boyd Retweeted Facilities Services @utkfacsserv - 10/17/22
We don’t know about you, but we’re still celebrating Saturday’s win over Alabama! While the win on the field was historic, we want to give a shout out to our very own Judy Jones who serves @UT_President @randyboyd, Chancellor Plowman, and other guests each game day!

UT Knoxville @UTKnox... - 11/23/22
Replying to @utkfacsserv
We’re so thankful for all the dedicated Vols working in Facilities Services!

Noah Smith
Judy is the best!!! Thank you for your selfless service. She’s a rockstar!
7w Love Reply Hide 1

Lauren Van Baylor
Thank you to all the UT Facilities Services employees who make game day (and EVERY DAY) possible!! You guys ROCK!!
7w Love Reply Hide 2

David Halpin
Hopefully when I move up there in a couple of years from middle Tennessee I get a job there
7w Like Reply Hide

Beth Russell Gladden
Ms. Judy is the best! UT is so fortunate to have her!
7w Love Reply Hide 2

Ken Garrison
Facility professionals are the unsung heroes of any organization. It’s good to see Judy taking care of the customer! Bravo!
7w Like Reply Hide 1

Brian Gabriel Canover ...

Facilities Services @utkfacsserv
Don’t we know it 😊
7w Love Reply Hide

UTK Black Alumni Council • Follow
THANK YOU ALL FOR ALL YOU DO FOR OUR UNIVERSITY!
7w Love Reply Hide 1

Facilities Services
UTK Black Alumni Council thank you all for your support and kindness!
hr Like Reply 1

utpolice
Gameday is an all-hands-on-deck effort. Thanks to the many law enforcement partners and campus staff who ensure a successful event. And congrats to @vol_football for their win over Alabama!
128 likes

utpolice
Go Big Orange! Congrats @vol_football on your victory over Alabama! Thanks to all law enforcement partners and campus staff for their hard work today.
177 likes
Congratulations, Robert Clark!

We love to see our teammates reaching their goals, and we want to extend a heartfelt congratulations to Robert Clark for completing his bachelors degree! It’s not easy to balance a full time job, college courses and daily life, but Robert has managed to do it all with a degree in hand. Next time you see Robert, be sure to celebrate this accomplishment with him. We are so proud of him!

Mike Brady Selected for Chancellor’s Leadership Academy

At the beginning of the semester, Associate Vice Chancellor Mike Brady was selected to participate in the Chancellor’s Leadership Academy. This is a great opportunity to learn alongside some of our campus’s top leaders, and we can’t wait to see how he applies what he’s learning to make Facilities Services an even better department and team.
Facilities Services Hosts Virtual DIY Workshop

Thanks to Air Conditioning Services’ Cody Mabes and his expertise, Facilities Services hosted a virtual DIY workshop on air conditioning and heating in the home in mid-September. Cody covered basic maintenance, answered questions from participants, and shared knowledge he has acquired during his time in the field. He did a great job, and we received top notch feedback. Be on the lookout for the next Facilities Fundamentals DIY workshop opportunity!

Facilities Services at the NEXT Conference

Facilities Services team members showed up and rocked out at the UT System EOD’s NEXT Conference. Our department was well-represented with attendees, speakers, and room hosts all carrying the torch! Non-exempt employees in attendance had wonderful opportunities for networking, learning, and applying new ideas to their present work. We can’t wait until next year!
What an incredible football season. The energy on campus was palpable, and our team played an important part in creating a top-notch campus experience. Here are a few photos that capture a small portion of the team that makes it all possible.
UTFS Pink Day

With more than 600 on staff, nearly everyone in Facilities Services has been affected by the breast cancer diagnosis of a family member or friend. In some instances, it hits even closer to home with a personal diagnosis. For this reason, we hold an annual Pink Day where staff are encouraged to wear pink to raise awareness and/or make a donation toward breast cancer research. Together, we will continue to support causes that work toward a cure.

Rapid Response Team Retirement: Anthony Sharp

In November, we had the opportunity to celebrate Anthony Sharp’s 34 years of service to UT as he neared retirement on December 1st. Anthony was an incredible part of our team, and his shoes are impossible to fill. We already miss him, but we wish him the very best!
VOLUNTEER SPOTLIGHT

CHUCK THOMPSON AWARD WINNERS ANNOUNCED

At the end of October, we were honored to announce the winners of the 2022 Charles F. (Chuck) Thompson Awards in front of an audience of their peers and friends. Mike Duncan (Construction Services) was presented with the award for crafts, and Jacob Capps (Turf Management) was presented with the award for the service/clerical division. Both of these men embody the volunteer spirit in all they do. They lead by example, maintain a positive attitude, and inspire those around them. To learn more, click here.
UTK Voices of Strength Say Thank You

On November 22, Facilities Services received a package of dozens of handwritten thank you cards written by students thanks to UTK Sources of Strength, campus’s chapter of the suicide prevention organization of the same name. Each note was written proof of the impact Facilities Services team members have on every corner of campus, and the thoughtful messages of encouragement are from the heart. If you’d like to read through a small assortment of these notes, feel free to stop by Sam Ledford’s desk. You matter. Your work makes a difference.
KUB Safety Demonstration Trailers

On December 1st, our friends at Knoxville Utilities Board brought their safety demonstration trailers to campus! This provides our teams with a chance to participate in electrical safety and natural gas safety demonstrations while asking questions and gaining additional knowledge. Shout out to those in attendance! We hope you enjoyed this opportunity.

CCP Class Weekend Work at Auxiliary Services

On the first weekend of December, our current CCP class met at the Auxiliary Services Print Shop to put their skills to the test. They stripped and waxed the kitchen and main office areas and cleaned carpets in all offices with the carpet machine. This class is doing excellent work, and we see great leadership potential!
New Addition to the UTK Campus Map

Thanks to Maria Martinez, the interactive campus map has an exciting new addition of interior floor plans of three buildings on campus: the Student Union, Hodges Library, and Haslam Business.

To view the floor plans, visit maps.utk.edu. You will see a list of floors on the right side of the map. Scroll up and down through the floors and the map will update to show that floor in all three buildings if it exists (for example, there won’t be a floor #5 at the Student Union).

For security purposes, we’ve grouped rooms together by department or function when possible to avoid showing details of every single room. At this time, there aren’t plans to publish floor plans for other buildings for public viewing.

Praise from the Animal Science Department

Hi Mr. Waggoner,

I just want to tell you how helpful Robert Dykes and his staff have been to me and the Department of Animal Science today. I got a call at 1:30 this afternoon that two -80 freezers were being delivered to the loading dock. I was not expecting the freezers till later in the month. Needless to say, I was a little stressed trying to figure out how I am going to get 2 -80 freezers weighing 780 lbs each into the building. I called Robert and asked if he could help me get them into the building and into the labs. He not only came to the loading dock, but brought three of his crew members, Michael Mulryan, Ryan Alexander and Joseph Cocan. They were a tremendous help. They met the truck driver on the loading dock of Food Tech, unloaded and unpacked the two freezers and moved them into the two different labs. I can’t thank them enough for their help. They went out of their way to make sure everything was taken care of.

I just wanted you to know you have some really great guys working in your department, and I really appreciate the help they have been to me today.

Again, Kudos to your staff,

Barbara Gillespie
Research Associate II
Dept. Animal Science
Praise from the UT Beef and Forage Center

Dear Johnny and Robert,

Recently, we hosted a group of researchers, lab personnel, and students from all over the country and Canada. The help and attention to detail on the maintenance requests to get things in perfect working order was owed to Joseph Cocan under the guidance of Robert Dykes. His prompt caring attitude to install some things in our lab, fix walls with hole repair and paint, and cleaning of things we cannot do such as lights and ceiling tiles really made an impression on me and our lab staff. Everyone that came complimented on how the facilities were kept in good condition beyond compared to their locations showed how much we all at UTK care about what we do no matter what. I commend Joseph for checking in almost every day for two weeks prior and then when the event was taking place, I found him checking things to make sure we didn’t need anything speaks to his character and work ethics. On other tasks that I have observed him doing he is always attentive and, in the moment, acting as a gentleman providing quality service.

I am mainly writing this note to say thank you for his assistance and seeing Robert smile when they work constantly around the building and Ag Campus is a thing that is important to me. Our lab hopes that Joseph is enjoying his internship and from a personal standpoint “keep him” as part of our UT family if you all can in the future. It’s rare to find individuals like him and I know you all feel the same way as us.

Thank you and for his future consideration,
David McIntosh
Coordinator, UT Beef & Forage Center

Praise for Charles Hill

Back in October, One Call received a call at 1832 Fraternity Park about sewage in the men’s restroom and a room across the hall. One Call contacted Building Services about the issue. Charles Hill responded and did an awesome job taking care of the situation
Shout Out to Construction Services

I wanted to email and let you know that the entire crew you had working here at the Center on the 3rd floor renovation was really tremendous. They were extremely professional, focused, efficient, and considerate of the faculty and staff and the space. We were all very impressed with the quality of their work and the speed with which they accomplished their tasks. They continually went above and beyond. I can’t express enough how enjoyable they made the process. Really, many compliments.

Great job!

Best,

Katie A. Cahill, PhD
Chief Operating Officer (Interim), Howard H. Baker Jr. Center for Public Policy

Employee Comment Box Locations:

- Facilities Services Complex Break Room
- Facilities Services Shop Area
- Hodges Library outside room 171a
- Steam Plant (near time clock)
- Landscape Trailer Breakroom
- 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.
Quality of Work Life at Facilities Services

If you are an employee of Facilities Services at the University of Tennessee, help us improve your working conditions by completing this survey! Just scan the QR Code, or use the link provided below.

Would prefer to do it in paper?

- Request an electronic file to print the survey. Please send an e-mail to fbagher1@vols.utk.edu with your request.
- Pick up a print and an envelope from the front desk at the Facilities Services Complex with Geneva Andrew.
- Request an interview with the research team. Notify via e-mail to fbagher1@vols.utk.edu, emaciasd@utk.edu, or call 865-974-7643.

If you have any questions, please contact us!

fbagher1@vols.utk.edu
emaciasd@utk.edu
dwebb32@utk.edu

tiny.utk.edu/fsqual
DECEMBER

John Georgini  12/1
Cody Chapin  12/1
Crolyn Brogan-Caudillo 12/2
Cody Byrge  12/2
Beau Baker  12/2
Tommy Oakley  12/2
Geneva Andrew  12/3
Andy Powers  12/3
Melinda Townsend  12/4
Kasondra Tatum  12/6
Luther Holloway  12/14
Lisa Ward  12/14
Ronald Forrester  12/14
Joel Tomlinson  12/15
Shannon Whitehead  12/15
Cory Beets  12/16
Melissa Ingram  12/17
Tim Brooks  12/17
Cesar Penalba  12/18
Seth McElhaney  12/19
Randall Nicely  12/19
Robert Patty  12/20
Ann Free  12/21
Duncan Mcnamara  12/21
Jonah Harris  12/23
Edward Jeter  12/23
Carl Weaver  12/25
David Criger  12/25
Dennis Bradburn  12/27
Michael Hicks  12/27
Brandi Alvarez  12/28
Sam Ledford  12/28
Wes Willoughby  12/28
Randy Carver  12/28
Michael Nacc  12/29
Jason Cottrell  12/29
Thomas Emmert  12/29
Ed McDaniel  12/29
Joey Marshall  12/30
Stephanie Stanley  12/31
Debra Norman  12/31
Tim Harris  12/31

Hani Joseph  1/2
Marc Dy Ness  1/3
Bill Pace  1/3
Ray Graziano  1/4
Lucy Quinones Moriano  1/4
Vivian Khamis  1/4
Veronica Huff  1/4
Michael Haynes  1/4
Evgenia Sevastianova  1/7
Lauren Williams  1/7
Randy Gentry  1/8
Roy Britt  1/12
Paul Hankins  1/12
Leo Pedigo  1/12
Peter Scanlan  1/13
Hunter Clark  1/13
Robert Clark  1/14
Casey Garner  1/15
Wyatt Miner  1/15
Jason Tafao  1/16
Kyle Delong  1/16
Sherie Spoons  1/18
Pat Pardee  1/18
Roland Gaskill  1/20
Chris Ledford  1/21
Nick Tate  1/22
Jeromey White  1/22
Billy King  1/24
Judy Jones  1/25
Brian Robertson  1/26
Isha Shaw  1/27
Timothy Solomon  1/27
Jeff Clark  1/27
Cristy Fulscher  1/28
Larisa Lesan  1/28
Tyler Ervin  1/28
Suzanne Lawson  1/29
Terry Ash  1/29
Doyal Berkey  1/30
Jesse Standifer  1/30
Robbie Bryant  1/30
Tony Arms  1/30
Jeff Walker  1/31
Destin Cash  1/31

Todd Molter  2/5
David McGill  2/5
Mitzi Elrod  2/6
Mark Ostermyer  2/6
Randy Love  2/8
Jason Carringer  2/9
Charles Bryson Hill  2/10
Perry Longmore  2/10
Johnny Robinson  2/11
Mike Atkins  2/11
Eric Duccore  2/12
Sylvena Mattress  2/12
Edward Mitchell  2/12
Scottie Davis  2/12
Jeff Talley  2/14
Joseph Cohan  2/14
Trinity McCulley  2/15
Sheldon Graham  2/15
Rob Frick  2/15
Jonas Johnson  2/16
Dennis Frank  2/16
Nikki Woolsey  2/17
James Bowman  2/17
Richard Kitts  2/18
David Gibbs  2/18
Michelle Smith  2/19
Justin Scherbring  2/19
Sheena Rhea  2/19
Ted Murphy  2/20
David Ridings  2/20
Michael Welch  2/21
Joel Rummage  2/22
Roger Norris  2/23
Nathan Miller  2/25
Taylor Headrick  2/25
Gary Haggard  2/26
Randall Thornhill  2/26
Ryan Alexander  2/26
Maria Zambrano Anchico  2/27
Ronnie Couch  2/27
Jacob Cappis  2/27
Rick Johnson  2/28
Ghenadi Popescul  2/28
Steve Church  2/28

JANUARY

Saba Abdel Kadir  1/1
Philomene Musabeye yezu  1/1
Mahmoud Dalal  1/1
Maria Ntirandekura  1/1

Paulette Prinston  2/1
Jeff Barnes  2/1
Tim Faulkner  2/1
Dave Byrne  2/1
Ryan Carpenter  2/2
Herbie Jones  2/2
Maria Martinez  2/2
Greg Burress  2/2
Jimmy Brewer  2/3
Sara Scott  2/3
Stacey Kitts  2/4
James Harper  2/5

FEBRUARY

Paul E. Prinston  2/1
Jeff Barnes  2/1
Tim Faulkner  2/1
Dave Byrne  2/1
Ryan Carpenter  2/2
Herbie Jones  2/2
Maria Martinez  2/2
Greg Burress  2/2
Jimmy Brewer  2/3
Sara Scott  2/3
Stacey Kitts  2/4
James Harper  2/5

The Facilitator Page 14