10 Expectations

1. Honesty & Integrity
2. Communication
3. Think of the Entire Team
4. Look at the Big Picture
5. Treat People Fairly
6. Anticipate Deadlines
7. Develop Relationships
8. Be a Role Model
9. Accountability
10. Follow Up

Facilities focuses on goals

The Facilities Division’s 2017 goals (listed on page 3) focus on ways the division can streamline and improve in operation, customer service and employee development.

The Leadership Team meets quarterly to discuss progress on these goals. The Team also reviews how to better apply continuous improvement methods to individual departments.

Theme of Leadership Team goals is continuous improvement

The goals themselves came from discussions on what Leadership Team members felt were important areas of focus for improvement. The Customer Service Survey and Project Management Software goals are two specific examples of striving for improvement in customer service and process.

Facilities supports performance management

Regular informal feedback between supervisors and employees is encouraged throughout the year, which can help build relationships.

“By providing ongoing performance feedback, you can encourage and motivate your employees to stay on track to accomplishing the goals established on their annual performance evaluations,” said Laura Marsh, Facilities Training Specialist.

“Remember performance management is a process, not an annual event. The process provides your employees with opportunities to set goals, discuss expectations, acknowledge successes, and continue their professional development.”

This year, formal annual performance evaluations are due by June 30th. In response to a suggestion box comment, this year’s evaluations will encourage employees to give feedback on their managers and supervisor’s performance.

Marsh said performance management is foundational to performance excellence for both
Feedback forms, and questions/comments in this Newsletter are just two ways leadership in the Facilities Division asks for your feedback on ways to improve process. The All-Hands Meetings are another great opportunity for you to make suggestions for improvement.

Feedback can be submitted anytime through either the FACE comment boxes, by emailing FAC-suggest@uab.edu or by filling out the online Feedback Form at uab.edu/facilities/home/feedback.

Suggestions are not only considered, but many have been implemented. For example:

• More communication paths have been implemented to disseminate news, include the DBBs and this newsletter
• This year’s annual performance reviews will include a section for employees to provide feedback on their manager or supervisor’s performance
• Facilities Welcome Day (FWD) was a result of a suggestion from a Facilities employee.
• Fleet improvements, including the addition of energy efficient vehicles, have been a result of employee suggestions.

We often talk about how Facilities touches all of campus, and Campus Services and Grounds is a prime example of that idea. Twenty-six Grounds employees and five Campus Services employees maintain 400 acres or 100 city blocks of UAB’s campus. The team does everything from planting and nurturing shrubbery, turf, flowers, and trees to litter control and heavy equipment operation.

David White, a Landscape Horticulturist, said he is very aware that he is part of the group responsible for the first impression visitors have of UAB.

“My favorite part of working at UAB is helping to beautify and improve the image of our university,” White said.

Many members of the team emphasized how much they enjoy that their job has them outside every day.

“The best part of my job is being outside on beautiful days,” said Ben Beasley, a Group Leader.

Manager Tim Sullivan said he is grateful for every member of his team for making each day easier by working together.

“My favorite part of working at UAB is being associated with a higher purpose than myself by being associated, even in a small way, with healing, teaching, and research,” Sullivan said.

UAB and the employee.

The Facilities Division is supportive of a performance management process which includes clear and specific performance expectations and goals for each employee.

“When regular feedback is given throughout the year and the expectations or measurements are clear, then the performance evaluation should not be a surprise,” Marsh said. “The performance evaluation is then a confirmation and discussion of what both parties have expected.”

Annual training for supervisors is required and will begin this month:

• Thursday, April 13 8:30-10:30 a.m.
• Monday, April 17 1:30-3:30 p.m.
• Thursday, April 20 10 a.m.-Noon
A session specifically for new supervisors will be held 8:30-11:30 a.m. on Friday, April 28.
All sessions are held in the Facilities Conference Center. Facilities partners with UAB Organizational Learning and Development for this training.

Don’t forget to sign-up or update your B-Alert settings to include text alerts.
Visit uab.edu/balert for more information.
And don’t miss out on the new Rave Guardian app free from your phone’s app store. Sign up using your UAB email address.
The Facilities Dispatch Center is an important customer service department for the division, and the women who work in the center don’t take their jobs lightly.

“We all work together as a team and like a family to make sure that our customers are well taken care of,” said Ashely Artis, a Dispatcher who has worked in the center for 6 months. “We try to ensure that anyone who calls with needs or questions gets their issue handled as efficiently and accurately as possible.”

The center, open 6 a.m. to 6 p.m., handles calls from customers who need to request work. The dispatchers are often the first person a customer talks to when they have a maintenance issue. Customers can call 934-WORK for assistance.

“In all, the best part of my job, through the years, is the idea of knowing that I have done my best to help others, especially the patients, staff, workers, etc. in my capabilities, to the best of my ability,” said Linda Jolicoeur, Dispatcher. “I have tried to be kind, accommodating, sensitive and as understanding as possible to the needs of others.”

Dispatchers also interact with many maintenance areas of Facilities to relay customer needs, now using the TMA system to communicate. The system catalogs work order requests including all relevant data about the request.

Facilities Division Photo

From left to right: Ashely Artis, Savannah Tucker, Delois Pickett, Linda Jolicoeur, and Sheila Herring.

The group takes working as a team seriously, valuing their relationships and creating a fun work environment.

“All of the staff in dispatch work incredibly hard and are excellent at helping each other out at a moment’s notice,” said Sheila Herring, Dispatcher. “I don’t think I would enjoy my job nearly as much if it weren’t for my colleagues.”

What’s new in construction

- **Lister Hill Library 1st Floor Renovation**
  Completed and turned over for occupancy. Renovation created student lounge space and small group study rooms.
- **Softball Stadium**
  The new 1,000 seat softball stadium opened in February.
- **Hammock Park**
  The park will be opened on the southern edge of the Campus Green near Rast Hall in mid-March.
- **iLab at Innovation Depot**
  Will be completed in May of this year.
- **Police Headquarters Construction**
  Groundbreaking will be on April 13th. The project will be fully completed by July 2018.

Have an idea for Staff Council?

The mission of the UAB Staff Council is to support the vision, mission, values and goals of the University while providing a voice for staff on issues related to them.

Lotoya Beard is an Engineer I in Hospital Maintenance and will represent the Facilities Division on the UAB Staff Council for two years. She can be reached via email at lbeard@uab.edu.

Information about the UAB Staff Council can be found on its website at uab.edu/staffcouncil.

Facilities 2017 Goals

- Develop Sustainability Master Plan
- Evaluate Project Management Software
- Develop & Deploy Customer Service Survey
- Apprenticeship Program/Professional Development
- Small Business Utilization
- Define Mission-Critical Programs/Continuity of Operations
Answers to All-Hands Meeting questions

**APPRENTICESHIP PROGRAM/CERTIFICATIONS/PROFESSIONAL DEVELOPMENT/PROGRESSION**

We have grouped all questions regarding apprenticeship program/certifications/professional development/progression in this area.

**Q:** Need to start program for specialists to become supervisor or swing person.

**A:** We are committed to a route of progression along with an Apprenticeship Program. We are working on the details and hope to roll out the entire program soon and will share when more details are known.

**Q:** Why is the Siemens company continually taking up 6 parking spaces behind Volker Hall in state designated spots? This has been happening for 9 months.

**A:** The Siemens company is working on an important project for the University. It is more than 90% complete. As soon as the project is completed, they will no longer be parking in those spots.

**Q:** In the meeting we never see anything directly involving Housekeeping’s accomplishments and I would like to know why.

**A:** We have regularly recognized the Building Service department in the Group Spotlight section of the Newsletter. We can do more to highlight their accomplishments in the Newsletter and at the All-Hands Meeting. Thank you for the suggestion.

**Q:** For protection, we need metal detectors around the doors. When do we start our new time clock system in Building Services?

**A:** 1. This would need to be a Universitywide initiative. To propose new initiatives, please contact your staff council Lotoya Beard at lbeard@uab.edu.

2. We will communicate more information about the next phase of the Kronos implementation as soon as it is available.

**Q:** Can we get a different variety of food beside sandwiches?

**A:** We like to provide food to show appreciation to our employees who attend the All-Hands meeting, even though it should not be considered an expectation. We feed a large number with limited monetary and logistical resources. At this point, we have found boxed sandwich lunches are the most convenient, easiest to eat and transport, and budget friendly. If you have specific meal suggestions that fit this criteria, please feel free to email the FACE team at FAC-suggest@uab.edu.

**Q:** What are the requirements to be a Small Business here at UAB?

**A:** Small Business requirements include:

- U.S., for-profit company
- Independently owned and operated.
- Not dominant in its field on a national basis,
- Has 1-500 employee, and
- Less than 7.5 million in average annual receipts.

For more information, please contact Demetria Scott, Program Manager II for Small Business Inclusion at 934-9349.

**PERSONNEL ISSUES/CUSTOMER SERVICE/JOB PERFORMANCE/PAY**

We have grouped all questions regarding personnel issues/customer service/job performance/pay in this area.

**Q:** I don’t understand how new hires walk in the door making the same amount as employees that have been here for 10 years, 20 years or more. They don’t know how to do most of work as others. They do less and get payed the same as others.

**A:** HR has a process in place to evaluate the prospective employee’s past experiences to determine a hiring rate for the position. A new-to-UAB employee may come in with 10 years of experience from another company and will be placed accordingly. Although they have experience elsewhere, specific on-the-job training will still be important so they understand our equipment and processes.

**Q:** When will upper-level management spend a day with the workers as we do our jobs? You don’t know what we do.

**A:** Facilities leadership appreciates the work all of our employees do, and knows every role is important to the day-to-day operation of UAB. This is why an emphasis is placed on gathering feedback and positive suggestions for improvement. Your feedback will be brought up at the next Leadership Team meeting.

**Q:** Can you work in one department and hold a weekend job in another department? Boiler Operator and be a weekend night shift General Mechanic and what rate of pay would you receive?

**A:** This activity is allowed in some cases at UAB. However, it is not supported in the Facilities Division, due to scheduling complications, overtime costs and potential conflicts of commitment with the primary assignment. For more information about this subject, please contact Sharon George, Facilities HR Manager, at 934-9470.

**Q:** At some point are we (Facilities Division) breaking away from UA System and if all or some benefit be changed and not under UAB as a whole? Can we be locked in as a UAB employee so it’s not changed?

**A:** No, we are not breaking away from the UA System.

**Q:** Thanks for all the recent support! Shirts, market adjustments, vehicles, annual raises, picnic, All-Hands meetings, computer support, interns, training, goal-setting, setting expectations. Good Job!

**A:** Thank you!

**Q:** I would like to say Thank You for the extra days off a Christmas and New Year’s. It is great to have more time in the holidays with family. I would still like to see us get the week between Christmas and New Year’s.

**A:** Thank you! The decision to close the campus is made at the University level.

**Q:** Mr. Mike Gebeke said we cannot go to lunch in Facilities trucks. It’s still going on. (Details of specific incident was provided.)

**A:** Using your work vehicle for personal use is not an appropriate use of equipment per University Policy. We’ll forward this to the Leadership Team to ensure expectations are communicated clearly.
The Facilities Division places an emphasis on creating a living lab experience for its student workers and interns. As Senior Facilities Officer Bob McMains frequently reminds the Leadership Team, the Facilities Division is a great place for students to take what they are learning in class and apply it.

More than 20 students work in the Facilities Division, helping with everything from Green Labs to Human Resource projects to data entry.

“An internship allows me to apply everything I learn in class to situations in my chosen career path,” said Amanda Boren, senior in Human Resource Management. “Particularly, I get to see the everyday, real world activities and situations involved in HR, and I have an excellent group and mentor to set a great example of how to deal with these different situations.”

Harsh Pandya, a freshman in biomedical engineering, works with Planning Design and Construction and said he is excited about gaining experience with the programs he will be using in his future career.

“Learning about Microsoft Access and how its main purpose is to create databases and relationships between two things will help me a lot in the future,” Pandya said.

“What has surprised me most is how each and everyone is engaged in their work,” said Edwin Mugo, a senior in accounting. “The other thing is that everybody is willing to help or assist whenever I have a question or encounter a problem.”

Creating a living lab experience is one way the Facilities Division is connecting to the academic side of campus. The students are also gaining an understanding of the ways Facilities impacts campus.

“Facilities was not a department I particularly paid much attention to before coming to work here,” Boren said. “Now that I am more aware of it, we are everywhere! It amazes me the lengths to which the branches of Facilities extends. Every time I see one of those white trucks – which is almost everyday – I get to say, ‘there go my people!’”

## Answers to All-Hands Meeting questions

**Q:** Kudos to Bob at the end of the All-Hands Meeting for redirecting the concerns about the upcoming Apprenticeship program in a positive manner. He reiterated the program to be inclusive and encouraged interested employees to apply.

**A:** Thank you!

**Q:** Can we look into Elevators (even external) at the Central Plants? Carrying tools and just walking can get tough and there is slip and fall potential. Small freight elevator would be appreciated.

**A:** Thank you for your feedback. We can prepare a job safety review for slip/trips/falls hazards in your area so we can ensure that we minimize any potential risks. Unfortunately, elevators are often cost prohibitive, so we can look at other ways to safely accomplish the goals.

**Q:** Can we look into Elevators (even external) at the Central Plants? Carrying tools and just walking can get tough and there is slip and fall potential. Small freight elevator would be appreciated.

**UNIFORMS/SUPPLIES**

We have grouped all questions regarding uniforms/supplies in this area.

**Q:** We all got new shirts, we can we wear them at work?

**Q:** Can we wear our new shirts at work? I’ve been told we can’t wear them at work unless under clothes.

**A:** Typically, employees will be allowed to wear their special Facilities shirts on Fridays. The shirts are also able to be worn normally in the summer. It is important, however, to discuss the overall uniform plan with your supervisor because they may have other specific instructions about the shirt usage. At times, the supervisor will not allow shirts to be worn. These exceptions are not intended to exclude anyone, however there are some safety concerns involved with certain types of positions, there may be special events in place, and other circumstances that may prevent certain staff from wearing the shirts at certain times. This is why it is so important for you to check with your supervisor for specific instructions.

**Want to submit a question?**

If you want to submit a question or comment, place it in a comment box or send an email to fac-suggest@uab.edu.
Third cohort begins supervisor series

The Facilities Division Professional Development Program has begun its third year of the Supervisor Development Series, in coordination with instructors from Organizational Learning and Development (OL&D).

The series focuses on the responsibilities of supervision, administration of policies, effective communication, developing relationships, performance management, customer service and techniques of leadership. It also includes ways to organize, manage, motivate, and meet customer service expectations.

Those interested in the program should speak to their supervisor in December when recruiting for a new cohort begins.

PD&C completes INTO space in Stern Library

In December 2015, UAB became the eighth university in the U.S. to partner with INTO, a private global educational company working with 22 leading universities across the world to expand opportunities for higher education, ensuring international student success and achieving globally diverse and integrated campus communities. By the fifth year of the partnership, it is estimated that more than 700 international students will have enrolled through the new joint venture.

To accommodate this level of expansion and to provide a resource space for these new students, the second floor of Stern Library was renovated. The space now includes 14 classrooms, a learning resource center, 9 meeting rooms and 32 office workstations. Construction began in August and was completed in March.

Baseball Family Fun Night

Tuesday, May 9, 2017 at 6:30 p.m.
UAB vs. Auburn @ Regions Field
Limit 4 tickets per person
*An email will be sent when tickets are available for pickup
Springtime Weather Preparedness

It’s the time of year again, when severe weather can strike suddenly and with short notice. Tornado season is right around the corner, and we must be prepared – at work and at home.

At Work

Register/Update your B-Alert settings
B-Alert is UAB’s official emergency communication alert system. You can opt in for email, voice and text alerts to stay apprised of weather and other emergencies on or near campus. Learn more at uab.edu/balert.

Be Weather Aware
Pay attention to the forecast so you can be prepared for any inclement weather.

Know Where to Shelter in Place
Areas on UAB’s campus are marked with stickers and signs to ensure faculty, staff and students can shelter in place safely during inclement weather.

Pay attention to uab.edu/emergency
If severe weather is possible, pay attention to uab.edu/emergency for the most up-to-date information regarding campus operations.

At Home

Preparing an Emergency Kit

MUST Have Supplies

- First Aid Kit
- Phone/Charger
- NOAA Weather Radio
- Water
- Non-Perishable Food
- Flashlight
- Batteries
- Whistle (to signal help)

Additional Supplies

- Extra Infant Food
- Pet Supplies
- Books/Games
- Extra Cash
- Fire Extinguisher
- Important Records
- Change of Clothes

Keep this kit in your safe room.
Sustainability to host Earth Day celebration

UAB Sustainability’s 4th annual Earth Day Festival on the Campus Green will be held 11 a.m.-1 p.m. April 11. The event will be UAB’s celebration of the worldwide event, this year held on April 22.

The first Earth Day on April 22, 1970, activated 20 million Americans from all walks of life and is widely credited with launching the modern environmental movement.

UAB Sustainability recently hosted the annual Arbor Day on the UAB Fine Arts Plaza between Spencer Honors House and the BEC. A ceremony was held during the event to award UAB with its third annual Tree Campus USA designation by the Arbor Day Foundation. UAB has earned the designation for promoting healthy trees and engaging students and staff in the spirit of conservation.

Register for classes by contacting Laura Marsh at llmarsh@uab.edu or 934-1054.

Check your email and the Digital Bulletin Boards for the May Professional Development Center schedule.