



# Newsbeat

Highlights and Headlines  
from in and around  
Campus Services

## CAMPUS SERVICES EMPLOYEES OF DISTINCTION

Two members of the Campus Services community received Awards of Distinction for their outstanding contributions to Emory University. Honorees were recognized at an awards dinner with President Jim Wagner on March 26th. The annual awards recognize employees for their initiative, innovation and leadership in furthering Emory's vision as a "destination university."

Congratulations to our 2012 Award of Distinction recipients:

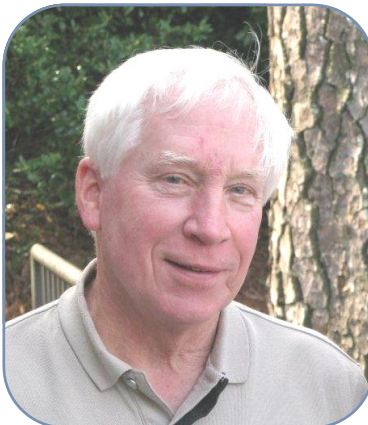


### Herman Howard: Assistant Director, Building & Residential Services

Upon learning of his selection for this award, Herman stated that was surprised and is still somewhat numb about it. He went on elaborate, "Even though this is an individual award, I accept it on behalf of the Building & Residential Services (B&RS) staff. Without [them] it would not have been possible for me to receive the honor. I am only as great as the team, recognition goes to the entire B&RS staff. All of our accomplishments are the results of a team effort."

When asked what she thinks stands out about Herman, **Cecil King**, Director of B&RS stated, "Herman and his administrative staff are conscientious in their response and support of both internal and external customers. Customer complaints are rare; however, the few complaints received are addressed and resolved without hesitation. Herman and his supervisors demonstrate collaboration and a harmonious work relationship. Last but not least, Herman is very resourceful; he has been called upon to assist with many Campus Services projects and has successfully risen to the occasion."

Regarding his secret to success, Herman says it's definitely "good people". As a leader, you can either have good people or people that make you suffer and he is fortunate to have good dedicated people who work long, tireless hours and always produce. Congratulations, Herman, on a job well done and keep up the excellent work!



### Charlie Raudonis: Manager, Parking Operations & Maintenance

By his own admission, no one was more "shocked", "amazed", and "speechless" than Charlie when he learned of his selection for this award. He went on to elaborate, "I didn't have a clue and was speechless. How could this happen to a parking guy? I'm just a little guy." He would like to thank his co-workers and **Adele Clements**, Director, Transportation & Parking Services (TPS), for nominating him.

In her nomination of Charlie for this award, **Adele Clements**, stated, "Charlie exhibits enthusiasm in all that he does for anyone and everyone at Emory. Whether he is helping parents who are dropping off their child at their first summer camp, directing parents and first year students where to park to unload belongings on Move-In, or managing the chaos of Move-Out at the end of the academic year, he loves to serve those who belong to the Emory Community. In Charlie's mind, everyone belongs to the Emory Community."

When asked about his secret to success, Charlie stated that its important to look at everyone that he sees as a customer and potential friend. Take everyone's issue seriously. Every issue is just as important as the next no matter who it's for or what it is. Congratulations, Charlie, on a job well done and keep up the excellent work!

### INSIDE THIS ISSUE:

A Word from our VP  
HR Corner  
CS Highlights  
CS Select  
Earth Month  
Upcoming Events

## A WORD FROM OUR VICE PRESIDENT



I write today to inform you of what has been happening as a result of everyone's input to our "**Big Ideas**" campaign. As you may recall, at the beginning of this academic year we asked employees to submit ideas on how we, as an organization, could improve. Many of you participated, generating great ideas around enhancing our service delivery methods, employee work life balance, internal and external communications, supervision/leadership, and policy suggestions.

To date, my direct reports and I have thoroughly reviewed each idea and categorized them into functional areas. Each Campus Services department was assigned a set of ideas that best fit within their respective area and they were asked to analyze, evaluate and categorize the ideas and suggestions under three areas:

1. **Current:** Does the suggestion or idea fit within a program or issue that is already being studied?
2. **Immediate Future:** If it does not already fit within a current improvement program, should the idea suggestion be studied and further developed as a goal for FY13 (Fiscal Year 2013)?
3. **Hold:** Hold and re-evaluate for future study and development?

As of the end of March, we have categorized each idea and suggestion into one of the three areas above. I am excited to inform you that several of the "**Big Ideas**" are already being implemented as a part of the several improvements we are pursuing this year. Some of the ideas were implemented as part of our Building and Residential Services (B&RS) re-organization. We are also executing some of the ideas within our new training program. As an example, we have currently completed the electrical safety training, with hands on training coming soon. We are in the middle of supervisor training for our B&RS supervisors. Some of the customer service improvement ideas are being implemented within our current pilot program involving both the housing Operations & Maintenance (O&M) group and customer service group improving the entire workflow process. We are working toward a more transparent AiM system that will provide work descriptions, history, and real time reporting so mechanics can see if any prior work was done (history) on a particular issue; if so, what (description of work) and who completed the job. This real time reporting will allow mechanics to stay in the field to go from one work order to the next and if they see an issue that was not identified they can "See it, Fix it".

In June, I will be meeting with my direct reports to evaluate the ideas and suggestions that have been identified as improvements for inclusion in their FY13 goals. In our commitment to better communicate and be transparent about issues, policies and goals we will utilize the monthly "Newsbeat" and our newly transformed website to list your submitted ideas and suggestions and address how each are being handled.

Lastly, I want to promote our new "CS Suggestion Box", which is an electronic (email) suggestion box, which goes directly to my front office. We look at every suggestion and reply. One recent submission addressed the policy that 15 minute breaks could not be combined with the lunch period. It was suggested to allow supervisors the discretion to allow employees to combine breaks with the lunch period in order to provide individuals with more personal time. Our response was a resounding approval and the policy was changed.

Thank you for all your outstanding ideas and suggestions. It is important to continue to strive to better oneself and the organization. It is essential to continue to hear your thoughts, ideas and suggestions for a better Campus Services and a better Emory.

*Matthew Early*

## HR HEADLINES

### NEW SUPERVISOR



Please join us in welcoming **Luetrell Langston** as a Supervisor in Building & Residential Services. Luetrell has over 11 years experience in Building & Residential

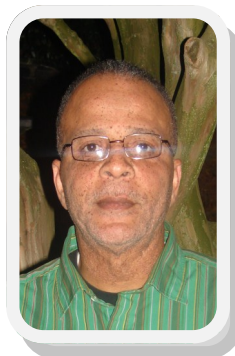
Services. Prior to joining the Emory community, Luetrell worked at the University bookstore.

Ms. Langston is responsible for the following areas:

- Long Street/Means
- Trimble
- McTyeire
- New Truman
- H. Holmes

Her office is located on the main floor of Longstreet. Please stop by to give her a warm Campus Services welcome.

### NEW SUPERVISOR



Please join us in welcoming **Terrence Wilson** as a Supervisor in Building & Residential Services. Mr. Wilson has 20 years experience in Building & Residential Services. Prior to

joining the Emory community, Terrence worked for The Beacon which is an affiliate of Cox.

Mr. Wilson is responsible for the following areas:

- Woodruff Library
- Candler Library
- Bowden Hall
- Rich Building
- Administration Building

His office will located at the Quad Energy plant in back of Tarbutton Hall. Please stop by to give her a warm Campus Services welcome.

## TIME AND ATTENDANCE POLICY CHANGES

*~submitted by Jackie Owen, Human Resources*

Effective March 1, 2012 Campus Services implemented a revised Time and Attendance policy. All previous versions of the CS Attendance Policy have been deleted.

Employees should familiarize themselves with this revised policy as soon as possible. To view the document on the CS website please click the following link: <http://www.fm.emory.edu/procedures/attendance.pdf>. If you have questions or comments, please see your immediate supervisor.

# CAMPUS SERVICES OPEN POSITIONS

~submitted by Kelli Howell-Robinson, Human Resources

Department	Job Title	Job Requisition ID	Positions open
Parking/Trans	Enforcement Officer	24475BR	1
Parking/Trans	Mgr, Enforcement Officer	25925BR	1
EPD	Police Officer	25325BR	1
EPD	Mgr, Police Communication	25830BR	1
Grounds	Landscaper	27720BR	1
Grounds	Landscaper	24680BR	1
Grounds	Landscaper	25493BR	1
Grounds	Turf Care Specialist	27759BR	1
Shredding	Document Shredding Specialist	27204BR	1
Bldg & Res	Custodian (Housing)	27052BR	1
Bldg & Res	Custodian, Sr (Housing)	27053BR	1
Bldg & Res	Custodian (1599 Bldg)	27054BR	1
Bldg & Res	Custodian (Housing)	27689BR	1
Bldg & Res	Custodian, Senior	27721BR	3
Bldg & Res	Custodian, Sr	26299BR	2
Bldg & Res	Custodian, Sr	24683BR	3
Bldg & Res	Custodian	24686BR	1
Bldg & Res	Custodian (Reg PT)	24687BR	4
Zone E Maintenance	Maintenance Mechanic	23322BR	1
Zone E Maintenance	Maintenance Mechanic	25496BR	1
Oxford Maintenance	Painter	27669BR	1

All applications need to be submitted electronically at <http://www.hr.emory.edu/careers/index.html>



# CS HIGHLIGHTS

## We Want To Hear From You!

Do you have an idea on how we can improve Campus Services for the benefit of employees, customers, or the University as a whole? We would love to hear your ideas!

Send your submissions to:

[CSsuggestionbox@emory.edu](mailto:CSsuggestionbox@emory.edu)

Submissions will be reviewed by the Senior Leadership Team, and those ideas enacted will have a nomination submitted to the CS Select Committee

\*This mailbox can only accept incoming mail from an emory.edu email address



*~submitted by Ashley Cobette, Office of the VP of Campus Services*



***Sgt. Jay Schmahl***

## CONGRATULATIONS

Congratulations are in order for Sgt. Jay Schmahl, Midtown campus, for achieving the highest firearms qualification score last year. His name and score (98.6) are now on the plaque in the hallway leading to the Chief's office. Sgt. Schmahl also completed a Firearms Instructor class last year and has been a welcome addition to our "faculty" of Firearms Instructors.

*~submitted by Lt. C.E. Corpening*

# CS HIGHLIGHTS



**CS SELECT Awards from January 1, 2012 - March 30, 2012**  
Congratulations to all our recipients. Keep up the good work!

EMPLOYEE	SELECT LETTER AWARDED	RECOGNIZED FOR:
Ashley Cobette	E (Exceeds Expectations) & T (Team Player)	Going above and beyond, working nights and weekends, to assist in completing the complex task of preparing the APPA Sustainability Award application.
Officer Barifaa Kponi	E (Ethical)	Turning in money found in the parking deck to EPD.
Brent Zern	E (Exceeds Expectations) & T (Team Player)	Taking on the APPA Sustainability Award project. Provided resources to the other two writers helping them with their efforts. The entire project took over four months to complete.
Brent Zern	L (Leadership)	Sharing the news about a new technology which can be utilized to treat Emory waste water which will save millions of gallons of potable water a year!
Bryan Hutchinson	L (Leadership)	
Chris Pritchett	T (Team Player)	Participated enthusiastically and is a vital member of the FCA/FLIP (Facilities Lifecycle Improvement Process) development team
Darrell Dickens	L (Leadership)	Volunteering to clean up recently purchased property after receiving late notice from the real estate office.



# CS HIGHLIGHTS



**CS SELECT Awards from January 1, 2012 - March 30, 2012**  
 Congratulations to all our recipients. Keep up the good work!

EMPLOYEE	SELECT LETTER AWARDED	RECOGNIZED FOR:
<b>Deena Keeler</b>	<b>E (Exceeds Expectations) &amp; T (Team Player)</b>	Volunteering to compose the Operations and Maintenance portion for the APPA Sustainability Award application
<b>Jo Lamb</b>	<b>T (Team Player)</b>	Her supportive participation that has contributed to taking another step in developing FLIP (Facilities Lifecycle Improvement Process)
<b>Joan Wang</b>	<b>T (Team Player)</b>	Giving technical guidance and provide expertise and her group is a vital partner toward the success of the FLIP (Facilities Lifecycle Improvement Process)
<b>Keith Mills</b>	<b>C (Customer Service)</b>	Being vigilant and alerting pertinent personnel that the lectern on the SOM stage was making unusual sounds which resulted in avoiding a huge dilemma for the event scheduled to be held later that night.
<b>Mattie Young</b>	<b>E (Exceeds Expectations) &amp; L (Leadership)</b>	Exhibiting compassion, the ability to take charge, bringing calm to an emotional situation, and create an environment when a co-worker had a medical emergency.
<b>Lance Brock</b>	<b>T (Team Player)</b>	Assisting during an incident at Zaya's at Dooley's Den at the Depot. Immediately "dropped everything" to come to assistance when called for help with a leak which had occurred while duct work was being performed. Returned after hours, worked tirelessly in a confined space to ensure that there was no water damage to the building.
<b>Mike Purdom</b>	<b>L (Leadership)</b>	Initiating a monthly employee recognition meeting for the Roads and Grounds employees



# CS HIGHLIGHTS



**CS SELECT Awards from January 1, 2012 - March 30, 2012**  
 Congratulations to all our recipients. Keep up the good work!

EMPLOYEE	SELECT LETTER AWARDED	RECOGNIZED FOR:
<b>Philmon Thomas</b>	<b>C (Customer Service) &amp; T ( Team Player)</b>	Proving customer service when domestic hot water pump for Cox Hall failed. Worked beyond the end of shift to ensure pump was available by 9:00 a.m. the next morning
<b>Officer Rodricus Barnes</b>	<b>E (Exceeds Expectations)</b>	Responding to a "person down" medical call to assist Emory's EMS staff. Conveyed medical information to the EPD officers and collected supplies from the Emory ER to replenish EMS' supply.
<b>Tim Corley</b>	<b>E (Exceeds Expectations)</b>	Taking on an important last minute project. The Rededication of the Calhoun Oak Tree which is significant to Emory Healthcare.
<b>Ruby Childers</b>	<b>E (Exceeds Expectations)</b>	
<b>Jimmy Powell</b>	<b>E (Exceeds Expectations)</b>	
<b>Laura Owens</b>	<b>E (Exceeds Expectations)</b>	
<b>Officer Ryan Andrews</b>	<b>C (Customer Service) &amp; E (Exceeds Expectations)</b>	Going above and beyond in assisting a driver for Associated Paper who locked his keys inside running vehicle. Climbed on top of the truck and worked tirelessly to unlock the vehicle. Demonstrated patience and professionalism in resolving this incident.
<b>Sgt. Lionel Randell</b>	<b>C (Customer Service)</b>	Going above and beyond in assisting a driver for the Associated Paper who locked his keys inside running vehicle. Demonstrated patience and professionalism in resolving this incident.
<b>Tracy Hampton</b>	<b>E (Ethical)</b>	Found and returned student keys dropped in parking area



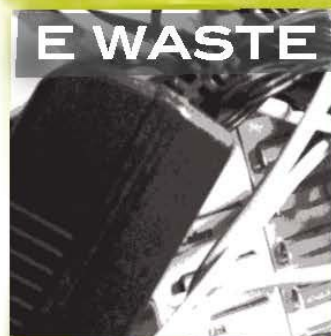


# EARTH MONTH '12

## BUILDING RECYCLING COMPETITION



**APRIL 1-30** Emory Recycles and the Office of Sustainability Initiatives will hold a recycling competition for the Clifton Corridor and Main Campus buildings to determine which building has the greatest increase in recyclables by weight for the month of April 2012 compared to April 2011. The building winner will receive \$3,000 to spend on dedicated recycling equipment for their building.



## E-WASTE RECYCLING

**APRIL 2-6**

E-waste will be collected for the Emory community with drop-off boxes available inside the lobby of Briarcliff Building A (8am-5pm) and in the Surplus Showroom. Bring old cell phones, cameras, PC components, and other outdated electronic equipment for recycling. Nearly anything with a circuit board or an electric cord can be recycled. (No TV's or appliances!)



## PERSONAL DOCUMENT SHREDDING

**APRIL 9-13**

Bring your non-Emory, personal documents for confidential shredding to the lobby spaces of the following buildings. Please NO CDs, DVDs or VHS - Paper Material Only.

School of Nursing  
Woodruff PE Center  
Woodruff Library  
Briarcliff Building A  
Emory Law

Rollins School of Public Health (both bldgs.)  
School of Medicine  
Goizueta Business School  
Callaway Memorial Center



## MOVE OUT PROGRAM-DON'T DUMP IT-DONATE IT

**APRIL+MAY** Emory Recycles gears up for another successful - Don't Dump It, Donate It! drive which gives students the opportunity to donate unwanted clothing, household items, and school supplies. Bags are available to residents for collecting donations. All donations will be given to Magnolia Disaster Relief to provide for the families affected by the 2011 and 2012 US tornadoes and hurricanes. Collection trucks will be at the following locations from 8 am - 6 pm.

**MAY 7-10**

DUC Loading Dock  
Woodruff Residential  
Behind the Complex

**MAY 7-16**

Behind Sorority Village  
Clairmont Tower

## BETTER WORLD BOOK REPURPOSING

We're partnering with Better World Books to give books a second life. Better World Books operates by selling books online through its own website and then donates proceeds from these sales to its literary partners: Books for Africa, Invisible Children, National Center for Family Literacy, Room to Read, and World Fund. COLLECTION BINS AT THE EMORY RECYCLING CENTER AND DOBBS UNIVERSITY CENTER.



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RECYCLES

### contacts

Deena.Keeler@emory.edu 404.727.9275  
Claire.Wall@emory.edu 404.712.8921  
Molly.Lutton@emory.edu 404.712.0093



# BUILDING RECYCLING COMPETITION

FOR EARTH MONTH '12

## APRIL 1-30



Emory Recycles and the Office of Sustainability Initiatives will hold a recycling competition to determine which building has the greatest increase in recyclables by weight for the month of April 2012 compared to April 2011. The building winner will receive \$3,000 to spend on dedicated recycling equipment for their building. Buildings that have shared recycling collection areas will split the prize money between buildings.

### PARTICIPATING BUILDINGS:

1462 Clifton Road  
1599 Clifton Road  
1641 – 1727 N. Decatur Rd.  
1525 Clifton Road  
1762 Clifton Road  
Theme Houses  
Fraternity Houses  
Alabama Hall  
Anthropology  
Atwood/Emerson/PAIS  
Boisfeuillet Jones Center  
Bowden Hall

Briarcliff Campus  
Burlington Road Building  
Callaway Memorial Center  
Campus Services  
Candler Library  
Claudia Nance Rollins Bldg.  
Clifton Towers  
Cox Hall  
Dobbs Hall  
Dobbs University Center (DUC)  
Emory Law  
Emory Clinic Buildings – A/B

Evans and Few Halls  
Grace Crum Rollins Bldg.  
Goizueta Business School  
and Foundation Center  
Hillel Center  
Luce Center  
Math and Science  
McTyeire Hall/Trimble Hall  
Michael C. Carlos Hall  
Michael C. Carlos Museum  
Miller-Ward Alumni House  
Modern Languages  
North Decatur Building  
Oxford Road Building  
Rich Memorial Building  
Robert W. Woodruff Library

O. Wayne Rollins Research Center  
School of Medicine  
School of Nursing  
Candler School of Theology  
Schwartz Center  
Smith/Thomas/Hopkins/Harris  
Sorority Village  
Tarbutton Hall  
Turman Hall  
White Hall/Administration  
Whitehead Biomedical Research  
Winship Cancer Institute  
Woodruff Memorial Building  
Woodruff P. E. Center  
Woodruff Residential Center  
Yerkes Primate Research Center

### TIPS TO INCREASE RECYCLING:

**Buy Recycled** - The essence of recycling is the cyclical movement of materials through the system. Supporting recycling means feeding this loop by not only recycling, but also buying recycled products. We can now find high recycled content in everything from printer paper to office chairs.

**Desk Side Recycling Bin** - Making recycling convenient increases participation. Ensure your building is outfitted! Bins can be purchased through Emory Express – Staples.

**Office Purge** - Do some spring cleaning and let Emory Recycles help you clean out old filing cabinets. Carts can be ordered at [cscc@emory.edu](mailto:cscc@emory.edu) to help move some unused paper from your buildings and build your recycling numbers. Just let us know how many you need.



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## RECYCLES

### QUESTIONS/HELP

[Molly.Lutton@emory.edu](mailto:Molly.Lutton@emory.edu) 404.712.0093  
[Claire.Wall@emory.edu](mailto:Claire.Wall@emory.edu) 404.712.8921  
[Deena.Keeler@emory.edu](mailto:Deena.Keeler@emory.edu) 404.727.9275



## ***VOLUNTEER CHAIR WRANGLERS WANTED!***



***Chair Rodeo***  
*& BBQ Picnic*  
**Wednesday, May 9th**  
**8:00 am**  
*Meet on the Quad*

*Come have some fun meeting and working with other groups from all over the Emory campus, and help make this year's Commencement another memorable experience!*

*You'll be glad you did!*

***We need over 100 volunteers this year for setup and take down!!!***

***Interested? Contact Bridget Steele Mourao at [bridget.steele@emory.edu](mailto:bridget.steele@emory.edu) or 404-727-7378***

***Please specify your preference: Setup, Take Down or BOTH!!!***



Join us for the

# Annual CS Picnic

Friday June 22, 11am-2pm

Women's Softball Field

- Lunch will be provided
- Wear your favorite team jersey
- Softball tournament will start at 11am and finish when a champ is crowned



For volunteer info contact

Rita Tyler, [rita.tyler@emory.edu](mailto:rita.tyler@emory.edu)

or 404-727-7487



EMORY  
UNIVERSITY

Campus Services  
Division of Finance & Administration







★ Every Tuesday and Thursday !! ★

Time: Noon — 1 pm



**ARE YOU READY TO PARTY  
YOURSELF INTO SHAPE?**

That's exactly what the Zumba® program is all about. It's an exhilarating, effective, easy-to-follow, Latin-inspired, calorie-burning dance fitness-party™ that's moving millions of people toward joy and health.

Get ready to ditch the workout and join the party!!!

**CS Training Room  
Building B**

For Information Contact:  
Shervon Lewis 404-727-1543



  
**CS Moves**





Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1  April's Fool's Day	2	3 CSAB Monthly Meeting	4 CS SELECT Committee Monthly Meeting (Conf. Room A)	5	6 Good Friday	Passover
8  Easter	9	10 BRS Supervisors Training - Outlook Makeup (1599 Clifton Rd)	11 FM Supervisors Meeting Sonar6 Pilot Training (1599 Clifton Rd)	12	13	14
15	16 Sonar6 Pilot Training (1599 Clifton Rd)	17	18	19 Sonar6 Pilot Training (1599 Clifton Rd)	20	21
22  Earth Day	23 BRS Supervisors Training - Coaching and Feedback	24 BRS Supervisors Training - Coaching and Feedback	25 Administrative Professionals Day	26	27	28
29	30	31	28	29	30	31
EMPLOYEE UPDATE - APRIL					<div> <div>CALENDAR KEY:</div> <div> <div>Training</div> <div>Committee Meetings</div> <div>Sessions for Supervisors</div> <div>Holidays/Special Events</div> <div>Other Meetings</div> </div> </div>	

## Congratulations - New Hires

Anita Cunningham, *Custodian*, Bldg and Residential Services  
 Jeremy Gresham, *Custodian, Sr*, Bldg and Residential Services  
 Perry Gleaton Sr, *Custodian, Sr*, Bldg and Residential Services  
 Gladys Brown, *Custodian*, Bldg and Residential Services  
 Monica Caldwell, *Custodian*, Bldg and Residential Services  
 Jo Donna Lamb, *Project Manager*, Planning, Design, & Construction  
 Jeffery Martin, *Custodian, Sr* Bldg and Residential Services

## Congratulations - New Titles

Terrence Wilson, *Supervisor*, Bldg and Residential Services  
 Luetrell Langston, *Supervisor*, Bldg and Residential Services