



Newsbeat

Highlights and Headlines
from in and around
Campus Services

Campus Services unveils Technical Training Center



Campus Services is pleased to announce the unveiling of its new **Technical Training Center** at the Briarcliff Campus. The space consists of classroom, break room and office space and is located in Building A, Suite 133. Due to the tremendous efforts of many departments within Campus Services, the first technical training class for FY13 (Basics of Electricity with Troubleshooting Electrical Circuits) was launched as scheduled on Monday, September 24th in the newly renovated space!

When asked about the new space, **Training & Communications Manager, Avril Occilien-Similien** stated "This new training center is vital to supporting the technical training needs of the Operations & Maintenance Department. It allows the participants to gain the theory necessary to effectively troubleshoot and make good decisions, and also allows enough space to bring in equipment for the very pertinent hands-on training...which is the part they enjoy the most! I would like to express my greatest gratitude to all the Campus Services departments that showed their fervent support. Their efforts did not go unnoticed and I am forever grateful. This is just one of many examples of Campus Services working together toward a common goal and doing whatever it takes to make it happen."

Special thanks go out the **Customer Service Department** for the urgent dissemination of work order requests; **Interior Design** for the installation of the flooring and the gorgeous chairs (at a great price!); the **Paint Shop** for the excellent paint job that was completed in record time; **Building & Residential Services** for the perfectly waxed floors and immaculate cleaning of the extremely dusty space; **Graphic Design** for the fabulous door signs; **Surplus and Staging Departments** for help with the scouting and prompt delivery of furniture; **Philmon Thomas (Purchasing Services)** for expediting purchase requests; **Jerry Wilson (FM Zone E)** for being the point person for building access and equipment delivery (and the many other items he asked to help with!); **John Pine (CSA)** for help with the A/V equipment purchase and setup (even on his day off!) and the **Training & Communications team & Debbie Moyers (CSA)** for support with the endless logistics and last-minute details.



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Additional technical training planned for this fiscal year to be housed in the new technical training center include Electrical Motors, Pumps and HVAC related training.



Clockwise, starting at the top left: Technical Training Center front door, the break room, the main classroom and the technical training equipment



LEADERSHIP TEAM SPOTLIGHT

SPOTLIGHT ON: KAREN SALISBURY

CHIEF OF STAFF

Hard work! I've never been one to shy away from getting dirty and working hard, but I think I have just hit a new wall. My husband Roger and I got a couple new dogs from a shelter in Avondale and it became very clear that we needed to put up a secure fence to contain them. After spending our entire budget on materials, we became the laborers.

It is quite daunting to look out over an acre of land and imagine a 6' fence 554 feet long. There is a mountain of lumber in our driveway, a "Little Beaver" to drill the 85 holes, a mound of 4x4 posts, and 50lb. bags of concrete and gravel to be hauled to each hole. Add to this the installation of the posts so they are perfectly straight, and this becomes the most challenging physical labor I've ever experienced.

We have worked on this project daily since September 1, and we hope to complete it by the end of October. I'm sure you know the challenges we face simply working together as a team. We each have our roles – he manages the drill, I clean the holes out with the manual fence pole digger, and we discuss the multitude of issues that result from digging through trash buried in the yard for 50 years. There is no question, however, that he is the lead learning to be patient with my lack of mastery and I'm the helper, learning to be patient with his perfectionism. We both look at the work from a different perspective, offer 'suggestions' to be more efficient, and our tempers get short.

We often experience the same thing at work when formidable projects are assigned. Someone is the lead, focusing intently on the task at hand, and someone is the helper doing a lot of work, and not feeling that their suggestions are particularly appreciated. Working to near exhaustion and returning the next day and do it over again makes it difficult to keep your spirits up. I believe we need to have a bit of grace with each other, look at the larger picture and recognize the contribution each person is making.

One of our front line BRS workers once said that he was so proud to be doing work in support of saving people's lives, and educating young people who go out and do good works on a global scale. Each of us contributes to the big picture in our own way, and it is so important to keep the end game in our minds.

Like Roger and I tackling an overwhelming fence project – at the end of the day after we've cleaned up and are having a glass of wine on the verandah, we talk about the day, apologize for any harsh words that were uttered, take a moment to feel pride in our accomplishment and say a small prayer for our ability to work together. I keep the big picture in mind, with dogs happily dashing about, and I know I have the perseverance to complete it.



Karen Salisbury

IN MEMORIAM

WILLIAM BEAVER



We were all shocked and saddened by the sudden passing of William Beaver on August 16, 2012. Bill, as he was called, started with Emory University in November 2006 in the HVAC department where he remained until his passing.

Bill loved working at Emory, and he enjoyed helping co-workers. He made work enjoyable for many with his positive attitude and his motivation to get the job done. He was known for getting the job done right. When President Wagner needed air conditioning in the press booths at Chapel Park, Bill came up with a way to install HVAC heat pump systems to have air conditioning in the press booths. He installed it all by himself. Bill developed many friendships here at Emory, and could be counted on to help anyone that needed it.

In addition to his Emory family, Bill loved his own family more than anything. His children were the light of his life. His brother, Jim and his sister, Carol also work at Emory. It was his Emory family that had to offer their support when he lost his own daughter last year.

Bill was a friendly and dedicated employee. He was a hard worker who always helped anyone out. He will be greatly missed here at Emory!

MARY MCGAHEE



We were all saddened by the passing of our beloved colleague, Mary McGahee, on September 10, 2012. Mary started with Emory University in January 1990 in Building & Residential Services where she remained until her passing.

Mary was a fun loving person. She was the team member that always had a smile on her face. Mary could always be counted on for help or sound advice when needed. She was known for her excellent customer service skills. Customers always asked for her by name because of the wonderful jobs she would do. Mary would always step in when someone was out to make sure the job was done with quality. She would also give reliable feedback to managers and help them in any way she could. She could be counted on by them to provide feedback on any issues and often provided helpful solutions.

Mary always enjoyed talking about her family. She loved sharing stories about her trips with her grandkids. She was a proud mother and grandmother. She truly loved her family, friends, and good food. She loved working for Emory and the special friendships that she developed while working here.

Mary was one of those people who left an everlasting impact. She could make you smile and loved having fun. She loved life and loved people. She will truly be missed here at Emory!

CS HIGHLIGHTS

Oxford Employee Recognition Breakfast

On August 10, Oxford employees were recognized for their work on completing their summer projects. Employees were treated to a breakfast and awarded Certificates of Completion for finishing all of the projects ahead of schedule. **Building & Residential Supervisor, Velma Williams-Parks** said, "The Oxford team had been working so hard all summer to prepare for the upcoming school year. This breakfast was our way of saying "Thank you!" Congratulations goes out to the Oxford campus on all their hard work this summer!



The Oxford Building & Residential Services employees pictured with their Certificates of Completion and enjoying a Chick-fil-A breakfast.

~submitted by Velma Williams-Parks , Building & Residential Services

Campus Services Thank You Breakfast

On August 27 & 28, Campus Services employees were rewarded with a donuts and coffee for breakfast as a 'Thank You' for all their hard work on helping the Campus run smoothly. Matthew Early brought breakfast for the entire organization to kick off the new school year. A special 'Thanks' goes out to Matthew, Ashley Cobette, Karen Salisbury for providing donuts and coffee all over Campus and at Oxford. It was greatly appreciated!



Employees enjoying Dunkin Donuts and Coffee!



Campus Services: "Excellence is our Destination"



2012 Town Hall Meetings With Matthew Early

As of August 31st the 2012 fiscal year is officially behind us, and we have welcomed our students back to campus both new and old. As an organization we have encountered obstacles, challenges, and tough decisions as we each made our contributions to keeping this campus running; and I thank you for the pride you all take in the quality of our service through all of it.

This October, please join me for a Town Hall meeting as we address what Campus Services has accomplished over the last year and what we are looking to accomplish in the upcoming year. I look forward to answering any questions you may have during these meetings; however, you are also welcome to submit questions to the CS Suggestion box

CSSuggestionBox@emory.edu

- Matthew Early
Vice President for Campus Services

Town Hall Meeting Schedule

Tuesday, October 9

5:00 AM – 6:00AM

Claudia Nance Rollins Auditorium

Wednesday, October 10

2:30 PM – 3:30 PM

Building B Training Room

Thursday, October 11

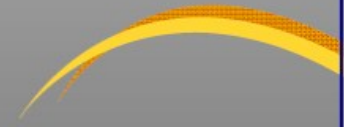
10:00 AM – 11:00 AM

Claudia Nance Rollins Auditorium

Friday, October 12 (Oxford Campus)

10:30 AM – 11:30 AM

Tarbutton Theater



100 Water Tower Place
Atlanta, GA 30322

404.727.2197 ph

www.campserv.emory.edu

HR HEADLINES



Campus Services Core Four Competencies

What are Competencies?

Competencies outline the behaviors necessary for successful execution of the responsibilities for a specified role.

Four Core Competencies for the Entire Organization

Building Trust

- Is widely trusted
- Keeps confidences; admits mistakes
- Doesn't misrepresent him/herself for personal gain

Customer Focus

- Dedicated to meeting the expectations and requirements of internal and external customers
- Acts with customers in mind and builds collaborative relationships
- Establishes and maintains effective relationships with customers and gains their trust and respect

Effective Communication

- Expresses ideas respectfully and shares information in a clear and concise manner
- Seeks feedback from others and follows-up to ensure understanding of both the message and its intent
- Listens attentively and exemplifies tact, courtesy and respect

Leveraging Diversity

- Respects the capabilities, insights, and ideas of all individuals
- Demonstrates the willingness to work effectively with diverse coworkers, customers and vendors
- Maintains and enhances the self-esteem of others during business and casual conversations

These core competencies will be a standard part of each employee's performance review. Each role in Campus Services will also have role-specific competencies in addition to the core four indicated above.

~submitted by CS HR

HR has a New Web Site!

Human Resources is happy to announce that we have a new web site at www.hr.emory.edu. Some features of our new site include:

- An up-to-date look and feel which is more in line with the Emory brand
- Photos that celebrate the diversity and uniqueness of Emory's faculty and staff population (thanks to Emory Photo and Video!)
- A simpler, cleaner design to make it easier for our users to find the information they need
- A more dynamic web experience which includes an interactive micro-poll, a new FAQ section ("Ask HR"), HR events, videos and more

The home page url has not changed (www.hr.emory.edu), however many internal pages may no longer exist or may have a different URL. If any of your web sites or publications link to HR pages, please be sure to update your links. We have redirects for the main pages; but otherwise old HR links will get a "404 Error page," which will offer a link back to our new home



~submitted by Jackie Owen, CS HR

Utilizing UTS ServiceNow

The IT Help ticket system has now changed to UTS ServiceNow. To submit an IT ticket, you must use one of the following methods:

1. Click the link on the current Campus Services Web site (The redirect web site will be <http://help.emory.edu>)
2. Send email to euhelp@emory.edu
3. Call 7-7777

~submitted by Joan Wang, CS IT



EMORY
UNIVERSITY

Campus Services

Matthew Early, PE
Vice President

September 18, 2012

Dear Members of the Emory Community:

In accordance with Georgia law and for the safety of Emory, its students, faculty, employees and the community-at-large, Emory prohibits the use of any motorized cart (e.g., golf cart) to cross or travel on any public street (e.g., Clifton Road), unless such motorized cart is licensed for road use and possesses the proper state tags for road use. Unlicensed motorized carts may continue to be used on Emory-owned roadways (i.e., on Emory's campus) where crossing a public road is not required (please see the attached map for visual illustration).

Each department should evaluate their operations and make a determination as to whether or not the department can continue their normal day-to-day operations with an unlicensed motorized golf cart or if an upgrade to a low speed vehicle (e.g., a Gem Cart) is necessary. If after reviewing your operation you determine that there is a need to replace an unlicensed motorized vehicle with a licensed low speed vehicle, Transportation & Parking Services ("TPS") has researched the options available and would be happy to provide that information to you. Additionally, there may also be benefits to consolidating orders for departments needing to upgrade to a licensed low speed vehicle. If you would like to contact TPS for specific information on what compliant vehicle options are available, please contact Adele Clements at adele.clements@emory.edu.

Sincerely,

Matthew Early, PE
Vice President for Campus Services

Emory University
100 Water Tower Place
Atlanta, Georgia 30322
An equal opportunity, affirmative action university

Policy: Golf Cart Non-licensed Vehicle Use

In accordance with Georgia law and for the safety of Emory, its students, faculty, employees and the community-at-large, Emory prohibits the use of any motorized cart (e.g., golf cart) to cross or travel on any public street (e.g., Clifton Road), unless such motorized cart is licensed for road use and possesses the proper state tags for road use.

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Michael St. and Houston Mill Rd. are public streets; carts not permitted

Oxford Road is public; carts not permitted

Crossing Clifton Road is not permitted



EMORY

Golf Cart Use Map

Campus Services Benefits Sessions

Campus Services Information and Enrollment Assistance Sessions
Please take advantage of these valuable sessions!



Information Sessions*

CS Training Room

Tues, September 25th -10:00 am

Tues, September 25th - 2:30 pm

Claudia Nance Rollins Auditorium

Thurs, September 27th

5:30 am (Night Shift)

Velma Browning, Sr. Benefits Specialist will be on-hand to explain the new changes and answer your benefits questions

***Please note that these sessions are in addition to those being offered by Central HR.**

For a list of Central HR sessions, contact (404) 727-7613

Enrollment Help Sessions*

Do you need help navigating the benefits enrollment system? Then these sessions are for you...

Woodruff Library, Room 312

Mon, October 22nd

10:00 am - 12:00 pm

Thurs, October 25th

3:00 pm - 5:00 pm

—

1599 Clifton Road, Room 1.380

Thurs, October 25th

5:00 am - 6:30 am (Night Shift)

CAMPUS SERVICES OPEN POSITIONS

~submitted by Kelli Howell-Robinson, Human Resources
Posted as of 9/20/2012

Department	Job Title	Job Requisition ID	Positions open
Bldg & Res	Supervisor, Custodial Services	29815BR	1
Bldg & Res	Custodian, Senior	29031BR	2
Bldg & Res	Custodian, Senior	31721BR	1
Bldg & Res	Custodian	31722BR	1
Bldg & Res	Custodian	24686BR	1
Bldg & Res	Custodian (Reg PT)	24687BR	3
Bldg & Res	Custodian, Sr	30542BR	1
Controls Shop	Controls System Oper/Tech I	29921BR	1
CS/IT	Applications Developer/Analyst, Sr	37123BR	1
EPD	Police Officer	28851BR	1
Facilities Operation	Director, Operations & Maintenance	30992BR	1
Grounds	Landscaper	29670BR	1
HVAC	Sr. HVAC Mechanic	29335BR	2
Parking/ Transportation	Assistant Director, Parking	30776BR	1
Security Systems	Access Control Tech	29333BR	1
Zone E Maintenance	Maintenance Mechanic	25496BR	1
Zone H Maintenance	Maintenance Mechanic	28791BR	1

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

Data Destruction Day

The OIT Information Security Office and Emory Shredding Services, a department of Emory Campus Services are sponsoring two **"Data Destruction Day"** events on **October 2nd and 4th, 2012**. Members of the Emory community who have paper or electronic media that they need to dispose of can bring them to the following locations on those dates. Emory Shredding Services will collect the media and dispose of them in a secure manner.

Tues. Oct. 2, 7am – Noon: West side of the Woodruff PE Center (facing the Peavine parking deck)

Tues. Oct. 2, 1pm – 5pm: Briarcliff Campus (Building A Lobby)

Thurs. Oct. 4, 8am – Noon: Behind the Oxford College Gym



The following types of media will be accepted: Hard Drives (not the entire computer), Backup tapes, Mixed media (CDs,DVDs, tape, VHS, film, fiche), Flash drives, and Paper

For additional information, please contact: security@emory.edu

Wellness Corner

Stay Active.
Eat Well.
Relax.
Live Long.



SPOTLIGHTING EMPLOYEES THAT PRACTICE & PROMOTE HEALTHY LIVING

FEATURED RECIPE

CINNAMON FRUIT COBBLER



What You Need

1/4 cup sugar, divided
1pkg. (3.9 oz.) JELL-O Vanilla Flavor Instant Pudding
1pkg. (16 oz.) frozen sliced peaches
1cup frozen raspberries
1/4 cup water
1-1/2 cups all-purpose baking mix
1/2 cup milk
1/2 tsp. ground cinnamon
1 cup thawed COOL WHIP Whipped Topping

Make It

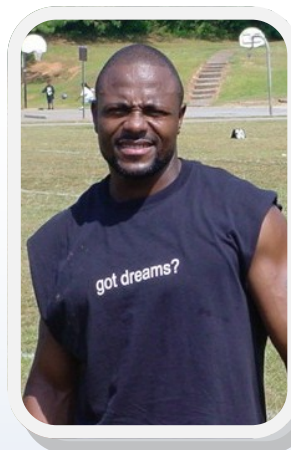
HEAT oven to 350°F. Reserve 1 tsp. sugar. Mix remaining sugar with pudding mix. Combine fruit in large microwavable bowl. Microwave on HIGH 1 min. Stir in pudding mixture and water.

SPOON into 8-inch sq. baking dish. Mix baking mix and milk. Drop in mounds over fruit mixture. Mix reserved sugar and cinnamon; sprinkle over dough.

BAKE 35 to 40 min. or until fruit mixture is hot and bubbly and biscuits are lightly browned. Serve warm topped with COOL WHIP.

HEALTHY LIVING SPOTLIGHT

SPOTLIGHT ON KENNY KELLY



Kenny began his wellness lifestyle at the age of 15. His two older brothers were athletes, and that motivated to become physically fit. Even though he had been involved in sports since the age of 5, he realized that he wanted to train his body to be stronger, while incorporating a healthy diet.

Kenny's workouts vary daily. He incorporates a mixture of weightlifting and cardio. "I have always liked mixing up my work out routine. It is best to keep your body guessing what is next." said Kenny. He also incorporates jump roping and using a

stationery bike in his routine. He also loves swimming. "It is great for all over toning," he says.

When Kenny does have time to work out, he still does some exercises while he is working. He often walks across campus instead of taking a golf cart. He also takes the stairs in most buildings instead of using the elevator. He says that he always wants to move when he can because even the smallest activities can go a long way.

In Kenny's down time, he loves staying active. He is in a flag football league and enjoys carpentry. He also loves spending time with his family and writing poetry. A fun fact about Kenny is that his best thinking time during the day is when he is at home washing dishes, folding laundry, or doing mobile cross road puzzles.

Great job on staying physically fit Kenny! Continue to share your routine with CS to keep us motivated.

If you would like share your healthy living story with us or would like to suggest someone to spotlight, please email cscommunications@emory.edu



*"Life is like riding a bicycle, to keep your balance you must keep moving"
~Albert Einstein*

CT102: Computer Navigation



NAVIGATING THE INTERNET AND BEYOND

Want to become more internet savvy? This class will help you learn search techniques that will help you find answers to any question. Learn how to navigate through pages to find information you need.

CT 102 will cover:

- *Navigating through your computer desktop
- *Using the address bar
- *Identifying and utilizing the Internet Toolbars
- *Navigating Emory's new HR website

This class is for those who need to learn navigation techniques. Sign up now for up to date knowledge and tips for navigating your system.

Class Dates

Day Shift– October 3 & 10

8:00am-10:00am

Woodruff Library, Room 314

Evening Shift– October 4 & 10

(Oct. 4) 2:30pm-4:30pm

(Oct. 10) 4:00pm-6:00pm

**Woodruff Library, Room 314
(Room 312 on Oct. 4)**

Night Shift– October 2 & 10

5:00am-6:30am

1599 Clifton Rd, Training Rm. 1

Oxford– October 8

1:30pm-3:30pm

Room 206, Pierce Hall

This session will show you how to better navigate the systems on a computer.

Contact Traci May at 404-712-2465 or traci.may@emory.edu to sign up for these classes.

October

"Always do your best. What you plant now, you will harvest later."

~Og Mandino






Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Electrical Troubleshooting	2 Electrical Troubleshooting Computer Training Class (1599 Clifton)	3 Electrical Troubleshooting Computer Training Class (Woodruff Library)	4 Electrical Troubleshooting Computer Training Class (Woodruff Library)	5 EOP Training	6
7	8 Electrical Troubleshooting Computer Training Class (Oxford)	9 CSAB Meeting Town Hall Mtg	10 Electrical Troubleshooting Town Hall Mtg Computer Training Class (1599 & Woodruff)	11 Electrical Troubleshooting Town Hall Mtg	12 Electrical Troubleshooting Town Hall Mtg	13
14	15 Electrical Troubleshooting EOP Training	16 Electrical Troubleshooting EOP Training	17 Electrical Troubleshooting	18 Electrical Troubleshooting BRS Supervisors Monthly Meeting	19 Electrical Troubleshooting EHSO Training EOP Training	20
21	22 Benefits Open Enrollment Session EOP Training	23	24 EHSO Training EOP Training	25 Benefits Open Enrollment Session	26 EHSO Training	27
28	29	30 Defensive Driving Class	31 Halloween 			

EMPLOYEE UPDATE - OCTOBER

Welcome - New Hires

DeMarko Farley, *Custodian*, Bldg & Residential Services
Dwayne McNeil, *CAD Technician*, CS-IT

CALENDAR KEY:

-  Training
-  Committee Meetings
-  Sessions for Supervisors
-  Holidays/Special Events
-  Other Meetings



Feedback and story ideas are welcomed!
Please Contact
Training & Communications
csccommunications@emory.edu