

# The Facilities Scoop



**WINTER ISSUE**  
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## Idaho State UNIVERSITY Facilities Services

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### Mark Your Calendar

**President's Day**  
February 16

**Spring Break Week**  
March 23 - 27

## Communication: Hello, Goodbye, and a Whole Lot More

*Written by Phil Moessner*

You first heard from me a while back with a big "hello!" and a discussion on teamwork, trust, and providing exceptional customer service. Today it is with mixed emotions that I have to say "goodbye" to one of our team leaders.

Director Steve Chatterton retired after 24 years leading ISU's Public Safety team. Steve was a visionary leader, superior security professional, and skilled customer service provider. I was deeply saddened to lose a great team member and friend, but I rejoiced with Steve as he transitioned to a new phase of life. I heard that new phase involves lots of time spent with grandkids, and relaxing activities that don't involve calls at all hours of the day and sleeping with a patrol radio crackling in his ear all night. Read our farewell section for more on his tremendous career. Congratulations, Steve! You will be missed.

I also want to touch on another important component of customer service: communication.

Think about a time you received either great or terrible service. What sticks out about that experience? For me, it wasn't about the final outcome, but rather how I was treated. Did the service provider listen to me and my needs, and treat me and talk to me with respect? When the answer was "yes," I felt like a valued customer regardless of the outcome. When the answer was "no," it didn't matter how things came out, I was just frustrated. It all boiled down to communication.

Communication is all about sending and receiving messages. It sounds easy, but it's tough and takes practice. There are several ways to "send" a message. We all know about talking and writing. Sending also includes the tone of our words, and non-verbal messages like body language. We – and our customers

– are constantly sending messages in all sorts of ways: face to face, with notes, on voice mail, and in email.

"Receiving" is the flip side of sending and is usually characterized as listening. But listening is more complicated than it sounds. Listening is both hearing and understanding the message. The message you are listening to comes in multiple forms, just like we send in multiple forms. To make it more difficult, what we receive can be full of conflicting messages, and what we "hear" is influenced by what we want to hear.



Think about the last conversation you might have had with a teenager. Did you pick up on an eye roll or sarcasm in the voice when they said enthusiastically "I'd love to scrub the cat's litter box?" What was the real message sent and received?

Now, think about how you communicate with our customers. Do you treat

them with respect when you "send" our message? Do you "receive" their message loud and clear? Do you ask questions to better understand the issue that may be hindering them in their job? If you have to say "no," do you do it politely and offer alternative solutions?

Most problems develop when communication breaks down. When we think about our message before we send it, we can make sure the words, the tone, and the body language all send the right message. When we actively listen to our customers – give them our full attention, hear what is said, and ask questions to make sure we understand – we make that customer feel valued.

What are you doing to truly communicate with our customers? Whatever it is, make sure your message is received as "I'm here to help" and not "Stop bothering me."

## ISU Cares "Spot" Award



**Garth Davis**

Garth Davis has worked at ISU for the past 5 months as a Senior Security Officer in Campus Security. In his spare time he likes to fly fish and snowmobile. Garth was recognized for going above and beyond the call of duty to help a student gain card access to a classroom. Thank you for your exemplary customer service.



**Ed Cash**

Ed Cash has worked at ISU for 4 years as the M&O Manager, and has a BS in Construction Management from Weber State. Ed was commended for his relentless efforts to fix the boiler that is necessary for the cage washer in the Animal Facility. In his spare time he likes hunting, motorcycle riding, and historical re-creation. Thank you for your exemplary customer service.

# Congratulations!!

## Welcome Michelle Smith



We are thrilled to welcome Michelle Smith as our Management Assistant for Facilities Services. Michelle joined our team in July and hit the ground running. Her professionalism and expertise is very appreciated, and she is a great asset to our team. Prior to her employment

at ISU Michelle worked as a project coordinator with Wall 2 Wall here in Pocatello. She has years of Human Resources, Accounting, and Project Coordinating experience. Michelle attended West Minister College in Salt Lake City, majoring in Business Management. Michelle loves spending her free time with her family and watching her 13 year old son play baseball. A highlight this past summer was traveling with her son and his team to Cooperstown, New York and watching him play there. She enjoys traveling, painting, and spending time outside. If you haven't had the chance to meet Michelle, please stop by and introduce yourself! Welcome Michelle!

## Farewell to Steve Chatterton

*Written by Nicole White*

In 1991, Stephen A. Chatterton was hired by Idaho State University as Director of Public Safety. He served the campus community for 23 years in administering security, parking, crime prevention, industrial safety, and Student ID programs.

Director Chatterton was responsible for establishing the professional level of Public Safety by placing emphasis in the areas of crime prevention, community policing, officer training, investigation, reporting skills, bicycle patrol, and motorcycle patrol. During his career he added two full-time officers to the existing five on the Pocatello campus, and added Public Safety offices with one full-time officer at the Idaho Falls and Meridian campuses. In order to meet the increasing demands of campus security, four full-time dispatch positions were also created to work alongside student employees in the dispatch center.

Director Chatterton kept Public Safety moving forward during his tenure as Director. In 1991, he was instrumental in working with the PRT to provide a free shuttle bus system on the Pocatello campus.



In 1997, the new Bengal Card photo ID system was put into place, and it led the way for the first door access control card readers to be installed on the Pocatello campus. This system has since expanded to approximately 200 door access control card readers between all three campuses.

Between 1996 and 1998, he oversaw the initial security camera systems implementation. The system has continued to grow over the years. The current system includes approximately 625 cameras.

After the governor's executive order was put into place in 2006, the first programs for emergency management were implemented and have grown steadily.

In 2009, the interior and exterior emergency notification systems were first implemented and have continued to grow. In 2011, under Director Chatterton's direction, the University implemented the ISU Alert emergency notification system to alert students, faculty, and staff of

campus emergencies through multiple notification methods such as phone calls, text messages, and emails.

In 2010, Director Chatterton oversaw the outfitting of a mobile incident command center with eleven monitors, five computers, and other equipment to be used during campus emergencies at any location at a moment's notice. He was also instrumental in establishing three additional emergency operation centers on the Pocatello campus and one on the Idaho Falls Campus. In 2011, we began the accreditation process for Emergency Management Accreditation Program (EMAP).

In 2012, Director Chatterton received the ISU Distinguished Service award in recognition of his outstanding support to the University during his extensive career. In June 2014, the Idaho Chiefs of Police Association recognized ISU Public Safety as a fully accredited police agency as set forth by the standards of its Association.

Steve made the decision to retire this year, and is excited to have time to spend with his grandkids and family. He said he "will be trying his best to stay out of his wife's crosshairs."

# Mugs of the Quarter



**Yvonne Jenks**  
Custodial - 14 years

Favorite Movie: Avatar  
Favorite Color: Green  
Favorite Superhero: Hancock



**Dianna Brush**  
Custodial - 2 years

Favorite Food: Chocolate  
Favorite Superhero: Iron Man  
Favorite Color: Blue



**Mike Stallsmith**  
Grounds - 13 years

Hobbies: Fly-Fishing  
Favorite Food: Anything Dutch Oven  
Favorite Vacation: Hawaii



**Joey Castro**  
Custodial - 2 years

Hobbies: Photography  
Favorite Color: Candy Apple Red  
Favorite Food: Carne Asada



**Brad Brzek**  
M&O - 17 years

Favorite Vacation: Stanley Lake  
Favorite Food: Mexican  
Favorite Movie: Dances with Wolves



**Aubree Robertson**  
Transportation - 4 years

Favorite Movies: Pretty in Pink  
Favorite Food: Pickles  
Favorite Vacation: Florida



**Brian McHugh**  
Custodial - 2 years

Favorite TV Show: Futurama  
Favorite Vacation: Boston  
Favorite Color: Blue



**Mason Haggard**  
Idaho Falls Custodial - 5 years

Hobbies: Fly-Fishing  
Favorite Color: Rainbow Trout  
Favorite Vacation: South Fork

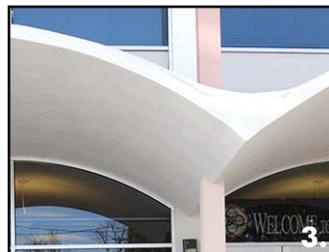
## Rev Your Engine

You may have noticed something new: there are learning, performance, and talent management sections within our new evaluation software – Cornerstone Connect. No longer just an electronic evaluation system, there are many features in what the developer calls a “social collaboration tool.” This tool allows you to identify and track the training, development, and education required for your successful career path. Please contact your supervisor to establish a plan to help you reach your dreams!

## Activity Zone

How well do you know the interior and exterior of our campus buildings? Where were the following photos taken? Email the answers to [wrigkimb@isu.edu](mailto:wrigkimb@isu.edu) or drop them off to Kim in the Facilities Building, #18. All Facilities employees who get all four images correct will be entered

into a drawing to win a prize. The drawing will take place on Friday, February 13th, so get your answers in soon! Answers will be revealed on the Web Site after the drawing. ([www.isu.edu/facilities/scoop.shtml](http://www.isu.edu/facilities/scoop.shtml))



# World-Class Facilities Professionals SERVING ISU TOGETHER

## Department Updates

### Transportation Services

Aubree has been serving as Interim Transportation Services Supervisor since Terry's retirement in October (he has been having a blast since retiring). We are moving forward to replenish the off-road Motor Pool fleet. We are looking to provide new six-passenger trucks, all-wheel drive vans, and suburbans. With the help of IT, we are looking into new workflow software.

### Environmental, Planning & Engineering

We recently began compiling the space data received from over 300 departments at ISU. This data is essential for producing updated reports and providing space inventory. The deferred maintenance projects have been set up and scheduled. We began updating 20 of our classrooms shortly before Christmas break, six of which are complete.

### Campus Security

In October, we had 12 employees complete ALERT Training (Active Shooter Law Enforcement Response Training) at the RISE building. We had two employees complete training to be Armorers to maintain and upkeep our firearms. Three employees graduated from the Leadership Development Program, and one employee graduated from First Time Leadership. We're also working towards a February audit for EMAP accreditation.

### Maintenance & Operations

M&O has been working with Idaho Power to improve the infrastructure to minimize power interruptions. Repairs to roofs, waterlines, HVAC systems, sewer lines, classrooms, and steam tunnels are ongoing projects. The paint team has been repainting corridors, restrooms, and classrooms. M&O has

been coordinating and assisting with DPW projects, PSRs, and a multitude of Work Orders. M&O appreciates the assistance and patience of the faculty, staff, and students while we perform these repairs.

### Grounds

Winter is in full effect; the Grounds department managed through some snow/ice storms and bitter cold temperatures to ensure safe passage for the campus community. When we aren't dealing with Mother Nature's wrath, we have been performing tree pruning operations and preparing for projects starting in the Spring. Stay tuned for an update of all the beautification projects scheduled for Spring, Summer, and Fall of 2015.

### Meridian

The construction of the Treasure Valley Anatomy and Physiology lab is nearing completion, while a new major project is beginning; the remodel and addition to the Physician's Assistant (PA) program. The PA project will consist of a new classroom that will accommodate 50 students. The existing classroom space will be remodeled and will serve as a lab and study area. We will also be constructing eight faculty and staff offices.

### Custodial

We have secured a better quality paper towel that works in our current dispensers and has alleviated the paper jamming that was becoming chronic. We recently acquired a RODI window cleaner, which will enable us to clean all exterior glass. We have purchased new vacuums and replacement vacuum parts. Recycling has purchased 10 new steel bins for exterior use. These have a fold down gate, which will assist in the retrieval of recyclable products.

### Exemplary Service

We provide reliable and responsible service.

### Team Unity

We are professionals serving professionals.

### Ownership Mindset

We know, protect, and improve our facilities.

### Communication

We minimize surprises through listening, understanding, and being understood.

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Do you have an article or idea that you would like to see in a future issue of the newsletter? Email it to [wrigkimb@isu.edu](mailto:wrigkimb@isu.edu).