

# FAST News

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Submitted by  
**Joseph Han**

## THE BURNING PLATFORM: Create the Fire Within or Get Burnt.

Dear FAST Professionals,

I was once more thinking about the oil platform worker in the North Sea who suddenly woke up to an explosion in the middle of the night. He quickly stumbled out to the platform amidst the chaos of fire and debris. Eventually, he worked his way to the edge of the platform 150 feet above the ice cold sea. If you were that person, what would you do?

For me, this story is about how people are motivated. Are you externally motivated or internally motivated? Would you stay on the platform knowing you could be burnt to death? I hope not. An externally motivated person would rather AVOID making the decision and wait for someone to push them off – cussing at them for potentially saving their life! If you need someone or something outside of yourself to make you do something, then you are externally motivated. You are internally motivated if, while embracing the HOPE for survival, you would jump off the platform facing possible death on impact, knowing that if you survived the debris and the burning oil on the surface of the water you would certainly die of hypothermia within 15 minutes.

The mindset difference between AVOIDING death and HOPING to live is HUGE! The mindset that wants to AVOID death, avoid punishment, avoid whatever consequences, is very limiting. Spending time and energy to AVOID something saps your energy, drains your passion, and limits your opportunities to reach your full potential. On the other hand, HOPING for life, hoping to make a greater contribution, hoping to reach your full potential are energizing, freeing, and rewarding. *(Continued on page 2.)*

## FACILITIES MANAGEMENT

Submitted by

**Shehadeh Abdelkarim**



## What a year we had in 2014!!

We have changed our philosophy towards a maintenance-focused team and have provided service request work when we were able to. We have lost key positions. We have had floods, broken pipes and falling loose concrete.

Some great things also happened in 2014. We helped celebrate our institution's 50<sup>th</sup> year anniversary. New staff members came on board to help maintain the campus. Some team members stepped up and helped to fill the staffing gaps. Zone maintenance is helping our campus to maintain its fresh look. And let's not forget that we were instrumental in the sale of "Eaton Place".

2015 is here and full of opportunities for us to fill our ranks and continue on our service focused efforts to improve the image of CSU. Our journey to improve continues as we build our team and stay focused on our customers. I wish you all a great 2015 full of success and a better CSU through your efforts. "Way to go Team"



(continued from page 1.)

### **Ownership mindset = creating the fire within**

What does this story have to do with FAST? While most of us may not face such dire life or death decisions, we do face challenges that threaten our success at home or work. The key to success is to quickly recognize the “burning issues” and take immediate action. As FAST Professionals in the business of providing safe, comfortable, and functional work and learning environments, “the burning platform” can be zone maintenance, preventative maintenance, routine safety issues, rapid response to emergency situations, or reports. The way to keep ourselves from getting “burned” or “burnt” is to address open issues (work orders, service requests, projects, or reports, etc.) before our work becomes someone else’s focus. In other words, we need to be internally motivated rather than externally motivated. That is what I am calling OWNERSHIP MINDSET. You are a FAST Professional with the ownership mindset when you are able to create an internal fire to positively motivate yourself to do your part in taking care of the campus community.

In terms of how I motivate myself, I am pretty much in the same situation as you and face similar challenges. I have to choose to be internally motivated. I have to create the fire within me before the fire comes to me. How? I make a list of why I love my job. I focus on those reasons (sometimes it’s not easy). I find positive and energizing reasons for doing my job. I find empowering ways to do my job. I like to take action before I am told I have to do it because that’s the kind of professional I want to be. I gladly support my team, my boss, and my university because that’s the kind of professional I want to be. I find great joy in trying to make things better. Every day, sometimes, every hour, I have to consciously choose to be internally motivated. I invite you to join me in this amazing journey that leads to achieving one’s full potential and enjoying what we do every day!

### **Back to the burning platform.**

He survived to tell the story! The oil platform worker jumped. Shortly after, he was rescued. To the question why he jumped, he said “better probable death than certain death.” For this worker, in midst of the horrifying external circumstances, he found a glimmer of hope that created internal motivation leading to life!

While you don’t often face the literal burning platform, the daily option to be externally or internally motivated is entirely your choice. Your daily decision will determine your actions, your daily actions will form habits, and eventually your habits will become a part of your identity. I invite you to be the FAST Professional who is internally motivated to be energized, empowered, and reach your full potential.

Your fellow jumper,

Joseph



Submitted by  
**Jeremy Johnston**

### **Small Successes for the New Year**

It’s a new year. While most New Year’s resolutions are doomed to fail, a new year often prompts us to ask “How can I be better this year than I was last year?” Here are a few keys from bestselling books on the subject, which remind us that starting small can have huge benefits.

#### **Stay Focused on a Small Circle**

Imagine for a moment all the things you would like to improve about your world. Now imagine a circle drawn around all those things. For most of us, that is a pretty big circle. In the *Seven Habits of Highly Effective People*, Steven Covey calls this your “Circle of Concern.”

Next imagine all the things in your life you have immediate, direct control over. Draw another circle. Do not despair that this is a smaller circle; it is going to be. This is called your “Circle of Influence.”

For example, if you want to be more fit, you are probably focused on how you look and feel at this moment, your genetics, and past mistakes or false starts towards fitness. These things are all within your “Circle of Concern.” You are concerned about them, but there is not a lot you can do about them right now.

We often focus on our “Circle of Concern” because things in this circle tend to seem obvious, pressing, or overwhelming. However, the more we focus on things that we can neither change nor influence, the more frustrated and defeated we become. This wastes precious emotional and mental energy, which is needed to accomplish our goals. By redirecting our emotional and mental energy towards things we can change right now, our “Circle of Influence,” we can be much more effective. For example, today—this very day—we can choose to eat a little better, and move a little more. Perhaps, we can use the stairs instead of taking an elevator.

Staying focused on our “Circle of Influence” can be a challenge. To get fitter, we will likely have to set aside time to exercise more, and that can be demanding. Choosing water or juice instead of soda, or passing up our favorite dessert, might take us out of our comfort zone. Fortunately, building good habits can reinforce our willpower.

## Reward Yourself

Disney's Mary Poppins hit on a universal truth when she sang, "Just a spoon full of sugar helps the medicine go down." One way to help strengthen our resolve to do the things we know we should do, is to give ourselves small rewards. However, the reward must be in line with our goals. If we are trying to eat healthier, a piece of candy or a "spoon full of sugar" may not be the best way to reward ourselves. In these cases, we must get creative.

One simple trick, for rewarding ourselves, is practicing the art of savoring. In *Hardwiring Happiness: The New Brain Science of Contentment, Calm, and Confidence*, Rich Hanson talks about the immense value gained by taking a few seconds to experience fully any good sensation. Try this—If you have just done a good job at something, like sticking to your diet, exercising, or even a bothersome household chore—savor your success. Try spending 20 to 30 seconds afterward just breathing, smiling, and noticing how good you feel or the good job you just did. The positive brain chemicals created from doing this not only feels good, they also reinforce your success. In *The Power of Habit*, Charles Duhigg stresses that reinforcement and reward are keys to building habits.

## Start Small and Expand

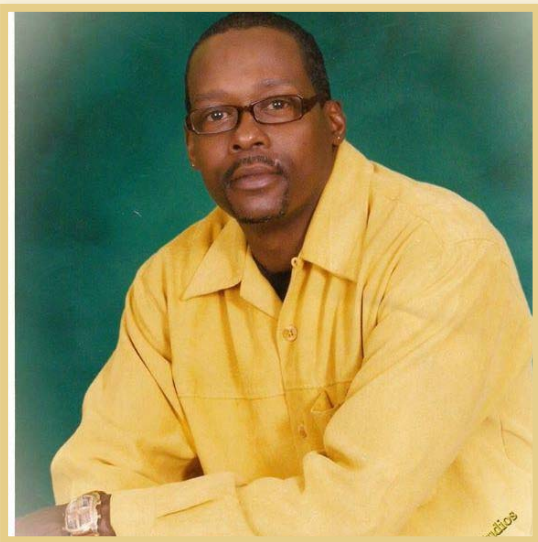
In the book *Happiness Advantage*, Shawn Achor mentions a client he worked with whose desk was so messy it was out of control. Shawn made a circle on one small area of the desk. The client's job over the next few days was to keep just that one part of her desk clean and clear. Gradually, as the client succeeded, he expanded the circle. Before long, the client's entire desk was continuously kept clean.

As we focus on our "Circle of Influence," the things we can do right now, our circle expands. Eventually, more and more of our concerns become under our control.

So today, think about the things you want to accomplish. Forget how big they might be. As the philosopher Lao Tzu has said, "The journey of a thousand miles begins with one step." Just consider the best small step you can take forward, and do that. It never has to be New Year's Day to improve our lives, and taking one small step is something we can all resolve to do.

Submitted by

Jejuana Brown



**Patrick Sullivan**

### **FAST Academy Congratulations**

Congratulations to Patrick Sullivan for completing courses in the FAST Academy Professionalism Series. Patrick, a custodial worker in the Building Services Department, attended and participated in all four classes: 101 – Professionalism & Ownership; 102 – FAST Mission & Self Mastery; 103 – Customer Service & Teams; and 104 – Context: Putting it all Together. In recognition and appreciation of his diligent efforts in professional development, Patrick received a Certificate of Completion and a FAST Power Bank.

Want to join Patrick and complete the remaining courses? Contact Jejuana Brown via phone: 216-523-7569 or email: [j.c.brown23@csuohio.edu](mailto:j.c.brown23@csuohio.edu) for more information. Spring 2015 courses will begin in February.



## CLEVELAND STATE UNIVERSITY POLICE DEPARTMENT

Submitted by

Craig Stone



During the 27<sup>th</sup> Annual Campus Watch Chili Challenge held on January 7, 2015 at the Student Center Ballroom, Lieutenant Beverly Pettrey won first place for Best Overall Chili as voted by the judges and Daman Vance, Systems Coordinator won first place for the People's Choice award. We thank Campus Watch for hosting this annual event, which featured many traditional and non-traditional chili entrees.

Captain Ronald J. Morenz received a compliment from Chief D. Scott Lee, Shaker Heights Police Department. Captain Morenz participated as an assessor during their Sergeant Panel interviews on November 11 and 12, 2014, which is a part of their promotional exam process. In addition, Captain Morenz and I participated as mock assessors for the Cuyahoga Community College Police Department's review of their accreditation files for compliance with standards from the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA).

Access Control & Security Systems manager, Dan Ivan, and Video & Security technician, Dave Reinhardt has been collaborating with the Greater Cleveland Regional Transit Authority Police Department in reference to surveillance video. Furthermore, Dan and David visited the Limited Brands, Inc. and the Ohio State University (OSU) to review operations, share information and learn the type of equipment and technology that are being used in private industry and at a major university campus. Satoru Persons, OSU Director of Communications & Central Alarm Center stated that Dan and David are very knowledgeable and the equipment used at CSU is state-of-the-art and he looks forward to learning from us as well.

Officer Jeffrey W. Madej coordinated the "Shop with a Cop" program for the Cleveland State University Police Department (CSUPD). Three students all eight years old from Campus International School (Anastasia Smith, Dakota Hill, and Calah Evans) were selected to participate and met with their assigned shoppers on Saturday morning December 13, 2014. Sergeant Joseph P. Hunt, Sergeant David E. Thompson and his wife; and I transported the children to the Bedford Heights Civic Center where we met with other participating law enforcement agencies and then started the motorcade to the Macedonia Walmart. The children were able to ride up front in the police cruisers and operate the lights, siren, and public address microphone. Donations were made in which all children had a \$150 gift card to purchase items at Walmart for Christmas. After shopping, the children were transported to Garfield Heights High School for a pizza party.



## OFFICE OF THE UNIVERSITY ARCHITECT

Regarding the Office of the University Architect (OUA) news, we never stop moving ahead with a number of new and exciting initiatives. For example, you may have heard about the Board of Trustees' approval of the CSU campus-wide Master Plan in November. This document will be our road map as we move ahead with renovations and new construction projects over the next 10 – 15 years.

Within the next few weeks, you will be able to find the Master Plan on the OUA website: [www.csuohio.edu/architect](http://www.csuohio.edu/architect). I encourage you to learn about the exciting new

projects planned to go forward as funds allow and read about the University's priorities for growth and renovations, based on CSU's academic mission.

We are also very pleased to announce that in October we hired a new Administrative Assistant, Erika Harrison. She took over Michelle Lofton's position when Michelle retired after 27 years of dedicated service. If you have not yet said hello to Erika, please stop by and do so.

Concerning a few of our projects, the design effort on the renovation of Mather

Mansion is moving forward and we anticipate bidding this work by the end of January. Dwayne Wilson is continuing on the renovation of Fenn (formerly Stillwell) Hall. The A/E team is CBLH Architects, in conjunction with Harley Ellis Devereaux (Lab Planners and Engineers).

Regarding other larger capital projects, in December Dwayne Wilson put out a Request for Proposals for Architects and Engineers to start the SI/SR state funded renovation project (approximately \$6.5MM), Melanie Boyd is presently in the process of doing the Programming Phase for the

\$4 million Main Classroom renovations with the architecture firm of Bostwick Design Group and Stephanie Harper and Jack Bauman are undertaking interior and exterior renovations at Main Classroom for the expansion of the Mandel Honors College.

And finally, you may have noticed a new look to the OUA website. A big shout out to Stephanie Harper for adding new content and information to our website, as well as adding links to updated project descriptions and schedules. So stay tuned, as many new initiatives and projects are moving forward.

Submitted by

Bruce Ferguson



## PROMOTIONS

### Congratulations!!!

**Jessie Barnes**—Custodial  
Worker



**Donte Willis**—Custodial  
Worker



**Toilyne Mitchell**—  
Custodial Worker



### NEW FAST MEMBERS...

**Kyle Davis**  
Mail Clerk



**Arryl Bolden**  
Custodial Worker



*Submitted by*

**Bob Grindley**

**ENVIRONMENTAL HEALTH & SAFETY DEPT**

### Job Box Talk Safety Tips – EH&S Edition:

- Pedestrians have the right of way. Be mindful of pedestrians and bicyclists at all times; drive carefully and slowly.
- Low angle sunlight can impair your ability to see, especially while driving. Wear sunglasses and maintain an assured clear distance.
- Construction on campus is everywhere. Pay attention to your surroundings. Use caution around construction zones and delivery areas. Never assume a truck driver or equipment operator can see or hear you.
- Do not dispose of needles in trash cans. Disposal of all sharps and needles should be done into specialty sharps biohazard boxes. If you believe your area requires one of these containers reach out to EH&S. We will work together to setup proper disposal methods for your area.
- Lift safe! By bending your knees and using your legs to lift and carry things, you can avoid causing damage to back muscles. When in doubt, partner up and team lift.
- We are in the thick of cold & flu season. CSU Health & Wellness Services provides the following tips to minimize exposure risk to viral and bacterial upper respiratory infections: Wash hands frequently; Drink plenty of water; Avoid respiratory irritants, including smoking; Eat nutritiously; Get adequate rest; Humidify living quarters; and Manage stress.

### Office of Environmental Health and Safety – Fire Safety 2014 Accomplishments

We typically think of EH&S as handling odor and noise complaints, cleaning and disposing of hazardous wastes and providing compliance training. There is another side to EH&S where preventative maintenance goes a long way. Patrick Westropp and Pat O'Malley, along with their two part-time safety inspectors Chris Grzelewski and Julian Ma, work tirelessly to protect the campus in case of a fire. Let's all take a look at some of their 2014 accomplishments and when we have a moment, thank them for job they've done. While we know they are not in it for the recognition, their hard work and diligence should be commended.

- Inspections of over 1,600 Fire Extinguishers, and extinguisher replacements throughout every campus building;
- Installation of glycol loop sprinkler systems in Health Sciences and Wolstein Center to address costly freeze-ups and bursts that occurred last winter;
- Aided in installation and commissioning of the Wolstein Center's new fire pump;
- Participated in the successful commissioning of the fire service line at the Center for Innovations and Health Professions; and
- Completion of the Annual Fire Alarm & Sprinkler Tests in 40 campus buildings.

Submitted by  
Jim Gross



## FACILITIES ADMINISTRATION

**It is hard to believe that** I have been at CSU for two years already, as my first day was January 2, 2013! Looking back, a lot has taken place here on campus in the two years I have been here. Projects like the STEM School and Math Emporium became a reality, the new Center for Innovative Health professions (CIHP) is now up and enclosed and on schedule to be open for students next fall, the new Master Plan was completed and presented, a lot of major deferred maintenance projects have been completed or are in process, and other campus transformational projects are underway. It is truly an exciting and pivotal time to be working at CSU!

This past quarter was a busy one in Facilities Administration with lease extensions negotiated for the Trinity space occupied by the Division of University Engagement, and for the lease of the unique sculpture “The Politician: A Toy”. In addition, a letter of intent has been signed for a new tenant in the former cigar shop space in the Union Building and a lease agreement is in process. All of the new construction taking place on campus means additional compliance work for items such as prevailing wage and EDGE reporting. I am pleased to say that the Team has been up to the task and want to say “Thanks” for a job well done.

I would like to take this opportunity to wish all a very Happy New Year and all the best in the coming year!



## ACCESS CONTROL & SECURITY SYSTEMS

Submitted by  
Dan Ivan



**Happy 2015 from** the Department of Access Control and Security and Safety Systems. This is a reminder to update your CSU Emergency Contact information. Whenever you have an addition or change of phone numbers or email address go to CampusNet Login, sign in, and update your CSU Alert contact information. Please keep your contact info current.

Please say CONGRATULATIONS to Angelia DeLuca who successfully completed The Leadership Excellence Institute’s Front Line Leadership course, Level One. It was a significant commitment of Angelia’s time and effort. This course has helped her overall career development and is in keeping with the spirit of our FAST focus to be engaged managers and leaders who foster excellence and professionalism in all we do.

In this new year we eagerly anticipate the trial version of the TMA Key Management Module. This software, if successful, can eliminate the paper Access Request Form now being used. Key Requestors will submit the form electronically. An email will be generated to the requestor when the key is ready for pick up. An electronic signature pad will be signed at the point of pick up. Stay tuned!

AC&SS is working jointly with Parking and CSU PD to add more video coverage to parking garages and open lots. Recent events involving parked vehicles have increased the demand for additional video surveillance/ evidence.

Another goal that is progressing as an active project is adding electronic locks to all exterior entry doors. Not all doors will be card access points but this will give us a huge advantage in locking and unlocking all the public entryways into our buildings and eliminate the tedious twice-daily job of CSU Police walking to all doors to manually unlock and lock each “regular” door.





Facilities Accounting and FCC

This has been a busy period for both Facilities Accounting and Fast Coordination Center staff. Both Jeremy Johnston and Geneen Abdelkarim have been taking many calls servicing staff, students and faculty. If you are in the area, take a few minutes to listen to them in action as they try to connect customer needs to problem solvers. Their professional upbeat response to our customers in all situations is amazing. Samantha Sayers wears many hats as she chases down our facilities team and keeps them moving in the right direction always with a smile on her face. Please take the time to thank them for the great job they do servicing facilities and safety and making us look great as the first point of contact.

The FAST annual survey was sent out recently to your CSU email address. If you do not wish to use your CSU ID number, please enter 7 zeros. Please take time to complete the survey as we value your feedback to improve customer service. The deadline to complete the survey is February 16, 2015.

Shown below is the financial condition of Facilities & Safety as of January 20, 2015. Please see me if have questions on the information presented.

<b>Facilities &amp; Safety Budget Vs. Actual for FY 2015</b>						
<b>As of January 28, 2015</b>						
<b>All Expenses</b>					<b>(Over) Under</b>	
<b>No.</b>	<b>Departments</b>	<b>Temporary Budget</b>	<b>Encumbered</b>	<b>Actual</b>	<b>Sales/Income</b>	<b>Budget</b>
3200	Facilities & Safety Admin	\$ 1,050,316	\$ 330,693	\$ 473,882	\$ (41,024)	\$ 286,765
3210	Custodial Services	\$ 3,762,456	\$ 1,695,305	\$ 2,142,532	\$ (161,199)	\$ 85,818
3220	Building Maintenance	\$ 1,323,638	\$ 614,149	\$ 929,724	\$ (137,277)	\$ (82,958)
3225	Building Operations	\$ 2,055,621	\$ 939,542	\$ 1,123,510	\$ (45,556)	\$ 38,126
3230	Care of Grounds	\$ 591,393	\$ 279,001	\$ 428,595	\$ (50,125)	\$ (66,078)
3240	Electrical Maintenance	\$ 780,841	\$ 406,013	\$ 543,657	\$ (135,946)	\$ (32,883)
3250	Utility Operations	\$ 164,084	\$ 88,408	\$ 84,470	\$ (2,282)	\$ (6,513)
3260	Facilities Management	\$ 400,541	\$ 172,174	\$ 227,152	\$ -	\$ 1,215
3270	Oper Motor Vehicles	\$ 116,234	\$ 141,057	\$ 253,439	\$ (405,617)	\$ 127,355
3670	Mailing	\$ 258,781	\$ 122,196	\$ 125,057	\$ -	\$ 11,528
3680	Receiving	\$ 108,617	\$ 42,002	\$ 63,629	\$ (37)	\$ 3,023
	<b>Total Facilities Management</b>	<b>\$ 9,562,205</b>	<b>\$ 4,499,846</b>	<b>\$ 5,921,765</b>	<b>\$ (938,039)</b>	<b>\$ 78,633</b>
3550	Capital Planning	\$ 962,006	\$ 576,635	\$ 667,122	\$ (258,818)	\$ (22,933)
3552	Capital Matching	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total Capital</b>	<b>\$ 962,006</b>	<b>\$ 576,635</b>	<b>\$ 667,122</b>	<b>\$ (258,818)</b>	<b>\$ (22,933)</b>
3290	Environmental Health & Safety	\$ 763,449	\$ 337,880	\$ 423,305	\$ (7,425)	\$ 9,689
3292	Access Control & Security	\$ 514,679	\$ 204,513	\$ 344,157	\$ (44,071)	\$ 10,080
3560	University Police	\$ 3,528,032	\$ 1,648,231	\$ 1,985,696	\$ (65,021)	\$ (40,874)
	<b>Total Security &amp; Safety</b>	<b>\$ 4,806,160</b>	<b>\$ 2,190,624</b>	<b>\$ 2,753,157</b>	<b>\$ (116,516)</b>	<b>\$ (21,105)</b>
	<b>Grand Total-All Departments</b>	<b>\$ 16,380,687</b>	<b>\$ 7,597,799</b>	<b>\$ 9,815,927</b>	<b>\$ (1,354,398)</b>	<b>\$ 321,359</b>



Spot the difference puzzle. There are 15 differences between the two pictures.



## Winter Wordsearch



<p>K N A M W O N S T N X O T F E                  K O W I N T E R E C O C O A L                  P I C I C L E I Z R R R B K G                  C H M B W M I T T E N S M W I                  H S G H W S Z I W D Y F E A L                  T G H Q R A K E N E Z O R F A                  O L X O D S S P R U C E I S U                  B O J E V C A R D I N A L N A                  O V R N L E B G O T A H I O R                  G E T C H I L L Y G Z O M W D                  G S P C D O K T Z G Q L K F B                  A C T S K A T E X S C L D L S                  N I Z M M Y W F E X D Y E A H                  C W N L U T G Y N S O A L K B                  S D O Q V L Q K H W M Q S E A</p>	<p>WINTER                  SNOWFLAKE                  SNOWMAN                  ICICLE                  SPRUCE                  HOLLY                  CARDINAL                  FROZEN                  BRRR                  CHILLY                  SLED                  GLOVES                  HAT                  SKATE                  SKI                  TOBOGGAN                  COCOA                  SHOVEL                  MITTENS</p>
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<http://merryabouttown.com>



## RIDDLES

1. Feed me and I live, yet give me a drink and I die . What am I?
  
2. What invention lets you look right through a wall?

*See bottom of page for answers.*



### FAST News

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Deadline for next newsletter submissions is April 1st, 2015.



<https://www.facebook.com/CSU.FAST>



[@CSU\\_FAST](https://twitter.com/CSU_FAST)



### FAST MISSION STATEMENT

The Facilities and Safety Team is comprised of highly-engaged professionals who provide customer-focused facilities and safety services to assure that CSU is successful at achieving its academic, financial and community goals.

### CSU MISSION STATEMENT

Our mission is to encourage excellence, diversity, and engaged learning by providing a contemporary and accessible education in the arts, sciences, humanities and professions, and by conducting research, scholarship, and creative activity across these branches of knowledge. We endeavor to serve and engage the public and prepare our students to lead productive, responsible and satisfying lives in the region and global society.

*Answers: 1. fire 2. a window*