The employees at Thagard Student Health Center have found a creative way to acknowledge and reward hard-working staff members. The Extra Step Program was developed by employees for the purpose of recognizing their peers who go above and beyond the call of duty by allowing their peers to nominate them for extraordinary deeds that might otherwise go unnoticed.

The winners are chosen by a committee of 14 staff members and one proctor. The members of this committee, selected by the IT/Finance Department (creator of the Extra Step Award), are chosen from every department with the purpose of having a diverse group to serve. Committee members are kept strictly confidential except the two award presenters.

The Extra Step Award is given out quarterly to one full-time employee and one OPS employee. All employees are eligible for the award except the four executive administrators. Each winner receives a $50 gift certificate to the vendor of his or her choice, a handmade trophy to keep for the quarter, his or her name on a plaque, and his or her picture and bio featured in a frame located on the first floor of Thagard Student Health Center.

The program officially kicked-off in August, 2004 and the first awards were given in January, 2005. Everyone involved was pleased with the process and the response from the employees was very positive.

"When we made the presentations of the first awards, the response from everyone was heartwarming and made our hard work developing this recognition program its own reward for all of us. We were determined from the onset to develop a truly meaningful way to recognize those individuals who make the Health Center not only a great place to receive excellent medical care but also a great place to work. I have been so honored to serve on the committee to develop the Extra Step program," says Ginger Stewart, a member of the Extra Step Committee.

The inaugural winners were Lane Curington, a full-time staff member who went the extra mile by helping an emotionally challenged freshman and Adam Hymel, an OPS employee who devoted countless extra hours and effort to raise money for the American Cancer Society's FSU Relay for Life.

"This program is another example of how our staff looks out for each other by recognizing co-workers and the service they provide. The persons selected were honored by the process and I think it made everyone feel great in our all staff meeting" said Lesley Sacher, Thagard Student Health Center Director.

"It would be an honor for us if someone else on campus wanted to adopt the Extra Step program", said Ginger Stewart. "In fact, we would be more than happy to assist in setting up the Extra Step program all over the FSU campus, or even off-campus within the Tallahassee community", she added. If you’d like to learn more about the Extra Step Program at Thagard Student Health Center, contact the committee proctor, Hope Stewart, at 644-3614 or email hstewart@admin.fsu.edu.
OMNI Go-Live:
Teamwork and Collaboration Leading to
great Customer Service!

Joyce A. Ingram, Assistant Vice President and Chief Human Resources Officer

Underlying our goal to provide superior customer service to our stakeholders is building effective and productive customer relationships. In building these relationships, there are five fundamental steps that must be developed:

1. Identify primary customers.
2. Understand customer’s needs, expectations and the challenges they face.
3. Clarify customer expectations of us as a supplier of services, systems, processes and tools.
4. Solicit and assess customer feedback.
5. Partner with all process stakeholders to accomplish customer service goals.

By utilizing these fundamental steps, especially step five, the partners and stakeholders involved in our deployment and implementation of PeopleSoft for managing our HR and Payroll systems, ensured an overall successful go-live of this most important business initiative.

Realizing our work has just begun, we now face the challenges related to the ongoing implementation, integration and maintenance of our new system. Recognizing the interdependence of departments and the importance of intradepartmental teamwork has enabled us to clearly focus on how to leverage our new technology, effect continuous improvements, and manage organizational change while not ever losing sight of our end goal of superior customer service. A great example of this level of teamwork and collaboration, resulting in improved customer service, was the effort put forth by Human Resources, ERP and our HR Department Representatives in the development of our new OPS Express process.

What does interdependence and teamwork have to do with great customer service? Besides the obvious task of ensuring FSU employees were paid under the new system, in almost every way, the end user’s needs, expectations, and desires collectively become the driving force behind what we do as a department or organization. The services and tools we offer, the decisions we make, and the challenges we face and resolve together go beyond great customer service for the end user. It makes all partners involved in the implementation of PeopleSoft (OMNI) each others’ customers.

As one member of the Human Resources team recently stated, “often times we forget that we are members of the same team and that we are one another’s customers as well.” We did not miss the opportunity to work together and build the best relationships possible. We leveraged that opportunity through the high level of collaboration between HR, Payroll, ERP and our Department Representatives which enabled all of us to help ensure OMNI was embraced by the University community and utilized to the fullest extent possible in the management of our Human Resources and Payroll systems. We thank you!
SERVICE EXCELLENCE SPOTLIGHT

Award Winner Is a Professional in Every Sense of the Word

This spotlight section recognizes FSU employees who exemplify service excellence. In this issue, School of Music faculty members express what they appreciate about GREGORY FLOYD, the winner of the 2004 President’s Service Excellence Award.

Denise Von Glahn, PhD, Associate Professor Music History/Musicology

“Mr. Floyd is often the first person I see in the morning. I arrive around 7:15 AM and he is, without fail, cheerful, polite, caring, and professional. He never fails to offer a kind word, and to inquire about my own health, that of my family, and my work. I look forward to being able to greet him and miss his cheerful countenance and kind ways when for some reason I miss him. I have enormous respect for Mr. Floyd because he takes his job seriously, carries out his responsibilities with dignity and professionalism, and on top of everything is a solid, centered, compassionate human being. Florida State University should seek people of Greg’s mettle for their positions regardless of department, level, or station. They could do no better.”

Michael Buchler, PhD, Assistant Professor of Music Theory

“Greg is the custodian for the Longmire Building, where I have my faculty office. He is always here when I arrive at 7:00 in the morning and, aside from doing a great job keeping the place clean and in good repair, he is the friendliest, most helpful, courteous, engaged and interesting FSU staff member that I have encountered since arriving here (over) two years ago.”

Evan Jones, PhD, Assistant Professor of Music Theory

“Greg is a warm and personable presence around the halls of the Longmire Building, where my office is located, and serves our every custodial need with unquestioned professionalism and reliability. He is clearly a highly motivated individual, taking meticulous care of the areas under his charge and always ready to offer assistance. As much or more than the excellence of the actual services he provides, I appreciate his consistent courtesy, his welcoming personality, and his pleasant demeanor.”

Matthew R. Shaftel, PhD, Assistant Professor of Music Theory

“Since my arrival at FSU three years ago, Gregory Floyd has been a constant positive presence in the Longmire building. Not only is he one of the most pleasant people with which I interact on a regular basis, but he goes well beyond his “custodial” duties on a regular basis. Three specific occasions come to mind:

1. When I first moved to Longmire, there were no recycling receptacles. Greg responded to my questions about this almost immediately by supplying receptacles on every floor. We now have an active recycling program.
2. One day, Greg told me he enjoyed fishing in his free time. In the conversation enjoyed fishing myself

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(evenly the eating part). Two days later, Greg brought a fresh fish for me to take home (packed in ice, of course). What a kind gesture!

3. Last summer thieves broke into my office while I was out of town. Greg made certain that everything was straightened up and that my lock was replaced immediately so that no additional equipment would be taken.

Greg is friendly, kind, responsible, and a true asset to FSU. His dedication has had a positive affect on my work and the work of others in my building."

Q & A

Q. Greg, who are your customers?
A. “Faculty, students, and anyone who happens by.”

Q. What types of services do you provide to customers?
A. “Cleaning services, general services, courteous and friendly attitude.”

Q. Why is it important to you to provide quality services?
A. “First and foremost, it is my nature. Second, people really seem to appreciate coming to work and school in a clean environment.”

Q. How did you develop your customer service skills?
A. “My mother and the Holy Bible have both had a big influence on me. The FISH philosophy I learned about in a seminar at the training center has also influenced me.”

Q. Share your thoughts on being the recipient of the coveted University Service Excellence Award.
A. “It was like really WOW! I was overjoyed and thrilled to be chosen from such a large group of my co-workers and staff members to even be considered for such a wonderful recognition. And, I thank my heavenly father who makes all things possible.”

Soundly Built a puzzle for pun lovers

If you heard your co-workers groaning this morning, they probably started on this puzzle before you did. To solve it, guess the campus building whose name sounds—well, uh, more or less—like what’s described in the clue. You may want to have a campus map handy for inspiration.

Example: correct at home _ _ _ _ _ _ _ _ _ _ _ Answer: HOUSEWRIGHT

Okay, your turn. And watch the volume on those groans. Other people are trying to work.

guy in uniform, at the entrance _ _ _ _ _ _ _ _ _ _ _ extended bog _ _ _ _ _ _ _ _ _ a many-splendored thing _ _ _ _ _ _ _ _
parasite _ _ _ _ _ _ _ _ _ _ _ bequeath sweet potatoes _ _ _ _ _ _ _ _ _ _ _
bed nearest the sunset _ _ _ _ _ _ _ _ _ _ _ Fred, Wilma, Mick or Keith _ _ _ _ _ _ _ _ _ _ _
where to find da clothes hangers _ _ _ _ _ _ _ _ _ _ _ Give up? Answers below.

Guy in uniform at the entrance - Dorman / Parasite - Leach / Bed nearest the sunset - Westcott / Where to find da clothes hangers - Dirac / Increased amount - Moore
Extended bog - Longmire / A many-splendored thing - Love / Bequeath sweet potatoes - Williams / Fred, Wilma, Mick or Keith - Stone

This public document available in alternative format upon request.