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IPS Staff Meets with Sen. Corker's Staff

Dr. Mary H. Jinks, vice president of public service; Chuck Shoopman, assistant vice president of public service; and Dr. Paul



Dr. Mary Jinks

Jennings, executive director of the **UT Center for Industrial Services (CIS)** recently met with members of Tennessee Sen. Bob Corker's field staff.



Chuck Shoopman

The meeting was organized by David Leaverton, senior field director for Corker.



Dr. Paul Jennings

The Institute for Public Service (IPS) contingent talked to the staff about the role of IPS and the assistance it provides to statewide business and industry, as well as to city and county governments. Nearly 10 staff members from Corker's

six Tennessee field offices met with Jinks, Shoopman and Jennings.

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MTAS Invades the City of Athens for Visioning Session

What is better than having a **UT Municipal Technical Advisory Service (MTAS)** consultant come to help? Try having 12 MTAS staffers, a MTAS retiree and an Institute for Public Service (IPS) graduate student come to town.

The city of Athens requested assistance in facilitating its community visioning process. Invitations were sent to every citizen, community group and organization to participate in Athens Alive in 2035, a process to determine what the city needs to address to be successful in the year 2035. MTAS responded by sending a host of facilitators including Steve Thompson, Jim Thomas, Pat Hardy, Margaret Norris, Warren Nevad, Dana Deem, Gary Jaeckel, Rick Whitehead, David Angerer, Kurt Frederick, PJ Snodgrass, Frances Adams-O'Brien, retiree Mike Tallent and IPS graduate student Leah Festa.

The process involved meeting two Saturdays in February. The first day was spent working in eight small groups discussing the same five questions on the topics of the environment, education, recreation, transportation, education, planning, public safety and communication. The second day had participants hearing about the common themes among the categories from the previous week and

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Knoxville Area Elected Officials Attend Municipal Government Overview Course

More than 20 municipal government officials recently participated in Level I of the Elected Officials Academy in Knoxville.

The Elected Officials Academy is a program designed for elected officials. The curriculum was developed to give municipal officials an overview of the varied aspects of their role as municipal leaders.

The purpose of the academy is to provide officials an overview of municipal leadership responsibilities and to offer networking opportunities with other local officials to share ideas and gain new insight from their peers.

Topics included the following: Foundations and Structure of Tennessee Municipal Government; Municipal Charters, Codes and Open Records; Ethics and the Open Meeting Law, Municipal Finance; and How to Be an Effective Council.

The academy is a component of the comprehensive municipal training program provided by the [UT Municipal Technical Advisory Service \(MTAS\)](#). MTAS, an agency of the UT Institute for Public Service, provides technical assistance and training to cities and towns across the state — their governing bodies, mayors, city managers, city recorders and city department heads. ■



Standing (left to right): David Long (Mosheim), Finbarr Saunders (Knoxville), Mark King (Columbia), Steve Thomas (Lewisburg), Ron Honken (Farragut), Bruce Wyatt (Crossville), George Wallace (Knoxville), Mark Tipton (Friendsville), Marshall Stair (Knoxville), Chuck Hope (Oak Ridge), Duane Grieve (Knoxville), Fred Taylor (White Pine), Daniel Brown (Knoxville) and Richard Rutledge (Niota).

Seated (left to right): Debra England (Harrogate), Ann Strom (White Pine), Judy Reed (Parrottsville), Mary Keller (Parrottsville), Cindy Tipton (Friendsville) and Ann Edmonds (Friendsville).

Front row (left to right): Nick Della Volpe (Knoxville), Mark Campen (Knoxville) and Lois Preece (Niota).

IPS Staff Meets with Sen. Corker's Staff

(continued from page 1)

"Our meeting with the staff went very well, and we appreciate that we were able to sit down with them and tell them about IPS," Dr. Jinks said. "They were very interested in the work of each of our agencies and were impressed with the volume and range of our work."

In addition to the overall presentation, staff members were given an IPS annual report and a fact sheet explaining the role of each of the agencies. Field staff members also asked for a map outlining the territories and listing field staff for CIS, the [Municipal Technical Advisory Service](#) and the [County Technical Assistance Service](#). ■

MTAS Invades the City of Athens for Visioning Session

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then voting on the issues they thought were most important for the city to address over the next 20 plus years.

The top five items in order were: add new recreational facilities; attract diversified industries and businesses; address the need for more parental involvement in education; encourage schools to put less emphasis on standardized tests; and build bypasses.

The city council held a strategic planning session at the end of February and used the report and information from the visioning process to set its goals and objectives for the upcoming year. ■

How Much Should Organizations Budget for Training?



By Gary Petree, MTAS



Gary Petree

To say the least, strains and limitations on budgets during the past few years have been extraordinary. Many leaders of organizations saw training budgets as the quick and easy cut to make in response to hard times.

Now, fortunately, with some change in economic conditions for the better, many organizations, public and private, are beginning to think about how much they will allocate to restore training programs for their employees.

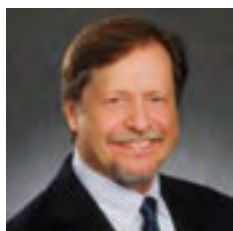
How much should an organization budget for employee training in your organization? The 2011 American Society for Training and Development (ASTD) State of the Industry Report provides the following information that may help with the decision:

- Average expenditure per employee — \$1,228
- Average training hours per employee — 32
- Average expenditure as a percentage of payroll — 2.66%

Organizations should also consider the facts that these numbers reflect a year during a multi-year period of a stressed national economy and that many leaders are now looking to ramp up their training to pre-recession standards or better.

Managerial and supervisory training amounted to 13 percent of training programs for employees, followed by 11 percent for professional or industry specific training, 10 percent for training on processes and procedures and 10 percent for training on compliance issues. ■

CTAS Employee Earns Ph.D.



Dr. Mike Meyers

Mike Meyers, geographic information systems specialist with the [UT County Technical Assistance Service](#), recently earned his doctorate of philosophy in geography.

Meyers works out of the Knoxville area and has been with CTAS for 12 years. ■

Georgia Law Enforcement Attend LEIC Crime Scene Mapping Course

By Matthew Coleman, LEIC



Matthew Coleman

The [UT Law Enforcement Innovation Center \(LEIC\)](#) recently completed the first Crime Scene Mapping course of the new year in Lawrenceville,

Ga., hosted by the Gwinnett County Police Department. Troy Wilson and Philip Vandygriff, instructors from the Texas Ranger Division of the Texas Department of Public Safety, conducted the training for 22 local law enforcement personnel.

The 40-hour course, funded by a grant from the National Institute of Justice, taught law enforcement personnel the various methods for collecting data, sketching, diagramming and mapping methods of documenting the crime scene. The course activities included hands-on practical exercises using the various techniques discussed to document crime scenes and participants demonstrated proficiency in the use of AutoSketch to diagram the scenes.

From the final evaluations of the class, one student said, "Instructors were experts in this subject matter and hands-on accurate. I applaud their patience with all the students. This is a challenging course."

Another student said, "I truly enjoyed this training class. The teaching approach was outstanding, which allowed me to grasp the information quickly and effectively. I would definitely recommend the course to anyone getting into computerized crime scene sketching." ■

Smeltzer and Damewood Present Paper at Self-Directed Learning Symposium

Becky Smeltzer, library assistant with the [UT Municipal Technical Advisory Service \(MTAS\)](#), and Andi Damewood, information technology coordinator with the [UT Law Enforcement Innovation Center \(LEIC\)](#), represented the [Institute for Public Service](#) at the 26th annual International Self-Directed Learning Symposium recently in Cocoa Beach, Fla.



Becky Smeltzer, left, and Andi Damewood

They co-presented a paper titled "Self-Regulation or Self-Direction? An Investigation of Learner Personality." Smeltzer also co-presented a paper titled "Citation Patterns in the International Journal of Self-Directed Learning 2004-2010."

Both presentations were well received and will be submitted for publication in a peer-reviewed journal later this year. The symposium featured such topics as the "The Dark Side of Self-Directed Learning," a presentation on how criminals may use self-directed learning to become better criminals, and "Do We Have Gatekeepers?" a discussion on factors and attitudes that can diminish self-directed learning in some individuals.

By attending the symposium, Smeltzer and Damewood were accepted into the International Society for Self-Directed Learning. ■

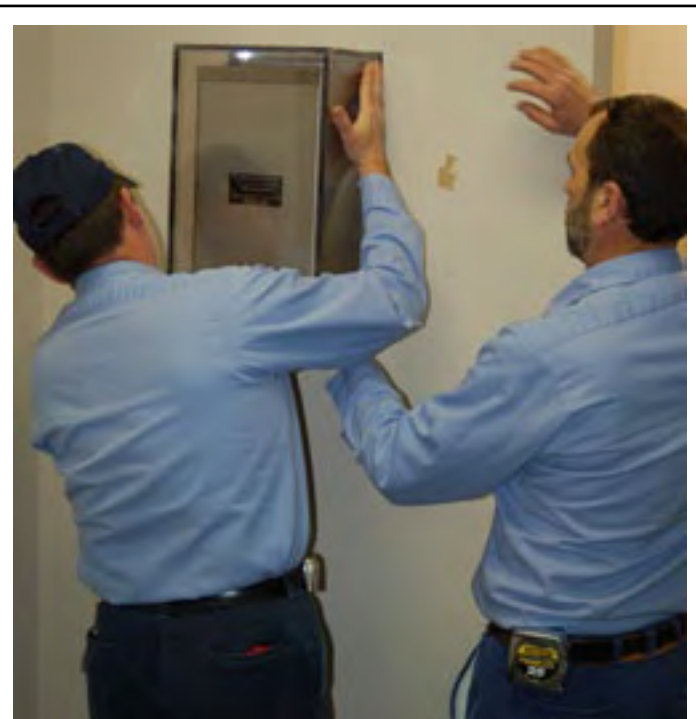
Scholarship Applications to Be Accepted in March

The [UT Institute for Public Service \(IPS\)](#) will begin accepting applications in March for the **Mary and Jack Jinks Scholarship** and for the **Jim and Marie Murphy Graduate Scholarship**.

The Jinks scholarship is open to children and family members of IPS employees who are undergraduate students attending a UT campus.

The Murphy Scholarship is available to graduate students who are children of the County Officials Association of Tennessee employees and to children of [County Technical Assistance Service](#) employees.

For more information on the scholarships, contact Development Director Rhonda Campbell at rhonda.campbell@tennessee.edu. ■



IPS TIME CAPSULE INSTALLED: Bill Miracle (left) and Millard Lett of UT Facilities Services set and seal the IPS 40th Anniversary time capsule. The time capsule is in the lobby of the IPS central office and is to be opened in August 2051.

Call Center Can Answer Employees' HR Questions

1-888-444-UTHR

From 865 area code, call 946-8847

Many employees are still not aware of where to turn for human resource questions, such as 'what if I am subpoenaed for jury duty,' 'how many bereavement days am I entitled to,' and 'who should I call to verify employment?' One call to the UT Human Resources (HR) Call Center can answer all of these questions. You can also contact the staff for inquiries about benefits, policies, employment and training opportunities.

The Call Center was started in 2010 and is available from 8 a.m. to 6 p.m. (EST), Monday through Friday. In 2011, the Call Center answered 22,290 calls from employees with questions about employment verification, deferred compensation, health insurance, pension and retirement plans, educational assistance and recruitment. The Call Center was able to provide immediate responses to 82 percent of all the calls received and referred other calls to the appropriate offices for a response.

The telephone number is (888) 444-8847 for employees across the state. Knoxville and vicinity employees can call 946-8847. Dan Trentham, team leader, and Michelle Whited, call center specialist, are the primary responders. Together they offer more than 50 years of experience with the university to offer the best service in assisting employees. ■



UT Celebrates Boling's 90th Birthday

Dr. Edward J. Boling, who recently turned 90, served as UT System president from 1970 to 1988. His tenure was the longest term of any UT president in the university's history. Boling also was instrumental in the establishment of the Institute for Public Service.

Under Boling's leadership, the university saw expanded enrollment and physical growth, particularly on the Knoxville campus. Boling heavily promoted private fundraising and relationships with alumni and was instrumental in providing support for women's athletics at UT.

In honor of his 90th birthday, UT produced a video tribute that can be found at www.tennessee.edu/boling. Visitors to the website also are invited to leave a message for Boling. ■



Dr. Ed Boling

Staff Applause



Earl Pomeroy

To: Patty Wells, CIS

I just returned from the PV 201 course in Kingsport this past week and wanted to express my appreciation for the school. It was well done, and the instructors were top notch. (Earl) Pomeroy and (Russell) Toone were well-versed and were patient with the many questions. They deserve commendation. I would like to thank all involved who planned and paid for this further education, including the Tennessee Solar Institute, the University of Tennessee and the United States government for their kindness and generosity. I hope to continue my education in this field and would like to seek employment in the solar industry and see solar energy fill a greater part of this country's energy needs.

T. Stephen McNabb



Russell Toone



Kimberly
Clark-Carney

To: Kimberly Clark-Carney, CTAS

Thank you for all you did to make the Association of County Mayors' Strategic Leadership Conference a tremendous success. I got stellar comments from people who usually complain about something. Everybody in the association loves you and recognizes the work you put into the meeting.

Fred Congdon, Executive Director, Association of County Mayors of Tennessee



Mike Garland

To: Mike Garland, CTAS

I just wanted to pass on to you that I believe e-Li is proving to be one of the most exciting products CTAS has developed yet. I have had positive feedback from many of my members about how helpful this website is in performing their duties. I know a great deal of hard work and effort was put into the development of this program. It is certainly becoming a useful tool to search many previously printed manuals with a keystroke. Again, give a pat on the back to whomever came up with this idea. I look forward to seeing other products that make the lives of our members easier.

Jay West, Executive Director, County Officials Association of Tennessee

Staff Applause

To: Ron Darden, MTAS

The illustrations of key budget elements and concepts that you created (for our MPA students) were especially appropriate since they highlighted what managers need to know about the process and practice of budgeting in a contemporary small community. I appreciate all the time and effort that you invested, and the students really connected with your management approach to the material.

Dr. David Folz, UT Knoxville, Political Science Department



Ron Darden

To: Bonnie Jones and Dennis Wolf, MTAS

Bonnie (Jones) and Dennis (Wolf) did a nice job collaborating to provide the city with the resources it needed to make recommendations and communicate with employees and city council in clarifying FLSA guidelines and reviewing the fire department's work policies.

Amber Scott and Dale Hurst, Lenoir City



Bonnie Jones



Dennis Wolf

To: Gary Jaeckel and Richard Stokes, MTAS

We are very grateful to you both for your demonstrated expertise, concern, dedication and hard work in making this important (police chief) selection process so successful for the city of Springfield. MTAS has earned the respect and confidence of Tennessee's municipal governments because of the quality and dependability of its professional consultants, and I wish to congratulate you on a job well done.

Paul Nutting, City Manger, City of Springfield



Gary Jaeckel



Richard Stokes

IPS March Calendar of Events

◆ CIS

- March 1 8-Hour Emergency Response Refresher, Knoxville
- March 13 8-Hour Site Worker Refresher, Nashville
- March 14 16-Hour DOT, Nashville
- March 16 8-Hour DOT Refresher, Nashville
- March 27 Combustible Dust, Nashville
- March 27 OTI 503 Update for General Industry Outreach Trainers, Knoxville
- March 27 OTI 511 Occupational Safety and Health Standards for General Industry, Bartlett
- March 28 Tennessee Environmental Regulatory Overview (TERO), Knoxville

◆ CTAS

- March 1 County Budget Workshop, Athens
- March 8 County Budget Workshop, Johnson City
- March 9 County Budget Workshop, Knoxville
- March 16 County Budget Workshop, Jackson
- March 20-21 COCTP Regional Renewal Conference, Knoxville

◆ LEIC

- March 7-9 Survival Spanish, Fort Smith, Ark.
- March 12-14 Survival Spanish, Aberdeen, S. Dak.
- March 12-16 Forensic Digital Photography, San Diego, Calif.

◆ MTAS

- March 6 Financial Reporting II, Columbia
- March 6 Financial Reporting II, Jackson
- March 6 Financial Reporting II, Morristown
- March 7 Making Effective Decisions, Germantown
- March 8 Risk Management and Safe Workplace Environment, Germantown
- March 14 Financial Reporting II, Lebanon
- March 14 Financial Reporting II, Loudon
- March 14 Financial Reporting II, Martin
- March 14 Planning and Zoning, Jackson
- March 14 Municipal Manager Overview, Chattanooga
- March 15 Planning and Zoning, Bartlett
- March 15 Communicating, Coaching and Counseling, Collegedale
- March 16 Internal Control and Auditing, Memphis
- March 21 Planning and Zoning, Knoxville
- March 21-23 Tennessee Association of Municipal Clerks and Records Conference, Murfreesboro
- March 28 Planning and Zoning, Franklin
- March 28 Communication Skills and Work Styles, Chattanooga
- March 28-29 Court Clerk Conference, Franklin
- March 29 Financial Reporting II, Jackson
- March 29 Financial Reporting II, McMinnville

STATE SERVICE LONGEVITY

- David Angerer, MTAS 11 years
- Ron Darden, MTAS 11 years
- Tess Davis, MTAS 11 years
- Sherri Cooper-Duru, CIS. 15 years
- Kurt Frederick, MTAS 27 years
- Tammy Gage, CIS 12 years
- Mike Galey, CTAS 1 year
- Keith Groves, CIS. 7 years
- Pat Hardy, MTAS 23 years
- Walter Idol, CIS 27 years
- Alan Major, MTAS 26 years
- Dan Miller, CIS. 4 years
- Beth Phillips, CIS 32 years
- Robin Roberts, CTAS 17 years
- Marie Vesser, IPS CO 31 years
- Gail White, IPS CO. 18 years

RECRUITMENTS

- ◆ CIS
Health/Environmental Consultant
- ◆ MTAS
Finance/Accounting Consultant

NEW HIRE

- ◆ MTAS
Michelle Terry, Administrative Support Assistant, Nashville

PROMOTION

- ◆ CIS
Dan Miller to MEP Program Manager, Nashville



The EXCHANGE is a newsletter of The University of Tennessee Institute for Public Service 105 Student Services Building Knoxville, Tennessee 37996-0213 Phone: (865) 974-6621 • Fax: (865) 974-1528

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THE CHATTANOOGAN HOTEL

**IPS ANNUAL
CONFERENCE
AUG. 8-10
CHATTANOOGA**