

the EXCHANGE
WWW.IPS.TENNESSEE.EDU

September 2009 A newsletter of The University of Tennessee Institute for Public Service Vol. 4 No. 9
University expertise for community and workplace needs

Customers, UT Interim President to Address IPS Annual Conference

Employees of the UT Institute for Public Service (IPS) will learn more about each agency's work when customers share success stories at this year's annual conference.

Customers from the Center for Industrial Services (CIS), County Technical Assistance Service (CTAS), Law Enforcement Innovation Center (LEIC) and Municipal Technical Advisory Service (MTAS) will tell conference attendees about some of their successful projects during the past year.

The 2009 conference will begin with a welcome from Vice President of Public Service Dr. Mary Jinks and customer presentations, then employee award presentations and buffet-style lunches.

At the Knoxville-area conference at the Museum of Appalachia, UT Interim President Dr. Jan Simek will speak to employees after lunch and awards. Simek will not attend the Nashville-area conference at the Loveless Barn, but will have breakfast with invited Nashville-area IPS employees from 7:30 to 9 a.m. as part of his campus tours. Between the president's breakfast and annual conference, IPS employees will have time to visit the shops and attractions at the Loveless Barn.

The afternoon session of Annual Conference is a program with Gia Interlandi, president of the Leadership Conservatory. Interlandi will conduct a Citizen Café exercise for IPS employees. The Leadership Conservatory teaches principles and skills of leadership to both large and small organizations in the U.S. and Europe, to firefighters and police officers in Chicago and undergraduates at Northwestern University. Interlandi co-founded the Leadership Conservatory, a civil society and leadership education organization, in 2006.

Knoxville, Johnson City and Chattanooga employees will meet Sept. 9 at the Museum of Appalachia (www.museumofappalachia.com) from 10:30 a.m. to 3 p.m. (EST). Staff based in Nashville, Cookeville, Jackson, Martin and Memphis will meet at the Loveless Barn (www.lovelessbarn.com) from 10:30 a.m. to 3 p.m. (CST) Sept. 10. Dress is business casual. Employees with special dietary restrictions must notify Judie Martin via e-mail at judie.martin@tennessee.edu or phone (865) 974-1535 by Sept. 1. ■



(left to right) Sherri Brown, Jill Marling and Jane Davis completed the Star Achievers program.

IPS CO Employees Reach Star Status

Three employees in the UT Institute for Public Service (IPS) central office have been recognized as Star Achievers. Sherri Brown, Jill Marling and Jane Davis completed a program that encourages success in both the working world and in personal life.

The Star Achievement philosophy says that becoming a star achiever takes a combination of learning or enhancing new business skills, maintaining a positive attitude, building a team within an organization and strategically developing goals. The segments build on each other and fit together in the end.

Eighteen people completed the 32-hour course over a five-month period. Joan Burge of Office Dynamics is the founder of the program. ■

IN THIS ISSUE

Customers Report Favorably on Satisfaction with IPS Services

CTAS, CIS Conduct OSHA Training for County Highway Officials

2009 IPS ANNUAL CONFERENCE
September 9 at the Museum of Appalachia
September 10 at the Loveless Barn
10:30 a.m. to 3 p.m.

Customers Report Favorably on Satisfaction with IPS Services

Customers of the UT Institute for Public Service (IPS) continue to consider IPS services excellent, according to the 2009 IPS Customer Satisfaction Survey.

For the first time, IPS conducted the survey electronically. Surveys contained five general questions, and each agency developed questions for its customers. Each agency emailed the survey link to its customers, more than 4,000 overall. Nearly 1,100 customers returned the survey.

"With the economy struggling over the past few years, organizations have needed our services more than ever, and it's great to see that our agencies have stepped up to fulfill those needs," said Dr. Mary Jinks, vice president of public service. "We're pleased with the results of the customer satisfaction survey, which show an overwhelming number of our customers to be happy with the quality of our services."

The survey measures customers' satisfaction with the services of the four IPS agencies. The results show 97 percent of IPS customers (all agencies combined) consider the quality of service they receive excellent or good. Eighty-one percent of customers rate the information or service provided by IPS as very useful, saying it is a decisive factor for them.

In fiscal year 2009, IPS agencies provided training to more than 20,000 individuals and answered nearly 24,000 requests for assistance.

A summary of the survey results is available on the IPS employee intranet (http://intranet.ips.tennessee.edu/) under Downloads. ■

QUALITY 3.7 OF 4	%
Excellent (4)	69.5
Good (3)	27.6
Fair (2)	2.1
Poor (1)	0.8

CTAS, CIS Conduct OSHA Training for County Highway Officials



Bryan Lane is conducting pilot training programs on OSHA regulations and safety procedures for county highway officials across the state.

The UT County Technical Assistance Service (CTAS) and the UT Center for Industrial Services (CIS) joined forces in August to conduct a pilot training program on Occupational Safety and Health Association (OSHA) regulations and safety procedures for county highway officials.

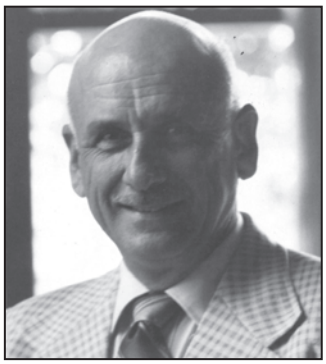
The 10-hour workshop in Franklin County included an introduction to OSHA; OSHAct/General Duty Clause; inspections, citations, and penalties; walking and working surfaces; means of egress and fire protection; and electrical safety.

CIS Safety Consultant Bryan Lane led the class, which included more than 15 participants from about 10 different counties. Attendees included highway department office managers, road superintendents, mechanics and shop foremen. In addition to providing classroom training, Lane took the attendees through the highway shop area and pointed out possible safety hazards and safety improvements. Participants who are enrolled in the County Officials Certificate Training Program (COCTP) received 10 hours of COCTP category A or recertification credit for their attendance.

CTAS Training Manager Bob Schettler and County Government Consultant Gary Hayes helped coordinate the pilot program. CIS is working with CTAS field consultants in other areas to continue the program across the state. Similar workshops are scheduled this fall for McNairy, Greene, Williamson and Obion counties. ■

In Memoriam A.C. Lock

January 10, 1925 — August 14, 2009



A.C. Lock

Aaron Charles (A.C.) Lock Jr., a retired engineering and public works consultant for the University of Tennessee Municipal Technical Advisory Service (UT MTAS), passed away in Claremore, Okla., August 14.

Lock began his MTAS career in Memphis on Sept. 1, 1965, as an urban growth consultant. He retired on Aug. 31, 1990. Lock won several awards from both the UT Institute for Public Service and the American Public Works Association.

He was born in Oklahoma, and he graduated from Oklahoma State University with a degree in civil engineering. He served as an engineer paratrooper with the 101st Airborne Division during World War II and fought in several battles, including the Battle of the Bulge.

Lock is survived by his wife, Jessie Lee, one daughter and grandchildren. A memorial service was held in Claremore on Aug. 22. Memorials may be made to Sequoyah Baptist Church, 14502 S. 4170 Road, Claremore, OK, 74017. ■

FACETIME

Have news you want to share? Give your news to the agency representative for The Exchange – MTAS, Frances Adams-O'Brien; CTAS, Claire Marsalis; LEIC, Janet Hails; CIS, Wendy Eddy; and IPS CO, Susan Robertson.



Becky Kelso

After nearly three years with the UT Law Enforcement Innovation Center (LEIC), **Becky Kelso** has left the agency to pursue a graduate assistantship teaching anatomy at UT Knoxville.

Kelso began working with LEIC and its National Forensic Academy (NFA) in September 2006. She assisted with the day-to-day functions and logistics of the NFA and supported the general work of LEIC. The NFA partners with the UT Knoxville Department of Anthropology to fund graduate assistantships.

Kelso is pursuing a doctorate in anthropology. ■



Sharon Rollins

Sharon Rollins, consulting program manager for the UT Municipal Technical Advisory Service (MTAS), is now working out of Knoxville instead of Johnson City. As consulting program manager, Rollins provides leadership and supervision for management, legal, finance, technical and codes work teams. As public works and engineering consultant for the eastern half of the state, she provides professional advice and technical assistance for elected and appointed municipal officials on public works matters.

Rollins and her husband Ray bought a home in Kodak, allowing her to more effectively carry out her supervisory and consultant roles at MTAS.

Customers can now reach her at the MTAS Knoxville office at (865) 974-0411. ■

IPS September Calendar of Events

♦ CIS

Sept. 1-2	16-Hour DOT, Knoxville
Sept. 1-2	16-Hour Manhole Operations and Safety Training, Nashville
Sept. 3	8-Hour Site Worker Refresher, Knoxville
Sept. 3	Eureka Winning Ways Profit 101, Nashville
Sept. 9-10	OSHA 10-Hour General Industry, Nashville
Sept. 15	Confined Space Overview, Nashville
Sept. 16	8-Hour Excavation Competent Person, Nashville
Sept. 17	8-Hour Emergency Response Refresher, Nashville
Sept. 22	Lean Office Event, Chattanooga
Sept. 22-25	OTI510 Occupational Safety and Health Standards for Construction, Knoxville
Sept. 23	Eureka Winning Ways Profit 101, Jackson
Sept. 24	Tennessee Environmental Regulatory Overview, Nashville

♦ CTAS

Sept. 9	Family Medical Leave Act/Fair Labor Standards Act Training, Franklin
Sept. 17	Five Essentials of Leadership Workshop, Jackson
Sept. 17-18	COCTP Regional Renewal Conference, Blountville
Sept. 22	Five Essentials of Leadership Workshop, Knoxville
Sept. 23	Five Essentials of Leadership Workshop, Johnson City
Sept. 29	Five Essentials of Leadership Workshop, Franklin

♦ LEIC

Sept. 1-3	Transit Terrorist Tools and Tactics (T4), Urbana, Ill.
Sept. 14 – Nov. 20	National Forensic Academy (NFA), Session 25, Oak Ridge
Sept. 15-17	T4, Nassau County, N.Y.
Sept. 22-24	T4, Tempe, Ariz.
Sept. 28-Oct. 2	Bloodstain Analysis, Salt Lake City, Utah
Sept. 30-Oct. 2	Regional Community Policing Institute, Supervision and First Line Management for Law Enforcement, Winchester

♦ MTAS

Sept. 1	Fire Departments: What Everyone Should Know, Jackson
Sept. 1	Financial Reporting I, Spring Hill
Sept. 2	Fire Departments: What Everyone Should Know, Lakeland
Sept. 3	Fire Departments: What Everyone Should Know, Franklin
Sept. 8	Fire Departments: What Everyone Should Know, Johnson City
Sept. 9	Fire Departments: What Everyone Should Know, Knoxville
Sept. 9	Financial Reporting I, McMinnville
Sept. 9	Financial Reporting I, Athens
Sept. 9	Financial Reporting I, Jackson
Sept. 10	Fire Departments: What Everyone Should Know, Collegedale
Sept. 16	Financial Reporting I, White House
Sept. 16	Financial Reporting I, Morristown
Sept. 16	Financial Reporting I, Jackson
Sept. 22	Elected Officials Academy Level III (Public Works and Council at Work), Livingston

RECRUITMENTS

- **CIS**
  PTAC Consultant, Nashville
- **CTAS**
  Legal Consultant, Nashville
- **MTAS**
  2 Training Consultants, Knoxville/Nashville
  Municipal Management Consultant, Knoxville
  Legal Consultant, Knoxville

NEW HIRES

- **CIS**
  Paul Jennings, Executive Director, Nashville
- **IPS CO**
  Paul Bowman, Development Director, Knoxville

TRANSFER

- **IPS CO**
  David Hall from CIS to IPS CO

STATE SERVICE LONGEVITY

Steve Austin, CTAS	9 years
Jennifer Benson, LEIC	3 years
Beverly Erwin, CIS.	28 years
Mike Garland, CTAS	34 years
Dennis Huffer, MTAS.	20 years
Gary Jaeckel, MTAS	10 years
Mary Jinks, IPS CO	26 years
Nathan Lefebvre, LEIC	11 years
Mike Meyers, CTAS.	10 years
Dick Phebus, MTAS.	36 years
Bobby Phillips, CTAS.	22 years
Kim Raia, CTAS	9 years
Brian Spears, CTAS	14 years
Chris Wright, CIS.	12 years
Steve Wyatt, MTAS	11 years

Sept. 2	UT Health Science Center
Sept. 9	East Tennessee IPS employees, Museum of Appalachia
Sept. 10	Middle Tennessee IPS employees, Loveless Barn, 7:30 a.m. breakfast
Sept. 14	UT Chattanooga
Sept. 15	UT Institute of Agriculture
Sept. 29	UT Martin
Oct. 6	UT Knoxville

UT Campus Tour '09

the EXCHANGE

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

JAN SIMEK
Interim President

HANK DYE
Vice President
for Public and Government Relations

DR. MARY H. JINKS
Vice President
of Public Service

WWW.IPS.TENNESSEE.EDU

10% Total Recovered Fiber
All Post-Consumer Fiber

PRINTED WITH SOY INK™

The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university.
The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.
Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.

IPS0788 210 E13-0110-000-003-10