

## ***A & F Customer Service Award Recipient: Bonnie Barr***

Every spring, the Division of Administration & Finance awards one individual the esteemed Customer Service Award. This is no small accomplishment. The division is a large unit composed of many talented individuals in many different departments: Budget Management; Finance; Human Resources, Training and Performance; Information Technology; Intercollegiate Athletics; Public Safety; and Business Services, of which we are a part. This year, the honor was bestowed upon one of our very own; Housekeeping Supervisor, Bonnie Barr.



Bonnie is a fixture within Facilities Management, having been in Housekeeping for over 16 years. She is known for her high level of customer service, quality of work, positive attitude and a deep commitment to her job. In addition to volunteering to work all home football games, Bonnie is often seen on the weekends handling emergency calls and is a major support during snow events. She can always be relied upon to go above and beyond to make sure the job gets done and done right.

Receiving that award was a deeply humbling experience that brought Bonnie to tears. The realization that someone thought enough of her to nominate her touched her greatly; but according to Bonnie, she is only as good as her people and credits them for the award. Her crew "shines", doing whatever she asks and servicing customers to the best of their abilities. She is so grateful to come to work with them every day to do a job that she loves.

Bonnie is representative of the many outstanding JMU Facilities employees that are so strongly committed to customer service and the overall mission of the university. We are so proud!

---

## ***Debbie Towe Retiring***

As many may know, Debbie Towe will be retiring at the end of July after nearly 32 years with JMU. She has been an asset to JMU, serving in numerous roles in different areas from Residence Life to Facilities Management. In her most recent position as the FM Business Manager, she has managed policies and procedures related to FM business applications, support hardware, and software applications, such as AiM, Fuel Focus, Bluebeam and others.

We were able to sit down with Debbie to ask a few questions:

**What is the biggest difference between working at JMU in 1985 and 2017?**

Technology. When I started in 1985 we had typewriters and only a few copiers at the university. I remember walking across campus to Alumnae Hall each day after lunch to make any needed copies. There was also a piece of equipment called the *Spirit Machine*... (You'll have to ask her about this one!) Also, in 1985 employees could smoke in their offices!

**During your time at JMU, what change has made the biggest impact on your work?**

Computers. Initially, the introduction of computers to the campus was not popular. The secretaries were skeptical about how computers could possibly "make their life easier."

**What make and model of vehicle did you drive your first year at JMU?**

An early 1980s Mercury Station Wagon

**What will you miss most about JMU?**

The people. I will miss the work as well, but the people and relationships the most.

**What are you looking most forward to about retirement?**

Moving to Smith Mountain Lake and not having a set schedule!

**The first day after you retire, what are you going to do?**

Sit on the boat and dream and plan for the next adventure.

*Debbie, best of luck in this new chapter of your life!*



**Please, Give Blood**  
*In Memory of Roy Cardin, Sr.*



Former FM Landscape Supervisor

**Sunday, July 30**  
**12:00pm – 6:00pm**  
**Shenandoah Recreation League**  
**Bloodmobile – 1103 Varina Ave.**

To sign up please go online to <https://donateblood.vablood.org>  
 For more information please contact  
 Tabitha Shifflett at 540-742-5741 or Amy Gaskins at 540-271-1572  
**Appointments preferred. Walk-ins welcome.**



### Promotions



Shane Long, Boiler Shop  
Supervisor



Paul Sherman, Utilities  
Supervisor

### New Hires



(L-R) Front row: Rebecca Ramsey (Hskp), Sidney Atwood (Hskp), Maritza Rodriguez Santiago (Hskp) Back row: Tammy Cave (Hskp), Dakota May (Landscape), Patrick Kyger (Transportation), Bridget Nickens (Landscape)

### Announcements

- ◇ **USB Annex:** Landscape, Housekeeping, Carpentry and Paint are planning to move into the new facility in August
- ◇ **JMU Facilities Annual Summer Picnic:** Scheduled for Thursday, August 10 at the Festival from 11:30 a.m.—1 p.m.
- ◇ **Human Resources for JMU Facilities:** Moving to USB offices 205 C, D, and E

### Caught in the A.C.T.: July Recipients

Nick Ciccone—Vehicle Services  
 Kim Collier—Housekeeping  
 Tara Cullers—Warehouse



See FM's [Caught in the A.C.T.](#) site for more information

### JMU Facilities Birthdays for July

Kevin Landes 7/1	Najat Salihi 7/1	Dimple Moyer 7/2	Donna Moyer 7/2	Nancy Wright 7/5
Dawn Knight 7/6	Rick Miller 7/6	Samuel Shore 7/6	Jeff Smallwood 7/6	Dean Botkin 7/7
John Codington 7/7	Cindy Rexrode 7/7	Joyce Wilkins 7/7	Glen Myers 7/8	Thomas Stevens 7/8
Susan Hensley 7/9	Jerry Martin 7/9	Morgan Keplinger 7/10	Mike Bennett 7/11	Chris Dove 7/11
Christine Estep 7/11	Linda Shull 7/11	Carrie Comer 7/12	Don Shank 7/13	Karla Taylor 7/13
April Godbey 7/14	Nathan Mitchell 7/14	Tyrone Palmer 7/14	Jason Skelton 7/14	Sandra Casady 7/15
Cherie McDonald 7/15	Cynthia Miller 7/15	Samantha Rexrode 7/16	George Yocum 7/16	Stephen Good 7/17
Joyce Hensley 7/17	Candie Livesay 7/17	Craig Short 7/17	Heather Huffman 7/18	Sam McGhee 7/19
Scott Weeks 7/19	Lee Fultz 7/19	Stacey Grimsley 7/21	Caitlin Southers 7/21	Holley Arnott 7/23
Bridget Nickens 7/23	TJ Cupp 7/24	Katelyn Diehl 7/24	Tamara Ralston 7/24	Greggory Robertson 7/24
Sandra Shifflett 7/26	Dustin Smith 7/26	Debbie Gordon 7/27	Aaron Carper 7/28	Kevin Dinges 7/28
Dennis Dove 7/28	Christian Anderson 7/29	Mike Borrer 7/29	Jack Martin 7/29	Mike Hott 7/31
Chris Keagy 7/31				