

# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

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## Employee of the Month

### Personnel's Lisa Collins Always Strives To Do Her Best

**LISA COLLINS**, a Personnel Specialist for the Employee Information Section of the Division of Personnel, has been selected as the Department of Administration's **Employee of the Month** for October.

An 11-year employee of state government, Lisa is responsible for processing personnel transactions (WV-11) by auditing for accuracy, completeness and necessary documentation for all state agencies covered under the Civil

Service System. She calculates back payments and answers questions from state agencies and employees regarding personnel issues.

According to one of Lisa's co-workers, "She is a conscientious employee that strives to do her best. Working in a section that never has a slow day, she always has a good attitude." Another co-worker said, "Lisa is always willing to help any co-worker who asks for assistance. She is knowledgeable about her subject

matter and willingly shares her knowledge with others."

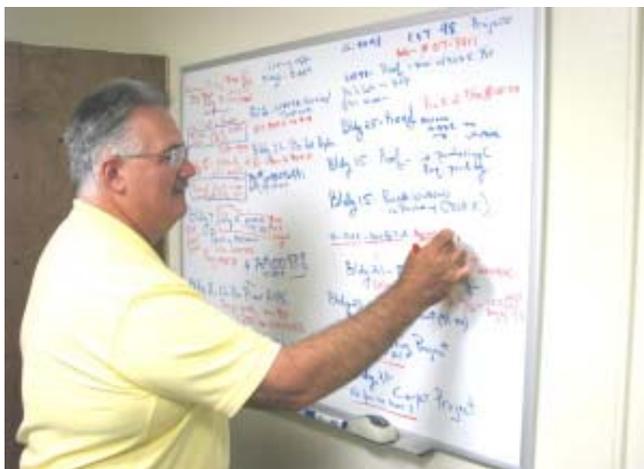
Among her hobbies, Lisa enjoys riding motorcycles with her friends and family and spending time at her cabin in Hillsboro. In her spare time, she likes to sew, cook and vacation as often as possible.

Cabinet Secretary Robert Ferguson will recognize Lisa at a special ceremony at 11 a.m. on October 3rd at the second floor lobby area in Building 7.



LISA COLLINS  
October Employee  
of the Month

## Better Customer Service a Priority for General Services' Operations and Maintenance Section



General Services' Operations and Maintenance Director David Parsons makes notes about the numerous daily projects listed on the dry erase board in his office.

Sitting directly across from his desk in plain view, a dry erase board full of projects stares David Parsons in the face daily. "I want what needs to be done visually in front of me," Parsons said. "But there are so many things to do that I have two more boards to put up."

Ten months ago, Parsons was hired to lead the restructured Operations and Maintenance Section of the General Services Division (GSD). The section's new charge is to place a premium on customer service.

Parsons oversees five supervisors and their respective staff who are assigned

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## Sneak Peek INSIDE...

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- ◆ Public Service Recognition Week Honors Employees
- ◆ Restored Senate Chandelier Returns to Chamber
- ◆ Security Efforts Enhanced
- ◆ Administrative Notes



Marilyn Padon with the Technology Learning Center at the Office of Technology works on a PowerPoint presentation. This software makes presentations more engaging for the audience.

There once was a time when a new technology, known as PowerPoint, emerged as the latest and greatest way to keep one's attention for a presentation. But time has made PowerPoint presentations somewhat routine, and the medium to convey a message using this manner is nearly outdated.

"PowerPoint nearly defeated itself," said Marilyn Padon, Technology Training Coordinator for the Technology Learning Center (TLC) within the Office of Technology. "It got to where everyone used them and everyone expected them. PowerPoint lost its ability to be meaningful without being hypnotic."

Such is not the case with the TLC Section where staff members have undertaken several initiatives to not only make PowerPoints engaging for presentations, but a valuable online training tool for state agencies.

"Everything goes through trends," she said. "The current trend for PowerPoint is to do a presentation in story-telling mode. That is to tell a story with the information and not so much as

## Office of Technology

# Technology Learning Center Keeps Busy with New Programs

to convey the message with just bullet points," Padon said.

The TLC section makes itself available to state employees wanting to enhance their PowerPoint presentations through audio and visual means, keeping in mind three basic rules.

First, Padon said, content is crucial. The PowerPoint and its enhancements provide a visual reinforcement of the text. Secondly, she added, is that animation supports the presentation, not detracts from it. And thirdly, the presentation must have structure.

"People look at pictures before they look at text. As in marketing, people are attracted to photos in ads before they read the text; however, the two must be related for it to work," she said. "The PowerPoint software has more third party effects than any other Microsoft program, offering many options to work with."

One example is a PowerPoint slide using columns or pie charts. Such animations can increase or decrease during a presentation to demonstrate an ongoing trend associated with the chart.

"As our schedule allows, people are welcome to come to our office with their PowerPoint presentations

and we'll work with them on it," Padon said.

The TLC is also moving in two new directions: e-learning development and the delivery of online learning through a Learning Management System, which will be unveiled in the near future.

"Our goal with e-learning is not to put a training manual online. We want to make online training programs interactive so the user will stay attracted to the screen," Padon said.

An online training program delivers two notable assets to state agencies: cost savings and consistency. Agencies can bypass sending staff around the state to do training seminars, Padon said.

Instead, employees can use their computer, take the training, its quizzes and be certified upon completing the course. The agency can track who has taken the online training, view their scores and modify the content as needed.

"This also allows for consistency," Padon said. "If you have different people giving the same presentation, the information shared won't always be exactly the same. With online training programs, everyone who participates in any given program is

*Continued on Page 6*

## General Services Continued from Page 1

to specific state-owned buildings. Fred Curry is responsible for the State Capitol and the Governor's Mansion; Raymond Jordon supervises Buildings 3, 5, 6 and 7; Anthony Thaxton oversees the buildings east of California Avenue; and Roger Wines supervises the buildings throughout the state. A vacancy remains to be filled to assist Wines with the buildings located statewide.

The designated supervisors allow tenants to have better interaction with the Operations and Maintenance Section, which currently has approximately 800 projects on its to-do list and many more to be added, said Parsons. When a project is completed, Parsons solicits feedback from the customers to ensure that the tenants are satisfied.

"We want to be very proactive, but unfortunately we've been dealing with a lot of neglect from the past. We've made huge strides

and I think people perceive General Services now as being more in tune with their needs," he said. He added that he has been selective in his recent hires, with adding four licensed master electricians and four licensed and certified HVAC technicians.

Parsons said the section's aggressive agenda has been to prioritize fixing systems first and addressing aesthetic elements second.

"New roofs, lighting and heating and cooling units are the essentials. These things will improve the comfort of the work environment," Parsons said. "Much of what we're doing is behind-the-scenes. We went into Buildings 3, 5, 6 and 7 and serviced all the heating and cooling units, totalling about 1,200 units. They hadn't been touched in 12 to 14 years. We are bringing them up to their maximum efficiency."

One project noticeable to state workers and the public was the exterior window cleaning. It was the first time in eight years the



windows were professionally cleaned.

"We're just starting to do some of the aesthetic projects which involve painting and new carpeting. Those are not repairs, but are visible to people and makes the overall campus look better."

Another project is to rewire the lighting on the Capitol grounds so it may be controlled from one location. Currently, Parsons said, the lights have their own sensors and do not turn on and off at the same time.

Parsons said he realizes there are several years worth of projects to be addressed. One motivating factor to tackling the immense daily tasks is getting the Capitol back to its famed architect's vision. "This is one of the country's most magnificent capitols, but it has been allowed to deteriorate," he said. "What's exciting for me is to put the Capitol back the way it is supposed to be..to put it back to its architectural intent. I tell my staff to ask themselves, 'Would Cass Gilbert appreciate what you have done?'" In due time, Gilbert and the public will.

Window washing the buildings on the Capitol campus for the first time in eight years was one of many projects being handled by the General Services' Operations and Maintenance Section.

## Gov. Joe Manchin Remembers 9-11



Gov. Joe Manchin III, accompanied by First Lady Gayle Manchin and Fair Haven Christian School students, speaks at the Capitol Rotunda during a ceremony to commemorate the sixth anniversary of the September 11th tragedy.

Quotes, Notes & Anecdotes is published by the West Virginia Department of Administration

**Joe Manchin III**  
Governor

**Robert W. Ferguson Jr.**  
Cabinet Secretary

**Diane Holley**  
Communication Director/Editor

**Production**  
Debbie Harrison  
Tony O'Leary

**Special Thanks**  
Betsy Chapman  
Kaye Parks

# Public Service Recognition Week...

## Honoring our Tenured Employees



35 Years of Service Recipient  
Sharon Lacey and Secretary Ferguson



30 Years of Service Recipients  
Barbara Jarrell, Secretary Ferguson, Sandra Bryan and David Ingraham



25 Years of Service Recipients  
Secretary Ferguson, Scott Joslin, Larry Meninger, Howard Mehringer and John Gibson



20 Years of Service Recipients  
Secretary Ferguson, Kathy Moore, Carlos Neccuzi, Michael Gray, Sharon Horn and Dan Miller

West Virginia state government celebrated Public Service Recognition Week during the week of September 17-21.

On September 19, Gov. Joe Manchin III offered the keynote speech at an awards ceremony held at the Cultural Center for those state employees with 30, 35, 40, 45, 50, 55, and 60 years of service.

During a ceremony on September 21, Cabinet Secretary Robert Ferguson recognized our department employees who have 20, 25, 30 and 35 years of services. Those employees who were honored include:

### 35 Years of Service

John Johnston  
*Purchasing*  
Sharon Lacey  
*Technology*  
Janie Taylor  
*Surplus Property*

### 30 Years of Service

Tammy Bailey  
*Technology*  
Thomas Bailey III  
*General Services*  
Sandra Bryan  
*Personnel*  
David Ingraham  
*Technology*  
Barbara Jarrell  
*Personnel*

### 25 Years of Service

John Gibson  
*Technology*  
Scott Joslin  
*Personnel*  
Howard Mehringer  
*Aviation*

Larry Meninger  
*Technology*  
Joseph Savors  
*Technology*  
Diane Tittle  
*PEIA*

### 20 Years of Service

James Bateman  
*Personnel*  
Sylvia Brown  
*General Services*  
Michael Gray  
*Personnel*  
Richard Honaker  
*Technology*  
Sharon Horn  
*Personnel*  
Carol Jarrett  
*Purchasing*  
Sue Lore  
*Technology*  
Byron Lusher  
*Technology*  
Liz Martin  
*Finance*  
Dan Miller  
*Purchasing*  
Bobby Mitts  
*BRIM*  
Kathy Moore  
*Technology*  
Carlos Neccuzi  
*Technology*  
Scott Padon  
*Purchasing*  
Glen Smith  
*Technology*  
Lisa Worlledge  
*Finance*

The Department of Administration applauds the dedication and service demonstrated by our tenured employees. Your service is greatly appreciated.

# Senate Chandelier Returned to Chamber After Professional Cleaning and Restoration

The atmosphere in the Senate chambers is noticeably lighter these days and more elegant now that the room's famed chandelier has returned. After approximately five months of restoration, the Senate chandelier beams brightly again above the chamber's floor.

"I would say the chandelier is about 98 percent of its original form, which is rare for a fixture that old," said Keith Campbell, president of Acu-Bright, the

New Hampshire-based company hired to refurbish the Senate, House and Rotunda chandeliers. "We're very proud of the way it came out. It's one of the nicest in the country and I can say that because we restore most of the biggest ones."

The three main chandeliers are undergoing extensive professional restoration after years of minor repairs. Campbell said the House of Delegates chamber chandelier is the next to be returned, followed by the Rotunda chandelier. The Rotunda chandelier is approximately twice the size of the crystal ball dropped in Times Square every New Year's Eve. Campbell does not have a date yet for their return.



## Department Employees Offer Superior Attendance



**Cabinet Secretary Robert Ferguson speaks to Department of Administration Public Service Recognition Week honorees and guests.**

During Public Service Recognition Week, Cabinet Secretary Robert Ferguson recognized our department employees for exemplary attendance (individuals taking no sick days during 2006).

These honored individuals are listed below:

Chris Branham, *Finance*  
 Mart Denison, *Technology*  
 Willadean Fisher, *Purchasing*  
 Steve Forsythe, *Personnel*

Jane Fouty, *Personnel*  
 DeMeire Gist, *Technology*  
 Cynthia Good, *Technology*  
 Cedric Greene, *Secretary Office*  
 Andrew Guz, *General Services*  
 Diane Holley, *Purchasing*  
 Sharon Horn, *Personnel*

Bernard Huffman, *Technology*  
 David Ingraham, *Technology*  
 Deanna Karlen, *Technology*  
 Joyce Kinder, *Technology*  
 David Lawrence, *General Services*  
 Jeff Long, *Personnel*  
 Harold Loy, *General Services*  
 Charles McDowell, *Aviation*  
 Tammie Means, *Technology*  
 Howard Mehringer, *Aviation*  
 Larry Meninger, *Technology*

Billy Miller, *Technology*  
 Ricky Morris, *General Services*  
 Stanford Moss, *Technology*  
 Mick Olah, *Technology*  
 Louis Pishner, *General Services*  
 Debra Rayburn, *Aviation*  
 Jim Richards, *Technology*  
 Ray Richardson, *Technology*  
 Denise Russe, *Technology*  
 Kyle Schafer, *Technology*  
 Jane Shinn, *Finance*  
 Cynthia Smith, *Technology*  
 Linda Snell, *General Services*  
 Nancy Sturm, *Technology*  
 Joseph Thomas, *Personnel*  
 Sarah Tignor, *Aviation*  
 Billy Tincher, *General Services*  
 Diane Tittle, *PEIA*  
 John Wagner, *Technology*  
 Hugh Warner, *Technology*  
 Eugene Young, *Purchasing*

Congratulations to our employees for demonstrating superior attendance during 2006!

The state Senate chamber chandelier has returned after being taken down to be professionally cleaned and restored in April. Here, Acu-Bright employees from New Hampshire reassemble the chandelier. The chandeliers in the Rotunda and House of Delegates chamber are still being restored by Acu-Bright.

# Governor to Lead Fall Trade Mission to China

This fall, Gov. Joe Manchin III will head a trade mission to China. The excursion will include visits to Shanghai, Beijing and Taiyuan, the capital of Shanxi Province. The Beijing stop coincides with the opening of the China Coal and Mining Exhibition, in which at least 10 West Virginia companies will be participating.

A delegation from the major coal-producing province of Shanxi included West Virginia in its tour of the United States earlier this year.

From 2000 to 2006, West Virginia exports to China have surged upward by 425 percent, according to a study conducted by the U.S.-China Business Council, a trade group composed of U.S. companies doing business in China.

The study reports the top export category from West Virginia was chemicals, followed by wood products, metal manufacturing and transportation equipment.

## Technology Learning Center Continued from Page 2

reviewing the same exact information that is provided by the agency. We're not the content experts. We're the ones who take the information and put it into a deliverable online format," Padon explains.

For more information on this service, please contact:

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Debbie Pendleberry (558-6384)  
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**Welcome!...**to our new employees: **James Hawley, Millard Scott** and **Carl Westfall** (all of General Services); **Ryan Jett** and **Nathan Mitchell** (Purchasing); **Michael Campbell** and **Brian Dunbar** (Technology); **Cynthia Davis** and **Mary Lewis** (CPRB); **Heather Carnefix, Mary Youngblood, Taella Hill, Mary Bolton,** and **Bruce McGowan** (all of Personnel); **Brian Lanham** (Prosecuting Attorneys Institute); and **Landon Brown** and **Thomas Gillooly** (Grievance Board).

**Hats Off...**to **Mark Smith** of the Office of Technology who was promoted from an Information Systems Coordinator II to Information Systems Specialist I.

**Best Wishes...**to the following employees who have resigned from state government: **Kelli McNemar** and **Rebecca Keathley** (both of Personnel); **Brian Pape, Brian Jeffrey** and **Lori Cage** (all of Technology); **Mark Neil** (Prosecuting Attorneys Institute); **Jill Anderson** (PEIA); **Robert Ferrel** and **Jackie Scott** (General Services); **Matt Smith** (Aviation); **Butch Chittum** and **Don Johnson** (Purchasing); and **Earl Maxwell** (Grievance Board).

**Security Efforts Enhanced...**To enhance security efforts at the Capitol Complex, on October 1, the stairwell doors in Buildings 5 and 6, previously used as both an entrance and an exit, will only be used as exit doors. There will be no entry with access cards. These doors are #1 and #9 in Building 5 and #17 and #25 in Building 6. The card scanners to these doors will be removed.

### Success...

Always bear in mind that your own resolution to succeed is more important than any one thing.

Abraham Lincoln

## HAPPY BIRTHDAY ... in October

- |   |   |
|---|---|
| 1 Bernard Simmons ..... Technology  | 19 Ross Taylor ..... Finance  |
| 2 Carol Crites ..... Sec. Office<br>Scott Padon ..... Purchasing<br>Diane Tittle ..... PEIA       | 20 Bobby Mitts ..... BRIM   |
| 3 Carla Pullen ..... Technology   | 21 Barry Arthur ..... Technology<br>Steven Bratchett ..... Gen. Svcs.<br>Erica Henson ..... CPRB<br>Becky Keathley ..... Personnel<br>Sharon Thompson ... Purchasing  |
| 4 Shelia Gray ..... Real Estate   | 22 Angela Leshon ..... Finance<br>Lisa Trump ..... CPRB<br>David Wills ..... Technology   |
| 5 Diana Arden ..... Technology<br>Robert Richmond ..... Technology                                | 23 Jennifer Ayers ..... Technology<br>Sharon Lacey ..... Technology   |
| 6 Carla Kennedy ..... CPRB  | 24 Mike Campbell ..... Personnel<br>Joselyn Casto ..... Finance<br>Lietta White ..... Ethics  |
| 8 Ted Fore ..... Gen. Svcs.<br>Adam Malone ..... Technology                                       | 26 Tom Berry ..... Technology<br>David Plants ..... Technology  |
| 9 Scott Dobson ..... Technology<br>Monica Rogers ..... PEIA                                       | 27 Russell Cook ... Public Defender<br>Cynthia Davis ..... CPRB<br>Juan Haynes ..... Gen. Svcs.<br>Andrew Mitchell ..... Gen. Svcs.<br>Shelly Murray ..... Purchasing |
| 11 Stephen Abshire ..... Technology<br>Daryl Smith ..... Gen. Svcs.<br>Joe Thomas ..... Personnel | 28 Rebecca Romans ..... PEIA<br>Stefaney Williams .... Grievance  |
| 12 Melody Duke ..... BRIM<br>Paul Griffith ..... Gen. Svcs.                                       | 31 Tammy Scarberry ..... PEIA   |
| 14 Katherine Blizzard ..... Personnel<br>Daniel Olthaus ..... Gen. Svcs.                          |   |
| 15 Brian Hilmon ..... Aviation  |   |
| 17 Monroe Gillespie ..... Technology<br>Lynn Schillings ..... Personnel                           |   |

