

FAST FACTS

MAY 2017



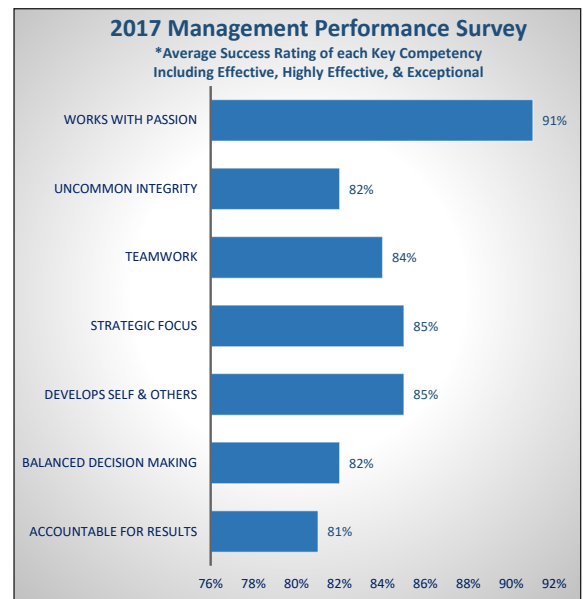
Management Performance Survey 2017 results

The overall results of the 2017 Management Performance Survey were recently distributed via email to all staff. These responses provide valuable insight into FM leadership as a whole as well as detailed ratings and comments regarding those individuals who received feedback. The results will be used to facilitate growth and improvement across FM.

A total of 391 FM employees, or approximately 32 percent, submitted surveys evaluating the performance of 146 directors and managers. Members of FM’s management team were evaluated based on their performance in UVA’s seven Key Competency areas: Accountable for Results, Balanced Decision-Making, Develops Self and Others, Strategic Focus, Teamwork, Uncommon Integrity and Works with Passion.

FM’s overall Effectiveness Rating is 84 percent, which represents the average of the General Effectiveness Ratings (the percentage of “effective” or higher ratings) that were received by FM directors and managers in each competency area. The chart to the right shows the average General Effectiveness Ratings for each competency area.

In 2016, senior management elected to create Action Teams to support development of leadership in two key competency areas. In 2017, leadership will be exploring individualized plans in addition to the overall objectives for FM.



More information about the survey results will be shared at the annual FM Town Hall meeting this summer.

GED/ESL Voices of Adult Learners Contest

FM employees participating in the on-Grounds GED and ESL classes celebrated the end of the school year by reading essays they had written for the annual Voices of Adult Learners contest, which is part of Charlottesville’s Festival of the Book.

The classes are provided through a partnership with UVA and the Thomas Jefferson Adult and Career Education (TJACE) center with the help of student volunteers from Madison House.

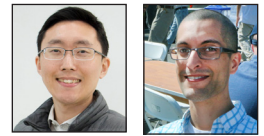
Participants’ essays covered a variety of topics, including their experiences as refugees from all over the world. Bushiri Salumu’s essay “Do You Think Life is Easy?” won in the Work category and Boaker Vay’s essay “My Struggle to Better Life” received an honorable mention in the same category. The annual contest, which has taken place for the past 21 years, has had at least one winner from UVA every single year, according to TJACE Director Susan Erno.



Class participants and volunteers include, front row from left, Custodial Services Workers Ayse Yetim, Sona Chitadze, Alia Bakhtiar and Bushiri Salumu; and back row from left, a student volunteer, teacher Dorita Wood, TJACE Director Susan Erno, Custodial Services Worker Joseph Ribero, teacher Chip King and Custodial Services Worker Boaker Vay.

How to protect your IT passwords

FM Technology & Innovation Network Analysts discuss best practices for securing your passwords



Albert Lee Miguel Faria

Albert Lee: With malware and hacking incidents increasingly in the news, there's no better time to start an IT security column for FM staff. Miguel, what's on the docket this month?

Miguel Faria: Passwords! Here at FM, we're just about done transitioning to a policy requiring an annual password change for FM accounts. I'm sure you've seen the emails...

A: Sure have, and boy am I not looking forward to having to change yet another password.

M: Me neither. We have so many, even just at UVA, not to mention all of our personal accounts. It is such a pain to keep track of them all. In fact, that is one of the reasons we're not requiring changes more frequently. Studies show that the more frequently changes are required, the more likely users are going to use easy to guess variations of a simple password, which makes users less safe.

A: OK, I can see that. Once a year isn't so bad, but we still have an ever-growing

number of passwords, and they're supposed to be long and complex.

M: You could use long passphrases instead, which are random collections or sentences of six or more words. Those are typically easier to remember than random characters, and just as secure, if not more so.

A: True. And you can also use a reputable password manager. LastPass, 1Password, and KeePass are three examples of apps that can store unique and complex passwords

securely so you don't have to remember them and make it easy to provide them to authorized services.

M: Don't forget about multifactor authentication. If the website or service you use supports it, requiring a code from your phone or email makes it a lot harder for the bad guys to break into your savings account if they manage to steal your password.

A: Great ideas, Miguel. That's it for this time!

FM supports Finals Weekend

The preparation for Final Exercises begins weeks before the May 20-21 event, utilizing about 200 FM employees.



Staff, including Project Services masons/plasterers, set up 18,500 chairs on the Lawn for Finals Weekend.

Staff from Custodial Services, Maintenance, Project Services, Landscape and Recycling made sure Grounds was looking its best by pruning trees, scrubbing floors, picking up trash and setting up chairs.

In the weeks before the event, Landscapers installed 42,300 square feet of sod on the Lawn, chapel sidewalks and at the Northside of the Rotunda. Staff members set up a total of 34,500 chairs at 22 separate sites supporting 55 program ceremonies, including 18,500 on the Lawn.

In appreciation of staff members' efforts preparing for Finals, employees were treated to a Thank You Picnic on May 25.

Save the Dates

May 29: Memorial Day Holiday.

May 30: FM Diversity & Inclusion Committee Food Truck, 11:30am-1:30pm. RSVP via emailed link.

June 6 & June 14: Service Awards events (see right).

June 22: Ice Cream Social & plant exchange, 12:30-2 p.m.

June 29: [FM Girls Day](#), 8 a.m.–3:30 p.m.

July 4: Fourth of July Holiday.

July 27: Apprenticeship & Education Recognition Ceremony.

Service Awards events

Years of Service photos: Tuesday, June 6, 10:30 a.m.-1 p.m., Rotunda's Dome Room. For FM staff celebrating 25-40 years. Contact jad2tm@virginia.edu for details.

Service Awards for 25+ years: Tuesday, June 6, 5:30-8 p.m., Boar's Head Inn Pavilions. For all UVA Academic employees. Contact efeola@virginia.edu for details.

Service Awards for 10-20 years: Wednesday, June 14, 9:30-10:30 a.m., Alumni Hall Ballroom. For staff under Sr. VP of Operations Colette Sheehy (includes FM). RSVP required to mkf5v@virginia.edu or 924-3349.

Homeownership help for veterans

The [Helping Hand Mortgage Program](#) at the UVA Community Credit Union provides support with down payments and closing-cost assistance for veterans, active duty servicemen and servicewomen.

Under the Helping Hand Homeownership Program, veterans, active duty servicemen and servicewomen are eligible for as much as \$10,000 in assistance, while current and retired law enforcement officers, educators, healthcare workers, firefighters, and other first responders may receive up to \$7,500—as long as they are first-time homebuyers (they have not purchased a home within the last three years).

Fast Facts Flyer is published by UVA Facilities Management [Human Resources & Training Office](#) for Facilities Management employees. Fast Facts is also available on the [Facilities Management website](#).