Get To Know the FMO

By Jackson Alexander, FRC Communications and Marketing Assistant

Many residents in and around the Family and Graduate Student Housing community may commonly hear staff members refer to the “FMO,” but what is the FMO? The FMO is also known as the Facilities Management Office, and can be a useful tool for FGSH residents during their time here at Oklahoma State University.

“The FMO provides several services including addressing all maintenance issues, appliance concerns or problems, pest control, air conditioner/heating problems, clogged toilets and drains, and check out inspections,” said Shannon Baughman, interim manager of the Facilities Management Office for Housing and Residential Life. “We also coordinate major and long-range improvements.”

Baughman said that the FMO is here to serve residents and help with any issues they may have in their apartments. The staff is able to assist with small repairs and fixes, and larger, more specialized repairs are coordinated with OSU Physical Plant Services. The FMO operates under the same goal of providing quality service to our residents.

Baughman said she is excited about her new role about helping residents through the FMO. Through her new position, she is enthusiastic about making small internal changes that will hopefully meet the goal of better serving residents now and in the future.

One example of those small changes includes no longer charging for filter replacements and tub caulking as part of the check-out process.

“Right now I am familiarizing myself with the processes of the FMO, and determining the best way to meet the needs of the residents while maximizing our efficiency,” Baughman said. “We want to make sure we are offering the highest level of service that we can, while still maintaining the budget and keeping costs low.”

Another way to get help with maintenance issues is to contact your Apartment Assistant. If you are confused about who to contact or what to do, they can help.

“Your neighborhood Apartment Assistant will be glad to work with you and the FMO to report any repairs needed in your apartment,” said Enrique Sanchez, FRC Community Relations Coordinator. “If you have any questions about this or any other maintenance issue, please call the FMO, and don’t hesitate to report any issues.”

The FMO office can be reached Monday through Friday from 8am to 5pm at 405-744-8510 for questions or to report an issue. If there are issues that arise after hours or on weekends, residents should call the Action Desk at 405-744-7154.
Greetings! November is the month of the American Thanksgiving holiday. Thanksgiving is also the first holiday of a busy holiday ‘season’ in the United States and around the world. Let me be the first to wish everyone a Happy Thanksgiving! I hope you have a wonderful holiday! We have planned (free!) Thanksgiving dinners for each neighborhood in the coming weeks; please check page four of this Newsletter for the date/time of your neighborhood’s dinner. You may also check your neighborhood newsletters and/or contact your Apartment Assistant (AA) for more information about this annual FGSH tradition. Please let your AA know if you can help with the festivities for your neighborhood dinner. If you are leaving for Thanksgiving Break, remember to adjust your thermostat to 68 degrees in order to help save energy. Also, if you are graduating next month and planning to vacate your apartment permanently, be sure to give written notice that you are vacating at the Housing Office in Iba Hall. I hope all is well in your endeavors as we approach the end of the semester. Please continue to let us know your feelings about any of our programs or services, especially if you wish to share an idea or opinion. Contact the FGSH office, your AA, or the FRC with your comments, concerns or ideas. The information you provide us is always used to help us maintain quality service to you and/or to make adjustments or improvements to the FGSH community as needed.

Sarah Wilkey
FRC & FGSH Assistant Director

Apartment Maintenance

The Facilities Management Office is the office that handles maintenance issues. If your apartment requires maintenance you should contact the FMO at 744-8510. The FMO is open 8am-5pm. In case of a maintenance emergency after 5pm or on weekends, contact the Physical Plant Action Desk at 744-7154.

Newsline Online

Interested in receiving your newsletter electronically? Send an email to sarah.wilkey@okstate.edu with your name and email address. You will still receive a paper version.

Keep up with the FRC on Facebook! Search “OSU Family Resource Center” and like our page. Make sure to check daily to find important FGSH information and for chances to win prizes!
Staff Spotlight

Each month, we will highlight staff members from the Family Resource Center.

Name: Alejandro Cervantes  
Hometown: Los Angeles, CA  
Education: B.A. in Sociology, Chicano Studies, and Educational Studies from the University of California at Santa Barbara  
Role at the FRC: Community Development Assistant  
Favorite Food: Mexican food  
Favorite Activities: Reading, basketball, tennis, ping pong and hanging out with friends  
Future Plans: Work within the Los Angeles Unified School District as a high school counselor  
Favorite book: *Native Sun*  
Favorite thing about the FRC: The residents, the people who work here, and cooking class  
Interesting Fact: “I hate bugs.”  
Favorite Quote: “Life is a banquet and most poor souls are starving to death.” - Patrick Dennis

Name: Mahmoud Mistarihi  
Hometown: Jordan  
Education: Ph.D in Industrial Engineering and Management  
Role at the FRC: Assistant Residence Director  
Favorite Food: Mansaf (a Jordan dish; rice with lamb meat)  
Favorite Activities: Swimming, spending time with family  
Future Plans: “Complete my doctorate and move back to Jordan to work at one of the best military research centers.”  
Favorite book: *Titanic*  
Favorite thing about the FRC: Friendship and caring  
Interesting Fact: The Titanic was the first ship to use the SOS signal  
Favorite Quote: “The richest man is not he who has the most, but he who needs the least.” - Unknown

If you enjoy learning more about current FGSH staff members, be on the lookout for more spotlights and interesting facts in the upcoming *Newsline* editions!
## November Neighborhood Gatherings

### FRC Thanksgiving Dinner

It has become an annual event in the FGSH community for each neighborhood to celebrate the American Thanksgiving holiday. The FRC will provide a free traditional Thanksgiving dinner for each neighborhood. The classic menu features turkey, dressing, and sides of Autumn produce. A vegetarian option will also be available. Dinner will be served for each neighborhood at the time and place listed below:

- **Brumley** (@Brumley Center) ...........Friday, Nov. 2, 7pm
- **West** (@FRC) ..................................Friday, Nov. 2, 7pm
- **Stevens** (@FRC) ..........................Saturday, Nov. 3, 1pm
- **Williams & Prosser** (@FRC) ........Saturday, Nov. 3, 7pm
- **Demaree & Morrison** (@FRC) ......Sunday, Nov. 4, 7pm

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Please help us in welcoming the new Stevens Apartment Assistants and Assistant Residence Director to the FRC:

**Samar Abid and Ahmed Moneeb** - Stevens A.A.

**Jed Gibson** - Assistant Residence Director

Please help us make them feel welcome to the FGSH community!

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### Daylight Savings Time

Clocks should “FALL BACK” one hour at 2am on Sunday, Nov. 4. Set your clocks back one hour before you go to bed on Saturday night, Nov. 3, and you will be “on time” until spring!
FGSH News

Apartment Maintenance

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The BUS--Campus and Community Transit

The BUS is the campus and community transit service operated by the Department of Parking and Transit Services at OSU. The BUS provides fixed-route transit services throughout Stillwater and the OSU campus. Two routes provide service on the main campus every 7 minutes from 6am to 7pm and every 15 minutes after 7pm. The BUS also provides public transportation in Stillwater to all citizens from 6:30am to 10:30pm Monday through Friday. The BUS fares are as follows:

OSU Students, Faculty, and Staff .................................................................Free with ID
General Public ..................................................................................75 cents ($0.75)
Child Under 5 .................................................................Free when accompanied by paying passenger
Child/Young Adult age 5-18; Seniors age 60+ .................................35 cents ($0.35)
Persons with ADA Disability Card & Persons with Medicare Card .......35 cents ($0.35)

Exact fare required; fares are for one-way trips. Return trips require additional payment. For route information, visit www.transit.okstate.edu.

Shopping Shuttle (free for all FGSH residents)

Sign up for the shuttle at the Laundry Mart 30 minutes prior to the shuttle’s departure.

Monday & Wednesday Schedule

5:30pm (Pick Up @ Laundry) ...............To Sultan International & Crepe Myrtle Asian Food
6:30pm (Pick Up @ Laundry) .......................To Walmart & Food Pyramid
7pm (Pick Up @ Brumley Office) ..................To Walmart & Food Pyramid
7:10pm (Pick Up @ Walmart/Food Pyramid) .........Return to FGSH Apartments
7:30pm (Pick Up @ Laundry) .......................To Walmart & Food Pyramid
7:40pm (Pick Up @ Walmart/Food Pyramid) ...........Return to FGSH Apartments
8:10pm(Pick Up @ Walmart/Food Pyramid) ..................Return to FGSH Apartments
8:40pm (Final Pick Up @ Walmart/Food Pyramid) .............Return to FGSH Apartments

Saturday Schedule

9am (Pick Up @ Laundry) ..........................To Walmart & Food Pyramid
9:30am (Pick Up @ Brumley Office) ..................To Walmart & Food Pyramid
9:40am (Pick Up @ Walmart/Food Pyramid) ..................Return to FGSH Apartments
10am (Pick Up @ Laundry) ..........................To Walmart & Food Pyramid
10:10am & 11am (Pick Up @ Walmart/Food Pyramid) ..........Return to FGSH Apartments
11:40am(Final Pick Up @ Walmart/Food Pyramid) .............Return to FGSH Apartments
Youth & Family Programs

Youth and Family Programs Schedule Fall 2012

Family Story Hour (ages 0-4) .............................................................. Friday, 10am-11am
Toddler Time (ages 2-3) ......................................................... Tuesday & Thursday, 9:30am-11:30am
Kindergarten Kids Club (ages 4-5) ........................................... Monday-Friday, 4:00pm-6:00pm
After School Adventures (ages 6-11) ................................. Monday-Friday, 4:00pm-6:00pm
Cowboys & Cowgirls 4-H Club (ages 9-17)* ................. Wednesday, 4:30pm-6:00pm
Teen Club (ages 12-17) ..................................................... Tuesday & Thursday, 6:30pm-8:00pm
Book Club (ages 9-12) ............................................................ Monday, 6:30pm-7:30pm
Drawing and Painting Basics (ages 9-17) .................. Wednesday, 6:30pm-7:30pm

* The 4-H Club is currently accepting new enrollees for children ages 9 and up. Please e-mail Amie to set up an enrollment appointment.

FREE Early Pregnancy/Healthy Start Class
A class helping parents prepare and make educated choices through pregnancy and beyond! Rebekah Bhansali, a Childbirth Educator and Doula will be offering a free two hour class for women and their partners on Thursday, November 15th from 1-3pm. This class is great for anyone pregnant, thinking of getting pregnant, or those who have been pregnant. Come have fun, learn & share your stories. Please sign up for the class at the FRC Front Desk. The sign-up sheet will be available on Thursday, November 1st.

Family Dinner & Game Night
Please join the Youth & Family Programs Staff as they host Family Dinner & Game Night on Tuesday, November 13, 2012, from 7-8:30 pm. Children of all ages and their families are invited to enjoy a free meal and participate in games for the whole family. Due to the nature of this program, children must be accompanied by a parent or guardian.

Cultural Night at Will Rogers Elementary
On Thursday, November 15, Will Rogers Elementary will be celebrating the Asian/European Culture from 5:30-7pm.

ATTENTION:
There will be no Book Club on Monday, November 5 due to an FRC-wide staff meeting.

Also, there will be no Youth & Family Programs on Wednesday, November 21 through Sunday, November 25 due to Thanksgiving Break. Regular programs will resume on Monday, November 26.
Community Development

Community Development Programs Schedule for Fall 2012

Reading Skills with Soha ................................................................. Monday, 9:30 – 10:30am
Writing Skills with Soha** ............................................................... Monday, 10:30 – 11:30am
Arabic Language with Mona** ........................................................ Monday, 11:30am – 12:30pm
Basic English with Austin** ............................................................. Monday, 2 – 3pm
Pronunciation Skills with Leslie ...................................................... Monday, 3:30 – 4:30pm
Intermediate English with Megan** .............................................. Tuesday, 9:30 – 10:45am
Basic Spanish with Alejandro and Cinthya** ................................. Tuesday, 11 – 12pm
Professional Development with Alejandro** ................................. Tuesday, 1 – 2pm
Advanced English with Megan ..................................................... Tuesday, 2 – 3pm
English Conversation with Leslie ................................................. Tuesday, 3:30 – 4:30pm
Sustainability Awareness with Bhavna .......................................... Wednesday, 9:30 – 10:45am
Craft Class with Bhavna and Megan** ........................................... Wednesday, 11am – 12pm
Health, Wellness & Nutrition with Megan** .................................. Wednesday, 1 – 2pm
Pronunciation Skills with Leslie ..................................................... Wednesday, 3:30 – 4:30pm
Listening & Speaking Skills with Maria** ...................................... Thursday, 9:30 – 10:45am
English Grammar with Maria** .................................................... Thursday, 11am – 12pm
Everyday English with Kadie** .................................................... Thursday, 1 – 2pm
Book Club with Kadie ................................................................. Thursday, 2 – 3pm
Current Events with Adran** ........................................................ Friday, 9:30 – 10:45am
Customs and Courtesies with Adran** ......................................... Friday, 11am – 12pm
Cooking Demo with Megan, Alejandro & Adran** ......................... Friday, 12:30 – 2pm
English in the Media & Situational English with Alejandro .......... Friday, 2 – 3pm
Survival English with Ron Avants ................................................ Saturday, 6 – 7:30pm
Intermediate English with Ron Avants ......................................... Saturday, 7:30 – 9pm
**Child care is provided

Women’s Night: “Spa Night”

Come enjoy an evening of spa-like atmosphere complete with manicures, pedicures and makeup tips on Wednesday, Nov. 14, from 7-8pm in the FRC Great Room! You do not want to miss out on this special event. This event is open to women only and childcare will be provided.

Coffee House

The FRC is providing another night in November dedicated solely to the single graduate students of FGSH. Enjoy coffee, tea, snacks, board games and any other games available at the FRC in a low key setting. This will be on Wednesday, Nov. 28, from 7-9pm in the FRC Great Room. (This event is open for graduate students, but please no children and childcare will not be provided). WiFi is available for those with laptops for academic use.

ATTENTION:

There will be no Community Development programs on Wednesday, November 21 through Sunday, November 25 due to Thanksgiving Break. Regular programs will resume on Monday, November 26.
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FSH - Family Story Hour  
KKC - Kindergarten Kids Club  
TT - Toddler Time  
ASA - After School Adventures  
DP - Drawing and Painting  
SS - Shopping Shuttle  
TC - Teen Club  
4-H Club