ABA HONORS STAFF, CAMPUS PARTNERS

On December 18, awards were presented to staff, managers and cherished campus partners as part of ABA’s 2007 winter recognition ceremony. A slide show featuring award recipients and employees on the job served as a backdrop to the ceremony. New to the program this year is the ABA Team Award. Developed by S T A R T, ABA’s strategy team, the award was introduced to recognize successful division collaborations. This year’s business partner award went to Leslie Davis, the University Union’s executive director. Ken Barnett and Ronald Grant were recognized for long-term service to ABA and the University. Thanks go to Linda Hafar and the Winter Awards Program Committee, as well as Mark Leisz, Greg Paul and others who contributed to the outstanding production, program and setting.

Valued Staff
- Tom Custer, Risk Management Services
- Debra Deakin, Financial Services
- Katerina Donato, Public Safety
- Anastasia Herrera, Financial Services
- Susan McGuire, Facilities Services
- Gabrielle Menhorn-Wildanger, Business Operations
- Harold Scott, Facilities Services

Leadership
- Kathi McCoy
- Kathleen Reynolds
- Victor Takahashi

Team
- Plumbing Shop
- Public Safety Dispatchers
- Office of Space Management
Message from the Vice President

In December, President Gonzalez approved a new Strategic Plan for Sacramento State. The plan focuses on five major priorities and captures the aspirations of Destination 2010. ABA is currently engaged in analyzing how we can best support the new plan.

Strategic planning is important to the welfare of any organization. Planning helps us to maintain an awareness of the external forces that impact us in order to remain competitive and responsibly shape our future. Our challenges are many, but so are our strengths.

Sacramento State’s approach to meeting these challenges is embedded in its new strategic plan. We have a wonderful culture of diversity on our campus and a natural community that springs from it. That includes our students, faculty staff, alums and many others. Through careful planning, we can capitalize on our strengths and focus on what is most important to us to ensure the most effective use of resources. The core of Sacramento State’s Strategic Plan is this:

- A campus-wide effort to improve recruitment, retention and graduation;
- Evidence-based decision-making;
- Responsible problem solving and policy making;
- A flourishing learning community built on the strength of diversity;
- Initiatives that engage the community and strengthen partnerships.

ABA has a key role in supporting the University’s strategic goals. With major responsibility for capital construction, ABA will continue to lead the development of the campus physical environment. Our business and financial expertise will provide the foundation for responsible problem-solving and decision-making. And service excellence across the organization will support the University in recruiting and retaining students. The importance of ABA’s contributions can’t be denied. Whether this means maintaining a beautiful, clean and safe campus where students want to come and learn, or easy access to services that are friendly, respectful and helpful, your contributions count! I hope you will join me in discovering ways in which we can make Sacramento State the best it can be.

Stephen Garcia
March 2008

NEW STAFF

- **Adam DuBois**
  Duplicating Machine Operator Reprographics
  February 2008

- **Brian Geimer**
  Duplicating Machine Supervisor Reprographics
  October 2007

- **Allegra Nunez**
  Custodian
  Facilities Services
  October 2007

- **Angel Thayer**
  Budget Analyst
  Budget Planning & Admin
  February 2008

- **Greg Thompson**
  Police Officer
  Public Safety
  March 2008

I’m inspired by “Gina Curry. I like her work ethic. She is very productive, and she is a wonderful supervisor. She knows how I think and she knows how to explain things to me in a way that I am able to understand.” ~ Caryl Vickers-Harper, Student Financial Services Center
ABA focuses on new auditor

Yavette Hayward is pleased to announce the appointment of Yavette Hayward as Senior Management Auditor, effective January 14, 2008. Hayward has eight years of auditing experience with Schools Financial Credit Union where she worked for 25 years before coming to Sac State. Hayward chose Sac State because, “I needed to work at a place where I could concentrate on being just the auditor, instead of wearing so many different hats.” Hayward pointed out that her function here is much different than at her previous job. “Internal auditing on campus is a resource for University departments to use when they have issues regarding compliance and operations, and I welcome being able to focus on that.”

Behind the scenes: Space Management

You could say that Sac State’s Office of Space Management is a busy place. In 2007, the small staff of four scheduled close to 27,000 campus events and instruction in campus facilities. Pretty incredible when you consider that, during the year, the staff was simultaneously adapting to new technology and training 100 plus campus users in CMS and the new Astra Schedule software.

And that’s not all. Aside from scheduling, the office manages space allocation and utilization for the campus, and classroom and laboratory furniture for 410 rooms, including the provision for ADA needs. The coordinator is a member of the Space Planning Advisory Group (SPAG), which recommends campus program and office space solutions. What this really means is responsibility for a complex assortment of tasks and processes – from inventories, audits and reports, to purchasing and resource management. All of this helps the University analyze and solve complex space issues.

In the world of Space Management, errors and missed deadlines are never options. Building relationships is critical: This small office with a big workload interacts with most, if not all of the University population – colleges and departments, students, faculty, staff, administrators, and the external community. So, accuracy, efficiency and customer service are a must.

Space Management is excited by the challenges ahead. With the ongoing implementation of Astra Schedule, and the conversion to new business processes, Coordinator Denise Ramos sees the potential for more efficient utilization of instructional space and the provision of information to support the new strategic plan goals for data-based decision making. These changes will also result in improvements that support student retention and graduation. Ramos is working with other event space providers to identify communication strategies to promote the hosting of local and regional events on campus. According to Ramos, the challenge is keeping up with changes in technology and growth of the campus without additional staff and resources. She added, “Our success so far can be attributed to hard-working, dedicated staff and team spirit.” The Space Management team was recognized at the ABA Winter Recognition Ceremony with an award for collaboration in coordinating classroom space, furniture and campus events.

“Rick Clack inspires me, because he’s a hard worker, a good guy, and he never says no. He’s always willing to help.”

~ Bob Gardner, Facilities Services
“Space Management is an important liaison between the academic side of the institution and the business side, the community and the campus.” ~ Nominator

Police Chief Ken Barnett accepts special recognition for 30 years of outstanding service from Legal Counsel Edmundo Aguilar.

Corporal Matt Kroner receives the “Top Gun” Award from former recipient Thelma Matthews.

“Public Safety dispatchers work under extremely stressful conditions, deciphering information from people who report crimes, vehicle accidents, medical emergencies, fire and other urgent matters, while remaining calm and getting the information needed. They use professionalism and discretion and can be counted on for excellent customer service.” ~ Nominator

Plumbing Shop Team, L-R: Mike Mullen and Don Stirewalt, with Steve Garcia (middle). Missing: Steve Fox

“The Plumbing Shop consistently scrutinizes each revision of construction drawings to ensure that new facilities are built correctly, with the entire life of the structure in mind. Their comments are substantive, well founded, and focus on minimizing the cost of maintenance for the facility.” ~ Nominator

ABA WINTER 2007 HALL OF FAME

Three teams were honored at the ABA Winter Awards Luncheon. To qualify, a team must include at least three ABA staff professionals in its membership. Focus of the team should be on accomplishment of a common assignment, project, process or service improvement, or a Destination 2010 goal. Winning teams were: the Facilities Services Plumbing Shop, the Public Safety Dispatcher team, and the Office of Space Management team (see story, page 3). Each team member received a trophy for his or her contributions.

Kudos to Public Safety award recipients honored at the department’s December meeting. Certificates of Commendation went to Paul Skrinie, Scott Christian and Matt Kroner. Greg Revelez received the department’s Outstanding Performance Award. Awards were also presented for Leadership - to dispatcher Katrina Donoto; for Appreciation - to Field Training Officers Tony Tabadisto, Vic Vinson, Jeff Soloman, Jessie Smith and Matt Kroner; and for Community Service - to Louis Bautista, Agustin Yaya, John Parker and Douglas Nguyen. Police Sergeant Kelly Clark and Dispatcher Hiram (Woody) Smallwood were recognized for service and retirements.

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Greg Porter, director of Telecommunications Services, Stephen Sparks, classroom designer and Steve Smith, lead locksmith, received awards for contributions to Public Safety.

Plumbing Shop Team, L-R: Mike Mullen and Don Stirewalt, with Steve Garcia (middle). Missing: Steve Fox

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Congratulations!
Conversations on leadership

In this issue, we continue to explore the concept of leadership from the perspective of ABA’s professionals. Leadership is important at Sac State, rich in meaning for each of the University’s constituents – faculty, staff and students. In a division as large and diverse as ABA, effective leadership is critical. In fact, leadership that promotes ABA service excellence is important to the University’s success, and ABA employees take their roles seriously.

The explosion of technology has changed the ways in which we work and, as a result, managers and staff alike are assuming leadership roles. Strong leadership is more important now than ever. ABA’s professionals face challenges every day. We hope these conversations will help to promote and support good leadership across ABA.

Kendal Chaney-Buttleman, director of Accounting Services:

► If there were a perfect definition for leadership, it would be encompassed by John Quincy Adams’ words – “If your actions inspire others to dream more, learn more and become more, you are a leader.”

► The leader who stands out from the crowd has a positive “can do” attitude. I believe this is the most important leadership characteristic. A leader must also be supportive, respectful, consistent and honest. Without these traits, you can never build the trust needed for a team to succeed.

► A leader sets the tone – If a leader demonstrates through words and actions the importance of creativity, hard work and honesty, then others will follow suit. If, on the other hand, a leader does not act responsibly, the implication is that responsible action is not important. I believe a good leader can inspire others to feel positive about their role at Sac State.

► The ability to really listen is probably the most critical leadership skill needed, and one of the most difficult to master, especially for me. I am always eager to jump in with my own ideas and opinions, but I’ve been working really hard at listening with my full attention.

“Priscilla Llamas-McKaughan inspires me. I’m not sure how she does it, but she seems to be everywhere all at once. She is amazing, too. With her many duties, during any given day, you will always find her smiling and eager to lend a hand. I think we should all emulate her attitude and approach to life and job.”

~ Sara Niekamp, Student Financial Services Center

“Leadership is evident every time someone contributes an idea or suggestion and improves the way things are done on campus. Sac State, especially ABA, encourages teamwork and collaboration in many ways. This gives everyone a chance to be part of a team and offers many opportunities to exercise leadership.

As a leader, if I feel good about what I do here at the University, hopefully, my enthusiasm will encourage others to extend themselves to reach their full potential.
**Staff perspectives on Destination2010**

Sacramento State’s Energy Conservation Coordinator is home grown and proud of it! Nat Martin received a degree in Mechanical Engineering from Sac State in 1992. Following graduation, he worked in the private sector and for the California Department of General Services in the field of energy conservation, returning to Sac State a little over six years ago. The campus was different, but in a really positive way. A new phase of growth was just beginning. Now, as an employee of the University, Nat is supporting Destination 2010, working to help Sac State achieve its vision for a sustainable campus.

**Responsibilities:** Team lead for developing the campus energy conservation plan; identifying engineering firms for large scale energy conservation projects; locating funding sources for energy conservation projects; investigating and evaluating opportunities and strategies to conserve energy; utility billing, cost recovery and reporting; campus liaison on energy issues.

**What makes you most proud of the work you do?** My job gives me the opportunity to manage projects from inception to implementation, to have a vision, see the outcome and realize the benefits.

**What makes you proud to be part of the Sac State community?** My biggest sense of accomplishment came from Sacramento State. As a graduate of Mechanical Engineering, I was the first in my family to get a college degree. Each year, I get to speak to students in the Minority Engineering Program (MEP) – “A Day in the Life of an Engineer,” and to conduct tours of the University’s Central Plant for the Mechanical Engineering Department’s Thermodynamics’ class. I’m proud to be employed by the University that helped me succeed, and to be able to share my experiences with others.

**In a word, how would you describe Sac State?** “Dynamic” – the University is growing in so many different directions and changing so fast. We have a new administration, new goals, new buildings, new environmental programs … When I returned to the campus to work after having graduated a decade earlier, so many changes had taken place. The perimeter road was new, and Napa Hall was under construction.

**What is your idea of a welcoming campus?** A welcoming campus is one where students feel comfortable and familiar. One of the ways I help every day is by carrying maps with me so that I can help students and visitors find their way around the campus. I try to be proactive – you can always tell when someone is lost.

**Of all the upcoming plans for Sac State, what is the most exciting?** For me, the most important plans are those related to the University’s energy reduction goals for 2010. These will help us meet the targets for conserving energy set out by Executive Order (EO) 987. The top priorities are: Reduce energy by 15 percent using FY 2003/04 as a baseline; reduce new building energy consumption by 15 percent better than Title 24 (California Building Standards); reduce building consumption in retrofitted buildings by 10 percent better than T-24 standards.

**What do think will have the most impact in the future?** New facilities, such as the RWEC, will attract more students and create a more comfortable and welcoming environment for them.

**Additional comments?** ABA’s Destination 2010 planning process has helped me learn a lot about the campus and the ABA division.

To read more ABA staff perspectives, visit www.csus.edu/aba/destination2010/d2010.htm.

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**I’m inspired by “Elena Compo, because she’s over the top. She’s helped me in so many ways, and she’s good at what she does.”**

~ Mike Christensen, Risk Management Services
Main quad irrigation project underway

Sacramento State is replacing its 45+ year-old irrigation system that waters the turf grass in the main quad. As shown in the adjacent photos, the quad is fenced off during construction. According to Facilities Services, the new system will water more efficiently, save energy and water, and replace a system that was severely outdated. The quad is also undergoing replanting in an attempt to preserve valuable campus open space.

In Memorium: David Landis 1955-2008

Sadly, on March 20th, ABA lost one of its own. David Landis, Light Automotive Equipment Operator in Facilities Services, succumbed to heart failure while on the job. Described by co-workers as outgoing, friendly, dependable and hard-working, Landis had been employed at Sac State since 1996.

Landis operated the truck-mounted sweeper on campus, working the early morning shift during which he maintained the parking structures. Bob Anchor, Landis’ supervisor described him as a quick study with an uncanny ability to operate a wide range of grounds equipment. “Dave enjoyed all types of automotive equipment, from quad runners to motorcycles. He always enjoyed telling me about the motorcycle runs he and his wife Barbara would attend.”

A memorial service was held March 28, 2008 in Marysville, CA. Landis leaves his wife Barbara and two sons.

“Leah Davis is an inspiration to me. Leah knows what she’s doing, and she knows how to talk to people. She is a friendly and outgoing person.”

~ Rosie Tamayo, Procurement & Contract Services

In this issue, ABA’s roving reporters ask – Who in ABA inspires you, and why?

We hope you enjoy reading comments about just a few of ABA’s finest professionals who inspire the admiration of their colleagues.

In February, Vice President for Administration Stephen Garcia received the 2008 CSU QI Champion Award for his long-time commitment to quality improvement and successful implementation of QI programs across the system. Congratulations Vice President Garcia!
During the first week of the spring 2008 semester, the Student Financial Services Center receipted 7,019 transactions. Of this amount, 3,618 were for student parking permits. Online payments (not including parking) totaled 956. A total of 399 student parking permits were sold online.

Reprographics has a new full-color digital press with the capability for personalization (variable data). The new press offers the campus options for printing high-quality color jobs at a standard per copy charge.

Risk Management Services recently completed the Driver Tracking Database project for tracking University drivers and associated data. The database, connected to CMS, replaces an outdated Access database that required manual update. Credit for the automated system goes to Maureen Eke, RMS student assistant, who created and built it.

**DATES TO REMEMBER**

**APRIL 1, 2008 - APRIL 30**

**Staff Peer Award Nominations**
Submit nomination forms online at [www.csus.edu/aba/recognitionhome.htm](http://www.csus.edu/aba/recognitionhome.htm)

**April 23, May 21, June 18**

**START**
Sacramento Hall Annex
2-3 p.m.

**MAY 12**

**Destination 2010 Leadership Council**
Sacramento Hall, Room 275
1:30 – 3 p.m.

**JUNE 13**

**Spring Social & Recognition Program**
Unitarian Universalist Society
2425 Sierra Boulevard
12 noon to 3 p.m.

**I’m inspired by “the groundskeepers. On any given day, you can walk the campus and see them working hard keeping our grounds clean and beautiful.”**

~ Candace Ensley, Business & Administrative Services