



► Welcome 1

► Congratulations 2

► Life is a Band 3

ISSUE 1

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ABA

Newsletter

PROMOTING ABA STAFF PROFESSIONALISM AND SUCCESS

Welcome

Welcome to the newsletter for the ABA staff professional! We kick off this issue with a call for ideas from **you** — the ABA staff professional and creative force behind ABA. We are seeking proposals for a newsletter name that best describes a publication for the ABA staff professional that includes updates on Destination 2010, news about staff achievements and activities and ideas that promote staff professionalism and help us reach our common goals.

ABA's Destination 2010 Leadership Council will review all proposals and

select a name. The spring 2007 issue will feature a banner designed around the newsletter name. Please submit your ideas to karlea@csus.edu by November 20.

The newsletter will be published electronically once a semester and will be printed for those without access to computers.

We hope the newsletter will inspire you to contact us about topics you find interesting and tell us how we can make it an engaging and useful tool for you.



Vice President Garcia presents the 2006 ABA Customer Service award to Krista Valledor for consistent delivery of high-quality service.

Program Reflects Staff Input

Beginning in fall 2005, ABA launched a series of new awards to broaden its long-time recognition program. This month, the second annual *Leadership Award* process gets underway, with opportunities for ABA managers to recognize their peers. The *Valued Staff Professional Award* process runs concurrently, allowing managers to nominate staff within their families for recognition of their valuable contributions. Awards will be presented at two ceremonies during the ABA Winter Luncheon in December.

Spring 2006 featured yet another new award process, the *Staff Peer Award*, for staff professionals to recognize colleagues who demonstrate the workplace qualities they value most. Award categories, developed from staff opinions gathered through a December 2005 survey, include customer service, teamwork, leadership, optimism, problem solving and overall excellence. Congratulations to all nominees, and especially to award recipients Joey Lum, Krista Valledor, Connie Hicks, Paul Hunt, Debbie Smith, Rawan Shaban and Monica Flood. For more about ABA's recognition program, please visit the website at www.csus.edu/aba/rec2005.htm.

Vice President's Message

Fall 2006 marks the beginning of my third academic year at Sac State, and I would like to take a moment to thank each and every one of you for the contributions you have made. Change is all around us and much of it is a result of the tremendous work that you do. Your efforts play a role in the pride, professionalism and collaboration that is evident



across the campus. Supporting the success of Sac State and its communities is what ABA is about, and we are doing that well, thanks to all of you.

Entering the campus this morning, I took pride in the new signage so efficiently installed by the Facilities Services staff to help direct the campus community and visitors to their destinations.

As I looked around, I saw evidence of how well our parking shortages have been managed through careful planning, strategic communication and a high level of professionalism on the part of the staff in University Transportation & Parking Services (UTAPS).

And, our campus Police and Community Service officers are a visible presence across the campus, promoting a sense of safety for campus residents.

At my desk, I am pleased to receive an award from the state Controller for excellence in financial reporting, thanks to the efforts of the Financial Services staff.

These are just a few markers of success for ABA and the campus. This year, we have set a priority on service, with plans for developing strategies and standards to enhance our customer service to the campus community. Because we are such a large and diverse division, these plans will be unique for each ABA office and function. Whether that means cultivating a positive, helpful attitude, or providing more user-friendly web pages and technology, we are looking for ways to improve the delivery of services to our students, faculty, staff and the community. As the semester progresses, we will be asking you to engage in thinking about how to do that best.

I encourage you to take a few moments to observe the many exciting changes taking place around us at Sacramento State and to take pride in the part you have played. Thank you again for your dedication and commitment to excellent service. Carry on the good work!

— Stephen G. Garcia
Vice President for Administration

Congratulations ABA Special Award Winners!



Thelma Matthews
Police Officer
Public Safety
2006 Sharpshooter "Top Gun" Award



Alfredo Orozco
Employee Transportation Coordinator
University Transportation & Parking Services
*2006 Sac State Employee of the Quarter &
Sacramento Transportation Management
Association (TMA) "Oscar" Award*



Nancy Fox
Director
University Transportation & Parking Services
*California Public Parking Association (CPPA)
2006 Parking Professional of the Year*



Priscilla Llamas-McKaughan
Business Associate
Financial Services
2006 Sac State Employee of the Quarter



Suzanne Green
Associate Vice President
Financial Services
2006 NACUBO Professional Development Award

ABA is a Band!

For rock drummer Mark Schulman, “life is a band.” For ABA, life is a “big band” — nearly 400 strong. Rock music may not be for everyone. But whether you are a band member or an ABA staff professional, some universal concepts apply. Composing a song or working together to provide a high quality experience for our students: a successful project largely depends upon collaboration and the contributions of each team member.

Keynote speaker Schulman shared his philosophy on teamwork and change with ABA Staff Professionals at a meeting on June 7, 2006. A classically trained musician, world-class drummer, storyteller and cancer survivor, Schulman promotes an “attitude of gratitude” as the key to positive change. According to Schulman, it’s as simple as **ABC** — **attitude** drives **behavior** which brings about **consequences**. Positive or negative, we get to choose the result — or at least how we look at it. Think of it this way — there aren’t many things we *have to* do. Most of what we do, we *get to* do. Schulman engaged ABA staff audiences in two full drumming sessions, using team exercises to illustrate how the dynamics of a band can apply to work and life.



Musician Mark Schulman “gets to” entertain ABA staff professionals at the Sac State Alumni Center .

Schulman’s show was a well deserved break for ABA staff at the end of a busy semester with year-end activities just gearing up. His message — when things are out of tune, just smile and listen to the beat of your inner drummer!

For more information about Mark Schulman, visit Makeitallhappen.com.

START Tracks Progress

How do ABA’s achievements reflect the contributions of staff to division’s planning efforts? START,* ABA’s central planning team, wanted to know. So, over the summer, the team began collecting data on the progress of suggestions from staff that support the goals of Sac State’s Destination 2010 initiative.

During the initial Destination 2010 planning phase, staff comments were collected, organized by theme and posted to the ABA Destination 2010 website. Starting in November 2006, the website will feature status reports on staff input, beginning with those related to the division’s most fundamental goals — **build a team of great leaders** and **develop high employee morale** — important because they form the foundation of ABA’s balanced approach to planning. Focused on “people,” these goals aim to build employee competence and increase morale by fostering pride and mutual respect. START will continue to track progress on the remaining eight goals that seek to improve processes and customer service, as well as emphasize ABA’s stewardship role and enhance it’s profile in the University’s communities. The status reports are a work in progress. So, please check the ABA web page periodically. Reports can be found at www.csus.edu/aba/destination2010/outcomes.htm.

The following are just a few examples of progress to date:

- New ABA recognition program modules, for both management and staff
- The ABA Destination 2010 Staff Perspective, a staff interview focused on Destination 2010
- A division-wide emphasis on professional development for staff
- A Shared Code of Conduct based on workplace respect and communication

**START is the acronym for the ABA Strategy Team: Achieving Results Together. The team, comprised of ABA management and staff representatives, is charged with identifying strategies for ABA’s support of Sac State’s Destination 2010 ideals and goals. START members are: Michelle Bianco (Business Operations), Stacy Hayano (Financial Services), Greg Revelez (Public Safety), Abbi Stone (Administrative Services) and Sarah Whyte (Administrative Services).*

ABA says Thank you!



Vice President Stephen Garcia shakes hands with Paul Hunt, recipient of the ABA Leadership Award for 2006. Paul was nominated by his peers.

A big thanks to all of my co-workers in **Student Financial Services Center** for being so nice and helpful. The friendly atmosphere in this office makes it a great place to work! Love ya' all!
— *Kenya Capers, Student Financial Services Center*

I would like to thank **Clint Lee** for his ongoing support of CMS and the business applications. Clint is truly the CMS expert and continues to assist the Project Office with the Student Administration implementation. Clint is the 'go to' man on security and technical issues. His support is invaluable. — *Jeanette Norton, CMS Project Director*

I would like to thank **Facilities Services, Moving Services** crew for their assistance with our joint project for placement of all new tablet armchairs in the Douglass Hall and Amador Hall classrooms. I would like to thank **Facilities Services** and **Custodial Services** for performing the semi-annual classroom furniture inventory and maintaining a clean classroom learning environment for our faculty and students. I would like to thank **Thurman Watson** and crew in **Central Receiving** and **Daryn Ockey** and crew in **Facilities Services, Moving Services** for their assistance in coordinating the laboratory furniture deliveries to the academic departments over the summer.

— *Denise Ramos, Manager, Space Management*

Change happens. We can't control much of the world changing around us, but we can control how we respond. We can choose to anticipate and embrace changes or resist them. Resisting change is usually like trying to push water upstream. —

JIM CLEMMER

Thanks to our first-rate front line customer service professionals in the **Student Financial Services Center** who work every day with our students to solve the problems and concerns they bring our way. You make a difference in how they feel about the University and in their decisions about staying at Sac State! Thank you to all the **ABA** staff who worked so hard to meet the 'legal close' deadline for our fiscal year — especially **Accounting Services, Procurement, Accounts Payable, Student Financial Services** and **Business Information Systems**. The time we had to close the books was cut in half, and through teamwork and true dedication, you did it!! Congratulations on a job well done! Thank you to the staff and managers in **Financial Services** and throughout **ABA** for stepping up to the many process improvements we accomplished over the last year. These include: cross-trained with other staff to provide on-the-spot customer service when our Business Partners called or visited; improved our track record for issuing travel reimbursements within ten working days; worked extensively on the KK ledger to reduce and prevent continuing errors; developed an improved utilities billing process; implemented a direct billing process for business-related car rentals; revised the direct pay process to serve our Business Partners better; created a campus petty cash reimbursement process to reduce the number of checks we issue. Congratulations on your excellent work! Thank you to **Priscilla Llamas-McKaughan** for providing exceptional customer service to all who contacted the Financial Services office this year. Priscilla can calm a hurricane or tornado, and actually does so on a regular basis! Thank you to **Kem Albert** who does the impossible by finding time in Steve's calendar to meet with us when we really need to. Congratulations to **Jeanette Norton, Teresa Mills** and the whole CMS team for keeping up with a difficult and complex task and schedule. You are a model of organization! Thank you to **Clint Lee** and the **BIS** group who are available when needed and will stay as long as needed to solve the system problems that happen at critical moments throughout the year. Thank you to **Denise Ramos** and the **Space Management** staff who help off-campus groups who use campus facilities realize that we really mean it when we say we are "Building a Welcoming Campus." — *Suzanne Green, Associate Vice President for Financial Services*

I really want to thank **Jeanette Norton** and **Mae Kong** for serving on the selection committee with me to hire a permanent Administrative Support Coordinator in the Vice President's Office. I appreciate your taking the time to assist me in finding the right person for the job. Our collective efforts were rewarded by the hiring of Candace Kehoe. — *Kem Albert, Management Services & Special Projects, Office of the CFO & Vice President*



2005 ABA Valued Staff Professional Award & Leadership Award Winners





SACRAMENTO
STATE

President
Alexander Gonzalez

Vice President for Administration
Stephen G. Garcia

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Thank You!

To Clint Lee and the **Business Information Services (BIS)** team for their continual support of the CMS applications. They are the CMS experts and are always willing to help and share information that allows us to build on their success. **BIS** staff is a delight to work with, and their positive 'can do' attitude supports the President's Destination 2010 initiative — Build a Welcoming Campus. To **Paul Hunt** for his outstanding job on the CMS Project. In his role as Training Coordinator, Paul has lead the development of quality *in-person* and *online* training across all CMS modules and continues to seek new tools to enhance the program even further. Paul has also been responsible for maintaining the CMS website, and it is truly a resource for the entire campus community. — *Jeanette Norton, CMS Project Director*

To **Justine Heartt** for coordinating the daily year-end meetings to keep us on track and to ensure that we made our year-end reporting deadline. Thank you for all the hard work and dedication that everyone put forth, making this year-end successful. Great job, everyone! To the **"Ledger KK Clean Up Crew"** (Justine, Kendal, Stephanie, Susan, Debbie, Elena, Dave, Janet, Russell, Jeff and Teresa) for determining bogus encumbrances in the Ledger KK system and for cleaning them up. You all are doing a great job! To **Jane Chan** and **Seima Pech, BIS**, for your assistance researching and resolving LCD issues. You help to make our monthly LCD process run smoothly! To **Suzanne Green** for establishing the Business Partners Round Table. This is a wonderful way to communicate with the campus community and to obtain feedback on how we can make things better.
— *Stacy Hayano, University Budget Officer*

To **Facilities Management Grounds Department** — Thank you for your efforts to clean and maintain the parking facilities. The campus customers and UTAPS appreciate your efforts! To **UTAPS** employees — Thank you for all of your efforts to provide world-class customer service to our campus. The services provided by UTAPS touch just about everyone coming to the campus. Your jobs can be very challenging at times. I really appreciate the ways in which I see you working together in teams helping each other and maintaining very positive attitudes while doing so. You are a great group, and I appreciate each of you! To **Photocopy Services** employees — Thank you for your fine efforts to maintain the daily parking permit machines. You have all shown your commitment to ensuring the permit machines are consistently in good working order for our campus customers.
— *Nancy Fox, Director, University Transportation and Parking Services*

ABA Staff Professionals Meeting Dates

Monday, November 13, 2006
2-4 p.m., University Union Ballroom

Thursday, November 16, 2006
2-4 p.m., Alumni Center

I would like to take this opportunity to thank **Elena Compo**, Budget Analyst in Budget Planning & Administration (you all know Elena!). She is one of the most perfectly professional and hard working individuals I have had the pleasure to work with. In my opinion, we could not do our jobs as effectively without Elena's generous support, genius, guaranteed assistance, and genuine service to the department and to the campus as a whole.
— *Debra Hobbs, CMS Project*

To **Suzanne Green** for implementing the Business Partners Round Table series and the Business Matters at Sac State documents; to **Human Resources** for starting the Managers Toolkit Series; to all of **Financial Services, Business Information Services, Support Services** and others involved in making the accelerated legal year-end close deadline; to the **Accounts Payable Office** for processing payments quickly even when extremely short-staffed at the end of the fiscal year. — *Justine Heartt, University Controller & Director of University Accounting*

To **Grounds and Landscape** staff — This summer we have been preoccupied with disruptions to our campus irrigation systems. With several concurrent construction projects in progress, we have experienced an inordinate amount of breakage causing parched lawn areas and stressed plants throughout campus. I wish to acknowledge the Grounds staff for their patience and persistence in assuring that our grounds receive water in some not so ideal conditions. It is difficult to adequately describe the magnitude of the problem in a large commercial setting because this task redirects several hours of what otherwise would be channeled to plant care duties. Through it all, maintenance has not waned. Lead Grounds workers **Rick Yager** and **Bob Anchor** have been instrumental in keeping the daily operations moving in a positive direction. Both individuals have continued to make the needed system repairs, along with the varied duties they are responsible for and the many items I ask of them. Lastly, the individual that has been on the forefront of this summer activity is irrigation specialist **Robert Daclan**. Robert has served as my on-site eyes and ears on the various construction related problems and in dilemmas we have faced. One cannot minimize his involvement, for he has been instrumental in working closely and cooperatively with the various site contractors and inspectors monitoring and keeping track of what has been an ever-consuming task. Additionally, he has worked with me isolating campus irrigation problems and, as time permits, making the needed repairs. Much of Robert's work will pay dividends once construction has concluded because the work he is performing now will minimize the "after construction" omissions that are not easily identifiable at this juncture. I conclude with one hearty thank you! Respectfully — *Mario Ruiz, Director of Custodial & Grounds Services*

My first year in Facilities Services has been a whirlwind of learning, growing and interacting with some of the finest people on campus. I would be remiss if I didn't acknowledge my Customer Service Manager **Mark Leisz**. He has been a constant source of information and sincere support. His willingness to go out of his way to make sure I am clear in certain situations is overpowered only by his good-nature and positive, uplifting spirit in the office. He always seems to find a moment to ask if everything is okay, and if there is anything he can do to help. In this "hurry-up" world, I truly appreciate that. So, Mark — thank you for all that you do! — *Thamsyne Brown, Facilities Services*

