Account Services and Accounts Payable

Strengths:

- Resource for training/knowledge to other campus departments/colleges
- Pay the bills
- Financial integrity
  - Enforcers of financial policies/regulations
- Team players within own departments and other departments
- Positive attitudes
- High integrity

Strategies:

- Provide better training for campus community
- Better webpage – more details/current
- Continue to be approachable and open minded to others ideas/suggestions
- Continue to be more efficient
- Increase our knowledge/training
- Continue to be problem solvers with a smile

Contact: Trish Lush

Auditing Services

Strengths:

- Communication (Written Verbal Reporting Listening)
- Problem solving and recommendations
- Time management: multitasking/flexible/adaptive
- THE resource as it relates to compliance - laws and regulations; policies and procedures - federal (IRS), State, CSU, campus

Strategies:

- Increased visibility of Auditing Services
  - Meet with campus colleges/departments/programs
  - Presentations (BPRT)
- Training opportunities
  - Partner with ABA departments (A/P, Acctg, SFSC, and Procurement) they discuss plp; audit contributes re: controls & fraud. This will help to enhance positive image of audit dept.

Contact:
BAS: Reprographics, Mail Services, SPQI

**Strengths:**

- Flexible
- Professional
- Teamwork
- Pro-active
- Communicators
- Technically Proficient
- Encourage Success
- Committed
- Embrace Change
- Strong Support
- Essential Services
- Forward Looking
- Fiscally Responsible

**Strategies:**

- Build trust within departments
- Accept ownership of one’s position
- Consider/evaluating current business practices
- Consider new technologies continually
- Maximize current technology
- Test and implement new processes

**Contact:** Andrew Stiffler

Facilities Services Admin

**Strengths:**

- Pitch in when Needed
- Different Talents
- Customer Focused
- Professional
- Results Oriented
- Accommodating
- Patient

**Strategies:**

- Plant Sustainable Plants
- 4/10/40 Schedule Year Round
- Paperless Office
- More Community Events
  - Farmers Market
  - Pop Concerts

**Contact:** Bena Arao
Facilities Services Grounds/Custodial Services

**Strengths:**

- Many very good gardeners
- High visual impact
- Lots of experience
- Provide critical service

**Strategies:**

- Effective deployment of staff (avoid wasted time)
- Survey student/customer needs
- Visit other campuses to compare
- Employ work-orders to establish paper trail for those in need of motivation

**Contact:** Doug Edens

Facilities Services Movers

**Strengths:**

- Loyalty
- Work for each other
- Work well through change
- Hardworking
- Commitment
- Honesty

**Contact:** James Jackson

Facilities Services Plant Operations

**Strengths:**

- Experience & knowledge
- Teamwork
- Creative solutions to highly technical; problems
- Customer service
- Adapt to change
- Diverse group

**Strategies:**

- Communicate (social networks)
- Fundraising
- Buy-in from public
- Safety improvements (lighting)
- Improve traffic flow
- Improve pedestrian and bicycle pathways
- Utility GPS mapping

**Contact:** Jessica Suprenant
**Facilities Services Trades and HVAC**

**Strengths:**

- Individual drive
- Individual knowledge
- Collective cooperative teamwork
- Communicate positive results
- Support each other

**Strategies:**

- Hire experienced customer service phone operators
- More training and apprentices

**Contact:** Dwight Vannatter

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**Facilities Services Zone Management and Housing**

**Strengths:**

- Supportive
- Customer oriented
- Dedicated
- Intelligent
- Responds well to challenges

**Strategies:**

- Performance metrics
- Hire more people
- Promote wins
- Zone managers partner with different areas of Facilities Services
- More formal customer interaction

**Contact:** Daryn Ockey
Financial Services, Budget & Procurement

Strengths:

• Get work done
• Like to help others (BPRT)
• Ethical/fair
• Respond to deadlines
• Search for win-win solutions
• Organized
• Customer focus (approachable)
• Collaborate with other divisions
• Continuous improvement

Strategies:

• Standardization
• Reorganization
• Collaboration between families
• Fully embrace customer oriented culture (balance with compliance)
• Workflow (paperless)
• Review processes for improvement

Contact: Justine Heartt

Housing & Residential Life

Strengths:

• Work as a team
• Take care of buildings
• Communication
• Give good customer service, with a smile

Strategies:

• Good customer service

Contact: Gustavo Hernandez
Public Safety

**Strengths:**

- Connection with the community
- Professional
- Responsive
- Consistent
- Unified
- Empathetic
- Expedient
- Informative
- Adaptive
- Organized
- Reliable

**Strategies:**

- Improve communications/ENS
- Roadway improvement inner campus and perimeter road
- Light signage for public safety building
- High level of participation with campus committees

**Contact:** Mark Iwasa

Risk Management and Space Management

**Strengths:**

- Great listeners
- Task orientated
- Collaborative
- Communication: verbal and written
- Diverse views of campus
- Customer service
- Compliance

**Strategies:**

- Campus input surveys/public forums
- Team building opportunities
- Customer suggestion boxes/feedback (online or physical)
- More police officers on bikes
- More cameras on buildings
- Community involvement with campus design
- Advertisement of open space on campus to community
  - Local publications, hornet newspaper, web, facebook, etc.
- More use of social media tools
- Campus tours to general public

**Contact:** Camellia Sahm
Student Financial Services Center

Strengths:

• Teamwork
• Good customer service
• Good leadership
• Open communication
• Good problem solvers
• Family atmosphere
• Consistently reliable resource
• Revenue producing

Strategies:

• Intra-department teamwork
• Document work processes
• Cross-train

Contact: Candace Ensley

UTAPS

Strengths:

• Order
• Customer service
• Facilitating
• Fair and equitable
• Team players

Strategies:

• More entrances/exits
• VISA online
• Evening traffic directions
• Move permit machines
• Electronic signs
• No more waiting
• More hornet express routes
• Organized class locations
• Combine all student needs into one place
• Bicycle parking building with lockers showers
• Road cutouts for bus stops
• Bike lockers rent by hour
• Bring RT closer

Contact: Josh Neri
Vice President’s Office

**Strengths:**

- Ability to communicate VP’s message within division, across campus and to external community
- Not just “what” to say, but “how” to say it
- Provide clarity and focus to ABA families and units
- Knowledge of campus/division

**Strategies:**

- Explore going “green”
- Look at current policies/procedures – can we do it better?
- Explore streamlining processes

**Contact:**