



# ABA ADMINISTRATION & BUSINESS AFFAIRS FOCUS

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS

VOL.5 ISSUE 2 SPRING 2011



## BEHIND THE SCENES

In the world of cashiering, Sac State's Cashiering & Disbursements Center is unique. Aside from a clearly distinctive customer population (primarily University students, faculty and staff), the most notable factor that distinguishes the Center is the multitude and complexity of services provided, of which cashiering is just one. Accordingly, the individuals who work at the Center possess a sophisticated skill set beyond what is required of a typical cashier who simply accepts and receipts payments and manages a cash drawer.

The Center is staffed by an assistant director, an assistant supervisor, five financial representatives and the OneCard specialist, all of whom are fluent in accounting and a variety of technical and analytical functions. Together, they process the entire volume of the University's cash transactions.

It's hard to miss. Enclosed behind a glass wall just inside the entrance to Lassen Hall, the Center is the more visible half of the two adjoining offices that comprise the Student Financial Services Center (SFSC). University business services...[read more](#).

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## LEADERSHIP AWARDS

ABA's Leadership Peer awards represent valued staff and teams nominated by division managers. Managers also recognize their administrative peers across ABA. The 2010/11 Leadership

Peer award went to Linda Hafar, in recognition of her efforts to advance sustainable practices on campus. Team awards went to the...[read more](#).

## STAFF PEER AWARDS



*Norman Kwong*



*Debbie Smith*

The ABA Staff Peer Awards is a recognition program that allows ABA staff to recognize the work of their colleagues. This year, awards were presented at the spring ABA Staff Professionals...[read more](#).



## MESSAGE FROM THE VICE PRESIDENT

At the end of another academic and fiscal year, the state's economic condition remains uncertain. Despite this situation, we are well advised to

remain optimistic. System-wide leaders and others are involved in an ongoing campaign to advocate for favorable budget outcomes for the CSU. And, President Gonzalez recommends "that we prepare for the worst, but advocate for the best." In times like these...[read more](#).



## HORNET ATHLETICS WOMEN OF INFLUENCE

Sac State's Athletics Department

recognized ABA's own Gina Lombardo as part of their Women of Influence awards program. The program was created to show Hornet Athletics' appreciation for women on campus who have made a significant impact on the University and the lives of students and colleagues. Lois Mattice, Associate Athletic Director, presented Gina with the award and had the following to say...[read more](#)

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## STAFF SPOTLIGHT



In each edition of Staff Spotlight, the FOCUS Newsletter features ABA staff who work behind the scenes. This Staff Spotlight features Jayme Gutierrez, Administrative Support Assistant I for University Parking & Transportation Services. Jayme...[read more](#).

## GREEN NEWS



The Sacramento Municipal Utility District presented a \$75,572 award to Sacramento State in recognition of the energy efficiency of The WELL, the

University's new recreation and wellness center. The ceremony took place April 26, 2011 on the second floor of The WELL with University...[read more](#).



## TALENTS ABOUND IN ABA

In each issue of the FOCUS newsletter, we try to find unique ways to feature fellow ABA staff. In this issue, we reached out to multiple offices to find individuals with unique talents. From photographers to authors, ABA is made up of talented individuals who practice diligence and creativity in their professional and private lives. From the response we have received, it is obvious, that talent is abundant in ABA...[read more](#).



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## ABA AWARDS

### SPRING AWARDS SPOTLIGHT STAFF



*Excellence Award Nominees: Julie Carroll, Dominador Reculados, Peggy Patrick, Jason Johnston, nominee and award recipient Norman Kwong and Cacee Belton*

This year, ABA's staff professionals stepped up efforts to recognize their colleagues, with close to 50 nominations submitted for the Staff Peer awards, a 20 percent increase over 2010.

Awardees and nominees were honored at the ABA Staff Professionals meetings on May 9 and 10, to ensure that all division staff could participate in applauding award recipients.

Vice President Mike Lee presented awards to recipients recommended by a team of staff peers representing ABA's various families, some of whom received awards in 2010. The categories and this years' winners include:

- **Customer Service:** Debbie Smith, Accounts Payable
- **Excellence:** Norman Kwong, Budget Planning & Administration
- **Positive Attitude:** Jorge Chavez, Automotive Services
- **Problem Solver:** Brian Geimer, Reprographics
- **Professionalism:** Nancy McCarty, Accounting Services
- **Teamwork:** Jayme Gutierrez, University Transportation & Parking Services

To view the full list of nominees and award recipient photos, click [here](#)

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## LEADERSHIP AWARDS HONOR VALUED STAFF, TEAMS, MANAGER



ABA's Leadership Peer awards represent valued staff and teams nominated by division managers. Managers also recognize their administrative peers across ABA. The 2010/11 Leadership Peer award went to Linda Hafar (pictured top left), in recognition of her efforts to advance sustainable practices on campus. Team awards went to the Facilities Services Residence Hall custodial team, the Risk Management Safety Team, and the expanded Capital Planning Team, which includes UEI personnel and industry consultants. Valued Staff Awards went to Brian Sarantopoulos, Nooria Kakar, Thurman Watson, Fuyei Saecho, Thomas Moon (starting at top right, pictured above clockwise), and Dale Clack, Robert Daclan, Candace Ensley and Norman Kwong. To view all of this year's photos, click [here](#).

## AWARDS CELEBRATE EMPLOYEE MILESTONES



10 Year Award recipients Cacee Belton, Lori Phillips, Hulan Martin, Karen Massey



25 Year Award recipients Peggy Patrick, Priscilla Llamas-McKaughan, and Althea Spencer. Additional 25-year awards went to Francisco Ayran, Michael Gray, Richard Perry and Debbie Smith

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ABA recognizes employees with 10 or more years of service to the University at an annual division event. This year, awards were presented at the ABA Social on June 3. ABA presented service pins and awards to over 30 long-time employees. Thomas Palmiter and David Keyser reached major milestones, and were honored for 30 and 35 years of service, respectively. Other recipients represented 10, 15, 20, and 25 years of service to the Sacramento State. Those not pictured above include: 10 year award recipients, Lilian Batoon, Gregory Bolton, Michael Christensen, Feli Escobar, Carl Kimble, Gertrudes Lofing, Michael Mullen, Sara Niekamp, George Paine and Amy Trimmer; 15 year recipients, Suzanne Bracamonte-Iturriaga, Edna Chiu, Gina Curry, Linda Deegan, Peter Husman and James Oliver; 20 year recipients, Elena Larson, Robert Lobua, Joseph Reynolds and Larry Rich.

## IT'S TIME TO SAY "THANK YOU"

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It's year-end, the ideal time to say *thanks* to those who have helped and supported you throughout the year. The ABA [Thank-You Blog](#), accessible to all ABA staff members, is a great way to let everyone know about the teamwork that makes ABA such a great place to work. Using the Blog, you can post a quick and easy thank you message to the person of your choice. An alert will be sent by e-mail to the recipient. Don't let a good opportunity go to waste.

To learn more about the ABA recognition programs, visit the [ABA Recognition Program page](#).



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## ABA GREEN NEWS

### THE WELL RECEIVES GOLD CERTIFICATION FROM LEED

Sacramento State's recreation and wellness center, The WELL, has been awarded LEED Gold certification for achieving environmental goals such as energy efficiency and recycling.

LEED – Leadership in Energy and Environmental Design – is part of the non-profit U.S. Green Building Council and is the nation's preeminent program for the design, construction and operation of high-performance green buildings. Designations start at Certified and go up to Silver, Gold and Platinum.

The 151,000-square-foot WELL opened Sept. 2, 2010, and combines fitness offerings such as weight and cardio machines, basketball courts and rock climbing with a full-service health center in one comprehensive program.

The building incorporates a number of environmental and energy-saving elements in its design.

- The entrance atrium's 40-foot-wide skylight made of special materials regulates building temperature.
- The building's north-south orientation ensures the main entrances will not be exposed to direct sunlight.
- The green details in the terrazzo floor are from recycled glass bottles.
- Multiple windows and skylights eliminate the need for artificial lighting during the day.
- The primary ingredient in the gymnasium walls is sunflower seeds.

"Sacramento State students did a tremendous job working with the architects in designing The WELL to maximize its sustainability and energy efficiency," says University President Alexander Gonzalez. "Its features demonstrate that utility and efficiency can go hand-in-hand."

"We promised to create a campus-centered, sustainable facility and we have done just that," says Leslie Davis, executive director of The WELL and University Union. "It was the work of the entire team – students, staff, campus administration, architects, project managers – that contributed to this great achievement."

The WELL was designed by lead architect Hornberger + Worstell and associate architect Ellerbe Becket Inc. Construction manager at risk and general contractor was McCarthy Building Cos., and Tony Moayed Construction Services Inc. was the construction manager and inspector of record.



*The WELL - windows and skylights eliminate the need for artificial light.*

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"As the newest member of the LEED family of green buildings, Sacramento State's WELL is an important addition to the growing strength of the green building movement," says Rick Fedrizzi, president, CEO and founding chair, U.S Green Building Council.

## SMUD AWARDS SAC STATE FOR ENERGY SAVINGS



Sacramento State President Alexander Gonzalez receives a check from SMUD Board Chairperson Renée Taylor

The Sacramento Municipal Utility District presented a \$75,572 award to Sacramento State in recognition of the energy efficiency of The WELL, the University's new recreation and wellness center. The ceremony took place April 26 on the second floor of The WELL with University and SMUD officials attending.

SMUD participates in Savings by Design, a statewide program that rewards projects that exceed the state's energy standards. The WELL exceeded those standards by 20 percent, thanks to features such as natural lighting and fans that reduce the need for air conditioning.

"The WELL has been a resounding success for Sacramento State and the students who approved, funded and designed such a state-of-the-art facility," said University President Alexander Gonzalez. "It has also allowed our University to demonstrate that a functional, appealing building can be built without sacrificing the energy features that are so important to the health of our community and our planet."

The award will be used for future sustainability projects on campus.

## GREEN NEWS BLIPS

- SMUD recognized Sac State for completing an energy efficient lighting project in Solano Hall for which the campus will receive an incentive of \$15,000.
- Sac State was nominated for a SMUD Board Award for the energy efficient design of the American River Courtyard. The award will be presented on Thursday, July 15th at the SMUD Board meeting.
- The College of Natural Science and Math, working closely with ABA (Facilities Services) developed a National Science Foundation grant proposal and received an \$800K grant to upgrade the Center for Interdisciplinary Molecular Biology, Education, Research and Advancement (CIMERA).
- Sac State received Honorable Mention from Breathe California for accomplishments in the Clean Air publication distributed at the 34th annual luncheon on May 26.

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## ABA NEWS



Lois Mattice, Associate Athletic Director (right), presents Gina Lombardo, UTAPS (left), with the Athletics Department's Women of Influence award.

### HORNET ATHLETICS HONORS GINA LOMBARDO AS A WOMAN OF INFLUENCE

Sac State's Athletics Department recognized Gina Lombardo for their Women of Influence awards program. The program was created to show Hornet Athletics' appreciation for women on campus who have made a significant impact on the University and the lives of students and colleagues. Lois Mattice, Associate Athletic Director, presented Gina with the award and had the following to say:

*"Gina is likely one of the most dynamic and energetic people on the Sacramento State campus. She rolled onto campus in 2001, where she has held numerous positions, most recently as the director of the OneCard program. While overseeing OneCard she established the banking relationship between OneCard and Wells Fargo. Currently, she is beginning her tenure in the University Parking & Transportation Office.*

*In addition to her dedicated work, she devotes time to other activities on campus like the annual 5k run, Hornet Welcome Week, student orientation and the Construction Management Scholarship Program which she helped establish at Sac State. Prior to joining the Hornet family, the Florida native was a professional skater and competed in roller derby for the Florida 'Sun Dogs.'"*

**"Thanks for everything you do and have done to enrich the lives of young women at Sacramento State!"**

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## RETURN OF THE ABA SPEAKER SERIES

On May 13th, President Alexander Gonzalez and ABA's Vice President Mike Lee welcomed speaker Eric Stille, President and CEO of Nugget Markets, in the return of the ABA Speaker Series.

ABA first introduced a speaker program in the 1990s to promote the understanding of quality improvement concepts. The ABA Speaker Series was resumed by Vice President Lee as a way to promote staff development, knowledge sharing, and relationships with other organizations and businesses in the community.

An audience made up of ABA staff, as well as professors and business professionals, enjoyed a presentation on workplace culture. Mr. Stille spoke of "celebrating associates as the most important aspect" of his company. He also spoke of leadership, maintaining that "leadership is not a position or a job title, but an action."

Mr. Stille's presentation was well received, with many attendees looking forward to future ABA Speaker Series events planned for upcoming academic semesters.



*President and CEO of Nugget Markets, Eric Stille (left), shaking hands with Administration and Business Affairs VP Mike Lee (right).*

## TELLING TALES: ABA INNOVATION FEATURED IN REGIONAL NEWSLETTER

Dr. Mike Christensen, Associate VP of Risk Management Services, contributed an article to The Western Association of College and University Business Officers (WACUBO) Newsletter, published in Winter 2011.

In Tales from the Front, Mike discusses the work he and a student assistant - Carlos Romero, with the help of a three-member student team, performed over the course of nine months to develop the University's first Business Continuity Planner. The students were excited to work on such a project as it satisfied their senior project requirement for graduation.

The goal of the project was to develop "a Microsoft SQL (structured query language) database for storing continuity of operations planning information" and combine it "with a web interface for departmental user data entry." With its development, Mike and the students successfully addressed specific needs of the department to gather data from across the University about how units plan to resume operations during and following emergency events. Other universities and state organizations have obtained free copies of the software to meet their own operational needs, a good measure of product quality and usefulness.

The successful completion of the project came in large part because the Risk Management Services Department could not afford similar third party software. Such creativity, ingenuity, and hard work show what can be accomplished even during tight financial times. To read the article in its entirety, view the PDF [here](#).

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## ABA SUPPORTS CAMPUS COMMUNITY SERVICE EFFORTS

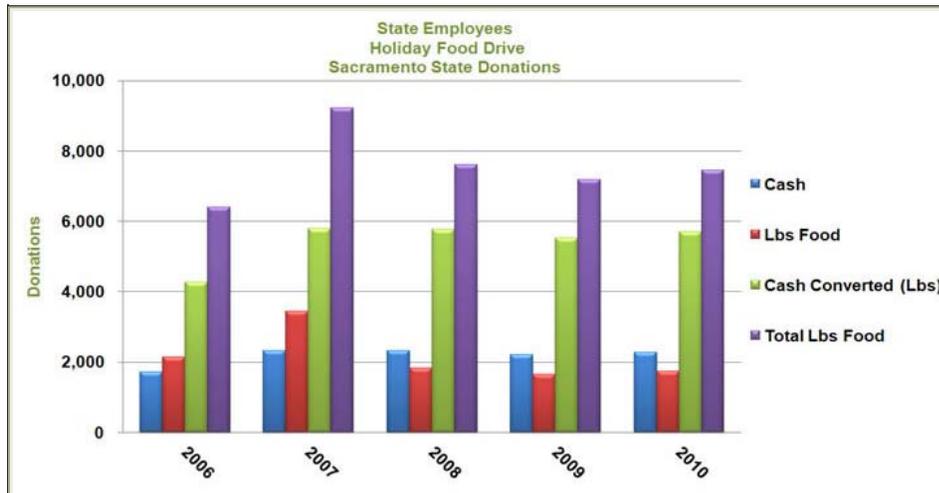


Ronald White, Parking Field Supervisor and Nathan McQueen, Parking Officer, are shown collecting canned goods during the food drive.

Every year, for 36 years running, Sacramento State has engaged in a campus-wide effort to help replenish area food closets. Through coordination and support provided by University Transportation and Parking Services (UTAPS), the campus donates thousands of pounds of food through the State Employees Food Drive each year. Donations received help go towards needy families and individuals.

Results for the 2010 holiday season, made available this spring, show an increase in donations of close to 300 pounds over the previous year. The amount was derived by converting cash contributions (\$2,280) to pounds and adding that to the total count for canned and dry food.

UTAPS Senior Director Nancy Fox coordinates the effort to place bins in strategic locations throughout the campus, which UTAPS employees pick-up, store and deliver. It is indicative of the caring Sac State community, which includes staff, faculty and students, as well as members of our neighborhood community, that donations have increased despite the still tough economic conditions.



## SHARING BEST PRACTICES: ABA SAFETY EXPERTS TAKE PART IN WEBINAR

Dennis Franzen and Daryn Ockey, Facilities Services and Bernie Tano, Risk Management Services, participated as panel members in a discussion presented by the CSU-SETC Joint Health and Safety Committee. SETC is the State Employees Trades Council, or the CSU's collective bargaining representative for professionals working in the trades.

The panel discussion, "Ask a CSU Safety Expert: Strains, Sprains and CSU Best Practices," was broadcast live by webcast to participating campuses. Topics of discussion were:

- Recap of Work Related Injuries and Illness – How Do We Measure Up?
- CSU, Northridge's (CSUN) Wellness Program Overview
- Specific Stretches for Folks Who Lift, Push and Pull
- Sac State's Experience using the CSUN Model

Sacramento State's presentation focused on the campus Safety Program's stretching component, which was updated using a modification of CSU, Northridge's model. Former Building Service Engineer and Safety Committee Member Bob Gardner, who passed away in December, was a key player in the project. Development of the new program began with an assessment, followed by an action plan. The program is distinguished by the partnership of the University's Physical Therapy Program in its development and is

notable for the involvement of employees. Campus Moving Services took it upon themselves to design their own stretching manual that is used by others across the Facilities Services Department.

The idea behind the webinar was to provide an opportunity for campuses to share best practices. The effort demonstrates the collaboration among CSU unions, management and safety professionals. The group hopes to continue using technology to save travel costs. The webinar is posted for viewing on the Chancellor's Office website - <http://centralstationu.calstate.edu/healthsafety/training/>.



## ABA COOKS: RECIPE FOR SUCCESS



*Ryan Artis prepares a classic French dish*

For the French, food is serious business – and a classic way of bringing people together. That's why Nancy Fox, senior director of University Parking and Transportation Services (UTAPS), proposed an evening out – with a French twist. At her suggestion, a group of ABA colleagues and friends converged on Café Rolle, the neighborhood French eatery, to enjoy a Saturday evening meal together in March. The twist was that they would prepare it themselves. With coaching, of course, from the restaurant's experts in French cuisine, they teamed up to cook a beef burgundy, with potatoes dauphine, followed by a dessert of creme brulee.

Gina Lombardo, UTAPS director, says she is decidedly not a cook, but she can't wait to go back, "because it wasn't just about cooking." It was team building at its best. "The meal and the entertainment were fabulous." It was also a way to get to know colleagues in a different setting, and to become better acquainted with their spouses.

Gina Lombardo was joined by Ryan Artis, Ryan's wife Melissa, Michael Kalstein and Mike's wife Madeline. Owner and Chef William Rolle, has also been featured on Diners, Drive-ins and Dives.

## COLLEAGUES REMEMBER BOB GARDNER

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Sac State lost long-time employee Bob Gardner, who passed away in December after a year-long struggle with a severe illness. A 16-year staff member of Facilities Services, Bob worked in the Central Plant, Engineering Services. His interest in safety practices inspired Bob to lead workplace safety activities and participate as an active member of the Facilities Services Safety Committee.

Bob demonstrated a continuous motivation to learn new things, make customers happy and do whatever he could to help improve processes. His periodic contributions to *The Pipeline*, Facilities Services' newsletter, revealed his enjoyment for work, his sharp sense of humor and a penchant for writing.

In his personal life, Bob was an avid movie fan. He enjoyed discussing the latest releases and the classics, and he had an encyclopedic knowledge of everything Hollywood. Bob's open, helpful and friendly personality had a big impact on coworkers and customers. Bob will be remembered as a treasured friend and colleague.



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## BEHIND THE SCENES



*Seated: L-R, Krista Valledor, Suzanne Flores. Standing: L-R, SFSC Asst. Supervisor Dawn Cooper, Christina Day, Amy Trimmer, SFSC Asst. Director Caryl Vickers- Harper. Missing from this photo: Kenya Capers, Nadine Nakata*

### CASHERING & DISBURSEMENTS CENTER

In the world of cashiering, Sac State's Cashiering & Disbursements Center is unique. Aside from a clearly distinctive customer population (primarily University students, faculty and staff), the most notable factor that distinguishes the Center is the multitude and complexity of services provided, of which cashiering is just one. Accordingly, the individuals who work at the Center possess a sophisticated skill set beyond what is required of a typical cashier who simply accepts and receipts payments and manages a cash drawer.

The Center is staffed by an assistant director, an assistant supervisor, five financial representatives and the OneCard specialist, all of whom are fluent in accounting and a variety of technical and analytical functions. Together, they process the entire volume of the University's cash transactions.

It's hard to miss. Enclosed behind a glass wall just inside the entrance to Lassen Hall, the Center is the more visible half of the two adjoining offices that comprise the Student Financial Services Center (SFSC). University business services provided at the Center are diverse and include: collections for an assortment of fees and services; disbursement of staff payroll, student financial aid, travel advances and miscellaneous payments and reimbursements; and cash reconciliations for satellite cash collection sites, including the Student Health Center, the College of Continuing Education, Parking and Athletics.

Every staffer is required to maintain currency in a sea of continually changing policies, procedures and deadlines, and know how to apply them. With high-level authority to access student records, each staff member must also have a working knowledge of FERPA (Family Educational Rights and Privacy Act) regulations and understand their role as stewards of the public trust. Each must also master five separate

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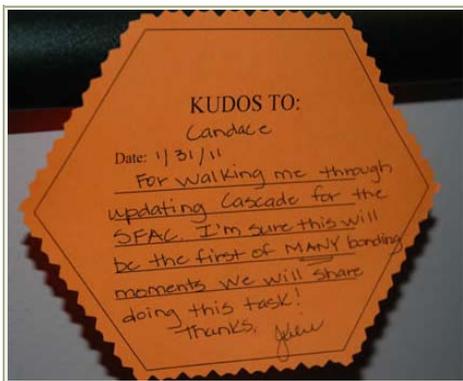
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automated technology systems, including the Common Financial Systems (CFS) *student* and *financial* modules, CashNet, Blackboard and T2, the University's online parking system. Most importantly, each must understand the University's organizational structure to help students and other constituents effectively navigate its complexity.

Behind the scenes, the entire SFSC staff works hard to build a cohesive team, where everyone is valued for her contributions. Cashiering & Disbursements adjoins an office of SFSC cohorts who provide collections, refunds and billing services. Together, they form a team representing five generations, where long-term employees provide continuity, newer hires bring new perspectives, and support for one another is customary. SFSC reinforces its high-energy, supportive environment through team-building activities (*de rigueur* at staff meetings), team lunches twice a semester, and a bulletin board displaying "kudos" to publicly recognize team work.

In fact, the successful merger of OneCard Services with SFSC, a significant operational change beginning in fall 2010, can be attributed to high levels of staff professionalism and a positive approach to change. The relocation of the two-person OneCard staff to the Lassen Hall location resulted in the integration of staff and operations, more available space for campus use, expanded coverage options and, most importantly, simplified access to services for students.

Because the Center is often a student's first point of contact with the University, the staff takes their roles as University ambassadors seriously. For them, creating a welcoming environment is essential. They are trained to provide a "one stop" experience, providing accurate information about a variety of University services, which often requires research to guide customers through the proper channels. Maintaining this high level of service requires not just a commitment on the part of employees, but continual training, cross-training, and effective communications, both internally and externally. Because of the high volume of traffic on any given day, they are empowered to make decisions on the spot. And though each employee has her own unique specialty, cross-training ensures that the Center has the capacity to provide a comprehensive set of services at any time.



A particular point of pride for the Center is the excellent rapport they have built with campus partners, most notably Student Affairs. These collaborative relationships have produced an ability to respond more effectively to change and have paved the way for many process improvements that benefit students. For example, last year, the Center partnered with Student Affairs to alter enrollment practices as a way to increase class availability for waiting students. In addition, a new process has evolved whereby an ad-hoc team of colleagues from across the ABA division assists the Center during the first two weeks of each semester, staffing a nearby information table to help students and minimize wait times.

Despite the budgetary challenges that economic conditions continue to bring to the campus, the Cashiering & Disbursements Center remains committed to its goal of providing first-class services to students and the campus community.



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## MESSAGE FROM THE VICE PRESIDENT



*Ming-Tung "Mike" Lee  
Vice President and CFO (Interim)*

At the end of another academic and fiscal year, the state's economic condition remains uncertain. Despite this situation, we are well advised to remain optimistic. System-wide leaders and others are involved in an ongoing campaign to advocate for favorable budget outcomes for the CSU. And, President Gonzalez recommends "that we prepare for the worst but advocate for the best."

In times like these, our only option is to view difficulties as "opportunities for improvement." This perspective can help us move forward, survive and hopefully thrive. In ABA, I want to focus on those things we can do to strengthen the organization with limited financial resources.

Maintaining an attitude of service and a climate of respect and community costs nothing, but it can help us, even in the most difficult of times. How we treat those we serve can have an enormous impact. A nurturing environment for students can mean the difference between success and failure. An

understanding and helpful approach with faculty, student and community customers can diminish frustration with our regulatory constraints and staffing shortages. Moreover, how we treat our workplace colleagues will create the climate in which we live much of our day-to-day lives. Working together, we can produce an environment where challenges can be overcome through dedication to teamwork and success.

"Fostering Community at Sacramento State," the University Convocation held earlier this semester, is a good example of an "all campus" effort with similar aims. I hope you had an opportunity to attend, but if you did not, there will be occasions for participation in the future. Recommendations included engaging faculty, staff and students, promoting civil conduct, and continuing campus-wide dialogues through themed events. More details of the Convocation Committee's report are available [here](#).

Over the years, ABA has developed a strong culture of engagement which will help to us navigate through the coming year. This positive attitude and a focus on essential services, financial stability and a commitment to safety and compliance, will be the key to our continuing success.

*Mike Lee  
Vice President and CFO (Interim)*

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ABA ADMINISTRATION & BUSINESS AFFAIRS  
**FOCUS**

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS

VOL.5 ISSUE 2 SPRING 2011

## NEW FACES

ABA welcomes the following new employees to the division. Some of them are new to the campus, while others are Alumni, or hail from other university offices. These new hires fill critical positions, many of which were vacated through resignations or retirements.



**Christina Day**  
*Accounting Technician II,  
Financial Services*



**Kimberly Donaville**  
*Administrative Support  
Coordinator II, Administrative  
Operations*



**Lauren Garrett**  
*Accounting Technician III,  
Budget Planning & Administration*



**Janelle Hacker**  
*Dispatcher, Public Safety*



**Edelsa Reyes**  
*Customer Service Associate,  
Risk Management Services*



**Frank Iturbide**  
*Parking Officer I, University  
Transportation and Parking  
Services*

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**Andrew Stiffler**  
*Administrative Analyst/Specialist, Business & Administrative Services*



**Chris Wessendorf**  
*Buyer II, Financial Services*



**Janie Xiong**  
*Management Analyst, Risk Management Services*

## FAREWELLS

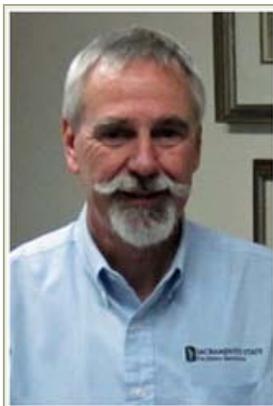
ABA says farewell to the following retirees, who represent many years of institutional knowledge lost. ABA would like to acknowledge the work of these dedicated employees and wish them well in their retirement.



**Joseph Green**  
*Lieutenant, Public Safety*



**Annette Karle**  
*Administrative Analyst/Specialist, Business & Administrative Services*



**Robin Lovering**  
*Manager, Project Design & Development, Facilities Services*



**George Paine III**  
*Storekeeper, Facilities Services*



**Mario Ruiz**  
*Associate Vice President (Interim), Facilities Services*

### ABA FOCUS

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California State University, Sacramento

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**VICE PRESIDENT AND CFO (Interim)**  
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The following retirees are not pictured, but we wish them well in their retirement:

- Michael Mullin, Plumber, Facilities Services
- Tomas Raczkowski, Building Trades, Facilities Services
- Edgar Sagun, Custodian, Facilities Services
- David Keyser, Groundswoker, Facilities Services



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## STAFF SPOTLIGHT



**Jayme Gutierrez**  
*Administrative Support  
Assistant I, UTAPS*

In this edition of **Staff Spotlight**, the **ABA FOCUS** Newsletter features **Jayme Gutierrez, Administrative Support Assistant I**.

**Jayme works in University Parking & Transportation Services, commonly known as UTAPS. The Staff Spotlight will continue to introduce readers to employees across the large and diverse ABA division in every issue.**

**How long have you been with Sac State?** Since January 2005.

**Describe your job?** My daily duties consist of selling parking permits, answering phones, assisting customers in appealing parking citations and providing directions to events around the campus community.

**Who are your primary customers?** Mostly students, faculty and staff. We have outside vendors and guests that come to our office as well.

**Why would I call you?** For parking information, and help regarding citations, appeals and permits.

**What do you like best about your job?** The students, of course! And the UTAPS team!

**What is a favorite work memory?** The excitement of moving to our new office in Folsom Hall. Our office is bigger, and many changes have been made to improve our services.

**What have you learned while working here?** How to provide quality customer service to a diverse community.

**What makes Sac State different from other places?** Sac State students have incredible school spirit and pride, which makes it a fun place to work.

**How do people contact you?** Come to the UTAPS Office located in Folsom Hall. Visit our website [www.csus.edu/utaps](http://www.csus.edu/utaps), or call 278-PARK.

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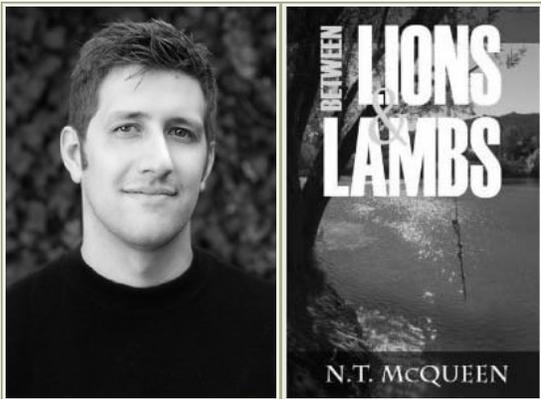
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## TALENTS ABOUND IN ABA

In each issue of the FOCUS newsletter, we try to find unique ways to feature fellow ABA staff. In this issue, we reached out to multiple offices to find individuals with unique talents. From photographers to authors, ABA is made up of talented individuals who practice diligence and creativity in their professional and private lives. Speak up! What is your talent?

**QUESTION:** How did you become interested in writing?



Talent: Author of "Between Lions & Lambs"

**N.T. McQueen, Parking Officer,  
University Parking & Transportation  
Services (UTAPS)**

"I've always enjoyed stories, whether they were from books or movies, or simply someone narrating, especially fiction. Throughout college, I read different books and figured it would be worth a shot to attempt some short stories. I had family and friends read them and they loved them so I just kept at it. Then, the question of whether I could write a coherent and interesting novel came up. Turns out I could, for the most part."

"Writing is cathartic, plus it gives me something to do on my breaks."

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## QUESTION: Why did you become interested in Women's College Basketball?



*Talent: Assistant Coach of Women's  
Community College Basketball in Rocklin*

### **Christina Day, Financial Services Representative, Student Financial Services Center**

"I played for Sierra from 2003 to 2005 and became extremely inspired by the program, the coaching staff, and the school itself. They did such a wonderful job of getting me through the community college system and successfully moving me on to the university level."

"Coaching allows me to give back to a program that gave so much to me. I am constantly learning new things and always adjusting certain techniques so that I can give the kids as good an experience as I had."

## QUESTION: When did you discover your love for photography?



*Talent: Photographer, Artist*

### **Tiffanni Clark, Administrative Support Assistant II, UTAPS**

"I was exposed to photography as a child so it was a natural progression as I got older."

"I have had an affinity for art since I was a child, but realized early on that I couldn't draw, paint, or sculpt. With photography, I could visually steal that which was in front of me instead of attempting to draw it poorly."

**QUESTION:** When did you become interested in Polynesian Dance?



**Talent:** *Costume Committee Lead for Polynesian Dance Group*

**Bernadette Tano, Industrial Hygienist, Risk Management Services**

"My daughter joined this group when she was around 12 years old, and I realized she was turning into a teenager and probably would not want to be around me as much. I made an effort to find a common interest and we became active in the hui (group). It turns out she dances well and I'm one of the few moms who can sew complicated dresses."

"Hard work pays off; I feel tremendous joy watching our hui perform, considering the numerous hours and stress that comes with preparing for a performance."

**QUESTION:** When did you develop your joy for photography ?



**Talent:** *Photographer, Artist*

**Dennis Frazen, Electrician, Facilities Services**

"I started taking pictures back in high school when my father gave me his old German made 35mm Braun camera. Living in San Diego, my pictures were sunsets, beaches, surfers, and anything landscape."

"With today's technology in camera design and photo manipulation software, photography has become a whole lot simpler. Now anyone in the world can be creative."





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## TIPS FOR SUCCESS

### RECORDS MATTER

Records are an essential business tool. If handled properly, they can help you be effective in your job. If managed improperly or not at all, you may lose access to important information you need to do your job. Records can document compliance and important actions taken or decisions made. Moreover, in most agencies, they can be subject to legal requirements.

At Sacramento State, records matter, and that is why policies exist to manage them. The University Records Management Policy governs standards for retaining and managing both paper files and electronic media. All employees are responsible for following these policies covering records retrieval, retention, recovery and reduction.

According to University Records Management Coordinator Kem Gravenberg, good records management has many benefits:

- Data integrity
- Data accessibility
- Compliance
- Cost reduction
- Elimination of clutter

Kem offers these tips for managing records effectively.

- File in an orderly, intelligible and systematic fashion (records are of no use unless you can retrieve them when you need them).
- Eliminate working versions and drafts when final versions are complete.
- Move records to departmental or centralized files when you're finished using them.
- Re-file current working papers to clear your work space.
- Prevent unauthorized access to sensitive information by locking up paper files and following computer security guidelines.
- Records should be reviewed at periodic intervals to determine appropriate disposition – destruction, erasure or continued retention.

You can find comprehensive information about how to manage and dispose of University records on the University Records Management website at <http://www.csus.edu/aba/records-management/>.

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