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# FOCUS

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS  
VOL. 11 | ISSUE 1 | FALL 2017

## Behind the Scenes - Exceeding Expectations of Small Businesses and Disabled Veterans Business Enterprises



According to the California Department of General Services (DGS), there are approximately 19,945 certified Small Businesses and 1,913 Disabled Veteran Businesses in the state of California. But did you know, that Sac State is a leader in sponsoring these businesses?

During the 2001-2002 state legislative sessions, SB 1045 was passed and signed into law, which...[read more](#).

### Message from the VP



Dear ABA Staff Professional,

It has been a whirlwind of a fall semester, and I know many in ABA are looking forward to a well-deserved holiday break. This is the time of year when we celebrate family, both at home, and here at Sacramento State.

It is also a time when we are thankful for the opportunities we have, and for our relationships with others. [Read more](#).

### ABA News



Earlier this year, Reprographis Services partnered with the Roberts Family Development Center (RFDC) on a project that touched the lives of over 600 students. The project: a collaborative scholar works booklet, containing information about the RFDC's Freedom Summer program...[read more](#).

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California State University,  
Sacramento

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Robert S. Nelsen

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Green News



The Bioconversion and Agricultural Collaborative (BAC) Yard is a new facility here at Sac State that is dedicated to helping our University "close the loop" and turning portions of our campus' waste into gold! [Read more.](#)

Staff Spotlight



In each issue, the FOCUS Newsletter spotlights an ABA staff member, or members, whose work deserves mention. In this edition, we focus on the Zone Management Program, which includes four staffers who help oversee the entire campus. They have provided answers to the following questions

as a group. [Read more.](#)

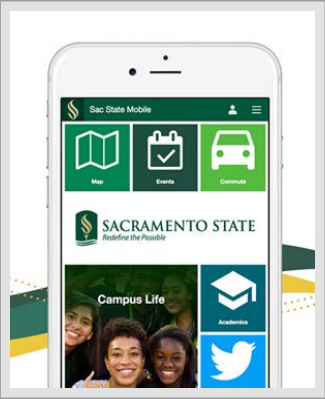
Awards & Recognition



The relaunch of the ABA Appreciation Blog thus far has been great! We have seen an increase in traffic and heard some great interactions between staff. Please keep using the tool and encourage your team members to do the same.

At the All Staff Professional Meeting in November, we conducted our first raffle...[read more.](#)

Tech Tips



Did you know there is a Sac State app for your smartphone? Did you know it could help you find your next parking spot?

Relaunched with new technology in spring 2014, the Sac State app quickly became one of the must-have additions to every faculty, staff, student, and visitor of Sacramento State. [Read more.](#)



Season of Giving

With the holidays just around the corner, many charities ramp up their campaigns in a hope to receive donations, and this year is no different. ABA has involved itself in multiple campaigns this year, as the giving spirit is hard to resist!

On November 28, Sacramento State held its annual "Giving Tuesday" event, sponsored by the Sacramento State Alumni Association. As their website states...[read more.](#)





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ABA NEWS



Reprographics Teams Up with Roberts Family Development Center

Earlier this year, Reprographics Services partnered with the Roberts Family Development Center (RFDC) on a project that touched the lives of over 600 students. The project: a collaborative scholar works booklet, containing information about the RFDC’s Freedom Summer program, as well as dozens of pieces of literature and art produced by students.

As their mission statement states: “The Roberts Family Development Center provides services with a holistic approach focusing on early childhood and parent education, economic empowerment, and technology literacy.” To help deliver on these promises, Daryl Roberts, Co-Founder of

the RFDC, reached out to Sacramento State early on. Mr. Roberts contacted President Nelsen because many of the employees and volunteers of the RFDC are students and alumni of Sacramento State. Their goal was to produce something tangible for the students of their summer program to share with their friends and family.

That goal lead to the involvement of Reprographics Services. Laura Lockett, director of Reprographics and Mail Services, took on the project after seeing that the RFDC “creates a nurturing environment.” To help with this project, Ms. Lockett tapped several former Sac State design students. She provided the RFDC portfolios from several students to choose a style that matched theirs; they found one in Dawn Palmer who designed the booklet.



The booklet created spans four different schools, including the Martin Luther King Jr. Technology Academy, Leataata Floyd Elementary, H. Allen Hight Elementary, and Bell Avenue Elementary. Each booklet contains a collection of works, with topics based on prompts and commentary from student leaders of the RFDC. In total, 850 booklets were created, one for each student, as well as additional copies for RFDC staff, and Reprographics Services.

Celebrating the RFDC Freedom Sumer 2017 program, the booklets meant a lot to students, staff and volunteers alike. “It was like a yearbook of their summer program,” said Lockett. This culminated in a recognition event held on October 28 of this year, which President Nelsen attended. “The president is supportive of children understanding that with hard work anything is possible and to always chase your dreams,” concluded Ms. Lockett.



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## New Employee Onboarding Program

Some of you might be familiar with a new program SPQI has been working on all year. As of August, SPQI was able to launch a dynamic program for new, permanent staff members in ABA, called the ABA New Employee Onboarding Program.

Onboarding is really about the experience a new employee goes through in their first 12 months on the job. It is how their team welcomes them, how prepared the team is to train the new employee and how well the employee acculturates to the campus. Many will say that it takes at least a year for a new employee to feel “comfortable” in their new position.

What this program hopes to do is give the new employee more tools to be successful and hopefully make that transition to feeling “comfortable” easier and faster. Here are some interesting components of the program:



1. New employees will receive a welcome toolkit with a welcome card with a Sac State Swag Bag
2. New employees will be connected with a seasoned ABA employee, a sponsor, who will help guide them through the process of being in the ABA family
3. New employees will be offered resources like a monthly meet and greet with other new employees, as well as an opportunity to participate in a walking campus tour through the Welcome Center

If you are either a new employee who would like to connect or a seasoned employee who is interested in being a sponsor, please contact the SPQI Office at 8-7460 or come visit us at Sacramento Hall, 267.



## ABA Frights in Halloween Contests

Ghouls and goblins could be spotted all around campus this past Halloween, and to celebrate the holiday known for tricks and treats, many in ABA participated in Halloween contests. Conducted by University Staff Assembly, the contest sought to award members with the best overall costume, as well as best small office decorations, large office decorations, and best office combined costume and decorations.

Congratulations to the winner of the best overall costume, awarded to ABA's own Raymond Keck, from Facilities Management. His costume, depicting the 80s hit Ghostbusters, even included his car, fashioned with Ghostbusters-specific decorations.

“I’ve had a Ghostbuster costume, which I made myself, for a few years but had never entered a contest with it, so thought ‘what the hell?’” said Mr. Keck. He explained how Halloween is a major event for his family: “I’m probably biased but Halloween has always been a favorite of mine. My family is ‘that house’ in our neighborhood of Davis, and we spend days decorating.” Runner up in the overall costume category also hailed from Facilities Management: Joey Martinez for his Sarah Huckabee-Sanders costume.



Many ABA employees participated this year, understanding the fun to be had. “Ours is a smaller office without direct student interaction. Nevertheless, we still participate for the fun of it,” said Budget Analyst Norman Kwong. Some people think fun is restricted to hours after work, but life is too short for that.”





Mr. Kwong’s office, Budget Planning & Administration, also participated in the small office decorations contest. That award was given to Reprographics & Mail Services for their “Spider Invasion” theme.

Another office that participates every year is the Bursar’s Office. Either with themed costumes, office decorations, or

both, the Bursar’s Office always goes all out. “It’s a tradition, said Associate Bursar, Nicole Rogers. “Our office has participated for as long as we can remember.” This year, they won best office costume with their “villains” theme.

Congrats to all of the participants this year! ABA nearly ran the table!



### ABA Gives During Annual Charitable Campaign

Cheers to ABA for the generous response to the California State Employees Giving at Work “Our Promise” Charitable Campaign! A call for donation was put out to ABA for “Stingers Up and Wallets Open” and the responses were great! Sacramento State was the highest giving campus in the CSU System in 2016 at \$67 thousand The second was San Diego State at \$34 thousand in 2016.

University Enterprises, Inc. was the campus division responsible for the organization of the 2017 Our Promise Campaign. The Campaign ran from September 1 to September 30 on campus; and, statewide through October 31, 2017. They are still pending the final data to see if the campus met President Nelsen’s desired campus goal of a 10% increase in donations in 2017.



There are a multitude of organizations and agencies to donate to. ABA was awesome in supporting so many worthy non-profit organizations in and around our community and within the entire State of California. The photo below shows some of the selected agencies that we contributed our hard-earned dollars to help others and be part of a collective, giving campaign that is bigger than us!



### MLK Statue

In October, Sacramento State hosted a 50th Anniversary event commemorating Dr. Martin Luther King Jr.'s visit to Sacramento State in 1967. President Nelsen led students, faculty, staff, as well as Sacramento Mayor Darrell Steinberg and Sacramento City Councilman Eric Guerra in a Unity march that ended at a commemorative plaque and tree that had been installed by ABA's Facilities Management.

The plaque near the tree reads: "...this tree symbolizes our institutional commitment to creating avenues of understanding, equity, and inclusion. With our diverse strengths as a University, we embrace the ideas of belonging and equality for all through acts of social justice and expressions of empathy."

Zone Manager Kimberly Donaville-Davis provided insight on the undertaking of this commemorative project: "The installation of the memorial plaque by our Multicraft department took a bit of intricate planning and coordination on all our behalf. The plaque itself was procured by Student Affairs as a custom order and the arrival date cut extremely close to the celebration. We were able to compensate by being flexible and planning around its arrival for fabrication of the concrete monument and installation of the memorial at the Broad Fieldhouse."

The tree near the plaque, a dogwood tree, was hand selected from a local nursery by Grounds Management, and is estimated to grow 20-30 feet tall.

Planning for this event, as well as the installation of the plaque and tree took committee planning. "I joined the MLK Celebration Planning Committee and attended weekly meetings to ease the process of coordinating facilities functions with the group," said Ms. Donaville-Davis. "Most importantly, I worked closely within Facilities Management to summon the help of our Grounds, Multicraft, and Sign Shops, who in turn made everything facilities-related happen in a timely manner."

A job well done by all in Facilities Management! The plaque, tree, and memory of Dr. Martin Luther King Jr.'s visit will live on for another 50 years!



## Facilities Management Improves Athletic Facilities

In October, construction began on a new project to bring concessions and permanent bathroom facilities to the soccer and softball fields on campus. These new facilities will replace existing portable bathroom stalls as well as a secure storage space for the Sacramento State Softball team, including gear and concessions.



“Permanent restrooms provide a clean, secure facility with sinks and hand dryers,” said Administrative Analyst/Specialist, T.J. Moon from Facilities Management. “And the concession stand will have the capability of providing more choices for the patrons.”

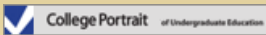
While the project is slated to finish in February, depending on weather, it provides much needed facilities to the area. The new concession building will be multi-use as well. “The building will provide a central hub for telecom for the possibility to provide Wi-Fi in the future. Live

game streaming will now be available,” added Mr. Moon .



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ABA AWARDS & RECOGNITION

ABA Appreciation Blog Makes a Splash



The relaunch of the ABA Appreciation Blog thus far has been great! We have seen an increase in traffic and heard some great interactions between staff. Please keep using the tool and encourage your team members to do the same.

At the All Staff Professional Meeting in November, we conducted our first raffle with the names of those appreciated through the third quarter. Norman Kwong from Budget Planning & Administration was the lucky winner. For his prize, he chose to have lunch with SPQI. We enjoyed great food and quality time getting to know each other better. It was truly a fun experience.

We will conduct the raffle quarterly and each winner will get to choose from one of the following prizes:

- 1. Lunch at your favorite local restaurant with SPQI
- 2. Sac State swag bag
- 3. Gift certificate to one of the following locations: Amazon, Home Depot or Target

As a reminder, this blog is meant as a way for staff to recognize employees for their outstanding contributions, teamwork, or other noteworthy effort. Whether a colleague helped you with a difficult project, or just made your day more positive, the ABA Appreciation Blog is a great way to let those employees know that you appreciate their efforts.

Your kind words spread far! Every submission to the Appreciation Blog is forwarded to the recipient to let them know how much they are appreciated. Visit the [ABA Appreciation Blog](#)!



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## Facilities Management Recognizes Employees of the Month

### August 2017 - Colleen Mesa

"Colleen has quickly become a valuable part of the Facilities Management Family. She started at the front desk during the first week of the Spring semester and had to hit the ground running. We ask a lot from our customer service staff and Colleen is never phased. She always rises to the challenges. She is always helpful and very friendly, is focused on figuring out solutions to problems, and is determined to deliver quality customer service."



### September 2017 - Nat Bailey

"With the hot days of summer, being out in the sun for most of the day can be tough. Nat Bailey has shown that he is tough. He laughs in the face of oppressive heat and says bring it on! He continues to show a genuine desire to help keep the campus looking good and is always willing to help anyone out when needed. He has such a positive demeanor that if you're ever feeling a little down and want to brighten up your day, just talk to Nat!"

### October 2017 - Hernando Esteban

"The following comment came from a student who resides in Riverside Hall, regarding Hernando's Esteban's work ethic:

I am a EEE student at Sac State and spend a lot of time in Riverside Hall. Just wanted to say that I think your custodial services crew in this building do a great job, especially considering the increase in traffic with all of the construction going on. I spend a lot of late nights here and usually arrive early in the morning. The hallways and bathrooms are always immaculate when I arrive and when I leave in the evenings. Thank you."

### November 2017 - Ely Yasay

"Ely arrives to work very early each day, and he works hard from the beginning of his shift until the end. Ely is one team member who works hard to increase the amount of waste we recycle and decrease our waste stream. Without Ely, we would likely not meet many waste reduction goals that make our campus the best at sustainability."



## Police Department Recognizes Employees and Students



### Employee of the Quarter, 4th Quarter 2017 - Nathan Rice

"Officer Nathan Rice is the department's Community Outreach Officer and Residence Hall Liason Officer. He has been extremely active establishing great relationships with the staff at Student Housing and various student advocacy groups such as PRIDE, CAMP, and the University's Multi-Cultural Center. Through these relationships, Officer Rice acts as a conduit to provide public safety information and resources to the campus community. Officer Rice continually monitor evolving events on campus and provide management staff his input on relevant risk posed by the events. Officer Rice's contribution to the safety of the campus community cannot be overstated."

Student of the Quarter, 4th Quarter 2017 - Kyle Wiegman

"CSO Corporal Kyle Wiegman is a hardworking and dedicated student-employee. Recently, he assisted in the planning and coordination of the CSO bike training Course. He is always on alert for criminal elements whether he is on or off duty. While on duty Kyle is always on the lookout for people who are violating the campus's scavenging policy or for people who pose a threat to the safety of campus life. He is able to assist officers when needed without being prompted. Kyle also stepped up and helped train the new CSOs while fulfilling his patrol responsibilities and working the orientation table. His contribution and commitment to the CSO program makes him a worthy recipient of the Student of the Quarter honor."



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BEHIND THE SCENES



Behind the Scenes - Exceeding Expectations of Small Businesses and Disabled Veterans Business Enterprises

According to the California Department of General Services (DGS), there are approximately 19,945 certified Small Businesses and 1,913 Disabled Veteran Businesses in the state of California. But did you know, that Sac State is a leader in sponsoring these businesses?

During the 2001-2002 state legislative sessions, SB 1045 was passed and signed into law, which "requires state agencies to submit annual DVBE contract and procurement activity reports to the Governor & Legislature." Additionally, the state established requirements that a certain percentage of all expenditures must come from SB or DVBE sources, those being 25% and 3% annually, respectively.

How does Sacramento State meet these requirements?

For one, it takes the hard work from the staff of Procurement & Contract Services to consistently find and recommend SB/DVBEs to potential Sacramento State clients. The chart below has a breakdown of the last three fiscal years:

| FISCAL YEAR | TOTAL CONTRACT | SM/MB TOTAL \$ | SB/MB TOTAL % | DVBE TOTAL \$ | DVBE TOTAL % |
|-------------|----------------|----------------|---------------|---------------|--------------|
| 2016-2017   | \$141,519,662  | \$39,485,996   | 27.9%         | \$7,979,170   | 5.64%        |
| 2015-2016   | \$107,878,584  | \$28,452,946   | 26.37%        | \$4,596,578   | 4.26%        |
| 2014-2015   | \$73,172,540   | \$18,362,612   | 25.1%         | \$1,307,437   | 1.79%        |
| TREND:      | Growing ↑      | Growing ↑      | Growing ↑     | Growing ↑     | Growing ↑    |

How has Sacramento State been so successful?

In no small part to the efforts from Kimberly Holmberg and Dale Clack within Procurement & Contract Services. They are largely responsible for ensuring that Sac State meets its SB/DVBE goals. "Our continued success is largely driven by the use of qualified, responsive, and competitive SB/MB (micro-business) suppliers for this fiscal year," said Procurement Management Specialist, Dale Clack, in a recent email. "The SB/DVBE option for public works projects and information technology assisted with meeting our goals."

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In order to keep growing, Ms. Holmberg and Mr. Clack regularly attend vendor trade shows, showcasing different small and disabled veteran businesses. “It was brand new for me when I started,” describes Procurement Specialist, Kimberly Holmberg. “I enjoy the trade shows, going out to see the vendors, etc.” Ms. Holmberg also explained the leadership role of John Guion, director of Procurement & Contract Services, “John is supportive of our efforts. He’s flexible on schedules so we can attend tradeshows together.”

What does it take to be a small business?

In part, a business qualifies if it has fewer than 100 employees and a three-year revenue total of less than \$14 million. Once a SB/DVBE receives certification, they can be tapped for purchases of goods or services, and can place bids on projects. But getting noticed in a crowded market isn’t easy. “The biggest obstacle for SB/DVBE is introducing a new vendor, giving them a chance,” said Ms. Holmberg. This is why Mr. Clack stresses the importance of competency, responsiveness and competitive pricing as being some of the biggest keys to a successful SB/DVBE.



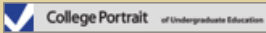
Ms. Holmberg is responsible for compiling an annual report for the California Department of General Services, which tracks the University's performance in relation to it's SB/DCBE goals. Ms. Holmberg has only been performing these duties for a few years, and her efforts seek to continue the growth of business to SB/DVBE vendors. “If our goals are not met, we have to prepare a report on how we will fix it,” said Ms. Holmberg. “I haven’t had to do one yet.”

According to Ms. Holmberg, there are approximately 10 new potential vendors every week that qualify as SM/DVBE. “Go with the SB/DVBE first. It helps keep the business in California,” she stressed. She also mentioned how our business helps a group of business owners who find it “difficult to get back into the workforce with the struggles they have.” If you are interested in finding a SB/DVBE vendor for your next office expense, visit the [list of vendors on the Procurement & Contract Services website](#), or contact Kimberly Holmberg at 916-278-7403. Just a few of the available categories for SB/DVBE vendors include: appliances, awards, promotional items, furniture, and office supplies.



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FOCUS SUPPORTING STAFF PROFESSIONALISM AND SUCCESS  
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GREEN NEWS

Sustainability Team Diverts Waste in our "BAC" Yard.

The Bioconversion and Agricultural Collaborative (BAC) Yard is a new facility here at Sac State that is dedicated to helping our University "close the loop" and turning portions of our campus' waste into gold! Hundreds of tons of organic materials in the form of food waste and green waste are diverted from the landfill and taken to the BAC Yard where they are converted instead into rich and healthy compost.



This compost is then used to beautify our campus grounds and shared with campus neighbors at Capital Public Radio and the Children's Center to be used in their own gardens. Through a partnership with Sacramento Unified School District and the Green Sports Alliance, approximately 10 yards of compost were donated to a local area elementary to help beautify their school grounds and add much needed greenery.

So much compost is generated that Sac State Sustainability, the facilitators of the BAC Yard, have teamed up with ASI and the Resident Housing Association to create a garden at the BAC Yard as well. Our campus is gaining in awareness on issues such as

food scarcity and food deserts. Better yet, the food grown in the BAC Yard is then donated to the ASI Pop-Up Pantry. This is another example of Sac State having closed the loop by using its waste to create compost, which in turn is used to help grow food for our campus community.

This has been a true collaborative effort. In addition to the agencies mentioned above, Facilities Management's Sign Shop, Electric Shop and others, have come together with Sac State Sustainability to truly grow the BAC Yard. Grounds and Landscaping has even changed its operational procedures and now diverts much of the University's fallen leaves and cut grass to the facility instead of having it hauled away by carbon emitting vehicles. Now it stays here at Sac State reducing our greenhouse gas output even more.

These efforts have had a tremendous impact for our students too. Working with several academic departments, Sac State Sustainability now oversees a facility which has truly become a living laboratory for students. Curriculums have been redesigned to incorporate lessons and lab hours at the BAC Yard where students learn about composting and bioconversions on an institution-wide level. The leaders of tomorrow's waste diversion industry have a working, practical environment to learn and understand the complexities of this blossoming industry.



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The BAC Yard is located in Lot 10 near the gravel parking lot by Hornet Stadium. All are welcome to stop in for a visit if the gates are open. To schedule a tour, please contact Sac State Sustainability at [sustainability@csus.edu](mailto:sustainability@csus.edu)



### "We Are Still In" Campaign Keeps Rolling

In conjunction with the recently showcased BAC Yard, Sac State Sustainability hosted a "We Are Still In" event on behalf of the University, including an appearance by President Nelsen. President Nelsen has been a tremendous advocate for our campus sustainability efforts, and committed to the University's first ever carbon reduction pledge. This pledge, while still in the planning stage, will help Sac State permanently reduce its carbon output to more climate-friendly levels.

Additionally, President Nelsen has signed the "We Are Still In" commitment. This national conglomerate of educators, mayors, governors, industry leaders and more, have banded together to show unity for support of the United Nations' Paris Accord, the international agreement to reduce carbon emissions. Currently, every

country in the world besides the United States has agreed to the accord, the US, a previous signatory, pulled out of the agreement earlier this year.

At the request of President Nelsen, Sac State hosted the "We Are Still In" event on November 14 and invited the entire campus community. Attendees were treated to large informational panels explaining the campaign, as well as tours of the BAC Yard, and were given complimentary bags of Made at Sac State compost.



### Sac State Recognized as Bike Friendly Campus

Have you noticed more and more bicycles on campus in the last few years? Perhaps they have zipped past you on your way to a meeting or you have noticed more and more traffic in the newly established bike compounds. Well, if you ask our colleagues in University Transportation, Parking & Support Services, that is not by accident.

In fact, the staff in UTAPS, and their campus partners, have spent the last several years devoted to building awareness of the benefits of cycling to campus. Not only have they encouraged more students and staff to utilize alternative transportation, but they also have been working behind the scenes to create a bicycle friendly environment in which riders and pedestrians also feel safe and welcome.

In recognition of their efforts, the League of American Bicyclists awarded Sac State with a Silver ranking, as a bicycle friendly university. The League recognizes less than 200 universities for their effort in transforming their campus and community to meet the greater needs of bicyclists. Sacramento State was one of only 54 silver placings.

"Sac State is located along the American River Bike Trail, one of the Top 10 bicycle and recreation trails in the nation, and we encourage our campus community to take advantage of its beauty and utility," says Tony Lucas, senior director for UTAPS (University Transportation & Parking Services.) "Biking to campus is sustainable, affordable, and it's good for your health."

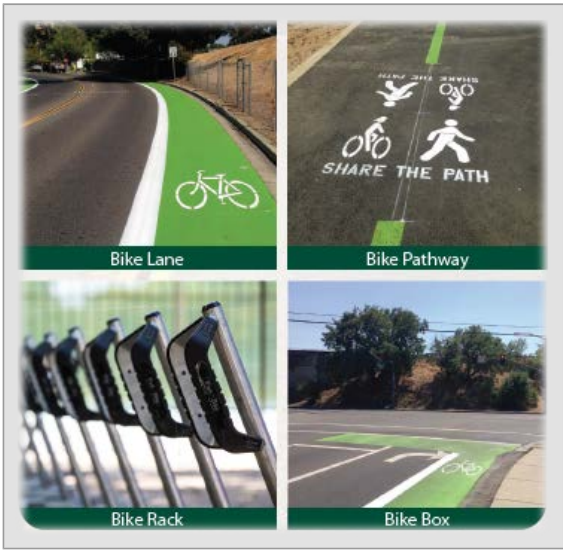
It should be no surprise that the Silver ranking as a Bicycle Friendly Campus is a campus effort. In fact, several families in ABA have been directly connected to the infrastructure and continued support of creating a bicycle friendly campus.

1. Have you seen the green bike lanes all over campus? This effort has increased the visibility of bicycles as well increased the awareness of Sacramento State in the biking community.
2. This summer our Facilities Management family



collaborated with the City of Sacramento to make improvements on the J Street and Carlson Drive intersections. You probably have noticed the left turn lane and the “bike boxes” – these are just two things that make it safer for bikes in this interchange.

- 3. We now have three well-lit and monitored bike and board compounds, which includes free parking for up to 750 bicycles. What is even better is that through the Police Department's Community Service Officers Program, in which criminal justice students can work as CSO's and gain value experience in law enforcement, the compounds are patrolled Monday through Friday.
- 4. UTAPS and the Police Department collaborate throughout the year to offer free bike registration campaigns and will assist students with loaner bike pumps and tool kits.
- 5. The Peak Adventures bike shop, at the WELL, performs competitively priced tune-ups, repairs, and maintenance services for the campus community.



It should be no surprise that ABA's great teams prepared the campus so well to win such a grand distinction. It is another example of all of us working together to make goodthings happen.



### Green Game

On September 23, Sac State Sustainability teamed up with Hornet Athletics for the 2nd Annual Green Game. Each year a Hornet football game is set aside to remind our Sac State community of the sustainable intentions and accomplishments of the University.

The theme for this year's game was, "The Green Game." During the event, all aspects of the University's sustainability program were on display. Several videos run throughout the event on the scoreboard to provide attendees with a glimpse into how Sac State became number one in the CSU for sustainability. The hornet faithful also got to witness sustainability in action from

the solar panels atop the WELL to Environmental Studies students acting as waste docents, helping to direct all in attendance in how to properly dispose of their waste—recycle, compost, and if necessary, landfill.

A special feature this year highlighted Sac State Sustainability's standing partnership with the Sacramento City Unified School District (SCUSD). The two agencies have collaborated on multiple events geared towards enlightening students of the greater Sacramento area about some of the sustainable opportunities and education going on right here at Sacramento State. Students chosen by SCUSD officers for their sustainable accomplishments and commitment were invited onto the field to help lead our fighting Hornet football team into their contest. Another "win" for Sac State!



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# FOCUS

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS  
VOL. 11 | ISSUE 1 | FALL 2017

### MESSAGE FROM THE VICE PRESIDENT/CFO



#### Message from the Vice President/CFO

Dear ABA Staff Professional,

It has been a whirlwind of a fall semester, and I know many in ABA are looking forward to a well-deserved holiday break. This is the time of year when we celebrate family, both at home, and here at Sacramento State. It is also a time when we are thankful for the opportunities we have, and for our relationships with others. I am personally thankful for the dedicated and hard working staff members in ABA.

Your hard work is being noticed. Several stories in this fall newsletter highlight how ABA has engaged with the local community, improved campus facilities, and supported student success. Members of our family recently helped support the 50th anniversary of the historic visit and speech from Dr. Martin Luther King Jr., where a commemorative plaque and tree were installed. Additionally, our own Reprographics Services partnered with the Roberts Family Development Center to produce a booklet of student works created during summer school programs

from local grade schools. These are both examples of ABA impacting the lives of both our students, and our community.

Just as ABA is dedicated to delivering to the community, we are dedicated to continuous improvement. Our potential is limited only by our definition of what is possible. That is why I want to call attention to the Lean process improvements our staff have undertaken.

On November 1, ABA held a process improvement workshop that involved both managers and staff, as they collaborated and brainstormed solutions to complex problems. This type of thinking and this type of work will allow us to look at problems in a different light, potentially finding solutions we couldn't once see.

Part of this renewed focus is an effort to continue to cultivate a culture within ABA where continuous improvement is commonplace. In the coming months, ABA will be championing a new program which will have one to three members of each ABA family become Lean facilitators, trained to take on department processes for areas of improvement.

All of these topics have something in common; they require teamwork. This is why I was so delighted to see everyone at the recent Winter Luncheon held on Tuesday, December 5, where we recognized years of service recipients for 10, 15, 20, 25, 30, and even 35 years! Events like these help bring everyone together to enjoy each other's company, while also enjoying a great lunch courtesy of Epicure catering. Special thanks to the START committee who helped make this year's event extra memorable with a fun photo booth and games commemorating the years our award recipients started their careers at Sac State.

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# FOCUS

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VOL. 11 | ISSUE 1 | FALL 2017

### NEW FACES AND FAREWELLS

#### New Faces

*ABA welcomes the following new staff professionals to the division. We welcome them to the ABA family.*



**Jody Butcher**  
Graphic Designer  
University Transportation, Parking & Support Services



**Kristy Lee**  
Accounting Technician III  
Financial Services



**Jeanne Swafford**  
Administrative Support Coordinator II  
Vice President For Administration & CFO's Office



**Kristin Weigle Roberts**  
Audit Manager (Interim)  
Auditing & Consulting Services

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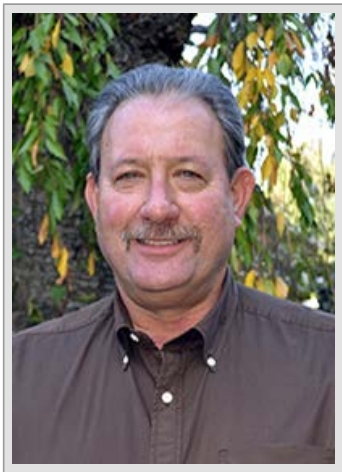
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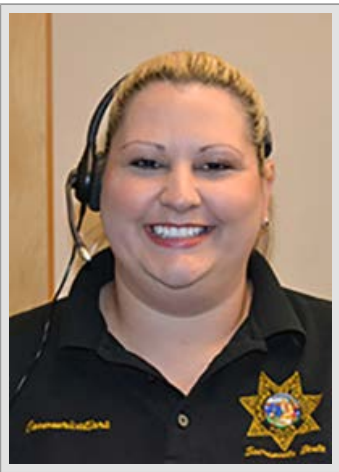
Farewells



**Ron Abbot**  
**Facilities Management**



**Danielle Rogers**  
**Financial Services**



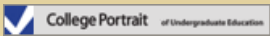
**Michelle Rowberry**  
**Police Department**

*Not Pictured: Stephen Andrade, Facilities Management; Stephen Craddock, Facilities Management; Jayme Hunter, University Transportation, Parking & Support Services; Shinyun Park, Vice President's Office & Operations; Joan Prato, Facilities Management; Karen Sateurn, University Transportation, Parking & Support Services; Carlina Victoria, Facilities Management*



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SEASON OF GIVING



ABA Supports Giving Campaigns this Holiday Season

With the holidays just around the corner, many charities ramp up their campaigns in a hope to receive donations; this year is no different. ABA is involved in multiple campaigns this year, as the giving spirit is hard to resist!

On November 28, the University held its annual "Giving Tuesday" event, sponsored by the Sacramento State Alumni Association. As their website states, "Giving Tuesday began in 2012 as a push to get communities to come together and encourage charitable activities that support non-profit organizations." In total, they received \$89,350 from more than 365 people, including \$10,000 from the University Foundation. These donations will help students and academic departments fulfil their education goals.

Another campaign during this season was the "Big Give," sponsored by the ASI Food Pantry. Over 150 students utilize the food pantry every week. The food pantry provides canned foods, non-perishable goods, and toiletries to students in need. ABA helped provide support for the ASI food pantry during its recent Winter Luncheon.



A barrel was on site to receive donations, and boy did ABA deliver! By the end of the event, the barrel was overflowing with goods, including pasta, stuffing, canned vegetables, and other non-perishable goods. These goods will help stock the shelves for students in need here at Sacramento State!



Finally, many in ABA are familiar with Josh's Heart campaign, co-founded by Risk Management's Don Nahhas. Named after his late son, the program seeks to address the needs of the homeless and addicted population in Sacramento.

This year, one of their campaigns called for jacket and blanket donations. According to Mr. Nahhas, over 1600 lbs. of items had been received. These items include blankets, jackets, clothes, and other small supplies, much of which came from the generous people within ABA!

If you are interested in any of the mentioned programs, contact information and/or website details can be found below:

Giving Tuesday: <https://givingtuesday.csus.edu/pages/giving-tuesday-home>

ASI Food Pantry: <http://www.asi.csus.edu/programs/food-pantry/>

Josh's Heart: <http://joshsheart.org/about.html>

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### STAFF SPOTLIGHT



#### Staff Spotlight with ABA Zone Managers

*In each issue, the FOCUS Newsletter spotlights an ABA staff member whose work deserves mention. In this edition, we focus on the Zone Management Program, which includes four staffers who help oversee the entire campus. They have provided answers to the following questions as a group.*

*Pictured (left to right): Doug Power, Kimberly Donaville-Davis, Mark Leisz. Not pictured: Richard Mikeworth*

**How long have you been with Sac State?**

Mark Leisz (Zone 1) 14 years  
Kimberly Donaville-Davis (Zone 2) 7 years  
Doug Power (Zone 3) 12 years  
Rick Mikeworth (Housing) 8 years

**What does the Zone Management Program mean to you?**

The Zone Management Program was developed to improve interactions between Facilities Management and the campus community. Each Zone Manager serves a section of the campus as the liaison for the customer. Zone Managers act on our customer's behalf regarding work they wish to

have completed. We also monitor work backlogs for trends in the buildings we oversee and routinely conduct building inspections to identify areas for improvement. We also follow-up with quality control inspections to ensure work quality and job completion. Our role on campus is essential in allowing the campus community to connect with Facilities Management directly, and in turn, gives Facilities the opportunity to be proactive rather than reactive.

**Who are your primary customers?**

Our primary customers are faculty and staff who submit requests, but we aim to serve the entire campus community with equal diligence. In concurrence with the university's mission and ABA's mission of student success, we try to look at our campus from the student perspective, since they tend to be our silent customers. We have taken a proactive approach to improving their learning environment by ensuring campus facilities are suited to their needs, which promotes academic success.

**What are your biggest, yet most rewarding challenges in the workplace?**

Some of our biggest challenges have been campus-wide facility conditions and maintenance. Our campus is older and many of our buildings are aging, which makes it difficult and costly to keep up with maintenance. We do our best to prioritize and allocate resources where needed. For example, Zone Managers surveyed over 300 classrooms and identified repairs needed in 180 classrooms. Since 2012, our inspections have led to major classroom improvements to include: new flooring, ceilings, lighting, chalkboards/whiteboards, blinds, doors, fresh paint and deep cleaning.

We feel most rewarded when we improve efficiency in our operations; improve communication with our customers; increase proactivity with campus maintenance; and provide overall consistency to the campus.

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What is your favorite aspect of working on campus?

Working with the campus community as one family with one common goal is our favorite aspect of working at Sac State. Having the ability to communicate across campus departments as a team with the mission of student success is rewarding!

Why and how would someone contact you?

Mark Leisz  
mleisz@csus.edu  
Ext. 8-7602

Kimberly Donaville-Davis  
kdonavil@csus.edu  
Ext. 8-7379

Doug Power  
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Rick Mikeworth  
mikewort@csus.edu  
Ext. 8-6656



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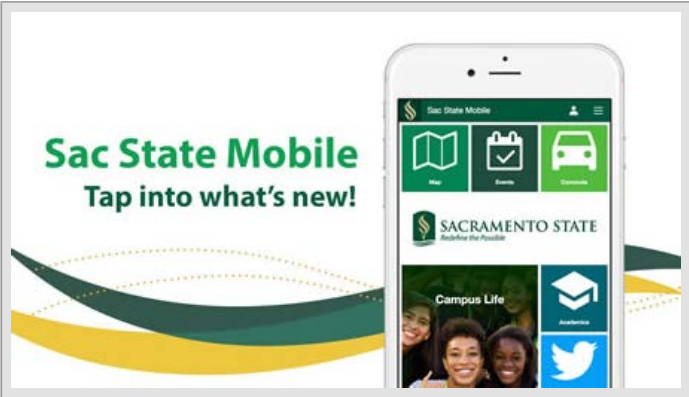
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TECH TIPS

Tech Tips - Navigate Parking with the Sac State App



Did you know there is a Sac State app for your smartphone?

Did you know it could help you find your next parking spot?

Relaunched with new technology in spring 2014, the Sac State app quickly became one of the must-have additions to every faculty, staff, student, and visitor of Sacramento State. The app is a go-to for calendar events, campus map, contact directory, and much more.

Recently added is the Commute tab, which allows users to see parking conditions on

campus, bike paths, and shuttle routes, including real-time updates!

Senior Director of University Transportation, Parking & Support Services (UTPSS) Tony Lucas, explained how Sac State is ahead of the curve. During a recent California Public Parking Association meeting held in Monterey, Lucas asked for a show of hands for how many universities had apps. "About half raised their hands. I then asked how many had campus parking included in their app, and no one raised their hand."

In order to get University Transportation & Parking Services' (UTAPS) integrated into the Sac State app, UTAPS worked closely with IRT providing their data tables, resources, and services, which IRT was able to adapt for mobile devices. "The process was smooth," said Director of Web Services, Jeff Dillon. "It has been great working with UTAPS." Lucas echoed these sentiments: "We provided a vision for the app, and using all of our data, Information Resources & Technology (IRT) was able to build around that."

Historically, UTAPS struggled to get their information out there. Parking officers would take tallies of available parking in each lot/structure three times a day. This data helped create "heat maps," that showed which lots were full, nearly full, or empty. These maps were shared on Facebook, with a reach of about six to seven-thousand people, Lucas estimated.

Today, UTAPS has evolved, with automated counts on key parking structures, which allow for dynamic maps that better represent the status of a parking lot in "real time." Users of the app can access this information directly with more accurate counts. The benefits are two-fold: it prevents students from driving around unnecessarily wasting gas and time, and the knowledge empowers students to make better decisions on their commuting needs.

With additional services, Lucas stressed the importance of improving conditions on campus even further. "Everyone cares about parking and traffic, and a goal of this has been to push more alternative transportation. Ride sharing, carpool, commuting by bicycle, etc." To help get the word out about the app, every student who picks up their parking

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pass receives an information flier on PayByPhone, which highlights the parking availability map. In addition, parking officers hand out the same fliers to visitors or other stressed out commuters. "They can use this app to check in real-time the availability of lots," explained Parking Officer, Jeffrey Dierking.

UTAPS plans to expand their in-app services, including future heat-maps of bike compounds and local Regional Transit (RT) route planning. All of this culminates into the most empowering point of these expanded services: information. Students can now possess the information they need to navigate the campus. Parking is at a premium; while parking can be stressful at times, the integration of parking services into the Sac State app empowers students, faculty, staff, and visitors to find parking right away. That's one less unnecessary headache.