



SACRAMENTO STATE

► My Sac State ► Contact ► Directories

ABOUT ACADEMICS ADMISSIONS ATHLETICS MAKE A GIFT QUICK LINKS ▼

ADMINISTRATION & BUSINESS AFFAIRS

[Sac State Home](#)

[ABA Home](#)

[Recognition Program](#)

[Thank-you Blog](#)



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SUPPORTING STAFF PROFESSIONALISM AND SUCCESS
VOL. 6 | ISSUE 3 | SPRING 2013



Front & Center: Customer Service

These days, customer service is front and center in ABA. With a renewed emphasis on attaining service excellence, the department has identified customer service as one of its foundational strategic goals, and is taking steps to look at everything it does through the lens of the customer.

It is a challenge to create a customer-centric culture in an organization where compliance often rules the day.

In many organizations, regulatory requirements serve as an excuse for poor service. But there

are options that acknowledge the importance of both, and ABA is exploring new ways to meet customer needs all while continuing to perform its vital stewardship role...[read more.](#)



ABA Green News

Facilities Services' sustainability team has become the recipient of high

praise recently, both for sustainable programs, and outreach. In February...[read more.](#)



Awards & Recognition

Each month, one employee within Facilities Services is honored with the distinction of Employee of the Month. Who won this month? [Read more.](#)

[Front Page](#)

[ABA Green News](#)

[ABA News](#)

[ABA Website](#)

[Awards & Recognition](#)

[Front & Center](#)

[Message From The VP](#)

[News Faces & Farewells](#)

[Staff Spotlight](#)

[Thank-Yous](#)

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Message from the VP

As you read through this edition of the ABA FOCUS newsletter, you will see that ABA is engaged in many activities that are making a difference for Sacramento State.

Convenience options for parking, improved ticketing...[read more.](#)



Give Thanks with the ABA Thank-You Blog

Earlier this year, we asked everyone to help support our ABA Thank-You Blog when we promoted it on the ABA

Homepage. This was an opportunity for anyone to recognize someone that they felt deserved public recognition...[read more.](#)



Staff Spotlight

In each issue, the FOCUS Newsletter spotlights an ABA staff professional whose work deserves mention.

This edition explores ideas around "redefinition," asking how staff professionals have grown in their careers while working in

ABA. In this article, we feature...[read more.](#)

Website "Monet" Progress



Started in late 2011, ABA began a redesign process of all of its webpages to adopt the new "monet" style seen on the...[read more.](#)



ABA News

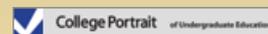
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[Comments & Questions](#) [A to Z Index](#) [Accessibility](#)





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► My Sac State ► Contact ► Directories

ABOUT ACADEMICS ADMISSIONS ATHLETICS MAKE A GIFT QUICK LINKS ▼

ADMINISTRATION & BUSINESS AFFAIRS

[Sac State Home](#)

[ABA Home](#)

[Recognition Program](#)

[Thank-you Blog](#)



FOCUS

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS
VOL. 6 | ISSUE 3 | SPRING 2013

ABA GREEN NEWS



Sac State Celebrates Earth Day!

On April 17th, Sac State celebrated Earth Day with a wide range of activities, festivities and community outreach. Facilities Services Sustainability team helped lead the campus-wide event, but it took a full campus effort to make it as successful as it was. "We had help from many different entities on campus to bring this day together in such a successful way, and are extremely grateful for that," said Sustainability & Operations Analyst/Coordinator Kristina Cullen.

The day's activities attracted all ages to engage and learn about sustainable practices. A recycling themed dunk-tank was set up, which required participants to bring five cans, glass, or plastic bottles to receive one throw. The Interfraternity Council coordinated this activity, which had Greek members on the receiving end of the dunking! This dunk-tank drive alone brought in more than 7,000 pounds of recyclable material!



Education was a key component of the day's festivities. Facilities Services' Nat Martin led a tour of Sac State's Central Plant, an area not often seen by students, to highlight the sustainable aspects of our campus' heating and cooling systems.



In addition, visitors were encouraged to participate in a scavenger hunt, which required them to visit the many information booths on sustainable practices.

Other events and activities for earth day included:

- An electric vehicle showcased courtesy of SMUD
- "The Sustainability Games," including potato sack races, relay races and recycled bottle painting
- A "Green Kids Zone" featuring sustainable arts and crafts, seed paintings and a bounce house
- A campus cigarette butt clean up, sponsored by Keep California Beautiful
- Educational tree planting, led by The Sacramento Tree Foundation and The National Pan-Hellenic Council. Nine trees were planted along the University's western bike trail on State University Drive East.

[Front Page](#)

[ABA Green News](#)

[ABA News](#)

[ABA Website](#)

[Awards & Recognition](#)

[Front & Center](#)

[Message From The VP](#)

[News Faces & Farewells](#)

[Staff Spotlight](#)

[Thank-Yous](#)

[Printable Copy](#)

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UTAPS Adds New Shuttle to Fleet



As their website states "The Hornet Express Shuttle is your free campus transit system...We hope the Hornet Express Shuttle service helps make your commute more convenient."

Adding to the convenience and commitment to quality transportation services, UTAPS has added a new shuttle bus to their fleet.

A compressed natural gas vehicle, the shuttle emits 20 to 45 percent fewer smog-producing pollutants, and 94 percent of all natural gas used in CNG vehicles in the U. S. is domestically produced.

In addition, the new shuttle will soon be modified to be fully ADA compliant,

accommodating two disabled persons in wheelchairs, as well as three bicycles at one time. Seating up to 27 passengers, this new shuttle has begun its rounds on the [Hornet Green Line](#). If you have additional questions, visit the [Hornet Shuttle Webpage!](#)



Sustainability Team Causes Mania!

Facilities Services' sustainability team has become the recipient of high praise recently, both for sustainable programs and outreach.

In February, Sacramento State participated in the national Recyclemania event, scheduled to coincide with a men's basketball game. Recycling Coordinator Joey Martinez and Sustainability & Operations Analyst/Coordinator Kristina Cullen, as well as other volunteers, were on hand to help promote and get students involved in recycling on campus. Volunteers helped collect recyclable materials such as plastic bottles during and after the game.

Getting students engaged is just one of the sustainability team's goals. "Revitalizing and improving campus recycling practices, including implementing a more streamlined recycling process at Hornet Athletic events, is a big short-term goal for the sustainability team," said Cullen.

The event was such a success that [Recyclemaniacs](#) recognized Sac State's efforts in their most recent newsletter, available [here](#). Receiving such high praise helps validate the Sustainability team's efforts. "[We are] extremely proud of our efforts. There's a real

sense of a burgeoning sustainability scene here, and it's awesome that Sac State is getting that kind of notoriety!" said Cullen.



But it doesn't stop at recycling. Early in the month of March, the sustainability team held another event: "Mulching Mania." With student volunteers, representatives from The Sacramento Tree Foundation, and Herky himself, the sustainability team set out to improve the health of campus trees, as well as beautify area landscaping. Volunteers received helpful advice from tree specialists, as well as Facilities Services Manager of Grounds & Landscaping Robert Anchor.



Volunteers spread tree mulch around young saplings in order to protect the tree and ensure a sufficient water supply. In addition, volunteers spread compost to ensure proper moisture and to beautify designated areas, including the bed of roses across from Douglas Hall.

The initiative was such a success that local news outlet KCRA Channel 3 [covered the event](#). Kristina Cullen and her team understand the importance of this coverage:

"It is important to share progress and efforts so people know what's going on. By receiving notoriety like this, it helps Sac State sustainability reach a broader audience. Half of the success of an event is the event itself, but the other half of our success comes from getting the word out about what we're doing, which raises awareness and encourages more support

and participation by all."

Recycling Coordinator Joey Martinez agrees: "We've been very appreciative of all the attention given to our sustainability team lately and especially to all of our efforts. Getting the word out is always key and we're thankful for the opportunity to do so."

To help promote the program, Sac State sustainability has published a new logo. Appearing at all of their events, this new logo helps cement brand recognition with their sustainability projects and programs. "We were looking for something organic and a symbol that encompassed the essence of Sac State. The tree seemed like the best symbol, especially with our recent Tree Campus USA designation," said Cullen.



The goal, ultimately with this new logo, is to create a culture to "support the campus' mission to cultivate sustainable practices that will contribute to greenhouse emissions reduction, energy conservation, and an overall awareness of sustainability," said Cullen. "We believe there is power in numbers. Our main priority is fostering a sustainability program that attracts the student population and encourages them to get involved."

Mission accomplished! Let's hear it for our Sustainability team!

If you would like to get involved in future sustainability programs, contact Joey Martinez at jm29@csus.edu, or Kristina Cullen at kristina.cullen@csus.edu.



Recycling Audit Informs and Engages Student Volunteers

In December, Facilities Services held its first recycling audit, intended to inform students about ideal recycling habits and the types of materials Sac State can recycle. The audit helps resolve an ongoing problem that Recycling Coordinator Joey Martinez needed to address in order to reduce Sac State's total waste.

"In our case, we audited many of the external trash cans throughout campus to check for how much recyclable content was making its way into the trash stream. From our audit samples, we learned that 18.6 percent of the content in our trash stream was materials that could be recycled. We

learned which recyclable materials people were in the habit of throwing away so that we could then begin to create educational opportunities to instruct the campus community how to recycle more effectively," said Martinez.

Student volunteers got their hands dirty (using gloves!) as they sorted and organized sample material that is often discarded as trash. Volunteers separated each type of material into different piles. By sorting with this method, student volunteers and Facilities Services employees were able to visually see how much materials could, in fact, be recycled.

Events like this help engage students in programs they might not otherwise have opportunities to participate in. Facilities Services planned their audit in partnership with Professor Christine Flowers of the Environmental Studies Department. Martinez added, "(Given) that they were mostly Environmental Studies students, they seemed to have a thorough knowledge on the subject. The big opportunity came in terms of educating them on how Sac State's recycling programs operate. For instance, while most paper products are recyclable, once those same paper materials become contaminated with food, they need to be composted instead."

"The only thing that equals the support of students is support from our faculty and staff. Sustainability is one of those things that everyone can rally around, and it's amazing to see the Sac State community come together in such a wonderful way." Well said, Martinez!





ADMINISTRATION & BUSINESS AFFAIRS

[Sac State Home](#)

[ABA Home](#)

[Recognition Program](#)

[Thank-you Blog](#)



FOCUS

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS
VOL. 6 | ISSUE 3 | SPRING 2013

ABA NEWS

UTAPS' New Paybyphone Application Reduces Wait Times

download mobile app paybyphone.com
or call 1-866-234-7275
Location 5115

In early April, UTAPS launched its latest customer-centric application focused on easing wait times for students and visitors purchasing daily parking permits.

Previously, visitors to the campus were required to visit the UTAPS office, or find one of the designated daily permit machines in order to pay for their daily parking permits. Now, visitors can use an application on their smartphone to pay for their parking pass. For those who stood in line to buy machine-issued permits or went out of their way to visit UTAPS, the new service is a time-saver.

"It's the easiest way to get to class on time," says Gina Lombardo, director of Transportation and Parking Administration for UTAPS.

Paybyphone works on iPhone, Blackberry and Android devices. When customers sign up online at www.paybyphone.com, or download the free application, they simply enter their car's license plate number and credit card information. Once on campus, users can park in a student-designated space, launch the app, enter Sac State's paybyphone location number, 5115, their desired parking duration, and leave knowing their space is paid for. Users can purchase permits good for the entire day for \$6.00 or two hours for \$3.00.

Customers without a smartphone can use the service by calling the toll-free number (866) 234-7275. "If you have a meeting and are running late, or you lose track of time, or a class is running longer than expected," says Lombardo, "you'll get a text five minutes before your permit expires, and you can add time from your phone and avoid a \$43 citation. It's the coolest thing."

The service has made such waves that a local news program, CW 31's Good Day Sacramento, featured UTAPS Senior Director Tony Lucas and Director Gina Lombardo to explain how it all works. View their interview [here](#).



- Front Page
- ABA Green News
- [ABA News](#)
- ABA Website
- Awards & Recognition
- Front & Center
- Message From The VP
- News Faces & Farewells
- Staff Spotlight
- Thank-Yous

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University Ticket Office Improves Customer Service

The University Ticket Office is newly equipped with a dynamic ticketing system which promises to improve efficiency and services to customers.

Launched in the fall, the Neulion ticketing system allows for greater control over ticket sales. "We build our events now; we used to have our events built by Tickets.com," said University Ticket Office Manager Scott Gephart. "We can add discounts and have more control over what fees are charged to the customer."

The system's flexibility is a marked improvement over the old system. Customers can now expect cheaper tickets online with fewer fees, as well as a "quick sell" options for day-of event sales that will help speed up lines.



Helping smooth the transition are students who use the system to issue tickets to customers. "The student assistants picked up the basics of the system very quickly and learned advanced options quickly as well," said Gephart.

In the long term, the new system will give the University Ticket Office the tools it needs to grow. "Our goal is to be able to help anyone looking to go to any event on campus in an efficient and customer-friendly environment. As we grow into the abilities of the ticketing system, we will hopefully be able to reach and service more customers efficiently," concluded Gephart.

View the [University Ticket Office homepage](#) for upcoming events today!



Customer Service Workshop with Dennis Snow

Dennis Snow, recognized across the globe for his customer service expertise, spoke with audiences at Sacramento State on January 17th and 18th, discussing ways in which an organization can achieve superior customer service.

Day one of the workshop, Delivering World-Class Customer Service, focused on service that embraces the customer perspective and how to create a culture of "wow." Snow followed on the second day with a discussion of the leadership skills that can help promote a customer-focused organization, Leading a Culture of Service Excellence.

Snow began his career at Disney in 1979 as a front-line attractions operator. As he advanced through the company, he managed various operating areas throughout the park, learning and applying the skills it takes to run a world-class, service-driven organization. He launched a division of the Disney Institute responsible for consulting with some of the world's largest companies, including ExxonMobil, AT&T, and Coca Cola.

Today, he is a full-time speaker, trainer, and consultant who helps organizations achieve goals related to customer service, employee development and leadership. Some of his clients include American Express, Johns Hopkins Medicine, and General Mills. Snow has helped multiple organizations transform their current customer service strategies into high performance, high energy experiences. With his visit to Sac State and his workshop for ABA, we know we now have the tools to make our own "moments of wow."

Workshop materials and templates are available to help ABA and Sac State continue its ongoing customer service efforts. They can be accessed at <http://www.csus.edu/aba/spqi/guides-tools-tips.html>, under the Customer Service heading.

Sac State Contributes to Local Food Bank



Something we can all be proud of - ABA volunteers helped Sacramento State in its participation in the 2012 California State Employees Food Drive. This year's contributions yielded close to 6,000 pounds of food for the local food bank in December!

The campus has supported the program for 38 years, collecting donations from across the campus that go to support children and families in the local community during the winter holidays.

Administered and coordinated by University Transportation & Parking Services (UTAPS), the program featured a "turkey drop" from which a total of 75 pounds was collected. Cash donations amounting to

\$1,685 were made by campus community members, making it possible to purchase bulk staples throughout the year.

Every dollar contributed purchases an average two and a half pounds of food. In addition, for the second year in a row, the campus participated in a "turkey drop," collecting a total of 75 pounds. In 2011, the campus donated 7,775 pounds of food. The program is unique in that no administrative fees are deducted - all money raised is used to buy food for those in need.



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[Comments & Questions](#) [A to Z Index](#) [Accessibility](#)





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ADMINISTRATION & BUSINESS AFFAIRS

Sac State Home ABA Home Recognition Program Thank-you Blog



FOCUS SUPPORTING STAFF PROFESSIONALISM AND SUCCESS VOL. 6 | ISSUE 3 | SPRING 2013

ABA WEBSITES REDESIGN NEARING COMPLETION

ABA'S Websites "Going Monet"

Started in late 2011, ABA began a redesign process of all of its webpages to adopt the new "Monet" style seen on the Sacramento State homepage. With design help from Strategic Planning & Quality Improvement, and technical support from Information Resources & Technology, significant progress has been made toward completion of the project.

Since we last updated you, several major websites, both internal and public facing, have received major redesigns and improved organization.

The Strategic Planning & Quality Improvement (SPQI) office launched its new site in January 2013, [available here](#).

The function of the site is integral to ABA, as it will function as the major resource for all goal setting efforts in ABA, including those aligned with the University's Redefine the Possible initiative.

In addition, programs related to ABA's strategic initiatives, such as the recognition program and LEAN process improvement will be featured.

One of ABA's most public facing websites, University Transportation & Parking Services (UTAPS), launched a redesign in September 2012.

It was very important to strengthen the page's organization and ease of use, as UTAPS and its related services were regularly listed in the top 40 search results for the campus, data captured and provided by IRT.



Their page, [available here](#), includes information for online parking services, visitor information, and other general parking services.

Both the SPQI and UTAPS pages utilize an image carousel as a centerpiece for their pages. This carousel allows these units to draw attention to new or existing services.

With an eye toward simplicity, all of ABA's pages in the 'Monet' template are managed within the WCM. Many ABA staff professionals are trained and proficient in its use.

The WCM and new template allows offices to have more creative

- Front Page
- ABA Green News
- ABA News
- [ABA Website](#)
- Awards & Recognition
- Front & Center
- Message From The VP
- News Faces & Farewells
- Staff Spotlight
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control over their pages and includes more interactive elements that will drive visitors of those sites to find the information they are looking for easier and more quickly.

[Facilities Services launch a new page](#) in December 2012. An integral page for ABA, the redesign has simplified their page to direct visitors to several key areas, 1). Customer Service 2). Campus Master Planning and 3). Sustainability efforts.



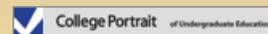
Despite the significant progress, there is still more work to be done. Other public facing and important internal sites that are still to be redesigned include the Student Financial Services Center, Accounting, Accounts Payable & Travel, Risk Management Services, and the University Ticket Office. Templates have been designed for each of these remaining pages, and review and development is underway.

To follow our progress as we launch new ABA pages, visit our [ABA Web Resources page](#).



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[► My Sac State](#) [► Contact](#) [► Directories](#)
[ABOUT](#) [ACADEMICS](#) [ADMISSIONS](#) [ATHLETICS](#) [MAKE A GIFT](#) [QUICK LINKS ▼](#)

ADMINISTRATION & BUSINESS AFFAIRS

[Sac State Home](#)
[ABA Home](#)
[Recognition Program](#)
[Thank-you Blog](#)


FOCUS

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS
VOL. 6 | ISSUE 3 | SPRING 2013

ABA AWARDS & RECOGNITION

Facilities Services Recognizes Employees of the Month



December 2012 - Robin Eicher, Associate Facility Planner

"Robin has shown exceptional patience in dealing with the many aspects of the CIMERA and the Sierra Hall remodel projects, including meeting the stringent State Fire Marshal requirements for occupancy. Robin has taken on project management duties for numerous projects throughout campus. She is flexible and willing to work on any project assigned to her. Additionally, she is a team player who consistently volunteers to assist others as the need arises, often through successful completion of the team's project."

January 2013 - Kenneth Drake, Housing Custodian

"Ken is the veteran of the custodial group, having served Housing for over 23 years. Recently Ken volunteered to assist and supervise his peers by acting as a liaison for the group while his supervisor was away on leave. The group immediately looked towards Ken and knew that his experience, and casual but supportive nature, would provide the guidance needed. During this tough budget crisis, Ken's willingness to support the organization and its many challenges has improved. He steps up when the occasion arises. He shares his talents and abilities with others. Housing is fortunate to have him on our team."



February 2013 - Kristina Cullen, Sustainability & Operations Coordinator

"Kristina reads minds. She consistently anticipates what is needed, takes action, and produces exceptional results. Kristina has an amazing knack for sustainability. She has only worked on campus since September 2012, but has already engaged many students and faculty in activities that promote and demonstrate Sac State's commitment to sustainability. She is open to new ideas and is very adept at picking up on new concepts' and applying them to her work. She has a wonderful demeanor and fosters great relationships with her coworkers."

[Front Page](#)
[ABA Green News](#)
[ABA News](#)
[ABA Website](#)
[Awards & Recognition](#)
[Front & Center](#)
[Message From The VP](#)
[News Faces & Farewells](#)
[Staff Spotlight](#)
[Thank-Yous](#)
[Printable Copy](#)

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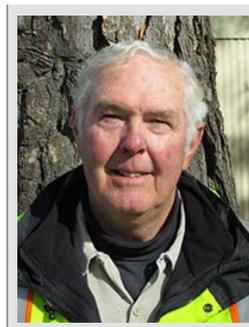
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March 2013 - Doug Edens, Gardening Specialist

"Doug fosters positive working relationships by working well with his coworkers and having a tendency to take newer staff members under his wing and instruct them on proper pruning techniques, or a more efficient way of completing a job. This is a very important part of what we do and how we pass on good work habits/processes to our fellow staff members. Doug has a remarkable work ethic, regardless of what assignment or project he is working on. His attention to detail and ability to follow through is amazing."



April 2013 - Mike Hendren, Plumber

"Mike is always helpful and very positive when dealing with our customers. He uses his interactions with the campus community as opportunities to improve the reputation of Facilities Services. His work ethic is such that he is extremely productive and thorough, whether working alone or with others. Mike has learned the plumbing shop system on campus very well. He gives us confidence that when his supervisor is off, our campus is still in good hands."



Recognizing Leadership Peer Award Winners

In November 2012, ABA solicited numerous nominations for the 2012/2013 Leadership Peer Awards. This recognition program is unique for its three categories: Leadership Peer, Team awards, and Valued Staff awards.



Managers are recognized for their contributions to ABA or University goals, service, teamwork, innovation, process improvement, advancement, communication, or the development of a model practice.

Teams are recognized for accomplishment of a common assignment, a project, a process or service improvement, or contributions made towards ABA and University goals.



Valued staff are recognized for their contributions to the success of ABA initiatives; demonstrating the values of leadership, teamwork, ethics and integrity; and/or excelling in the provision of quality of service or productivity.



Award recipients are nominated by Management Council members within their families.

To view the entire list of recipients for the 2012/2013 Leadership Peer Awards, view the [ABA Recognition Page](#).

Public Safety Honors Employees and Students

At the end of each year, Public Safety selects one employee and one student who had been previously recognized as an Employee/Student of the Quarter to be honored as Employee or Student of the year! This years' winners were:

Employee of the Year - David Santos - David is recognized below as the Employee of the Quarter, 4th quarter 2012.

Students of the Year - Brendan Barckley - Brendan Barckley was recognized as Student of the Quarter, 3rd quarter 2012 in the [fall 2012 edition of the FOCUS Newsletter](#).



Employee of the Quarter, 4th Quarter 2012 - David Santos

"David is a great representative of our agency. David was involved in the initiative to push more services out to the campus community and he takes pride and ownership in the operation of the Service Center. As the main person in charge of the center, David has had to deal with training new personnel, staffing shortages, and a whole host of issues in bringing the program up to speed. With his training and expertise, he is clearly among our most valuable employees."

Student of the Quarter, 4th Quarter 2012 - Juan Anguiano

"Juan has been a very positive aspect of our department throughout this entire year. He continually gives helpful guidance to other CSOs in a professional and confident manner. Juan has taken the initiative to learn how to answer phones in dispatch and he arrives to work on time and in a 'ready to go' frame of mind. He shows eagerness to learn every area of our department. He constantly takes a positive approach to his work and always has a positive attitude."

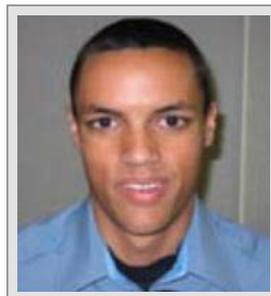


Employee of the Quarter, 1st Quarter 2013 - Maria Padilla

"Maria always provides excellent customer service to both internal staff and external customers. She is extremely helpful and is always willing to go out of her way to assist others. For example, at the Hazmat Training, Maria came in early every day to make sure that the guests were completely taken care of."

Student of the Quarter, 1st Quarter, 2013- Chris Carter

"Chris is one of our most tenured lead CSOs. He is professional in all of his contacts with department personnel and the campus community. Chris is a 'go to' person when special assignments need to be handled and he ensures that all CSOs are familiar with their duties. He is an excellent representative of the CSO Program and our department."





ADMINISTRATION & BUSINESS AFFAIRS

[Sac State Home](#)

[ABA Home](#)

[Recognition Program](#)

[Thank-you Blog](#)



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VOL. 6 | ISSUE 3 | SPRING 2013

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In many organizations, regulatory requirements serve as an excuse for poor service. But there are options that acknowledge the importance of both, and ABA is exploring

new ways to meet customer needs all while continuing to perform its vital stewardship role.

ABA kicked off its customer service initiative in January, with a two-day workshop featuring speaker Dennis Snow. Snow's ideas have been taken to heart across the division, as staff are busy finding ways to incorporate the customer perspective into everyday practice and new projects and initiatives. The list is exhaustive. From new, easy to navigate websites and services that reach out to help before incidents occur, to minor changes that make a major difference, there are many, many improvements in the works.

What makes Snow's lessons resonate are their simplicity, with catch phrases that bring profound concepts to mind, and their focus on the human element. Switching from a "task mentality" to an "experience mentality" can transform encounters, where shared experiences create win-win outcomes. Everyone feels valued. Looking through the "lens of the customer" triggers that switch from self to other-centeredness, and "everything speaks" is about how perceptions are created. It makes you want to do better to make a good impression.

The transition from a simple phrase to deeper meaning is the goal ABA seeks to reach, as we take customer service beyond front and center and weave it into the fabric of ABA's everyday identity.

[Front Page](#)

[ABA Green News](#)

[ABA News](#)

[ABA Website](#)

[Awards & Recognition](#)

[Front & Center](#)

[Message From The VP](#)

[News Faces & Farewells](#)

[Staff Spotlight](#)

[Thank-Yous](#)

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► My Sac State ► Contact ► Directories

ABOUT ACADEMICS ADMISSIONS ATHLETICS MAKE A GIFT QUICK LINKS ▼

ADMINISTRATION & BUSINESS AFFAIRS

[Sac State Home](#)

[ABA Home](#)

[Recognition Program](#)

[Thank-you Blog](#)



FOCUS

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS
VOL. 6 | ISSUE 3 | SPRING 2013

MESSAGE FROM THE VICE PRESIDENT



Message from the Vice President

As you read through this edition of the ABA FOCUS newsletter, you will see that ABA is engaged in many activities that are making a difference for Sacramento State. Convenience options for parking, improved ticketing software and sustainability efforts that engage students in supporting a "green" campus environment are all evidence that our staff is fully engaged in Redefining the Possible here on campus.

Customer service is "front and center" in ABA and, this week, at our Staff Professionals meeting, I was inspired by stories of ABA's families that describe conscientious efforts division-wide to improve services for the campus community.

I am proud of ABA's widespread willingness to seek feedback, form partnerships, and improve relationships with customers, all as a way to make the University a great place to teach, learn and work. It is exciting to see such enthusiasm for customer service catch fire. This is indicative of the energy and commitment that has come to define ABA.

"As we approach the end of another academic year, ABA is readying itself for a busy season of year-end financial activities, facilities upgrades, and all that student registration for the fall entails. I know this work will mark the summer months for many of you. For others, this time may provide opportunities for planning upcoming initiatives, or taking long-awaited vacations to refresh the spirit.

Master Plan renewal plans have just begun, with preliminary design sketches and plans expected during the summer. There will be many exciting decisions to weigh, as we lay out the University's path for the next few years. I will be sharing more information as it is available, and look forward to hearing your ideas. Everyone's voice should be heard as we embark on this important endeavor to reshape the physical environment

I hope you will enjoy reading about colleagues who have been recognized for their work this year, through awards, or acknowledgement in ABA's Thank You Blog. Let's give them all a round of applause.

Thank you again for your commitment to ABA and the University. I look forward to seeing you at the annual spring social and barbecue later this month.

[Front Page](#)

[ABA Green News](#)

[ABA News](#)

[ABA Website](#)

[Awards & Recognition](#)

[Front & Center](#)

[Message From The VP](#)

[News Faces & Farewells](#)

[Staff Spotlight](#)

[Thank-Yous](#)

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► My Sac State ► Contact ► Directories

ABOUT ACADEMICS ADMISSIONS ATHLETICS MAKE A GIFT QUICK LINKS ▼

ADMINISTRATION & BUSINESS AFFAIRS

[Sac State Home](#)

[ABA Home](#)

[Recognition Program](#)

[Thank-you Blog](#)



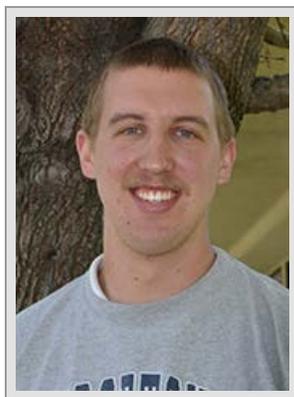
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VOL. 6 | ISSUE 3 | SPRING 2013

NEW FACES AND FAREWELLS

New Faces

ABA welcomes the following new staff professionals to the division. These new hires fill critical positions, and we welcome them to the ABA family.



Josh Bakke
Parking Officer
UTAPS



Jeff Dierking
Parking Officer 1
UTAPS

Farewells

ABA says farewell to the following retirees and departing employees. Each represents many years of institutional knowledge. ABA would like to acknowledge the work of these dedicated employees and wish them well in their retirement and future endeavors.

Not pictured: Cynthia Hester, Carolina Mazzi, Eric McWilliams, Theo Povondra, David Proschold, Harold Scott, Althea Spencer, Dwight Vannatter.

- [Front Page](#)
- [ABA Green News](#)
- [ABA News](#)
- [ABA Website](#)
- [Awards & Recognition](#)
- [Front & Center](#)
- [Message From The VP](#)
- [News Faces & Farewells](#)
- [Staff Spotlight](#)
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Sam Parsons
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Andrew Stiffler

SACRAMENTO
STATE
[► My Sac State](#) [► Contact](#) [► Directories](#)
[ABOUT](#) [ACADEMICS](#) [ADMISSIONS](#) [ATHLETICS](#) [MAKE A GIFT](#) [QUICK LINKS ▼](#)

ADMINISTRATION & BUSINESS AFFAIRS

[Sac State Home](#)
[ABA Home](#)
[Recognition Program](#)
[Thank-you Blog](#)


FOCUS

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS
VOL. 6 | ISSUE 3 | SPRING 2013

STAFF SPOTLIGHT



Staff Spotlight with Angel Thayer

In each issue, the FOCUS Newsletter spotlights an ABA staff member whose work deserves mention. This edition explores ideas around "redefinition," asking how staff professionals have grown in their careers while working in ABA.

Name: Angel Thayer

Position: Lead Budget Analyst

ABA Department/Unit: Budget Planning & Administration

How long have you been with Sac State? I've been with Sac State since August 2005, but I've been working on campus for nearly fifteen years. I was the branch manager of STA Travel in the University Union for almost seven years, prior to working for Sac State. As the travel industry evolved and moved to on-line travel planning, I knew it was time to look for a new career path. I really enjoyed working on campus with faculty, staff and students, so working for Sac State seemed like the obvious choice.

What are some examples of your daily duties? I work closely with three special fund areas; College of Continuing Education, University Transportation and Parking Services, and Student Health Services. I help them update their pro formas, set up payroll, create positions, post revenue budget, monitor year end balances and review their direct and indirect costs. Additionally, I'm responsible for the federal work study allocations, union release time salary and benefits reimbursements, class and DeptID setup and maintenance. I also oversee the testing for CMS upgrades and maintenance pack updates that specifically affect labor cost distribution and position management. I assist with the Annual Budget Call documentation, the production of the Annual Report and the Financial Information Record Management System (FIRMS) budget submission.

How has your job changed over time? When I first started in the budget office as a budget analyst, I mainly processed budget transfers, labor cost distribution, personnel transactions forms and release time. Now that I've been promoted to lead budget analyst, I spend more of my time working with special fund areas; updating pro formas, setting up payroll, posting revenue budget, monitoring year-end balances and reviewing direct and indirect costs. Additionally, I now assist with the Annual Budget Call documentation and have a greater contribution to the production of the Annual Report. I currently have one person who reports to me, our accounting tech III, Lauren Garrett. Lauren has taken on the bulk of release time processing, but I continue to work with University Enterprises and Human Resources on a variety of release-time related issues.

How has your job influenced your professional growth? We often get last minute requests that require an immediate response, so my ad hoc reporting, research, problem solving, and analytical skills have greatly improved since I starting working in the Budget Office. The AVP encourages professional growth for her staff, and last year I attended two professional development workshops - *Emotional Intelligence* and *An Appreciative Approach to Work*.

[Front Page](#)
[ABA Green News](#)
[ABA News](#)
[ABA Website](#)
[Awards & Recognition](#)
[Front & Center](#)
[Message From The VP](#)
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Who are your primary customers? The Budget Office serves the entire University, but if I had to pick my "primary" customers, it would have to be division analysts, program center/college analysts, department coordinators, analysts for the College of Continuing Education, Student Health Services, University Transportation and Parking Services and grant administration officers at University Enterprises.

What are your biggest, yet most rewarding challenges? When I first started in the Budget Office I was terrified of public speaking, but with the support and encouragement of my AVP and coworkers I have become more comfortable in that arena. I have had to give a couple of presentations at the Business Partners Round Table meetings and I really enjoyed the challenge.

What do you like best about your job? It's truly rewarding when you're able to help someone see the big picture. They feel empowered and it benefits the University as a whole. I genuinely enjoy serving our customers and knowing that I've (hopefully) made their job a little easier. I work with an incredible group of people and I'm thankful for the great team that we have. Somehow, all of our unique personalities seem to complement each other.

What is your favorite aspect of working on campus? Well, there are a lot of reasons:

- First of all, I love of our mission statement and it makes me proud to say I work at Sac State.
<http://www.csus.edu/about/mission.html>
- The campus is beautiful and Facilities Services does a great job keeping it that way. In the morning when I arrive to campus, I often see the groundskeepers out there blowing leaves, trimming trees and maintaining the lawns. It's impossible to not appreciate their efforts.
- I really enjoy the sense of community at Sac State; there is so much diversity on this campus and even though we all come from different walks of life, we all manage to work together for the wellbeing of the university.
- It feels good to work in an environment that fosters learning. I was just walking down one of the hallways the other day and caught a glimpse of a professor giving a lecture. It reminded me of why we are here and it made me smile.

Why and how would someone contact you? I often joke that we're the "jack-of-all-trades" office, because we get a lot of emails and/or calls regarding questions for the accounting services, accounts payable, SFSC and procurement departments. We always do our best to answer what we can and when we can't, we refer them to the appropriate person in that department. When they are calling for the Budget Office, they might ask for assistance with budget transfers, position numbers, class and DeptID setup and maintenance, budget revenue, release time, salary adjustments, finance and human resources queries, SacVault (Cognos) training, federal work study allocations, budget call documentation and the annual report, just to name a few.

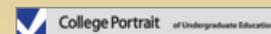
You can reach me at athayer@csus.edu or 916-278-7458.

What does the new initiative "Redefine the Possible" mean to you? It's time to look forward and accept our changing environment. For example, we can automate systems, move to paperless processing, and work to promote alternative transportation. It's about focusing on the things that we can do, instead of holding onto what we used to do. It's recognizing our strengths and concentrating on them; we need to find out what the University is good at and focus on those areas.



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[Comments & Questions](#) [A to Z Index](#) [Accessibility](#)





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ABOUT ACADEMICS ADMISSIONS ATHLETICS MAKE A GIFT QUICK LINKS ▼

ADMINISTRATION & BUSINESS AFFAIRS

[Sac State Home](#)

[ABA Home](#)

[Recognition Program](#)

[Thank-you Blog](#)



FOCUS

SUPPORTING STAFF PROFESSIONALISM AND SUCCESS
VOL. 6 | ISSUE 3 | SPRING 2013

ABA "THANKING" ITS OWN



ABA's Thank-You Blog Continues Success

Earlier this year, we asked everyone to help support our ABA Thank-You Blog when we promoted it on the ABA Homepage. This was an opportunity for anyone to recognize someone that they felt deserved public recognition.

A thank-you may seem like a simple act, but simple acts can often have the biggest impact. We have already received 15 thank-yous in 2013 so far. Let's keep it up!

Visit the ABA Thank-You Blog today to submit your own thank-you! Below are excerpts from the thank-yous we have received thus far:

To: Angel Thayer, April 5, 2013

"Thank you Angel for all your research to put the union release time process into effect. Your diligence and expertise has enabled the university to recover funds where it had not been able to do so in the past. This is especially important during these tough economic times. Thank you, Angel!"

From: Stacy Hayano

To: Elena Compo, April 4, 2013

"Elena transferred out of our office years ago, but continues to serve as a valued resource. When she first transferred we frequently asked for her advice and she patiently answered, even though she had many new duties. Nowadays, she makes sure all budget data sent to us from ABA is organized exactly the way we need it. Her efficiency saves us lots of time. Thanks Elena!"

From: BPA Staff

To: Doug Powers & Moving Services, March 19, 2013

"Doug, The Sustainability Team would just like to offer our sincere appreciation to you and the Movers for helping to make Recyclemania such a rousing success! Having all those receptacles there made a huge impact and really drove home the message of recycling! Thank you!"

From: Joey Martinez

[Front Page](#)

[ABA Green News](#)

[ABA News](#)

[ABA Website](#)

[Awards & Recognition](#)

[Front & Center](#)

[Message From The VP](#)

[News Faces & Farewells](#)

[Staff Spotlight](#)

[Thank-Yous](#)

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Kristina Cullen
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Joey Martinez
Andrew Stiffler

To Daryn Ockey, Match 19, 2013

"Daryn, Thank you for your support of Mulching Mania! It was because of your help that we were even able to hold the event and we appreciate it very much! Also, thank you for your continued support of the Sustainability Team and sustainable events. It means a lot!"

From: The Sustainability Team

To: Matthew Mason, February 27, 2013

"Thank you Matt for taking the time to answer my questions about the electric cart that I 'acquired' when I accepted my new OneCard duties. I also appreciate that you took the time to explain what I needed to know but wouldn't have thought to ask. That is a great example of good customer service."

From: Elena Compo

To: Karen Robinson, February 27, 2013

"I would like to thank Karen for taking the time to create 58 invoice and direct payment examples for the entire accounts payable office to use. She has also taken the initiative to create other documents that our area has needed for a while. She has been a life saver for me many times when I needed help and she just knew what I needed and took charge. Thank you, Karen for being there for me and the rest of our office."

From: Susan Johnson



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[Comments & Questions](#) [A to Z Index](#) [Accessibility](#)

