

Business Affairs • • • • BULLETIN

"Improving the quality of life in the UT Dallas Community"



Section Page

Top Story	1
UT Dallas Community News	2
Procedure Updates	3
Construction Updates	4
Important Reminders	5
Audit & Compliance Corner ..	6
Outstanding Employee of the Quarter	6
Departmental Updates	7
Spotlight Department	7
Special Events	8

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The University of Texas at Dallas is an equal opportunity/affirmative action University.

Excellence is an Attitude!

This statement captures the essence of the University's commitment to transform this culture. Previously, we focused on **leadership** and creating a **lean** philosophy. In this issue our focus is on **Customer Service - UT Dallas' competitive advantage**. Why are we discussing a topic such as customer service in higher education? Why is it so important to UT Dallas? Let's step back and think about the competitive world in which we live. Be it faculty, staff or students, individuals have choices regarding where they work or the school they want to attend. Many colleges and universities fail to place emphasis on providing good customer service. In fact, many see this as only a business proposition; one relegated to those who are competing for goods and services, certainly not higher education!



Excellent customer service at UT Dallas. Our vision for this effort is clear; we want individuals who visit our campus to feel better about the University when they leave than when they arrived on campus. Think about a particular place that you frequent for goods or services. What's special about that place? The goods or commodity may be something you can obtain at another location; however, often what brings you back is how you were treated. Well, that takes me back to the "**Excellence is an Attitude.**" In our quest to become a Tier-One University, it will be that excellence and uniqueness that separates UT Dallas from the competition.

Several months ago, a group of administrative assistants and other professionals who frequently interface with the public were given the charge of developing the foundation for a culture of excellent customer service at UT Dallas. Co-chaired by Lynn Butler and Peggy Zotter, the committee developed a set of guiding principles, phone and email etiquette, person-to-person interaction, and a process to evaluate and acknowledge excellent customer service. Over the next several months, the University will be launching a series of efforts to introduce the customer service initiative at UT Dallas. We want you to "Catch Comet Pride!" and make excellent customer service an attitude that is contagious. For UT Dallas, it's a competitive advantage!

This issue also highlights the continued progress we are making in transforming the campus with all of the construction that is underway. In fact, our theme is "**Pardon Our Progress!**" which recognizes the tremendous amount of activity on campus and the need to be patient. In addition, we are recognizing the achievements of many employees, including the Outstanding Employee of the Quarter, Claire Occhipinti, a dedicated leader in benefits administration respected throughout the state of Texas.

Dr. Calvin D. Jamison

Vice President for Business Affairs

It's A Fact



Page 8

UT Dallas Community News

Credit Card Point of Service Terminals Upgraded

During the second week of August, the Office of Finance will be facilitating a project to upgrade the credit card terminals that the University community is currently using. The new terminals, in addition to being Payment Card Industry (PCI) compliant, will be accompanied by a point-of-sales software which will provide improved accounting and reporting of credit card revenue for the end users and the University. It will also enable an encrypted electronic transmission of credit card transactions. The electronic transmissions will be considerably faster than the current modem-based transmissions. The new scanning devices will eliminate the need to handle customer credit cards, making our processes more secure and compliant. In addition, each merchant department will receive a special printer which will be used for printing receipts for the customers. The software is being provided to the University free of charge by Global Payments and the hardware (scanners and printers) will be funded by Business Affairs. We are very excited about being one of the first universities in the UT System to implement this state-of-the-art technology.

The campus mural painted by Randall Johnson, Sole Proprietor of FUNARTMURALS, is finished and located at the Pub Patio. Go take a closer look.

Federal Minimum Wage Increase

In 2007 President Bush signed a bill that amended the Fair Labor Standards Act (FLSA) to increase the federal minimum wage in three steps: to \$5.85 per hour effective July 24, 2007; to \$6.55 per hour effective July 24, 2008; and to \$7.25 per hour effective July 24, 2009. According to records in Human Resources Management, all regular UT Dallas employees currently earn more than \$6.55 per hour, so this second step of the increase will not affect the University. For more information about changes to the minimum wage, contact Nancy Bowles at extension 2223.

Moving? Getting Married? Had A Baby? Earned a Degree? Keep Your Information up to Date!

Summer is a busy time for many of us. During this time, we may experience big events such as a move to a different house or apartment, graduation or a wedding. Because we are so busy, it might be easy to forget to keep our human resources information up to date. If you have made any big changes lately or plan to soon, then don't forget to contact Human Resources Management to update your information on any changes to name, address, education level, dependents and beneficiaries.



Procedure Updates

Manager and Supervisor Certification Program Begins

In keeping with our overall strategic initiative to continue improving the quality and effectiveness of our workforce, we are pleased to announce a new training program for UT Dallas managers and supervisors. The program is designed to enhance the professional development of current UT Dallas managers and supervisors. On a space-available basis, the program will be open to UT Dallas employees who aspire to become managers and supervisors. Program content is focused on manager and supervisor effectiveness in the key areas that support the accomplishment of strategic goals.

Program participants attend six two-hour classes. Classes will be scheduled over a three-month period. The program will be offered at least twice a year, with the next offering coming sometime after the fall semester begins. Everyone completing the program will receive a certificate of completion. The program is the result of a successful pilot program conducted by Human Resources Management (HRM) with the cooperation of divisions of Business Affairs and Information Resources.

If you are interested in learning more about the program and its requirements, visit:

www.utdallas.edu/hrm/training/supervisor.php5

Due to the cohort design and commitment required to attend all six sessions, interested individuals must confer with their supervisor before registering for the class. In addition to the public offerings for this program, HRM is also prepared to make it available to teams from single departments. For more information about the program, contact David Gleason, Assistant Director, at dgleason@utdallas.edu.

First class to complete manager certification.



Swarm of bees found outside the School of Management Building by University Police who arranged to have the bees removed without exterminating them.



New picnic tables and planters outside the Cecil and Ida Green Center.



Construction Updates

Summer Project Workload

Listed below is an update of the recent activity on major university-managed construction projects:

Completed:

- Replacement of Exterior “scoops” on the Central Energy Plant (CEP), pictured left
- Renovation of the Founders West Annex (FA) for Geosciences
- Renovation of the Cecil and Ida Green Center for the Undergraduate Studies Dean’s Office
- Construction of a Housing Maintenance Building at the University Village Apartments, pictured on page 5
- Addition of picnic tables and planters outside the Cecil and Ida Green Center, pictured on page 3
- Installation of park benches at DART shuttle stops along Rutford Avenue, pictured lower left

August Completion Dates:

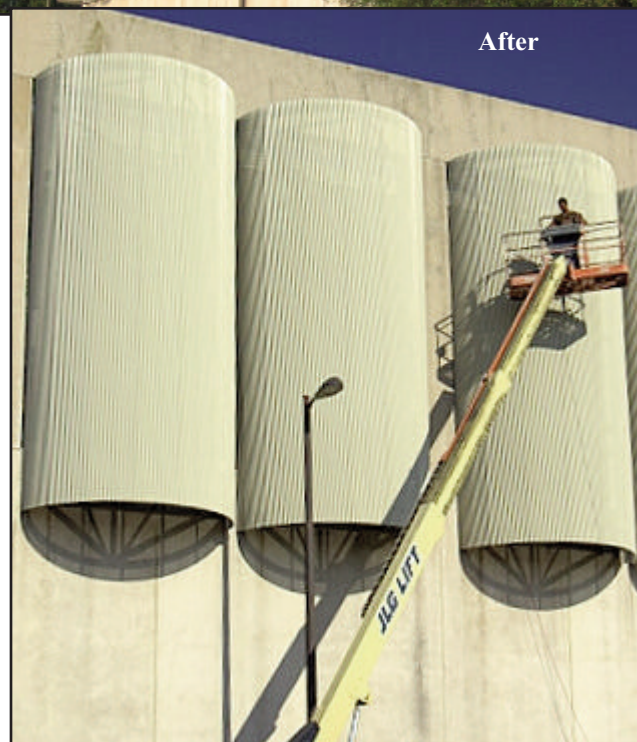
- Renovation of Callier Center (south) conference room
- Two new classrooms at the Waterview Science and Technology Center (WSTC)
- The GEMS Success Center project at the Conference Center

Continuing Projects:

- Design of the new campus loop road and AD parking lot is nearing completion. The project will be advertised soon.
- Planning and programming is continuing on the new Materials Accumulation Facility.
- A contract has been awarded and construction should begin shortly on the Drive D extension and rehabilitation project.
- A “notice to proceed” has been issued for the new Facilities Management Building.
- Renovation of the 4th floor of McDermott Library is continuing.
- Improvements to the University’s electrical distribution system are in progress and will continue through this fall.
- Remodeling of space in the Multipurpose Building for the office for the Vice President for Diversity/Community Engagement is underway.



Before



After



Important Reminders

Procurement Management Deadlines For FY 2008 Close Out

Please take note of the following year-end deadlines:

AUG. 5 – Purchase Requisitions \$25,000 or greater with FY08 funds.

AUG. 11 – Airfare cut-off. Airfare booked by this date will be paid in FY08. August airfare booked after this date will be accrued only if greater than \$2,000.

AUG. 12 – Purchase Requisitions less than \$25,000 with FY08 funds.

AUG. 15 – Purchasing Card with FY08 funds (with the ability to change account number) and large print jobs from FY08 funds.

AUG. 18 – SOS orders (order placement) with FY08 funds.

AUG. 20 – Small print jobs for FY08 billing.

AUG. 22 – SOS paperwork, A/P Vouchers, Travel Vouchers due to Accounts Payable for payment in FY08. Documents received after 8/22 will be accrued in FY08 only if greater than \$2,000 and StaplesLink orders.

AUG. 29 – Last Accounts Payable check run for FY08.

SEP. 3 – Accrual deadline (items greater than \$2,000).

Please contact the Procurement Management Office with any questions. Call extension 2300 or visit us online:

www.utdallas.edu/utdgeneral/business/procure

Bidding Requirements at UT Dallas

UT Dallas is a State of Texas agency and required by state law to bid out orders and give opportunities to companies and HUBS (Historically Underutilized Business) whenever possible. If you have an expensive or technical purchase and the cost will exceed \$10,000, please contact Procurement Management at the beginning of the process.

Procurement Management can write an RFP (Request for Proposal) and send out a bid for your product and service allowing you to evaluate and discuss the proposals legally with the vendors. As a team we will pick the “Best Value” solution for your needs.

If Procurement Management receives a purchase requisition for an item in excess of \$10,000 and we have not been involved in the process, we may have to formally bid out your order, delaying your project. Only a state certified buyer can legally “bid” on behalf of the University.

If you have any questions regarding the bidding process, please contact Procurement Management.

Use Your 2008 Floating Holiday Before Aug. 31

If you have not yet used your 2008 floating holiday, try to do so before August 31. If you cannot use your floating holiday this fiscal year, it will be carried forward like a day of annual leave. Contact Human Resources Management for more information about holidays at UT Dallas.



*New Housing Maintenance Building at the University
Village Apartments*



AUDIT AND COMPLIANCE

corner

COMPLIANCE TRAINING UPDATE

Compliance training is conducted each year to provide valuable information about laws, regulations, rules and procedures that apply to the UT Dallas community. Certain laws also require that compliance training be conducted each year. For example, FERPA and IT Security training is required every year by Federal and State regulations. If we, as a University, are more knowledgeable about the rules and procedures, we can be more productive and effective in achieving our mission and fulfilling our strategic objectives.

This year UT Dallas transitioned compliance training to WebCT, and like most system changes, we met our share of road blocks and stumbled through some issues. We appreciate your patience and feedback with this year's training and would especially like to thank everyone who provided suggestions on ways to improve compliance training. We will be working diligently over the next few months to incorporate the suggestions as we get ready for FY09 annual training in

Jan. 2009. Some of the changes we will be working on include improving navigation within the course so that you will understand which ones you have passed and which ones you still need to take. Stay tuned!

Please feel free to contact the Compliance Office at extension 2233 or by email at compliance@utdallas.edu if you have any questions, comments or suggestions.

TAKE OUR RISK SURVEY!

Please take a few minutes to fill out the Risk Survey. Think about the top one to three risks at UT Dallas, and then answer the one question survey! Your answers will be anonymous, and we will use the results to help prepare the annual risk assessment for UT Dallas. Results will be published in the next *Business Affairs Bulletin*.

www.surveymonkey.com/s.aspx?sm=Tvg7RlfqC8FG3_2fCzuOvyA_3d_3d

Outstanding Employee of the Quarter

CLAIRE OCCHIPINTI

The third quarter winner of the Dr. Larry D. Terry Award for Outstanding Business Affairs Employee is a long time employee in Human Resources Management. Since starting in a clerical position over fifteen years ago, Claire Occhipinti has held a progression of increasingly responsible positions; she has served on both UT Dallas and UT System committees and she is recognized across Texas as a leader in public higher education benefits administration.

Claire's nominees wrote that she works tirelessly to provide the faculty and staff with the very best in employee benefits.

Below are a few of the comments received from faculty and staff about Claire in a recent survey regarding the quality of services in Human Resources Management.

"She is extremely professional and does her research well."

"She has a delightful attitude."

"She is an outstanding, helpful resource for UT Dallas and she has repeatedly come through for me."

"She should be highly commended for her service and help."



Claire Occhipinti receives award from Dr. Jamison.

The Dr. Larry D. Terry Award for Outstanding Business Affairs Employee was established to recognize outstanding performance and special achievements of Business Affairs employees.

Departmental Updates



Records Destruction

One function of the Business Services department is to securely store records for various departments and ensure the records are disposed of according to the Records Retention Schedule. In association with this function, they recently sponsored a campus-wide destruction of records. All departments were invited to participate by getting approval from the Records Management Officer to dispose of records that had reached their period of retention.

It takes months to properly prepare for the “day of destruction” (pun intended) and practically an entire work day to dispose of all records. Check out the statistics below!

Pounds Dumped	17,640
Trees Saved	145
Gallons of Water	60,760
Pounds of Air Pollution	518
Kilowatts of Electricity Conserved	35,280
Cubic Yards of Landfill Conserved	29

The Business Services Department would like to thank all departments for their cooperation. A special thanks to Facilities Management for assisting in the process and ensuring this job was completed in a time efficient manner.

New Employees

Please welcome these new employees to Business Affairs:

Facilities Management

Fabian Alcala

Nicholas Konovalski

Jason Malinas

Espiritu Sanchez

Arnulfo Saucedo

Bruce Schweigert

Ronnie White, Jr.

Finance

Greg Argueta

Valerie Law

Human Resources Mgmt

Terry Cartwright

BA Spotlight Department Employee Development Division Human Resources Management

The Employee Development division of Human Resources Management got its start in 2001 when David Gleason was hired for the purpose of developing and coordinating training programs at UT Dallas. One of the very first classes delivered was on the topic of conducting effective annual performance reviews for managers and supervisors. Since 2001 the Employee Development team has delivered about 1,000 classroom hours of instruction to university employees.

The current Employee Development team includes David Gleason, Terry Cartwright and Charles Salomon. (pictured) The division has made significant progress since the first class almost seven years ago and there is still much to be done as the University moves toward becoming the next Tier One research institution in Texas. In recognition of a great beginning and future filled with possibilities, the Employee Development division has developed a new slogan,

“You Ain’t Seen Nothing Yet!”

Terry Cartwright, David Gleason and Charles Salomon



Special Events

Facilities Management Team Wins First “Milky Way” Student Life Award



Sam Eicke, Johnny Brown and Jim Deutsch with the Milky Way Award

Sam Eicke and the staff from Facilities Management (FM) were awarded the inaugural “Milky Way” award presented to a non-student affairs department for their exemplary services for the student life community. They were recognized for their collaboration with the Disability Services area to address physical accessibility issues at the University.

Over the past year, through the cooperation of Facilities Management and the Office of Disability Services, improvements to the campus included:

- Installation of several new handicapped doors;
- Reconstruction of restrooms to meet new standards;
- Adjustment of ramps with the correct grade; and
- Installation of a new DART shelter for students using the DART Para-transit.

In addition to the work accomplished by the two departments working together, the nominators wrote that Sam and the FM team always listen and are unafraid to tackle the challenges for

access at UT Dallas. They wrote, “Anytime an issue with the physical accessibility for the campus is in question, Facilities Management is willing to go beyond the call of duty to find the answer.”

Congratulations to the entire team at Facilities Management!

Third Quarter Business Affairs Stars

Eight employees were recognized at the Third Quarter Business Affairs Outstanding Employee Award Ceremony for their exceptional work in their areas. The Business Affairs Stars include (pictured left to right with Vice President Calvin D. Jamison):

<u>Employee</u>	<u>Department</u>
Jay Carter	Purchasing
Jeff Trammel	Police Department
Lisa Sunderland	Office of Associate VP for Business Affairs
Merrie Tabbert	Finance
Lou Delcamp	Human Resources Mgmt.
William Parr	Environmental Health and Safety
Josefa Banda	Custodial
Luisa Sanchez	Custodial



IT'S A FACT...

As of July 1, 2008

3,203	Total number of employees
1,586	Number of full-time employees
1,617	Number of part-time employees

