

Business Affairs • • • • BULLETIN



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

The Tenacity of Excellence!

Excellence is an often overused word, but in the case of UT Dallas, it cannot be stated enough. More than three years ago, we set an agenda to transform the campus. After the most aggressive construction effort in University history, numerous way-finding changes, and reaching a milestone in our enrollment—now exceeding 17,000 students—a new era has begun.



With the dedication of the Campus Landscape Enhancement Project, Student Services and Founders buildings, the addition of roughly 600,000 square feet for facilities, the planting of 5,000 trees and a new residence hall, UT Dallas is strategically positioned in its quest for Tier One.

By definition, tenacity is “persistent determination.” UT Dallas is nothing short of tenacious in our relentless pursuit of creating the right campus at the right time, for the right vision. We are creating and delivering the future, through the realization of an increase in research dollars, improvements in campus facilities, and the development of a “service excellence” attitude. The excitement and energy permeating throughout the campus and community is contagious.

Students, faculty and staff can be proud of recent achievements that are positioning the University for greatness. Business Affairs is excited to play an integral role in facilitating our transformation.

In the not too distant future, UT Dallas will “go live” with PeopleSoft ERP and SciQuest systems, improving how we conduct business, allowing ease of transactions, data management and service delivery. The campus infrastructure is more appealing with its inviting mall area that promises to be the center of activity for years to come.

Focusing on “service excellence,” more than 500 employees completed the customer service training certification program, which continually has a waiting list.

This edition of the *Business Affairs Bulletin* includes the welcoming of students by faculty, staff and alumni, campus dedications, a report card on UT Dallas’ sustainability efforts, promotions of police officers and departmental updates. It also includes reports on current construction projects, information on compliance training and special interest items for the campus and community.

Indeed, the future of UT Dallas is bright. The galaxy of “stars” surrounding the “Comets” is impressed by the tenacity of excellence that is such an integral part of the evolution of this campus. Our founders would be proud that we are bringing their vision to life. The renovation of Founders Hall, the oldest building on campus, serves as a constant reminder of their pursuit of excellence. For UT Dallas, the swagger continues!

Dr. Calvin D. Jamison
Senior Vice President for Business Affairs

IT'S A FACT



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WELCOME BACK STUDENTS!



Staffers from Facilities Management—(from left) Christopher Walker, Joe Fernandez, Debbie Sauer and David Epps—welcome students returning to campus Aug. 19. The Customer Service Committee set up booths all over campus offering water, maps, pens, fans and other giveaways. This booth was located just north of the roundabout.



Returning senior Sheldon Daniels takes a Comet Pride fan from Assistant Dean of Undergraduate Education Cathie Alexander during the Customer Service Committee's "Welcome Back Students" days, Aug. 19-20.

From left: staffers Tonja Kirkwood-Brown, Deborah Day and Keshia Campbell join alumna Joyce Johnson (center right) in welcoming students to campus for fall.



UT Dallas alumni Martha and Russell Hooker gear up to welcome students.

COMMUNITY NEWS

Police Promote Two within Their Ranks

Corporals Misty Boyd and Mark Routson were recently promoted to the rank of sergeant at UT Dallas Police headquarters. Chief Larry Zacharias presented the two with certificates and their new badges before a group of fellow officers, friends and family.



UTD Alert Mass Notification System

UT Dallas plans to launch UTD Alert, the University's new mass notification system, in the New Year.

After vetting several vendors, a committee headed by Office of Emergency Management Director Calvin Brown selected Cooper Notification, the vendor that provides the state-of-the-art system used by UT Austin.

"UTD Alert is capable of sending out 55,000 messages within the span of two minutes. It gives police and administrators the ability to send text messages to every computer, cell phone, Blackberry, video board and any other communications device and will eventually replace Mobile Campus," Brown said.

COMMUNITY NEWS (continued)

Green Chemicals

UT Dallas is raising the bar on cleaning and coloring it green.

In an effort to improve the health and safety of custodial staff, Facilities Management is replacing its cleaning chemical supplies with safer, more environmentally friendly green cleaners.

Custodial Services Supervisor Bron Clayton said the move protects the health of staff members and facilities users.

“While cleaning bathrooms and other facilities, staffers are exposed [to solvents] continually. Long-term inhalation of the fumes could carry serious health risks,” Clayton said.

When Clayton conducted research on green cleaning products, he ran into a problem.

“Halfway into this thing, I noticed that companies could label any product ‘green’ without it being substantially different chemically from the original product. It could get the green label because it’s a pump spray instead of an aerosol, or it’s packaged in a carton instead of plastic bottles,” he said.

Green Seal—an independent nonprofit organization that Clayton studied—identifies, certifies and promotes environmentally responsible products and services.

“Their standard means a product reduces toxicity, waste and exposure to harmful chemicals,” he said.

“These green products cost a bit more and staffers will have to apply more elbow grease and take more time to clean. But in terms of fewer absences from work and better health, the savings could be significant over time,” Clayton said.



Bron Clayton, building services supervisor for Facilities Management, aims to guard the health of the cleaning crew and others.

Project Gemini



“We’re rounding second and headed to third!”

In less time than it takes to eat lunch, very soon UT Dallas employees will have the ability to go online to request supplies and services, learn whether or not the purchase request was granted or denied via e-mail verification and track the order process through delivery and payment.

eProcurement, as it’s called, is Gemini’s purchasing module and website. During a recent 30 minute demonstration, Assistant Vice President for Procurement Management Pete Bond and Procurement Director of Logistics Craig Thorp teamed up with a group of student interns and demonstrated the six-step shopping process.

“This is the biggest process improvement to Purchasing and Accounts Payable in the history of UT Dallas. Most of us will have to change and adapt but the future is very bright and these process improvements are absolutely necessary for a university on its way to Tier One,” Bond said.

eProcurement features a portal, or homepage, that bears strong resemblance to the website Amazon.com. Shoppers—anyone with a UT Dallas NetID and password—can go online and shop for supplies and equipment with the click of a mouse. Items can be selected from a catalog or special-ordered using the non-catalog tab in eProcurement. Dell, Staples, and Fisher Scientific, to name a few, are among the 20 or so featured eProcurement catalogs.

Training started in October to prepare users for the new business processes and tools.

Gemini project teams from the University’s department of Information Resources and the Office of Business Affairs are finalizing training schedules for campus-wide launch.



Mowers prepare grounds for the upcoming Campus Enhancement dedication ceremony.



Staffers clear the reflecting pools of leaves and other debris in the run-up to the Campus Enhancement dedication ceremony.



Crews cut brick pavers with power saws in preparation for the dedication ceremony.



Board of Regents Chair Colleen McHugh acknowledges Mrs. Margaret McDermott and her gift to UT Dallas as Dr. Daniel, Chancellor Francisco Cigarroa and Regent Brenda Pejovich applaud in support during the landscape enhancement dedication Sept. 29.

COMMUNITY NEWS (continued)

Campus Dedications

Mobilized in the 48 hours preceding the University's Sept. 29 Campus Enhancement Project Dedication, staff members from facilities management, university police, environmental health and safety, along with various contractors, worked feverishly to put the university's best foot forward. A milestone for UT Dallas as an education and research institution, the dedication drew students, faculty and staff, local journalists, three UT System regents and Chancellor Francisco G. Cigarroa, M.D. The project's world-renown architect, Peter Walker, and University benefactor Margaret McDermott joined University President David E. Daniel and Student Government President Grace Bielawski as key speakers.

Campus Enhancement Project Dedication Plaque



University President David E. Daniel, Senior Vice President for Business Affairs Calvin D. Jamison and Executive Vice President and Provost Hobson Wildenthal, each armed with a set of tongs, served up a barbecue luncheon for staff who helped with the dedication preparations.

COMMUNITY NEWS (continued)



Staffers listen intently to Drs. Daniel and Jamison during the appreciation luncheon.

Dedication of the Student Services Building, Founders and Science Learning Center (SLC) on Oct. 20, 2010



L-R: Student Government President Grace Bielawski, Dr. Darrelene Rachavong (VP for Student Affairs), former SG Vice President Ana Tavares, President Daniel, Women's Center student worker Jasmine Hunt, Multicultural Center student worker Archie Nettles, and Dr. Jamison gather after the SSB dedication.



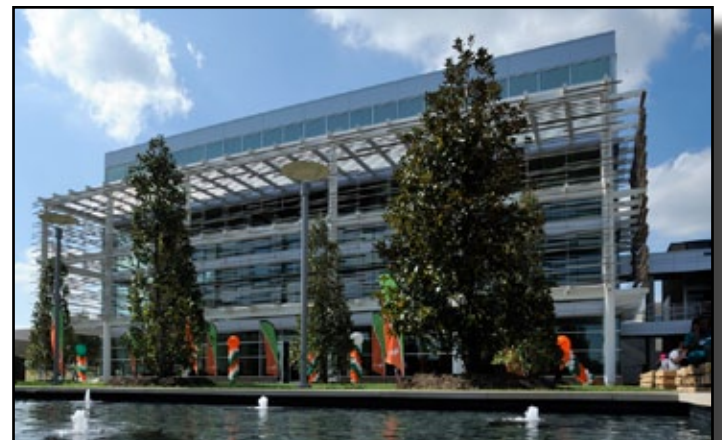
Students, staffers, faculty and administrators gather for dedication of the Student Services Building (SSB).



L-R: Bill Elvey, Rick Dempsey, Dr. Andy Blanchard, Dr. Calvin Jamison, Resident Construction Manager Jim Ellis, OFPC Executive Director of Program Management David Dixon and FF&E Project Manager Robin Connolly attend the Science Learning Center dedication.



Appreciation luncheon held for contractors and architects followed the dedications.



Beautiful SSB on dedication day

Student Government President Grace Bielawski exchanges a hug with Dr. Daniel.



AUDIT AND COMPLIANCE



corner

At Your Service

Do you shudder when you receive an audit notification? Do you break out in a cold sweat when you hear the word “audit?” Do you think auditors are just out to get you? We in internal audit don’t want you to feel that way, because we are here to help you, your department, and UT Dallas! We know what it’s like to be audited, because we are also required to be audited! The last audit was conducted in December 2009, and it concluded that internal audit complies with professional auditing standards.

One of internal audit’s primary roles is to add value to the University by monitoring risks and providing assurance that controls are in place to mitigate those risks. The news is full of articles on fraud, and higher education is not exempt. Universities and local governmental agencies have dealt with fraud in all areas, including purchasing cards, student loans, donations, federal grants, payroll, cash handling, conflict of interest, misconduct in research, access to information systems, and general financial mismanagement. Internal audit also provides a broad range of services to help UT Dallas meet objectives, such as:

- Consulting and answering questions regarding internal controls, fraud prevention, ethics, potential risks, best practices, policies, or “where do I go for information on...”
- Helping departmental personnel understand their most significant risks and how to address them
- Training and facilitation services on management responsibilities, internal controls, and fraud awareness. Audit will be assisting departments by offering a training class on “Introduction to Business Processes”
- Conducting investigations, evaluations, analyses, and benchmarking
- Participating in systems implementations ranging from PeopleSoft to unique departmental systems

- Evaluating business processes for effectiveness and efficiency

Controls are everyone’s business—not just management’s—and not just internal audit’s. Internal audit wants to help you make UT Dallas a productive environment for our students, faculty and staff and an outstanding “citizen” of our local community as we move to Tier One status. For more information regarding Internal Audit’s services, please see our website at

utdallas.edu/audit-compliance/audit_ourcharter.htm.

PROCEDURE UPDATES

Foreign Travel Policy

UT Dallas recently adjusted its policy and business processes associated with international travel at the request of Chancellor Francisco G. Cigarroa’s. He urged each UT System institution to revise travel requirements to address potential risks to students, faculty and staff visiting countries on the State Department’s Travel Warnings List. Key revisions to the policy include:

- Travel to Mexico is now considered foreign travel for all University travelers;
- All Foreign travel is reviewed by the Advisory Council on International Education (ACIE) secretary who may consult with the entire ACIE when situations warrant; and
- Foreign travel requests and required documents must be submitted according to protocol set forth by the Office of International Education.

Furthermore, all UT Dallas travelers to foreign destinations are required to register with International SOS. International SOS is a comprehensive, 24-hour medical and emergency response organization that has been contracted by UT System. Services are available at no cost to individuals traveling on official university business and at a discount for traveling companions and employees traveling abroad for leisure.

Travelers should refer to the UT Dallas electronic forms page for updates or contact the Office of International Education for additional information, utdallas.edu/oie.



Completed UTeach addition



Multi-Purpose/Administration building new entrance and canopy



Research and Operations Center (ROC)



New Visitors Center and Campus Store rendering



Completed Projects

- The Founders North 2nd floor addition for UTeach Program
- Multipurpose Building, 2nd floor canopy entry
- Jonsson, Helpdesk Suite 2.206 renovations
- Research and Operations Center (ROC, formerly the Raytheon Building): ADA exterior and interior improvements, campus fiber network to building, 2nd floor renovations
- Science Learning Center, Room 3.506 cubicle design
- ECSN conversion of 2.310–2.332 and 3.4 to mechanical labs
- NSERL Room B4D1 server installation, air cooled chiller system, molecular beam epitaxy, neuroscience behavior labs, bio-engineering and materials science, cubicles added on 3rd and 4th floors

Projects - Design Phase

- Hoblitzelle Hall 1st floor reconfiguration, rehabilitation and expansion of Parking Lot M is underway
- AD/MP 2.202 conversion to administrative space
- WSTC installation of emergency power for EOC
- McDermott 1st floor renovation for temporary Bookstore, Technology Store and Copy Center



Science Learning Center (SLC) formerly known as "MSET"



Projects - Construction Phase

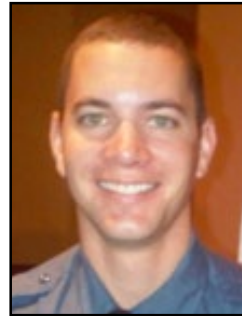
- Repainting of Conference Center lobby
- Conference Center/Hoblitzelle Hall chilled water and steam utility replacement
- Parking Lot K reconfiguration and reconstruction
- Activity Center bleacher replacement
- NSERL conversion of shell space to a lab
- ROC renovation of west side entrances, 2nd floor training room and offices



Residence Hall II coming soon

DEPARTMENTAL UPDATES

Police Chief Larry Zacharias continues to incorporate a service-oriented mindset and strong organizational skills by recruiting some of the best cadets in the state.



Bradley Williams was hired by the UT Dallas Police Department as a cadet in June 2009. While waiting to attend the UT Police System Academy, he served the department in a guard position. In January 2010, Williams attended the System Academy where he was highly regarded as a leader, top driver on the road course, class valedictorian and rated "Top Cadet" by the Academy staff.



Corey Lavone Keller joined the UT Dallas Police Department as a cadet in July. He previously served in the U.S. Navy as a conventional weapons specialist, worked on the USS Nimitz aircraft carrier, survived Navy Seal training and served as a military policeman. Keller currently attends UT System Police Academy and expects to graduate in December.



Kevin Hicks joined the UT Dallas Police Department in July. He was previously a police officer with the Irving Police Department for six years, where he received numerous citizen and departmental commendations. Hicks currently attends UT System Police Academy and expects to graduate in December.

DEPARTMENTAL UPDATES



Paul Smith returns to UT Dallas as the new parking supervisor. He arrives after an eight-year stint with an overnight delivery service. Earlier in his career he worked for UT Dallas as a library guard, dispatcher and police officer under three police chiefs between 1991 and 1999.

In his new position Smith will work with Parking and Transportation Services Manager Nancy Branch to help coordinate events parking and field enforcement, among other tasks.



Clarissa Sands, the University's new payroll manager, really loves her job. "Payroll is great because I get to use my accounting background, do research and solve problems." She holds a Bachelor of Arts degree in business administration and a MBA in accounting.

Sands has previous experience with PeopleSoft and is helping with its implementation here. She said she knows once people get the hang of it, all will be pleased as business operations become much smoother and more efficient.

Sustainability Report Card

Climbing up one full grade, UT Dallas scored a B- on the College Sustainability Report Card for 2011. Last year UT Dallas received a C-.

Sustainability—using a resource so that the resource is not depleted or permanently damaged—is monitored and graded using an independent evaluation of campus and endowment sustainability activities at U.S. colleges and universities.

The recent hiring of Donna Riha, the University's first energy conservation and sustainability manager, looms large in the upgrade.

Since arriving at UT Dallas, Riha developed and received approval for the campus' sustainability policy, launched a website, organized an at-large sustainability committee, and partnered with contractors to conduct energy audits to find areas to lower costs and consumption.

"I think the open dialogue—just telling the story of our efforts toward sustainability—has helped tremendously," Riha said. "Now if we can focus on improving our shareholder engagement category, we can make greater strides."

A sampling of criteria along with the grade UTD received follows:

- Administration - A for approving a sustainability policy last spring
- Climate Change & Energy - B for installing steam-

trap systems in existing buildings on campus and adding LED lighting and lighting sensors

- Food & Recycling - B for local purchases of milk, produce, baked goods and beverages and for composting food scraps for use in the community garden
- Green Building - C for Student Services Building, which is on track to receive LEED Platinum certification

There are nine categories in all, providing a letter grade for universities' sustainability efforts based on set criteria.



New energy-saving technology – an LED light standard with a solar panel and wind turbine collecting energy during the day that charges batteries that power the lamp at night – may be in store for UT Dallas.



From left: Grounds Supervisor Jay Jascott, Associate Vice President for Facilities Management Rick Dempsey, Energy Conservation and Sustainability Manager Donna Riha and Verdegy representative Ryan Rendleman watch as a newly installed LED light standard draws energy from both a wind turbine and a solar panel.



Injury Free at UT Dallas

September Emergency Preparedness Fair

Environmental Health and Safety recognizes Emergency Preparedness

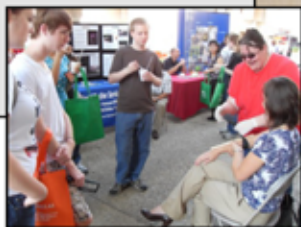
Month each September by hosting its annual Preparedness Fair, which provides students, faculty and staff a one-stop shop to receive campus emergency and safety information.

The fair also serves as a venue for vendors to promote responders, such as the CERT team, which regularly conducts detailed training exercises to stay on the ready in case of emergencies. This year's fair featured fire extinguisher demonstrations, local police and fire-fighters and free snow cones.



Waste Management

On June 1, under the charge of Environmental Manager Chris Hickson, EH&S implemented liquid-waste bulking processes that rendered immediate cost savings to the University. This makes the campus more environmentally compliant and reduces pollution.



Fire Safety

EH&S, in conjunction with Student Affairs, is upgrading the fire alarm system at the Activity Center by adding a new panel to support 280 devices that will feed into the network used for indoor emergency notification. The upcoming Visitors Center and Campus Store will tie into this system as well during construction.

<http://www.haveanexitstrategy.com/>



Storm Spotter Program

The Office of Emergency Management led the campus' first Storm Spotter training session on Oct. 13, certifying 10 UT Dallas employees. Mark Fox, National Weather Service officer, conducted the training. The 10 employees are now Richardson Radio Amateur Civil Emergency Service storm spotters.

Trainer's Corner

Recognizing Emergencies

The ability to recognize emergencies is a skill that is difficult to develop, but being aware of one's surroundings can go a long way toward preparing for an incident that can happen at any time. One's senses are valuable tools for assessing potentially dangerous situations. Often, common sense can help save time and lives during a crisis.



Never be afraid to report strange and unusual smells, behavior, sights, or sounds. Trust gut feelings as a first indication that something may be wrong.

CPR/AED classes will continue being offered

Laboratory Safety

- Make sure personal protective equipment (PPE) is worn in all labs during work
- Make sure all PPE is removed before leaving all lab work areas
- Contact EH&S for all training related to general safety and the proper use and disposal of chemicals in lab areas



SPECIAL EVENTS

Golf Tourney Preview

Save the date!

Thursday, April 21, 2011, the 18th Annual UT Dallas Golf Tournament and Scholarship Fundraiser will take place at Sherrill Park in Richardson. The Office of Business Affairs seeks volunteers now to make up the organizing committee.

Under the direction of Project Coordinator Tysh Coleman, last year organizing committee volunteers produced a well-attended and highly successful fundraising tournament. Everything from securing donations and prizes from local businesses to registering participants and monitoring tournament play to setting up and serving lunch required the attention and dedication of volunteers.

More than \$16,600 was raised to add to the scholarship total of \$230,338.

This year's effort is currently under way, with Coleman renewing her post as committee chairperson.



Pictured left to right: Volunteers Christy Baxter, Esthela Beltran, Peg Zotter, Karen Gawley, Kelly Anderson, Jami McDonald, David and Mary Ann Routzahn, Jessica Brown, Sandra Mitchell, Purvi Sampat, Kathleen Arenas. Not pictured: Tysh Coleman, Keshia Campbell, Vicki Carlisle, Cindy Sutton, Lisa Sunderland, Jessica Ko, Torrie Grant, Geneva Hicks, Haywood McNeill, Steven Rosson, David Kelly, Laurinda Lara, Valerie Lariscy, Matt Walt, Charmaine Sarpong, Renay Fleming, Carrie Chutes and Tony Franklin.

Money from the tournament is evenly divided between two scholarships: the undergraduate Patti Henry-Pinch Scholarship and the graduate Betty and Gifford Johnson Scholarship.

Business Affairs, in conjunction with Graduate Dean Austin Cunningham, has organized and produced the event since 1992.



Golfers take to the course in carts at the start of the 17th Annual UT Dallas Golf Tournament and Scholarship Fundraiser in Sherrill Park.

SPECIAL EVENTS (continued)



Members of the Business Affairs Leadership Team show their enthusiasm toward helping the University reach Tier One status.

Business Affairs Leadership Team Advance

“What got us here, won’t get us there.”

That simple truth from Human Resources AVP Larry Wilson inspired some strategic goal-setting July 20-21 at the Viceroy Building as the Business Affairs Leadership Team continued the march toward Tier One status.

Heads of eight departments that make up business affairs—procurement, finance, budget, police, facilities management, human resources, environmental health and safety and the Senior Vice President’s Office—presented progress reports in their areas and then charted courses to reach new goals over the next three to five years.

“We’ve greatly improved the infrastructure, introducing new facilities and upgrading our business systems. Now we must explore ways to get the most from these improvements with a focus on delivering service excellence,” said Senior Vice President for Business Affairs Calvin Jamison.

The session began with a presentation of the University’s mission, vision, strategic imperatives and business affair’s role in contributing to each.

Dr. James Wright led an in-depth brainstorming session that identified application of lean principles, improvements in business intelligence and improved employee retention with business affairs’ contributions to the University’s reaching Tier One status.

As UT Dallas moves from “corner market to major grocery store,” and exhibits the “audacity to be Tier One tenacity,” measurable results to look for include:

- Lean principles engaged across campus
- Improved sustainability
- Enhanced business intelligence
- Improved business processes
- Culture of continuous improvement
- Robust financial health
- Becoming a benchmark of excellence in operational delivery
- Collection of awards of excellence
- Robust physical infrastructure

SPECIAL INTEREST

Construction Firms Honored

In recognition of the award-winning collaboration between UT Dallas and the firms that designed and constructed its newest facilities, UT System recently honored four firms that worked on campus last year for their use of historically underutilized businesses as a part of their efforts.

A historically underutilized business (HUB) is one that is at least 51 percent owned by an Asian-Pacific American, Afro-American, Hispanic American or an American woman with its principal place of business in Texas.

One HUB—Kell Muñoz Architects—and three firms that hired HUB subcontractors/sub consultants—Turner Construction, Adolfson & Peterson, and Perkins & Will—were awarded for their work on the Founders Building renovation, renovation work at the Center for BrainHealth, the construction of the Science Learning Center and LEED platinum-rated Student Services Building.

“We present the awards for Office of Facilities Planning and Construction projects that have exceeded the HUB

goals during the previous year. The architects and general contractors that work on UT System projects have committed to work with the subcontracting community to develop relationships with HUB firms,” said Christi Johnson, senior HUB coordinator for UT System.

UT Dallas received five of the 14 UT System awards.

“These awards are strong indicators of a truly inclusive process that incorporates HUB subcontractors and consultants as a part of highly functional teams that produce superlative results. These new facilities are universally recognized as being both aesthetically pleasing and functionally capable buildings that are positive additions to the campus,” said Rick Dempsey, associate vice president for Facilities Management at UT Dallas.

Architects must meet or exceed the HUB goal of 20 percent for professional services for the design contracts, and general contractors must meet or exceed the building construction goal of 26.1 percent, according to the HUB website.

The design professionals and general contractors that received awards include:

Project	Award Winner	HUB %
UT Dallas Founders Renovation	Turner Construction – GC	30.08%
UT Dallas Math, Science and Engineering Teaching/Learning Center	Kell Munoz – AE	23.29%
UT Dallas Math, Science and Engineering Teaching/Learning Center	Adolfson & Peterson – GC	28.63%
UT Dallas Student Services Building	Perkins & Will – AE	33.76%
UT Dallas Center for Brain Health 2nd Floor Renovation	Turner Construction – GC	30.33%



Founders Building



Student Services Building



Science Learning Center

SPECIAL INTEREST

Facilities Management's Keith Ferguson, a remodel shop foreman who built a removable desk top to fit over the wheelchair of an international student with disabilities, was among 11 UT Dallas employees honored in the 2009-2010 CARE Awards.

The award, short for "Celebrate Achievement – Reward Excellence," recognizes staff members who demonstrate superior performance, offer outstanding customer service and enhance the University's image through work.

Assistant Director of Disability Services Kerry Tate requested help from facilities management for an international student with a disability.

"We met to discuss the situation, and Keith promptly built and installed a solution in Hoblitzelle Hall," said Building Maintenance and Operations Director Kelly Kinnard, Ferguson's supervisor.

"A few days later, Kerry came to us again regarding the same student. It was then that we realized that this young lady named Alice was not only wheelchair bound,



Alice



Keith Ferguson

but her height made it almost impossible for her to use conventional desks.

"As Alice is majoring in physics, Keith figured she could use a lab table as well. He found some scrap wood and a used lab table that was slated for surplus, cut it down to size and put casters on it so it could be moved," Kinnard said.

"Keith embodies customer service. That's true whether it be a routine task or confronting the challenge of helping a student with a disability attend class more effectively."

"With Keith, it's never, 'I can't.' It is always, 'How can we get this done?'" Kinnard added.

Tate said this was an example of service excellence and empowerment.

Alice plans to attend medical school.

SPECIAL INTEREST

Comet Cruiser Ridership Spike

Ridership on the UT Dallas Comet Cruiser Route 883 has doubled to more than 54,000 passengers a month in 2010, up from 22,000 passengers per month in 2008.

The surge in demand corresponds with a recent spike in enrollment. According to the Office of Strategic Planning and Analysis, fall enrollment increased to more than 17,000 students. That's 2,000 students more than the preceding semester.

A supplemental shuttle bus service has been added to handle the boost in ridership between the UT Dallas campus and McCallum Boulevard. The supplemental service is an unscheduled "circulator service." It recently expanded its hours to run from 3 p.m. to 10:30 p.m. Monday through Friday to accommodate evening students.

Spokesman John Quinn said Dallas Area Rapid Transit (DART) enjoys partnerships with public and private entities because it brings people to public transportation.

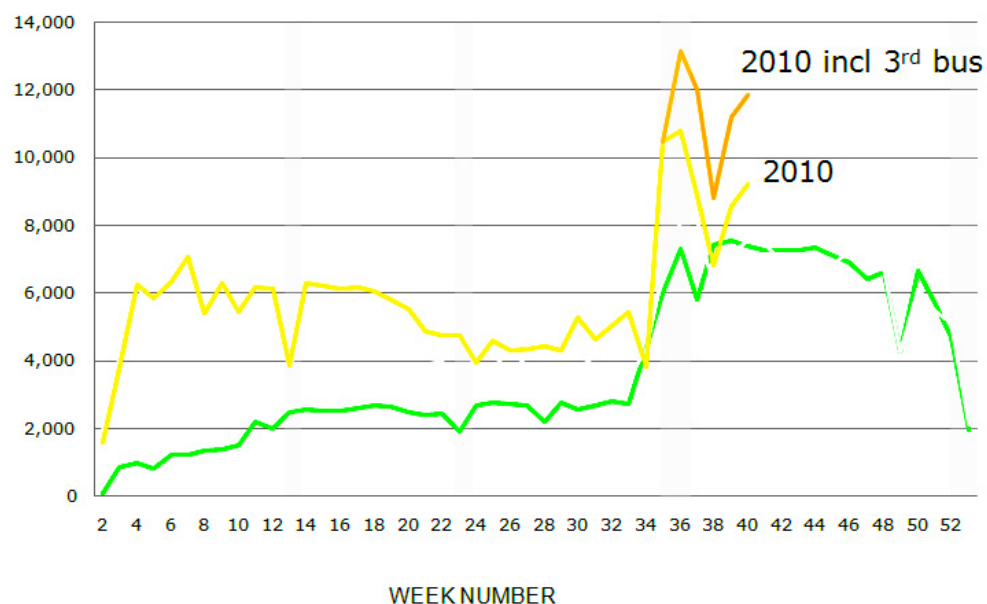


"As a matter of fact, DART ridership is down system-wide. But the one exception—an anomaly, really—are these supplemental shuttle services, where the growth is really taking off," he said.

UT Dallas partnered with DART in 2007 to provide on- and off-campus transportation that's convenient, cost-effective, and safe that links campus with the George Bush Turnpike rail station.

UT Dallas offers students, faculty and staff DART Transit Passes for free. Just apply online at utdallas.edu/dart.

RT 883 COMET CRUISER WEEKLY RIDERSHIP



SPECIAL INTEREST



An Interview with Peg Zotter

UT Dallas bids farewell to Peg Zotter, special assistant to the senior vice president for Business Affairs and long-time UT Dallas employee. Zotter has provided excellent service to the University and Richardson community for more than 20 years, supporting four vice presidents and steering a number of committees in the process.

We sat down with her to discuss her time at the University.

What are your earliest memories of UT Dallas?

Oh my. Let's see. Administrative offices were located in the Temporary Administration Building (TAB) off Waterview and Tatum. The current Administration/Multipurpose Building was constructed and opened in 1988, a year before I arrived.

When I started, Jerry Robinson was the HR director. I was waiting to hear from either Richardson ISD or UT Dallas. UT Dallas called back first. Thank goodness. I had to take a competency test—typing, grammar and spelling—and HR provided the first interviews for applicants before candidates could go on to the actual departments for which they applied.

The entrance off Campbell Road was not there. The University's main entrance was Lookout Drive off Floyd Road. There were no buildings south of Drive A except Waterview Apartment Phases 1 through 4—no Activity Center, no School of Management, no ECS North or South, and no Green Center.

Hoblitzelle Hall at that time was occupied by the Southwest Legal Foundation, a state center for legal education. And the current bookstore was the Physical Instruction Building, which had squash courts and locker rooms but no pool.

Who or what brought you to the University?

I had worked early on but became a full-time, stay-at-home mom two years after the birth of my daughter. I came back to work to help boost savings for our daughters' college educations.

What jobs have you held over the years? Who have you worked with? How many committees?

In 1989, I joined HR and worked about 30 hours per week, which allowed me to receive benefits. In 1991, I became an administrative assistant for Scherry Johnson in university affairs, which later became the Development Office. And then in February 1992, an Administrative Assistant III in business affairs was retiring so I applied and I've been with VPBA ever since. I became senior administrative associate under Vice President Robert Lovitt and moved to special assistant to the vice president under Dr. Larry Terry in 2005.



An Interview with Peg (continued)

What are the advantages to sitting on committees? Disadvantages?

What's nice about joining committees is that you work with great people and you get to learn a lot about the University. The only disadvantage is that it is time-consuming.

If there is one thing you want people to remember about you, what is it?

That I really cared about people and went to great lengths to provide excellent service.

What memories from your UT Dallas experiences do you feel will stay with after you retire?

The University is like my second family, with people I will never forget.

What are your plans for retirement? Will you be active as a UT Dallas retiree? Join the UT Dallas Retiree Association? Will you continue playing Wallyball?

I already have joined the retirees' association, and I plan to be active in the new year. My husband Tom and I, who also is retired, plan to travel. And I intend to continue playing wallyball as a guest.

What do you think of all the changes to campus over the years?

It's truly amazing. The Administration Building was new in 1988. Juniors and seniors were the only students. It truly was a commuter campus back then. We would see students arriving for classes as we were leaving work at the end of the day.

What is the one constant you would cite concerning UT Dallas?

The one constant is change.

OUTSTANDING EMPLOYEES

Outstanding Employee of Second Quarter



Jo An White was named Outstanding Employee of the second quarter for being an exceptional employee. White's supervisor states she has never been late for work and always strives for perfection. She is also one of the key persons responsible for the success of the recycling program that has earned the University two first place and one second place awards in the annual national RecycleMania competition.

Outstanding Employee of Third Quarter



David Cady was named Outstanding Employee of the third quarter for his ability to lead and daily positive attitude. Cady is known to always be available when emergency situations arise on campus during late night or weekend hours and oversee any job through completion.

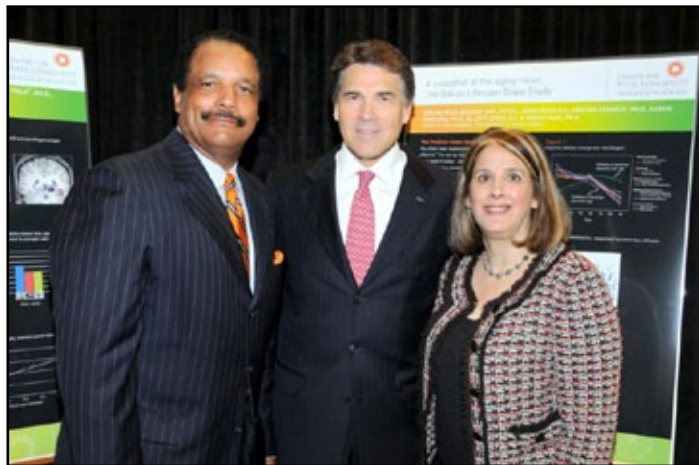
BUSINESS AFFAIRS ON THE MOVE.....



STAR award winners for 2nd and 3rd quarters (L-R): Nicolas Argueta, Kama Rippey, Jene Janich, Christine Moldenhauer, Chris Hickson, Derrick Neal, Cindy Sutton.
Not pictured: Elizabeth Garcia, Robert Adkins and Robert Taylor



Chief Larry Zacharias presents certificates of recognition to Senior Guard Justin Brown (upper) and Officer Kendra Penny (lower) during the Staff Appreciation Barbecue Luncheon



L - R: Dr. Calvin Jamison, Governor Rick Perry and Dr. Denise Park at the grand opening of the UT Dallas Center for Vital Longevity in the Viceroy Building on Sept. 15.



Dr. Sheila Pineros, undergraduate studies dean, and Dr. Jamison thank Facilities Management employees for their hard work and "dedicated professionalism on enhancement projects."

Business Affairs on the Move.....



The Bursar's Office got into the Homecoming spirit but kept their minds right on the money.

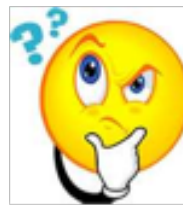


(Clockwise top right) UTD-students-turned-Business-Affairs-staffers Richard Arduengo, Jennifer Hubert, Thy Lam and Suhas Joshi show the office's "Whoosh Around the World" themed Homecoming Parade golf cart.



L - R: Facilities Management staffers Hector Henriquez, Maria Valencia, Nina De La Rosa, Debbie Sauer, Blanca Botello, Lupe Aguilar enjoy dressing up for Halloween

IMPORTANT REMINDERS



Fall Stress Getting You Down?

If you feel too stressed to enjoy life, or if you are feeling tired all of the time, you should consider contacting the Employee Assistance Program. You can call the EAP at 214-648-5330 for confidential, free assistance with work, family or personal issues. You don't have to deal with stress on your own.

W2 Information

At UT Dallas, your Form W-2 is available via the web if you consent before January 8th to receive your Form W-2 in this manner. Visit utdallas.edu/hrm/payroll/w2/instructions.php5 for more information.

Faculty Staff Work Climate Survey

The results from the 2010 Faculty Staff Work Climate Survey are now available as a searchable PDF file. You can view the results at utdallas.edu/hrm/fac-staff/WorkClimateSurvey.php5. Thanks to everyone who completed the survey!

FY 2011 Holiday Schedule

Holiday	Date	Day of Week
Thanksgiving Day	November 25, 2010	Thursday
Day after Thanksgiving	November 26, 2010	Friday
Christmas Eve	December 24, 2010	Friday
Winter Holiday	December 27, 2010	Monday
Winter Holiday	December 28, 2010	Tuesday
Winter Holiday	December 29, 2010	Wednesday
Winter Holiday	December 30, 2010	Thursday
Winter Holiday	December 31, 2010	Friday
Martin Luther King Day	January 17, 2011	Monday
Memorial Day	May 30, 2011	Monday
Independence Day	July 4, 2011	Monday



IT'S A FACT

The Dining Hall collects food scraps for facilities management's landscaping and grounds crew to support the University's recently launched compost program.



Campus Landscape Enhancement Plan

- One million pounds of custom-cut sandstone for sitting areas and large planters
- Roughly 14,000 square feet of granite in reflecting pools
- Roughly 88,000 square feet of St. Augustine sod for the mall area
- There are four 12-foot-by-12-foot chess boards with chess pieces each approximately 3 feet tall
- Roughly 2.69 miles of underground piping supplies water to the fountain and reflecting pools