

February 2010

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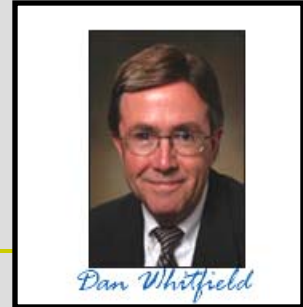
### Accolades

Walt Alexanderson, Director Human Resources, was chosen to receive the Governor's Commendation for Excellence in Customer Service. One of 7 winners from the University System of Georgia, Walt received the award in a ceremony January 21, 2010 in Atlanta. When asked about the award, Walt gave high praise to the Customer Services Ambassadors, the Jaguar Blue Belt Holders, the Financial Aid Team, the Career Center/Student Employment Team and the Library Team, "All our combined efforts have resulted in our receiving this award as well as third place designation as Institution of the Year." Congrats, Walt on your 2nd customer service award this year!

*"Listening, not imitation, may be the sincerest form of flattery"*

*- Dr. Joyce Brothers*

### From the Vice President...



### TWO SPECIAL LADIES

I want to take this opportunity to recognize the many accomplishments of two outstanding team members, Angela Prettelt and Cookie Eubanks. They have both decided to retire from ASU after many years of significant contributions to the business and financial operations of this university. I have very mixed feelings as I understand and respect their decisions, but will clearly miss the opportunity to work together, and for ASU to benefit from their considerable knowledge and expertise.

Angela and Cookie are leaving a great legacy of creating a strong financial controls environment that has served ASU well. Their departments have run efficiently and managed major and ongoing change without any loss of service to the campus. They are both "get it done" type people whose standards have never wavered. Their stories are also ones of great personal success and what can be accomplished through a great work ethic, integrity, and willingness to take on new challenges.

Angela will retire with 30 years of service having begun her career at ASU as an Accountant II. She rose steadily through the Business Office organization over the years to her current position as Assistant Vice President for Financial Services and Controller. The way we do work has changed significantly during that time, but Angela has provided solid leadership through all the changes that have been implemented during her tenure. ASU has had excellent audit results for many years running and Angela gets much of the credit for that.

Cookie (did you know her real name is Mary) will also retire with 30 years of service. She began her career at ASU as a Clerk III in the Purchasing Office, advancing to her current position as Purchasing Manager. She has been our "go to" person for any purchasing, risk management, or telecom question or problem. She was instrumental in the start-up and successful operation of our Purchasing Card program which has been described by our auditors as among the best they had seen in the University System.

Please join me in congratulating Angela and Cookie on their outstanding careers at ASU and for their many accomplishments. I have thoroughly enjoyed working with them and have benefited greatly from their advice and counsel. They are **two special ladies**, and friends, who we will dearly miss.

*-Dan Whitfield, Vice President of Business Operations*

**ASU Selects  
First Citizens Bank as  
New Banking Partner**

Board of Regents policy dictates that ASU banking services be competitively bid every five years. Recently a new banking contract was awarded to First Citizens Bank. Forming a new banking relationship is a multi-faceted project. While this is a major undertaking for the Business Office, it is one that will largely go unnoticed by the campus community.

One noticeable change will be the removal of the Wachovia ATM in the JSAC, to be replaced by a First Citizens terminal. The change over should be complete by April 1, 2010. First Citizens will offer special benefits for personal banking services to ASU's faculty, staff and students. Information packages will be provided by First Citizens. Stay tuned!

**Important!** It is **NOT** necessary to change your ADP direct deposit designation unless you so choose. Wachovia will continue to extend the same benefits it has in the past to employees and students who are Wachovia customers.

**-Corrina Warner  
Assistant Controller**

**Cross Campus Moves:  
If We Build It, They Will Come...**

**Physical Plant is planning a series of office moves this spring:**



Continuing Education will be moving to a new location in April. Construction has begun on the second floor of the Central Utilities Office, where Continuing Education will be housed. Construction is also in progress to convert Studio B into the new Purchasing Office, which also will be relocating in early April.

Design to renovate the first floor of Galloway Hall to relocate the Disabilities and Testing Services Department is nearing completion. Galloway 101A & B will be converted into a 140 seat computer testing facility, which will be a great asset to ASU. During this renovation, the restrooms on the first floor will be renovated and doubled in size to accommodate the increased occupancy on the first floor. Also, a new heating and air conditioning system and new energy efficient windows will be installed. ROTC offices will temporarily relocate to the first floor of the Bellevue Annex and will return to their original location when construction is complete. This project is scheduled to begin in April, 2010

Design to relocate the Financial Aid Department into the space currently occupied by Disability and Testing and old artist studios will kick-off by the end of the month. An addition to the existing structure will also be necessary to incorporate all of the functions required to support this department.

This renovation will allow for additional space needed to accommodate greater student demand, be ADA accessible, allow for privacy when meeting with students about financially sensitive issues, and provide a 20 seat computer lab to assist with registration and various application submissions.

**-Therese Rosier, Associate Vice President for Plant Operations**

**EXPENSE REIMBURSEMENTS:**

***New Process Developed***

In the fall of 2009, a workgroup was assembled by Dan Whitfield to find an easier and faster way for employees to obtain their expense reimbursements. Problems with the module stemmed from both the PeopleSoft Consolidation and the ADP implementation. Group members included Corrina Warner, Vera Boyll, Kara Sanders and June Hall from the Business Office; Jeanne Ricketson from ITS; and Mary Filpus-Luyckx from the Special Projects Office. As a result of their findings, it was decided the "At Your Service" Expense Module would be discontinued in January 2010. Instead, the campus will revert to the former paper method, with new forms created for this purpose.

**Travel, Flex Spending and Agency  
reimbursements are now  
easier & faster!**

Training has been developed and four classes were taught in December and two in January to acquaint employees with the new process. The classes were very well attended. Additional classes and workshops will continue to be offered over the next few months. Instructions can be found on "The Oak" website.

**-Mary Filpus-Luyckx  
Special Projects Director**

**Continuous Improvement Reigns in Parking Services  
*Parking Decals for New Students Now Available Via the Web***

All motorized vehicles parked on the ASU campus are required to have a current parking decal properly displayed on the vehicle. To obtain a parking decal, you must register your vehicle. The cost of the decal is paid from the transportation fee, so there is no additional charge when a student registers a vehicle. Parking Services has been working on a plan to make the vehicle registration process easier for students. The plan will be rolled out in increments.

**Thanks goes to Mark Brown in the  
Projects Office and Alana Powell in IT  
Services for their help with BossCars!**

Effective Spring Semester 2010, NEW students can register their vehicles online using Elroy, by selecting the "Obtain Parking Permit" option and entering their vehicle information. Once the information has been entered and submitted, it automatically updates BossCars, the database which houses ASU's vehicle records. At this point, the student can print a temporary permit to place in their vehicle. Students must come to the Parking Office within 5 days of the online registration to pick up their parking decal. So far, students have commented that they like this change in the vehicle registration process.

The goal is to implement a new version of BossCars by Summer Semester 2010, so that by Fall Semester 2010, ALL students will be able to register their vehicles on line. Online vehicle registration is more convenient for our students, and more efficient for Parking Services staff.

# University Effectiveness Council

**RW** = Ray Whiting  
**CR** = Carol Rychly

## **BOQ: What is the University Effectiveness Council?**

**RW:** The UEC is a creature of the Office of Institutional Effectiveness. There was recognition that a single person sitting in an office somewhere couldn't possibly do everything that was needed to be done to move the campus towards reaffirmation (of the University's accreditation). More importantly it sent entirely the wrong signal about our priorities about reaffirmation. We needed a permanent office and a permanent council that demonstrates our commitment to continuous improvement with representation from the entire campus.

## **BOQ: How frequent is reaffirmation?**

**RW:** Reaffirmation visits come in ten year intervals. It used to be, under the "old model" that campuses could "relax" after reaffirmation, and roll along for 7-8 years and then pick it back up again to prepare for the next reaffirmation. This is no longer the case. Things have changed with the Commission on Colleges (COC).

## **BOQ: Tell us about that change.**

**RW:** The COC accreditation process now encompasses an ongoing quality enhancement plan (QEP).

**CR:** This committee goes beyond reaffirmation. It is about continuous improvement. Clearly that is what we should be about. Being effective as a University transcends reaffirmation, although that is excruciatingly important.

## **BOQ: Is the UEC a standing committee of the University?**

**RW:** No. It is a permanent committee or council, meaning that the members do not rotate each year as they do with a standing committee. Members stay on the committee until the senior administrator who named you to the committee reappoints someone.

**CR:** The thing that is useful about the committee is that it has representation from all the major functions across campus.

**RW:** And the support of the senior administrators.

This month  
BOQ interviews  
Ray Whiting & Carol Rychly.  
Read what they have to say  
about the newly formed  
University Effectiveness  
Council.

-Kathy Boyd, MCA

*"I have three guiding questions: Are we doing the right things? Are we doing enough of the right things? Are we doing enough of the right things right?"*

*-Ray Whiting, on preparing for the Commission on Colleges*



## University Effectiveness Council

Ray Whiting, Assistant Vice President for University Effectiveness

Co-Chairs: Dr. Carol Rychly and Dr. Philip Smith

Members: Clint Bryant, Kathy Boyd, Dr. Todd Schultz, Gina Thurman, Jackie Stewart

Juanita Blocker, Administrative Assistant to the UEC

## **BOQ: What are the strategic priorities of the UEC?**

**CR:** Our committee is trying to be sure that documentation is in place, consistent, and correct. Right now the UEC is in the information gathering stage. What policies are in place? Are they adequate? Are we following them?

**RW:** If we can identify a problem early we can work to fix it. In the old system we would discover problems and you would be dead in the water.

**CR:** Now, we are fixing something that needed to be fixed anyway, not just doing it for reaccreditation.

**RW:** The UEC will also have responsibility for ongoing assessment of the University's four strategic goals and the mission statement of the University.

**CR:** Everything that we do, we should be able to tie back to the mission statement.

**RW:** I have three guiding questions: Are we doing the right things? Are we doing enough of the right things? Are we doing enough of the right things right?

*"The thing that is useful about the committee is it that it has representation from all the major functions across campus."*

*-Carol Rychly, talking about the University Effectiveness Council*



## Bookstore Welcomes New Textbook Manager

Hali Sofala is the new Textbook Manager at the ASU Bookstore. Before coming to ASU Ms. Sofala was an Assistant Manager with Waldenbooks and a part-time English Instructor at Georgia College and State University. She earned a B.A. in English from GCSU and an MFA in Creative Writing from the University of Wisconsin, Madison. Welcome, Hali!



## Ethics Training Program to Commence

On April 7, 2009 Chancellor Davis announced a unified Ethics Policy for the entire University System of Georgia. In his letter, Chancellor Davis states:

"...BOR Policy 802.20 requires that "Members of the Board of Regents and all individuals employed by the USG or one of its institutions in any capacity shall participate in USG Ethics Policy training and shall certify compliance with the USG Ethics Policy ...."

Human Resources and IT Services have worked together to place the ethics training on Web CT to make the training faster, friendlier, and easier. Employees will log on to Web CT from their computers and watch a combination slide and video presentation. Following the presentation each participant will complete a 15 question assessment and then agree to comply with the policy.

This is a major undertaking for ASU, because every person who receives a paycheck is required to complete the training. It will take 20 to 30 minutes to complete the program. ASU has committed to the Chancellor to finish the training by March 31, 2010.

## INVENTORY MATTERS:

*What to Do if You Have Purchased Faulty Equipment*



### Quick Tips for Inventory Custodians:

- Department to notify Accounts Payable and Purchasing.
- Department to provide Purchasing with packing lists, invoices or delivery receipts.
- Purchasing to contact the vendor.
- Central Services to pick up the equipment & ship it back to vendor.
- Business Office to retire returned equipment from the inventory listing.
- A Purchase Order Change Order may be required.
- The vendor will issue a credit memo, as necessary.
- New piece of equipment to be received.

*-Tamisha Thomas, Manager Asset Accounting*

Special thanks to Jeanne Ricketson for her effort in converting the IRIS report.

### From the Budget Office: Reconciling Your Budget Reports

In these economic times, it is more important than ever for departments to reconcile and scrutinize their budgets regularly. Begin by reviewing your PeopleSoft Budget Progress Reports each month. If you are not familiar with how to review this report, contact the budget office. They will provide assistance. As we start the second half of the fiscal year, keep year-end in mind. It is not too soon to initiate your year-end planning.

Two things are on the horizon that will help you keep up with your budgets:

The locally developed Budget Transaction Detail Report in IRIS is now up and running. Instructions from the Budget Office will follow in the near future.

The Budget Office is in the process of setting up budget classes for new hires whose job duties involve managing their departmental budgets. The classes will also be open to any other employees that would like a "budget refresher". Look for more on this in the near future.

*-Aisha Lavin, Budget Director*

## JagCard Use Has Explosive Growth!

In the November issue of BOQ we reported that the JagCard Office processed over 1/2 million transactions since the beginning of the fall semester. Here's the rest of the story...

The JagCard opened just three years ago and has been managed by Pam Lightsey since day one. Pam reports, "I opened the office with just over 100 folks who had money on their JagCard." Today there are 3770 JagCard Users. Here are some stats to digest (comparing spring 10 to spring 09):

- \$125 Meal Plan Sales are up 26%**
- \$250 Meal Plan Sales are up 28%**
- \$500 Meal Plan Sales are up 29%**

JagCash is also used widely across campus, particularly by ASU students. Besides the meal plans and vending machines, students use the JagCard in the Bookstore, the Library, the Media

Center, the Laundromat at University Village, for Movies tickets in Student Activities, and for Pawprints in the printing and computer lab.

The JagCard is not just for students. Many ASU employees utilize the payroll deduction feature to add money to their JagCard and use the card to make purchases on campus anywhere the JagCard is accepted. (Check out E-Forms on the ASU website to authorize your JagCard payroll deduction).

The Jaguar Office also works hard to find new ways to use their expertise and technology to help other offices.

***Have you used your JagCard today?***



**Pam Lightsey, JagCard Manager**

## ***Mark Your Calendars!***

### 2010

- Feb 3 Projects Office Training Class: Peoplesoft V.8—Budgets (Register via The Oak)
- Feb 5 Half Day Furlough in the afternoon, scheduled classes will meet.  
Jaguar Express Shuttle stops service at 2:00.
- March 1 P-Card Holder Training (Class Times and Registration Info coming soon)
- March 2 P-Card Holder Training (Class Times and Registration Info coming soon)
- March 3 P-Card Holder & Approver Training (Class Times and Registration Info coming soon)
- March 4 P-Card Holder & Approver Training (Class Times and Registration Info coming soon)
- March 5 Half Day Furlough in the afternoon, scheduled classes will meet.  
Jaguar Express Shuttle stops service at 2:00.
- April 8 New Year Holiday (This was moved from January 1 to April 8)
- April 9 Furlough Day
- April 14 & 15 ASU Bookstore extended hours for registration: 7:45—6:30
- April 16 ASU Bookstore extended hours for registration: 7:45—5:00
- April 29 ASU Bookstore End of Semester Book Buy Back begins.

***“Never Confuse Motion With Action”***  
***-Hemingway***

### **BUSINESS OPERATIONS CONTACTS**

#### **Vice President of Business Operations**

***Dan Whitfield, Vice President***

*Ettie Westjohn, Administrative Assistant to the Vice President, ext 1770*

#### **Budget Office**

Aisha Lavin, Director, ext 4170

#### **Business Office**

Angela Prettelt, Assistant Vice President/Controller, ext 1767

#### **Business & Auxiliary Services**

Karl Munschy, Director, ext 4640

#### **Human Resources**

Walt Alexanderson, Director, ext 4153

#### **Management Control**

Kathy Boyd, MCA, ext 2483

#### **Physical Plant**

Therese Rosier, Assistant Vice President for Plant Operations, ext 4042

#### **Public Safety**

Jasper Cooke, Director, ext 1401

#### **Special Projects Office**

Mary Filpus-Luyckx, Director, ext 2043