

Cal State San Marcos

Balanced Scorecard CONNECT

What We Accomplished in 03/04...

Inside this issue:

BSC Recap 1  
 Grand Slam 1  
 Values Survey 1  
 Thank You Notes 2-3

As we kick off the 04/05 fiscal year, many of us are busy with year-end processing, PeopleSoft implementation, and other important projects. We'd like to recognize the many activities in 03/04 that were part of the division's Balanced Scorecard, and to congratulate the division for all its accomplishments! Here's a summary of our many activities:

**Summer Jam**  
 We started last year with the Summer Jam celebration. This included the MPP Awards to Staff, initial Grand Slam awards, fun, and games.

**Holiday Party**  
 FAS staff and managers celebrated the holiday season by getting together in the Ranch Lunchroom for lunch. We also donated departmental gift baskets to needy families.

**Ranch Round-Up & Open House**  
 We prepared the move back to campus by rolling it into our Balanced Scorecard. We regularly communicated with employees, had a web site with current information and floor plans, swapped surplus items via

FASBay, and prepared for the move with some Meeting Free Fridays. We celebrated our move back by welcoming our campus colleagues into our new "homes" with our successful FAS Open House event.

**Values Survey**  
 FAS departments participated in our first online survey to assess the effectiveness of the Values Statement in helping to build a positive work environment. Sharing of results and setting action plans based on the data will occur in early 04/05.

**Customer Satisfaction Surveys**  
 Several FAS departments distributed campuswide customer satisfaction surveys. Sharing of results and setting action plans based on the data will occur in early 04/05.

**Collecting Measures**  
 We collected information on evaluations, collaborations, peer team award nominations, thank you note submissions in the newsletter, process improvement projects, grand slam suggestions, outstanding audit findings, and other activities.

**\$100,000 Grand Slam**  
 Division managers and staff submitted ideas for how to reduce spending and save money, resulting in 109 ideas, over 40% implemented, and over \$530,000 saved or avoided!

**Process Improvement**  
 Five additional Process Improvement Teams were trained in process improvement techniques, then tackled five processes that need improving in the FAS division.

**Spring Fling & PEER Awards**  
 The Peer Team RESPECT coordinated and presented a great PEER Awards program which incorporated our division's Values Statement into the criteria. It was all done with a fun fifties theme which employees enjoyed. HREO, University Police and the PEER Team provided food, fun, and decorations at the San Marcos Civic Center.

**MPP Award to Staff**  
 MPP's nominated twelve outstanding staff members for the 03/04 MPP Award to Staff. Robert Williams and Karen Burton received the awards.



Gearing Up for Another Grand Slam

Some of you may wonder what we're planning for the next phase of the \$100,000 Grand Slam. The Balanced Scorecard Planning Council met to debrief about last year's program and brainstormed about ways to improve it. We plan on rolling out the 04/05 \$100,000 Grand Slam program in the next few weeks. This year's activities will focus more on

finding cost-savings ideas within your own department and initiating process improvements to tasks on which you regularly work. Stay tuned for another year of fun activities, innovative ideas, and awards.



Values Survey—Results and Action Plans

Over 70% of FAS division employees participated in our Values Statement Survey from June 7-30, 2004. We have been busy processing and analyzing the data to guide us in our next steps. The Vice President and Associate Vice Presidents will receive results for their areas next week, and will share it with their managers. The BSC Planning Council will

meet on August 18 to review division results. Next steps include publishing general division results on the web, conducting follow-up surveys or focus groups, and creating action plans to make improvements in each area according to its survey results. We look forward to sharing our plans with you.



## Thanking Our Colleagues

Thanks to **Pat Simpson and company**, of **Facility Services** for working with me on refurbishing the President's Office and doing great work in a timely fashion!

- *Diane Malone*

I want to thank **Candie Halstead** and **Dan Zorn** for the awesome job they're doing in addressing the questions, concerns, and overall anxiety associated with the CMS implementation. This is a monumental task, and I appreciate your patience, sense of humor, and desire to provide effective communications. - *Abbi Stone*

Thank you to **Dean Manship**, **Tim Bills** and **Robert Williams** for your assistance on June 28, 2004.—*Cindi Peters*

Thanks to **Pablo Carrillo** Campus Enterprises/Parking Field for continuing to take the initiative to build a positive work environment. All the "little" things that you accomplish on Saturdays are "huge" contributions to the daily field operations in Parking. - *Dora Knoblock*

Thank you, **Pat Finstad**. During the transition to PeopleSoft your assistance has been priceless. I could not have done it without you. Thank you for your endless patience. - *Elizabeth Grace*

Thank you to **Belinda Garcia** and **Deb Schmidt** for your help planning the CE Retreat, you made it fun. - *Cindi Peters*

Thanks to **Debbie Janssen** Campus Enterprises/Copy Center for delivering optimum customer service at both the Copy Center sites--FCB & Kellogg Library. A special "thank you" for working together with our Mail Center colleagues as they transitioned to a sister unit. Your sensitivity was very much valued. - *Dora Knoblock*

A huge thank you to the **employees of IITS** who respond quickly to calls for help and keep us "up and running." Your customer service is often so transparent that we sometimes forget the great job you all do. - *Deborah Smith*

Thank you to **Jennifer Prudham**, the newest member of our team, for jumping right in and helping with Accounting year-end duties. We appreciate your positive attitude and continuous smile. We couldn't do it without you! -*Tina Griffith*

Thanks to **Art Torres** and **Barbara Sainz**,

Procurement and Support Services for working with me and successfully transitioning the Mail Center staff and operations from Campus Enterprises to their new area. This was truly a collaborative effort and the outcome was a win-win-win! - *Dora Knoblock*

This month I would like to thank all the people that have been faithful presenters at New Employee Orientation every month for several years. Their participation provides new employees with not only great information but a friendly face and a contact for future interactions with the department they represent. Not only do I appreciate their willingness to participate, but new employees value the opportunity to meet key employees early on in their career at Cal State San Marcos. They are: **Doug Pilien**, Facility Services; **Robert Williams**, Parking Services; **Debbie Janssen**, Copy Center; **Michele Laurenzana**, Procurement Services; **Annicc Shields**, Payroll Services; **Rick Moore**, External Affairs; **Clayton Bower**, IITS; **Deborah High** and **Humberto Garcia**, Risk Management & Safety; and **Yasuko Shirakawa**, HREO. A special thanks to **Terry Miller** who handles all the RSVP, preparation of packets, photo shoot and back up presenter. Each one of them contributes their subject matter expertise to the program. - *Tanis Brown*



Great work by **Bob Page**, **Dan Zorn**, **Doreen Sanderson**, and **Wayne Veres'** team in completing the Information Technology Audit in record time - and demonstrating excellent internal controls. - *Barbara Dovenbarger*

Thanks to our AVP **Linda Leiter** for her never-ending support and guidance as she continues to "grow me" in my Director role. - *Dora Knoblock*

I want to thank all the staff who helped meet the year-end deadline for our Annual Legal closing reports to the State Controller's Office. This was truly a team effort that required the cooperation of **Procurement**, **Accounts Payable**, **Systems Operations** and **Accounting Services**.

Thanks to everyone's cooperation and hard work we were able to submit our report to the SCO on June 27th (deadline for submission was August 2nd) which allowed extra time needed to submit an additional report in time for analysis to the Chancellor's Office which was also due on August 2nd. Thank you all for a job well done! I'm proud to be part of this team. - *Shirley Brady*

Thanks to **Marge Corcoran** and **Valissa Middleton**, Procurement and Support Services/Mail Center for several G-R-R-R-R-E-A-T years of outstanding performance in Campus Enterprises--I wish you the best! - *Dora Knoblock*

Thanks to the following PEOPLE for their HARD work on the PEOPLE SOFT procurement implementation: **Stephanie Ross**, **Candie Halstead**, **Elizabeth Grace**, **Dan Zorn**, **Mui Sullivan**, **Bella Newberg**, **Janet Morris**, **Pat Finstad**, **Elaine Kist**, **Carla Charlow**, **Alice Chary**, **Pamela Ohrazda**, **Elizabeth Grace**-- most of all a special thanks to **Theresa Ruffolo**, **Barbara Sainz** and **Bob Page**-- you three really saved our skin! Muchas Gracias. My apologies if I am missing anyone from the list. - *Art Torres*

Thanks to Police **Officer Carla Kayvon** for helping our department coordinate the Rape Aggression Defense Classes and Community Service Officer Program. Carla takes initiative and has a strong desire to help others. - *Marlon J. Estepa*

*From Barbara Dovenbarger:* Thank you to all the **managers** who participated in the "MPP Award to Staff" process. Special thanks to the nominees for their excellence and to the award recipients for their exceptional achievement:

**Susan Brown**  
**Karen Burton (award recipient)**  
**Marlon Estepa**  
**Janet Morris**  
**Pamela Ohrazda**  
**Olga Ramirez**  
**Elaine Richards**  
**Patrick Simpson**  
**Mui Sullivan**  
**Jodi Tres**  
**Robert Williams (award recipient)**  
**Mercedes Wilson**

Thanks to **Doreen Sanderson** (HREO CMS) for being the impetus behind the re-design of the Human Resources and Equal Opportunity web site. Doreen, you really

## Thank You Notes (continued from page 2)



made it happen! – *Terry Miller*

Thanks to **Deb Schmidt** Campus Enterprises/Parking Administration for taking the lead with this year's 2004 Retreat. You did a fabulous job coordinating, planning, and making sure we all had lots of fun while fostering "team building". – *Dora Knoblock*

On behalf of the University Police Department staff, we extend our recognition and appreciation of the **entire staff of Facility Services**. I want to thank all of Facility Services for their excellent assistance and support of the mission and operations of the University Police Department.  
– *Tom Schultheis*

Thanks to **Tom Weir** in Facility Services for always providing great customer service. Whenever we have a request, he never hesitates to assist us. Thanks Thomas!  
– *Humberto Garcia*

Thanks to **Cindi Peters** Campus Enterprises/Parking Administration for maintaining a strong leadership role as we transition the Field Staff under the Director's purview. Cindi your organizational skills are unbelievable and very much appreciated.  
– *Dora Knoblock*

THANKS TO **DEAN MANSHIP**, THE NEWEST MEMBER OF THE FIELD HOUSE TEAM! Dean has already been a huge impact on the operations, especially with MPP building coverage. He has already worked opening shifts, closing shifts, weekend shifts- and everything in between. THANKS DEAN!!!  
– *Sara Quinn, Tim Bills & Scott Kirby*

Huge thanks to **Ellen Cardoso** and **Mary-Elizabeth Stivers** as well as **Tanis Brown**, **Joanne Shydian**, and **Deborah Coronado** who not only brought closure to the Employee Relations Audit but also assisted with several special audit assignments this past month. Your professionalism and diligence were greatly appreciated.  
– *Barbara Dovenbarger*

Thanks to **April Carlson** Campus Enterprises/Student Intern for your "FABULOUS" assistance with our specialty greetings. Your patience with me is extremely appreciated.  
– *Dora Knoblock*

Thank you to **Jessica Goss**, **Sara Flammang**, **Heidi Shireman** and **April**

**Carlson**, your daily help is appreciated.  
– *Cindi Peters*

Thanks to the many **Finance & Administrative Services staff** who were required to pull and explain documents for the transaction testing performed by the FISMA Auditor, Ken Wong. He had a tough job picking up where the last auditor left off - but you had an even tougher job - relocating and pulling documents, all at fiscal year-end.  
– *Barbara Dovenbarger*

Thanks to **Gil Oswald** and **Charles Evans** (Facility Services) for helping me create a Campus Storm Water Management Map. – *Bill Thomas*

Systems Operations & Development would like to thank **Bob Page** for his years of service to the University. He has always been there to help us with any problem we have & to provide guidance & leadership. He will be sorely missed when he retires this year. Congratulations! – *Chris Lambert, Dennis Espineli, & TJ Baugus*

Thanks to **Brad Fenton** for helping us meet our budgetary target for the relocation of the mail room to USB. Without his help, this project could not have happened. The "Mail Merge" will lead to a more efficient and effective process for both Materials Management and Mail Services. Way to go Brad! – *Art Torres*

Thank you to **Terry Miller** for the countless hours you spend gathering Balanced Scorecard data for me. I appreciate all of your efforts! – *Katy Rees*

Many thanks to the **HREO Recruitment Team** who has helped with the New Employee Orientation transition by notifying managers and new employees of the time and date changes, and helping to streamline the process from recruitment and hiring through an employee's first days on the job, the sign-in process and completion of orientation. They are **Chris Quiroga**, **Karen Burton**, and **Doreen Sanderson**. – *Tanis Brown*

Thanks to **Robert Williams** Campus Enterprises/Parking Administration for keeping the lines of communication "open & inter-active" while dealing with all the construction updates, meetings, and multiple changes. Robert, your

e-mail communication techniques-- brevity and preciseness have expedited many of these construction matters. – *Dora Knoblock*

On behalf of my staff, I want to thank **Facilities** and **PDC** for the work they have done to make our work environment comfortable. The air conditioning correction does wonders for productivity!!! Thanks to all who were involved. – *Shirley Brady*

I would like to thank **Pat Simpson**, **Floyd Dudley**, and **Steve Holbrook** of Facility Services for their quick and effective assistance in Indoor Air Quality investigations. Quite often these issues crop up quickly and must be taken care of even quicker. These guys have always been "Johnny on the spot" and we at RM&S certainly appreciate it! – *Regina Frasca*

A **HUGE** thank you to **Becky Henwood** for always going above and beyond with her customer service! She has saved the day many times for the HRCE group. – *Janice Plemons*

Thanks to **Chris Quiroga** Human Resources & Equal Opportunity for delivering and building excellent customer service skills especially with the most recent Campus Enterprises' recruitments. I appreciate your continued guidance with these recruitments.  
– *Dora Knoblock*

Thanks to my fellow members on the HREO web site re-design team. Their joint efforts resulted in a much improved product. Team members: **Doreen Sanderson**, **Chris Quiroga**, **Kristin Cook**, **Karen Burton**, **Tanis Brown** and page design "guru" **Dean Manship**. – *Terry Miller*

I would like to thank **all the student assistants** who worked for the FAS division this summer. Your assistance is valued and you are an important part of helping all of us keep this University operating efficiently. A special thanks to our student assistant in the VP's office, **Samar Syriani**. Thanks for your hard work and great attitude. – *Kathy Hodder*

Thanks to all the Campus Enterprises T-E-A-M (Together Everyone Accomplishes More) -- **Belinda**, **Jessica**, **Heidi**, **Sara**, **April**, **Rebecca**, **Diana**, **Carolina**, **Davis**, **Samuel**, **Mary**, **Michael**, **Debbie**, **Eli**, **Gustavo**, **Carlos**, **JJ**, **Pablo**, **Patti**, **Robert**, **Cindi**, and **Deb**. Each of your individual contributions have propelled this group to a productive TEAM. – *Dora Knoblock*