The University of Memphis made it even easier for students, faculty and staff to sign up for TigerText this semester. Registration tables with laptops and expert help were available for several days in late January in the Tiger Den.

Special thanks to those who assisted with the sign up: Andrea Freeman and Joshua Teal, student workers in the Provost’s Office; graduate assistant Neel Heckle and student worker Kevin Stone from the Office of the Vice President for Student Affairs; administrative secretary Alberta Bell, graduate assistant Rachel Haley and student worker Wade Curtis from the Office of the Vice President for Business and Finance; and account clerk II Carol Key from Grants Accounting.

TigerText is an emergency alert text messaging service to students, faculty and staff. This service is used in the event of on-campus emergency, an unscheduled university closing, or a delay or cancellation of classes. Nearly 8,000 members of the University community have registered. If you are not one of them, please go to tigertext.memphis.edu and sign up.
Mail Services Says Thanks
By Scott Hamm, Manager of Postal & Mail Services

Now you see them.......

......now you don’t. You see them all over campus, but only for a brief minute as they pop in and out of buildings and offices. They come bearing the fruits of their day’s labor and offering to pick up more. They are out there daily in the hundred degree temperatures, the freezing temperatures and even the pouring rain. And yet they always come back for more, because they know that next batch of mail is just as important as the batch they just delivered.

Being a University of Memphis Mail Clerk requires a special type of person. It requires diligent hard work that is often mind-numbing to another. They must have the memory of an elephant, remembering the exact location of each employee and department. They must have the mental processing speed of a computer, making the correct recall of the employee and department within a fraction of a second. They work for hours on end sorting and bundling thousands of pieces of mail destined for over 4500 University employees spread throughout 300 departments, all the while knowing that as soon as the last batch of mail is sorted and bundled, another batch awaits. Your University of Memphis Mail Clerks are Theo Clay, James Jones, Angela Lockett and Oscar Tunstall.

The employees of Mail Services would like to thank each and every University employee who helps to make our deliveries more accurate by properly addressing your campus mail as well as your outgoing mail. Thank You!

Physical Plant Plays Family Feud
By Elizabeth Sisk, Administrative Associate, Physical Plant

LET’S PLAY FAMILY FEUD!!!

Physical Plant held its departmental meeting on Friday, December 14th in the Rose Theater. In an effort to liven up the typical meeting style of speakers and presentations, the departmental leaders decided to host a game show. The game show was modeled in the style of Family Feud and contained questions about the department, the division and the entire University. Two teams, each consisting of four employees, participated in a “face off” seeing who could win the most points in a single round. At the end of the game, the top ten teams were awarded prizes that had been donated by various vendors. This new format was designed to encourage employee participation and attentiveness, boost morale, and improve understanding across Physical Plant.
Human Resources Hosts Open House
January event opens doors to department’s customers—University of Memphis faculty & staff

A steady flow of faculty and staff visited the Department of Human Resources Open House on January 18, 2008, held on the first floor of the Administration Building.

As Harriet Montgomery, Assistant Vice President of Human Resources, explained, the “primary purpose [for the Open House] was to open doors to our customers, introduce our staff members, give an overview of what we do for the University, answer questions, and showcase our training program.”

Reminder: Performance Appraisal Time

Performance appraisals for administrative/professional employees are due March 31; the deadline for hourly employees was February 29, 2008.

To obtain a quick overview of the Performance Management cycle, visit the Human Resources website at: http://bf.memphis.edu/hr/employeerelations/appraisalguide.php

To download the appraisal forms, visit the HR site at: http://bf.memphis.edu/hr/employeerelations/appraisals.php

Please remember to schedule sufficient time to review the current evaluation and set performance expectations for the future year. Completed performance appraisals should be sent to Administration Building 171. For additional information, please contact the Office of Employee Relations at 678-4096.

Leadership Challenge Program Participants Selected

With the expert help of a selection committee with members from across the University, the Department of Human Resources notified the first group of 18 Leadership Challenge program participants earlier this year. The group had their first meeting in January.

The 18 program participants represent all divisions of the University. Business & Finance employees selected for the 2008 program are James Glass, Physical Plant; Linda Harris, Human Resources; Jenice Jackson, Human Resources; Carol Key, Grants Accounting; James McArthur, Physical Plant; Paul Miller, Physical Plant; Benjamin Moore, Physical Plant; and Will Swain, Physical Plant.

A year-long leadership development program for a small group of front-line University employees, the program is designed to improve participants’ ability to compete for leadership positions in the future.

Human Resources received a TBR Access and Diversity Initiative grant to fund the 2008 pilot year of the program. The Program is targeted to employees in regular, non-exempt, non-supervisory positions who have been at the University for at least one year.

Additional information is available online at http://bf.memphis.edu/hr/lcp.php.

We want to wish our TIGERS good luck during March Madness!!!

GO TIGERS
Lynda Shelton’s Retirement Reception
Photos by Lorrean Lim

On December 17, 2007, the Finance area and the Division of Business and Finance, wished Lynda Shelton, Controller, the best on her retirement after having served 20 years at the University of Memphis.

Bill Stewart’s Retirement Reception
Photos by Montoya Williams

On February 29, 2008, the Bursar’s Office and the entire Division of Business and Finance wished Bill Stewart, Manager of Student Accounts, a fond farewell on his retirement after 31 years at the University of Memphis.
Kudos to...

Bruce Harber, Director of Police Services, who received the Alumni Association’s J. Willard Smith Illustrious Service to the Association Award at their February 29, 2008 gala. Recommendations for this award come from University alums and reflect the contributions and accomplishments of the recipient.

After serving with the Memphis Police Department for 25 years, Bruce came to the University in 2000 and was named Director in 2002. With his guidance and outstanding professional knowledge, the UoM campus has remained one of the safest urban campuses in the state of Tennessee.

Congratulations Bruce—We’re proud of you!

Tiger Pride

- The University of Memphis awarded more than $27 million in scholarships for the 2007-08 academic year.
- The academic credentials of students enrolled in the Honors Program are impressive. For the incoming Honors freshmen in Fall 2007, the average ACT score was 28 and the average high school GPA was 3.86. More than 20 percent of the freshmen scored 30 or higher on the ACT.
- With over 1,200 participants, the Honors Program now is in its 35th year.

Heard Around Campus...

Business and Finance Support Services

“Margie [Stoever], this is Tiffin Smith, over at the Recreation Center. I’m a morning supervisor and I just wanted you to know how excited I am after almost eight years...working here, that the...student ID cards were all working practically from day one. Very few times did we have any problems. Melissa Ramage did such an excellent job; this is the best it’s ever been.... she has just done an excellent job and I just wanted you to be aware of it. Thank you so much, you have a good day.” Transcript of a voice mail message from Tiffin Smith, Student Recreation & Fitness Center

Finance

“Thanks to UoM, Judith Dallas for the ... REVISED documentation regarding R99. We appreciate her efforts and further testing!!! ” E-mail to Sharon Hayes from Dane White on behalf of Debbie Johnson, Assistant Vice Chancellor for Human Resources, Tennessee Board of Regents

“I appreciate your [Wendy Williams] patience and the aid that Financial Planning gives us on a regular basis.” E-mail from Cheryl Leslie, Director of IT Planning & Budget, Information Technology Division.
Welcome Newcomers!  
November 2007 through January 2008  
Submitted by Susan Miller, Human Resources

Business Services: Janet Hargrow, Administrative Associate I

Human Resources: LaToya Windom, Office Coordinator

Mail Services: Nikki Tate, Postal Window Clerk

Parking Services: Denise Lofties, Parking Assistant; Raphael Scott, Parking Assistant; Melvin Terry, Parking Assistant

Physical Plant: Ali Bandy, Supervisor, Lock Shop; Douglass Blackson, HVAC General Maintenance Mechanic; Lavertis Davis, HVAC General Maintenance Mechanic; Tony Evans, HVAC General Maintenance Mechanic; Joyce Hurt, Custodian I; Leola Merritt, Custodian I; James Tiner, HVAC Commercial Mechanic; Michael Wilburn, HVAC General Maintenance Mechanic

Procurement: Charles Fennell, Procurement Specialist

E-Training Achievement Program Continues to Soar...  
Submitted by Minghui Wang, Human Resources

CONGRATULATIONS to the following Business and Finance supervisors who completed online Supervisory Training courses and earned the Business Soft Skills Achievement Certificate:

Police Services: Auddis W. Ward, Jr.

Mail Services: Scott Hamm

Procurement Services: James Nabors

Tiger Copy and Graphics: Eric Crites

CONGRATULATIONS to the following Business and Finance employees who completed and earned the Professional Development Certificate:

Parking: Joyce Mitchell

Physical Plant: Karen Newman

If you are interested in participating, contact Minghui Wang, Instructional Designer/Trainer, phone -4231 or email at mwang1@memphis.edu

Certificate of Appreciation...


Promotions  
November 2007 through January 2008

Police Services: Kristen Clements, Police Dispatcher

Physical Plant: Richard Bibb, Senior Electrician; Brandon Myers, HVAC Commercial Mechanic; Bobby Smith, Locksmith II

Baby News...  
Congratulations to Brenda Feild, Employee Benefits Assistant in the Department of Human Resources, on the birth of her baby son, Dylan K. Feild, on December 20th.
Listening to You...
Business & Finance to hold discussion groups with employees

The Division of Business and Finance will conduct a series of discussion groups this spring to better understand Business & Finance employees. The purpose of the discussion groups will be to understand how you believe you are perceived throughout the university, how familiar you are with the University’s goals, and how you believe your work contributes to those goals.

Annual surveys have been used in the past to obtain organizational information. Results have shown that many respondents feel that they do not have information about University activities and plans outside of what happens in Business & Finance. Discussion groups will help us understand your perceptions of your role and the University's goals on a more detailed and personal level, allowing managers to develop appropriate responses and communications.

Participants will be selected at random from across the Division’s 500 employees. A memo invitation will be sent from Vice President Lee to notify you if you are selected. Please be sure to attend your group if you receive an invitation. Refreshments will be provided!

Please contact Dr. Teresa Hartnett in the Office of the Vice President with any questions or comments.

Chinook Helicopter Lands on Memorial Field

Much to delight of many on campus that day, on Thursday, February 28, a CH-47 Chinook helicopter landed on Memorial Field. The aircraft was here to transport ROTC cadets from the UofM to a training event at Camp McCain in Grenada, Mississippi. Before the helicopter departed, the pilot provided a tour of the helicopter to onlookers, including staff and a lucky group of Campus School students.

Photos by Kevin Langellier, Police Services
We have begun a New Year, the students have returned from their Spring Break, and after an unusual March snowfall, we hope to begin seeing signs of spring. I look forward to seeing the campus landscaping crew out on the grounds doing what they do so well – making our campus beautiful.

I know you have noticed all of the changes happening around campus. The “biggest” change we are seeing is the construction of the new University Center. By the end of this semester the steel support should be up and the roof going on. During the fall semester, the brick, windows, stone and metal panels will be installed. Out with the old, in with the new as the West Hall student housing project continues. The demolition is almost complete to make way for new buildings that will house 496 freshman and sophomore students. This will provide the type of housing that will attract new students and retain those who have already chosen the UofM. The design process can now begin on our #1 project request to the State of Tennessee—planning funds for the long awaited Science Research facility have been awarded. The 65,000 sq. ft. building will house animal care, chemistry, biology and biomed research in a setting that can also accommodate our research growth.

The empty Highland Church of Christ building will be demolished this summer to make way for the new Highland Row development of retail space and homes, making the area more pedestrian-friendly.

We are also seeing new features from our Banner teams with the launch of Touchnet Marketplace that will allow departments to accept payments online for conferences, services, etc.; the development of the Personnel Budget module and reports; and, streamlining of the Bursar’s web site to offer more specific fee information. Work also continues on People Admin, the new application that will manage HR position descriptions, job announcements, and performance appraisals.

There is a lot going on at the university and Business & Finance plays a huge role in planning, support and completion. I appreciate the hard work and dedication of each and every one of you.

Charles Lee

Division of Business & Finance Mission & Values

“We are partners in achieving the University’s mission by providing financial oversight and quality services.”

We are committed to:

• Advancing the University’s strategic mission
• Managing financially sound, quality-focused operations
• Providing world-class customer service

The BusinessBeat is a newsletter of and for the employees of the Division of Business & Finance. It is produced three times each year by the Office of the Vice President. Special thanks to Alberta Bell for production assistance. To submit stories, photos or other information, please email businessbeat@memphis.edu.