Business Beat

The University of Memphis Summer 2007

Staff Appreciation Week 2007

Business & Finance celebrated its Annual Employee Appreciation Week May 7 – 11 with a variety of fun and relaxing events.

On Monday and Tuesday of the eventful week, departments across the Division demonstrated their employee appreciation in many fun and creative ways. For instance, Campus Planning & Design visited a museum together, followed by lunch. Human Resources offered movies during the lunch hour, and even organized a dancing contest!

Wednesday marked the highlight of the week with the Division’s Annual Meeting (see article on page 3) and Picnic. Representing a marked change from many years of barbeque, a ‘South of the Border’ buffet was on the menu, with tortillas, chicken, and refried beans, among other offerings. The changed menu was designed to offer more choices to those with dietary preferences and restrictions. We also enjoyed soft drinks, water and ice cream.

Energetically emceed by Calvin Strong and Margie Williamson, the door prizes and American Idol contest were a huge success. The winners of the 1st Annual Business & Finance American Idol contest were Liz Sisk, Physical Plant, for Best Country Song; Carl Hess, B&F Support Services, for Best Saxophonist; and Riveria Hollowell and Montoya Williams, both from the Bursar’s Office, for Best Gospel Song.

Amelia Cole, Accounting won the grand prize drawing, a Dell laptop; Jackie Davis, also in Accounting, won two round-trip Northwest Airline tickets; and Nancy Bailey in Tiger Copy & Graphics, won the Saturday night stay and Sunday brunch at the University of Memphis Holiday Inn.

On Thursday, many employees enjoyed some “Fun on the Plaza,” with games, lemonade, popcorn, and our favorite treat: the Balloon Man. Vice President Charles Lee rounded out the week on Friday by delivering cookies to each of the Division’s departments.

Vice President Lee (right) delivering cookies
Staff Appreciation Week Scrapbook
B&F 2007 Annual Meeting: A Focus on our Students

Hundreds of B&F employees joined President Shirley C. Raines and Vice President for Business and Finance Charles Lee on May 9 in the Rose Theatre for the 2007 Business & Finance annual meeting. “A Focus on our Students” was the theme for the day.

In line with this theme, speakers highlighted the important role that the Division plays in ensuring the success of our students, and helped us to get a better sense of who they are. Noting the constant presence and support of B&F employees, students Maegan Ratcliffe, Brandon Stewart and Joseph Weekly offered special thanks and recognition to the Division for its impact on them.

Dr. Rosie Phillips Bingham, UofM Vice President for Student Affairs, stressed the importance of understanding generational differences when interacting with our students and their parents.

Millennial Students, born between the early 1980s and early part of this century, are more technologically savvy than previous generations; they are serious, competitive students who work part-time during college and often feel pressured and overwhelmed, Dr. Bingham explained. The Millennial Student has been sheltered by their Baby Boomer parents, who will not hesitate to get involved during their college years and even later. (Visit [http://saweb.memphis.edu/mimsac/Downloads.htm](http://saweb.memphis.edu/mimsac/Downloads.htm) for a copy of the presentation Dr. Bingham referenced in her remarks.)

Highlighting the need for us to spend some time focusing on our students, Mr. Lee noted that roughly half of the employees in B&F who interact with students do not always see the best—they see those who get in trouble with the police, or litter, or get and complain about parking tickets, or are angry as they pay their fees and fines. The other half (Accounting, Human Resources, Conference Planning and Operations and others) have very little interaction with students beyond perhaps their own student workers.

“The purpose of this meeting is to remember who our customer is and help us all become more student-focused,” said Mr. Lee.

“They are your students too,” President Shirley Raines reminded us in her remarks, expressing appreciation for the important work the Division does for the University and its students.

**Generational Differences: How We See the World...**

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<td>1901-1942</td>
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<td>Outlook</td>
<td>Practical</td>
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<td>Love/hate</td>
<td>Unimpressed</td>
<td>Polite</td>
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<td>Consensus</td>
<td>Competence</td>
<td>Pulling together</td>
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<td>Relationships</td>
<td>Personal sacrifice</td>
<td>Personal gratification</td>
<td>Reluctant to commit</td>
<td>Inclusive</td>
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<td>Turnoffs</td>
<td>Vulgarity</td>
<td>Political incorrectness</td>
<td>Chiché, hype</td>
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**Teamwork Award**

**Preparation of Edward J. Meeman Journalism Building for Reaccreditation Site Visit**

The Department of Journalism recently hosted a site visit from its accrediting body, the Accrediting Council on Education in Journalism and Mass Communications. The facility preparation crew, who worked after hours and on the weekend for over a month, went above and beyond the call of duty in preparing the building for the visit. Extra care was taken in general cleaning, relamping, floor care, vent and duct cleaning, and more.

Accreditation is critically important to professional academic programs as it provides an assurance of quality to students, parents, and the public. In the accrediting process, the performance of educational units is measured against national standards, including the effectiveness of the program’s facilities in promoting scholarship, teaching and learning.

In recognition of their effort and hard work, the team was awarded a Business and Finance Teamwork Award. Congratulations to Kenny Clark, Titus Coburn, Carla Covington, Gary Glaze, Robert Joyner, Larry Reynolds, Donald Sidney and Thomas Tomlinson!

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**Dr. Raines Recognizes Margie Stoever for Excellence**

The Division of Business and Finance congratulates Margie Stoever, Director of Business and Finance Support Services, for receiving the Allen J. Hammond Presidential Award at this year’s Faculty Convocation. Margie was recognized for her commitment to excellence, especially during the University’s long and complicated conversion to Banner Software.

The Hammond Award is for special recognition of people who have rendered significant service to the University. Once called the Presidential Award for Exceptional Service, the name of the award was changed to honor Allen J. Hammond, the University’s late director of Student Aid.

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**Special Kudos to David Zettergren**

David was nominated and selected to serve as a member of an important SACUBO planning team.

**Outstanding Employee Award Recipient for Period 3**

Paul Miller, Grounds Worker II, Physical Plant, received several nominations from colleagues regarding his dedication to make the University of Memphis look the best it can. He often designs, develops and completes projects in areas that are very visible and very much in need of repair. A graduate of The University of Memphis, Paul considers the campus as a canvas; his goal is to transform the campus into a masterpiece. Paul’s personality, his work ethic and his commitment to making the university a better place is the reason our campus is as beautiful as it is.
Procurement Services Recognized for Quality Progress

Congratulations to Procurement Services on achieving the Level II “Quality Progress” Greater Memphis Association for Quality (GMAQ) award at a May 1 luncheon at the University of Memphis Holiday Inn. The Level II award recognizes organizations that have demonstrated serious commitment to excellence and an effective process for continuous improvement.

With responsibilities for purchasing and contracting services, purchasing card management, and the disposal of surplus property, Procurement Services is quickly shifting to an all-electronic environment with its implementation of SciQuest.

GMAQ is a non-profit organization established to promote quality awareness and recognize quality excellence. Members come from all facets of the community, including manufacturing, service, small business, non-profit, healthcare and education. The association is based on the Malcolm Baldrige National Quality Award Program that promotes performance excellence through an assessment process using the Baldrige criteria.

Memphis Reads: UofM Students Reading Dr. King

This fall’s freshmen at the University of Memphis are participating in Memphis Reads, the University’s reading program in which all incoming freshmen read the same book during the summer. This year’s selection is I Have a Dream: Writing and Speeches that Changed the World: 75th Anniversary Edition by Dr. Martin Luther King, Jr. (edited by James M. Washington).

The 40th Anniversary of MLK’s death recalls a special man, and his actions, in the struggle for equality. This collection of his writings promises to challenge the students on all fronts. How are we still working to bring the ideals of Dr. King to fruition? How is the idea of peaceful confrontation to be brought to bear on the ills that confront us today? Where are each of us called be serving the community, or the world?

Pick up a copy of the book at the University Bookstore and join the conversation.

Visit [http://memphisreads.memphis.edu](http://memphisreads.memphis.edu) to learn more about the program.

Emergency Planning Updates

The Virginia Tech tragedy has focused attention on crisis planning on campuses throughout the country. The University of Memphis has comprehensive emergency plans in place, and various units of the Division of Business and Finance play key roles in both planning and response.

Three enhancements to our ability to communicate during a crisis are underway. As have many other universities, we will soon launch an emergency text messaging service to alert students, faculty and staff of a crisis. Watch for an email in early August inviting you to sign-up. And, an outdoor warning system will be installed to allow us to broadcast tone and voice messages across the campus in the event of a weather or other emergency.

Finally, the University is assembling an amateur radio station on campus to maintain emergency communication locally, regionally, nationally and internationally in the event of a major disaster. The station will be operated by licensed amateur radio operators who volunteer their time to help others during crises. Visit [http://bf.memphis.edu/crisis/](http://bf.memphis.edu/crisis/) to find out more about crisis planning at the UofM.
**News Around Campus**

**Business Services**
Ordis and I really appreciate the use of your facility last evening (referring to a workshop they attended in the Bancorp South room at the University’s Millington Campus)... I love all the amenities the University has to offer. Again — Thank you! Teri Flannagan, Executive Coordinator, Millington Chamber of Commerce

**Bursar’s Office**
I just got off the phone from Mr. Jackie Parker (whose son will begin attending Fall 2007) from Arkansas. He had spoken with Cassandra Walker and wanted to let me know she had been “the most helpful person he had ever dealt with over the phone.” She was patient and worked him through all of his questions. Good work Cassandra! — William Stewart, Accounting Manager, Student Accounts

I would like to take this time to inform you of two employees [Corine Taylor and Debra Elliott] within your department that has not only provided excellent customer services to me, but to many students that I have encountered around the campus since returning to school...They diligently provide professional help daily with courtesy, respect and a smile. They are competent, knowledgeable and efficient at all times... — Susie Bynum

**Financial Planning**
Ladies, thank you very much for the super presentation to the CAS Communication Group. It was absolutely one of our best meetings ever! I know that everyone learned something useful to take back to the office. Three cheers for the Financial Planning team!!! — Melissa Buchner, Director of Administration, College of Arts and Sciences

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**Police Services Receives State Grant**
This spring, the Governor’s Highway Safety Office awarded Police Services a grant to purchase a radar trailer for the university. It is used to collect data about traffic patterns and speeds and will hopefully help to get people to slow down. Our Police are also actively participating in the statewide “Click It or Ticket” and “Booze It & Loose It” campaigns.

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**Our Condolences**
The Division of Business and Finance would like to offer our deepest condolences and thoughts to the family and friends of James W. Taylor. Mr. Taylor was Supervisor of Electrical Shop in Physical Plant. He died June 24, 2007.
Welcome Newcomers!
February 2007 — May 2007

Accounting Office: Amelia Cole, Supervisor; Tina Edwards, Accounting Clerk II; Joseph Garrone, Accountant I
Conference Planning and Operations: Raymond Parker II, Manager, Sale & Marketing
Financial Planning: Wendy Williams, Budget Analyst I
Human Resources: Frances Pinson; Office Assistant
Police Services: Ernestine Davison, Police Officer III; Mario Harris, Police Officer III; Jermaine Taylor, Police Officer II; Grant Young, Police Officer II
Postal Services: Scott Hamm, Supervisor; Aniysha Tate, Postal Window Clerk
Physical Plant: Jerry Cleaves, Construction Specialist; John Farrell, Manager, Landscape and Pest Control; Tim Garner, HVAC General Maintenance; LeAndre Leaks, Grounds Worker; Willie Nichols, Custodial Supervisor; Hazel Osby, Custodian I; Calanthe Pugh, Grounds Worker I, Thelma Rimmer, Custodian I; Brian Rouse, General Maintenance Mechanic; Ryan Seidner, Office Assistant; Jake Wilson, Electrician

Casual Summer
University employees may once again enjoy Casual Day all week long this summer from May 28 through August 30. Dress appropriately depending upon the area in which you work. Supervisors have the ultimate responsibility for setting guidelines when questions arise about appropriate “business casual” attire.

Promotions
February 2007 — May 2007
Bradley Arnold, Plumber, Physical Plant
Ladonna Curry, Administrative Associate I, Finance
Jennifer Garst, Web Specialist II, Business and Finance Support Services
Carl McMurry, Electronic Tech II, Physical Plant
Terry Savage, Budget Analyst I, Financial Planning
Kendra Tillis, Accounting II, Accounting
Evonne Walton, Employee Records Assistant II, Human Resources
Suzanne Yates, Accountant III, Accounting

E-Training Achievement Program Continues to Soar...

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

Auxiliary Services: Sandy Barksdale
Accounting: Amelia Cole, Daphne Wei
Bursar’s Office: Brenda Butler, Pam Horvath, Alecia Lawrence, Tabatha Nabors, Rosalyn Perry, Bill Stewart
Human Resources: Margaret Anne Jarred
Parking: Angela Floyd, Bill Huddleston
Procurement Services: Canty Robbins
Physical Plant: Pam Cash, Joellen Diamond, John Farrell, Brad Frewin, Jim Hellums, Cathy Horton, Michael Hunsaker, Lonnie Kidd, Kimberly McAfee, Cheyenne Minor, Bill Singletary, Reddie Stevenson, Calvin Strong, T.G. Tolson, Mike Ward and Kimberly Wilson
Police Services: Angie Curry, Yotis Norwood
Words from Vice President Lee

Summer is here and I am certain everyone is enjoying vacation time with family and special time with friends. Whether you are heading out on a trip or just planning to spend time around the house, please enjoy your time off.

I really enjoyed Employee Appreciation Week last month. The picnic, fun on the plaza, and time out for cookies provided all of us a little time for relaxation and fellowship. My thanks to Margie Williamson and members of the Motivation & Morale Committee (Danny Linton, Angela Floyd, Faye Wilson, Ray Craft, Ladonnal Curry, Bernita Willis, and Susan Babb) for all of their hard—and hot—work.

I hope that the Annual Meeting was as valuable an experience for you as it was for me. Our students who spoke - Maegan, Brandon, and Joseph – were a welcome addition to this year’s meeting. They serve as a very real reminder of why we are here and how, by focusing on the students and their experiences at the University of Memphis, we can work together to make our institution an even better place to study and work. Thanks, too, to Dr. Bingham, who is always such an energized and interesting speaker.

As most of you no doubt already know, the Tennessee General Assembly completed its session in mid-June and passed the budget for 2007-08. How does this budget impact the University of Memphis and its faculty and staff?

- The budget includes a 3% across the board salary increase for all employees, to be effective July 1. The University of Memphis compensation plan, approved by TBR, will add an additional 2% pool for merit, effective January 1, 2008.
- The 401K match was increased from $40 to $50 per month. (To enroll, contact HR Benefits at benefits@memphis.edu)
- The University will receive planning funds for the Audiology/Nursing and Research Buildings.
- Finally, the budget allocated approximately $5 million for capital maintenance on campus.

With these resources and your hard work, I know that the coming year will be as busy and exciting as the last. Thank you for all you do for our students and the entire university.

Charles Lee