New Directions Newsletter, V7, No 1, Winter/Spring 2008

Quality Improvement in Financial Management at the University of Washington

Letter from the Editor by Chris Malins

The other day, as I was pulling on my hemp coat and heading out in my Prius to the co-op for some organic alfalfa sprouts and unbleached wheat flour, it occurred to me. *New Directions* is really an environmentally friendly publication. After all, we are paperless. The members of our editorial board walk or take the bus to meetings. Our articles frequently focus on saving resources, time and effort. The theme "Get More With Less" would be just as appropriate on the wall in a Financial Management or Treasury office as it would sticking to the bumper of a plug-in electric car. So what better way to recognize this commitment than with a "green-themed" issue!

In This Issue

Poesy Page By Colin Sachs

Oh, I Wish I Were a Data Point

Oh, I wish I were a data point,
dancing on a line,
I'd blend right in
I'd sink or swim,
and life would be fine.

Oh, I wish I were a data point,
balancing on a bar,
I'd sit on top I'd survey the lot
and know I'd see far.

Oh, I wish I were a data point
a wedge on a pie,
I'd be acute
I'd be very astute,
and never tell a lie.

Oh, I wish I were a data point
a graphic on a page,
I'd inform
I'd be the norm
and be all the rage.

Ode to Data

I sit and ponder tables
and numbers is all I see--
bits of bytes and burdens
oh, how it troubles me!

"Isn't there a way..."
to the universe I cast my plea
"...to turn all these numbers,
into a picture I can SEE!?!?"

So I fired up Excel,
and wizards guided me
in formulating pictures of
charts and graphs to be!

Oh, so pleased was I
of the tables I was free!
Data turned into information and
presentations were now a breeze!

Headlines

Business Diversity Program:
A Movement for Economic Prosperity

By Shaun Spearmon

I invite you to envision an academic community where minority and women-owned small businesses flourish. In this community, we understand that we must not only consider which products, services or contracting practices are most environmentally suitable, but, we must also include diverse constituents.

The Business Diversity Program is a proactive initiative created to support the economic needs of Washington and the vital role diversity plays in the state, national, and global marketplace. Lynn Beck and I are the dedicated staff members charged with leading this effort. Lynn is formerly of the Purchasing Department and I am formerly with the Business and Economic Development Center in the Foster School of Business. Our program was recently revamped and reorganized and now resides within the Office of Strategy Management, a unit of Finance and Facilities. The success of business diversity requires the efforts of all of us.

Why is business diversity important?

Small businesses are a crucial part of our region's economic development and job creation. Based on recent census statistics, 70% of new jobs nationwide are created by small businesses. In Washington State, businesses with less than 500 employees employ more than 1.2 million workers and represent more than 98 percent of employer-businesses in the state. Further, small businesses employ more than 50 percent of the state's non-farm private sector workforce (U.S. Department of Commerce, Census Bureau, Statistics of U. S. Businesses). However, based on the data collected in the recently published, "Washington Minority Small Business Survey", on average, the growth of minority-owned businesses in Washington state lags behind that of average Washington small businesses.

Demographic changes predicted for the coming decade mean that people of color will own a greater share of the state's businesses. The average business in Washington employs nine people and generates approximately $3.4 million in revenues (US Department of Commerce, Census Bureau, Statistics of U.S. Businesses). If the average minority business is as successful as the average business in Washington, 121,000 new jobs will be created, and approximately $121 billion in additional revenues will be generated. Certainly, the government benefits from the tax revenue generated from these businesses and the entire state benefits from the creativity and innovations of all segments of our community.

How are we approaching this challenge?

Although large dollar purchases are secured through the Purchasing Department and construction projects managed by the Capital Projects Office, each school, college and often each department greatly influences decisions when it comes to purchasing goods and services. We have a decentralized procurement process at the UW for small dollar purchases. For example, we have vendor catalogs, like the Office Depot catalog, with a hub designator. In the same way, we are embracing a decentralized approach to encourage the entire University to use minority and women owned businesses. We fully understand that business diversity will not become the sustainable business practice we know it can be if we fail to engage the entire UW community in this effort. That means WE NEED YOU! Lynn Beck and I share a passion for facilitating this change – increasing the UW's utilization of minority and women-owned businesses, which is currently about 0.5% and 1.6% respectively. You can make this vision a reality.

By thinking out of the box and replicating strategic measures that will ultimately result in team-driven initiatives, we can all extend the possibilities for enhanced business partnerships with minority and women-owned businesses.

Making the vision a reality

I'll confess. My affinity for the growth and development of small businesses pre-dates my current position. My family owns one of the largest minority-owned construction management companies in the state of Michigan. My first job was working for this company and it offered the privilege of experiencing first hand the positive impact that small businesses have on the economy. Later on in my life, as a wealth management advisor, I witnessed the wealth created by small businesses and the opportunities afforded through the generational transfer of wealth.

As the new UW Business Diversity Manager I eagerly embrace my role as an agent of change. Making the vision a reality excites me, for I know the impact will shape the lives of many. I also know that I alone cannot realize our vision – to be an academic community where minority and women-owned small businesses representing the diverse community we serve, flourish. The change I seek requires you. Our vision is only achieved through the highest level of collaboration. I am confident that together, we can do it.

So let us do as time management author, Stephen Covey, suggests. Let's begin with the end in mind. I've shared the vision and my confidence that collectively, we can surmount the challenge before us. As our community increasingly embraces the practices of sustainability, "buying green" and social responsibility, let us also renew our commitment to creating an environment that welcomes the talent and creativity of all businesses. When minority and women businesses succeed, it not only benefits the enterprising entrepreneur and their families, but, also the broader community by creating jobs, stimulating economic vitality, and turning dreams into realities.

Headlines

Keeping Foreign Nationals in the "Green" at UW

by Heather Norberg Stewart

The Non Resident Alien Processing Team (NRAPT) has been working for over 2 years to standardize the way that foreign nationals are paid at the UW. Payments can be made by several offices across FM and that has caused much confusion. Each office has their own requirements and forms for payment, and with the addition of IRS rules and Homeland Security restrictions, the process for payment can be quite confusing. NRAPT took on the task of making it easier.

Team Members are: Li Chang Wong (SFS), Susan White (SFS), Dawn Lake (Purchasing), George Moore (ISS), Pramilla Chand (AP), Donna Andreason (AP), Donald Obcena (AP), Julia Shanahan (Tax Office), Yee Lam (Payroll), Eva Lu (Payroll), and Heather Norberg Stewart (Payroll – Team Leader).

The first step was to figure out what the current process is. Using process improvement tools under the guidance of Jeanne Semura, we flowcharted the existing processes and looked for overlapping or common areas. Next, with the help of Kate Riley and the Global Support Operations Project, we wrote a website that would encompass all of the payment options into one central location. There are still edits to be made to the website, but it has been rolled out to campus and can be viewed at:

http://www.washington.edu/admin/finmgmt/globalsupport/fntg.gettingstarted.html.

The analysis of the current process revealed areas of overlap and opportunities for standardization. We have created a new Foreign National Payment Data Sheet that will be used by all offices making payments to foreigners. We have also created helpful checklists to assist departments in requesting payments for foreign nationals. The final step is a campus wide training highlighting the new processes and one-stop information source available on the global website.

The NRAPT has been dedicated and has worked extremely hard to simplify complex processes. Our goal has been to make it easier for campus departments to pay foreign nationals and give our own staff standard information and a source to find the right answers for our customers.

Headlines

Lend, Borrow, Repeat—
The Internal Lending Program Launches

by Chris Malins

After more than a few years of creating conceptual schematics, talking with peers, and impassioned debates, the Internal Lending Program (ILP) and associated debt policy was approved by the Board of Regents at the May 2008 meeting. This means that effective July 1st, 2008 the University will borrow and lend money in an entirely different way. The ILP impacts how the University interacts with the external bond market (i.e. Wall Street), how the University lends money internally to those who need it, and how the University manages the outstanding debt that it has.

First, a short history lesson. Until quite recently, the University didn't have the legal authority to borrow money for anything other than business type uses (like Student Housing, Parking Garages, Hospital, and Athletics). All other building needs were funded by the state. As budgets got tighter in the late 1990's and early 2000's, UW made the decision to attempt to broaden legal borrowing authority by work ing through the legislative process in Olympia. This work was successful and led to the authority to issue bonds for research buildings in 2003 and the authority to issue bonds for all other types of buildings in 2007.

These legislative changes were very important to the creation of the ILP because they allowed for the creation of the General Revenue Bond (GRB) platform. The GRB platform uses all "local" funds as the source of repayment for future debt. Local funds represent any money not given to the UW by the state (examples are indirect cost and tuition building fee). By having a single highly rated (AA+ by Standard and Poor's and Aa1 by Moody's) university entity, UW can achieve the absolute lowest cost of borrowing for its projects.

Enough with the background. What does the ILP do for the University and its capital needs?

First, it means that University borrowers have a stable and predictable borrowing rate. This rate is currently set at 5.5%.

Second, it means that the issuance of debt will be consolidated, so that rather than issuing bonds three times a year for three projects, bonds will only be issued once. This is a more efficient way to issue bonds and saves on bond costs of issuance.

Third, it means that total University debt can be viewed holistically as a "portfolio" instead of separately, as it has been until now. This change in perspective allows for the use of various techniques to reduce overall interest cost; techniques such as interest rate swaps and variable rate debt.

Fourth, it means that, in most cases, money will only be borrowed when it is needed, on a just-in-time basis. This will be accomplished by issuing commercial paper or CP. CP is a short term debt instrument that is used by large organizations to access funds as they are needed. This method assures that the University isn't paying interest on debt ahead of actually needing the money.

Finally, the actual repayment and accounting of debt is migrating from the Financial Accounting Office to the Treasury Office. The process has been handled expertly for many years by Nancy Treibel, but as of July 1st, Ruchi Aggarwal, Internal Lending Program Operations Manager, will be handed the reigns. Since two sets of books will be maintained, one for internal borrowing and one for external borrowing, it is important to have a dedicated person to manage the entire program.

The ILP is a major step forward for the Debt Team and the University. It will assure that the institution achieves the lowest interest rate and costs of issuance and it will give borrowers the security of a stable interest rate over time.

See attached link for the complete Board of Regents item with the revised debt policy:

http://www.washington.edu/regents/meetings/meetings08/may/items/fin/f-9.pdfRevised Debt Policy

Headlines

Lloyd's of London Visits UW of Seattle

by Elizabeth Cherry

Lloyd's of London has been in business since its founding in Edward Lloyd's Tower Street coffeehouse in 1688. This year, for the first time in Lloyd's 320 year history, a representative of the insurance giant was invited to intern within the walls of an insured.

James Barrett, of the Chaucer Syndicate at Lloyd's, spent a week at UW this spring. The visit was part of a plan to make the existing relationship between Chaucer and UW even more collaborative and productive. The UW will ask its underwriters at Lloyd's to collaborate in patient safety research at UW, which would benefit both institutions in reducing liability risk, and benefit healthcare in general. James, an honors graduate of the University of Southampton, works as a Risk Analyst at Chaucer. His itinerary at UW introduced him to American risk management practices in higher education, research and healthcare.

James's internship was timed to coincide with the claims audit chartered by his employer and performed by an attorney from Chicago with expertise in evaluating the strategic and technical strength of in-house claims programs like UW's. After he successfully completed on-line HIPAA privacy training, the managers in the Office of Risk Management provided James with overviews of the risk financing, claims services and Enterprise Risk Management programs. These were followed by an in-depth orientation to healthcare risk management techniques by the Health Sciences Risk Management staff. Tours of the Harborview intensive care unit and UWMC's simulation laboratory were highlights of his trip.

James saw all of the Seattle campus as well, including a tour of the R/V Thompson (a UW operated research vessel), visits to the Seaglider and other APL laboratories, an introduction to Dr. Pierre Mourad, the inventor of the ultrasound toothbrush technology, and a tour of the Microfabrication Laboratory with Dr. Kirk Weiss.

One of his most interesting experiences was working on the robotic "patient" at the UW Institute for Surgical and Interventional Simulation. Programmed to recognize interactions between 600 drugs and capable of imitating the body for various medical procedures, the robot is a sophisticated training tool in today's medical education. James commented that he'd almost "killed" the robot by the time anesthesiologist Dr. Brian Ross took over.

In the few minutes of spare time his itinerary allowed, James took in the Space Needle, a UW baseball game, and helped the balance of trade by buying electronics and clothing to take home. It was a busy and enjoyable week for James and his Risk Management hosts

Headlines

Behind the Scenes of "Timmy's Excellent Adventure"

by Diane Cooley

The recent campus-wide "My Team is Great" competition encouraged UW teams to get creative and show how their group best exemplifies UW's core values: integrity, diversity, excellence, collaboration, innovation, and respect.

This competition got the attention of Student Fiscal Services. But would anyone be interested in what Student Fiscal Services does? How would we make it interesting to the entire campus? What would it take to produce a competitive entry? Why would we want to enter anyways?

A project like this brings up lots of questions before you even get started. You've got plenty of work on your desk already…. why would you want to take on something extra? The opportunity to showcase SFS Outreach efforts to the entire campus was just too good to pass up. Once the decision was made to enter, we needed to come up with a plan and a team to highlight. After all, the competition was to show that "My Team is Great" and we indeed had a great team on which to focus. The Outreach team includes members from every unit within SFS and has put a lot of effort into helping the Outreach Unit. Members include: Alan Shankle, Norm Englund, Kyra Worrell, Arlene Lalas and Diane Cooley.

OK, so what's next after the decision is made to enter the contest? We wanted to showcase our efforts for students, especially our online projects and initiatives. Fortunately we have creative people on the team. Alan whipped out a first draft of the script. (Do you suppose his years working for Disney helped him come up with the idea of a fairy tale approach?) Anyone who's tried to write a story knows that this isn't as simple as it sounds – you need to come up with an idea (a plot) before you can even start writing. Of course, you need a little creative talent. The entire team helped with feedback and suggestions. Once we had a direction, we were able to really start creating a fun contest entry.

Outreach has been working on screencasts/podcasts of the financial information we want to provide to students so this format seemed like the logical type of presentation. Diane has the expertise in the software used (Camtasia and Photoshop) and was the production and visual arts staff. Norm, Arlene, Alan and Kyra helped with ideas for the visuals. Alan was the main voice talent with a little help from Colin Sachs, who has since joined the Outreach Team.

Kyra, Norm and Arlene were responsible for actually filling in the submission form. This required a little writing and focused on the core values that the team exemplifies.

Once "Timmy's Excellent Adventure" was submitted, the waiting began. Would the campus community like it? Our leaders showed support and notified other units that we had entered the contest. People voted. Finally, Diane received a phone call. We had won. We were amazed and very excited! The team was all smiles for several days. We received the formal award at the annual Red Square barbecue and had our picture taken with President Emmert and Provost Wise. We were invited to lunch with the Provost. We received congratulations from people all over campus. Our entry was featured on the UW homepage and in University Week. Other departments asked about the SFS Outreach program. Wow, it definitely was worth entering a campus-wide competition.

The UW plans to repeat this competition next year. I urge other teams in Financial Management to participate. I know that there are other great teams out there. All you need is an idea and the group to develop your entry. It does take time (about 40 hours total for "Timmy") but it is worth the effort

Headlines

University of Wisconsin at Madison Visits the "Other UW"

By Jeanne Semura

The new year brought three UW Badgers to town to visit the home of the UW Huskies. Hope Simon, Assistant Director, at Nelson Institute for Environmental Studies, Mark Walters, Director of Classified Human Resources, and Don Schutt, Director or Human Resource Development joined 27 new Financial Management and Treasury staff members in attending the first Quality Improvement Awareness class for 2008.

UW-Madison is redesigning its administrative processes for their whole campus starting with Business Services, Purchasing, Payroll, Research Administration, Human Resources and Facilities. This benchmarking team was sent is to visit selected schools with similar sized campuses to find best practices. UW Financial Management was chosen for a site visit after a telephone interview about our quality management program. They were particularly interested in how FM creates staff readiness for process improvement changes, how we administer research programs, how we measure progress, FM's and UW's staff and leadership training programs, and union relationships.

They spent their first afternoon with a group that included Controller Ann Anderson to learn about working in a changing environment that is both centralizing and decentralizing, and with Anne Lawson, Lead of the Recognition Quality Team (RQT), and Ginny Montgomery, RQT facilitator, to ask questions about our recognition program.

In addition to meeting with FMEIT members Ruth Johnston, Carla Helm, Jeff Follman, Karen Long, Sandi Rosko, David Wright, and Cheryl Hawley, they also met with Mary Jane Mackay, Renni Bispham, and Beth Warrick from UW Human Resources, and Vincent Lau from Research Accounting and Analysis. Finally, the Wisconsin team found some time to discuss measurement initiatives with Charles Bennett and Jeanne Semura.

A reception at the College Inn Pub rounded out the other UW's three-day stay in Seattle. They were impressed with the amount of staff involvement on planning and improvement teams, the importance of employee development planning and support for continuing staff learning and development. They promised to share the results of their year long best practices search with us when it is completed.

Innovations

Purple Goes Green at Biztech

By Claudia Christensen

The Financial Management Environmental Stewards Team scored a prime piece of "real estate" at BizTech 2008 in the form of Booth 14. Located near the busy entrance, the booth drew a steady stream of curious visitors eager to learn more about the "Purple Goes Green" banner on display. No, the banner wasn't about changing the school colors or trading the football team for the Oregon Ducks! "Purple goes Green" is the catch phrase used by the Environmental Stewards Team to represent their commitment to campus sustainability.

The booth at BizTech also provided visibility and opportunity for the team to share with visitors the progress FM has made in the important areas of resource conservation, consumption reduction, green purchasing choices, and other environmentally sustainable workplace practices.

Team Membership

Janet Bissonette – Grant/Contract Acct.
Kassy Ellefson – Purchasing
Michael Fero – Treasury (consultant)
Mickey Galbreth – Grant/Contract Acct.
Carol Garing – Creataive Communications
Jeanette Henderson – Real Estate
Angie Kritenbrink – Risk Mgmt
Heidi Schwab – Equipment Inventory
Sam Senturia – Treasury
Graham Sherwood – HFS/Purchaisng
AJ Van Wallendael – EH&S (advisor)
Susan White – Student Financial Svc
Clarity Wolff – Payroll
Leader : Claudia Christensen – Purchasing
Sponsors: Elizabeth Cherry - Risk Management and Carla Helm - Purchasing

The booth was small, but packed with ideas and information including an office desk chair made from 96% recycled material. Green products and information displayed were intended to promote the 3R's: Reduce, Reuse and Recycle. An Epeat Gold certified laptop streamed President Emmert's campus conversation about sustainability, while team members, wearing green visors emblazoned with glittery, green, 3 R's gathered email addresses from visitors so the team's "Green Office Checklist" could be shared with other campus departments. This is a team to watch! For more information visit their wiki site: https://fmwiki.admin.washington.edu/x/YpCs

Innovations

Save Paper, Use Wiki!

by Sean Eamon Kennedy

There are lots of good reasons to the use the wiki (https://fmwiki.admin.washington.edu) but here are a few tips for wiki-ing your way to a greener office:

Don't print meeting agendas:

You should already be using the wiki to plan your meetings and share agendas, but consider this: if your meeting room has a computer and monitor, you can use it to display the agenda wiki page. There's no need to print hard copies and hand them out. If you have an assigned

scribe, he or she can type the meeting notes right then and there on the agenda page in the wiki. Everyone can see them and suggest changes as the notes are being typed. Everyone will know where to find the notes, and then they won't print them out!

Don't send information-dense emails:

Email is a great way to share quick, small bits of information, but it isn't so great when you have a lot to say. For instance, many email browsers can only display limited content, so people are tempted to print long emails rather than read them on screen. So instead of emailing your manifesto, post it on the wiki. Wiki pages are web pages, and because web browsers are designed for easy on-screen reading, they are easier to read than email; people will be less tempted to print them out.

You can also format material on the wiki so it's easier to read:

• Use chapter headings to clearly label your information

• Break your document into several pages if necessary

• Use links to other pages where information exists, rather than re-typing information

And if you are reading something on the wiki and the font is too small, most browsers allow you to increase the font size just by hitting the "ctrl" and "+" keys together.

Share your own green ideas in the wiki:

Most wiki pages allow you to add content and comments. If you see something in the wiki and think to yourself "I have an idea how to make that greener," then go ahead and add your comment for everyone to see. And if one doesn't already exist, you can start a page to get

green discussions going in your area. Check out this example in the Purchasing space: https://fmwiki.admin.washington.edu/x/NwoE

You can also use the wiki as a trading post. You can let people know about excess office supplies or other materials you have so they won't have to go out and buy more. Here's an example that Financial Management is working on: https://fmwiki.admin.washington.edu/x/rpCs

If you can think of another way to use the wiki to green your work environment, go ahead and create a wiki page to describe it! Just add a "green" label to the page and it will show up in this list:

https://fmwiki.admin.washington.edu/label/green

Now get out there and be a 'wiki gardener.' Oh, and don't print this article!

Innovations

Greening UW through Online Services!

by Kyra Worrell

At Student Fiscal Services (SFS), we strive to be on the cutting edge when it comes to reaching out to our customers. Now, we're working harder than ever to reach out to our students by meeting them where they 'live'- online.

Our students are comfortable in their computer communities like MySpace and Facebook. They keep up with news from both their peers and the world by reading, subscribing to, and posting to their favorite blog. They don't always have time to read through the information we send them: it's much easier to download a screencast or podcast, and get that same information in a succinct two minutes. And they don't always have time to come to one of the money management information sessions we offer: they'd much rather access it online whenever it's convenient for them. SFS Outreach realized it would be much easier to accomplish our mission of educating students by going where they are, rather than by expecting them to always come to us.

That is not to say that we discourage students from attending an in-person Money 101 class. We still offer those classes for students who are interested and want that 'person-to-person' contact. What we have done is attempt to broaden our audience through the use of new digital and electronic media; with MySpace and Facebook pages, screencasts, podcasts, and a SFS blog.

MySpace

SFS Outreach first entered into the digital realm with a MySpace page in 2006. MySpace is an online social networking site. We call ourselves "Dawg Dollars", and we use the site to share information about our office and money management in general. The site highlights many of the costs and dates that are important to UW students and sends out announcements about upcoming events. There's information of interest to Financial Management staff, as well – don't miss our pirate movie from this year's Traveling Treats. We are proud to have a site that profiles many of the great people working in SFS Outreach, while also including information on rapidly approaching tuition due dates!

You can check out our MySpace at: http://www.myspace.com/dawgdollars

Facebook

A Facebook page was our second foray into the online social networking universe. Facebook, unlike MySpace, requires that we create an account as an individual, not as a group – we finally decided to put up the Facebook in the name of our fearless Outreach leader and Assistant Director, Diane Cooley (the rest of us already had Facebook accounts!). Alan Shankle, the newest member of the Outreach team, was instrumental in assisting with Facebook. You can view Diane's Facebook account if you are already a member of the Facebook community. If you don't have a Facebook account, it's easy and free to sign up for one by going to the main Facebook page. We have used this site to make connections with other university community members. We plan on using Facebook to showcase events on campus, as well as promoting and advertising new online Money 101 classes and podcasts. We even added a few UW "pieces of flair" to show our Husky Pride. Go Dawgs!

If you have a Facebook account, you can view our Facebook page at: http://www.facebook.com/profile.php?id=1141535228&hiq=cooley%2Cdiane

Screencasts/Podcasts

Screencasts and Podcasts are both types of digital media that are distributed over the internet, to be downloaded onto a portable media player or a personal computer. Screencasts include computer screen shots. Our goal is to use Screencasts and Podcasts to give students' access to important SFS information. We have several Screencasts up and running on our website, and more to come. For example, we have a screencast that emphasizes that the tuition due date is always the third Friday of the quarter, and another instructing students on how to request a Financial Aid check. Other topics include: Direct Deposit, E-bills, FERPA, UPASS, financial aid refunds and Webcheck.. Diane Cooley has worked tirelessly to produce these screencasts, with the help of the SFS Podcast team. The SFS Podcast team (Diane Cooley, Kyra Worrell, Rose Holbrooks, Nancy Hurja, Marisa Martin, Rachel Reichert and Alan Shankle) has assisted by suggesting topics, writing scripts and even lending their lovely voices for voiceovers. At the urging of the team, we chose to work on 'frequently asked questions' first: we felt it would be easier for students to access the information online than to call us frantically when a particular deadline was approaching, or worse yet, when they've received some kind of financial penalty.

You can view our screencasts and podcasts on our website at: http://www.washington.edu/students/sfs/outreach/index.html

Online Money Management classes

Another one of our objectives is to have several money management classes online. We know financial literacy is incredibly important to our students both now and in their future lives: it is very important that we make Money 101 classes as accessible as possible. To that end, we've begun putting these courses online. The following Money 101 modules are either currently online or in the final stages of production: Borrowing, Budgets, Credit Reports and Fraud. An Investments module is planned for the future. Again, Diane Cooley has taken the lead on the production, with help from the Outreach team (Diane Cooley, Norman Englund, Arlene Lalas, Rachel Reichert, Alan Shankle and Kyra Worrell), who, like the Podcast team, have written scripts and done voiceovers.

Greening UW through Online Services!
continued

As we occasionally get requests from departments (and even the President's office) to assist a struggling student by directing that student to our money management workshops, we are adding in quizzes to help facilitate the student's learning and create a record that the student has taken the class. Often this struggling student owes the university or department money which they are having trouble paying back, and needs to attend our course to receive more money or keep from getting further into trouble or both. Please feel free to check out our Money 101 courses at our website (they can be helpful to everyone, not just students!) http://www.washington.edu/students/sfs/outreach/index.html

Blog

Finally, we have developed our own SFS blog. A blog is an online journal that is often interactive. We originally set up our blog on a free blog website – talking about such diverse topics as taxes and how the sub-prime mortgage crisis might affect students. However, with the help of SFS' web guru, Paige Hamlin, we now have our own blog set up on the University of Washington server. It has the look and feel of our other web pages. The Blog has been the particular brainchild of both Paige Hamlin and Kyra Worrell.

Click on the link to access the Outreach blog: http://depts.washington.edu/sfscust/wordpress/

We have begun to measure the success utilizing these tools to reach students. In particular, we've measured this success with online counters – for example, during a few weeks time, our blog had over 200 hits, and our MySpace page had almost 350 views. To generate more use of these tools, we have advertised online services through different channels, including emails to UW Adviser's listserves and by linking to the podcasts produced by the Office of Undergraduate Advising. We will continue to measure, monitor and promote these new services; all in the spirit of great customer service, process improvement and being green.

Innovations

SPOC - A User-Friendly Approach for Finding Information

by David Beaulieu

You started the day with a song in your heart and now you're channeling legendary pro tackle Mean Joe Greene. The problem is that you wanted to know the answer to a "simple" question. Logically, you call the person, department or company that you believe to have the answer. Two hours and five call transfers later, if you are lucky, you finally contact the one person in the organization who can answer your question. If only some kindly person would offer you a refreshing cold bottle of Coca-Cola. You might even be willing to give them the shirt off your back. See this YouTube link for the full story:

http://www.youtube.com/watch?v=Lc0izCGKxP8

What would really be refreshing is to be able to hand off your question to an expert who can identify the path to the knowledge you seek. Financial Management's scope of operations and complexity provide even seasoned veterans with challenges in tracking down information. Departments around the University of Washington are often confounded and frustrated in their attempts to get an answer. To quote one faculty member, a Dr. Bruce Banner (you remember the Incredible Hulk?), who when asked to "please wait" while being transferred, stated, "Don't make me angry, you wouldn't like me when I'm angry." Reliable sources indicate that Dr. Banner is really green, but I'd have to see it to believe it.

Under the leadership of the FM EIT and sponsored by V'Ella Warren and Ruth Johnson, the Single Point of Contact (SPOC) team has developed a program to help. Financial Management's SPOC project began a trial period on March 17th and will conclude on June 17th. Ruth Johnson sent out an email in March stating, "The purpose of the SPOC Pilot Project is to provide customers with a simple way to make contact with our Financial Management and Treasury departments when they don't know where to turn, to receive the best customer service possible for their complex financial questions. It is important to note that this new service supplements, but does not replace regular communications between departments and FM or Treasury.

So, the purpose of the project is to answer "complex" questions. These have been defined by the SPOC team as questions that cross operational boundaries, and/or require research or decision making authority. The College of Arts and Sciences, College of Engineering, Evans School of Public Affairs, and the School of Public Health and Community Medicine are participating in the pilot to allow the SPOC team to measure the benefits and costs of the program prior to a University-wide rollout.

The procedure will flow generally like this: First, the customer will be able to call 206-221-4444 or email fmhelp@u.washington.edu. The Strategy Management Group (SMG) will review the question. The members of the SMG will then assign the question to a Subject Matter Expert (SME) who will call or email the customer to verify the question, ask any necessary follow-up questions and provide the customer an estimated time to answer if it requires research. The SME will answer the customer with a copy to the SMG. Finally, the customer will be asked to evaluate their experience so the SPOC team can assess the success of the program at the conclusion of the trial.

Here are the members of the SPOC team:

Anne Barry

Dave Beaulieu

Charles Bennett

Pramilla Chand

William Christensen

Diane Cooley

Dawna Grand, Lead

Ruth Johnston

Jerrica Kallio

Christopher Malins

Ginny Montgomery

Jeff Petersen

Tami Sadusky

Jeanne Semura

Dinah Walters

David Wright

Innovations

Sustainability Off-Campus

by Jeremy Eknoian

Think Green! The message is cropping up everywhere from bumper stickers and T-shirts to news headlines about the deleterious effects of climate change. Through the efforts of many on campus, the UW has been thinking and acting green for years and on a wide array of fronts.

The U-Pass program encourages faculty, staff and students to ride transit, carpool, walk or bike rather than drive in single occupancy vehicles. Recycling is a vital means of energy and material conservation. The Waste Not Washington Act (Chapter 70.95 RCW) directs government entities to implement waste reduction and recycling programs, purchase products made from recycled materials, and purchase products that are recyclable. Housing and Food Services recently implemented composting as part of their operation to turn kitchen and food waste into rich fodder for the campus grounds. New buildings and renovation of existing buildings on campus must achieve a minimum LEED Silver status (Leadership in Energy and Environmental Design) – a distinction that officially deems them "Green Buildings." All these efforts have earned the UW a grade of A-minus in the College Sustainability Report Card, issued by the Sustainable Endowments Institute. The Real Estate Office (REO) wants to see these trends continue off-campus as well.

Commercial buildings are responsible for 12% of total water use; 30% of total greenhouse gas emissions; 65% of total waste output; and 70% of total electricity consumption nationwide. UW is a tenant in over 1.4 million square feet of clinic, lab and office space in the commercial world, which makes UW not only a large consumer of commercial space but also a potentially influential one.

In 2006, the Real Estate Office was invited to speak at a BOMA (Building Owners and Managers Association) conference on the topic of Sustainable Leasing: What Do Tenants Want? REO conveyed the message to the commercial market that the UW cares about how its leased facilities are managed and operated and sustainability is key to our leasing strategy.

Location! Location! Location! is a common refrain in the real estate market and part of our strategy is to consolidate leasing activity to buildings in the U-district and/or in areas that are well served by transit. We also rate buildings based on LEED criteria: Are there shower facilities and bike storage areas? Is there a ZipCar located in the garage or nearby? Is there a LEED AP (Accredited Professional) on the building management staff? Is comprehensive recycling available? Do the janitors use non-toxic cleaning agents and do paper products contain recycled content? The list goes on and these factor into the decision of whether to lease in a particular building or renew a lease. Moreover, we added to our standard "Sustainability Clause" in the lease to include specific "boilerplate" requirements of landlords to manage and operate their buildings in as sustainable a manner as possible.

Oh, and by the way, it pays to be green! Operating expenses are lower and more predictable in buildings that have efficient and well maintained systems. Moreover, these buildings typically have better indoor air quality and temperature control which reduces employee complaints and enhances productivity. This is known as the triple bottom line: Good for the budget; good for the people; good for the planet.

These efforts may seem like small steps but as a large tenant and a visible one, REO sees the opportunity for the University to influence the pace of change in "greening" the commercial marketplace.

RQT Roundup
by Farida Ablang

The snow has melted, the blossoms are blooming, and the green leaves have emerged. Spring has finally arrived! The bears may have been dormant the past several months, but definitely not the Recognition Quality Team (RQT)! Since November 2007, FM, Treasury and Strategy Management have kept the RQT busy by recognizing peers with 581 Recognition Treats, 194 Bravos, 8 Team Spirits, 2 CARE Awards, 2 LINQ Awards and 3 STAR Awards! In addition to Traveling Treats on May 6th, the RQT hosted 2 Person to Person gatherings held on March 6th and April 10th. Great job with the recognition, folks!!

STAR Awards:

A STAR (Successfully Taking Another Route) Award was presented to Belinda Liley, Keli Johnson, Teresa Crisostomo, and Libby Graham on February 8, 2008 for creating a long term improvement of the hand-typed check process that saves time and money for Financial Services. This Hand-Typed Checks Team developed a process improvement that solved the problems concerning the lack of internal controls, customer focus, and duplicate work in processing hand-typed checks. Their collaboration resulted in a reduced the number of these checks by more than 50%, minimized errors and increased efficiency, and an improvement in customer service! Way to go, team!

Michael DeShazo of Grant & Contract Accounting received a STAR Award on February 28, 2008 for his development of the Cost Share Calculator. Michael took the initiative to develop a Cost Share Calculator to help reduce the mistakes that departments were making when entering their cost chare pledges. These mistakes required both time and effort to correct in the department and in GCA. Now, departments are able to enter just a few pieces of information and the calculator produces the % effort and the dollars to enter on the GC1. Great job, Michael!

Debbie Carter, Carolyn Drebert, Suzanne Knoblet, Susan Lowney, Christina Payne, Trudy Still, and DeAnn Wells were all presented the STAR Award on December 11, 2007 for their contribution to the recognition program within Purchasing. This team's contributions, among many, include raising standards by acknowledging good work, simplifying the nomination/recognition process, encouraging broader participation, providing meaningful events for staff, and adding meaning and value to the work process and an avenue through which staff could celebrate contributions of fellow staff. Outstanding work!

LINQ Awards:

Erick Winger of Financial Accounting was presented a LINQ (Leadership in Quality) Award on February 26, 2008 for being Inspiring and Trusting of Others. Erick is described as a great role model who instills confidence in others. He is great at information sharing, always values others for their varied and unique abilities, and allows individuals to learn by making mistakes. He also shows courtesy when working with others. Great job, Erick!

Jeff Petersen of Student Fiscal Services was recognized with a LINQ (Leadership in Quality) Award on March 11, 2008 for being an Approachable Leader. A few of the behaviors that Jeff demonstrates is being visible and available, listening in a non-threatening and non-judgmental way, and setting a supportive climate where others can do their best. Those who work with Jeff find him friendly, pro-active, responsive and regularly able to facilitate resolutions to problems. He is known as a good communicator that can put people at ease even when dealing with a problem. Way to go!

Recognition Rewards:

The winners of the quarterly Recognition Rewards are Denise Grizzell (Second Quarter) and Kathryn Harrington (Third Quarter), both from Purchasing.

Thank you for saying Thank You, Denise and Kathryn!

Upcoming Event:

The Annual Summer Event is scheduled for Thursday, September 4, 2008 from 1–4 pm.

Kudos

Kudos
by Farida Ablang

To: Keli Johnson (Accounts Payable), Claudia Christensen (Purchasing), Dawn R Lake (Purchasing)

From: Ronda Grazen, Intercollegiate Athletics

Subject: PO 485883 BREAKTHROUGH PERFORMANCE

Thanks to everyone- I really appreciate everyone's help with this.......You guys really got me out of a pinch! I owe you....

To: Christa Woodhull (Payroll)

From: Eva Greulich, Jackson School of International Studies

You are wonderful!!! I knew you will help us out to solve this problem. I just wanted to say thanks again for helping us with the on-line time sheet, (emails) and being so patient, you have great attitude, keep it up!!

Thanks.

To: John Watkins (Purchasing)

From: DeAnn Wells, Applied Physics Laboratory

Subject: PO 482406

John,

Thanks again for expediting this order for us at APL. As you can see, you made some very happy clients! Alex, I am including you so you can see what a great job John did for us.

To: Lily Gebrenegus (Grant & Contract Accounting)

From: Alison Shaw, Collaborative Health Studies Coordinating Center

Dear Lily,

I wish that I could claim responsibility for sending the treats; however, they must have come from our central department administration. I'll forward your message to Cynthia Marks. At the same time, please let me add my thanks for all the help you give to ALL of us in Biostatistics, especially our Coordinating Center. We truly could not manage without you! (Kindly share this message with all the members of Team 3.)

To: Carla Helm (Purchasing)

From: Karen VanDusen, Environmental Health & Safety

Subject: Good Job!

Hi Carla,

I thought you'd like to know that my staff has given you great praise for the way you have handled the ethyl alcohol issue. They have been impressed with your work with the various parties, Liquor Control, etc and working toward an achievable solution. We so seldom hear the "good news" that deserve a pat on the back...I wanted to make sure you knew your praises were being sung. Thank you for moving this so well!

To: Ginny Montgomery

From: Peggy Remlinger, Industrial Engineering

Re: Farida Ablang (Payroll)

Just to let you know how much I appreciated Farida's help in reissuing a paycheck for me this morning. I was really freaking out, but thanks to Farida she helped me very quickly.

Bottom Line - Payroll staff people are the best!

To: Bev Richards (Purchasing)

From: Denise, Diabetes Endocrinology Research Center

Subject: RE: PO #422304 TOMTEC

Bev,

That is so kind of you. I can't tell you how much your patience and generosity of spirit mean to me, especially as I try to learn the ropes. I am very fortunate that you are a University employee!!!

To: Joanne Matson (Treasury)

From: Michele Sams, Board of Regents

Subject: Thank You!

Dear Joanne,

I am writing to thank you for the amazing job you did on the items for the February 21, Board of Regents meeting. You did a fabulous job! You kept me well informed as we moved closer to the deadline, the items were formatted perfectly, and e-mailed separately, which is more helpful than you could imagine. I couldn't be more pleased.

Thank you!!! You Rock!

Kudos

To: Kelly Sales (Grant & Contract Accounting)

From: Debra Howell, Department of Pharmacology

Subject: BN 63-0808 “Trypanosomal PDE”

Kelly,

Thank you so much for your willingness and efficiency in communicating with the sponsor to complete the report as well as your effort in turning around the report in a timely manner. We recognize the hard and often unrecognized work you do and appreciate your professionalism and efficiency.

Thanks!

To: Christa Woodhull

From: Brian Tyl, UW Psychiatry

Subject: Praise for Cheryl Manekia and Clarity Wolff (Payroll)

Hi Christa,

I wanted to share with you how impressed I was with Clarity and Cheryl’s presentation at our research coordinators mtg last Thursday. They were very patient and focused on what our needs were as a department. I’m amazed they still have as much enthusiasm and poise after giving this presentation probably 100 times! This personal visit seemed to make the difference for some supervisors to be accepting of the new timesheet. Furthermore, both Cheryl and Clarity have been very responsive to our employees’ questions and worked to find

solutions.

We are lucky to have them at UW!

To: Heather Norberg Stewart

From: Tracy Knotts, Benefits Office

Subject: Shawna Litterski (Payroll)

Hi Heather,

I would like to express my gratitude in regards to Shawna. While Shawna is always helpful, I had a situation last night. I had an employee who for a week was trying to get SSN updated so that we could enter his retirement plan choices. It had been a challenge for him as payroll coordinator was not forwarding his ssn. I finally got it around 4:38 last night. The last night of payroll and I’m sure with end of year Shawna had more things to do then to stop what she was doing to help me get the employees ssn in HEPPS. My gratitude is for her stopping her own work and time schedule to enter the ssn. She did not have to do this and I would like you to know that is was very much appreciated.

To: Megan Dennis (Payroll)

From: Michelle Birdsall, Evans School of Public Affairs

Subject: Thank You!!

Hi Megan-

I just looked over my check register and Gerald Cormick looks perfect!! I know it was a headache with all the retropay and budget changes but I wanted to thank you for getting him straightened out and taken care of.

To: Frannie Gladney (Student Fiscal Services)

From: Mike Maxfield, UW Student

Subject: Overaward Account

Hi Frannie,

I would like you to thank you for your exemplary service throughout our interactions. My financial aid situation has been very frustrating and stressful, only adding onto the difficulties I have had which led to my problems in the 2006-2007 academic year. Your assistance has been vital in me getting back on my feet, completing the requirements for my CSE degree, and moving on in a productive direction. Most importantly, you have conveyed that you sincerely care about my troubles through both your actions and attitude, which seems to be an exception in the financial world. This has not only been of benefit to myself, but has also helped the university since your flexibility allowed me to get to the point where I could pay off my dept to the UW.

Thanks again for everything.

To: Frannie Gladney (Student Fiscal Services)

From: Irene Lee, UW Student

Subject: Student ID xxx4988

Hi Frannie,

Thank you for all of your help!

My experience with you was great. You were very professional and understanding, and my questions and concerns were addressed promptly.

Thank you for everything! :)

Kudos

To: Christa Woodhull, Sam Castro, Cheryl Manekia, Clarity Wolff (Payroll)

From: Kathryn Speranza, Global Health

Subject: PERM Detail for Connie Celum

Hi Christa,

I just wanted to give you a "heads up" on this email on Connie Celum. Sally just asked me to give her my email requesting the retro pay on the ADS for her as she did not get it. She is asking since I am leaving Global Health after Jan 15.

I also wanted to thank you for all you help during this difficult time trying to learn this new job and to find my way in this new and growing department. Everyone in payroll has been so nice and so helpful especially you Cheryl, Sam and Clarity. I learned a lot about payroll that I did not need to know in my former position.

To: Sam Castro, Megan Dennis, Farida Ablang (Payroll)

From: Christina Yarbrough, Department of Medicine

Subject: Special Checks

You guys are absolutely positively the sweetest people on the planetary plane of existence. You almost made me cry you are so sweet and supportive.

Honestly I cannot tell you how much better your note made me feel, I have copied Quan as you know she is my approver. We have both been so concerned, and you guys are just too good to us to be so understanding and supportive. We really really do appreciate the EXCELLENT above board service and support that we get from you. We could never do what we do without you guys, truly we could not.

And I will see you too tomorrow morning, I will very happily trade you some treats for a colossal mound of W2s :)

To: Shawna Litterski (Payroll)

From: Katy Dwyer, Benefits Office

Subject: Presentation on W-2

Shawna,

Thank you for all that you do - and so cheerfully!

We really appreciate you as a great partner and friend.

To: Team 3 Yu-Chan Chao, Karen Schmidt, Lily Gebrenegus, Marisa Honig, Keith

Timco (Grant & Contract Accounting)

From: Devorah Oppenheimer (via Stepanka Ruzickova), International Studies, UW

Hi Team 3!

I just spoke with Dvorah about some old Dept. of Edu. budgets and she wanted me to tell you that you all are doing a wonderful job and she's very pleased with the customer support you provide and really happy that her department is a team 3 customer. She said a lot of nice things about you.

Good job!

To: Kelly Sales (Grant & Contract Accounting)

From: Debra Howell, Department of Pharmacology

Kelly,

Thank you so much for your willingness and efficiency in communicating with the sponsor to complete the report as well as your effort in turning around the report in a timely manner. We recognize the hard and often unrecognized work you do and appreciate your professionalism and efficiency.

Thanks!

To: Mike Fleming (Payroll)

From: Mike Winans, School of Social Work

Subject: Budget 80-0665 Fixed! Mike, you fixed the job class issue with budget 80-0665 that has been a continuing problem for me and GCA for nearly 2 years. I can't thank you enough, and GCA will be so pleased to be able to close out the budget.

This made my week!

Thanks a million!

To: Christa Woodhull (Payroll)

From: Joshua Apfel, Department of Global Health

Subject: Thank you for your help

Christa,

We'd all like to say Thank you for coming out and giving us a nice overview training and for being quite available to help us (past, present and future) with any issues. We appreciate the effort you and your team make to help us navigate the on-line systems.

Kudos

To: Steve Kennard (Real Estate), Jeanette Henderson (Real Estate), David Carr

From: Joshua N. Kavanagh, Director, UW Transportation Services

Subject: Parking Decision

Steve, et al.

I'd just like to express my appreciation for the considerate way you've handled this situation, your partnership as we build a shared vision for the future, and the flexibility you've built in to the agreement that allows us to pursue that future when the time is right.

Your team, and the REO in general, are a real class act.

Many thanks.

To: Lina Nguyen and Team 4 Members (Grant & Contract Accounting)

From: Chrishalodebany C. Jitta, UW Psychosocial & Community Health

Lina,

Thank you so very much. You are helping so much and I am very grateful. I will definitely try to keep up and not let this back log happen again. Again, please thank everyone on team 4 at GCA. I only hope my supervisor appreciates the hard work everyone at GCA is doing to resolve this backlog.

Again, thank you and everyone in team 4.

To: Ron Oestreich, Rada Bounyarith (Real Estate)

From: Don Anderson, UW Educational Outreach

It was a long and difficult process to renew our lease at Park 140. Ron (Oestreich) and Rada (Bounyarith) were extremely helpful and patient with our laborious decision process. In the end, a better rental rate was negotiated than expected. Extra kudos to Rada for advising us on color schemes and picking out accent colors. The suite looks great!

To: Stepanka Ruzickova (Grant & Contract Accounting)

From: Marjorie (Maggie) Gillet, Memory Wellness Program

Re: Stepanka Ruzickova

Stepanka has been extremely helpful. She really dug into our budget issues and has resolved them one by one. I am very grateful that she's working on our budgets.

To: Frannie Gladney (Student Fiscal Services)

From: Joshua Young, UW Student

Subject: Satisfactory Payment

Hello Frannie,

It was exceptional how you handled my resolution of the overpayment of my financial aid account. I couldn't have asked for anyone better than you to handle my situation because you were on top of things and everything went smoothly because of you undivided attention in resolving my issue in a timely manner. Thank You very much for working with me in resolving my situation. Thank You once again!!! :)

To: New Directions Newsletter Team

From: Margie Cooper, College of Forest Resources

Subject: New Directions

Comments: This is probably the best newsletter I have ever seen on a UW website! Excellent - and in the spirit of excellence: when you select the RQT/Awards screen, there is an extra "t" in the "New Directions" link in the upper right-hand corner of the screen. I especially liked the music links - how utterly entertaining.

To: Chris Malins (Treasury), Erick Winger (Financial Accounting) and Team Members

From: Ana Mari Cause

I just wanted to take a moment to thank all of you, on behalf of myself (in my ex-EVP role) and Provost Wise, for going that extra mile, and doing the heavy lifting -- often an lightening speed -- to help us put together a very strong accreditation document. Our site visitors time and again praised the document for its comprehensiveness, and that was largely due to your strong efforts...

I deeply appreciate your understanding, your responsiveness, and your unflagging effort and good humor. This was truly a group effort, with you at the center.

We did it. And, we did it with style!

What a team! ...

Kudos

Subject: Feedback on the Global Support Website

From: Eileen Seese, International AIDS Research and Training Program

The GS website is fabulous. In fact, just recently following our weekly staff meeting we had a little session together on the GS site, so everyone could see what's available and how easy it is to maneuver around. Everyone was very impressed. One of us has used the NRA payment checklist as a model to create her own checklist for reimbursing a NRA in town for lodging and food per diem. So our only feedback is gratitude!

To: Diane Cooley, Kyra Worrel, Alan Shankle, Norm Englund, Arlene Lalas (Student Fiscal Services)

From: Sue Camber

And the winner is......

Financial Management's own STUDENT FISCAL SERVICES

Please join me in congratulating Diane Cooley, Kyra Worrell, Alan Shankle, Norm Englund, and Arlene Lalas for their winning entry in this campus-wide competition. Although the website isn't showing the winner yet, they were notified of their victory late yesterday and it is to be posted/announced today. Here is the link if any of you missed it. Their entry is titled "Timmy's Excellent Adventure With Help From Student Fiscal Services Outreach." Congratulations to the Student Fiscal Services team!!

To: Jerrica Kallio and MyFinancial.desktop Team (Decision Support Center)

Thank you for finding the simple solution to our giant problem. Andrew is straight away writing the new query to include the PCA original codes. You and your team have proved excellent problem solvers. I owe you one.

To: Denise Grizzell (Purchasing)

From: Geoff Vlcek, UW Technology

I just wanted to stop by and say thank you for the wonderful work you do on a daily basis for me and our team! You help us run like a well oiled machine, even in your most busiest of times. Keep up the great work and thanks again!

To: Danel Phelps (Grant & Contract Accounting)

From: Arleen Fabunan, Pathology

Now I remember, I requested this done early due to the final TRANSPASU for the continuation budgets. Just so you know that you have been great in closing out my budgets and I really appreciate your timely and accurate work. Thanks again.

To: GCA Team 3

From: Marilyn Barnard, Department of Atmospheric Sciences

I wanted to take an opportunity to thank you and your entire team for all of the excellent assistance I have been provided. Too often one only takes the time to voice a complaint. I want to tell you something you already know, but from the recipient point of view, I think all of you comprise one of the best, if not *the* best, teams in GCA. Your assistance is always prompt, thorough, and very courteous--even when it takes a little longer to get something through my thick head! :))).

To: Heather Norberg Stewart (Payroll)

From: Shosh Westen, Slavic Languages and Literatures

Re: Dr. Grabowski

Thanks so much, Heather, for your phone call and this very clear email. They're both much

appreciated! Shosh

To: Farida Ablang

From: Maria Scott, Office of Minority Affairs

Re: Megan Dennis (Payroll)

Hi Farida,

I am taking this time out to let you know how much I appreciate working with Megan. The turn around for me to get checks for two (2) of OMA's staff was amazing. (I think it may have taken less than an hour.) Megan is a reflection of how you work; thank you.

To: Megan Dennis & Payroll Staff

From: Scott Schwinge, Friday Harbor Labs

Re: Lost check

Hi, Heather --

I wanted to let you know that you and your staff are doing an outstanding job. Megan was able to prepare a re-issued paycheck in very short order, and she did so with efficiency and cheerfulness.

Here's a hats off to you and your capable staff!

Kudos

To: Cindy Gregovich & Payroll Staff

From: Perry Tapper, Office of Public Records & Open Public Meetings

Re: Public Records Request

Hello Cindy,

We received a call from the administrator of the intensive care units at UWMC who let us know that one of the unit nurses had received a request for records involving a staff person. Based on the records requested, this unit nurse contacted Payroll directly and was told by your staff to submit this as a public records request via our office.

We would simply like to thank you and your staff for directing UW staff to our office with such requests. It's good to know you and your staff are helping us make sure the UW is in compliance with the Public Disclosure Act of Washington State.

To: Farida Ablang (Payroll)

From: Tom Yoo, UW Daily

Re: Overpay to student employee

Farida,

I believe that that you are the best source of procedures/processes in the entire University. Your help and diligence is always appreciated.