



Business Services

AGRICULTURE, LIFE & VETERINARY SCIENCES,
& COOPERATIVE EXTENSION

Issue 9 FY19

Business Services Newsletter

In This Issue

[How to be invisible](#)

[Shout out to Mary Carroll](#)

[Update from ALVSCE Federal Excess Property Program \(FEPP\)](#)

[Shout out to Linda Heffernan, Glenda Thompson and Angelica Aros](#)

[Recent policy/procedures changes and updates](#)

[Shout out to Jennifer Gardner Smith](#)

[Welcome new ALVSCE employees](#)

[Shout out to Vanessa Parra](#)

[HR: employee benefits](#)

[Shout out to Tara Mysak](#)

[ALVSCE in the community](#)

[Shout out Sonia Burnett](#)

[Business Officers: a life of juggling](#)

[Shout out to Madge Mock](#)

[Shout out to Kina Barton](#)

How to be Invisible

By Lynda Silvain

The first half of my career was dedicated to a retail store. I came to the U of A with a service mentality. I had 15 years of retail experience and figured that my purpose in life was to provide great service. It's all I knew. In my U of A debut, I turned around reimbursements and purchase requests in record time. My philosophy was that if I was doing a good job, I would not be noticed, and that was my guiding principle.

Apparently, my eagerness to serve was not something that the faculty, staff and students were used to, so I became somewhat of a star, not invisible! As time went on, great service became the norm and I became invisible.

At ALVSCE, the business community strives to support the faculty, and DBS strives to serve the greater business community. We have a Data Solutions Team that can navigate the incredible amount of data at our fingertips to create dashboards that tell us only what we need to know. The business officers in the units are expected to have a handle on all of the business processes occurring in the unit and college. We are specialized, and diversified. Our administrative efforts allow for faculty to concentrate on teaching, research and outreach. There is a great return on investment in administrative support, and the value is in all of the little things that run smoothly.





Mary Carroll - DBS

Administrative Support

I want to give a shout out to Mary Carroll. I arrived at a Business Officer meeting to find her a bit frazzled. She explained that the chairs and tables in the room were not as they should be and she had to rush to rearrange them. She also had to set up for the broadcast of the meeting.

Everyone arrived to business as usual thanks to Mary's behind the scenes work. Mary is the gold standard for administrative support.

Submitted by Lynda Silvain



Update from ALVSCE

Federal Excess Property Program (FEPP)

Submitted by Madge Mock

ALVSCE is eligible to participate in a USDA program that allows us to acquire federal excess property (on loan) with the only cost being transportation to the unit. We have participated in the program for over 35 years and have been able to acquire many types of agricultural equipment to further our mission.

On behalf of Mary Kate Barrett and Madge Mock, we are pleased to announce the completion of a three year effort to dispose of federal excess equipment that had been stockpiled over decades.



MAC Before

MAC After



TAAC Before

TAAC After



YAC Before

YAC After

We had voluntarily placed a freeze on any new acquisitions so that we could ensure our compliance with USDA's requirements. **We are now able to review requests for equipment acquisitions.**

The August 30, 2018 FEPP Status Report was widely distributed and will also be posted on the Business Services web site for reference. If anyone was omitted from the mailing list, please notify either Madge or Mary Kate and we will share the status report.

marykatebarrett@email.arizona.edu

mmock@email.arizona.edu



**Linda Heffernan, Glenda Thompson
and Angelica Aros**

Process Improvement and Teamwork

Shout-out to Linda Heffernan for her great insights and ideas with the MSS Solutions group, and to Glenda Thompson and Angelica Aros for chairing the committee during the transition.

Submitted by Kristen Vann

Recent Policy/Procedures Changes and Updates

Changes to Meal reimbursement rates, effective 10/1/18



The State of Arizona General Accounting Office (ADOA-GAO) has updated the [Meal Reimbursement policy](#) to reflect rate changes for business travel commencing on October 1st, 2018. FSO made the corresponding updates to Travel Policy [14.13 Meal Reimbursement](#) to reflect these changes. One-hour training is also being offered to assist users with changes to this policy. Click [here](#) for additional information on changes and training.





New addition to the Financial Services Manual - effective 7/5/18

FSO added guidance on self-reporting violations as well as Purchasing Card Violations issued by FSO Financial Compliance to ensure that violations are issued and handled in a consistent manner. Please take a moment to review [FSM 9.20 Financial Compliance Purchasing Card \(PCard\) Violations](#).



GEC or DI?

There is still some confusion on when to use a GEC vs a DI. FSO has created a comprehensive guide to help departments determine when to use these documents. Click [here](#) to access the guide.



Did you know that you can give access to eDocs via email?

Next time you need a PI to approve an effort report (or any eDoc), you can send a link to the eDoc via email. The recipient will be directed to the eDoc after logging in with his/her net ID and password.



Jennifer Garner Smith - Division Business Services

Team Support

Jennifer has the ability to respond to emails, provide feedback, and approve important transactions within minutes. Her dedication and kindness has been noted. You'll never witness frustration in her voice. She is always very pleasant to deal with. These are qualities that all co-workers must look-up to. I do! Thank you for being you.

Submitted by Cody Jackson

WELCOME NEW ALVSCE EMPLOYEES



Welcome Joe McLaughlin!

Submitted by Dara Heward - Boyce Thompson Arboretum

Joe is our new General Maintenance Mechanic! He is from Mesa, Arizona and lives in Miami, Arizona. He is excited to be a part of the Boyce Thompson Arboretum team. One of his favorite things about the Arboretum so far is the people. He also loves that he gets to work close to nature, plants, and animals. On his third day of work he was lucky enough to see some Big Horn Sheep! He has a black Labrador Retriever named Jack, who joins him on adventures and travels.

Some of his hobbies are fishing, canoeing, karaoke, hiking, and music. An interesting fact about Joe is that he has made his own banjo. He apprenticed with Hickler Banjo Company in Mesa, Arizona and the White Mountains.

He is excited to get to work on the maintenance of the Arboretum. When asked how he wants to help Boyce Thompson Arboretum, he responded, "I want to be a good steward to the Arboretum and its history."

Welcome to the Boyce Thompson Arboretum family, Joe!



Welcome KC Armenta!

Submitted by Kina Barton - Division Business Services

Please welcome KC Armenta, Coordinator, Personnel Services to the Division Business Services office. KC comes to us after four years with Workforce Systems and Human Resources. We're excited to have him onboard.



A Tucson native, KC will graduate with a BS in Psychology in December. He'll then begin his master's program in public policy beginning January 2019. He is an avid reader of fiction. One of his favorites is *The Night Circus* by Erin Morganstien. He also enjoys hiking and playing tennis.

His contact information is below.

Office: Forbes 322D

Phone: (520) 621-1969

Email: kcarmenta@email.arizona.edu





Welcome Dr. Rebecca McQuade!

Submitted by Dr. Patricia Stock - ACBS

Dr. Rebecca McQuade is a longtime Wildcat. During her undergraduate studies in the UofA's Nutritional Sciences program, she developed a keen interest in bacteria- both as promoters of health and as agents of disease. She completed her PhD in the UofA's Microbiology department, studying how the bacterial pathogen *Clostridium difficile* responds to stress in the host. Her postdoctoral research through the UofA's NIH-funded PERT program focused on the bacterial symbionts of insect-pathogenic nematodes and their interactions with other microbes. Dr. McQuade is delighted to return to the Microbiology department to teach Pathogenic Bacteriology and General Microbiology. She is especially interested in fostering data literacy and giving students opportunities to interact with real-world data at every stage of their education. She also loves to try new technologies for making learning more engaging and accessible.



Welcome Dr. Kathy Broneck!

Submitted by Dr. Patricia Stock- ACBS

Dr. Kathy Broneck joined the Race Track Industry Program in July of 2018, returning to the University of Arizona where she earned her MA in Communication and a PhD in Management Information Systems from Eller College of Management. Kathy, previously the Department Head, Business for the Pima Community College Campuses as well as the Department Head, Business for PimaOnline, is the RTIP's Professor of Practice.



She teaches the general business-focused classes including Financial and Economic Strategies, Human Resource Management, Legal Environment of Business and

Management of Organizations along with the Race Track Marketing and Media Communications class and supports students' capstone project work. Her role also includes assisting with RTIP operations and the organization and presentation of the Global Symposium on Racing.



Welcome Dr. Netzin Steklis!

Submitted by Dr. Patricia Stock - ACBS

Dr. Netzin Steklis is originally from west Texas where she grew-up as a “wild-child” around a variety of animals, in a Mexican-American household where she experienced a bi-cultural education in El Paso and Juarez. Her higher education reflects her multidisciplinary interests in

human and non-human animal behavior: She holds a B.A. in Anthropology and Biology from the University of Chicago, an M.A. in Ecology and Evolutionary Biology from Princeton University, and a Ph.D. in Ethology & Evolutionary Psychology from University of Arizona. Dr. Netzin Steklis has studied a variety of nonhuman primates in captive and wild settings, in particular the ecology, social behavior and conservation of wild mountain gorillas in Rwanda. For more than 10 years, she served as the Director of Scientific Information Resources for the Dian Fossey Gorilla Fund International, a non-profit organization dedicated to gorilla research and conservation in Africa. More recently she has expanded her research and academic focus to include an understanding of the diversity of roles and contributions of all nonhuman animals in human health and human society, past and present. This growing interest in the field of Human-Animal Interaction (HAI), and the realization of a need for well-controlled research studies, also led to the co-founding and co-directing (with my husband H. Dieter Steklis) in 2014 the Human-Animal Interaction Research Initiative (HAIRI) at the University of Arizona. Dr. Steklis co-developed and teaches courses with her husband and colleague, Dr. H. Dieter Steklis, including: ACBS 160 Human & Animal Interrelationships (including co-authoring an HAI textbook “Human-Animal Interrelationships”, Kendall-Hunt Publishing); ACBS 469A

Ethology, Evolution, Ethics & Animal Handling; ACBS 483 Principles of Applied Primate Behavior and Captive Management; ACBS 484 Applied Captive Primate Behavior in Practice; Primate Studied Field School in Rwanda (Summer Study Abroad). of animals over her lifetime (dogs, horses, birds, rodents, reptiles).



Welcome Dr. Ravi Goyal!

Submitted by Dr. Patricia Stock - ACBS

Ravi Goyal received his PhD in pharmacology from the University of Mississippi and MD from Armed Forces Medical College, India. He completed his post-doctoral fellowship at Loma Linda University.



He recently joined the University of Arizona as an Associate Professor in the School of Animal and Comparative Biomedical Sciences. Previously, he was an Associate Professor of Pharmacology at Loma Linda University. He has expertise in epigenetic programming of fetal vascular development. He studies the effect of maternal malnutrition and hypoxic stress on fetal vascular development. His research has been funded by the National Institute of Child Health and Disease and National Heart, Lung, and Blood Institute.

He has served on several review panels of National Institute of Health, American Heart Association, and Switzerland National Science Foundation. He also serves on the editorial board of Biomed Central and Frontiers in Science Journals.

Vanessa Parra, Maricopa County Cooperative Extension



Dedication

I want to send a shout out to Vanessa Parra. Vanessa is our department Accountant Associate, and she specializes in all things purchasing related, with her primary focus being PCards. We have 33 cardholders in our department, and Vanessa is the primary contact for questions, submitted paperwork, and reconciling. We appreciate her because she keeps everyone informed, advised, and compliant. Vanessa has been keeping our department on task and on time with the Compliance Team at the PCard Office for over three years now, and we are so grateful for her diligence and professionalism in handling every aspect of this enormous job. Here is a great big shout out to Vanessa to say THANK YOU and GREAT JOB!

Submitted by Eunice Gonzalez



HR: Employee Benefits

Changes to 2019 Health Benefits

Last June, [HR announced](#) changes to be made by The Arizona Department of Administration (ADOA) affecting employee health benefits costs for the upcoming year (2019):

- While the University will continue to contribute 88% of the total premium costs for the medical plans offered, employee premiums for the **EPO and PPO plans will rise by 3%. The average cost of this increase is \$3 per paycheck.**
- The EPO medical plan will have a deductible of \$100 for individual coverage and \$200 for family coverage. This means that **employees enrolled in the**



EPO plan will pay \$100 (individual) or \$200 (family) for non-preventive medical and prescription expenses before the plan begins to pay

Refer to the [ADOA website](#) for additional information regarding these changes, or contact an ADOA Benefits Options Representative by phone at 1-800-304-3687 or by email at benefitsissues@azdoa.gov.

Benefits Open Enrollment: October 22, 2018 - November 9, 2018

No action will be required during this year's Open Enrollment. Employees' current benefits elections will automatically continue into 2019 unless employees actively elect to make changes.



Tara Mysak - DBS Data Solutions Team

Process Improvement

Shout out to Tara Mysak for helping to create reports and agents to help the CALS business community in managing PCard compliance. These "one stop" reports will be a big time-saver for business officers.

Submitted by Lynda Silvain



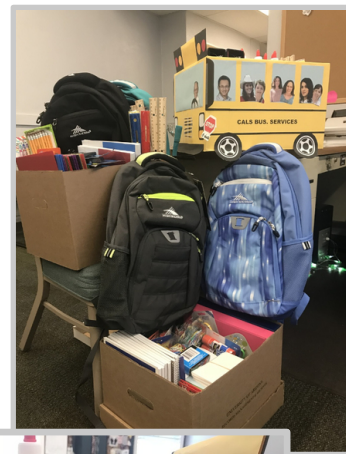


ALVSCE IN THE COMMUNITY

[HoofsnHorns Farm Sanctuary](#) is going to have a fence building day in November! They'll need volunteers to help out on a Saturday or Sunday (dates TBD). It will be a great opportunity to help and spend some time with some friendly and beautiful animals! Also, they are looking for someone that could donate or lend a backhoe for the day. If you are interested in helping in any way please contact Jeff Vautour at jefferyvautour@email.arizona.edu.



In July, the DBS team worked with the Frances McClelland Institute for Children, Youth, and Families to collect school supplies for the Healthy South Tucson's Annual Back to School Drive. With the coordinated effort, "we hit it out of the park". The team's support and engagement allowed ALVSCE to make a positive impact on the Tucson community and our future Wildcats!





Sonia Burnett - Alumni and Development

Teamwork

Sonia is my cherished jack of all trades! She has been such an amazing partner with scholarship processing and donations, we are so lucky to have her on the CALS team. She interfaces with multiple levels of the UA Foundation, her own department, academic departments and my area as well, she's a busy gal! Sonia, thank you every single day.

Submitted by Camille Andersen

Business Officers: A Life of Juggling

Submitted by Jeff Ratje

The daily duties of any business officer will make a to-do list cringe. Coaching and training employees, keeping up with daily financial and personnel transactions, fielding questions that range from simple to strange, addressing regular interruptions, and all while remaining responsive and professional. These are the operational tasks. There is a full suite of strategic tasks in addition.

Juggling is a valuable skill for all business officers. At the heart of juggling is prioritizing what's important. When a ball is tossed and is climbing to its apex, the juggler must immediately shift focus to the other ball that is falling so that she can position her hand to catch it. This constant refocusing of effort from item-to-item requires practice and concentration. One moment of inattention and the balls will fall to the floor. Training and practice create muscle memory so the act of juggling becomes effortless, and the concentration, while still there, moves

to the background. A really good juggler is able to throw in different activities like running, walking on a tightrope, or riding a unicycle while juggling.

Juggling is like the operational, daily activities: processing PCards, routing I-9 documents, training a new employee on office procedures. Running, tightrope walking, or riding a unicycle are the strategic tasks that require direction, leadership, courage, preparation, and coordination among different teams. Things like contributing to unit strategic plans, new degree planning and forecasting with your unit's curriculum committee, serving on college or university committees and representing the interests of the entire division.




We wear many hats. We are more than the proverbial bean counter. A major component of our role is to be the Chief Operations Officers for our respective areas. We get things done and make the organization work, serve as the leader of numerous non-business administrative activities, help our colleagues, support the mission, and champion different perspectives during decision making. We also must balance the interests of the UA against those of our unit and our colleagues. With all this requires us to humbly and honestly look in the mirror and learn how we can improve. Business officers are professionals.

There are endless ways you can continue to grow. Learn to juggle many issues, then begin walking, then running, then juggle chainsaws. This is an allegory for your career as a business officer. Your limitations are defined by you. Each step of growth is scary, but the growth is incremental, building upon the foundations from prior learning moments.

What kind of juggler will you choose to be?







Madge Mock - DBS

Teamwork

Shout Out to Madge Mock whose coaching and business counsel has been the greatest help to me. No matter the subject, she decodes what I usually think is a ridiculous process and gets me pointed in the right direction. Sometimes she even convinces me the process is necessary! Amazing!!

Submitted by Linda Heffernan




Kina Barton - DBS

Diversity and Inclusion

A shout out to Kina for being the one to put forward the idea of having CALS provide a financial contribution to the Safe Zone training program¹ which has recently moved to an online format, and employs facilitators for each section of attendees to this training. Thanks to her suggestion, the CALS D&I Committee put a request together for leadership to make a donation to LGBTQ Affairs to support Safe Zone, and as you can see in the story recently posted in the CALS main page², they did give a donation! I would like to add a personal note that when I was originally interviewing, and being walked around the CBS offices, I did notice the Safe Zone placards, particularly the one on Kina's door. It made me much more comfortable as a newcomer to the state of Arizona (with certain preconceptions about the people and politics of the state) to see that placard. The little things do make an impact. Thank you all for making this an inclusive place.

Submitted by Heather Roberts-Wrenn



1. [Safe Zone Training Program](#)
2. [CALs for Safe Zone](#)

Editors:



Lynda Silvain
slynda@email.arizona.edu



Adriana Prado
adriana.prado@arizona.edu

<http://cals.arizona.edu/cbs/rates-review>

The Rates and Review Team welcomes your feedback and suggestions for future content.

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove™
Got this as a forward? [Sign up](#) to receive our future emails.
View this email [online](#).

Forbes Bldg., Ste. 322 1140 E. South Campus
Tucson, AZ | 85721-0036 US

This email was sent to adri82@email.arizona.edu.

To continue receiving our emails, add us to your address book.

