



**CALS Business Services**  
COLLEGE OF AGRICULTURE & LIFE SCIENCES

Issue 10 FY19

## **CALS Business Services Newsletter**

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# What We've Got Here is a Failure to Communicate

- Cool Hand Luke, 1967

By Lynda Silvain

There are many communication barriers in the business community, from emotional to technical, and the full spectrum between. In the university setting, business managers must communicate with faculty, with each party having its own semantics. For example, when a business officer asks for a [business purpose](#), the expected response includes:

What? Why? Who? How? Where? and


When? That's a mouthful! Ask a Professor or

Researcher what a business purpose is, and you will get a grand variety of answers, but probably not exactly what is needed. What's next? Email chains, visits to offices,

documents in the queue, right? The good news is that there is a bridge to this

communication gap; we just need to have the same definition of a business purpose. For example, instead of asking for a business purpose on your PCard Use Form, present a set of questions for the user to answer that will lead to getting the necessary information on the first attempt. It is important to remember that in social groups, people in different roles have different interpretations of language. We can bridge these communication gaps with a little creativity, and everyone wins when we get it right the first time.






**Elaine Mattes - CALS Administration**

*Teamwork*

A Shout Out to Elaine Mattes in the Office of the Vice President and Dean --- she always goes the extra mile and a half to make our newer faculty feel welcome. Dr. Burgess began hosting newer faculty to a light breakfast here in the office 1 or 2 times a month. This involves some very early morning grocery shopping and sometimes a scramble for another guest when somebody needs to cancel due to illness, but Elaine makes it look like a breeze. She always tries to put together interesting groups of faculty who may not have had a chance to interact before. Judging from the smiles on their faces, these meetings have resulted in some really positive discussions and I know how helpful they've been to Dr. Burgess. Thank you, Elaine!

*Submitted by Bethany Rutledge*



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## Policy/Procedure updates and reminders

**The minimum wage has been increased to \$11 per hour effective January 1, 2019.** Departments must plan and adjust budgets for salaries and ERE accordingly. Click [here](#) for additional information.



**Travel Authorizations can now be routed electronically!** [Policy 14.10 Travel Authorization](#) has been updated to reflect this change and includes:

- Improved policy definitions.
- An online tutorial for submitting and approving Travel Authorizations
- FAQs

The [Travel Authorization](#) form has been updated to include only the necessary information.



#### Travel Tips:

- **"Wait time" charges on Uber Receipts** - "Wait time" charges **exceeding .99 cents** must be evaluated and documented with a UA business purpose; otherwise, the charges are unallowable and must be deducted from the reimbursement or repaid to the University. If a PCard was used, a [Self-Reporting Violation Form](#) must be completed.
  - **Per diem rates to cities not listed on the lodging/meal reimbursement rates table** -The corresponding **county** rates apply. To locate the county, look up the city using the [NACO](#) guide. If the county is not listed in the [lodging/meal reimbursement rates table](#), the default rates apply.
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### Gloria Andrews and Silvia Ramirez, CALS Administration

*Teamwork*

I'd like to give a Shout Out to Gloria Andrews and Sylvia Ramirez in the Office of the Vice President and Dean, who shepherded a record 33 cases this fall through college-level review for promotion and tenure/continuing status.

Gloria has been learning this process from Sylvia and took the helm a few months ago – only to end up with a caseload and some complexities I've never seen the likes of myself! This is also the first year that a formal promotion criteria was available to professors of practice and so this entailed putting a whole new college committee together to review these cases. Gloria and Sylvia have managed to get through several very intense weeks and have kept their cool. I'm sure they both will be breathing sighs of relief when they turn everything over to the Office of the Provost in January.

*Submitted by Bethany Rutledge*



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## WELCOME NEW ALVSCE EMPLOYEES

### Welcome Beverly Woods!

*Submitted by Hanh Do – ACBS*

Please welcome ACBS' new Accountant Beverly Woods to the ALVSCE family. Beverly started in the ACBS Business Office on October 8, 2018 and is an experienced accountant. She came from the College of Optical Sciences, where she worked for the last 4 years. This gives Beverly a strong understanding and knowledge of UA policies, procedures and practices. Prior to that Beverly worked in the private sector with many years of experience in all areas of the field. Beverly, we are happy to have you on our team!

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## FAREWELL

### Happy Retirement to Susan McGingley!

Susan McGingley, Media Relations Manager, retired on December 31st after 27 years with CALS. Susan plans to travel to visit family and then work freelance. We wish Susan the best in her new adventure!





## Best Business Practices (Division Required Business Practices)

As we strive to achieve the strategic goal: “be the most effective, efficient, responsive, flexible, and financially sustainable college on campus,” the Division has been developing Best Practices to provide guidance and to support units in their business activities.

The Required Practices offer guidelines and tools that cover aspects such as the handling of: cellphone payments, invoicing, payments, PCards, Special Course Fees and Program Fees, exiting employees, vehicle rentals, and supervisor/time approvers guidance. The Business Required Practices guidelines are available on the [Division Business Services website](#).

**The expectation is that units follow the Required Practices.** Units that are not able to meet the required practices must document an exception. Also, new staff working in the business office must become familiar with the Required Practices.

For questions regarding the Required Business Practices please contact Lynda Silvain or Adriana Prado from the [Rates and Review team](#).



## ALVSCE IN THE COMMUNITY

### Stepping Stones Program

Once again Cooperative Extension makes a positive impact in the community. Last October, [KGUN 9 news](#) featured the Stepping Stones Program available for parents of children with autism. This new program is offered by the U of A Pima County Cooperative Extension and the Autism Society of Southern Arizona and consists of 9 free sessions. To learn more about the program contact ASSA at 520-770-1541.

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## CONGRATULATIONS GRADUATES!



### Congratulations to KC Armenta!

KC Armenta, Coordinator, Personnel Operations from the Division Business Services graduated this fall with a Bachelor of Science degree, with a major in Psychology. KC has enrolled in the master's program in Public Policy. Congratulations KC, and good luck in your new adventure!



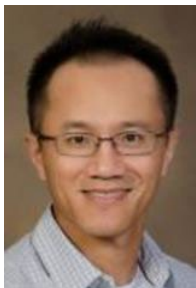
### Congratulations to Mary Kate Barret!

Mary Kate Barret, Office Specialist, Senior from Division Business Services graduated this fall with a Bachelor of Science degree in Agriculture Technology, Management and Education. Mary Kate plans on pursuing a master's degree in the Fall. Congratulations Mary Kate!



### Congratulations to Gavin Ng!

Gavin Ng, Analyst, Data Solutions from the Division Business Services graduated with a Master of Sciences in Engineering Management last Spring. Gavin previously received a Graduate Certificate in Systems Engineering and continued the coursework to get the Master degree. Well done and congratulations Gavin!





## Congratulations to Heather Roberts-Wrenn!

Heather Roberts-Wrenn, Assistant Director, Organizational Effectiveness from the Division Business Services graduated this fall with a MBA from Eller. Congratulations Heather on this great achievement!



## FUN FACT!

*Submitted by Jeff Ratje*

Approved during the 13th Territorial Legislature by a group nicknamed the “bloody thirteenth” and the “thieving thirteenth,” the UA had less than auspicious beginnings. The governing body was accused of bar fights, allegations of misappropriations, and multiple investigations including a federal grand jury.



Taking place at the territorial capital in Prescott, a memorable and impassioned plea set in motion what has become the University of Arizona today. Tucson legislator, Selim Franklin, a California-born lawyer, who later served on the Arizona Board of Regents, attempted to elevate the tone of the hearings and appeal to his colleagues’ higher nature.



“Here is an opportunity to wash away our sins. Let us establish an institution of learning, where for all time to come the youth of the land may learn to become better citizens than we are, and all our shortcomings will be forgotten in a misty past and we will be remembered for this one great achievement.”

Approved on March 12, 1885, the legislation appropriated the first land grant funding to the UA in the amount of \$25,000, provided that Tucson would provide 40 acres of land for the school. After some arm twisting, two gamblers and a saloon keeper donated the land. How prophetic Mr. Franklin’s plea has become.

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

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

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