

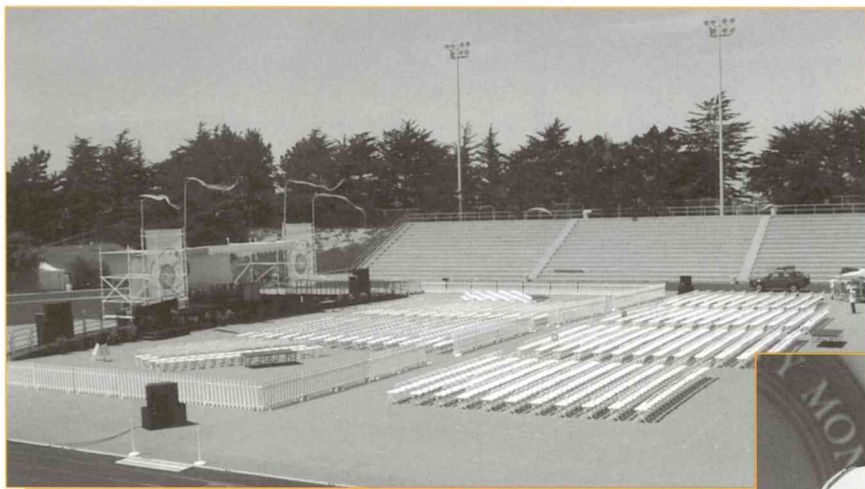
CAMPUS CONNECTION

JULY 2002

VOLUME 4 • NUMBER 1

THE DAYS BEFORE COMMENCEMENT

Commencement is the ceremony that symbolizes the culmination of a university's academic achievements. It was an overcast Saturday morning when an estimated 5,000 enthusiastic visitors from far and wide converged on Freeman Stadium to acknowledge the academic success of hundreds of CSUMB students. True to plan, the day's program was executed



The empty stadium on the afternoon before the big event

flawlessly. An event this large in scope demands planning that spans months in advance, as well as the cooperation of countless employees and volunteers.

To compile an accurate list of all the behind-the-scenes employees and volunteers who made it happen is a daunting task; many people had a direct or supportive role in commencement activities. Instead, we will acknowledge here the organizations and people who had the greatest behind-the-scenes impact on this year's commencement.

COMMENCEMENT DAY ARRIVES

On May 25, about 380 degrees and a number of teaching credentials were conferred at CSUMB's sixth commencement ceremony.

After receiving an honorary degree recognizing his numerous achievements in defense of civil liberties and social justice, Bishop Samuel Ruiz Garcia presented the keynote address.

Brenda Guadalupe Valles was the student speaker. Valles, the first in her family to attend college, was honored for exemplifying the CSUMB Vision. She was named winner of the President's Award for Exemplary Student Achievement.



Dr. Peter Smith congratulates Brenda Guadalupe Valles.

"Even if the whole world tells you it's not possible, you can do it," Valles told a spellbound audience. "Don't be afraid of taking risks. Do it for yourselves." ❖

(CONTINUED ON PAGE 2)

SOFTWARE TO STREAMLINE UHR OPERATIONS FOR EMPLOYEES

University Human Resources (UHR) has embarked on a "reengineering" process that promises to enhance its delivery of services to the campus. A key element of this change is the new PeopleSoft® software, which comprises the Common Management System or CMS.

"Implementation of the CMS project," said Dolores Cole, associate vice president of UHR, "involves a thorough review and enhancement of the processes we use to recruit faculty, staff and management. We will also review our payroll processes, the procedures we use to deliver

academic personnel, benefits, training, labor relations and EEO, and other aspects of human resources services. We want to make sure UHR is serving employees in the best possible way."

In early April, a number of organizational changes were made to "kick off" the implementation of CMS. Gretchen Fuentes assumed the role of lead for the CMS-HR project. Dennis Hungridge was hired to back up Fuentes in the role of employee development manager. Linda Hadreas's role was expanded to benefits and workers' compensation coordinator. As the project gains momentum in UHR, Linda Beam, Gehane Kiama, Roda Myers, Ursula Ackley, Linda Hadreas, Wes Scheibly, Eric Simoni and Jane Wong will play important roles.

"CMS is a major effort requiring a lot of time and attention from the University Human Resources staff

through June of 2003," said Cole. "There will be several opportunities for the campus community to offer suggestions to improve our procedures, and we will be communicating through *Campus Connection* and email to facilitate that process."

UHR is asking for everyone's patience and cooperation during this major systems reengineering. The final result should be worth the wait and effort. ❖

THE DAYS BEFORE COMMENCEMENT (CONTINUED FROM PAGE 1)

Judie Swartz, Admissions and Records, validated all graduation requirements and made sure the commencement com-

mittee knew the number of students graduating. Richard Donovan, Academic Affairs, managed the roles of the platform party and developed the program script. Dino Latino, Business and Support Services, assessed the risks associated with commencement. Lianne Minemoto, Conference and Events Services, provided event support services. Christine Shaw, until recently a CSUMB employee (and a volunteer on commencement day), Alfredo Corona and Anthony Reyes, all of Facilities Services and Operations, coordinated crews to get the stadium ready. Margaret Keith, Student Disability Resources,

made sure that access and other disability-related issues were addressed. Troy Holt and Guadalupe Trujillo, University Police, managed the constant flow of automobile traffic entering and departing CSUMB. Lin Blaskovich, and the entire staff in University Advancement, handled countless details. Linda Vista Landscaping decorated the stage with plants.

The facilities crew worked for about two weeks to ready the stadium by cleaning, painting and making repairs. Just prior to commencement, they placed banners and chairs in place and applied the final touches to get ready for our grads' big day. ❖



The CMS team in UHR includes, from left, Ed Munoz, Gigi Kiama, Gretchen Fuentes, Dolores Cole, Roda Myers, Linda Beam, Ursula Ackley and Wes Scheibly.

MEET OUR CMS TRAINER

The PeopleSoft® software selected for the Common Management System (CMS) is highly capable but also complex. Recognizing these complexities, the CMS training program at CSUMB is



Monica Galligan is fast becoming known as a key CMS person on campus.

being adapted to different ways of learning and to the various experience levels of employees.

"The need for an enterprise software change at the university is very real," said CSUMB employee Monica Galligan, CMS project trainer and documentation analyst. "The Foundation is using one system and various areas of the university use several others. Unfortunately, none of them speaks to each other in a technical sense.

"CMS decentralizes data by empowering employees to view their own information," she continued during a recent interview. "When employees need to fill out forms, such as travel or purchase requests, they'll be able to enter the information directly into the Web-based system.

"We're committed to making sure we address the specific needs of CSUMB employees," said Galligan. "We

gear our training to the learning speed of each person. We take into account a person's prior knowledge and experiences. Some people are very comfortable with new software and some are not. It's my job to train them all.

"Making people feel comfortable is the key to effective training. We adapt the process to each person's experience level and how he or she actually learns. Some people learn through writing, some through pictures, some by working on the computer.

"Every employee gets a student guide. We then show a presentation depicting the same information in the guide. Students also get 'cheat sheets' to help them quickly get answers to specific questions.

"The first class of about 40 employees is made up of those involved in administrative, finance, IT and facilities. Ultimately, about 150 to 160 employees will be trained in CMS." To refine the training on a continuous basis, Galligan solicits feedback from everyone in her classes.

The employees Galligan trains will later become trainers themselves. "Think of me as the trainer for our trainers. Actually, we like to call the trainers mentors."

"Some people are very comfortable with new software and some are not. It's my job to train them all."

— Monica Galligan

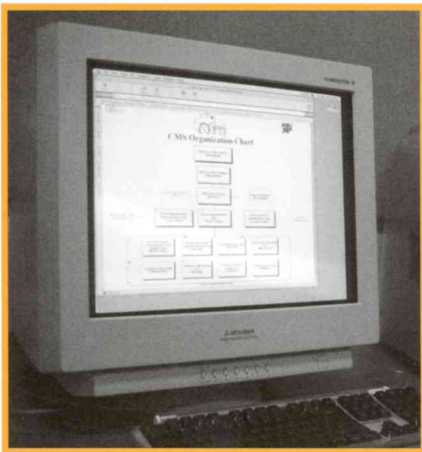
Galligan has over 18 years experience in programming accounting software, tech support and training. She graduated with a B.A. in Training and Education from the National University of Ireland, Galway, located along the picturesque coastline of Northern Ireland.

Staff or faculty members who have questions regarding anything to do with CMS, or how it might affect them in their job, can click the CMS Project Office button on the home page of the CSUMB Website, or contact Monica Galligan via FirstClass. ❖

OTTERNET UPGRADE COMPLETED

Information Systems and Network Services has announced completion of an upgrade of the OtterNet 2000 data network. OtterNet links CSUMB's phone, data and video systems.

Over the last five years, CSUMB has more than tripled in size and increased its use of sophisticated, network-based applications. Today's computers can communicate with each other ten times faster than those of the past. This placed a serious strain on the original OtterNet network.



Enhancement of the network dramatically speeds data access.

The upgrade provides each building on campus with at least 50 percent more capacity to communicate with resources in other buildings. The new network supports data transfers in

excess of ten times what was possible with the original OtterNet, which was installed in 1995.

Staff members involved in the upgrade included Josh Callahan, Melford Maxie, Henry Simpson, Rick Skibinski, Aaron Solano and Chris Taylor, plus student assistants Isaac-Davis King, Greg Hamer and Paul Swinderman. ❖

GIL GONZALES IS NEW CIO

Gilbert Gonzales is CSUMB's new chief information officer. He has served in the post on an interim basis since January 2002. Gonzales was previously a consultant and executive for two IT companies. For 12 years, he worked in IT management positions for the Maricopa County Community College District in Arizona. Gonzales will provide strategic direction and leadership for CSUMB's information technology programs.

INFORMATION, PLEASE! WEBSITES FOR LOCAL NEWSPAPERS AND TV

The Californian
californianonline.com

The Carmel Pine Cone
carmelpinecone.com

The Chronicle of Higher Education
chronicle.com

Coast Weekly
coastweekly.com

The Free Lance (Hollister)
freelancenews.com

Good Times of Santa Cruz County
gdtimes.com

King City Rustler (Soledad, Greenfield, Gonzales)
zwire.com/news

KION/KCBA-TV
iknowcentralcoast.com

KSBW-TV
theKSBWchannel.com

The Mercury News/Contra Costa Times/Nuevo Mundo
bayarea.com

Metro Santa Cruz
metroactive.com/cruz

The Monterey County Herald
montereyherald.com

The Pinnacle (Hollister)
pinnaclenews.com

The Sacramento Bee
sacbee.com

San Francisco Chronicle
sfgate.com

Santa Cruz Sentinel
santa-cruz.com

CAMPUS PROFILE: DAN JOHNSON

While working in the agricultural fields around Watsonville, Dan Johnson learned, at age 11, the value of hard work and achieving results.

At 16 and continuing well into his 20s, Johnson, as a member of the Teamsters union, loaded frozen foods into subzero storage lockers in Watsonville, sometimes working 100-

hour weeks. After earning bachelors and masters degrees in business, he joined a division of Honeywell, Inc. and became involved in developing sophisticated electronic devices for secret NASA projects.

Challenged by what he saw as a need for his business expertise in higher education, Johnson entered the public sector when he began working at UC Santa Cruz in 1981. He is now CSUMB's new vice president of administration and finance.

"In a nutshell, think of me as a city manager running the business aspects of the campus. Such things as capital planning, design and construction, facilities, mainte-

"... they're (employees) not cogs in a wheel. They're human beings helping anyone on campus who needs support."

— Dan Johnson

nance, operations, police, utilities, parking, budget, finance, human resources, housing and dining. These are all part of this organization. Think of us as the physical support for the campus."

"After UC Santa Cruz, I joined West Valley-Mission Community College. Their campus space is about the same square footage as CSUMB. In 1994, I joined San Jose State as associate vice president for facilities, campus development and operations. This was a big change in size, as San Jose State has over two million square feet.

"The budget I had at San Jose State exceeded the entire campus budget here. The library construction budget alone was \$184 million. That library is the largest single building project in the CSU system's history. It's ironic that my last big building up there was a library and my first big building project down here is again a library.

"During the mid-1980s, the Carnegie Foundation published a report on universities

and colleges in the U.S.," he continued. "The researchers reported that the biggest contributing factor to the decision about whether students would enroll in a particular school was a site visit by the students and their parents. They wanted to sense the feel and look of the campus. At CSUMB, we have the opportunity to support our university's vision with appropriate types of buildings and the physical environment."

Johnson stressed that the 140 people in his division are the ones to receive credit for successes.

"I have talks with people in my division to remind them that they're not cogs in a wheel. They're human beings helping anyone on campus who needs support.



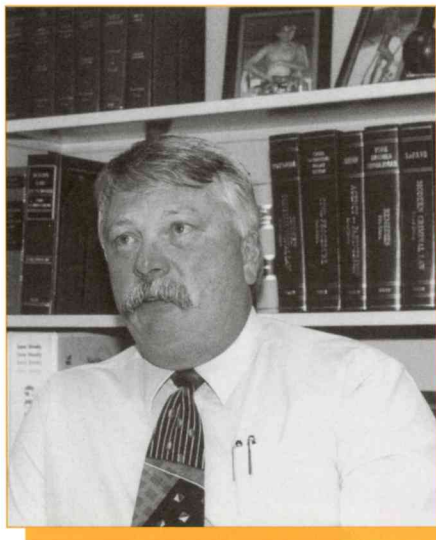
Johnson stresses the importance of enhancing the campus environment.

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"When we get into routine day-to-day business and we're making decisions about priorities, we've got to keep in mind the real reason we are here. The reason is people.

"We manage systems, but I have to lead people. We have a very educated workforce. I owe them the respect of listening to them and involving them in helping shape the future of CSUMB.

"We have a concept that the customer (student) is king here. Our support staff reaches the customer the most. Supervisors support the staff, and managers support the supervisors. The person at the bottom of the division is me. My job is to get



Johnson oversees a large number of campus resources.

the resources for people who work in this division so they can best serve their customers. I don't make the results happen. The people who work throughout the division do.

"As I said in my budget presentation to employees, it's important for me to remind people that we have two tough fiscal years coming up. In this cyclical world, we must do our best with less during these two years." Johnson noted that not just belt-tightening, but also cooperation between departments, can go a long way toward achieving greater overall efficiencies and cost savings.

"My perspective of doing things right is based on my experience of what worked — and what didn't work — during my career. My energy goes to what I think will make this a better institution. The better job I do, the better the environment for people who work and attend classes here." ❖

WORKAHOLICS, BEWARE: YOUR HABITS MAY MAKE YOU SICK

Are you busy trying to figure out how to handle more work with fewer resources? A behavioral medicine specialist at the Mayo Clinic has explained that workplace stress can take a toll on your body. Here's what to watch out for: headaches, abdominal upset, disrupted sleep, fatigue, lack of patience, and loss of your sense of humor. When you feel the pressure mounting, try some of these steps:

- **Get eight hours of sleep and plenty of rest.** While food has substitutes in the form of natural medicines or food supplements, there are no substitutes for rest. Don't believe that you can "catch some sleep or rest later." Your body cannot make up for lost sleep or rest time. It is not physiologically possible.
- **Preserve your weekends.** It's not easy to relax or socialize with family and friends on weekdays. Make Saturdays and Sundays strictly personal time. Devote your weekends to spending time with people you enjoy.
- **Eat.** Workaholics can be meal-skippers. Try to go out and eat. If you can't leave the office, keep enough snacks in your desk drawer to ease hunger pangs.
- **Confine work to your office.** Don't bring work home. If you work from home, keep your tasks and materials confined to a home office.
- **Exercise.** Set aside about an hour each day, or every other day, for exercise.
- **Plan your day.** Work on only one or two things at a time. It's much easier to work on something and finish it before moving on to the next project.
- **Work to live — don't live to work.**

source: *Industry Week* magazine

STUDENTS BECOME RONALD E. McNAIR SCHOLARS

CSUMB students Judith Flores-Edwards and Viana-Tlanecilo Torres have successfully completed the prestigious McNair Scholars Program at Claremont Graduate University in Claremont, California.

"Completing the Ronald E. McNair Program made me realize that I can accomplish anything," said Flores-Edwards. "I am flying through the masters of education program here at CSUMB. I gained the necessary tools to achieve anything I propose to do."

Torres offers similar kudos. "Successfully completing the program is something that I am very proud of," she said. "The workload and grad school environment were overwhelming. It was a tough summer and I wasn't sure



The late Dr. Ron McNair at his crew station aboard the space shuttle

I'd be able to complete the program, much less apply to graduate school. If it wasn't for the support and guidance I received from my family and the McNair program staff, I would have given up.

"I realize that in order to create change in my community, I need to be at the decision-making table and, in order to be at the table, I need to receive my masters and doctorate degree," Torres continued. "I'm proud to say that, in January, I will be attending CGU (Claremont Graduate University) to receive an M.A. in education and a single subject teaching credential. The McNair program has given me the tools and confidence, as a

woman of color, to know that I will be successful in graduate school. It's my hope that others will take advantage of this wonderful program."

The McNair Scholars Program encourages students to pursue graduate studies by providing opportunities to define goals, engage in research, refine skills, and develop student/faculty mentor relationships critical to success at the doctoral level. The program seeks students who are first-generation and low-income, or from a group underrepresented at the doctoral level.

Established in 1986 by the U.S. Department of Education, the program was named for the late astronaut Dr. Ron McNair. Seven crew members aboard the *Challenger* space shuttle, including McNair, died in the explosion of the spacecraft during the launch of STS-51-L from Kennedy Space Center on January 28, 1986. ❖

NEW EMPLOYEES

Amy Gorden, Human Resources Assistant — UHR

Aaron Harris, Cable Network Administrator —
IS&NS

Julie Ihli, Benefits & Training Assistant — UHR

Robert Weiher, Administrative Support
Coordinator — TAT

EMPLOYMENT MILESTONES

During June, there were no employees who completed their probationary period.

Special thanks to University Human Resources for this information.

ALWAYS LATE? READ ON.

People who are chronically late cause more than scheduling problems. They can waste other people's time, rush through important meetings, or miss out on events they really want to attend.

How can you address this issue? It depends on which side of the clock you're on.

- If you have trouble doing things on time, you should allow extra time for your travel to compensate for delays. Regardless of the reason — weather, traffic or other obstacles — these delays will make you late.

- Get rid of any secondary planners, calendars or other items you use to keep track of appointments. Whatever method you use, just use one of them for work and play alike.

- Let technology fight the battle for you; use a watch, beeper, alarm clock or organizer alarm to warn you when it's time to go.

When the clock is on the other wrist, (that is, when a punctual person collides with someone who's always late), the problems are obvious. Try these methods to minimize conflicts:

- Have the other person call you when he or she is headed out the door.

- Pick a place to meet where it's more convenient to wait, such as a restaurant, rather than a timed event like a movie or concert.

- When you have a doctor's appointment, try calling the doctor's office before leaving home to see if there's an unusually long waiting time.

Source: *Tipking*

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NEWS ABOUT CSUMB'S STAFF & FACULTY

CAMPUS CONNECTION

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I do not wish to receive a hard copy of future issues of *Campus Connection*.

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