

# UNION NEWZ

A MONTHLY PUBLICATION FOR ARIZONA STUDENT UNIONS EMPLOYEES

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## IT'S A QUOTE

*“Leadership is the capacity to translate vision into reality.”*

—warren bennis

### UNION NEWZ

The Union Newz is published monthly by the University of Arizona Student Unions’ Marketing Department in the interest of all its employees. Please contact the editor to submit articles, editorials, comments or questions.

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## HERE WE GO!

—dan adams

**A**S WE HEAD into another year, it seems hard to believe that we have now occupied the new Student Union Memorial Center for three years and that Park Student Union’s renovations have been finished since 2004. Each Fall we begin a new semester with a sense of excitement as we face the many challenges of re-opening our retail operations and quick-start many of our programs, services, and opportunities for student involvement.

To say that we are busy and will continue to be so for the next few weeks is an understatement. Until the campus community realizes that not everyone can eat lunch at exactly noon and begins to adjust their meal time, we will see what look to be never-ending meal lines. Likewise, students and the organizations they represent are anxious to secure their campus recognition so they can schedule meeting locations. Everyone and every contact, whether personal, by phone or e-mail, seems to come at us with a “must get it done right now” expectation.



Dan Adams, Director, Arizona Student Unions

Just as our campus constituents have long “to-do” lists to get organized, so do we. We will be picking up our pace with our internal work-teams; Employee Recognition, Human Resources, Assessment, Technology, and the Directors Advisory Group to name a few. Teams are created throughout our entire organization to help guide our planning and decision-making.

We utilize the talent of so many of our employees on work-teams that each of our planning documents, such as the 5-year strategic plan, reflects an overall consensus on the direction we should be headed to be successful. Even though there is a senior management group consisting of Associate Directors, the Director of Marketing, and the Business Manager, many of the decisions are simply final approval of the work of so many of our employees.

If you would like to be considered for future work-teams, let your Associate Director know of your interest. To those who have stepped outside their normal job duties to become involved as members of work teams, a special thank you for your time and talent. So, to everyone, let’s get ourselves organized early in the semester. Commit your energy to doing the best you can do, and, as I said at the beginning of this article...here we go! ■

## ¡Aquí Vamos!

Al comenzar este Nuevo año parece increíble que ya hemos ocupado el nuevo Centro Estudiantil Memorial Center por tres años y las renovaciones al Park Student Union han estado completados desde el 2004! Cada otoño, comenzamos un nuevo semestre con un sentido de excitación a la vez que enfrentamos los retos de abrir nuestras operaciones de

—continuado en la página 3

## BIRTHDAYS

FULL-TIME EMPLOYEES CELEBRATING THEIR SEPTEMBER & OCTOBER BIRTHDAYS. HAPPY BIRTHDAY!

September

- 1 Marylyn Shilling
- 3 Tessamalyn Lopez
- 3 Kevin Nutter
- 14 Grace Godoy
- 14 Peter Mendivil
- 16 Terry Pichardo
- 16 Corey Seemiller
- 19 Ana Villalva
- 20 Eddie Contreras
- 26 Nick Adamakis
- 26 Jorge Madrigal
- 28 Jeffrey Jackson
- 28 Guadalupe Lopez
- 30 Antonio Aguirre

October

- 2 Eduvigis Arvizu
- 2 Robert Keiser
- 4 Ernest Dawson
- 4 David Dougall
- 5 Paul Carter
- 6 Dana Warmack
- 8 Dolores Dilk
- 9 Michael Shupe
- 10 Paulina Rocha
- 11 Nicole Theberge
- 12 Ethan Askew
- 12 Gordon Steffens
- 18 Virginia Alonso
- 23 Socorro Burke
- 26 Lawrence Alston
- 27 Kristi Van Os
- 28 Kimberly Celaya
- 31 Margaret Lowe



WE ALSO WISH A "HAPPY BIRTHDAY" TO ALL OF OUR STUDENT EMPLOYEES!

## EMPLOYEE NEWZ

### Breakfast @Redington

Returning students, staff, and faculty are finding a new full-service breakfast in the Redington Restaurant where breakfast is now being served Monday through Friday from 7 to 10:30 am. All meals are cooked to order from the wide selection of classic entrees as well as



decadent pancakes. Please join **Rosalia Ruiz** and the wait staff for a quick but hearty breakfast produced by long time culinary member **Joe Hernandez**.

### Benefits Open Enrollment

Benefits-eligible employees can make benefit changes through the Employee Link system until September 8, 2006. If you do not wish to make any changes to your benefits, no action is required.

The open enrollment packet mailed to University employees did not include rate information for the University's insurance plans. A complete rate sheet was included in the second open enrollment newsletter and is also available on the Human Resources Website at: [www.hr.arizona.edu](http://www.hr.arizona.edu).

If you want to make changes to your benefits, you will be able to make those changes on Employee Link, which can be accessed at <https://emplink.arizona.edu> and is available twenty-four hours a day, seven days a week, except between the hours of 6 to 7 pm. If you have any questions, contact the main Human Resources Office at 621-3662 or Student Union Payroll Office at 621-9460.

### Welcome

The Arizona Student Unions proudly welcome the following new employees who have joined the Union family in the last three months: **Antonio Aguirre, Ethan Askew, Evangelina Bravo, Maria Esquivel, Paige Haber, Judy Harrision, Benjamin Houser, Matthew Howe, Jeffrey Jackson, Johanna Jensen, MaryJean Koch, Jean Koski, Manuelita Lopez, Tessamalyn Lopez, Kharisma Montes De Oca, Oscar Parra, Jessica Pettitt, Jean Lynne Poston, Alejandro Robles, and Dana Warmack.**

### Operations Summer

It has been a productive summer in Operations. Housekeeping waxed, extracted, and scrubbed almost every inch of the SUMC at least once; Event Services fixed and cleaned thousands of ballroom furniture, while taking care of the freshmen orientations; Computer Support built a backup system and oversaw the on-going wireless installation; Maintenance put up new walls at the SUMC and on campus, painted the SUMC exterior walls, and changed the air conditioning filters in their spare time; and last but not least the Info Desk completely transitioned into the first student-run Operations unit. Thanks to everyone in Operations for their hard work and support of the Student Unions!

### Bookend Café Recognition

**Maria Celis**, supervisor at the Bookend Café, was recently invited to a luncheon at the University



Library. Little did she know that she would be recognized by the library staff for her "extraordinary support and service to administrative events." The Unions are very proud of Maria and her fine staff for this special recognition.

## EMPLOYEE PROFILE

—robert kaiser

**T**HIS MONTH'S EMPLOYEE profile features the Event Services night custodial staff led by **Jeff Holt**. These are the individuals who work through the wee hours of the morning scrubbing restrooms, detailing offices, vacuuming and deep cleaning carpets, as well as mopping, buffing, scrubbing, and re-sealing floors for the Student Union Memorial Center (SUMC) and the Park Student Union (PSU). There are currently two leads and eleven full-time custodians working in the department.

Many of you are familiar with one of our leads, **Michael Sutton**, who has worked in the Union since 1993, originally in food service. Michael then transferred to Event Services and became one of our initial night leads when we re-instituted our night crew service upon opening Phase I of our new Union. Originally from Los Angeles, Michael moved to Tucson in January of 1990. Prior to that Michael worked as a shift manager at Jack-in-the-Box and even managed a crew of door-to-door salespeople!

Our other lead, **Mark McGehee**, was born in Tucson, but basically grew up in Arkansas. From there it was a stint in the service, and then on to hotel custodial work. Mark enjoys classic hot rods, Motorcycles—even went to a Harley mechanic school—NASCAR racing and playing guitar.

Two of our custodians, **Chris Whitney** and **Julia Escamilla**, occasionally act as substitute leads should either Mark or Michael be unavailable. Chris has also worked in the Unions for many years in food service (bakery) before recently joining our night custodial team. Chris, who frequently works at PSU, enjoys reading and hiking in his spare time. Julia, who basically handles office and restroom cleaning, is a native Tucsonan, born and raised in the Old Pueblo, except for her time traveling with her husband when he was in the Marines.

Other members of the crew are: **Ed Bare**, a native Tucsonan, who served in the 82nd airborne for four years, worked as a long-distance trucker and truck dispatcher prior to working as a weekend temp in Event Services and then joining up with our night custodial staff; **Hector Gonzales**, also from Tucson, who enjoys horseshoes and boxing, and worked for Rincon High before taking on this job, where he works mostly in the Cactus Grill and the production kitchen; **Antonio Hernandez** who hails from Marana, and enjoys playing guitar, performing magic and watching football when not taking care of PSU; **Richard Holguin**, who hails from LA but much prefers the Old Pueblo; **Justin Judd**, another native Tucson, who worked in food service and our night crew as a part-time employee before becoming full-time, enjoys martial arts, video games, and art, hopefully turning the latter interest into a future career as an animator; **Steve Mastrodonato**, born in Rochester, NY, has lived in Tucson since 1973, worked mostly in retail management before joining us about a year ago (thus joining his father and step-mother as a university employee), spends his leisure time going to the movies, hiking, gardening, hanging out with his three dogs, and being involved with church activities; **Rosa Ocon**, our newest full time employee was born and raised in Cd. Juarez, Mexico, moved to El Paso in 1996 and later to Tucson in 2004, at which time she began working for us as an agency employee, beginning with an afternoon-evening shift in the food court, followed by a transfer to night crew as a temp and then as a full-time Union employee; **Paul Parnell** who hails from Torrance, CA, and enjoys hunting, fishing and motorcycles, joined us from one of the Tucson school districts, has two children, and attended the UA; and, lastly, **Aaron Sixkiller**, who followed his brother into the department, both as an agency and later as a full time Union employee, works mostly on maintaining our exterior concrete via scrubbing and pressure washing and is largely responsible for the recent upgrade in the appearance of these surfaces. Spare time is basically spent with his family, except when absorbed with video games on his PlayStation 2.

Now that you have received an introduction to our night crew, make sure to stop and say "Hello" should your own work schedule bring you into contact with any of them, and by all means be sure to say "Thank You" when you notice a job being well done. ■

## SERVICE AWARDS

—kevin nutter

**T**HE UNIONS RECOGNIZED Union departments/units for their service commitment as voted on by all Union employees at the August 16 customer service workshops. **Bill Shiba** presented an overview of Union happenings, **Kevin Nutter** talked about "Fish Sticks" and gave insights into keeping the Union vision alive...to be recognized as one of the Top Five Student Unions in the country, while **David Galbraith** presented certificate of awards to this year's customer service winners for each service area. Five awards were presented in each service area—congratulations to all winners:



### RETAIL:

*Sunny Side Award:* **Catering**  
*Big Bang Award:* **Event Planning**  
*Out of the Box Award:* **Fast Design**  
*No Run Around Award:* **Post Office**  
*Tip Top Award:* **Fast Copy**

### SUPPORT:

*Sunny Side Award:* **Event Services**  
*Big Bang Award:* **Maintenance**  
*Out of the Box Award:* **Marketing**  
*No Run Around Award:* **Payroll**  
*Tip Top Award:* **Housekeeping**

### CSIL:

*Sunny Side Award:* **Campus Activities**  
*Big Bang Award:* **Gallagher**  
*Out of the Box Award:* **Games Room**  
*No Run Around Award:* **CSIL Admin**  
*Tip Top Award:* **Leadership**

### DINING:

*Sunny Side Award:* **The Cellar**  
*Big Bang Award:* **Cactus Grill**  
*Out of the Box Award:* **IQ Fresh**  
*No Run Around Award:* **U-mart**  
*Tip Top Award:* **Canyon Café**

### BEST OF THE BEST:

**Canyon Cafe**

ventas y comenzamos una vez mas con nuestros programas, servicios y oportunidades para el involucrimiento de los estudiantes.

Decir que estamos ocupados, y que continuaremos ocupados sería subestimar la realidad. No será hasta que la comunidad universitaria se de cuenta que no todo el mundo puede almorzar al mediodía, que se darán cuenta que las filas para comprar el almuerzo parecen interminables.

Asimismo, los estudiantes y las organizaciones que representan están impacientes por asegurar su reconocimiento del recinto para poder así programar lugares para reuniones. Cada persona y cada contacto, ya sea personal, por el teléfono o el e-mail, se parece venir con una expectativa de: "esto hay que hacerlo ahora."

Al igual que nuestros constituyentes, nosotros tenemos listas de tareas para organizarnos. Estaremos acelerando el paso con nuestros equipos internos de trabajo tales como: *Equipo de Reconocimiento de Empleados, Equipo de Asesoramiento, Equipo de Recursos Humanos, Grupo de Asesoramiento de Directores* y otros. Hay equipos que son creados a través de nuestra organización para servir como guía en nuestros planes y nuestro proceso de toma de decisiones.

Nosotros utilizamos el talento de tanto de nuestros empleados en los equipos de trabajos, que documentos tales como El Plan Estratégico de Cinco Años, reflejan un consenso en la dirección en la cual nos debemos encaminar para triunfar. A pesar de que existe un equipo de gerencia constituido de Directores Asociados, Directores de Mercadeo y un Gerente de Negocio, muchas de nuestras decisiones son simplemente la culminación del esfuerzo de muchos de nuestros empleados.

Si le gustaría ser considerado para uno de nuestros equipos de trabajo, comuníquese con su Director Asociado y hágale saber su interés. Queremos darle las gracias a todos aquellos que han tomado tiempo en su ocupada agenda para involucrarse con su tiempo y su talento para laborar como miembros de los equipos de trabajo.

Así es que le decimos a todos: Vamos a involucrarnos temprano en el semestre. Comprometa su energía para hacer lo mejor que pueda hacer y como les dije al principio de este artículo: ¡Aquí vamos! ■

# MEET THE NEW "DAG" TEAM

—brenda keagle

**A**S THE NEW school year gets into full swing, the Director's Advisory Group or DAG would like to welcome back our returning student employees and thank our full and part time Student Union staff for all their input and participation over the past year. We are excited about the opportunity to advocate again on your behalf and value your comments and involvement as we work towards making our Union one of the best in the country!

During our August retreat, DAG came up with three areas of concentration: developing our Union pride, improving communication throughout the Unions and reviewing and updating the Union's strategic plan, as well these specific projects:

- We will continue the "Brown bag with DAG" luncheons with Union full-time staff. Our student employees will also be invited to give their input and feedback. There will be nine brown bags this year with two for students exclusively.
- We will hold a Student Union forum in November during the week of the Student Union's birthday. This year, our Arizona Student Unions celebrates it's 55th anniversary and we want to share our Union pride with our employees as well as the campus community. Look for some fun and exciting activities during that week!
- We will continue to recognize talented employees with our "DAG" award and encourage our staff to nominate employees for the University Staff Advisory Council awards.
- We will solicit input from our staff through our DAG web page at: [www.union.arizona.edu/DAG](http://www.union.arizona.edu/DAG) and our suggestion boxes at PSU and SUMC.
- We are hosting a Student Union "Open House" in Fall, 2007 that will collaborate with our vendors and spotlight the many different areas and programs.

DAG's mission is to communicate, present, discuss, advise and make recommendations on any issues that affect the goals and objectives of the Arizona Student Unions. Please watch the Union NewZ for more information on upcoming DAG projects.

The members of the 06/07 Director's Advisory Group are: **Brett Brestel, Meredith Burton, Heidi Canfield, Tori Christie, Stephanie Cunningham, Ashley Desciscio, Chelsea Ewer, Jenny French, Larry Jones, Brenda Keagle, and Kathy Adams-Riester.** We want you to know that each one of us is committed to excellence, collaboration and creative, forward thinking that will not only impact Union employees, but also the rest of the campus! ■



The DAG team, left to right: Jenny French, Meredith Burton, Brett Brestel, Kathy Adams-Riester, Tori Christie, Stephanie Cunningham, Chelsea Ewer, Heidi Canfield, Brenda Keagle, Larry Jones. Not pictured: Ashley Desciscio