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## IT'S A QUOTE

*"There is no excellence without difficulty."*  
—ovid

### 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

FOR MOST OF the beginning of fall semester signals that we're about to see lots of new faces and the return of faculty and the student upper classes. Even though the summer is a quieter time in terms of the number of daily visitors and subsequent sales, we survived a large Orientation program for the incoming freshman class, numerous remodeling projects, and menu changes for our restaurants. In general, we've used the last three months to prepare.

The first week signals the beginning of a very busy and hectic time for all our programs and operations as we re-open areas and bring on a larger staff to handle the volume of customers. It seems that the first week of school creates the perfect storm of long lines, new student employees to hire and train, registering student organizations, planning activities, longer hours, and the mass of student humanity who are all over the building wanting to see and be seen...catching up with friends to see how their summer was.



Dan Adams, Director, Arizona Student Unions

I want to use the first newsletter of the year to thank you all for the summer's hard work in making everything ready and to let you know that last year we exceeded the projected budget by about \$300,000. It is because of your efforts and attention to detail that our programs and services are as successful as they are. Thanks for the pride you show in your job and how that pride translates to a more successful family of Student Union employees.

One last reminder as we begin the year. Keep in mind to choose your attitude as you deal with the many individuals with whom you come into contact. When you count the number of new students, new faculty and new staff each year, we have at least 9,000 new faces. Nine thousand people who probably know nothing about the Unions, what we do, or what we are about.

You can impact so many with a smile, a friendly greeting, or in doing your very best to make their experience with the Unions a positive one. Let's have some fun and show the campus just how good we are! ■

## BIRTHDAYS

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

august

- 2 Angelica Guerro-Osuna
- 4 Brenda Keagle
- 6 Yvette Anchondo
- 6 Rodrigo Ordonez
- 9 Steven Mastrodonato
- 10 Else O'Connor
- 11 John Means
- 13 Jim Hatzelis
- 15 Joy Florence
- 15 Timothy McHenry
- 15 Christopher Whitney
- 16 Ashley Jackson
- 16 Brenda Sabados
- 17 Maria Cadena
- 17 Thomas Colvin
- 17 Rosa Ocon
- 19 Frederick Acosta
- 20 Christopher Blevens
- 20 Kathleen Morrissey
- 21 Patrick Hurley
- 22 Blanca Garcia Olave
- 23 Dan Adams
- 25 Rebecca Leonard
- 27 Denise Stinnett
- 29 Benjamin Houser
- 1 Marylyn Shilling
- 3 Tessamaly Lopez
- 3 Kevin Nutter
- 5 Thomas Krause
- 14 Grace Godoy
- 14 Peter Mendivil
- 16 Terry Pichardo
- 16 Corey Seemiller
- 19 Ana Villalva
- 20 Eddie Contreras
- 26 Nicolas Adamakis
- 26 Jorge Madrigal
- 26 Russell McKain
- 28 Jeffrey Jackson
- 28 Guadalupe Lopez
- 30 Antonio Aguirre

september



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

## EMPLOYEE NEWZ

### Student HR Update

Student HR spent the summer focusing on job recruitment for the Unions. The team as well as fellow PIP students were recruiting at orientation sessions this summer, and the team spent time discussing the benefits of working at the Unions, juggling work and school as well as good things to know when getting an on-campus job. The Student HR team also encouraged incoming UA students to sign up for a listserv detailing job updates and who is hiring within the Unions. About 520 interested students later, the team considered their first summer together very successful.

### Loading Dock Parking

The SUMC loading dock will be strictly enforced between 1–6 pm. Signage has been added, warning tickets will be written and repeat offenders will be "booted." Why? Because the dock is for loading and unloading only, and not a public parking space. So, plan ahead, do not leave your vehicle unattended, and coordinate the delivery of your goods with **Eddie Diaz** or **Jim Hatzelis** so that your time there is minimized.

### Open Enrollment

All benefit-eligible employees must enroll this year. Enrollment started on August 13 AND WILL END Monday, September 10, 2007. Is your address current with Human Resources? In order to ensure that you receive all the Open Enrollment materials in a timely manner, please take the necessary steps to update your records. To update your address, access the Employee Link website through the HR website at [www.hr.arizona.edu](http://www.hr.arizona.edu) Select Employee Link from the menu on the right and log in using your UN NetID and password. Click on the Personal Information and then select Update Your Address. If you need any assistance feel free to come to the Student Union Payrol Office. An Open Enrollment Benefit Fair will be held August 2 in the North Ballroom from 10am to 2pm for any questions or concerns you may have.

### Director's Advisory Group

Please introduce yourself to the 07/08 Director's Advisory Group (DAG): **Jill Burchell, Meredith Burton, Tori Christie, Stephanie Cunningham, Dave Dougall, Chelsea Ewer, Melissa Genczo, Judy Harrison, Larry Jones, Brenda Keagle, Chrissy Lieberman, Dave Mitchell** and **Bill McQuerry**.

DAG is looking forward to representing Union staff this year as they work towards making our Unions one of the best in the country. More information on future DAG projects can be found in the Union Newz in the coming months.

**We Want Your Recipes!** DAG wants your favorite recipes for our first ever Student Unions' Employee Cookbook. These will be available to purchase in November and the proceeds will go towards a scholarship for a deserving student employee.

The top 5 recipes will be served in the Cactus Grill. Please pick up your recipe form at the SUMC or PSU information desk. Recipes can be returned to the Administration Office or emailed to [create@email.arizona.edu](mailto:create@email.arizona.edu)

**My!Place Expo:** DAG is pleased to announce our first annual My!Place Expo for all University of Arizona Faculty and Staff. Our mission is to showcase all of our services in one room, the Grand Ballroom. From useful information on how to work with the Unions and take advantage of all of our services and programs, to food



sampling and door prizes, and the re-launch of the Staff/Faculty meal plan (all new sign-ups will receive \$5 toward their meal plan), we expect to have quite a full house. We invite all units and Union partners to participate in this exciting event on October 9th. Managers or supervisors please contact **Brenda Keagle** in Event Planning for more information.

—*robert keiser*

**T**HIS MONTH'S EMPLOYEE profile brings you Heather Roundtree, who is a Coordinator for Leadership in CSIL and is the primary advisor for the annual national collegiate leadership conference (NCLC). In this capacity she instructs and advises the students who run the conference in the various details involved, from room reservations, catering orders, obtaining adequate and appropriate audio visual equipment, program planning and all the other myriad details associated with organizing a conference of this scope. She also assists with our Blue Chip leadership program, both as an advisor to incoming students and as the director of the leadership and art aspect of the program.

This summer Heather and other CSIL employees have helped with our large orientation ballroom changeovers, and Heather has become quite proficient with the Event Services chair carts, so much so that she has become eligible for an official chair cart operator's license.

A definite southerner, Heather was born and raised in New Orleans, Louisiana and attended the University of Southern Mississippi in Hattiesburg, where she majored in Kinesiotherapy, the treatment of movement injuries to the body—usually arms, legs, or neck. After graduation in 2001 she took a two-year position with the national office of her sorority, Kappa Alpha Theta. Based in Indianapolis, her job took her throughout the country as she advised various local chapters on leadership issues. Soon thereafter, Heather returned to New Orleans, taking a job at the campus rec center at Tulane University where she supervised student employees and worked with facilities related issues

For those paying attention to the chronology so far it should come as no surprise that Heather was in New Orleans during the days leading up to Katrina. In fact, the rec center at Tulane is a designated hurricane shelter, and she was preparing to assist in relocation and shelter efforts until the day before Katrina hit, at which time the storm was judged to be too severe and she evacuated New Orleans with her parents, moving to her brother's place in Shreveport. Their stay there, originally planned for a weekend or at most a week, turned out to be a two-month stay!

When asked how she managed to wind up in Tucson, Heather gave several answers: her travels with her national sorority position developed a strong desire to move out west. She also liked the UA education program and was offered a graduate assistantship. Plus her boyfriend lives in Tucson and working at our own campus rec center might also have had a little bit to do with the decision.

Currently Heather is working on a M. Ed. in higher education and plans to continue on and eventually obtain her Ph. D. in this field. As for spare time interests—when she



—*continued on page 4*

# A BUSY "IT" SUMMER

**T**HIS HAS BEEN a very busy Summer for IT (Information Technology) in terms of large projects. Here's a recap:

The new Kronos system is under development with an anticipated live date in January 2008. This has been a massive undertaking that has involved both the Unions and Residence Life. There will be upcoming Kronos Days (September 10 & 11) in which you will get to "peek under the hood" and see what the new system will be like. Our Kronos admin person is **Diane Collins** (formerly of the Meal Plan Office) who has joined the Computer Support area this past June.

Our Union Back-up project has made great strides this summer, in that we are now backing up the Room Scheduling, Food Pro, SUNION, and Fast Copy Servers. Phase 2 of this project will bring additional servers onto back-up and will encompass the Web Server, Kronos, MX4, and Web Bud servers.

**Seth Norris** in Marketing has also been busy with the startup of a new Web Server and proactively porting over applications of the old server to the new. Full completion is anticipated in December.

We also undertake the phased upgrade of our existing Point of Purchase (POS) systems starting with the Union Food Stops. The new POS system will be windows based and are called MICROS. Not only will we upgrading the POS systems, we will also be doing some infrastructure upgrades in Computer Support to accommodate the new hardware.

As with every year, new staff will be added to the Union Family, so if you need computer accounts please provide the following information to **Greg Horner**:

All requests for access to the Student Union computer systems (GroupWise,

—*continued on the next page*

## EMPLOYEE PROFILE

—continued from page 3

has any—Heather enjoys exercise and working out, as well as gardening—she is a member of the Tucson Botanical gardens and is attempting to learn more about plants that will successfully grow in our desert conditions. She also enjoys reading, although work and graduate school homework prevent her from doing much leisure reading now. Her one “guilty pleasure,” or at least the one she was willing to admit to me, is an “addiction” to watching American Idol.

Now that Heather is no longer such a stranger to you—she celebrated her one-year anniversary with the Unions in July—I trust that you will seek her out on occasion. She tends to hide away in her 4th floor CSIL office. Say “Hello” and wish her well in her academic endeavors. ■

## OPERATIONS NEWZ

—continued from page 3

Food Pro, Kronos, etc.), should include that person’s UA Net ID. This is or should be the same as their UA e-mail address (and is required to get a UA e-mail account). Please ask new employees to choose a Net ID at least 5 letters long (and not their initials). Please include the following information with your request for Union Computer Access:

1. Name
2. Title/Job
3. UA Net ID (5-8 letters long)
4. Staff, Student, PIP
5. Dept/Location
6. Work Phone #
7. Access to (GroupWise, GW lists, Food Pro, Loc.#, etc.)
8. Workstation Location (room #)

A quick start PDF is available to assist with orienting people to GroupWise. Please use the MX4 link to request our services at: [www.union.arizona.edu/intra](http://www.union.arizona.edu/intra)

And lastly, new to this semester will be the long awaited return of Computer support notification cards. Their purpose is to inform you when we have “been there” and what the status of your work order is. ■

## DINING NEWZ

# CHANGES & NEW PLACES

—tori christie & dave dougall

IT’S THAT TIME of the year again! Each year as the new semester approaches, Dining Services goes into a whirlwind of change. New opportunities arise giving employees the chance to take on new positions and learn new skills. As a result, familiar faces pop up in unexpected places. Here is a run down of who is going where, and what’s new.

The Nucleus Café will open August 20 in the new Keating Building at Bio 5. We are excited to give **Carime Inclan** the opportunity to run her own unit of operation. Carime has handled the Coffee Bar over at Highland is ready for this exiting challenge.



nucleus  
EATS+DRINKS

**Rudy Pro** is going to run the Cellar and is anxious to add a few exciting additions to the menu. Stop in and check it out!

**Carol Lee** is taking over the On Deck Deli while **Grace Godoy** moves on to the Cafe Sonora. Grace has been busy all summer creating a fresh new menu and new serving dishes and uniforms will help usher in the new changes. **Norma Contreras** is leaving the Cactus Grill to join concessions as DSA Senior.

Highland Market welcomes the addition of **Paul Carter** and **Donna Pollock**. Paul is venturing forth into some new territory as the evening Supervisor of Highland Market. We look forward to adding his vast culinary knowledge to the C-Store team. Donna, who transferred from AME to Highland Market, will bring her customer service skills to the high volume market. AME’s masses will miss her pleasant and kind nature.

AME will become our test unit for the Professional Intern Program (PIP) program as **Kelli Brown** will oversee it’s operation and is excited about the challenge of being responsible for the success of the operation. **Mike Allen** will enhance his operational skills as a PIP student for McClelland.

**Andy Bliznick** will be heading up Core, a new salad concept that will be housed in the old Replay location. **Kate Gullock**, **Linda Gomez** and **Steven Montijo** will be joining Andy to whip up healthy, custom salads just for you. Look for it to open in early September. ■



core

food your body loves.

COMING THIS FALL TO THE STUDENT UNION.

The advertisement features a collage of fresh ingredients including a cucumber, a white lily flower, a sliced tomato, a woman holding a bowl of salad, a red onion, and green beans. The text is set against a dark purple background.