How Do You Handle Life’s Detours?

So you’ve got your bus route just the way you like it, when suddenly the street you use frequently becomes a one-way in the other direction or a bridge is torn down. What do you do? You detour your course. In the past year, Wildcat Transit has had to plan around extended construction projects that have cut us off from some of our popular bus stops. Major projects that go on for months and months to over a year literally mean re-drawing the map. Last summer in Portsmouth, the bridge on Woodbury Avenue that crosses the Route 1 Bypass was demolished severing one of the main thoroughfares from the Malls to downtown. Starting this semester, extended work on Silver Street in Dover will prevent our returning Route 3A bus from servicing stops at Dover City Hall and on Silver Street—a neighborhood heavily populated with UNH commuters. In both of these cases UTS had to conceive an alternate route, identify and create plausible new stops, re-engineer the timetables and route-blocks, re-print the schedules and maps (thank you Printing Services), re-program the “NextBus” application feed, re-train the drivers, and of course tell the passengers. All this pretty much means all hands to the pumps—just to go a little out of our usual way.

A protracteddetour cannot “explode” the schedule by adding so much time a bus can’t in time to start the next route. It can’t cause the abandonment of whole segments of the normal service area. It can’t include stops that would imperil the safety of passengers, vehicles, and property. It certainly can’t go down streets where buses don’t fit! In Portsmouth, the answer was Market Street, in Dover, Washington Street. Perhaps no detour is as ideal as the original routes it temporarily replaces, but thanks to careful planning from managers, trainers, dispatchers and drivers, the “way around” becomes clear.

OWNERSHIP — Jon Plodzik

Dining’s Capital Investments

Often times when people talk about a capital investment, they think of building, bricks or mortar or major equipment. That wasn’t the case over the winter break for Dining as we made a significant investment in our greatest asset: OUR PEOPLE—involved almost all of the 300 staff members.

A group of 50 associates completed a 2-day national Serv-Safe Certification class that focuses on food safety and culinarians in an certification when you pass a rigorous exam. This class was taught by our own Eric Gibson and Gary Sabbag. This certification is good for 3 years and an amazing 90% of our staff have been certified. The State Health Dept. only requires a single certified person be on shift in an operation at any one time. Talk about an investment!

In addition there was a certification training coordinated by Rochelle Ulliana, MS, RDN, LD and put on by AlferTran U. for managers, supervisors and culinary associates about food allergies and preventing allergic reactions. That same group participated in Behavioral Intervention Training focusing on at-risk students that was conducted by Dr. David Cross and Dr. Denise Nelson, two great campus resources. Both topics are critical for everyone to be aware of based on the rising numbers of guests with concerns in both areas.

Associate Development Day covered subjects from operational performance, brainstorming Dining challenges (i.e. food costs), handling stress, stretching at work, organizational culture and the difference working as a team can make. Lunch was prepared by our own culinarians who spent the day learning from invited Chefs about Ancient Grains and incorporating them into our menu choices. These educational opportunities represent a significant investment in the “capital” assets we have in Dining. They not only yield dividends and real impact as guests are served for years to come.

I am very pleased on behalf of Printing and Mail Services, OBA Support Services and the UNH ID Office to welcome Health Services, the Memorial Union Building and Campus Recreation to the Office of Business Affairs. I am sure you will find our group a great support in trying to accomplish your individual missions. I am very pleased on behalf of Printing and Mail Services, OBA Support Services and the UNH ID Office to welcome Health Services, the Memorial Union Building and Campus Recreation to the Office of Business Affairs. I am sure you will find our group a great support in trying to accomplish your individual missions.

70
to 100
culinary

CAMPUS RECREATION
- Stacey Hall

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In the coming months, the Vice President for Finance and Administration (VPFA) office will embark on “Lean Initiatives” for UNH. These initiatives are important as we work to tell our story to the New Hampshire State legislature. In order for UNH to keep or increase the share of state aide we receive, we need to change their belief that we do not do enough to save money to lower the cost of education. I know the OBA is committed to these principles and I look forward to hearing about different ideas from you that help us achieve these goals. Team Energy Accomplishes Most. I know as a team, we are committed to this initiative and have great results.

Thanks for all that you do to serve our customers. I look forward to seeing you all soon. Have a great day!!

Sincerely,

David
Winter Semester has started and the quiet reflection (and catch up time) of the winter break is a distant memory. Every semester brings changes, innovations, adoptions and challenges. One major change for the MUB team is that we are now aligned with our colleagues in the Office of Business Affairs. We are excited to be joining all of you and look forward to the possibilities we will have to collaborate together.

Many of you know the MUB as a campus meeting place and a hangout spot for students. We hosted more than 9,800 meetings and events last year. We have many other services from the Granite Square Station (student mail services), to the Info Center, Ticket Office, Games Room, the Notch and MUB Movies. You may be familiar with our various entertainment, lectures series and leadership development programs. Many of which are also open to the campus community. We work with all student organizations including Greek organizations and provide special programs directed toward commuters, veterans and non-traditional students. There is always something going on in the MUB.

However, we look at ourselves as community builders and of course the “Heart of Campus”. What does that mean to the MUB full time and student staff? It means that we are proud to be a welcoming, inclusive and supportive community center for students, staff, faculty and the community. We welcome and support multicultural and educational programs and activities and look forward each and every day to the thousands of people who pass through our doors.

One program/service we would like you to know about specifically is called WILDCAT LINK (https://wildcatlink.unh.edu/) which is UNH’s powerful student involvement tool. The purpose is to help our students get involved with student organizations, departments, programs and events. Staff and faculty can also access Wildcat Link using your UNH IT ID (Blake Login).

The MUB & Student Activities uses it to manage many of our processes and forms with student organizations such as cash banks, travel forms, SAFc forms and food waivers. The Outdoor Event Permit is also managed here allowing all the affected departments to review the permit and sign off on it before the UNH Police eyes final approval.

We would be happy to meet with your department if you are interested in a Wildcat Link demonstration. In the meantime log in, answer a couple of questions and click around. Many of the events on the flyer board are campus events only and don’t show up on the MUB website. We would be happy to meet with your department if you are interested in a Wildcat Link demonstration. In the meantime log in, answer a couple of questions and click around. Many of the events on the flyer board are campus events only and don’t show up on the MUB website.

Congratulations to the first OBA Leadership Program Graduates!

This new program is designed to enhance a broad range of leadership skills that are essential to organizational success. From emotional intelligence to transformational change, teambuilding to talent management, they were challenged to think strategically, stretch their skills and experience, enhance stakeholder relationships, and solve key business problems.

Our Definition of Hospitality...

One particular word comes to mind when we think about what defines our success here in the land of Conferences and Catering...

Hospitality - the friendly and generous reception and entertainment of guests, visitors, or strangers. It's being hospitable. Being a highly competitive conference and meeting coordination, special events and weddings, superb customer service can make the difference between a mediocre event and a stellar one. Being “kind” is not enough in today’s world. We are often competing with businesses that have not been in UNH, and the other half is making a positive impression on the guests, hopefully resulting in repeat business. This makes the focus on hospitality in our operation crucial to our continued success.

While it is a priority for all of us in Conferences and Catering to be friendly and customer-focused service (a well-deserved shout out to all of our fellow OBA members that exceed guest expectations on a daily basis!), there is one particular Conferences and Catering employee that exudes hospitality from the moment our guests step foot in our event spaces—Gina Kemp. Gina is our Lead Conference Service Worker but un-officially known as the face of our Holloway conference facility. She has been in her current role for almost three years and previously worked as a part-time caterer for Gina. Gina oversees many aspects of the conference operation including the set-up of meeting rooms, presentation of food & beverage, and audio-visual needs...just to name a few!

But most importantly, she ensures a successful event and the satisfaction of our clients. It’s always a true testament to a job well done when you receive accolades from clients and attendees. The glowing testimonials about Gina’s service (and the caterers and student workers that work alongside her) are received often and keep coming! We received a note from an attending provider letting us know that attending UNH: “The service and positive experience at my recent meeting reinforced my pleasure with what UNH has to offer.” A great reminder about the importance of our work and how it helps us all grow and make our jobs that much more enjoyable.

Gina is no different! As you can imagine, Gina is very busy running around keeping all of our event guests happy. Somehow, she manages to keep that same high energy for our clients and attendees. The glowing testimonials about Gina’s service (and the caterers and student workers that work alongside her) are received often and keep coming! We received a note from an attending provider letting us know that attending UNH: “The service and positive experience at my recent meeting reinforced my pleasure with what UNH has to offer.” A great reminder about the importance of our work and how it helps us all grow and make our jobs that much more enjoyable.

As you can imagine, Gina is very busy running around keeping all of our event guests happy. Somehow, she manages to keep that same tempo outside of work. She and her husband run a small sustainable farm—raising pigs, chickens, and other livestock. If you get a chance to talk to her, you will hear instantly how passionate she is. She’s strongly committed to continuing her education and is currently pursuing a master of education in business. Gina is also a very proud mother to an aspiring actress, which occupies her “down” time! We can’t thank Gina enough for the wonderful and welcoming environment she creates every day for our guests. It’s hospitality at its finest, kudos!
Happy New Year to you! The first of the year is often an inspiring time for reflection and new goals… now to review them and make any needed changes. We encourage you to set your goals and what it will take to make them happen! A goal without a plan is just a dream”, fulfillment of our New Year’s goals:

- Set mini-goals – back to that plan. If you have a large goal try to break it down into smaller steps so it feels more attainable.
- Positive reminders – remind yourself of the positive reasons why you’re doing this. Write it down and read it when you feel like it is achieved.
- Reward yourself – periodically reward yourself for a job well done. Treat yourself to something special when you achieve your goals. The positive encouragement will keep you going.

There is still plenty of time to get back on track with your goals, and don’t forget to review them and make a game plan for how you’ll achieve greatness! Now is the time to make it happen!

MEMORIAL UNION BUILDING & STUDENT ACTIVITIES — MaryAnne Lustgraaf

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Have a great semester and please avail yourself to our many programs and services. We look forward to working with all of you and hope to see you around the MUB.

Who Are We?

With Health Services (HS) being new to the Office of Business Affairs, we thought we would take the opportunity to introduce ourselves to everyone. HS is a team of over 100 student employees, interns and peer educators. We work to promote, maintain and improve the health and well-being of the UNH community in support of the institution’s academic mission. This is accomplished by providing primary health care services, teaching health care consumerism, illness prevention and health promotion, co-curricular learning opportunities for students, and through our public health role. We not only care of students, but also of our customers, our injured friends, and other students members of the UNH community, as whole and dynamic individuals. We realize that the components of each of our lives impact our health and well-being. Our goal is to optimize wellness, now and for the future.

Although we always offered some level of service to UNH employees, HS expanded services in 2012 by opening the UNH Employee Clinic (EC). The EC keeps growing in terms of services we provide to UNH employees and their dependents who are 18 years of age or older.

HS has been nationally accredited by the Accreditation Association for Ambulatory Health Care (AAHHC) for the last 13 years. Annually, HS provides over 20,000 medical and wellness education/counseling visits, and over 500 educational programming. We are constantly looking for new ways and programs that best meet the needs of our students, in collaboration with our colleagues across campus.

Check out our web page (http://www.unh.edu/health-services), read our blogs, friend, follow, find and like us on Facebook. Social media is a strength, and these are just some of the ways we share information on our faces and programs, and as many health topics, to help keep the UNH community in the know about ways to care for themselves.

CONFERENCES & CATERING — Dorrie McClintock

Our Definition of Hospitality...

One particular word comes to mind when we think about what defines our success here in the land of Conferences and Catering...

**HOSPITALITY** – the friendly and generous reception and entertainment of guests, visitors, or strangers. Hospitality is a competitive advantage. It provides real data we can analyze to help us make important decisions. Shawn Ketchmar will work with students to analyze direct and indirect costs associated with providing laundry service as well as the demand for service at various price points. Blaise Massie and Michael Saputo’s group will do a market assessment of the supply and demand for student housing. The results may include a decision support tool for students aimed at showing the true impact of where to live at UNH.

In the end, students not only gain valuable skills, and knowledge about how to be successful entrepreneurs. Business articles are crucial to an organizations’ ability to gain a competitive advantage. It provides real data we can use to make a change that benefits their peers. By investing in a few hours of time with students, managers will save countless hours collecting, analyzing and displaying decision making data and as such, we all know, time is money!

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We received glowing testimonials about Gina’s service (and the caterers and student workers that work alongside her) are received often and keep coming! We have been noted as one of the most competitive in the business. We can’t thank Gina enough for the hard work and positive experience at my recent event at the Memorial Union. The service and positive experience at my recent meeting reinforced my pleasure with what UNH has to offer. A great reminder about the importance of our work and how it helps UNH as well as benefitted

As you can imagine, Gina is very busy running around keeping all of our event guests happy. Somehow, she manages to keep that same tempo outside of work. She and her husband run a small sustainable farm – raising pigs, chickens, and other livestock. If you get a chance to talk to her, you will hear instantly how passionate she is. She’s strongly committed to continuing her education and is currently pursuing a degree in business. Gina is also a very proud mother to an aspiring actress, which occupies her “down” time!

Our Employee Assistance Program for ALL!

USNH and the Office of Business Affairs are strong believers in promoting emotional and physical wellness. Starting January 1, 2015, we are happy to announce that the Employee Assistance Program (EAP) is now available to all Adjunct Members, as well as benefit-

Company Code: USNH

On the UNH website at: unh.edu/hr eap_resources

Employee Assistance Program for ALL!
DINING — Jon Plodzik

Dining’s Capital Investments

Often times when people talk about a capital investment, they think of building, bricks or mortar or major equipment. That wasn’t the case over the winter break for Dining as we made a significant investment in our campus dining community. It is one we are proud of — involving almost all of the 500 staff members.

A group of 50 associates completed a 2-day national Serv-Safe Certification class that focuses on food safety and culinaries in an certification when you pass a rigorous exam. This class was taught by our own Eric Gibson and Gary Sabbag. This certification is good for 3 years and an amazing 80% of our staff have been certified.

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BUSINESS AFFAIRS — Rick MacDonald

I am very pleased on behalf of Printing and Mail Services, OBA Support Services and the UNH ID Office to welcome Health Services, the Memorial Union Building and Campus Recreation to the Office of Business Affairs. I am sure you will find our group a great support in trying to accomplish your individual missions.

OBA Support Services manages payroll for existing OBA units, manages technology for UNH Dining including our Food Management system, biometric meal plan and door access systems, web sites and a wide array of other technology systems. The UNH ID Office manages the campus card program as well as the wide variety of meal plans and debit plan types for students, faculty, staff and the general public.

Printing Services provides offset and digital printing, rapid copy and graphic design services, while mail services manages the mail for the UNH campus and operates the statewide library consortium program as well as providing package services through UPS and FedEx.

Once again, welcome to the family — we look forward to supporting you soon.

CAMPUS RECREATION — Stacey Hall

Campus Recreation is excited to join the OBA team! Campus Recreation includes 18 professional staff, 2 graduate assistants, and 280 student staff. While the department is often affectionately known as ‘The Whit’, there are 11 facilities managed by the department (Hamel Recreation Center, Whittemore Center Arena, Swasey Indoor Pool, Student Rec Field, Bremner Field, Memorial Field, Boulder Field, Outdoor Pool, Tennis Courts, Mendum Pond, and part of Jackson’s Landing). Programmatically, we offer Intramural Sports, Aquatics, Sport Clubs, Group Fitness, Personal Training, Outdoor Adventures, Special Events, and Youth Programs. We also offer instructional classes, equipment rentals, athletic training, and facility rentals, including birthday parties.

One of our major areas of focus this spring is the final planning stages for the Hamel Recreation Center’s reorganization and the Outdoor Pool. These major projects will enable us to meet the needs of the student body and campus community. You can check out both projects at: https://campusrec.unh.edu/whit

We are actively engaged in NIRA’s Leaders in Collegiate Recreation. We just learned that two of our students, Abby Van Note and Chris Stankowski, received NIRA Foundation scholarships to attend the conference this Spring. Abby also received a scholarship to attend a pre-conference workshop. This is great recognition of their achievements in the classroom and in campus recreation. Congratulations Abby and Chris!

From the Desk of David May

It’s hard to believe that another semester is underway. Time flies when you are having fun. As a result of some recent campus reorganization, Health Services, Campus Recreation and the Memorial Union Building & Student Activities (MUB) are now part of the Office of Business Affairs (OBA) family. I am very excited to have the teams led by Kevin Charles, Stacey Hall and Mary Anne Lustgraf working with us more directly. As you get an opportunity, please welcome our new team members. They will bring a new perspective to our team in the important area of student development. I am eager to learn and look forward to getting involved in what they do.

In the coming months, the Vice President for Finance and Administration (VPFA) office will embark on “Lean Initiatives” for UNH and introduce a balanced scorecard performance metrics tool. Chris Clement, the new VPFA (my new leader), was very successful with this initiative in his former position as Department of Transportation Commissioner for the State of New Hampshire. We will be focusing on five initiatives:

- Increase Revenues
- Improve Productivity
- Reduce Costs
- Cost Avoidance
- Grow and Improve “Green” Initiatives

These initiatives are important as we work to tell our story to the New Hampshire state legislature. In order for UNH to keep or increase the share of state aide we receive, we need to change their belief that we do not do enough to save money or reduce the cost of education. I know the OBA is committed to these principles and I look forward to hearing about different ideas from you that help us achieve these goals. Team Energy Accomplishes Most. I know as a team, we will be a part of this initiative and have great results.

Thanks for all that you do to serve our customers. I look forward to seeing you all soon. Have a great day!!

Sincerely,

David

竞逐合作伙伴 —— 林彼得