1997

Alcalá View 1997 13.10

University of San Diego Publications and Human Resources offices
Picnic is a Fair to Remember

By Jill Wagner

Aunt Bee and Sheriff Taylor would have been proud. An afternoon of picnicking in "Mayberry USD" included barbecued burgers, a bake-off, a pie-eating contest and even a friendly goat followed by packs of kids trying to pet the little guy.

The 13th annual Employee Appreciation Picnic was a smash among the more than 500 attendees who raved about the move back to Copley lawn and the more intimate setting for a summer party. Families lounged on blankets spread on the grass and friends relaxed under shade umbrellas while awaiting the traditional awards ceremony and close-up relay competition.

Jim Burns, outgoing dean of the School of Business Administration, won accolades from his large staff, whose effusive praise helped name him Administrator of the Year. Likewise, the 1997 Manuel Hernandez Employee of the Year award winner, Therese Thiessen, enjoyed hearty cheers as she moved through the crowd to accept the award from President Alice B. Hayes. The 20-year employee of dining services was recognized for her dedication and service to USD, as were three Employee of the Year finalists — Carolyn "CC" Costanzo, financial aid advisor; Jan Tuomainen, executive assistant in public relations; and Julie Ellenburg, undergraduate secretary in the School of Business Administration.

Also honored at the picnic were 46 staff and administrative employees with five years of service to the university. Employees celebrating their 10-, 15-, 20- and 25-year anniversaries will be honored at a luncheon this fall.

The annual President's T.E.A. (Team Effort Award) Cup competition proved the highlight of the afternoon (or perhaps a close second to the singing of "My Girl" to Calista Davis by a dozen male crooners)! University Relations valiantly defended its title, beginning with a cheering squad showing off their voices and kazoo playing skills, but couldn't speed across the finish line fast enough to beat out University Ministry's God Squad and Fred's Felons from Finance and Administration.

God Squad and Fred's Felons ran a championship heat of the tricky obstacle course, staying neck and neck until the volleyball carrying pair pulled ahead for University Ministry. The third year of competition produced the third different winner; we'll have to wait and see if back-to-back championships are possible among this crowd of athletes.

Aunt Bee's cookie and pie bake-off produced stellar winners of its own, including a second place cherry pie baked by Antonieta Manriquez, campus scheduling coordinator in UC operations. It was the first pie she had ever made. Following are the first-place recipes for the chocolate chip cookies and apple pie deemed the best by a panel of judges:

(Continued on page eight)
Benefits Brief

Travel Tips for the Summer
Be sure to take the following information with you when you travel out of the San Diego area this summer:
1. Heath insurance ID card,
2. Health records, including vaccination records,
3. Copies of the prescriptions you are taking,
4. A personal travel kit. Travel kits for both Kaiser and Health Net are available in the benefits office, Maher Hall, room 222. These kits include emergency phone numbers for facilities outside this region.

Before you Travel
Bring immunizations up to date. Obtain a sufficient amount of maintenance medications to cover the trip. Be sure to bring personal medical supplies such as reliable insect and sun repellents, antiseptic cream, calamine lotion, etc.

Health Net Offers Vision Exam Benefits
Contact your primary care physician for a self-referral to a plan ophthalmologist. For discounted frames and lenses, take your prescription from the ophthalmologist to one of the following approved outlets: Montgomery Ward, J.C Penney, or Sears. Lens Crafters offers a flat 20 percent discount. Just show your Health Net ID card before you purchase your glasses.

Reminder
To insure timely reimbursement, health and dependent care claim forms must be received by human resources 10 working days before the payroll check date. Example: claims must be received by HR on or before June 17 for a bi-weekly check dated June 30.

— Vicki Coscia

Purr-fectly Correct
There were 31 in all. Employees, that is, who correctly matched the people to their pets in last month’s contest. The winner, chosen by a drawing, was Rondl Stein.
Many bows and wows to you!

Building a Career, One Block at a Time

By Jill Wagner

If Pam Gray were to turn her résumé into something visual, she could use blocks. The sturdy, wooden kind that build solid foundations and stack nicely. Each internship and job she’s held has built on existing skills and also trained her in new fields — ultimately leading her to USD's public relations department.

Gray joined the 11-member PR department in June, taking over as director of community and government relations. The position was previously held by Maria Martinez-Cosio.

The journey that brought Gray to Alcalá Park began when she was an eager undergraduate student at UCSD. As a communications major, she jumped at the chance to intern with Channel 10, writing the news for morning cut-in segments that ran during “Good Morning America.”

When asked about the impressive job of choosing what to report and actually writing the news as an intern, Gray laughs and replies, “No one else wanted to get up that early in the morning.”

Eventually, Gray realized she didn’t have the temperament for broadcast journalism, so instead turned to politics. She minored in political science and literature, and used the knowledge from those classes to land an internship with Mike Gotch, a San Diego city councilman.

The experience of working with local government would later lead to a position with the San Diego Housing Commission, but first Gray’s journey took her to Houston for four years. There she hooked up with Continental Airlines and began exploring marketing and public relations.

By the time Gray returned to San Diego in the late 1980s, her credentials matched solidly with a community relations position at the housing commission. For the past seven years she has lobbied government officials on behalf of affordable housing, educated diverse communities throughout the county, worked with news reporters to promote housing projects and published the commission’s newsletter.

Gray likes the idea of working at USD, where she can focus on one role. The PR department has writers, an events publicist and a public information officer — Gray’s job is more specific now.

She will continue to build on relationships with Linda Vista community groups established during the university’s master plan approval process. As for the political side of the job, Gray will keep President Alice B. Hayes abreast of education developments in Sacramento, sometimes filtering the issues to the larger campus community when employees or students are affected by proposed legislation.

Before the USD job even became available, Gray had set the goal of working in higher education.

“At the beginning of this year I decided I really wanted to stay in PR, but have it directed at something I fully supported,” Gray says. “I was getting fatigued with housing.”

Gray is the first member of her family to graduate from a four-year university and for many years in her personal life has advocated higher education to young people. She is an adviser at Bayview Baptist Church, where a group of teenage girls meet with her every week to explore the possibilities that await them once they graduate from high school.

At home, Gray’s daughter Brittany, 10, is determined to be a pediatrician. Her son Brandon, 9, dreams about universities that will recruit him for his already keen athletic talent. Mom reminds him athletes need to know how to handle finances, so encourages a degree in business.

The blocks just keep stacking higher and the foundation gets stronger — for Gray and the people she influences.
Hooray!

15-year service award winners are (left to right): Diana Githens, law school; and Ludmila Berengots, legal research center.

20-year service award recipients include (left to right): Penny Navarro, continuing education; and Therese Thiessen, dining services.

10-year service award recipients include (standing, left to right): Bob Tran, dining services; Sara Romo, housekeeping; Karen Richeson, law school; Adriana Moran, Copley Library; Arlene Weeks, public safety; Maria Luis, housekeeping; Ariete Balelo, housekeeping; and Roger Raymond, public safety; (kneeling, left to right): Lloyd Parks, building maintenance; Stanley Yu, print shop; Antonio de Sousa, dining services; and Armando Medina-Castaneda, UC operations.

Making it Possible

What a great County Fair! USD's 13th annual Staff Employee Recognition Picnic has come and gone. But it will be hard to forget! Again, the success of the picnic is due to those folks who so generously volunteer their time. Without them, the picnic could not happen and it is important that their efforts are recognized.

The picnic committee began its duties in March. Truly it is the backbone of this event. The 1997 committee members were: Scott Gill, Rudy Spano, Greg Zackowski, Jill Wagner, Lou Magaña, Kily Jones, John Martin, Theresa Waldhoff, Elsa Luera Meza and Patrick Noma.

Thank you to those who set up and took down equipment. Especially for your patience when we had to move the stage (again). They were: Thu Tran, Carter Edwards, Felix Leyva, Umberto Garcia, David McMartin, Lou Magaña and Ryan Marsh. Thanks to our electricians, Terri Miller, Jeff Hardick and Tommy Tuifou, for electrifying us!

Thanks also for plants donation and arrangement to: Fred Rocha, Charlie Thomas, Carlos Olivas, Sammy Robles and Robert Sparaco for watching over us. Bake-off organizers were: Jill Wagner, Kily Jones and Theresa Waldhoff. Arts and crafts assistant was Pam Bourne, and arts and crafts banner designer was Jacque Corey-Kennedy. Pat Watson, Vicki Coscia, Esther Nissenson, Lily Gutierrez, Maria Nyffenegger and Sue Pillsbury helped with picnic decorations, and beverage set-up and servers were Greg Zackowski, Bob Brown and Thom Barnett.

Thank you to our ticket takers: Linda Scales, Rennie Block, Reuben Mitchell, Dave McCluskey, Frank Lazarus, Nona Janus, Jack Pope, Jack Cannon, Fred Brooks, Debbie Gough, Anita Rogers, Kevin Gordon, Susan Bugbee and Judy Sanchez.

(Continued on next page)
The Fairest of the Fair
USD's 1997 Employee Appreciation Picnic

Bake-off judges were: Tom Burke, Julie Bays, Don Wroncy, Michael Haskins, Helen Picado, Judith Muñez, Melody Tran, Jackie White and Monsignor I.B. Eagen.

A special thank you to June Aleman for her great campus-wide picnic voice mail and Nona Jonas for a last minute delivery. I cannot miss a thank you to the leader of McNamara's band, John McMamara, for ending the university relations annual retreat early so that UR employees could attend the festivities.

A special thank you to all of the human resources staff, particularly Alicia Williams and our students, Maria Sanchez and Mandy Johnson. They were indispensable. Thanks to the following SEA picnic committee members for their help in putting together the door prizes and anniversary photo boards: Laura Rotelli, Liz Macias, Marti Hans, Theresa Walthoff and Alicia Buenrostro.

And last but not least, what would the day have been without the President's T.E.A. Cup relay which was designed by John Martin and Patrick Noma and arranged by our own Scott Gill and Rudy Spano. These guys are so great that they have been given lifelong positions on the picnic committee.

A final, final thank you to President Alice B. Hayes for all of her support of recognition activities.

Picnic Prize Winners

Congratulations to the following people who won prizes in the Staff Employees Association annual drawing:

Two gift certificates for a large, two-topping Domino's pizza: Lois Acker, Lois Scheer, Ann Coller and Richard Pugh.

Sportweekender bag from El Portal Luggage in Fashion Valley Mall: Sister Alicia Sarre.

Shoulder tote bag from El Portal Luggage in Fashion Valley Mall: Barbara Snyder.

Two passes to any UA movie theater (donated by USD university center operations): Julie Packington.

Two movie passes to any AMC theater (donated by USD university center operations): Tim Shafer.

Two free admission tickets to any Edwards Cinema (donated by USD university center operations): Enrique Plascencia.

Two tickets to any Pacific theater (donated by USD university center operations): Mike Mayer.

Large sweat shirt: USD bookstore: Manuel Rivera.

$75 from Valic and USD human resources: Luis Anjo. $50 from Valic and USD human resources: Vincente Martinez.

Sunday brunch for two at El Portal Luggage in Fashion Valley Mall: Marilyn Hiskett and Annette Welsh.

A dozen USD crooners wow Calista Davis with their version of "My Girl."

The talented Grid Squad team brought glory to the entire university ministry division by winning the 1997 President's T.E.A. Cup competition. Team members are (standing left to right): Karen Doan, Dave Rivera, Maria Soto, Monsignor I.B. Eagen, Kevin Hilligan, Father Barry Vinyard and Mike McNamara. (sitting, left to right): Mary Kruer and Anneta White.

In the championship heat of the obstacle course, Fred's Falcons and God Squad are tugging it out.

A cheerful band of tuyển kicked off the relay race by serenading Vice President John McNamara.

"The 'Te' Thessis is the 1997 Employee of the Year.

Judy Sanchez and her sons, Tom (left) and Carlos, enjoy the sunny afternoon.

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Large sweat shirt: USD bookstore: Manuel Rivera.

$75 from Valic and USD human resources: Luis Anjo. $50 from Valic and USD human resources: Vincente Martinez.

Sunday brunch for two at El Portal Luggage in Fashion Valley Mall: Barbara Snyder.


Two passes for two rounds of miniature golf and two "2-for-1" coupons from the Family Fun Center: Liza Busser, John McNamara and Valencia Hamman.

Four "2-for-1" coupons from the Family Fun Center: Helen Quintero.

Two passes for free admission and skate rental at Ice Chalet in University Towne Center: Marilyn Hiskett and Joy Aleman.

Gift certificate for two nights lodging at La Casa del Zorro in Borrego Springs: Elaine Elliot.

Two passes to "The Model Apartment," playing at the La Jolla Playhouse July 22 to Aug. 10: Armando Laguna.

Lunch for two at USD's main dining room: Marjorie Gray.

Lunch for two at USD's faculty/staff dining room: David Schneckelhoff.

Two free fruit smoothies at USD's Marketplace: Terri Miller.

Free signature coffee cup, drink and pastry at Aromas: Jan Littrell.

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Sunday brunch for two at El Portal Luggage in Fashion Valley Mall: Barbara Snyder.
the Westgate Hotel: Lisa Bach.
Two free passes to the San Diego Zoo: Rosie Vazquez.
Two free passes to the San Diego Wild Animal Park:
Rudy Spano.
Coupon for $5 off two adult dinners at Stuart Anderson's Black Angus restaurant: Chris Hernandez, Maureen Faye Fleming, Ernesto Gomez, Diane Dobson and Roberto Miramontes.
Free admission and tour of the Thomas Whaley House Museum for four people: John Paul and Andrea Berger.
Free admission and special tour for a party of five to the Juniper Serra Museum:
Rick Hagan.
Two guest passes for the Maritime Museum of San Diego: Margit Smith and Silvia Loza.
Two guest passes to the San Diego Aerospace Museum: Georgia Gordon.
Two tickets for one ride each from the San Diego Coaster Company and two courtesy passes to Pirates Cove indoor playland: Lily Gutierrez and Darlene Smith.
Four free admission passes to the San Diego Hall of Champions: Frank Orlando Jr.
Two guest passes for free admission and skate rental at San Diego Ice Arena: Carter Edwards.
The SEA 50/50 raffle winners were: Maria Rivera, $200; Bobbie Hudson, $100; and Bob Cornish, $100.
Crafty Folks
The following employees displayed their beautiful arts and crafts at the picnic:
Pam Bourne, student affairs; Kathleen Johnson, accounting; Angie Montejano, mail center (retiree); Beverly Thomas, print shop; Larry Gardepie, business process redesign; JoAnn Szymonik, law school; Sister Juanita Meyer, provost's office; Kily Jones, UC operations; Susan Pillsbury, human resources; Vicki Coscia, human resources; and Maria E. Nelson, financial aid.

10-year service award winners include (left to right): Ana Schafer, bookstore; Reuel Shivers, registrar; Patricia Comeau, banquets and catering; C.C. Costanzo, financial aid; John Frazer, media center; Barbara Hughes, public safety; Kathleen Van Hoe, human resources; Pat Lee, advancement services; Dorothy Wildman, registrar; and Susan Pillsbury, human resources.
The employees celebrating 25 years of service to USD include (standing): Manuel Rivera, building maintenance; (sitting, left to right): Guadalupe Cardenas, dining services; and Bethel Elmore, housekeeping.
Process Redesign Takes on New Projects

One in an occasional series on business process redesign

An article printed in the November 1996 Alcalá View described the potential for process redesign at USD — in other words, reviewing and streamlining work practices for better responsiveness to our customers and improved use of available resources.

One of the main challenges is to think beyond a department, according to Larry Gardepie, business process analyst.

Employees working on a redesign project step away from their individual work, see what others do, ask questions about why it is done that way and offer suggestions to improve the process. By working together, it’s easier to see the big picture and focus on customer needs.

A number of projects on campus are in various stages of redesign. One nearing implementation involves the telephone resale process, including student billing and department recharges of phone expenses. The following employees have been involved in meetings, software demonstrations, a site visit or conference calls: June Aleman, Sheri Barzal, Patrick Boyce, Doug Burke, Marge Costanzo, Gary Dobson, Rick Hagan, Neal Hoss, Dave McCluskey, Kelly Rieseley, Judy Sandman, Dennis Schmidt, Tim Shaffer and Dave Valdez.

Another project, the inventory control process, focuses on tracking the university’s assets, such as curated collections, decorative art, equipment and furniture. Randy Beard, Leo Briseno, Bob Brown, Derrick Cartwright, Alana Cordy-Collins, Kevin Gordon, Neal Hoss, Lou Magana, Roger Manion, Nancy Olson, Angelo Orona, Rana Sampson, Ruth Stanton and LeRoy Weber are involved in evaluating the inventory system.

The student loans billing process is the newest project identified for redesign. The project managers are Costanzo and John McCloskey.

The business process redesign office also recently accepted the responsibility for collecting and disseminating data that compares our process results with statistics from other universities. Beard, a USD M.B.A. student, was hired to help on the project and other BPR work. Questions can be directed to Gardepie at ext. 4822 or Beard at ext. 2143.

Spread the Word, Bring a Buddy

A renewed interest in the Staff Employees Association is prompting the group to move its monthly meetings to a larger venue where the growing number of representatives and guests can be better accommodated.

The addition of two board members last month brings the total to 25 employees who represent the staff members from their buildings. Shelley Shivers, executive assistant in graduate admissions, represents the second floor of Maher Hall. Pat Moulton, executive assistant in the graduate law programs, joined the board on behalf of Warren Hall employees.

The spacious Hahn University Center room 107 is the new home for the SEA meetings, with a few exceptions this summer when the room will be occupied by other groups. All staff employees are welcome at the meetings, held from 2 to 3 p.m.

Following is a schedule for the remainder of 1997:

**July 9, 1997 — Guadalupe Hall conference room**
**Aug. 13, 1997 — Guadalupe Hall conference room**
**Sept. 10, 1997 — UC 107**
**Oct. 8, 1997 — UC 107**
**Nov. 12, 1997 — UC 107**
**Dec. 10, 1997 — Christmas party (location to be announced)**
Psst...

Bits and Pieces from the Readers

Losing a tooth and dreaming about the fairy's arrival is off-the-charts exciting for kids whose parents tell stories of putting a tooth under the pillow and finding a gift the next morning. But losing that tooth before mom even sees it can be devastating.

Patrick, a 5-year-old at Manchester Child Development Center, carefully saved his tooth when it fell out at dad's house the night before, brought it to school and told his teachers it must be kept safe until his mom picked him up that afternoon. Then Patrick decided to wash the little treasure. Yikes! The tooth washed down the drain and well, a quick thinking teacher shut off the water and ran to the phone.

Minutes later two plumbers from facilities management were on the job. Meanwhile, mom, Calista Davis, sat in her human resources office with crossed fingers — Patrick's teacher had called to relate the harrowing tale. It wasn't long before the building maintenance "tooth fairies" (the humble plumbers are reluctant to fess up to performing the feat) rescued Patrick's incisor from the sink's drain pipe.

Now all mom had to do was act surprised when Patrick flashed a toothless smile and handed her his prize.

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Picnic
(Continued from page one)

judges. Watch for more award-winning recipes in the coming months.

Toll House Cookies
by Joan Wolf, administrative assistant in athletics

1 cup butter flavored Crisco
3/4 cup granulated sugar
3/4 cup brown sugar
2 eggs
1 tsp vanilla
1 tsp hot water
1 tsp salt
1 tsp baking soda
1 1/2 cups flour
2 cups quick oats
1 1/2 oz bag semisweet chocolate chips
1 cup chopped pecans

Directions:

Cream shortening and sugars with electric mixer until fluffy. Add vanilla, hot water and eggs, beat well. Add salt, baking soda and flour, mix thoroughly. By hand, stir in oats, chips and pecans.

Drop large spoonfuls onto dark, well-seasoned baking sheet and bake about 13 minutes at 350 degrees. Let stand on pan for about 30 seconds then remove. Cool on wire rack.

Crumbly Apple Pie
by Kily Jones, secretary of UC operations

Crust:
1 cup flour
1/2 tsp salt
1/3 cup vegetable shortening, chilled
1/4 cup water, ice cold

Filling:
7 med. Granny Smith apples, peeled, cored, sliced thin
1/2 cup sugar

1/4 tsp ground cinnamon
1/4 tsp ground nutmeg
1/4 tsp salt

Topping:
3/4 cup firmly packed brown sugar
3/4 cup flour
1 1/2 tsp ground nutmeg
1/3 cup butter, chilled, cut in pieces

Directions:

1. Place oven rack in lowest position. Preheat oven to 400 degrees.
2. To prepare crust, in a medium bowl, mix together flour and salt. Using a pastry blender or two knives, cut shortening into flour mixture until coarse crumbs form.
3. Add water, 1 tablespoon at a time, tossing with a fork until a dough forms. Shape into a disk, wrap in plastic and chill for 30 minutes.
4. On a floured surface, using a floured rolling pin, roll dough into a 12-inch circle. Fit into a 9-inch pie pan. Trim excess dough, leaving 1 inch overhang. Make a decorative edge.
5. To prepare filling, mix together all ingredients. Spoon into crust.
6. To prepare topping, in a small bowl mix together brown sugar, flour and nutmeg. Using a pastry blender or two knives, cut butter into brown sugar mixture until coarse crumbs form. Sprinkle apples evenly with topping.
7. Bake pie until topping is lightly browned and filling is bubbly — 35 minutes. If pie is overbrowning, cover loosely with aluminum foil. Transfer to a wire rack to cool.