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Alcalá

December 1997, Vol. 14, Issue 4

A newsletter for the employees
of the University of San Diego

View

Christmas in the Park

Catch the holiday spirit and enjoy these seasonal events happening around Alcalá Park.

President's Christmas Celebration

President Alice B. Hayes invites all faculty, staff and administrators to a holiday gathering at 2 p.m., Dec. 8, in the Hahn University Center Forum. The festivities will include light refreshments and a program of holiday music performed by the Choral Scholars.

A highlight of the afternoon will feature a surprise guest soloist who will join the choir during the program.

The tradition of lighting the tree in front of Maher Hall will continue at the end of the program, when guests are invited to join Hayes for the short walk to the tree. Family and friends are welcome.

SEA Holiday Reception

Santa will be joining the festivities this year at the Staff Employees Association's annual holiday open house, scheduled for 11:30 a.m. to 1:30 p.m., Dec. 11, in the Serra Hall faculty/staff lounge. Guests are invited to bring donations for Auntie Helen's Laundry Service, a charity that works with people with AIDS.

Needed items include towels, sheets, blankets, clothing, paper towels, soap, cleaning supplies, 33 gallon trash bags, wheelchairs, canes, walkers and money. Auntie Helen's also runs a thrift shop to help support the laundry service and will accept any resalable item for the store.

Refreshments will be served at the party. For more information, call Yolanda Castro at ext. 4520.

Dine and Donate

The folks at Aromas, the deli, the bakery and Traditions are spreading holiday cheer with a special promotion Dec. 8 through 12.



Each Christmas the SEA collects food, toys, cleaning supplies, clothing and other needed items for a different charity. This year, gifts from the campus community will go to Auntie Helen's Laundry Service.

At each location, specialty items such as coffee drinks, holiday cookies and a gourmet sandwich will be featured for the week. A portion of the proceeds from the sale of these items will be donated to Christian Social Concern, a local charity that works with AIDS patients.

Advent Mass

A special advent Mass will be held at 8 p.m., Dec. 7, in the Hahn University Center Forum.

Our Lady of Guadalupe Mass

A Mass in honor of the Feast of Our Lady of Guadalupe will be held at 5 p.m., Dec. 11, in Founders Chapel.

Gift Fair

Start your shopping early at the Alternative Gift Fair, 10:30 a.m. to 2 p.m., Dec. 4, in front of the Hahn University Center. Crafts made by people in developing nations and from local nonprofit agencies will be on sale throughout the day. All proceeds are returned to the individual artists and programs.

Commuter's Corner

So, you've been reading this column for the last few months, thinking you should start taking alternative transportation to work, or perhaps you already do but have suggestions for ways the university can better support train, bus, trolley, bike and carpool commuters.

There's a new group on campus you should join. The Fresh Air Commuter's Club meets at 12:30 p.m., Dec. 10, in UC220. The university-wide parking committee is still hammering out details on funding issues and the Fresh Air Club hopes to provide valuable input on behalf of alternative commuters.

For more information, call **Greg Zackowski** at ext. 4796 or **Jill Wagner** at ext. 2551. E-mail questions to jwagner@acusd.edu.

University Ministry Events

Twilight Retreat, 5 p.m., Dec. 1, in Founders faculty lounge. For more information, call Sister **Irene Cullen** at ext. 2265.

Reconciliation Service, 7 p.m., Dec. 15, in The Immaculata Church.

St. Vincent de Paul Soup Kitchen, 11:10 a.m. to 1 p.m., every Tuesday and Thursday.

Bible Study, 12:10 to 12:50 p.m., every Tuesday. For more information, call Father **Vince Walsh** at ext. 6818.

Mama's Kitchen, every Wednesday. Contact Brother **Tom Thing** at ext. 4897 for more information.

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Benefits Brief

Open Enrollment: In order to complete open enrollment, employees must sign, date and return their 1998 open enrollment confirmation form to human resources on or before Dec. 12, 1997.

If an employee waives USD medical coverage, he or she must complete the declination statement, which is included with the confirmation form. Please list ALL covered family members on the declination statement and their social security numbers. Declination statements are also due in human resources on or before Dec. 12.

Open enrollment will not be complete until human resources has received the signed confirmation form.

Tuition Remission: Part-time students should have applied for tuition remission in September 1997. If not, applications must be received by human resources 10 days before the first day of class.

Full-time students who are applying for acceptance in fall 1998 and who qualify for financial aid must apply for aid on or before the February and March financial aid deadlines. These deadlines also apply to students who have not yet been accepted to USD. Further information about financial aid requirements and deadlines will be sent through campus mail in late January.

Health and Dependent Care Reimbursement: Because of the holiday schedule in December, health and dependent care reimbursement claim forms must be received by human resources on or before Dec. 10, 1997, in order to meet the deadline for both bi-weekly and end-of-month payrolls.

—Vicki Coscia

Service with a Smile

By Jill Wagner

A sign just inside the door of the undergraduate advising office in Olin Hall warns visitors: "Caution, Crisis in Progress." Julie Ellenburg, administrative assistant, sits at the desk wedged behind the sign.

Tucked in a ground floor corner of the School of Business Administration building, the office certainly has the look of potential chaos. Piles of boxes rest in front of a half-dozen filing cabinets. A typewriter, laser printer and computer compete for table space. Stacks of folders await Ellenburg's attention, while the ringing phone demands immediate response.

Signs posted with urgent information along a small countertop invite students to enter and ask questions, make appointments and seek advice about class schedules. The stream of students is steady. The appointment book is always open, ready for another time slot to be filled.

Despite the traffic, the sign and the small quarters, there is a great deal of order in Ellenburg's office. She is the first person students see when seeking an appointment with Jane Usatin, director of undergraduate programs and adviser to every undergraduate business student, and Ellenburg makes sure their requests are handled without delay.

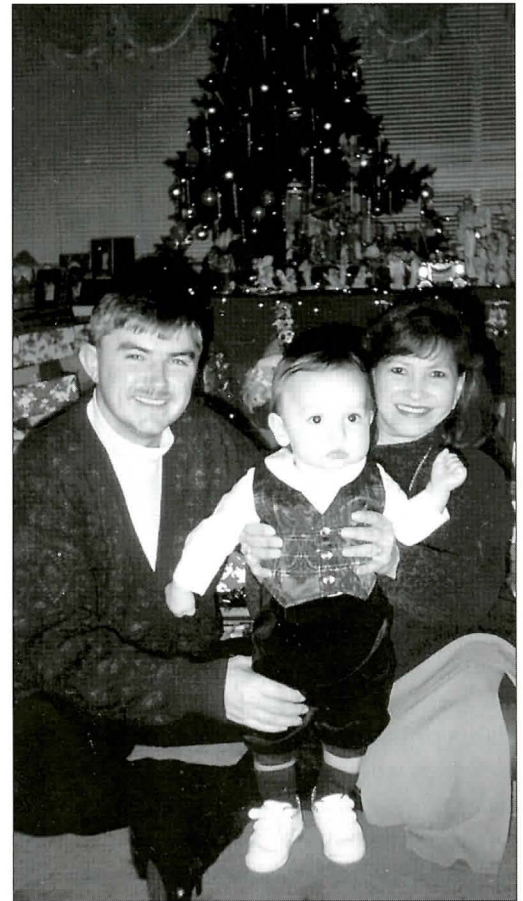
Nine times out of 10, Ellenburg greets students who walk through the door by first name.

"It makes them happy when they come in here and we know them," Ellenburg says. "It makes them feel at home and have the sense that someone cares."

Usatin saw something special in Ellenburg soon after the administrative assistant joined the staff in 1994. This year, Usatin nominated her assistant for the highest honor bestowed on staff employees, and Ellenburg was recognized as a finalist for the 1997 Employee of the Year award.

"She is solely responsible for the efficient and accurate functioning of this office, which handles hundreds of students each week," Usatin says. "And each one Julie handles with a warmth and efficiency that lets students know they're welcome here and that we'll handle their questions and set their minds at ease."

Ellenburg, a native of the Philippines, has always been interested in education.



Julie Ellenburg and her husband, Michael, love spending time with their son, Nicholas.

She earned a bachelor's degree in business administration and later took several education and English courses to earn a teaching certificate. Before immigrating to San Diego, Ellenburg and her three children lived for 12 years in Canada, where she worked at the Nova Scotia CAD/CAM Center at the Technical University of Nova Scotia.

At home, Ellenburg, who met her second husband after moving to Southern California in 1989, enjoys being a mom to her fourth child, 3-year-old Nicholas, and a grandmother to two young granddaughters. She's proud to show pictures of her family, at the same time sharing dreams for their future.

Her own part of the dream includes earning a master's degree in counseling and traveling to unexplored lands. There's little doubt the hard-working, cheerful wife, mom and office manager will make those dreams happen.

Together They've Worked 770 years

Summer at USD marks the time to celebrate those employees who have worked five years at Alcalá Park. November is the month that faculty, staff and administrators with 10 or more years of service are honored at a luncheon.

The fifth annual Service Awards Celebration featured a lunch prepared by banquets and catering, entertainment by the Choral Scholars and recognition of 58 long-time employees.

Ten-year honorees were: **Cheance Adair**, mail center; **Leo Baker**, academic computing; **Ariete Balelo**, facilities management; **Patrick Boyce**, telecommunications; **CC Costanzo**, financial aid; **Nancy Carter**, legal research center; **Peggy Clark-Hunkins**, School of Business Administration; **Pat Comeau**, banquets and catering; **Antonio De Sousa**, dining services; **John Frazer**, media services; **Larry Gardepie**, business process redesign; **Barbara Hughes**, public safety; **Joan Kearns**, Alcalá Vista housing; **Theodora Kostka**, School of Education; **Chris La'O**, public safety; **Pat Lee**, development; **Maria Luis**, facilities management; **Janet Madden**, School of Law; **John McNamara**, university relations;

Armando Medina-Castaneda, U.C. operations; **Terri Miller**, facilities management; **Adriana Moran**, Copley Library; **Maria Nyffenegger**, main dining; **Ann Pantano**, English; **Lloyd Parks**, facilities management; **Susan Pillsbury**, human resources; **Roger Raymond**, public safety; **Kelly Riseley**, finance and accounting; **Janet Rodgers**, Philip Y. Hahn School of Nursing; **Sara Romo**, facilities management; **Ana Schafer**, bookstore; **Reuel Shivers**, registrar; **Kathy VanHoe**, human resources; **Bob Van Tan**, main dining; **Cynthia Villis**, provost's office; **Arlene Weeks**, public safety; **Dorothy Wildman**, registrar; and **Stanley Yiu**, print shop.

Employees celebrating 15 years of service were: **Ludmila Berengolts**, legal research center; **Marge Costanzo**, bursar; **Socorro Ellis**, facilities management; **Diana Githens**, School of Law; **Sheryl Lorey-McAtee**, donor relations; **Conley Robinson**, facilities management; **Rudy Spano**, dining services; and **Charles Teplitz**, School of Business Administration.

Twenty-year honorees were: **Pat Helm**, mail center; **Penny Navarro**, continuing
(Continued on page four)

Committee Proposes Changes to Tuition Policy

A proposal for changes to the tuition remission policy is in the hands of President **Alice B. Hayes** following an exhaustive review of the program by the university-wide benefits committee.

The committee is asking for additional money to cover summer school tuition and proposes extending the eligibility requirement, **Becky Gilbert** told the Staff Employees Association at its November meeting. Gilbert, secretary in Copley Library, is the staff representative on the benefits committee.

Summer school tuition remission for employees, their spouses or dependents has not been offered the last two years because of shortfalls in the \$1.1 million budget — the money was used to pay for the fall and spring semesters, leaving none for summer sessions. The proposal recommends setting aside additional monies for summer school, separate from the current tuition remission budget.

The committee argues that summer school tuition is an important benefit for employees, whose schedules often make it easier to attend classes when the campus is not in full swing, Gilbert said.

Eligibility for tuition remission would increase from one year after being hired to two years for employees and three years for dependents. If approved, the new waiting period would apply to faculty, staff and administrators hired after Sept. 1, 1998.

The extension is a way to encourage longevity from employees and reduce the costs of training and recruitment incurred when employees resign soon after earning a degree paid for by the university, Gilbert said.

Committee members also considered extending tuition remission to part-time employees, but determined the costs would be prohibitive.

Ministry

(Continued from page one)

Sunday Masses at Founders Chapel, 7 and 9 p.m.

Daily Masses at Founders Chapel, 7 a.m., Monday through Saturday; 12:10 p.m., Monday through Friday; 5 p.m., Monday through Thursday.

New Hires and Promotions

Welcome to the following employees who recently joined the USD community:

Paul Aden, mail center; **Rigoberto Chavez**, public safety; **Jennifer Dominelli**, athletics; **Wilhelmina Padriernos**, public safety; **Holly Schwartz**, law school publications; and **Judy Stokes**, summer camps.

Congratulations to the following employee who was recently promoted or reclassified:

Sheri Barzal, cashier.

Passages

Deaths

Sister **Agnes Schmit**, professor emerita in the Department of Chemistry, on Oct. 3.

Benjamin Franklin Betts, son of **Mary Rose Johnson**, director of summer camps, on Oct. 20.

Anthony Vitrano, father of **Josie Vella**, administrative assistant in the Institute for Christian Ministries, on Nov. 6.

Classifieds

For Sale. Macintosh upgraded Ilci computer. Includes full-page, black and white Radius monitor; 580 MB/32 RAM; QMS PS410 laser printer (4 RAM), 300 dpi, cross-formatted to work with PC and Mac separately or simultaneously; extended keyboard. \$500. Call **Lynn Karpinski** at ext. 4684.

For Sale. Trek 600 hybrid mountain bike. Small frame with rear rack. Like new. \$80. Call **Lynn Karpinski** at ext. 4684.

(Continued on page four)

Classifieds

(Continued from page three)

For Rent. 3-bedroom, 2-bath Clairemont home. 2-car garage, fenced yard on canyon. \$1,350/month. Call after 5 p.m.; **CC Costanzo**, 294-4999.

Psst...

Bits and Pieces from the Readers

'Tis the season to send See's candy, and the store on Rosecrans is the place to buy it. Turns out, USD employees are entitled to a discount all year around by simply showing your USD I.D. ...

Speaking of deals. The Linda Vista grapevine is abuzz with a story involving USD's **Jack Cannon** and a load of shrimp. Seems that during a recent visit to the Linda Vista Farmer's Market, Cannon ran across a deal on the shellfish too good to pass up. Looks like he'll be needing the Bubba Gump cookbook and we should be checking out the market. It's every Saturday, 2 to 5 p.m., in the Kearny High School parking lot on the corner of Mesa College Drive and Linda Vista Road.

Alcalá View

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Process Redesign Projects: New and Old

One in an occasional series on business process redesign

What do approximately 325 supervisors, 1,600 employees, 2,000 timecards and two payroll assistants have in common? A biweekly payroll in which each timecard has to be manually reviewed, signed and entered into the payroll/human resources information system

The university's timekeeping process is labor intensive, and the number of people involved in the manual processes of collecting, verifying and entering the information is a significant drain on resources.

Judy Sanchez, payroll manager, and Ana Dorado, payroll assistant, have been working with **Larry Gardepie**, budget analyst, to map out the internal systems of the department. The timekeeping process, the newest project assigned to a redesign team, has the potential to positively affect a large section of the work force. Employees from around campus will be added to this project team over the next few months.

The first anniversary of USD's process redesign efforts was marked in October by implementation of the first phase of the telephone resale project. The project allows the university to better access telephone billing information, improve collection and deposits of student phone payments, and recharge departments in a more efficient manner. Additional phases of this project will streamline the internal work order and trouble ticket procedures, and review how students sign up for phone service.

The team reviewing the inventory and control processes for curated collections will invite vendors to demonstrate inventory

software in early 1998. Options will be presented to the president and vice presidents, with the hope an inventory system will be implemented in 1998.

Also, the new year will see the student loans billing process updated when new software goes online. Personnel in student loans will be able to provide up-to-date information to our students.

As employees from different departments work on these projects, a new understanding of the complexity and interrelatedness of the departments becomes more apparent. Questions regarding any of these projects can be directed to Gardepie at ext. 4822.

Honorees

(Continued from page three)

education; **Virginia Shue**, School of Law; **Susan Sullivan**, paralegal program; **Therese Thiessen**, dining services; and **Dorothy Thomas**, telecommunications.

Employees on campus since the College for Men and College for Women merged in 1972 were honored at the luncheon and the Nov. 12 Founders Day Mass. They are: **Guadalupe Cardenas**, main dining; **Tom Cosgrove**, student affairs; **Bea Elmore**, facilities management; **Father Paul Donovan**, university ministry; **Jack Pope**, academic computing; and **Manuel Rivera**, facilities management.



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