



On the Job: **Toya Davis**, Customer Service Cashier for Parking and Transportation Services, sells a new parking permit for the 2018-2019 school year.

## Guiding Principles Helpful

Within the Office of Administrative Services, we pride ourselves in being helpful to our clients and co-workers. This includes being the face of campus to many visitors and helping them with directions and information. Being helpful means to also be proactive by offering to help prior to being asked. Finally, be resourceful. Think outside the box in how you can help your client or co-worker when things don't go the way they intended. These interactions are how you exceed expectations and create that WOW moment!



**Ivette Torres**, Customer Service Supervisor welcomes incoming students and their families during USF Orientation.

## Reminders



Fall Semester begins August 20th



Don't forget to nominate a deserving co-worker for an Excellence Award!



Parking Permits **expire Aug. 15th**, purchase your 2018-2019 parking permit now!

## Message from VP Williams

Over the course of the three years Donna Keener has led the Division of Human Resources(DHR), she and her team have effected incredible, hard-gotten, positive change in DHR. Much of what the DHR team has accomplished – and continues to accomplish – isn't always readily obvious to the majority of the university community; but... it is critical to making not just the Office of Administrative Services (OAS), but the entire USF System, the top place to work in Tampa Bay.

DHR was an integral part of implementing the OAS "Excellence: Exceed Expectations" philosophy, then evolving it into the new OAS Service Philosophy and Guiding Principles. In addition to the significant impact this group has had on the culture change occurring in OAS, they are also implementing processes, programs, and

improvements that will help USF attract the most qualified candidates, giving new hires a streamlined and informative on-boarding process, ensuring that employees have access to professional development and training resources, and providing helpful and timely assistance to those with HR related questions.

The foundation of this progress has been building the DHR team. This growth has included filling open positions and hiring

for new ones. In the last three years many new team members have joined DHR, 13 of those this past quarter.

On July 23rd the Division of Human Resources was moved from the Office of



**Donna Keener, AVP, and members of the Division of Human Resources gathered to celebrate Donna's 3rd year service anniversary celebration on August 3rd.**

*Continued on page 2*

*Continued from page 1*

Administrative Services and now reports through a different executive leadership structure. I am so proud and appreciative of Donna Keener and the entire Division of Human Resources team. We will miss having DHR within OAS, but I know they will continue impacting lives, exceeding expectations, and creating WOW moments... helping USF attract and retain the kind of employees that enabled our university to achieve preeminent status.

## Town Hall Recap

On July 25th, Vice President Williams hosted the 2<sup>nd</sup> Quarter Town Hall in the Marshall Student Center Oval Theatre (3rd shift's town hall will be held on August 3rd).

The town hall began with safety presentations by Bill Land, Director of Environmental Health & Safety, and Lance Rocks, Emergency Coordinator with USF Emergency Management. Bill spoke on the importance of being aware of the summer heat and hydration. Specifically, he discussed the importance of looking for the symptoms of heat-related illness both in yourself and in your co-workers.

Lance then discussed severe weather in Florida during the summer months and the need to stay informed about the weather. As part of his presentation he introduced new WeatherStem Technology located on top of the NES building. This technology will help identify and monitor severe weather impacting USF. Visit [hillsborough.weatherstem.com/usf](http://hillsborough.weatherstem.com/usf) to see local weather via this new system.

Next, Marie Bowen, Assistant Director of Parking & Transportation Services, reviewed information on parking permits, updates to parking lots and the Bull Runner, and hosted a guest speaker from Hillsborough Area Regional Transit.

After the initial speakers had finished, the Town Hall moved on to our four pillar team updates. These pillars are Communications, Technology & Equipment, Professional Development & Training, and Awards & Recognition. Each pillar presented on their work for the last quarter. Some highlights include the Bus Wash Bot purchased for PATS. This wash bot decreased wash times from one hour to five minutes per bus.

*Continued on page 3*

## Welcoming New Additions...

**Cynthia J. Mayz**, Human Resources Manager  
*Human Resources*

**Ashley D. James**, Custodial Worker  
*Facilities Management*

**Max H. Minnnear**, Custodial Worker  
*Facilities Management*

**Doroteo A. Cruz**, Parking & Enforcement Specialist  
*Parking & Transportation Services*

**Winston Francis**, Transit Bus Driver  
*Parking & Transportation Services*

**Lon G. Crawford**, Electrician  
*Facilities Management*

**Pamela J. Edwards**, Project Manager  
*Facilities Management*

**Danielle N. Gainous**, Custodial Worker  
*Facilities Management*

**Amanda J. Farbo**, Postal Services Rep.  
*Facilities Management*

## Retirements

**Steven L. Beggs**, Maintenance Technician  
*Facilities Management* (21 years)

**Larry Young**, Sr. Custodial Worker  
*Facilities Management* (16 years)

## Anniversaries

### July 2018

#### Facilities Management

Sonia Jackson	28
Neftali Espana	28
Barbara Donerly	26
Robert Gonzalez	23
Gregory Lewis	20
Gerardo Fernandez	20
James Gillilan	20
John Courtney	13
Julia Cummings	13
Charles Hamilton	10
Danielle Hill	9
Falicia Royal	9
Erickson Amida	8
Britney McClendon	6
Priscilla Stevens	6
Jeremy Ocasio	6
Danny Stearns	6
William Pugh	3
Lindsey Hanson	3
Raymond Centeno	2
Eustace Joseph	2
Stephen Leeds	2
Roosevelt Reid	2
Scott Alvarez	2
Christopher Martin	1
Lance Rocks	1

#### Human Resources

Patricia Geisler	18
Desiree Henderson	6
Edith Martinez-Kidde	5
Paula Johansen	2

*Continued from page 2*

The Professional Development & Training pillar brought in Angella Badell, Assistant Director of Human Resources, to discuss the Employee Assistance Program (EAP). For more information on this program and the benefits included to you as an employee as part of the EAP please visit [www.usf.edu/hr/benefits/eap](http://www.usf.edu/hr/benefits/eap). The Awards & Recognition pillar announced the winners of the 2nd Quarter Excellence Awards (Pictures begin on page 3). Congratulations to all of the nominees and winners!



*Vice President Williams leads a competition at the 2nd quarter town hall for which section can be give the loudest "GO BULLS!"*

Finally, VP Williams closed the Town Hall with updates on construction projects, a video from lynda.com, and a few words of wisdom. As always, he finished by saying "Thank you for all that you do!"

## Parking Permits are now on sale!



Parking permits for the 2018-2019 academic year are now on sale through Parking & Transportation Services (PATS). Current 2017-2018 permits will expire on August 15th, 2018. New this year, Full-time OPS employees can now utilize payroll deduction to purchase their employee parking permit. Permits purchased online will be mailed to your address on file.

## Anniversaries (cont.) July 2018

### Parking & Transportation Services

Ivette Torres	20
Tracy DeCrescenzo	3
Vincent Carlo	2
Mikael Stead	2

### Business Center

Sharon Gray	3
Gregory Williams	2
Eric Berrios	1

To achieve excellence, you must be competent in your job and perform at a level that will make people say **"Wow!"**

## 2nd Quarter Excellence Awards



*Donna Pepper (DHR) and VP Williams*

The quarterly Excellence Award winners were selected from an outstanding group of nominees based on their demonstration of excellence; specifically, in the areas of communication, action and effect, and "wow" factor. Each winner receives a monetary award and

a framed certificate. The Excellence Awards are open to ALL Administrative Services employees (administrative, staff, and OPS).

If a co-worker goes above and beyond, please take a moment to nominate them. Nomination forms are available at Excellence Box locations located in or near most break rooms, or you can submit them online at [usf.edu/ExcellenceAwards](http://usf.edu/ExcellenceAwards).

### Individual Awards

- Donna Pepper - DHR
- Edward (Ed) Hernandez - PATS
- David Hansen - PATS
- William (Bill) Land - FM
- Wilson Martinez - FM
- Rachel Leonard - FM

### Team Award

#### Facilities Management

- Gloria Murphy
- Vasant Amin
- Patricia Jaipersad
- Ana Quintana
- Evelyn Mendez
- Manuel Maldonado
- Ralph Pettus
- Benjamin William
- Delexius Pringle
- Michael Fischer
- Walter Scott
- Edward Elms
- Armando Gonzalez
- Cynthia DeJesus
- Donta Edwards
- Willie Clark
- Robert Okros
- Ann Marie Gorman-Vasquez

## 2nd Quarter Excellence Awards Continued...



From left: Gloria Murphy (FM), Rachel Leonard (FM), Wilson Martinez (FM), VP Williams, William Land (FM), David Hansen (PATS)



From left: Donta Edwards (FM), Cynthia DeJesus (FM), Ann Marie Gorman-Vasquez (FM), VP Williams, Willie Clark (FM), Patricia Jaipersad (FM), Vasant Amin (FM), Robert Okros (FM)



From left: Benjamin William (FM), Ralph Pettus (FM), Armondo Gonzalez (FM), Edward Elms (FM), VP Williams, Walter Scott (FM), Michael Fischer (FM), Delexius Pringle (FM), Manuel Maldonado (FM)

## OAS New Hire Breakfast



VP Williams poses for a photo with attendees of the 2<sup>nd</sup> quarter new hire breakfast held at the Marshall Student Center.

On Friday July 20th, 2018, Vice President Williams held his quarterly New Hire Breakfast, which all new hires and employees transferring from OPS to Staff attend. The New Hire breakfast was held within the Marshall Student Center and provided the opportunity for co-workers to mingle and employees to interact with and hear from VP Williams on a more personal level. Welcome to the newest members of Administrative Services!

# SERVICE PHILOSOPHY

We **impact lives everyday**  
by **exceeding expectations**  
and **creating WOW moments.**