

New Directions, Vol 6, No 3
Letter from the Editor

One look at agents J and K (Will Smith and Tommy Lee Jones) from the fast moving science fiction comedy “Men in Black” confirms it: basic black is perfectly suitable attire for any season. So too, is the science fiction theme for this edition of New Directions.

Anyone having seen the movie will recall that the “MiB” find themselves tracking down an intergalactic terrorist in order to prevent the destruction of Earth. In spite of all the alien slime, they are ultimately successful. At one point Agent J asks K, “Is it worth it?” “Yeah, it’s worth it” says K, “If you’re strong enough.” And in spite of all the hard work and unexpected challenges, Agent J is strong enough; in fact, more than strong enough. Saving the planet is just another typical day for the Men in Black.

On a slightly smaller scale, Financial Management agents successfully manage unexpected challenges, as well. Whether performing level 10 diagnostic improvements, brainstorming for intergalactic innovations or making sure all systems are operating within normal parameters, it’s all in a days work for the men and women in FM.

S is for Summer Event, by Jon Bostwick

When you're millions of light years out in space, trapped on a mining ship with only a sarcastic hologram, a senile computer, and a creature evolved from a cat as your companions, you dream of days like the Financial Management 2007 RQT Summer Event.

Unlike the deep, dark depths of space – or the eerily similar Gerberding basement - it was sunny and hot for the summer event. Everywhere you looked, people were smiling and talking amongst themselves. Birds chirped with glee. Elizabeth Cherry greeted Financial Management employees, while Jeff Follman and others served up the ice cream in plentiful quantities. And clever department posters notified folks of the diverse nature of the work performed by Financial Management departments. In short, it was an idyllic setting for a fun-filled event... and potentially a recipe for disaster.

Every summer, teams throughout Financial Management take part in the annual poster competition. The goal, besides winning, is to show all of us in Financial Management the projects and work that your team is managing.

Excellent posters were everywhere. Mike Fleming made a wonderful 3D model of the maze of the Payroll Office. Banking and Accounting Operations had “all the bases covered” with their baseball-themed poster. Another fascinating poster warned us about the “plastic islands,” an area in the Pacific Ocean twice the size of Texas that is chock full of plastic refuse. While in front of the castle walls of SFS, a mouse takes on the dragon of bad credit.

A handpicked, crack team of poster evaluators weaved silently through the crowd, surreptitiously rating the posters according to several secret criteria. This reporter caught a glimpse of the secret judging sheet, but the blinding Seattle sunshine made it impossible to make out even one of the criteria. I have since made repeated requests for the release of this confidential information, all of which curiously have been denied due to national security.

After what felt like several hours of sweating (it was very hot out there), hand wringing, and a few panic attacks, it was announced that the Decision Support Center (DSC), led by Charles Bennett, was the victor in this intense competition.

The DSC used a movie theme to steal the hearts and minds of the public. Classic movie posters, like the Matrix and Three Amigos, had the celebrities of the DSC “photoshopped” in, with a description of their work underneath providing a movie-like summary. A bowl of microwave popcorn, fume-free thanks to the outdoor setting, provided a backdrop of movie-going comfort.

Other amusing events included the raffle, the pin the tail on the Dawg, and the cupcake walk. With the raffle, every thirty minutes or so, the crowd hushed in anticipation of the announcement of the lucky raffle number. There was joy mingled with sorrow, as the winners went to claim their prize, and the future winners waited for that next jackpot.

Unlike the raffle, the cupcake walk was ongoing. The rules were mysterious -- as a partici-

pant, I was never quite sure what I was doing or why -- but the cupcakes kept coming and we all enjoyed the fine singing.

As noted, when people gather for public events, enjoy good company and good food, it is the favorite time for the aliens to strike and, therefore, a recipe for disaster. Aliens love to crash a good party. Remembering what happened in the 1996 event, I glanced nervously at the fountain several times, but not once did a malevolent tripod from the War of the Worlds peek out from the dark waters. The event went off without a hitch, and everyone went back to work happy with more knowledge of the inner workings of Financial Management. Thanks to the efforts of RQT and all who participated in this fun event.

Reflections of a Humanoid – The Summer Event, by Jeanne Semura (AKA Humanoid Unit B76E)

Entering the courtyard between two structures, I encountered an imposing solid, peanut-shaped structure rising toward the sun. To the left, there was a large banner, “Welcome to Financial Management’s 2007 Summer Event”. Under the banner, members of the RQT (Recognition Quality Team - Anne Lawson, Maria Bayya, Susan Powell, Gwen DarDen, Andrea Edmon, Joyce Hawas, Laura Hightower, Susan Malysiak, Elisa Manabat and Sophia Meyering) greeted the crowd. They spent many hours planning, publicizing and organizing this gathering.

There was a crowd of moving objects milling around a table with a blue poster labeled “The Plastic Islands: The North Pacific Garbage Path” with another sign answering questions about “green” activities.” Behind the table were Elizabeth Cherry and other members of the Greening FM Team (Maire Atienza, Claudia Christensen, Kassy Ellefson, Mickey Galbreth, Erick Winger, and Clarity Wolff).

A few feet further, a platform appeared full of round objects labeled “muffins”. There, Sandi Rosko and Jeff Follman, wearing hats, were scooping cold, white stuff from containers for a waiting group. Looking to the right, 7 or 8 of these people were following each other around in a circle until their leader stopped making melodious sounds. This was repeated several times, until only one remained. They appeared to be having a lot of fun.

Basking in the sun several feet to the right was another group. One person had a piece of rag wrapped over what appeared to be eyes and was moving in different directions with a dog tail extended in front of him. He found a picture of a husky and pinned the tail on its face. The gathering crowd let out what sounded like laughter.

Exploring the covered pavilion, there were large documents with writing, pictures, castle cut outs with information about the past year’s work and quality improvement projects underway. Members of the Executive Improvement Team (EIT) were studying them carefully and filling in a questionnaire. The winner poster was from the Decision Support Center who posed as characters in the movie Matrix, and the Financial Desktop group who posed as the Three Amigos.

There was so much going on, that it was hard to bid farewell to this happy and engaged crowd. But, this chronicle must move on for the benefit of future generations.

Super Space Goats Devour U-Dub's Shrubs, By Susan Malysiak

They came from outer space? Not quite! During one week in September, approximately 100 goats and one hard working Border collie came with Craig Madsen, the owner of "Healing Hooves", based in Eastern Washington. Their purpose and pleasure was to participate in natural vegetation management at UW Bothell, to rid hilly campus grounds of overgrown blackberry bushes. Watching them munch away is like watching a 100-goat wrecking crew. What starts as overgrown vegetation ends as a tangle of bare, leafless branches.

According to Tony Guerrero, director of facilities for the Bothell campus, herbicides are no longer used on campus to kill weeds. Full-time land clearing goat herds have been hired from Rent-a-Ruminant, the Vashon Island based service owned by Tammy Dunakin, to graze away at UW campuses in Seattle and Tacoma.

Why goats? First, being natural climbers, they can go where machinery and other modes of brush removal are not allowed to go. They love steep slopes and uneven terrain. They have a low impact on the environment due to their cloven hooves. They are natural fertilizer factories. Last, but not least, people of all ages love the goats!

F&A Rates, the Final Frontier, By Cristi Chapman

These are the voyages of Management Accounting and Analysis (MAA). Its three year mission is to develop and negotiate facilities and administrative (F&A or indirect cost) rates, to explore strange new (and not so new) worlds of space, to seek out more effective methods to recover research overhead, and to boldly go where no other peer has gone before!

This introduction is familiar to many fans of Star Trek and signals the start of another episode of the classic science fiction show. The alternative introduction above also describes the start of a significant process within Financial Management and the University – the development and negotiation of new F&A rates.

Similar to the overhead costs of a business, F&A or indirect costs are basic expenses involved in running the University's overall research program. These costs are used to maintain the University's research infrastructure and pay for things such as building maintenance, utility costs, interest, general central administrative costs, and departmental administration.

Because these costs cannot be separately budgeted and charged to sponsored projects, the University adds an additional overhead percentage to most direct costs of sponsored research projects to recover this overhead. The F&A rate is this overhead percentage.

The process to develop and negotiate F&A rates is complex and involves assistance from many different groups on campus. The proposal itself is based on expenditures and space

usage during a predetermined fiscal year (FY 2008). The University is required to submit the proposal six months after the end of the current fiscal year (December 31, 2008).

The proposal development process starts well before the beginning of the fiscal year. We begin by creating a project plan, budget, and team. Like many University-wide projects, we form campus advisory teams and an overall steering committee. These groups are instrumental in providing feedback about the process and helping to set overall parameters for negotiations with the Department of Health and Human Services Division of Cost Allocation (DHHS). DHHS serves as the University's "cognizant agent", because we receive more federal awards from DHHS than from any other federal agency. As cognizant, DHHS also has responsibility for negotiating the F&A rate with the University.

We also work with academic and central offices during and after the fiscal year to complete a variety of tasks necessary to create the rate proposal. A sample of tasks includes:

- Verifying the accuracy of the University's on-campus space inventory (9 million+ assignable square feet)
- Functionalizing key space across campus, such as research labs (~6,800 individual labs and support space)
- Reviewing and classifying all University budgets with expenditures in FY 2008 (over 20,000 active budgets at July 1, 2007)
- Ongoing campus training and outreach

MAA then uses the data we gather to create the rate proposal. After we submit the proposal to DHHS, we wait for their review, site visits, and negotiation. A successful proposal assures that the UW research enterprise will live long and prosper.

A New Frontier for "Extraordinary Leaders", By Cheryl Hawley

It has been exciting and rewarding to be working with the Financial Management Executive Improvement (EIT) Team in adopting an "extraordinary approach" to leadership development. The EIT chose to adopt "The Extraordinary Leader" competency framework and 360° feedback assessment process, as a key next step in developing leaders in Financial Management. "This is just one of many ways in which the EIT is learning, growing and striving to continually improve. We are looking forward to this new experience," said V'Ella Warren, Senior Vice President for Finance and Facilities.

Six core principles distinguish The Extraordinary Leader approach from other approaches to leadership development:

1. **Good Does Not Equal Great:** There is a remarkable difference in impact between those leaders who are 'good' and those who are truly extraordinary, and we'd like to help leaders become extraordinary.
2. **You Don't Have to be a Super-Hero:** You don't have to be extraordinary at everything, but you do need to have at least a few superior strengths to be viewed as an exceptional leader in the eyes of others.

3. Build on Your Strengths: When responding to feedback, unless you have a potential fatal flaw, look for ways to build on your strengths and strive for excellence in at least a few key areas.
4. Play to Your Passions: When creating your development plan, it's important to respond to what the organization needs from you. It is also important, whenever possible, to work on areas where you have great passion.
5. Perceptions are Powerful: We want to get the power of perception working for us rather than against us.
6. You Need to Know Where You Are Before You Strike Out on a Journey: Receiving feedback, so you know where you stand in the eyes of others, is essential to developing an effective plan for achieving your leadership development goals.

Financial Management EIT leaders received 360 degree feedback from peers, from their manager, their staff and from customers in 16 different leadership competencies areas. Their feedback was then compared with feedback received by several thousand leaders in this country and around the world. Each FM leader was asked to consider developing an improvement plan based on this feedback, and the EIT will evaluate whether to extend the Extraordinary Leader opportunity to other leaders within Financial Management.

The Extraordinary Leader competency framework was adopted by the University of Washington Medical Center in 2005 and has been used extensively there as a core element of their leadership development efforts. The assessment is also available through the UW Professional and Organization Development Consultants. If you have questions about this assessment, the competency framework, or potential future application of this instrument, please don't hesitate to email or call Cheryl Hawley chehaw@u.washington.edu 206.685.6889 or Ruth Johnston ruthj@u.washington.edu 206.685.9838.

Executive Improvement Team Travels to a Galaxy Far Far Away, By Carla Helm

The EIT (Executive Improvement Team) traveled to a galaxy far away (Pack Forest) September 13th - 15th for three days of discussion centered on evaluation of the results of a 360° review tool called Extraordinary Leaders. Each EIT member sent the survey to a group of peers, staff, customers, leaders and supervisors (ranging in size from 15 to 60) to obtain feedback about their leadership skills. At the retreat, we reviewed the aggregated results on both an individual and group level.

This tool is unusual in that it attempts to identify individual strengths as opposed to weaknesses, and to build on and leverage strengths. The premise is that unless you have a "fatal flaw" which prevents you from being successful, the focus should be on your strengths instead. The challenge we found was a tendency to want to focus on our weaknesses (individual and collective); however, that is not the intent of this tool. From a personal perspective, I found the survey informative about my individual style. There were positive areas, but also some areas to work on. With this model, it is really important to step back and remember that honest feedback from others is truly a gift!

Among the next steps identified were to share our results with supervisor, peers, managers, direct reports and customers who gave us the feedback. A decision still needs to be made about whether this method of evaluation is useful and should be rolled out to the next level of leaders in Financial Management.

While we worked hard, this gathering also provided opportunities to get to know each other better. We even surprised our fearless leader, V'Ella Warren, with a "20-years at the UW" celebration. Some former EIT members, including Harlan Patterson, Susan Ball, Marli Bennett, Frank Montgomery, and Jennifer Johnston, joined us on Thursday evening for dinner and storytelling. Doug Breckel took this opportunity to present V'Ella with framed poster of one of his famous doodles. Doug is known for the elaborate doodles created during EIT meetings.

As a first-time attendee, I really enjoyed Pack Forest. It is a peaceful and beautiful place. Away from the lights of the city, the night sky is very dark, and the stars seem really close. In a way, it does seem like a galaxy far away.

Information and Analytics: The Future is Here, By Jon Bostwick

Imagine that the year is 2020. We all wear bright, white jumpsuits. The zero emissions flying car is finally a reality. Dogs and cats can tell us how they really feel, thanks to miniature translation chips implanted in their vocal cords. And the University of Washington offers a Business Intelligence reporting toolset that puts the information and analytics we need at our fingertips.

Hard to believe? While it may feel like pigs will fly or dogs will talk before we have a new reporting tool, Financial Management is leading a project that will revolutionize how we get our information and analytics. And the best news is it won't take 13 years to get there. Microsoft Reporting Services is coming soon.

Where We Have Been

Back in the early 1960s, we could access a tremendous volume of data simply by speaking to our computer. Say something like, "Computer, locate the nearest Class M planet in the solar system," and it would jump on it right away. The downside was that you had to be a TV character on board a fictional starship to make this work.

In the real world, we have had to turn to our information superheroes, the people we always call when the questions get too difficult. We rely on those who can make the partnerships, who can overcome the access problems, technology issues, and communication boundaries to find the data and information we need, because our systems cannot do it for us.

In the early 2000s, the UW Data Warehouse was born and a Cognos Business Intelligence tool was provided that offered access to reams of reports and data which hitherto existed only in dreams. As useful as it was, it was never able to offer the instant access and ease-of-use that was hoped for. With recent improvements in technologies, however, that dream is closer to becoming a reality.

Where We Are Headed

Dinah Walters of the Decision Support Center is leading a project with C&C to replace the Cognos tools with Microsoft Reporting Services. With Microsoft Reporting Services, it will be possible for the masses to access and create information out of the data warehouse or other sources. While it may not be as simple as talking to your computer, Microsoft Reporting Services will make it much easier to distribute information in a way that hasn't been possible until now.

"We are trying to implement a BI reporting toolset that will allow campus to access information and analytics in an easily digestible manner," Dinah said. The tools make it easy to develop, publish, and distribute reports. Instead of spending time fighting to get data, you can spend your time more appropriately by analyzing it.

The project is already well underway. "Currently what we need to do is migrate existing Cognos reports to Microsoft Reporting Services. We are mostly finished with that task. The biggest hurdle that we are facing now is data governance, which is what the Data Management Committee is working on." Data governance has been a thorny issue because of the myriad and confusing laws involved in making sure that confidential data is secure.

According to Dinah, rollout of Microsoft Reporting Services will initially be limited to a select group of users across campus as a proof of concept to demonstrate the usefulness and capability of the application. Depending on the evaluation, the hope is to provide greater campus access later through ASTRA, the online authorization system to University applications.

As part of this project, the implementation team will also test the Microsoft SharePoint Portal to see if reports can be delivered online via the portal.

"We have selected people from across campus to attend training so that they can begin working on new report development," Dinah said. "We will be looking at designing specific training for campus, on data and the tools themselves, as part of the rollout plan."

So stay tuned. The future is not as far away as you think.

Treasury's Brave New Worlds of Investing and Borrowing, by Chris Malins (Assistant to the Chief Ensign, Spaceship Treasury)

Portfolio managers hurtling through space in gigantic silver tubes seeking ever greater returns. Millions of dollars moving instantaneously to fund new investments. New borrowing structures more complex than HAL. Treasury Operations professionals boldly going where no team has gone before! Sound like science fiction? If not, it should, since this is the science fiction issue of New Directions. But in reality, it often seems as if the things that are happening now on "Spaceship Treasury" would have seemed like some futuristic dream just a few years ago.

On the endowment side, the Investment team, led by Keith Ferguson, has been looking overseas lately to find higher returns than have been available in the US. Recently, UW investment staffers have traveled to Russia, Brazil, and Mexico. Their goals are to meet directly to the people who would be investing UW's money and determine whether their "investment thesis" is sound and something that would be a good fit in UW's diversified portfolio. Recent investments include Asian real estate and venture capital in India.

The Treasury Operations group has also been keeping busy. Recently, the team set up a securities liquidation database to manage stock gifts that are made to the university. There are also two new team members Alana Askew and John Maltman, who are lending their considerable banking expertise to the group.

On the borrowing side, the "Debt Dudes" (Doug Breckel, Chris Malins, and Wayne Sugai) have been quite active creating an "internal lending program" or ILP. The ILP is the wave of the future in Treasury and will be the way that university borrowers can access funding for capital projects on campus. There is still much work to be done implementing the ILP and many of the details still need to be ironed out. When fully operational, the ILP will assure campus borrowers a stable interest rate, no matter how actual interest rates are behaving. Look for more details on this exciting new program in future issues of New Directions.

Another important event occurred on the spaceship in the last few months: the permanent debt for the UW Tower was issued. As diligent Directions readers may recall, when the UW Tower was purchased in 2006, it was funded with short term debt that had to be paid off within a year. With some help from the State legislature, the permanent debt was issued over the summer at a favorable interest rate and terms.

And so Spaceship Treasury continues its epic journey, with its captains in full command of the control panel. A few more crew members have signed on, but the nimble vessel keeps moving; its sights set on a distant planet called: "Buy Low, Sell High, and Borrow Cheap".

ASTRA Now Available for Equipment Insurance , By Carolyn Wenzl

Did you know the University does not automatically provide insurance for equipment? Since 1996 the Office of Risk Management has offered the Equipment Insurance On-Line Program to provide optional, low-cost property insurance for equipment owned, borrowed or leased by University departments. There are two types of insurance coverage. The domestic policy covers the United States, Canada and Puerto Rico. It also covers laptops worldwide, including while in transit.

The foreign policy covers areas outside the United States and its territories and possessions. Art, computers, lab, office and audio visual equipment can be insured. Coverage includes physical damage to insured items as a result of fire, flood, lightning, earthquake, volcanic eruption, accidental damage, vandalism, theft and damage during theft. Items can be insured while in transit. Some exclusions and restrictions apply. See website for detailed information: www.washington.edu/admin/rmequip

By popular demand, EIS is pleased to announce a recent customer service enhancement. In response to past survey results, on October 10, 2007 Equipment Insurance transitioned to ASTRA for authorizations and budgets. ASTRA (Access to Systems, Tools, Resources and Applications) is an integrated, distributed, auditable authorization management service for use with UW administrative software applications.

This change, a collaboration of the UW ASTRA team, C&C, Equipment Insurance and UW web publishing, enables individual departments to authorize system access and budgets themselves, without waiting for Risk Management to process those requests. Equipment Insurance will continue to explore ways to enhance the system to make it more efficient and responsive to customer needs.

To Boldly Go, By Kyra Worrell

Space, the final frontier. These are the voyages of the Starship Enterprise.

Her five year mission: to explore strange new worlds. To seek out new life and new civilizations. To boldly go where no man has gone before. (from the *Star Trek Original Series* Opening Monologue)

And there we were, the Student Fiscal Services' Advisers, boldly going where no financial – man (or woman) had gone before. We were ascending new heights at the APAC (Association of Professional Advisers and Counselors) Advising Summit, reaching that final frontier previously not open to administrative folk such as us. We felt, and we still feel, that Academic Advising cannot exist in a vacuum, whether the vacuum is the cold expanse of space or a university academic community.

The second annual APAC All Advising Summit was held on September 5th, 2007. The goal of the All Advising Summit was to provide a forum for advisers and counselors all over campus to talk about pressing issues and to network with other like-minded souls. This year's focus was on "Advising and Counseling at its Best".

We SFS Advisers – Myself, Kyra Worrell, Outreach Lead Adviser; Frannie Gladney, Customer Service Lead Adviser; and Susan White, Rachel Reichert, and Michael Farris, all Customer Service Advisers, along with Diane Cooley, Outreach Assistant Director, all jumped at the chance to show APAC the best practices that SFS Advisers and Outreach have achieved. We wanted to show them how the Program Coordinator positions had recently changed to become Advisers.

These new positions spend time problem-solving with students to help them work out their issues with money. The SFS Outreach unit also reaches out to students, counseling and advising on a large scale through orientations and other group sessions. There was one nagging issue, though: the perception that SFS is only about numbers and money and not about people and students and advising.

Like Captain Kirk, we furrowed our brows, we tensed our muscles, we wondered, if, indeed, now, this, was, something, that, could, be solved (now, dear reader, you need to say that last sentence with appropriate William Shatner pausing and rushing of dialogue). And like the Vulcan Spock, we looked at the problem logically because we knew we could be persuasive with logic and cold facts. And, as Bones would say, “Damn it, Jim, they’ve just got to believe us!”

We (the Advisers and the Outreach unit) set to work. The Advisers were assisted by the newest member of the Outreach unit, Stan Wiegman. Our proposal was accepted, and we provided them not only with a PowerPoint presentation ([link here](#)), but also a collection of SFS Advising FAQs ([link here](#)). Here were the cold, hard facts to convince them of our sincerity and connection with the student world. We worried that we’d have to go that extra step, and bare-knuckle fight (Captain Kirk style) the Alien life forms we’d come to think these Academics might be – but no! Our proposal was accepted and the Voyage of the Starship SFS Adviser had begun.

It has been a five year mission – and then some – to come to this point for SFS Advisers and the SFS Outreach unit. It began with the merging of two offices (Student Accounts and Student Loans and Receivables) into one (Student Fiscal Services) over five years ago, and continued with the creation of the Outreach group and the remodeling of the SFS Customer Service Unit space. It has ended for now with the acceptance by the larger campus community of SFS as knowledge workers, problem solvers, and advisers to students.

With our inclusion in the Advising Summit as participants and presenters, the journey is complete. Well, maybe that’s not entirely true. Like the Star Trek series and movies, we will continue on this journey -- by the way, did you know that there’s another Star Trek movie on the way? And you thought they were finished! That five year mission is never really going to end!

Learning in Cyberspace, By Jon Bostwick

Say what you will about the future, but if intelligent machines are growing humans in pods for bioelectrical energy and we live in a software-created reality, at least we have the op-

tion of fantastic training. Plug yourself in, and you have instant knowledge and abilities with whatever exists in the training database.

Likewise, the “Three Amigos” of MyFinancial.desktop - Dawna Grand, Jerrica Kallio, and JR Sloan – are bringing the best possible MyFD training to Financial Management. While it may not teach you kung fu (in this first iteration, at least), you will become a MyFinancial.desktop master.

Plugging in Through E-Learning

While there is a wealth of training available for the Desktop, the MyFD team felt that more could be done, especially with e-learning. By necessity, in-class time for training must be limited, so how else to provide excellent learning resources? In studying e-learning approaches, they found “screencasts,” which are online screen recordings, provide an effective learn-at-your-own-pace, training-at-anytime service.

“It’s all about anticipating demand and creating more flexible training solutions for campus users,” Dawna Grand says. The Transaction rollout, which will take place during the Spring and Summer of 2008, will bring in several new users to the Desktop. With the ability to do JVs, RSTs, and RTEs online, the demand for training is expected to skyrocket.

Learn Anytime, Anyplace

According to Jerrica Kallio, the planned e-learning screencasts are “essentially an alternative to coming to class.” For people who need a brush-up or prefer to use the screencast in place of in-person training, the online tutorial provides a step-by-step introduction of how to use the Desktop basic features.

“We took the content from the ‘Introduction to MyFinancial.Desktop Reports’ training courses offered through C&C and have put that into an online e-learning presentation using Camtasia,” Jerrica says. Initial feedback has been very positive. “Our user groups are excited about it. Professional & Organizational Development (POD) is also interested in what is going on.”

For the first release, one screencast will be offered, but many more are planned. As for the traditional MyFD training, expect great changes here, too. The MyFD team is redesigning the online help to be more accessible and easy to use.

So the real question is, when can we get the instant downloads directly to our brains? Well, there are no plans in the near future, but when it does become possible, expect the MyFD team to make it so.

2010 Odyssey: Delegation from Korean Universities Visit Financial Management, By Jeanne Semura

An intrepid six-member crew from various universities in Korea visited Financial Management in August. Their mission was twofold: 1) deliver a letter from the President of Kyungpook National University (KNU) to establish a closer relationship with UW, and 2) learn how Financial Management uses the Balanced Score Card to achieve efficient administrative processes.

The delegation was led by Professor Sang Hyun Kim from the School of Business Administration at KNU. He was joined by five of his colleagues from KNU and other top universities in Korea.

KNU is the core University of the Daegu and Kyungpook regions in South Korea. The goal of KNU is “to be one of the world’s top 100 universities by 2010 through a focus on innovation of education, research and service.”

Charles Bennett, Jeanne Semura, and Jon Bostwick, who has lived in Korea, welcomed the visitors. They described their mission and jumped into questions about Financial Management’s Strategy Map for 2006-2011, the requirements for success, and challenges ahead.

Executive Vice-Provost Anna Marie Cauce then met with them about the letter from KNU’s President. While they were exhausted from their long flight from Korea to Seattle, they enthusiastically greeted Kyra Worrell, “tour guide extraordinaire,” for a walking tour of the campus.

When last seen, they were continuing their journey to Oregon, California and other benchmarking sites.

In Search Of ProCarta, By Al Larsen , Galactic Communications Association - correspondent

As you pass through time and space and enter that door to the unknown, one question remains on the threshold of eternity: Whatever happened to ProCarta? OK, so there may be just a few more pressing questions on the threshold of eternity, but at least ProCarta is in the top ten.

Prologue:

“Welcome to your first day of flight training on the Martian shuttle. In addition to your flight gear, you will find a tablet PC. Loaded on this PC is all the documentation you need. ProCarta was used to set up this documentation so you should find it easy to use and informative.

“Let me go over how the documentation is organized. First, you have the bird’s eye view of all the processes. They are as follows: Pre-Flight Checklist, Engine Startup and Launch, Maintaining Flight Plan, Environmental Processes, Landing and Refueling, Dealing with Hostile Alien Life Forms, and Post Flight Checklist.

“Once you have selected a process, you can drill down to the next level of detail, the activities. Notice when we select Maintaining Flight Plan, we see activities listed such as In-Flight Checklist, Preparing For Hyperdrive, Engaging Hyperdrive, Exiting Hyperdrive, and Refueling, among others. Now each of these activities has tasks, which are step-by-step instructions on how to complete the activity. What really makes ProCarta useful though are the attachments.

“Notice this attachment from Commander Fredricks regarding the importance of being thoroughly strapped in your chair during the hyperdrive engagement. We don’t need to go

into the details here since I'm sure you are quite familiar with the outcome in his case. All the star charts (so you don't get lost in space), mathematics, even the menus in the restaurants are included. With the 50 terabyte hard drive, storage has not been a problem. This set of procedures represents approximately 200 years of interstellar experience."

Twenty-First Century: ProCarta Today.

ProCarta isn't on the Earth-to-Mars shuttle (yet!), but it is alive and well in Grant and Contract Accounting. A couple of years ago when GCA was undergoing a major reorganization, it was recognized that there was going to be a learning challenge for the employees. The existing knowledge spread over the entire office had to be examined, documented and new procedures developed. This included incorporating many existing documents such as government regulations, spreadsheets, PDF's and websites. A tool was badly needed to organize all this. Enter ProCarta.

In addition to the ProCarta software, the company also provided training on how to develop a plan based on Processes, Activities and Tasks. Teams formed to put together information and enter it into the system. Now the system covers the following major processes:

- 1) New Accounts,
- 2) Interim Budget Management,
- 3) Invoicing,
- 4) Financial Reporting and
- 5) Budget Reconciliation and Closing

As employees leave and new ones arrive, ProCarta plays a major role in new employee training and being able to keep service at a high level.

GCA is continuously making process improvements and ProCarta is helpful as a tool to review existing procedures and find opportunities for improvement. As improvements are implemented, the revised procedures are documented in ProCarta. More about ProCarta can be found at www.procarta.com.

Epilogue:

"Now that you have completed your training and orientation on the EMS42000 space shuttle, here is your own ProCarta Flight Plan tablet. Oh yeah, and you can ignore the processes on New-Accounts and Budget-related activities, they are relics from an earlier age."

Beam Up Something Good: Recognition Programs Meld, By DeAnn Wells, Sophia Meyering, Kathryn Harrington

Imagine two shimmering state-of-the-art spacecraft soaring through time and space. Each spacecraft contains the best of everything and each crew is very proud of their vessel. Both vessels venture forth seeking the stars and all that is good.

This is an analogy of what the individual recognition programs were like within Purchasing and Financial Management. Each program sought to honor all good workers within their respective organizations. Each program provided a variety of ways to recognize staff members for contributing to their workplace in a positive way both formally and informally.

So, what do you do when both of these outstanding programs meet up? You combine the best of each one to construct a super starship, the Pride of the Fleet! Both crews jumped into their space boots and worked towards one purpose: to create something that combined the best from each program and provided additional ways for staff to recognize one another. The way these two crews worked together would make even Star Fleet Command smile!

Here is how the “mind meld” went: The Purchasing and Stores recognition team (DeAnn Wells, Chris Payne, Suzanne Knoblet, Carolyn Drebert, Susan Lowney, Debbie Carter and Trudy Still) and the members of the FM recognition team met to “beam up” the two programs. Financial Management recognition program had The Outstanding Performance Salute (TOPS). The TOPS was replaced by the STAR Award. (STAR stands for Successfully Taking Another Route, e.g. to assist a client or streamline a work process; not to be confused with taking another route into the Andromeda galaxy, which can be very dangerous, but that is another story..)

Prior to the mind meld, both Purchasing and FM had their own separate versions of a Team Spirit Award, so guess what? A single, unified TEAM SPIRIT award emerged. And finally, Purchasing had a SPIRIT award that included awards such as a key chain, a money clip, a business card holder and a fancy-schmancy pen. Some Purchasing folk may feel sad to see the SPIRIT award has gone away, but the selection of gift items are still available to recipients of the current BRAVO award. All these awards were incorporated and given “active duty” into the new Financial Management recognition program. It was a win-win for everyone!

What’s new and exciting for the RQT this year? The Husky Card has been added as an option for the Recognition Treat (\$3) and Bravo Award (\$10). FM employees can now use their Husky card at any Housing & Food Service cafeteria, at coffee shops on campus and at selected shops on the “Ave”. The RQT developed its own team logo and created a very nice card to be used with the CARE award. The current FM RQT (Anne Lawson, Joyce Halwas, Maria Bayya, Elisa Bondoc, Gwen Darden, Andrea Edmon, Laura Hightower, Susan Malysiak, Sophia Meyering and Susan Powell) are hard at work implementing on-

going improvements to further encourage all FM personnel to show appreciation towards one another.

So, the next time someone does something nice, or goes the extra mile, or thinks of a way to improve the jet thrusters, please recognize them for their initiative and efforts. All of us will definitely “live long and prosper” if we make good use of our new and improved recognition program. Beam up something good for someone who deserves it- it doesn’t get much better! Spock out.

RQT Roundup-Fall 2007,by Farida Ablang

The 2007-2008 Recognition Quality Team (RQT) is in full swing and Financial Management has definitely been keeping this new team busy! Since July, FM has recognized peers by awarding a QSTEP, a STAR, 587 Recognition Treats and 142 Bravos. But that’s not all!! The RQT also hosted four Team Spirits, a Person to Person Gathering, and of course, the Annual Summer Event at the Physics-Astronomy courtyard on September 6th. Way to keep recognizing, FM!

QSTEP Award:

Lisa Edlin from Treasury was presented with a QSTEP Award on August 7, 2007 at Roosevelt Commons for being Committed and Trusting of Others. Among many great qualities, Lisa is described by her peers as being motivated, proactive, creative and hard working. She encourages, recognizes and supports the contributions of others as well as offers her time, energy and ideas to reach common goals. She builds effective relationships with customers, coworkers and process partners. She is courteous and values others’ unique abilities. Lisa is a great example of what we should all strive to emulate! Great job, Lisa!

STAR Award:

The ICON Scanning Team was presented with a STAR (Successfully Taking Another Route) Award on November 8, 2007 in Schmitz Hall. The team members being recognized include Rose Holbrooks (Student Fiscal Services), Michael Farris (formally of Student Fiscal Services), Rachel Reichert (Student Fiscal Services), Scott Schafer (formerly of Student Fiscal Services), Sandie Rosko (Student Fiscal Services), William (Bill) Swann (Computing and Communications), Tom Phillips (Financial Services), Jeff Peterson (Student Fiscal Services) and Lisa Jones (Computing and Communications). This team took an outdated and inefficient homegrown system that was difficult to use and unsupported by maintenance and service and developed a new and robust system that was more efficient, streamlined and reliable. With more readily accessible information and records, this new system provides quicker turnaround time and improves and enhances customer service. Way to go, team!

To: Megan Dennis (Payroll), Lena Johnson, Eugene Sanchez
From: Barb Peterson, Director, Finance & Administration, UW Pathology
Re: Emergency Check Request 0781

Megan, Eugene and Lena - I have to say... I'm very impressed with all of the help that I've received from the Payroll staff and that HR/Employment staff on managing to get this done!

Thank you all very, very much - Jennifer will be so relieved and happy.

You've made me look good, but I'll be sure to let her know that it was you all that made this happen!

To: Christa Woodhull, Farida Ablang, Shawna Litterski (Payroll Office)
From: Lee Lee Lim, Payroll Coordinator, UWMC Payroll Services
Re: Payroll Class

Hi Christa,

I enjoyed the payroll class last week, it was well organized and you guys did great! As you mentioned in the class about the presentation slides, I would like to have them for reference. Could you please forward them to me? Thank you!

To: Wayne Sugai (Treasury)
From: Darlene Feikema, Director of Administrative Services, Office of the Vice Provost for Student Life, UW
Re: SAF Bond

Wayne,

Excellent - this is just what we need (and so quickly!) You guys are great.

Thanks much.

To: Christa Woodhull (Payroll), Cheryl Manekia (Payroll) and Clarity Wolff (Payroll)
From: Farida Ablang in regards to comment by Carolyn Morgan, UW Development Office

Just wanted to let you all know that I just got off the phone with Carolyn Morgan and she said that the Online Timesheet Training was great. She was really impressed by it and her department will be making a decision in the next couple of weeks if this will work for their department at this time.

To: Frannie Gladney (Student Fiscal Services)

From: Eugene Smith, UW Student

To Whom It May Concern:

I am writing this letter to commend one of your staff Frannie Gladney.

I had surgery two weeks before the mid quarter exams, by the time I was able (and released to go back to school), too much time had passed I had no choice but to drop my classes. I was dealing with Financial Aid and their communication was little to none; as a result of this I missed obtaining a work study job for the summer.

I was then sent to Frannie Gladney in Fiscal Services, where I saw a ray of hope for my situation. After telling Frannie my story she told me to have my doctor for documentation. But the outstanding thing that makes Frannie stand out is her concern for me. She was so uplifting and encouraging that I left her office with confidence and the feeling that my college education was not over due to re-payments for something out of my control.

To put the icing on the cake, when I went into Frannie's office for the first time I had my little sister with me and Frannie spoke such encouraging words to her getting her to go back to school to achieve a master's degree (something I had been unable to do).

It is my suggestion that you find a way to clone Frannie Gladney and put them all over the school. I have not met such a brilliant, concerned and positive member of the staff at the University of Washington to this day. If it was left up to me Frannie Gladney would be given the highest acclamation that you have to give and I do suggest that you do just that.

Sincerely,

Eugene Smith

Comment from the customer comment box in the Payroll lobby.

To: Payroll

"Least bureaucratic and most useful office on campus. Keep up the great work!

(Great online resources, too.)" -Anonymous

To: Nancy Hurja (Student Fiscal Services)

From: Carole Soss, relative of UW Student

Dearest Nancy,

The entire Soss family extends you a big thank you for supporting us in finding a solution to the mystery fee waiver forms. You were so kind and accommodating and we all appreciate you.

Have a great vacation.
Carole and Mara Soss

To: Cheryl Manekia (Payroll)
From: Hope Friedlander, Human Resources and Office Manager, UW TechTransfer
Dear Payroll,

I would like to give my appreciation for the outstanding assistance that was provided by Cheryl who guided me through the process.

Thanks Cheryl.

To: Sam Castro (Payroll)
From: Merly Jones, Payroll Coordinator, UW Psychology
Re: Cancel/Reissue Check
Sam, thank you for that quick response. I always appreciate your promptness!

To: Christa Woodhull & Payroll Staff
From: Peggy Remlinger, Secretary Supervisor, Industrial Engineering, UW
Re: Open House Today

Christa: I didn't get a chance to say goodbye to you at the Open House. It's always good to see all of your co-workers at Payroll. And you, of course - because you are a lot of fun! Give my thanks to everyone in Payroll for the good hospitality.

Comment from the customer comment box in the Payroll lobby.

To: Teresa Vu (Payroll)
"Teresa was very helpful with a last minute, rush request late on a Monday and I just want to thank her for a job well done." -Anonymous

To: Farida Ablang (Payroll)
From: Lawrence Gerds, Payroll Coordinator, Medical Oncology Administration Office, UW

Re: Wallace, Danelle-Overpay Issue on 9/15/07 PPE (9/25/07 check)

Hi Elenita,

Good job on catching this and getting it resolved. Getting Farida on board right away is the best thing. Farida has always given me the best customer service and has solved all of my payroll problems in the past.

To: Wayne Sugai (Treasury)

From: Ruth Mahan, Vice Dean for Administration and Finance, School of Medicine, Dean of Medicine, UW

Re: 1616 Eastlake financing summary

Thanks Wayne. This is a great outcome. We appreciate your work on it.

To: Cindy Gregovich (Payroll) and Karen Long (Financial Services)

From: Ann Anderson (Controller)

Re: Foreign UoW staff/wired paychecks

Another one for the team! This was really quick response by Cindy and Karen to fold another employee into our foreign direct deposit/wire process. We only heard this was an issue for the PI (Carey Farquhar) yesterday. They were impressed by the quick service! And this is one of those areas (payroll) where the impact of our actions have a significant impact on specific individuals.

Kudos to both!

To: Karen Long (Financial Services) and Keli Johnson (Accounts Payable)

From: Vicki Anderson-Ellis, Assistant Director, Finance and Budget, School of Social Work

Re: A special recognition for Keli Johnson

Hi Karen,

I just wanted to send a special note to you regarding the extraordinary service Keli Johnson in Accounts Payable has provided to the School of Social Work. Over the past month, she has trouble shooted payment issues and has resolved them in a time efficient and professional manner. Her demeanor on the phone is positive and helpful. Kudos to Keli and your staff. Thanks

To: Kassey Ellefson (Purchasing)

From: Randi Shapiro, Assistant Director Benefits & Work/Life, UW

Re: Submission of answers to UW Request for Quote & Qualifications

Kassy,

I can't tell you how impressed and pleased I am by the excellent service you provided with this RFQQ process. We set an ambitious time line which you consistently met and you did so with a positive can-do attitude. I appreciate your integrity and professionalism in suggesting the RFQQ process over the sole-source approach. Although this was not the approach that I would have chosen initially, your sensitivity to the time issue made all the

difference. It was a pleasure to work with you - thank you!

To: V'Ella Warren (VP Financial Management)

From: Ron Coley, Associate Vice Chancellor, Business and Administrative Services, UC Berkeley

Dear V'Ella:

I would like to take this opportunity to thank you for the time and effort you invested in hosting our Strategy Management Team at your Quality Awareness Class sessions.

I met with the team last week and received many glowing reports about the class, about their meeting with your dashboard team, and about the wonderful hospitality that you provided.

The discussions pertaining to the Operational Performance Dashboard and our strategic approach using pbviews were very useful and merit future discussion. The team also briefed me about your excellent training sessions and the value they provide for staff awareness of your efforts in Quality Improvement.

Especially noted by the team was the sincere and skillful manner in which each of you conducted your individual training sessions and the message it sends to your employees about your commitment. It has opened a discussion here of how we can communicate our approach to Strategy Management to our staff.

Again, I offer sincere thanks to you and your staff for providing us with a most valuable visit.

I am looking forward to more future collaborations between us.

To: Ruth Johnston and Student Fiscal Services Staff

From: Mark Ondrake, Budget/Fiscal Analyst, Otolaryngology Head and Neck Surgery, UW

Re: Student Fiscal Services - Evaluation

Dr. Johnston : re: Payment of tuition by SFS

May I offer just a brief note of sincere thanks for the prompt services of your SFS team. As usual, the SFS workers are extremely helpful and courteous.

Over the past 5 years, as new SFS employees have processed my requests, these payments are always done quickly and accurately. Obviously, this shows that the SFS training program is well-structured and thorough.

In addition, the SFS web-based "Tuition Payment Forms" are simple, direct, and efficient.

** Keep up the excellent work, your SFS team is a testament to Quality Process Improvement!

To: Frannie Gladney (Student Fiscal Services)
From: Kay Lewis, Director, Student Financial Aid, UW
Re: Scanned Document - SFS Customer Service Xerox
Frannie,

How nice--and just what we say about you too! Thank you for helping this student. Kay

To: Maureen Rhea (Internal Audit), Christine Wall (Financial Accounting & Tax), Martin Crabb (Financial Accounting & Tax), Zenaida Shattuck (Internal Audit), Erin Fay (Financial Accounting/Equipment Inventory)

From: Sandra Thomson, Administrative Contracting Offer, Office of Naval Research, Seattle Regional Office

Maureen,

Attached is the Property Control System Analysis report. The PCSA was performed on June 7, 2007. I appreciate all the time and attention from Equipment Management and Oceanography on that day and at any time the need arises. It is greatly appreciated. Thank-you!

To: Wayne Sugai (Treasury)

From: Jane Yung, Assistant Attorney General, University of Washington Division

Re: Thank You

Wayne:

Thanks for all your helpful comments and feedback on the Children's contract. And thanks for checking in on the status. We submitted our draft (I incorporated your comments) on Tuesday, and Children's responded on Friday, which Jack forwarded to you.

We appreciate your prompt and capable help.

To: Debra Adler (Accounts Payable)

From: Elizabeth Campbell-Wells, Program Assistant, MESA, UW

Re: Invoices Processed

Thank you so very much, Debra. I cannot tell you what a load is off my mind with those subcontracts (thanks to you). It was a pleasure meeting you yesterday and I hope to see

you again. Thanks again, you are terrific!!!

To: Alana Askew (Treasury), Paul Jeganathan (formerly of Treasury)

From: Connie Kravas, Vice President for Development & Alumni Relations, UW

Re: Welcome

Dear Alana,

What a beautiful description Paul has provided of you. Says a lot about him as well as the "bright, intelligent, warm-hearted and helpful" person he is introducing. I look forward to meeting you in person.

And to Paul-----our unending gratitude and affection. You are priceless in every conceivable way. We have valued your partnership and will always adore you.

To: Chris Malins (Treasury)

From: Mark Emmert, UW President

Re: UW 2007 General Revenue Bonds sold! (following the message above)

Chris,

You need to learn to take credit for the good luck as, "expert market timing." A good day to sell \$140M in bonds! Well done.

To: JR Sloan (Decision Support Center), Jerrica Kallio (Decision Support Center)

From: Hank Williams, Associate Director, Department of Psychiatry & Behavioral Sciences, UW

Re: Help with my reports

JR and group,

Thanks again so much for the help with the faculty reports.

I know it was an unusual request for the group, but as usual, you were responsive and most helpful.

It is much appreciated.

Thanks again.

To: Kate Riley (Management Accounting & Analysis)

From: Ann Anderson (Controller)

Re: Cabinet Presentation

It went really well. We have some great positive feedback. In particular, after the meeting, Connie Kravas indicated that we played an important role in the process to get IHME here.

Thanks so much for your help.

To: Sumprimo Manabat (Grant & Contract Accounting)

From: Tami Sadusky (Grant & Contract Accounting)

Re: Sumprimo – we will miss you!

I knew the time would come when I would have to announce the departure of a very important and valuable person in GCA. Unfortunately, that day has arrived. Our very own Suprimo Manabat will be retiring from the UW on December 1, 2007.

Suprimo began his UW career in GCA in 1973. He has held a variety of positions over the years, starting as an Accountant then moving on to an Accountant Senior, Accounting Supervisor, Manager and his current position as Assistant Director. As you all know, Suprimo knows just about every process handled in this office and his knowledge and expertise will be missed by everyone.

But that's just the work stuff. Suprimo is not only a valuable, dedicated and intelligent person who works extremely hard he also is one of the most caring people I know. He is respected for his ability to listen closely to the concerns of others and his willingness to always help when needed no matter what the issue. If a report needs to be prepared, he'll do it; if boxes need to be hauled to the basement, he'll do it; if someone needs a ride somewhere, he'll do it. I'm not sure if I've ever heard him say no. I could go on and on but I think you all know how much Suprimo will be missed. Please join me in wishing him the best in the next phase of his life.

Suprimo - we will miss you!

To: Sumprimo Manabat (Grant & Contract Accounting)

From: V'Ella Warren (VP Financial Management)

Re: Sumprimo – we will miss you! (following the message above)

Tami

I share your views of Suprimo. He is a very special person, and I will miss him.

To: David McAuliffe (Treasury)

From: Jennifer Johnston (VP Financial Management)

Re: Our Spanish speaker

David - Thank you so much for your kind efforts this morning. Themla (originally for Venezuela) in the President's office called the woman and learned that Octavio Nava (apparently we don't use the "Flores" in the US) is a carpenter at the UW. Thelma called Octavio and all the information has been translated. The caller was EXTREMELY appreciative and you are all set with good karma for a while now. Using the "Nava" as the last name, I was able to find him easily in the directory:

To: John Watkins (Purchasing)

From: Mary Lidstrom, Vice Provost for Research, Office of Research, UW

Re: PO 443471Plasmalab order

Hi V'Ella,

I have to let you know that John Watkins in Purchasing pulled off a miracle yesterday, getting a \$500K order through with a 24 hr turnaround, so a brand new faculty member in EE (Michael Hochberg) who isn't actually on campus yet could save about \$300K on equipment he needs for his work. I got involved because it is being paid for from a grant that OR administers. The company had to get it done by today so they could count it in their quarterly sales, or it wasn't worth it to them.

I wasn't sure who John's supervisor is so I'm sending this message to you, but I want everyone in the chain to know that this is the kind of proactive service orientation and understanding of the issues that we want to encourage throughout the university, and I am personally very grateful to John for making the UW look fantastic!

To: Megan Dennis (Payroll) & Payroll Staff

From: Douglas Mathews, Administrator, School of Music, UW

Megan,

You and everyone over there are LIFESAVERS! Since we lost Jackie Duggins to injuries that have kept her out of work for most of the last two months, we have been learning on a piecemeal basis here that a number of our faculty and students did not have their appointments set up, hence the rather large number of late requests such as this coming from Music. I just want to thank you and everyone else there for being so accommodating to us! It is greatly appreciated!

To: Ginny Montgomery (Payroll)

From: Frank Davis, Associate Director, Publication Services, UW

Re: GCU Payroll Deductions for Combined Fund Drive

FYI - Ginny has already resolved this issue, and they (GCU) will be able to make monthly contributions!

Thanks again Ginny! – Frank

To: Ginny Montgomery (Payroll)

From: Randall West, HR Compensation Assistant Director, UW

Re: GCU Payroll Deductions for Combined Fund Drive (following the message above)

Ginny is great, as we all know!

To: Kirsten DeFries (Grant & Contract Accounting)

From: John Kerr, Administrator, Office of Minority Affairs & Diversity, UW

Kirsten,

First, I want to express my genuine appreciation to you for your fine efforts on behalf of OMAD. I admire and respect your contributions. Second, I want to express my thanks to you for your systematic review of the four GEAR UP programs and the IDC correcting entries.

VP Lange reviewed both the memo and the support documents. She and I met today to discuss the results. I am pleased to report that she expressed her thanks to the two of us for our efforts. Something to the effect of not liking the results, but having faith in the numbers and understanding the path we've been on.

Our next step is for me to talk to OPB about re-stating our ICR contributions. We contribute so little that we don't really expect much back. But owing funds really does cost us and I need to take up remedies with them as we roll forward.

Onward and upward!

To: GCA Team 4 (Grant & Contract Accounting)

From: Laurie Rossnagel, Administrator, Department of Biobehavioral Nursing (BNHS)

Thanks for the good service Nicole and Wendy. We love our OSP team and our Team 4 - please don't ever trade us for another school.

To: GCA Team 2 (Grant & Contract Accounting)

From: Angela Van Valkenburg, Administrator, and Will Preiss, Grant and Contract Administrator, Applied Physics Laboratory

Dear OSP and GCA Team 2,

We wanted to send a "thank you" for processing our projects and budget numbers in record time at the end of FY07. This was a tremendous help as we accounted for our FY07 revenue.

We know that you have many priorities and appreciate the extra effort that you took in moving our awards through the UW system.

Thank you.

To: GCA Team 2 (Grant & Contract Accounting)

From: Laurie K. Bryan, Director, Finance & Administration, College of Ocean & Fishery Sciences

I wanted to let you know that I checked in with the College units to see how our GCA

TEAM 2 is working for us.

Basically the feedback indicated that we have a GCA team that's great to work with. They're perceived as having a good work ethic and an excellent customer service philosophy.

The perception is that the team has a tremendous workload and that they probably need more staff and less turnover to accomplish all that they're expected to do.

To: Marisa Honig (Grant & Contract Accounting)

From: Debbie Mercer, Grant and Contract Manager, Earth and Space Sciences, UW

Re: In regard to out of balance problem with 62-7318 1/3

Thanks Sue! Marisa is great to work with, and she is a real asset to GCA. She is always quick to respond and helpful.

To: Meg Russo (Grant & Contract Accounting)

From: Jessica Roshan Associate Administrator-Finance, School of Aquatic and Fishery Sciences, UW

I had an occasion to talk with Jessica Roshan Associate Administrator-Finance, School of Aquatic and Fishery Sciences and she said that Meg was wonderful while I was gone. She took care of things, is a pleasure to work with and very professional. "We have to keep her!" I agree!

To: Michael DeShazo (Grant & Contract Accounting)

From: Lawrie Robertson, Director, Finance and Administration, Office of the Dean
Michael and Suzette:

Thank you for taking the time to meet with our Administrators on Wednesday. We all appreciated this opportunity to clarify, learn and ask questions. Following the meeting, one of the Department Administrators said: "It is so wonderful to have the chance to pick Mike's brain on all these issues." I hope, Michael, that you don't feel the loss of gray matter too seriously!

When asked why I am so enthusiastic about being at the University, I answer, "Because everyone is so committed to workable solutions and sharing." The two of you truly embody that characteristic and it is deeply appreciated. Many thanks!

To: Grant & Contract Accounting

From: Mary Smith, Administrator, Joint Institute for the Study of the Atmosphere and Ocean, UW

I wanted to thank you for your help with our exit meeting with the auditors. It turns out

that we had a very positive report and were actually congratulated for our work with the JISAO Cooperative Agreement. I think that the meeting yesterday wouldn't have gone so smoothly without Mike's presence as I was a bit frustrated up to that point!

We'll be working on the FEC process with our collaborating departments so that everyone is on board with the importance of returning those signed documents in a timely manner.

It made me feel more a part of the larger UW community when we can get the kind of support your office gave us. We feel a bit isolated down here sometimes, so your involvement meant a lot to us. Thanks again for all your help.

To: Sue Camber and Grant & Contract Accounting Staff

From: Lawrie, Administrator, School of Public Health and Community Medicine
Sue,

Please express the School of Public Health and Community Medicine's sincerest appreciation to your staff for this sacrifice of weekend time for our benefit. It is a wonderful thing to work in a place that has this degree of commitment to the greater good.

All the best,
Lawrie

To: Grant & Contract Accounting

From: Laurel A. Manaois, BSN, MSN Director, Otolaryngology-HNS

This is outstanding!

Many thanks for all the hard work.
Laurel

To: Grant & Contract Accounting

From: Will Preiss, Grant and Contract Administrator, Applied Physics Laboratory

Thanks for all your extra effort!

To: Grant & Contract Accounting

From: Danae Hollowed, Director of Finance, Meany Hall for the Performing Arts

Thanks!

To: Grant & Contract Accounting

From: Kathryn Waddell, Director of Finance and Administration, Health Sciences Administration

That's pretty amazing. Congratulations to your staff

To: Grant & Contract Accounting

From: Myrna Izidor, Division Manager, Medicine, Allergy and Infectious Disease

Thank you so much - what devotion! We are most appreciative. So sorry you had to work on a Saturday!

To: Grant & Contract Accounting

From: Roberta Fraese, Administrator, Division of Gastroenterology

Outstanding! Sue, please thank you staff for their time and dedication to this project. We appreciate their efforts.

To: Grant & Contract Accounting

From: Laurie Rossnagel, Univ of Wash. Dept. of Biobehavioral Nursing (BNHS)

Sue, we REALLY appreciate that in our dept. Closings just keep coming and coming for us, I can't imagine what it's like for you guys.

To: Grant & Contract Accounting, Team 1

From: Judy McMillan, Fiscal Specialist II, Gastroenterology, UW

I am always saying "thank you" to the Team One members at GCA. I know they have a difficult job with all the details of accounting, but they always respond quickly and offer information to help.

I especially appreciate that they are available to ask questions and are always professional but personable as well. It just makes my job easier to deal with a great group of people!

My manager and I attended the recent training seminar given by GCA managers and we both were impressed with the amount of information that was provided in two sessions. It was also nice to meet a couple people from Team One and some of the managers.

To: Danel Phelps (Grant & Contract Accounting)

From: Adrienne Biondich, M.Ed., DNP Project Manager, Family and Child Nursing, UW

Re: Kudos

I just wanted to send my appreciation for Danel Phelp's wonderful ongoing help with the my first biennium budget.