Introducing Steven Ward

Steven Ward has, perhaps unwittingly, been preparing for this job most of his professional life. Brooklyn College’s new director of human resource services worked in information technology for seventeen years, leading the implementation of large-scale business systems. He then moved to human resources, working first in the construction and then the nutrient and pharmaceutical industries, before his most recent post as director of human resource services for Central Arizona College, near the Mexico border. There, he oversaw the HR information systems and routinely worked with various departments to help them improve their processes.

So as he prepares to spearhead the Human Resources Office’s conversion to an enterprise resource planning (ERP) system—a one-stop shopping database that will contain most of the College’s vital statistics and significantly change the way some people’s jobs function—he knows exactly what he’s getting into.

“This position utilizes my human resource and IT skills, so I thought it would be a great opportunity,” says Ward, who has worked in human resources for nearly a decade. “Changing an institution’s processes is never painless, but when you have the support of the upper administration, as we do here, it goes much better.”

A fan of ERP systems, Ward says the conversion will improve access to accurate and timely information, first and foremost, and will improve workflow and provide user-friendly Web-based interfaces.

“As a college, we have a lot of complex processes and transactions that effect multiple departments. CUNYfirst will better connect complete business processes and leverage industry best practices to enable strategic management, along with efficient administration,” he says, acknowledging that as these things go, there will likely be a period of adjustment and tweaking. “It will require a bit more discipline on our part, but CUNYfirst will provide campuses with state-of-the-art systems and solutions that will ultimately allow us to better serve our students, faculty, staff and alumni better, both now and in the future.”

Ward grew up in Northern California and received a bachelor’s degree in business administration and management information systems from California State University, Sacramento. He has a senior professional in human resources designation from the Society of Human Resource Management, the leading professional association, and is the past president of its central Arizona chapter. He is currently pursuing his M.B.A. in human resource management.

He takes over for Barbara Lawson, who left her position to join the University’s CUNYfirst team. The two will work closely together.

Ward moved his family—wife Catherine and six kids, ages three to fifteen—to Long Island on Christmas Day. “Coming from the desert, we were excited to see woods and trees,” he says, adding that his entire family looks forward to exploring the many historical and cultural points of interest on the east coast.

He also looks forward to the challenge at work. “Migrating to an ERP system is life changing for an institution, and it’s not easy. Like every institution that goes through a change of this scale, there are always people who are resistant,” he explains. “In my experience, it usually takes six to twelve months before everyone has a real comfort with the new system. But eventually, people can’t imagine going back.”
Message from Michael

Spring is a time of rebirth, and Human Resources is happy to announce a renaissance of our programs. We begin right in our own office with the appointment of our new director of human resource services, Steven Ward. Steven brings to the College a wealth of experience in enterprise resource planning, a database system that will be put to good use with the advent of CUNYfirst.

The Employee Recognition Award Program (the reincarnated Employee of the Month Award program) has announced its first two winners, for the Support Staff and the Adjunct Faculty categories. Check out the HR website to read their interesting biographies.

The Leadership Project—a six-month program that will launch sixty employees on the road to stronger, better leadership—is in full swing. Read the story on page 6 to see what this group will be doing this spring in order to receive their Certificate in Leadership Effectiveness in June.

And our campus recycling program takes on new life with initiatives that will drastically reduce our landfill contributions.

On behalf of the entire staff of Human Resource Services, I wish you a productive spring semester.

Michael T. Hewitt
Assistant Vice-President for Human Resource Services

Payroll News

Saving for School
Looking for great ways to save for a young one’s education? Why not do it with a U.S. savings bond or through the New York 529 College Savings Program!

U.S. savings bonds. Employees may purchase U.S. savings bonds through payroll deduction. The Office of the State Comptroller has contracted with the National Bond & Trust Company (NBT) to handle the administration and issuances of these bonds. U.S. savings bonds offer:

- competitive interests rates on both I and EE series savings bonds,
- guaranteed interest,
- risk-free principal,
- deferred federal income tax until redemption,
- exemption from state and local tax,
- tax-free savings for higher education, and
- an optional bond continuation life insurance plan to protect your savings for your loved ones.

You may enroll or make changes to bond deductions by visiting the NBT website, www.nbtco.com, or calling 800.426.9314 and identifying yourself as a New York State employee.

New York 529 College Savings Program. This program helps individuals and families save for higher education expenses at public or private colleges or universities, and business, trade, technical, and other occupational schools in New York, across the country, or around the world. Under New York’s innovative program, individuals may open an account with as little as $25 and deduct up to $5,000 in contributions annually from state taxable income. Married couples may deduct contributions up to $10,000 on their New York taxes.

The program provides employees with a tax-advantaged way to save for college through easy payroll deductions. Some of the highlights of the College Savings Program include:
If you have employees in your department or office who are not citizens or permanent residents, and are enrolled in GLACIER, keep them informed and assist them in preparing for the new year. Employees who were eligible to claim a tax treaty exemption from U.S. withholding taxes on their income in calendar year 2008 may be eligible to do the same for 2009. Here’s how:

To claim an exemption for 2009, employees must update and/or verify the information entered into GLACIER. Note that income tax treaty exemptions are valid on a calendar-year basis. Those who wish to claim an exemption for tax withholding based on an income tax treaty must renew their exemption claim before the beginning of each calendar year.

For further information, contact the Payroll Office, 1156 Boylan Hall, 718.951.5091.

Claiming Exemption from Tax Withholdings?
Attention all college assistants and student aides claiming exemption from federal, state, and local taxes: Your exemption status is about to expire. The expiration date for claiming federal tax exemption was February 16, and for state and local tax exemption the expiration date is April 30.

In order to maintain exemption status in 2009, you must complete and submit the Employees Withholding Allowance Certificate (IT-2104E) to the Payroll Office by April 24.
Safety Is Key
If you should sustain an injury during your work day, you must complete the Workers Compensation Illness & Injury Report. Contact the Payroll Office, 718.951.5091, immediately after your injury and speak with the Workers Compensation administrator. Remember: Safety is key!

Spring 2009 Adjunct Instructional Staff Pay Dates
During the spring semester, adjuncts shall be paid on the nine successive adjunct pay dates listed below. The first pay date was January 29 (payroll #22), and the final pay date is May 21 (payroll #4).
- January 29
- February 12 and 26
- March 12 and 26
- April 9 and 23
- May 7 and 21

Summer 2009 Adjunct Instructional Staff Pay Dates
- June 18
- July 2, 16, and 30
- August 13

Information from the Benefits Office

TIAA-CREF Counseling Sessions
Are you confused about making the right financial choices in light of the current economic mess? Do you want to review your current asset allocation? If so, Charles Segal and Patrick Bedford of TIAA-CREF are ready to meet with you.

Both representatives will be in 310 Library from 9 a.m. to 5 p.m. on the dates listed below. To schedule an appointment, call Clara Castellana, 800.842.2733, extension 1447.
- March 12 and 30
- April 1 and 27
- May 5 and 14
- June 3

Life-Changing Events
If you have a life-changing event—such as marriage; the birth or adoption of a child; the death of a spouse, domestic partner, or child; or a dependent who has aged out of the plan—you must notify the Benefits Office within thirty-one days of the event. In addition, you may want to contact the Social Security Administration, Payroll Office, the welfare fund, and your pension fund.

You should also update your will, insurance policies, and list of beneficiaries.

Make Money with a Home Brew
Do you buy coffee at work? Try this instead: Make it at home and carry a thermos full of java to your office. At just pennies a day, bringing coffee with you to work can save you hundreds of dollars annually, especially if you’re a three-grande-cup-a-day Starbucks addict. Now just imagine how much you could save if you brought your own lunch and soft drinks to work, too!
Teachers' Retirement System (TRS) of the City of New York

TRS is offering the following educational programs this spring. Registration is easy: Simply access the “My TRS Account” on the TRS website, www.trs.nyc.ny.us; or call Member Services at 888.8.NYCTR and request a registration form. All sessions will be held at the TRS training facility at 55 Water Street in Manhattan.

Getting Ready for Retirement (Tier I)—Monday, April 13; Saturday, April 25; and Sunday, May 31, 9:30 a.m.–1:30 p.m.

Getting Ready for Retirement (Tier II)—Tuesday, April 14, 9:30 a.m.–1:30 p.m.

Getting Ready for Retirement (Tier IV)—Wednesday, April 15; Friday, April 17; Saturday, May 16; Sunday, June 7; Saturday, June 13; and Saturday, June 27, 9:30 a.m.–1:30 p.m.

Your TRS Benefits and Services—Thursday, April 16, and Wednesday, May 20, 9:30–11:30 a.m. and 4:45–6:45 p.m.

Introduction to the TDA Program—Thursday, April 16, and Wednesday, May 6, 1–3 p.m and 4.45–6.45 p.m.

CUNY TransitBenefit Transportation Spending Account (TSA)

Effective January 2009, the IRS increased the pretax monthly limits for the TSA program from $115 to $120. This change affects biweekly transportation deductions for TSA Express Bus Riders only and was effective with the first paycheck in January.

Stopping the Violence

Building on the action plan set forth by the Workplace Violence Advisory Team (WVAT) and the Advisory Committee, training sessions focused on increasing awareness of the Workplace Violence Policy were conducted again this semester. On January 23, Felix Nater, of Nater Security Consulting, facilitated sessions during which more than fifty employees were trained in fundamental approaches to personal safety and recognizing risk factors. This follows up on last spring’s training, when more than one hundred employees attended.

According to Nater, “Helping employers see the value in taking proactive measures to reduce incidents of workplace violence by increasing awareness is essential.”

It is the commitment of the College to ensure that all employees are apprised of the policy and understand their part in keeping the community safe. And, according to the campus crime statistics, which may be viewed at www.brooklyn.cuny.edu/bc/offices/security/statist.htm, we do have a very safe community.

Officer Henry Taylor discusses violence in the workplace.

The WVAT comprises faculty, staff, and students whose main responsibility is to educate the campus community about the policy. The committee—led by Jennifer Rubain, Office of Affirmative Action, Compliance and Diversity, and Therese Marrocco, Office of Human Resource Services—will continue to be available to discuss the policy with your department or office. To learn more, visit the Human Resources webpage, www.brooklyn.cuny.edu/bc/office/hr/index.php.
Campus Safety Awareness Month Keeps Us Secure

During the month of February, the Office of Campus and Community Safety Services actively promoted its public safety programs on campus as part of Campus Safety Awareness Month.

These programs and initiatives, including the “See Something…Say Something” program, emergency response plans and management guides, CUNY alert system, and AED training, were be the subject of visits to all academic and administrative offices and student events by uniformed personnel. Additional safety advisories that highlight a particular program were sent out periodically throughout the month.

Visit the public safety department website at www.brooklyn.cuny.edu/bc/offices/security for additional information on these programs.

We urge everyone to become proactive in campus safety awareness. Remember, all of these efforts will be for naught without your help and participation.

Leading the Way

Alexander Lucia, coauthor of The Success Series: Walk the Talk, wrote that “truly great leaders spend as much time collecting and acting on feedback as they do providing it.”

The Leadership Project being initiated at the College is a step toward our directors, assistant deans, and managers becoming such truly great leaders. Since its founding in 1930, Brooklyn College has been providing a high-quality education, but that goal could not be achieved without the staff of our internal departments. The objective of the project is to enable that staff to:

✓ engage their departments,
✓ gather feedback,
✓ remove departmental barriers and silos,
✓ do some introspection,
✓ review skills,
✓ increase communication,
✓ assess and improve our departments,
✓ network,
✓ practice decision making and problem solving,
✓ become proactive,

Brooklyn College employees receive a lesson in leadership.
enlarge the image of Brooklyn College,
- discuss student-centered services, and
- work with our departments for improved results.

This foundation of true leadership will enable all participants to work with their department teams to design, develop, and implement a project aimed at improving life, work, effectiveness, and interactions at all levels within the College.

The six-month program, which meets monthly, gives participants the opportunity to fully demonstrate their leadership potential through experiential exercises, discussions, lectures, and feedback. All participants stay highly engaged while working toward the project goals and a Certificate in Leadership Effectiveness. Past participants have stated that the program encouraged “open communication with other areas,” “better communication with staff and colleagues,” and “enlightenment on how to pull my area together and do a better job.”

At the end of the six months, participants will have outlined a project that crosses departments or improves their individual department and will have begun implementation of their ideas. The project must:
- be a group process,
- include the entire departmental team,
- be for a procedural change or behavioral shift, and
- benefit the College in at least one of the following:
  - benefit customers (students, faculty, peers),
  - improve morale,
  - reduce costs,
  - improve access,
  - improve accountability,
  - improve organizational culture,
  - improve image,
  - build higher functioning teams, or
  - improve inter/intradepartmental relationships.

Several inspirational and challenging projects have already been discussed, and the feedback and support of all participants has been exciting. A new website will be created to share information on the projects. Check back for more details.

---

**Civil Service Corner**

**Upcoming CUNY Civil Service Exams**

<table>
<thead>
<tr>
<th>Exam #</th>
<th>Exam Title</th>
<th>Exam Date</th>
<th>Filing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2030</td>
<td>Computer Systems Manager (Open Competitive)</td>
<td>To Be Determined</td>
<td>To Be Determined</td>
</tr>
<tr>
<td>2019</td>
<td>Campus Peace Officer</td>
<td>April 18</td>
<td>February 16–March 13 (tentative)</td>
</tr>
<tr>
<td>2016</td>
<td>CUNY Office Assistant</td>
<td>April 11</td>
<td>February 9–March 6</td>
</tr>
</tbody>
</table>

**Welcome to New Employees**

Campus Peace Officer  Epifanio Rebollo, Jr.
Campus Security Assistant  Lenuta Martinez

**In Memoriam**

CUNY Office Assistant, Conservatory of Music  Phyllis Cohen
Print Shop Associate, Printing Services  Charles Phillips
Stock Worker, Central Stores  John Smoot
Earn a Certificate and Advance Your Career

Now that we’re ensconced in the winter doldrums, why not brighten up the gloom and do something interesting and rewarding for yourself? The City University of New York is pleased to provide CUNY administrative professionals the opportunity to earn the Administrative Professional Certificate (APC) through its Department of Citywide Administrative Service’s Citywide Training Center.

The center provides courses for administrative professionals at various levels who wish to improve their skills and gain new knowledge. The courses focus on strengthening skills and equipping professionals with the knowledge necessary to provide exceptional service. To obtain the APC, employees must take the following:

항海湾鰲

* three core courses;
* Effective Office Management for Today’s Workplace;
* Managing Multiple Priorities;
* Dealing with Difficult People;
* one communications course; and
* one technology course.

If you are interested, contact Therese Marrocco, manager of employee relations and recruitment, 718.951.5131 or therese@brooklyn.cuny.edu. This is a popular citywide program, and only a limited amount of slots are available to CUNY employees, so sign up soon!

CUNYfirst and Excel

One of the many questions asked about CUNYfirst is what does a user need to know. The answer is Microsoft Excel. Although CUNYfirst is an online, user-friendly application, there will be a reporting feature that will require basic knowledge of Excel. If you do not know Excel or think your knowledge is limited, have no fear: The Office of Human Resource Services, in conjunction with the library’s Academic Information Technology area, will be offering various classes in Excel to meet your needs. As we identify users and the needs of the College community, we will announce the dates and times of classes. Watch for further information as we assist the College community prepare for CUNYfirst.

ERAP Is Here!

You’ve probably seen the posters and flyers about the new Employee Recognition Award Program (ERAP). And now we have our very first winner: Donald Persaud, of the Office of Facilities.

February’s category was the Non-Administrative Support Staff, which includes all building and grounds employees, persons serving in safety and security titles, and employees in the skilled trades.

The categories for the remainder of the spring semester are:

**April:** Part-Time Staff

**May:** Higher Education Officer title series and College Laboratory Technician title series

**June:** Full-Time Administrative Support Staff

The ERAP committee accepts nominations for employees in all categories at any time. You don’t have to be a member of a particular group to nominate someone. Simply fill out a nomination form online at www.brooklyn.cuny.edu/erap or stop by the Office of Human Resource Services, 1219 Boylan Hall, to pick up a hard copy.

Make someone’s month! Nominate your favorite unsung hero for the ERAP Award today!

Applebee’s Is in the Neighborhood

Applebee’s opened its doors at the Junction on December 8 to the joy of many hungry Brooklyn College employees. In its tradition of being a good neighbor, Applebee’s has designated a wall for our Office of Recreation, Intramurals, and Intercollegiate Athletics. The next time you drop in for lunch, take a look at the historical items and pictures on display as well as pictures of our current student athletes.

As further enticement, Applebee’s extends a 10-percent discount to all College employees and has rooms available for private parties. If you have any questions, contact the restaurant manager, Oscar Villagomez, 347.505.3300.
Focus on: Environmental Health and Safety

Campus Recycling

The Brooklyn College Office of Facilities staff collects and disposes of recycling materials in accordance with New York City Department of Sanitation requirements. In order to successfully accomplish this, they need the campus community’s assistance and everyone’s cooperation in using the correct recycling containers.

The containers are located throughout the campus buildings on every floor at elevator and escalator landings. Glass, plastic, and aluminum beverage containers are to be deposited in the containers with round slot receptacles. Cardboard, newspapers, and paper are to be deposited in the containers with rectangular slot receptacles. Blue rectangular paper containers are also located inside office areas near copy machines. Cardboard boxes should be flattened and left next to paper recycling containers.

Empty chemical bottles must be triple rinsed, with labels defaced, and placed in hallways in cardboard boxes labeled “glassware” for proper disposal. Facilities will also pick up bulk metal items as well as large amounts of paper, upon request, and transport them directly to the recycling dumpsters. In addition, used fluorescent light bulbs that are replaced by the Facilities Office are also recycled. If you have any loose fluorescent bulbs, contact extension 5885.

Obsolete electronic office/laboratory equipment and/or furniture have to be recycled through the Office of Property Management by submitting an approved Equipment Transfer Form along with a Facilities Work Order. Removal of old/used computer equipment must first be approved by ITS and your department head before the Equipment Transfer Form is submitted to Property Management. Used copy machine cartridges are recycled by either shipping them directly to the manufacturer or through Central Stores, 0208 Boylan Hall. Disposal of hazardous materials generated on campus (e.g., chemical or medical/infectious waste, used nondisposable batteries, etc.) must be coordinated with the Office of Environmental Health and Safety by calling either extension 5400 or 4268.

Can it! New containers make it easier to recycle on campus.
Retirees Page

Retirees are eligible to retain their College e-mail address. While this is a great way to keep in touch with old friends and receive updates on College events, we want to take this opportunity to warn you about some illegal activities involving e-mail.

In the field of computer security, phishing is the criminally fraudulent process of attempting to acquire such sensitive information as usernames, passwords, account data, and credit card details by masquerading as a trustworthy entity in an electronic communication.

Con artists might send millions of fraudulent e-mail messages that appear to come from websites you trust, such as your bank or credit card company, and request that you provide personal information. The e-mail looks like a legitimate message and often includes official-looking logos from real organizations and other identifying information taken directly from legitimate websites.

To make these phishing messages look even more legitimate, scam artists may include a link that appears to go to the actual website but actually takes you to a phony scam site or possibly a pop-up window that looks exactly like the official site.

These copycat sites are also called spoofed websites. Once you’re at one of these spoofed sites, you might unwittingly send personal information to the con artists.

There are a few phrases to look for; described below, if you think an e-mail message is a phishing scam:

- **Verify your account.** Businesses should not ask you to send passwords, login names, Social Security numbers, or other personal information through e-mail. If you receive an e-mail from Microsoft asking you to update your credit card information, do not respond—this is a phishing scam.

- **If you don’t respond within forty-eight hours, your account will be closed.** These messages convey a sense of urgency so that you will respond immediately without thinking. Phishing e-mail might even claim that your response is required because your account might have been compromised.

- **Dear Valued Customer.** Phishing e-mail messages are usually sent out in bulk and often do not contain your first or last name.

- **Click the link below to gain access to your account.** HTML-formatted messages can contain links or forms that you can fill out just as you would fill out a form on a website. The links that you are urged to click may contain all or part of a real company’s name and are usually “masked,” meaning that the link you see does not take you to that address but somewhere different, usually a phony website.

- Don’t fall victim to this scam! Never give out personal information in an e-mail. If you think you have been a victim, report it immediately to www.FTC.gov or call 877.FTC.HELP.

*President Christoph M. Kimmich joins retirees as they enjoy each other’s company at the Annual Retirees Luncheon on September 24, 2008.*

**Congratulations to Retirees**

**Campus Peace Officer**  Roy Attwood  
**CUNY Office Assistant**  Claire Borrello  
**Stationary Engineer**  Robert Brennan
Calendar

March
March 3
Faculty Council Meeting
3:15 p.m.
150 Library

March 10
Melanoma Awareness
Time TBA
Amersfort Room, Student Center

March 12
Faculty/Adjunct Pay Date

March 18
Brown Bag Luncheon
Noon–2 p.m.
Alumni Lounge, Student Center

March 19
Faculty Council Meeting
3:15 p.m.
150 Library

March 26
Faculty/Adjunct Pay Date

April
April 1
Brown Bag Luncheon
Noon–2 p.m.
Occidental Lounge, Student Center

April 3
Civic Breakfast with Invited Legislators
Time and location TBA

April 6
Women’s Health Workshop
Time TBA
Amersfort Room, Student Center

April 8
Spring Recess begins

April 9
Faculty/Adjunct Pay Date

April 17
Spring Recess ends

April 22
Administrative Professionals’ Day

April 23
Faculty/Adjunct Pay Date

April 24
Last day to submit IT-2104E to Payroll Office

April 30
Last day to claim state and local tax exemption

May
May 6–7
New York Methodist Hospital Blood Drive
11 a.m.–4 p.m.
Maroney-Leddy Lounge, Student Center

May 7
Faculty/Adjunct Pay Date

May 15
Last day of classes

May 16–26
Final exams

May 21
Faculty/Adjunct Pay Date

May 25
Memorial Day
College closed

May 28
Commencement
10 a.m.
Quad

June
June 4
Brooklyn College Day
Noon–3 p.m.
Athletic Field
Who’s Who in HRS

Steve G. Little  
Vice-President,  
Finance and Administration  
2439 Boylan Hall  
718.951.5116  
Slittle@brooklyn.cuny.edu

Aldo Orlando  
Director, Environmental Health and Safety  
1219 Boylan Hall  
718.951.5400  
Aldo@brooklyn.cuny.edu

Gwendolyn Harewood  
Payroll Administrator  
1151 Boylan Hall  
718.951.5091  
Harewood@brooklyn.cuny.edu

Michael T. Hewitt  
Assistant Vice-President for Human Resource Services  
1219 Boylan Hall  
718.951.5131  
Mhewitt@brooklyn.cuny.edu

Donna Corbin  
Benefits Coordinator  
1227 Boylan Hall  
718.951.4255  
Dcorbin@brooklyn.cuny.edu

Therese Marrocco  
Manager of Employee Relations and Recruitment  
1219 Boylan Hall  
718.951.5131  
Therese@brooklyn.cuny.edu

Steven Ward  
Director, Human Resource Services  
1223 Boylan Hall  
718.951.5161  
Sward@brooklyn.cuny.edu

Denise Flanagan  
Director of Academic Personnel  
1231 Boylan Hall  
718.951.5137  
Denise@brooklyn.cuny.edu

Judith Rieger  
Classified Staff Administrator  
1219 Boylan Hall  
718.951.5377  
Judith@brooklyn.cuny.edu

Newsletter Staff

Editor: Therese Marrocco  
Contributing Editors: Donna Corbin, Denise Flanagan, Anna Maldonado, Aldo Orlando, Judith Rieger, Lynda Sobieski