



Matters

The Newsletter of the Office of Human Resource Services

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Vice-President Steve Little Makes Reengineering a Priority

For Steve Little, vice-president of finance and administration, questions of improving processes in a more cost-efficient and timely manner, communicating better,

and enhancing the work environment are at the heart of reengineering—a business process that will streamline procedures campuswide and make working at Brooklyn College a little easier.

“Let me give you an example,” says Little. “We have an appointment form for hiring employees that must be filled out and processed. Because of this form, and the purchase order form, every office has a typewriter. That’s all the typewriters are used for: For all other tasks, we use a computer. So we’re working on a way to enable staff to fill out these forms electronically.”

Reengineering is more complicated than simply doing away with typewriters, however. According to Little, there will be two levels of reengineering. The first, “process engineering,” involves reconfiguring the nuts and bolts of operations to make them easier to manage and improving the sharing of information. The second level is strategic and requires a little more finesse.

“It all has to do with President Kimmich’s Strategic Plan—the goal of ensuring a student-oriented campus by creating an environment that puts student needs and interests at the heart of our concerns and activities,” says Little, ’77, who earned both his undergraduate and graduate degrees at the college. “One of the things we emphasize is training. We recently initiated a new type of customer service training that promotes courtesy, which will change the emotional climate at Brooklyn College.”

“Another goal is to improve communications,” says Little. “For example, if someone has questions about how to fill out a form, they will be directed to the person who can most likely help them. If the question is related to personnel appointments, they will go to Human Resource Services. If the question involves purchasing, call the Purchasing Department. Don’t rely on second-hand information.”

Little adds that the strategic objectives of reengineering are “to improve work processes and enhance communications. The goal is to facilitate interactions among people and, by doing that, to make the college more student-oriented.”

Little is assembling a task force on reengineering consisting of representatives from Human Resource Services and Academic Affairs who will identify those areas that might be enhanced. It is important to decide what needs to be done and not try to do everything in one shot,” explains Little. “We will concentrate not so much on what are we doing wrong but on where we can improve. We are all capable of identifying things that aren’t working, but in pushing to fix them, we don’t want to end up causing more problems.”

If you have a suggestion for an improvement, you may contact Vice-President Little at slittle@brooklyn.cuny.edu.

From the Assistant Vice-President for Human Resources

I have enjoyed meeting so many of you in my first six months here at Brooklyn College and appreciate your warm welcome. This year, Human Resource Services will continue our dialogue with faculty and staff in order to further the mission of the college and provide responsive service. I look forward to working with you in the months to come.

Edna Chun

Information from the Benefits Office

Tax-deferred Annuities

Tax-deferred annuities (TDAs) allow you to set aside a percentage of your income before taxes. TDAs are similar to 401(k)s, 403(b)s, and 457(b)s. The investment earnings on the money are tax deferred until your withdrawals begin, usually after retirement. Contributions are deducted from your paycheck and may be made only through a salary-reduction agreement between you and your employer.

If you are employed in the Classified Staff or Civil Service titles and would like to participate, please call Alice Dorsey at Citistreet (formerly Copeland), (888) 267-3526, extension 5701.

If you are employed in the Instructional or Non-instructional Staff Series, you may choose from the following vendors: Teachers Insurance and Annuity Associations—College Retirement Equities Fund (TIAA-CREF), (800) 842-2776, or Halliday Financial Group (HRC), (800) 786-1598.

HIP Prime HMO and HIP Prime POS Subscribers Only

HIP now offers an alternative medicine program through an agreement with OneBody, a leading national alternative medicine services organization. This program includes access to acupuncture, massage therapy, and yoga. To learn more, call (888) HIP-ALMD (447-2563).

CIGNA Subscribers Only

CIGNA offers discounts to hundreds of fitness clubs with hassle-free month-to-month contracts. For more information, call (800) 870-3470 or visit www.globalfit.com.

Early Retirement Incentive (ERI-02)

Congratulations to those employees who have taken the early retirement benefits offered by the ERI-02 this year. Your colleagues will miss you!

Information from the Payroll Office

Tax Exemption Notification

Attention all employees claiming exemption from federal, state, and local taxes! Your exemption status is about to expire. The expiration date for employees claiming federal tax exemption is February 16; for employees claiming tax exemption from state and local withholdings, the expiration date is April 30.

In order to maintain exemption status in 2003, you must complete and submit the Employees Withholding Allowance Certificates (W-4, IT-2104, IT-2104E) to the Payroll Office in accordance with the following dates: W-4 forms should be submitted no later than February 7; forms IT-2104 and IT-2104E should be received by April 25.

All forms are available in the Payroll Office, 1156 Boylan Hall. Forms may also be obtained by calling the IRS Department, (800) 829-1040, or by downloading them from the IRS Web site, www.irs.gov.

If you have any questions or concerns, please call the Payroll Office, 951-5091.

Listening Post

This past fall, a series of “listening post” meetings were initiated to provide an opportunity for dialogue and feedback from all members of the Brooklyn College community. Vice-President Steve Little; Assistant Vice-President Edna Chun; Judith Rieger, classified staff coordinator; and Brenda Hertzendorf, assistant to the AVP, were on-hand at various sessions.

Attendance at these informal meetings grew and soon represented a cross-section of the campus community. A report on the dialogues was shared with President Kimmich and the expanded Executive Committee, and a number of suggestions for improvements that had been discussed at the meetings were immediately implemented. The listening posts sessions will be continued in the spring—look for more updates in the coming months.

Direct Deposit Drive

Tired of waiting on long lines to pick up and cash your paycheck? Your frustrations may soon be over. The Payroll Office will be sponsoring a Direct Deposit Drive in early spring. Check the Human Resources Web site, www.brooklyn.cuny.edu/bc/offices/hr, for more information.

TransitCheck

TransitChecks may soon be available to Brooklyn College employees. The University has informed us that a petition requesting participation in this program was submitted to Albany, but state legislators have yet to sign the bill that will allow such participation. We encourage you to check the Human Resources Web site for updates.

What's in the New Library for You?

The Brooklyn College Library serves the entire college community—including staff. If you need information on any topic from law to pet care, come to the reference desk on the first floor of this world-class facility and tell us your interests. Twelve **librarians** who are well-versed in a range of subject areas will help you fill your information requests fast and effectively. They will guide you through the library's vast resources, as described below.

The library has more than 150 **databases** in all subjects to assist you in finding literature from around the world, much of which is available in full text on-line.

If you are looking for a book to read at home or on the subway, you'll be sure to find one that suits your tastes in our extraordinary **book collection**. As an employee of Brooklyn College, you may borrow a book for thirty days and then renew it if you need to.

Introduce your children or grandchildren to the joy of reading. Browse our extensive **juvenile collection** on the second floor and check out some of the works that excite children and stimulate their imagination and curiosity.

Visit the **art collection** in the La Guardia Reading room. With its original murals and chandeliers, the room is a great place to peruse works by the great artists of the world.

Our New Media Center has a large collection of **audiovisual cassettes**. Students and faculty may find video programs for private or classroom viewing—everything from how-to videos to Hollywood blockbusters. The New Media

Center maintains a number of private screening rooms that are open to you and your colleagues.

Music lovers take note: The Music Library has a stash of **records, CDs, tapes, books, sheet music**, and other music resources available for your use.

Can you name the tribe of Native Americans that inhabited Brooklyn in its early years? Did you know that Kings County was once the second biggest agricultural county in New York State? What was Brooklyn College's impact on the education of Brooklyn residents as the city grew? Learn more about **Brooklyn** and the **history of Brooklyn College** in our Special Collections and Archives Division.

Do you need an article from the *New York Times* that you read some time ago but don't remember the date? Want to see a magazine article that a friend told you about? No problem. The staff of the **newspapers, periodicals, and government documents** division is ready to help you find the article and give you a printed copy for a nominal cost.

Don't overlook **government documents** from all those federal, state, and city agencies that you always hear about in the news. Learn more about their functions and how they use your tax money.

Have you ever gone to a library to find information and been confused because you didn't know how to obtain it? That won't happen at Brooklyn College Library. We provide **library research instruction** throughout the year for faculty, students, and staff. Watch for announcements about walk-in sessions. You will be delighted at how easy it is to find what you want.

Several hundred **computers** throughout the building give you instant access to the library's electronic resources and the Internet.

If we don't have the book or article that you need, we will get it for you from another CUNY school. Just fill out an **interlibrary loan** form at the reference desk and your material will arrive in about ten days.

The Brooklyn College Library is a treasure—it's big, it's busy, and it has information resources for all your needs. We are here to serve you. What are you waiting for? For more information, contact Irwin Weintraub, associate professor; Brooklyn College Library, 951-8213 or irwinw@brooklyn.cuny.edu.

Meet CALI, The New Human Resources Information Database

Human Resource Services and Information Technology Services are pleased to introduce a more user-friendly way to access City University Personnel System (CUPS) and Higher Education Personnel System (HEPS) information. CALI (CUPS

Access LAN Interface) is a new database and reporting system that has been developed by ITS to help Human Resources and certain Brooklyn College executives to produce reports and spreadsheets and gain instant access to home addresses and emergency phone numbers. The rollout to the chairpersons began on November 25 with brief demonstration sessions that highlighted the advantages of CALI. We are confident that CALI will prove to be an invaluable tool.

Do You Know the Next Employee of the Month?

Now is your opportunity to nominate an employee who, in your estimation, embodies the Brooklyn College motto "To be the Best." Nominations forms are available on-line or in any of the administrative offices.

What makes an outstanding employee? Excellence and commitment—a person whose performance, dedication, and diligence in carrying out his or her duties advance the goals and mission of the college.

Who is eligible? All non-teaching, full-time, and part-time members of the Brooklyn College community who have served at least twelve months.

Who should you nominate?

- Someone who has demonstrated *innovative problem solving* or *excellent performance*.
- Someone who has accomplished *a distinguished deed* or *outstanding service to the campus community*.
- Someone who serves as a *role model for advancing the goals and mission of the college*.



Get in Step

Have you ever envied the beautiful moves of the ballroom dancers you've seen on TV? Here's your opportunity to learn their steps with our own world-renowned instructor of ballroom dancing. Sergei Nabatov, Department of Physical Education and Exercise Science, plans to offer free classes during the spring semester. You don't have to be Fred or Ginger to join in. This is a great class for people who want to learn how to "cut a rug" the old-fashioned way and have fun on their lunch hour. Watch out for e-mails with more detailed information.

What does the Employee of the Month win?

- Recognition by President Kimmich and the entire college community.
- His or her photo and name added to the "Wall of Fame" in Boylan Hall.
- A framed award certificate.
- \$100 in cash.
- Reserved parking for one month or four lunches in the Georgian Room.
- Two tickets to a BCBC event.
- An invitation to an annual brunch with the president.

Is there press coverage? Each employee of the month is featured on the Human Resource Services Web page and in student and local newspapers.

Nomination forms are available on-line at www.brooklyn.cuny.edu/bc/offices/hr/employee/index.htm or in any administrative office.

Campuswide Customer Service Training Initiated

In November, Vice-President Steve G. Little initiated a campuswide customer service training program led by Mereese Ladson, comptroller and business manager; and Edna Chun, assistant vice-president for human resource services. Enrollment Services, Business Services, Budget and Planning, and Human Resource Services were the first offices to participate in the all-day program, designed to strengthen relationships with students as well as internal relationships among college departments. Results from last year's Noel-Levitz survey indicated the need to lessen the "run-around" students may receive when seeking information on campus. The training will soon be extended to other offices.

"Beneath every request from a frustrated student is a cry for help," said President Kimmich at the opening of the program. "We need to help our students and remember that we are in the business of educating them." Since assuming the Brooklyn College presidency, Kimmich has striven both to increase the recognition of staff employees through such programs as the Employee-of-the-Month Award and to make the college "a model citizen" for its primary customers—students. In these programmatic

initiatives, Kimmich has underscored the invaluable role that staff play in the success of Brooklyn College and in student retention.

Tim Smith, a nationally acclaimed trainer, facilitated the training sessions. "I can safely say one hundred percent of the participants found the day useful and extremely interesting," said Assistant Vice-President for Enrollment Services Lincoln Sessoms. "All this and team-building at the same time. What more could a person ask for?"

Brooklyn College Excels in 2002 CUNY Campaign for Charitable Giving

Brooklyn College is a goal buster! The Brooklyn College community surpassed the goal of 142 pledges set by the University. We are very proud to announce that more than 200 members of the community pledged a grand total of over \$20,000. "The City University of New York is at the heart of things good in New York City," said Rick Schaffer, general council for CUNY and chairperson of the CUNY Campaign, at a recent breakfast meeting and rally on our campus. "The people who work in CUNY represent the best in New York City, they want the best for New York City, and they love New York City." This was certainly evident from the record-breaking number of contributions.

This year's theme, "Caring Close to Home," emphasizes the local nature of many of the nearly one thousand charitable organizations that participate in the annual donor drive. In addition to your generous support of education, social services, ethnic organizations, and community groups, many of you also contributed generously to relief organizations worldwide.

A special thanks and a hearty "well done!" to the hard-working captains: Randy Balogh, Mario Cabrera, Palma DeCaro, Louis Fanelli, Bruce Filosa, Sally Fleming, Tunji Fussell, Marla Ginsberg, Ronnie Khan, Marianne LaBatto, Rosalin Latse, Amy Marino, Patricia McCarrick, Maryann McKenzie, Ireen Quercia, Lynda Sobieski, Jeannine Sosa, and Scott Yates. Special congratulations to Ireen Quercia, who solicited the highest number of pledges. As the winner of the captains' contest, she receives a dinner for two at Peter Luger's.

Focus On: Environmental Health and Safety—James Hall Study

Human Resource Services is teaming up with the Professional Staff Congress to address a health-related concern in James Hall. This concern, expressed by some members of the faculty and staff working in James Hall has to do with a seemingly high incidence of cancer among individuals stationed in the building. Aldo Orlando, director of environmental health and safety, initially contacted the Environmental and Occupational Epidemiology Unit of the New York City Department of Health (DOH) for assistance. According to the DOH, previous studies of similar settings did not warrant an epidemiological investigation without data indicating otherwise.

Tibbi Dubois, PSC chapter chairperson, then asked Dr. David Kotelchuck, Hunter College School of Health Sciences and cochairperson of the PSC/CUNY Health and Safety Committee, to conduct a pilot study of cancer incidence in James Hall. The study protocol had to undergo review by the CUNY Institutional Review Board for research involving human subjects and will begin as soon as the review process is finalized. Orlando and Jean Grassman, chairperson of the PSC Campus Health and Safety Committee, will work with Kotelchuck in conducting the study.

Do Your Body a Favor

Although winter has just begun, before you know it we'll be complaining about the heat and looking forward to the next beach day. And that means shedding those bulky garments. If that beach day were today, how would you feel about what's underneath your clothes?

We all know how good it is to exercise—and many of us will admit we're a little out of shape—yet somehow we've never gotten around to it. The human body is an amazing thing—it adapts to regular exercise, but it also adapts to no exercise. So if you spend most of your time sitting, squeezing into last summer's bathing suit may be a challenge this June.

So what does it take to begin? Less than you think. You can start a small revolution in your body with simple

activities in your daily life. One easy way is to use the stairs instead of elevators and escalators. Although this may be somewhat difficult at first if you're not fit, it gradually gets easier the more you do it. If climbing is not your cup of tea, try walking. Get off the subway or bus one stop before your own and take a brisk, refreshing walk the rest of the way.

Activities like these may be easily integrated into your life so that they become routine. They feel good, they're healthy, and they can help you live longer. Of course, you'll look a lot better on the beach six months from now as well. And if you're fit and looking for something more exciting, you can always take my aerobics class this spring.—*Gerard Shaw, Physical Education and Exercise Science, 951-5878, gshaw@brooklyn.cuny.edu.*

Classified Staff News

Welcome to new classified staff employees!

Campus Peace Officers Missiha Carter, Glenn Nocera, and Ebonique Wilson.

College Assistants Elinore Carraba, Seung Chung, Christopher Clemens, Casandra Corbie, Sydiya Corbin, John deMato, Gunnar Dessources, Delphine Dhilly, Patrick Eckelmann, Keisha Edwards, Alain Emile, Conroy Francis, Philip Gordon, Yelizaveta Grif, Vyacheslav Gurgov, Mikhail Khaykin, Andre Knight, Nandi Lee, Charmain Liddel, Urseline Lowe, Elisabeth McGlynn, Nadine McSween, Danielle Mendoza, Joshua Morales, Theresia Nurtanio, Kurt Odenwald, Tessa Peterson, Clinton Philson, Tammie Pintacrona, Viviana Rosas, Douglas Schwab, Rimma Segal, and Patricia Squicciarini.

Part-time Custodial Assistants David Cappucci, Eddie Dubois, Kathy McLaughlin, Albert Morton, Enrique Nieves, Rogelio Parris, Raymond Santiago, and Frank Tamaro.

Painters Frank Agovino and Thomas DeGrazia.

Future Civil Service Examinations

The exam for CUNY Office Assistant is tentatively scheduled for March.

Calendar

February

February 1

Lizt Alfonzo Dance Cuba

8 p.m. Whitman Hall (Tickets: \$30).

February 5

New Employee Orientation

10 a.m.–Noon. SUBO.

(Date subject to change.)

TIAA-CREF Representative

9 a.m.–5 p.m. Aviary Lounge, SUBO.

February 6

First pay date for adjuncts and full-time faculty.

February 9

Dang Thai Son

2 p.m. Piano performance. Whitman Hall (Tickets: \$30).

February 12

Lincoln's Birthday College closed.

February 16

Alberto Mizrahi

2 p.m. Whitman Hall (Tickets: \$25).

February 17

Presidents' Day College closed.

February 19

Blood Drive

10 a.m.–8 p.m. SUBO.

February 20

Listening Post Seminar

Noon–2 p.m. State Lounge, SUBO.

Blood Drive

10 a.m.–6 p.m. SUBO.

February 25

Management Training Session

9:30 a.m.–Noon. State Room, SUBO.

February 26

New Employee Orientation

10 a.m.–Noon. SUBO.

(Date subject to change.)

February 27

TIAA-CREF Representative

9 a.m.–5 p.m. Aviary Lounge, SUBO.

February 27–March 9

The Laramie Project

8 p.m. (2 p.m., weekends).

New Workshop Theater.

March

March 11

TIAA-CREF Representative

9 a.m.–5 p.m. Aviary Lounge, SUBO.

March 13

Listening Post Seminar

Noon–2 p.m. Alumni Lounge, SUBO.

March 13–16

Philoctetes

8 p.m. (2 p.m., weekends).

New Workshop Theater.

March 19

New Employee Orientation

10 a.m.–Noon. SUBO.

(Date subject to change.)

March 26

TIAA-CREF Representative

9 a.m.–5 p.m. Aviary Lounge, SUBO.

April

April 9

New Employee Orientation

10 a.m.–Noon. SUBO.

(Date subject to change.)

April 10–13

Two Rooms

8 p.m. (2 p.m., weekends).

New Workshop Theater.

April 17

Listening Post Seminar

Noon–2 p.m. Alumni Lounge, SUBO.

April 30

New Employee Orientation

10 a.m.–Noon. SUBO.

(Date subject to change.)

May

May 1–11

Blood Wedding

8 p.m. (2 p.m., weekends). Gershwin Theater.

May 7

CUNY Wellness Festival

11 a.m.–3 p.m. Lower Quad.

Blood Drive

11 a.m.–8 p.m. SUBO.

May 8

Blood Drive

11 a.m.–6 p.m. SUBO.

May 8–11

Pre-Thesis Festival 2003

8 p.m. (2 p.m., weekends).

New Workshop Theater.

May 21

New Employee Orientation

10 a.m.–Noon. SUBO.

(Date subject to change.)

Who's Who in Human Resource Services

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BROOKLYN



COLLEGE

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