



Office of Vice President for Administration and Finance

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The 212 Degree mug is a reminder to the A&F Management Team from VP Clark that, very often, little things can mean a lot. It reads, "At 211 degrees, water is hot. At 212, it boils. And with boiling water, comes steam. And with steam, you can power a train. One extra degree makes all the difference."

A&F MANAGEMENT TEAM LOOKS TO INNOVATE



The A&F Team: (seated, l-r) Luz Andujar, Bethania Ortega, Vincent Clark, Lourdes Pérez, Rene Rotolo, Dawn Burgos, (standing, l-r) Domenick Laperuta, Kelly Phung, Diane Clarke, Ilona Linins, Fausto Ramirez, Ray Pegollo, Greg Nigri, Eric Washington, Andrea Pinnock, Gezina Bouma, Chris Mowatt, (not pictured) Victor Delgado, Gina Harwood, Arthur McHugh, Ezequiel Pagan, Sonia Rodriguez, Sunny Virk and Shaldon Watson. (Photo by Phyllis Yip)

Once a month, Vice President Vincent Clark and Administrative Operations Director Lourdes Pérez meet with members of the A&F Management Team to review monthly departmental metrics and look for innovative ways to improve services and contain costs. At a meeting last Fall, VP Clark divided his team into groups—each charged with a plan to improve productivity and/or business practices through better use of available technology.

For example, since the inception of CUNYfirst and the move toward a paperless system, the Bursar's Office needed a better way to communicate with students about the status of their accounts. Most students prefer being notified instead of having to check the status of their accounts on CUNYfirst. One of the new A&F groups, the Transformers Team, implemented robocalls to notify more than 1,000 students to contact the Bursar about their accounts.

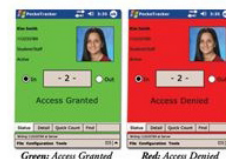
The result has been positive to date. The number of students phoning in to the Bursar increased significantly, and the collection rate has improved.

The Transformers Team also launched online ID card validation, with technical assistance from Lehman IT. It's being used in the Library now and will be College-wide this Fall. Public Safety officers will carry hand-held identity-management devices that can scan Lehman ID cards. "A quick swipe from red to green. It will be a major convenience for students, faculty and staff," says Fausto Ramirez.

Meanwhile, the Whizz Team, led by Budget Director Bethania Ortega, plans to speed up the budget transfer process. "We handle budget transfer requests manually now," says Ortega. "With the new system, the department can initiate a transfer online that will be reviewed and processed in the CUNYfirst system, then automatically updated in LOMRS (Lehman Online Management Reporting System).

Another Whizz Team initiative involves Divisional cross-training. The Bursar's Office will train Human Resources staffers to help out during registration. "We can make the lines move faster," says HR Director Eric Washington. "Some students have overdue accounts. Some just have questions. With digital media devices, we can get answers fast."

Lastly, the A&F Employee of the Month Team is rolling out a Divisional productivity initiative in June. Awards will go each month throughout the year to one full-time employee and one part-time employee from Administration & Finance. The team developed the nominating criteria, policy, procedures and incentives. (See page 3 for more about this new A&F employee recognition program.)

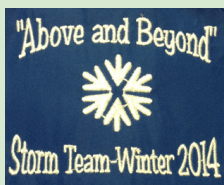


This portable, smart device allows Public Safety officers to quickly validate ID cards for the Lehman community, a time saver for students, faculty and staff.

B&G WINTERSTORM TEAM GOES ABOVE AND BEYOND

Ray Pegollo thinks he may have spent more time at Lehman than he did at home this past winter. At least it seemed that way sometimes.

As Chief Administrative Superintendent for Campus Buildings & Grounds, it was on Pegollo's plate to keep the campus clear and accessible to students, staff and suppliers during a long, snowy winter.



And his B&G team met the challenge.

The storm team was recognized for their outstanding efforts at a continental breakfast this spring. A&F VP Vincent Clark thanked the team and presented members with "Above and Beyond" jackets.

Pegollo explains that unless CUNY declares a snow day, all of the campus buildings have to stay open. Sidewalks must be cleared, entrances made accessible, and student and staff parking lots have to be plowed.

"But when you have a big storm, you can't wait until it stops snowing to start plowing," he says. "So the big challenge for us is to not let it accumulate. Every two or three inches, you need to clear it. And this year, strong winds made that more difficult."

Of course, all of this meant some long days and nights for the storm team. "It really is true that everyone went above and



VP Clark (front and center) with Ray Pegollo, Jorge Mateus and the entire 2014 Lehman B&G storm team at a celebratory breakfast this spring.



Snow-removal teams often worked through the night.

beyond," says Pegollo. "Jorge Mateus, Administrative Superintendent, Labor Supervisor Pasquale Macchia, Principal Custodial Supervisor Diomedes Lopez, all Custodial Supervisors, laborers and custodians. Without them, it would have been impossible."

Pegollo also notes the critical role of B&G's auto mechanics. "We were putting a lot of stress on our equip-

ment," he says. "It was breaking and the mechanics were fixing it so we could get back to work."

The B&G Custodial team's approach to snow removal was to

work in four-man teams. "You don't want people working alone," Pegollo says. "With a team, they can knock it out faster, then go on to the next job. Working as a team also improves morale."

Now in his 20th year at Lehman, Pegollo still recalls the blizzard of January 1996 as a doozy. "But the snows this winter were different," he says. "They just kept coming. One after the other. It was hard to keep up."

B&G's snow-removal efforts were highly visible to the campus community. "Everybody expressed appreciation," says Pegollo. "We received many compliments from departments, because they were battling those conditions at their homes too. We felt happy to be able to make a difference—and we are definitely enjoying the spring."



"We would hear the weather forecast that 10 inches of snow was expected," says Pegollo, "and this winter, when they said 10 inches, we got it—and sometimes more. It was hard to keep up with all the snow." (Photos by Ray Pegollo)

CRISIS RESPONSE TRAINERS MAKING A DIFFERENCE

Tragic events at schools and workplaces across the nation have heightened people's awareness that violence can occur anywhere, including a peaceful college campus. In response, the Department of Public Safety is teaching members of the Lehman community what they can do to increase their chance of surviving a shooting incident in a classroom or office.



The training is known by the acronym ALICE, which stands for Alert, Lockdown, Inform, Counter and Evacuate. Educational institutions throughout the U.S. have adopted this highly effective, common-sense program.

At Lehman, ALICE training sessions are being conducted by Sgt. Samuel Gonzalez and Sgt. Angel Irizariz. The two officers have already made a positive difference through this important safety initiative. To date, more than 200 Lehman students, faculty and staff members have received training.

"We felt empowered by the workshop," says a staff member. "The training really opened our eyes and helped us think differently about our environment—and not just when we're here on campus, but anywhere." Others expressed similar positive reviews.

"We hope you will never have to use the information you receive," says Public Safety Assistant Director Fausto Ramirez, "but if a violent incident should ever arise in your classroom or office, this training will give you a better idea of exactly what to do."

Training is open to the entire College community. Faculty, staff and students are encouraged to participate. If you want to attend



More than 200 students and staff members have attended crisis-response training workshops led by (l-r) Sgt. Samuel Gonzalez and Sgt. Angel Irizariz of Lehman's Department of Public Safety.

an ALICE session, email fausto.ramirez@lehman.cuny.edu. You'll receive information about the next available training date.

The ALICE program supplements the Department of Public Safety's current lockdown procedures that are used widely in public schools and workplaces as a stand-alone defensive strategy for an active shooter event.

Public Safety Going Green



Public Safety rolled out its new Sentinel 100% Electric Police Mobility Vehicle, better known as the PMV. Given the need to protect our environment and reduce carbon emissions, Public Safety was eager to have this product for daily use. The PMV allows officers like Moises Garcia (above) to move quickly and efficiently, and makes it possible for more face-to-face interactions with members of the Lehman community.

NEW EMPLOYEE RECOGNITION PROGRAM TO LAUNCH IN JUNE

Administration & Finance is starting an Employee of the Month program to publicly thank staff members for their outstanding contributions to the Division's work for Lehman College. Employees will be recognized for performance that exemplifies A&F's core values and its emphasis on cost-effective, efficient service.

"Because we're here to serve, it's important to recognize employees who go out of their way to provide excellent service," says A&F VP Vincent Clark. "Many studies have shown that it makes a real difference—in terms of workplace productivity—when people know that their extra efforts are appreciated. It builds incentive."

Award recipients, once a month, will be a full-time employee and a part-time employee. They will receive a certificate of achievement, a plaque, and will tell their story in this newsletter. The entire year's awardees will be recognized at a holiday luncheon celebration.

Program rules cover the nomination and election process. Briefly, nominations must be submitted to Employee of the Month Committee Chairs Lourdes Pérez and Arthur McHugh. The full Committee, which is made up of representatives of all the A&F offices and departments, will consider the nominations and vote in secret ballot.

Committee members seek to recognize unsung employees who work well on teams and who interact smoothly with Lehman departments—individuals who show leadership and initiative.

CIVIC ENGAGEMENT AWARD TO B&G

Lehman's Office of Community Engagement and New Student Programs presented its Civic Engagement Award for "outstanding partnership in philanthropy" to the Buildings & Grounds Department. B&G was cited for supporting the Office's annual pre-Thanksgiving Turkey Trot fundraiser. Administrative Superintendent Jorge Mateus accepted the award for B&G at a May ceremony.

ATHLETICS AWARDS FOR SERVICE PRESENTED TO A&F'S ORDONEZ, RAMIREZ

Justo Ordonez, B&G painter, and Fausto Ramirez, Assistant Director of Public Safety, were honored for outstanding service at the annual Lehman College Athletics Awards banquet on May 13.

Ordonez was cited for consistently going above and beyond the call of duty. "Whether it is repairs to the walls in the free-weight room, dance studios or classrooms, he works non-stop to keep the APEX in top shape," his citation read.

Ramirez was recognized for overseeing security at the APEX. "Student-athletes, coaches and teams come and go at all hours, on weekends, holidays, and the Public Safety staff under his supervision make sure that everyone is safe—and that outside groups and clubs using the APEX are compliant with rules and regulations."



Award winners Justo Ordonez and Fausto Ramirez with their families (l-r) Noel and Marina Ordonez and Sonia Rodriguez.

A&F CALENDAR Spring 2014

TIAA-CREF Counseling: Wed., June 18; Wed., July 16; Tues., Aug. 13, Shuster 018, 9 am-5 pm. Contact: Ira Black (800) 732-8353.

MetLife Counseling: Weds., May 28, June 25, July 23, Aug. 27, Sept. 24, Oct. 22, Nov. 12, Dec. 10, Shuster Hall 018. Contact: Christopher Vargas (516) 683-5515 or (cell) (516) 216-8830.

Connections Training: Thurs., June 5, June 12, June 19, locations TBA.

Classified Evaluations for Supervisors: Tues., June 17, Wed., June 18; Tues., June 24, Wed., June 25, locations TBA.

Annual Employee BBQ: Fri., June 20, noon to 3 pm (rain date June 26). Contact: Alice Jenkins, coordinator, ext. 8539.

Deadline for Receipt of Goods and Services for FY2014: Mon., June 30. Contact Sunny Virk, ext. 8261, or Sonia Rodriguez, ext. 8263

Parking Decals for 2014-15: Available starting Mon., July 21, noon, Shuster Hall 078, \$285 for reserved parking, \$185 for general parking. Current decals expire Aug. 31. Contact: Dawn Burgos, ext. 4962. Cash, check or credit card (Visa/MasterCard) accepted.

SLEEK NEW PAC ENTRANCE PLANNED



The Performing Arts Center on the Lehman campus will have a sleek, glowing new main entrance designed by Michielli + Wyetzn Architects. Rene Rotolo, AVP for Campus Planning and Facilities, reports that construction is set to begin in late 2015. The 6000-square-foot addition will include a pavilion that will be the primary entrance, box office and lobby for the building. It will also contain an office suite, theater support spaces and, on the upper level, a VIP room and roof terrace with campus views as well as new bathrooms. The cafe in the orchestra-level lobby will open to an outdoor seating area in the plaza adjacent to the new entrance.

Lehman Strong at 36th Annual Fundraiser for BCC Scholarships



May 3rd was a bright and sunny Saturday, perfect for Bronx Community College's 36th Annual Roscoe C. Brown Jr. Hall of Fame 10K-5K Runs and the Michael Steuerman Two Mile Walk. The start line was in front of the BCC Library, and Team Lehman (above) finished each category they entered. Congratulations to Lianee Torres of the Bursar's Office, who came in first in the Women's 30-39 age group for the 10K with a time of 51.06. A&F VP Vincent Clark encouraged Lehman participation as a team, and Alice Jenkins ordered Team Lehman T-shirts and coordinated pickup of runner numbers. To prepare for the event, Luis Soltero-Rodriguez organized some after-work training. The event raises funds for the Steuerman Scholarship Fund and the David Hernandez Memorial Scholarship, among other BCC scholarships.



LEHMAN COLLEGE, THE CITY UNIVERSITY OF NEW YORK
PRODUCED BY THE OFFICE OF ADMINISTRATION AND FINANCE