Administrative Services Employees Provide More Than "Service With A Smile"

Tom Peters calls it "Service with Soul." Ron Zemke calls it "Knock Your Socks Off" service. Whatever you call it, many Administrative Services employees are taking the challenge to provide exceptional products and services to their customers. This issue of the Quality Newsletter is dedicated to sharing a few of the stories that demonstrate our employees "obsession" with meeting the needs of customers.

Payroll Office Handled Refund Through Teamwork

When President Thompson announced on December 6 that we would get a "$400 good health refund" in our mid-December check, he relied on the Payroll Office staff to make certain it happened. And it did, without a glitch!

The Payroll Office had less than six working days to make the changes to ensure the mid-December check included the $400. They accomplished this "mission impossible" through a lot of teamwork.

The whole process resembled a highly-tuned relay team. Preparations for the race began when Stan Greenhalgh, Human Resources, made certain the project was doable by consulting with Ben Read of Payroll. But the race didn’t begin until the official announcement. On December 6, Payroll picked up the baton and ran with it.

Over the next six days, the baton was passed among several groups, including the Hourly and Salary Payroll Teams. At one point in time, it was even passed to a software vendor. Individuals on these teams were involved in rewriting payroll batch load programs, modifying the earnings table, and verifying the trial payroll. All this was done while ensuring the Payroll Office handled customer concerns as usual.

"We knew that Weber State employees would appreciate having the extra cash in time for Christmas," commented Ben Read, "so both of our teams went to work on it. Our goal is to meet the needs of our customers."

Up the Hill Again?
Physical Plant Employees Develop Solutions

Employees of the Physical Plant recognize that sometimes the location of their office makes it difficult for customers to receive services. Tammy Agee, Laurie Culbertson, Joelle Bernel, and Shauna Borgschatz developed some solutions to this dilemma.

☐ **Dilemma:** Jill comes "up the hill" to fetch a key or rent a locker, but forgets to buy a key deposit or locker rental card from the Cashier's window?
☐ **Solution:** The office will accept cash, saving Jill another trip.

☐ **Dilemma:** Jack comes "up the hill" to pick up a key, but forgets the blue card or doesn’t have the blue card properly signed.
☐ **Solution:** The proper person will be telephoned to get authorization so the key can be issued, saving Jack a trip up the hill.

☐ **Dilemma:** Jack goes back to the office and finds the key doesn’t work.
☐ **Solution:** A representative from the Physical Plant will go to Jack’s location to remedy the problem, saving Jack another trip up the hill.

Yes, sometimes the location of the Physical Plant office is inconvenient. "We try to be a one-stop information source as much as possible, looking for ways to minimize inconvenience for our customers," says Dave Maxson.
Students Come First at WSU Despite Federal Government Shutdown

No Financial Aid to Pay Tuition? No Problem, Says WSU Officials

The Department of Education was one of the areas closed because of the federal budget impasse. As a result of this shutdown, financial aid was not made available to students until well into Winter Quarter.

Weber State University employees recognized the problem in mid-December and responded to the crisis with a student-centered plan.

Classes were held for students until their tuition was paid through their financial aid package. Normally, classes are dropped when tuition and fees are not paid by the deadline.

Financial aid residual checks were issued to students even though the funds had not arrived from the federal government. Residual checks are issued after the tuition and fees are paid. Usually the money is used to buy books, but occasionally the money even helps pay the rent.

Some 6,000 students benefited from the university covering tuition costs and approximately 2,000 students were mailed their residual checks on Saturday, December 23 (see related story, next column).

"We felt it was important to advance the students their financial aid until the federal government got its act together," said David L. Duncan, University Treasurer. "We couldn't penalize the students for the federal government's gridlock."

WSU students were paid with university money until the government made the financial aid money available. "Our students are our first priority and we felt it was important to go the extra mile for them," said Duncan.

Residual Checks Delayed, So WSU Employees Step In

Employees from several different Weber State University departments banded together and went the extra mile for students during Christmas break. They ensured students had their residual checks in time to purchase books and other school supplies before the start of Winter Quarter.

Residual checks, part of the financial aid package, are issued after tuition and fees are paid. But this quarter, because of the federal budget impasse, the students were destined to receive no residual check until the stalemate was resolved. Weber State officials recognized the crisis and decided to advance the students their financial aid until the situation was settled (see related story, previous column). Unfortunately, by the time the crisis was identified and resolved, the window for getting the students their residual checks before the quarter started was about to close.

Enter some concerned university employees. They recognized the problem and decided to work the Saturday before Christmas so that students could get their residual checks earlier. "We wanted to make sure students had their checks in time to buy books," said Steve Nabor. "We couldn't let the federal government get in the way of our students' education."

"It was a total team effort," said Steve Nabor. "There was no complaining -- only genuine concern for the students." The effort didn't come easily, however. The computer operator scheduled to run the job got pneumonia, so Robbo Herrmann filled in.

Don't forget!

February's Quality Awareness Make-Up Session:
9:00 - 11:00 a.m., Tuesday, 27 February, Rich Lounge, DEC
Register by 22 February by calling Janet at ext. 6004