Employees Anticipate Customers' Needs

Income Tax Credit Facilitated by Accounting Services

WSU students are anxious to take advantage of an income tax credit thanks to the diligent work of employees Cindy Brewer and Ron Smith.

Brewer and Smith have been researching the 1997 Taxpayer Relief Act for over four months to determine the impact on the university. These two Accounting Services employees identified the parameters of the Hope Scholarship Income Tax Credit, advertised its availability to WSU students, and developed a process so that eligible students can take advantage of the credit for Winter Quarter.

"Judging from the information issued in the media -- Ogden Standard Examiner, Salt Lake Tribune, KSL Radio -- and the number of student inquiries," stated Steve Nabor, "Cindy and Ron truly anticipated the needs of their customers and delighted them with their facilitation of the tax credit. I appreciate Ron's and Cindy's leadership on this issue."

Payroll Office Handles Extra Payment and Early Hourly Payroll

WSU employees received their salary restoration payment in time for the Thanksgiving weekend thanks to the dedicated service of the Payroll Office. "I recognize the detailed processing that it takes to make a salary restoration payment happen," stated Steve Nabor. "I know that things don't happen magically and I appreciate the hard work of the Payroll Office employees."

But the dedication of the Payroll Office doesn't end there -- the group distributed the hourly payroll earlier due to the Thanksgiving weekend and they plan to process the hourly payroll earlier for the Christmas holiday as well.

"The Payroll Office's desire to meet the needs of customers is admirable," continued Nabor. "This group's services are often taken for granted and they generally don't receive feedback unless there's a problem. I appreciate their efforts on these two issues and applaud their continued excellent performance."

Santa's List

Kelly Kap, Physical Plant: A backhoe.
Judy Hutchison, Accounting Services: Godiva chocolate for everyone.
Jerri Spencer, Public Safety: For everyone to have a roof over his/her head, a meal to eat, and a present to open.
Rosalie Polson, Purchasing: All children to be happy.
Ben Read, Payroll: Great health for everybody.
Michele Page, Budget and IR: Snow.
Janet Villarruel, VP's Office: No Snow.
Norma Rae Liston, Human Resources: Go back to the plain and simple things and regain the true meaning and magic of Christmas.

Customer Service

View your customers as the reason you are at work . . . not as an interruption.
Team Designs New Construction Process to Improve Communication During Planning

The Campus Construction Team presented a new construction/remodel process to the Facilities Quality Management Team (QMT) on November 24. The improved process includes a cross-functional team approach and a prioritization method.

The team began work on the project over seven months ago. They had a dual assignment:

- Remodel an area in the Union Building into a food court
- Accomplish this effort using a team approach and new, different, and/or innovative methods.

The Food Court opened 25 September with Chick-Fil-A, Oscar Meyer, and the Bagel Basket offering a variety of food. The team accomplished the first phase of the task on time and under budget. "Finishing a project on time and under budget is a major accomplishment," stated Craige Hall.

Accomplishing the second part of the assignment turned out to be difficult because the team kept falling into the trap of doing things the "old way." After completing the food court, the team flowcharted an improved process that enhances communication and prioritizes projects. The QMT decided to try out the new process and evaluate its effectiveness.

"I'm really pleased with the team's efforts to design a better process to complete construction/remodeling projects under $100,000 more efficiently," reflected Hall. "Each team member was committed to the task and that commitment was displayed in the team's accomplishments."