

12-2008

BASC News and Views December 2008

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Hintz, Anna, "BASC News and Views December 2008" (2008). *News & Views*. 11.

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Brockport Auxiliary Service Corporation

NEWS & VIEWS

Volume 6 Number 2

A Newsletter for BASC Employees and their Families

December 2008

Sustainability Plan Update

BASC is committed to stewardship (one of our core values) and to taking environmentally responsible action. As reported in the August *News & Views*, BASC is in the process of implementing year one of a three-year sustainability plan that focuses on education, waste minimization, and energy reduction. Below are some of the highlights of this plan that we've been working on this year and ways you can get involved.

Education

A lot has been done this semester to help educate and raise awareness about waste and energy. Both dining halls participated in a "Waste Weigh Series" that measured the average amount of waste per customer during three different lunches. The first waste weigh was unannounced to customers and resulted in the highest amount of waste – 8.63 oz. per customer. The second waste weigh was announced and customers were asked to take only what they could eat. Total waste decreased only slightly to 8.38 oz. per customer. The third waste weigh was just like the second, only in addition, trays were removed. This meal yielded a 26% reduction in total waste per person compared to the first waste weigh, with 6.37 oz. of waste per customer. Plus, there were added water and energy savings from not having to wash approximately 1,200 trays.

What can you do?

Lead by example! If you eat in a dining hall, try going tray-less. Encourage others and help explain the many benefits. Consider purchasing a refillable mug. Let customers know about the program and the many benefits.

Waste Minimization

This semester we introduced a refillable mug program for our retail loca-

...continued on page 7

Executive Director's Corner

Happy Holidays!

One of the things I love most about BASC is how much fun we can have at work. Our picture this issue celebrates a new "holiday" in our special events schedule - National Brownie Day on December 8. How many people get to celebrate a holiday like that at work?

Having fun at work is part of our BASC value of Team. Our other values of Organizational Integrity, Passion for Excellence and Stewardship define how we act as a team. We are a service organization so we are all about people - the people we serve and the people on our team. We are fortunate to have GREAT people working at BASC making us a great team. A great team delivers great service and we are committed to making and keeping BASC a great place to work.

As we approach the end of the calendar year, we are starting our business planning for next year. Remember, the purpose of BASC is to support the goals of the College. There are many challenges facing the College and BASC in the next year from the economy in general to the state budget crisis to the changing college student population. I'm confident that our great team has the passion for excellence, flexibility, initiative and creativity to continue to be very successful in this challenging time.

Whether you celebrate Christmas, Kwanzaa, Chanukah or National Brownie Day, I wish you and your families the very best of holiday seasons and look forward to working with you in the new year.

Diane



Back: Ken Bonczyk and Marianne Torres
Front: Diane Dimitroff and Sharon Woodley

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Dining Service Survey—Results

The Dining Service survey, now in its 24th year, has become a valuable tool that allows Dining Services to make improvements year-to-year in order to provide customers with the highest quality services. The results of this year's survey reinforces the fact that we are rated #1 in SUNY dining services.

We are currently reviewing all survey results including written comments for each specific dining area to seek ways to improve our services.

Menu suggestions will be taken into consideration during our menu planning meeting that will take place over the semester break. We look forward to reporting on plans for improvements early next semester. Below are some interesting highlights from the survey:

- Our combined total number of surveys collected (online and paper) was 2,145—a 19% increase over last year.
- 62% of the surveys were taken online versus only 44% online last year.
- Of the survey participants, 13% were faculty/staff and 87% were students.

- Our overall dining service score increased slightly over last year and was a 4.29 out of a possible 5.0!
- Our highest scores were in friendliness of service (4.44), cleanliness of dishes (4.23), and communication of menus and specials (4.16).

- Ratings of quality (4.10) and variety (3.87), two key indicators in overall satisfaction, were consistent to previous years' scores.

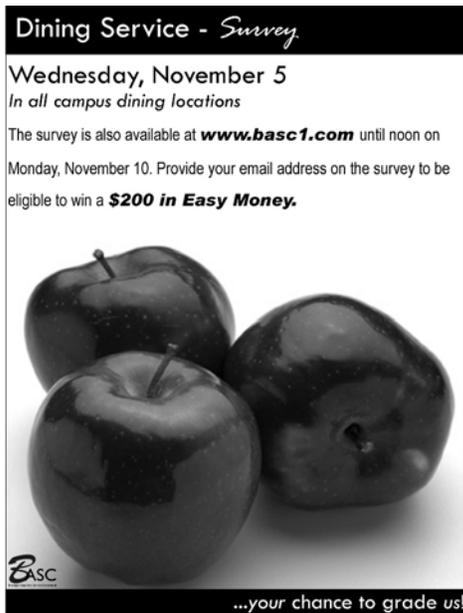
- Customers rated overall food quality the highest in terms of importance, receiving a 4.8 out of a possible 5.

- Among customers who rated vegetarian menu selections of high importance (5), average satisfaction

was a 3.68.

Our customers' feedback is extremely valuable in helping us to improve our services year after year. Thank you to all the employees that helped with the surveys. More importantly, thanks to all our employees who work hard every day to provide quality, friendly services for our students.

Although Dining Services conducts its own survey every November, it is the SUNY Student Opinion Survey (SOS) conducted every three years that The College at Brockport has been rated #1 in since 1994! That survey will be conducted this spring between late February and early March.



Student Scholarships

BASC is excited to announce that we have the most money available for student employee scholarships this year than ever before! Thanks to Barnes & Noble who has provided \$10,000 for the Barnes & Noble College Bookstore/BASC Scholarship and Loose Ends Vending who has provided \$5,000 for the Loose Ends Vending/BASC Scholarship, a total of \$15,000 is available for student scholarships.

These scholarships will be awarded through the Brockport Foundation and student recipients will have the choice of using the award in a couple ways.

BASC student employees who work in Administration, Dining Services, Bookstore, or Parking Services and meet designated criteria are eligible to apply. Managers, full-time, and part-time employees may encourage those deserving students to apply and offer to provide them with a letter of reference.

More specific information, including the timeline for the application process, will be distributed to all student employees via e-mail early in the spring semester.

Save the Date!

Wednesday, January 21
is our Welcome Back Orientation
for all employees.
More information will be distributed
in the next few weeks.

Santa's Coming!

Santa is busy making his list and checking it twice. He's looking forward to seeing all the BASC children and grandchildren at the annual kids' holiday party on Saturday, December 13. Festivities will take place at Brockway Dining Hall between 10 am and noon. Word has it that Santa may even be bringing an early gift for children ages 9 and under. But this party isn't just for kids. Santa wants to see all you adults, too. There'll be plenty of photo opportunities—not to mention cookies and milk for everyone.

If you have not yet signed up your



child or grandchild for this special event, please see head elf **Betty Drennen** ASAP. Even if you don't have a child to bring to the party, come and enjoy the fun with your co-workers and their family.

Pin Recipients

Several BASC employees have recently earned pins for role modeling our core values of team, passion for excellence, organizational integrity and stewardship. Please join us in congratulating and thanking these individuals for their dedicated service:

Scott Connelly, Brockway—assisting while a cook was out and had excellent leadership of the crew

Barb Carpenter, Dining Service Office—outstanding coverage of the office while short-handed

Greg Seaman, Union Square—displayed impressive teamwork, initiatives and passion for excellence in operating the new late night hours at Jitterbugs Café. He also did an outstanding job training new student managers.

Halloween Contest Winners

Thanks to everyone that participated in our annual Halloween costume contest. As always, there were some really creative costumes. Congratulations to our winners:

1st place winners:

Carmen Lopez - Brockway
Kelly Pratt & Connie Collins - Kiosks
Sheri Burnside - Harrison

Leslie Fisher - TRAX
Jarrod Miner - Administration
Bryanna Paley - Parking

2nd place winners:

Anthony Manzari - Brockway
Ashley Kassay - Harrison
Mark Mandara - TRAX
Caitlin Roberts - Administration
Stephen Sonnleitner - Parking

Condolences

Our thoughts and prayers are extended to the family and friends of the following people:

Denise Phillips and **Tasha Ferris** whose brother, **Charles Moyer**, passed away in October. **Mike** and **Laurie Smith** for the loss of Laurie's father, **Jerry Silverman**, who also passed away in October.



Payroll Information

The payroll check or direct deposit slip dated December 18, 2008 (pay period ending December 10, 2008), will be mailed out to all employees, unless otherwise instructed by the employee or their supervisor.

The payroll check or direct deposit slip dated December 31, 2008 (pay period ending December 24, 2008), will be mailed out to all employees since the BASC offices will be shut down for winter break.

Please make sure that the address on your paycheck is correct. Not only will these paychecks be mailed to that address, but your W-2 forms will be mailed to that address in January. To change the address on your paycheck, please complete a change of address form and return it to **Vern VanSkiver** or call him at 395-5216.

Around the Water Cooler



Administration Announcements

Please remember that the BASC Administrative Offices will be closed for the campus shut down from December 19 through January 4.

Executive Administrative Assistant **Betty Drennen** is thrilled to announce the upcoming wedding of her daughter, **Tina Yacono** to **Jeremy Bullins**. Both reside in High Point, NC and are employed with the NASCAR race team. The wedding will take place December 27 in Brockport while family and friends are in town for the holidays.

Congratulations to Student Manager **Caitlin Roberts** who is graduating in December and getting her master's degree overseas in London. Good luck and "you betcha" we'll think of you often.

Congratulations to **Vern Van-Skiver's** son, **Dustin**, who shot his first deer—a seven point buck—during bow season.

Brockway Blurbs

Congratulations to **McAllister King** on his promotion to unit manager of Harrison Dining Hall. Mac has been an integral part of our team over the last year and mentor to all. Also, congratulations to **Jean Gilman** for her promotion to Brockway office assistant.

We welcome **Lisa DiClemente** to our team. She is the new part-time kitchen helper. Welcome back to **Diann Hughes**. She missed the beginning of the semester but is

back and hasn't missed a step!

Best of luck goes out to Student Manager **Brittney Lull**. She recently completed her student teaching requirements and is off to pursue a teaching career. She will be missed. We are all jealous of Student Manager **Jill Wielinski** who will be working an internship in Virginia Beach in the spring. She will also be graduating in May and we wish her the best of luck in the future.

Congratulations to **Dan Cater** who got married in October to his longtime girlfriend **Angela**.

Welcome **Ken Bonczyk**, **Wendy Richards** and **Marcia Kujawa** to the Brockway team. Everyone is looking forward to working with you.

Best of luck to **Joe Buttons** with his move to Union Square as assistant director of dining services. Joe is a true leader and friend to all at Brockway. We also wish him luck as he works toward becoming an official certified USA hockey referee. Keep your head up and the whistle in your pocket.

Everyone at Brockway is excited to announce that **Tiffany (Slocum) Ransom** is pregnant. Tiffany graduated from The College at Brockport in May. Tiff and her husband, **George** reside in Georgia while he completes his Military Training.

Denise Phillips's son **Dylan** shot his first 10 point buck weighing in at 225 pounds with a bow on opening day. Dylan also had a great racing season with his homing pigeons. He placed first in three of the four races he entered.

He also took

Best Loft and High Point Bird of Rochester!

Denise Phillips and **Tasha Ferris** would like to thank everyone for their thoughts, prayers, and cards during the loss of their brother **Charles**. A special thank you to all the people who helped prepare and deliver the wonderful food. The **Moyer family** thanks you wholeheartedly.

Bookstore Buzz

Congratulations to **Bill Kerr** who had pictures published in the *Capture Rochester* photography book recently produced by the Democrat & Chronicle. Competition was fierce for the photographs that best capture the essence of Rochester, and Bill Kerr's photos were among the chosen winners.

Catering Crumbs

The Garnishes crew warmly welcomes back Catering Manager **Mary Tarbrake**, who has returned to full-time status. She was surely missed!

Dr. Halstead recently commented on the entire Garnishes team for "stepping up" while Mary was out for several weeks.

Thanks to everyone in Catering and Union Square for working extra hard to ensure that all the events associated with Homecoming and Family Weekend went smoothly during these difficult times.

Harrison Highlights

Congratulations and welcome back to **Richard Mondy** now assistant director of dining services oversee-

ing both Harrison Dining Hall and TRAX.

We welcome aboard **McAllister King** and congratulate him for his promotion to manager of Harrison. We are excited to have him a part of our team. We are also excited to have **Jason Augustyn** move to Harrison as assistant manager.

Congratulations to **Kim Gauthier** who started as a temporary employee, and within months was promoted to a full-time food preparation specialist. Also, congratulations to **Nellie Devlin** who was promoted to a full-time kitchen helper position.

Parking Pebbles

The Welcome Center & Parking Services Office celebrated a couple of birthdays this semester—Student Manager **Sara Williams** and two student workers **Samantha Seaman** and **Courtney VandeWeert**. We hope you all had a wonderful day.

A friendly reminder for all BASC employees who purchased a fall semester only permit, you will need to purchase another permit for the spring.

Entertainment books are for sale for \$18.05 at the Conrad Welcome Center until December 19. Only cash or checks are accepted.

Make sure to take advantage of the RARES employee discount program. Stop by the Conrad Welcome Center to get a free RARES ID card and benefit from savings on entertainment, dining and merchandise and services at local area merchants. Many seasonal offers are available. Check www.rares.org often for information on special offers.

TRAX Tidbits

Congratulations and welcome to **Jeff Osborne** and **Jessica Marks**, newly appointed assistant managers. Both started as student employees.

We send a sad farewell to **Frank Smith**, but wish him luck in his new position at Union Square. Thanks for the great memories. TRAX Buffalo Bills fans were heart broken hearted from the loss suffered on November 17 to the Cleveland Browns. The wide right kick at the end of regulations brought back horrible Norwood memories... “wide right, wide right.”

Everyone at TRAX would like to send the best holiday wishes to all. Have fun and be safe.

Union Square Scribbles

Congratulations to **Linda Lotze** and daughter **Sarah Cedeno** on the birth of Linda’s new grandson **John**. Sarah will be returning to campus, but not to work in the Bookstore. She will be working as an adjunct professor. Good luck Sarah and best wishes with your new addition.

Union Square wishes **Wendy Richards** bon voyage as she leaves after 10 years and sets her sights on Brockway. We wish you luck and don’t forget to visit often.

A warm welcome is extended to **Joe Buttons**, our new assistant director of dining services in charge of Union Square, kiosks and Catering, and **Frank Smith**, our new assistant manager in Union Square. Everyone is excited to work together and further enhance our operations.

BASC Board of Directors

BASC is governed by an eleven-member board. Below are this year’s board of directors:

- Don Murray, President
(alumni representative)
- Charles Callahan III
(President appointee)
- Lou Spiro
(VP Administration & Finance)
- Kathryn Wilson
(VP Enrollment Management/ Student Affairs)
- Dave Bagley
(college senate representative)
- Jeff Lashbrook
(college senate representative)
- Susan Stites-Doe
(college senate representative)
- Lindsay Geyer
(BSG representative)
- Randall Franklin
(BSG representative)
- Bill Keating
(BSG representative)
- Kyle Amendola
(BSG representative)

Faculty & Staff Campaign

The 2008-09 Faculty & Staff Campaign has kicked off with the theme “Committed to the Future.” This year the goal is to raise \$165,000 and encourage 100% participation. Funds from this campaign benefit the Extraordinary Scholarship Fund, providing scholarships to our brightest applicants. The **Sandra Mason** Scholarship, available for relatives of current and former BASC employees, is one of those scholarships.

To participate in this important College fundraiser, see your manager for a pledge card or call the Administrative Office at 395-2497.

Safety



Safety Tip of the Issue: *Holiday Fire Safety*

The holidays are a time to enjoy family and friends and reflect on those things that are the most important to each of us. There should be nothing more important than providing a safe and secure home for your family. By following these simple, but often overlooked, safety tips you will be well on your way to a safe and happy holiday season.

Christmas Trees

- **Artificial Trees** -- When purchasing an artificial tree, look for one labeled "Fire Resistant." Although this label does not mean the tree won't catch fire, it does indicate the tree will resist burning and should extinguish quickly.
- **Selecting a Live Tree** – Needles on fresh trees should be green and hard to pull back from the branches. The needles should not break if the tree has been freshly cut. Old trees can be identified by bouncing the tree on the ground. If many needles fall off, the tree has been cut too long, has probably dried out, and is a fire hazard.
- **Caring for your tree** – Do not place the tree close to a heat source, including a fireplace or heat vent. The heat will dry out the tree, causing it to be more easily ignited by heat, flame or sparks. Do not put your live tree up too early or leave it up for too long. Keep the tree stand filled with water at all times.
- **Disposing of the tree** -- Never put tree branches or needles in a fireplace or wood burning stove. When the tree becomes dry, discard it promptly. The best way to dispose of your tree is to take it to a recycling center or having it hauled away by a community pick-up service.

Decorations

- Follow the manufacturer's instruction on how to use tree lights. Any string lights with worn, frayed or broken cords or loose bulb connections should not be used. Never use electric lights on a metal tree.
- Unplug tree lights before leaving home or going to sleep.
- Never use lit candles to decorate a tree.
- If you use candles to decorate a room, make sure they are in stable holders and place them where they cannot be easily knocked over. Never leave a burning candle unattended.
- All holiday decorations should be nonflammable or flame-retardant and place away from heat vents.
- Never put wrapping paper in a fireplace, it can throw off dangerous sparks and produce intense flames that can cause a chimney fire.

Guests

- Keep your family and overnight guests safe with a working smoke alarm on every level of your home, in every bedroom, and in the halls adjacent to the bedrooms. Test smoke alarms monthly and replace batteries at least twice a year.
- Overnight guests should be instructed on the fire escape plan and designated meeting place for your home.

Safety Representatives

Maintenance
Mike Smith (Smitty)

Harrison
Jason Augustyn
Lloyd McCauley

TRAX
Jessica Marks

Brockway
Dan Cater

Union Square & Kiosks
Larry Hueser

Bakery
Ken Bonczyk

Catering
Patty Sorel

Dining Service Office
Patty Knapp

Administrative Office
Vernon VanSkiver

Serve Safe Trainer
Dick Mondy

Safety Report

Below is the breakdown of accidents since August 1, 2008.

Burns (9), Cuts (8), Contusions (2), Chemical (2), and Other (7) = 28 total accidents

Congratulations to our latest Safety BINGO winners: **John Spamer** (\$50), **Joe Albanese** (\$100), and **Melissa Kent** (\$150).

A message from the New York State Office of Fire Prevention and Control

Sustainability Plan Update *(...continued from page 1)*

tions. Sixteen ounce mugs are available for customers to purchase at cost (\$5.25) at TRAX, Jitterbugs Café, Aerie Café, Hartwell Café, and Courtside. Mugs are available at the Dining Service Office at the discounted price of \$4 for any BASC employee. Once purchased, these mugs can be used in any of our retail locations for fountain beverages or coffee. Customers will pay the 12 oz. price for the beverage they purchase, essentially receiving 4 oz. free with each refill!

Dining Services is in the process of eliminating polystyrene containers, an important initiative and a costly one. Soup bowls and cups have been converted to paper products in retail locations. More paper containers will be introduced next semester.

The Bookstore is now selling reusable, heavy-duty canvas shopping bags. This environmentally friendly alternative is a great way to reduce waste.

What can you do?

Be aware of the amount of waste you generate and look for ways to minimize it: Aim for zero waste at the end of your meal. Use a refillable mug and know that with each use you are saving one disposable cup from going in a landfill. The same applies for reusable shopping bags – each time you use one (or go without a bag) one less disposable bag is being used.

Energy Reduction

Over the summer we completed the installation of all new energy-star rated vending and laundry machines. The machines are expected to save on energy costs. In addition, the front-load washers require less water, hold larger loads, and save energy in reduced water heating. They also extract more water from your clothes, shortening drying time and saving even more energy.

We're in the process of working on a schedule for the winter break where some vending machines will be completely turned off so that additional energy can be saved. Similar activities are taking place in the dining units

where we're looking to consolidate freezers and coolers to minimize energy requirements over break. The BASC Administrative Offices will be going to four-day work weeks the weeks of December 15, January 5, and January 12 to allow Brockway Hall to be shut down Friday, Saturday, and Sunday of those weeks. Harrison Hall will be completely shut down over winter break. Both

of these measures will result in considerable energy savings for the campus. Offices will be open for customers Monday - Thursday, 8 am – 4 pm those weeks.

Welcome Center & Parking Services is planning to launch a student Ride-share Program in the near future. This free program will allow students to search an online database for ride partners to school or other events. There is currently a similar program in place for faculty and staff through the College Human Resource Web site. A link to this ridesharing tool can be found at www.basc1.com/parking.

Brockport's Fast TRAX, bike borrowing program, kicked off this fall courtesy of Welcome Center & Parking Services and Residential Life/ Learn-

All BASC Employees
(including management, full-time, part-time and students)

Refillable Mug
program



Save \$1.25
on the purchase of a
refillable mug!

Here's how it works:

1. Purchase a mug at a **reduced price of \$4** (includes tax) using Easy Money, cash, or credit cards at the Dining Service Office. *(The discounted mug price is only valid at the Dining Service Office.)*
2. Use it at retail locations for beverages included in the Employee Meal Program. *(Not intended for use in the dining halls.)*
3. When you're not working, use it to purchase fountain beverages and coffee at the following locations:
 - Aerie Café
 - Courtside
 - Hartwell Café
 - Jitterbugs Café
 - TRAX
 - Union Square
4. **When purchasing beverages, you'll get 16 oz. at the 12 oz. price!**
Plus, you'll reduce waste!

**Easy on your wallet
and the environment!**



ing Communities. Over 100 people participated in this program. The bikes are currently put away for the season, but will be back April 1.

What can you do?

There are things that each of us can do to help save energy at work and in our own homes. It starts with being aware of the energy that you're using and then asking yourself if you really need all of it. Are there lights that could be turned off? Can I walk or ride my bike somewhere I'd normally drive? Can I rideshare with someone? BASC will continue to work on implementing our sustainability plan. We encourage your involvement and support in these initiatives. As with any good plan, the more people supporting it, the more successful it will be!

NEWS & VIEWS

Health Insurance Open Enrollment

The open enrollment period for our health insurance plans will be in December. This will be your opportunity to make any changes for the next year. Human Re-

sources will be mailing information regarding the plans and rates to employee homes in the next two to three weeks.

Halloween Hullabaloo



Happy Birthday!



The following employees will celebrate a birthday this winter:

December

Maureen Fodge	Linda Mendez
John Spamer	Gina Maclaren
Patty Sorel	Muriel Dodson
Jessica Marks	Cheryl Steadman
Kevin Mosher	Sarah Olds
John Saager	Melissa Kent
Bill Lemcke	Linda Lotze
Anna Hintz	Mike "Smitty" Smith
David Johnson	Lisa DiClemente

January

Nellie Devlin	Dan Cater
Betty Drennen	Julie Kretschmer
Loretta Ettinger	Jill Staudenmayer
Tasha Ferris	Daniel Nottingham
Sheri Burnside	

February

Sean Foley	Carolyn Kerber
Tim Sampson	Yvonne Van Skiver
Gail Pfeffer	Paralee Hardaway
Joe Albanese	Chris McCauley
Brian Dwyer	Diann Hughes
Wendy Boyer	Vicky Burgio
Gary Stevens	Kathy Carpenter
Jeff Davidson	

Contribute to N & V's

Email your items to ahintz@brockport.edu or kbodine@brockport.edu. You can also drop them in the *News & Views* envelope located in your unit. The next *News & Views* deadline is **February 13, 2009**. The *News & Views* is also available at www.basc1.com (select the employees link.)

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