BASC News and Views April 2012

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Executive Director’s Corner

Everything I want to write about now circles back to “thank you.” We have just completed two weeks of very high profile events for the College during a generally very busy time on campus. Those two weeks included the SUNY Board of Trustees meeting on our campus, a new model for the Accepted Student Open House and the reaccreditation visit by the Middle States accreditation team. Each of these events alone required a great deal of additional effort and together it made for a couple of high stress weeks. We did great! We were really prepared and our services really impressed our campus visitors. The BASC Touch was evident everywhere they looked, thank you for a great job!

You will start to see our new tagline, “serving you best by knowing you first,” appearing on our announcements and advertisements. Thank you to the development team who worked from us and I think the team developed a great one to represent BASC! It expresses our vision of creating a positive impression with each interaction and an expectation with our customers that getting to know them is important to us. It also describes how well we engage with the campus everyday.

“Serving you best by knowing you first” also speaks to our goal for the BASC team internally. Thank you for your participation in the employee opinion survey and the follow up focus groups to provide us with your candid feedback. We need to know each other in order to work well together. We are working our way through the comments (now numbering well over 1,000) to identify the few most important themes for us to work on as an organization. We can’t work on everything at once so we are narrowing down where to start. While the focus groups may have felt a little negative (talking mostly about what isn’t going well), remember the survey results overall were very positive and identified lots of things about BASC that people really like. We will use this feedback to help remain a good organization and to help figure out how to make ourselves better. Before you leave for the summer, your unit or department will have identified the one or two things it will be working on first.

Thank you in advance for the great job I know we will do over the next several weeks as we wrap up this semester. With just over four weeks remaining and the nice weather we have outside, everyone is starting to get antsy for summer. Thanks for staying focused on providing a great BASC experience for our customers right up until the end. Looking forward to working together over the next several weeks!

Diane
Inge Klier-Hinkley is a part-time employee at Brockway Dining Hall, and first became a member of the BASC team 13 years ago working with Garnishes. Inge then left BASC to work at the Brockport Child Development Center, and returned two and a half years ago to her current position at Brockway.

Inge was born in Germany and made the journey to the United States at the age of three. She grew up not far from here (in Greece, NY), and went on to receive her Bachelor of Fine Arts degree from the Pratt Institute in NYC. After working in retail management for 30 years, Inge moved back to upstate and began her career here at BASC.

Inge lives the BASC mission, vision and values daily, bringing an air of positivity and responsibility to the workplace. With her great management experience, Inge exudes a PASSION FOR EXCELLENCE in everything she does, and she inspires her fellow employees to do the same. One of Inge’s favorite things about coming to Brockway everyday is her chance to work with a wonderful student population, and a great group of people that make up her TEAM here at BASC.

Inge brings to BASC a kind and welcoming personality that is appreciated by employees and students alike. She takes pride in her chance to personally acknowledge the students that frequent Brockway day to day, and feels that she extends an atmosphere of cheerfulness to the dining hall. She always shows her good STEWARDSHIP to the campus community, and constantly looks to brighten students’ days with a cheerful greeting. “Remembering students’ names is important.” Inge says. “It’s that personal touch that makes for a happy and comfortable environment.”

Inge feels that it is very important to exude optimism and thoughtfulness in order to maintain pleasant and friendly surroundings. She sees respectful behavior and a positive attitude as being the key to a happy workplace (ORGANIZATIONAL INTEGRITY).

In her spare time, Inge is an avid gardener, growing both plants and vegetables on her property. She and her husband are in the process of renovating their old home, and she very much enjoys the creativity of restoring and refurbishing. Inge and her husband are very involved with their family life. They have two step-daughters, and six grandchildren! She is also an animal lover and nature enthusiast.

As a friendly face in Brockway Dining Hall, Inge does indeed bring a personal touch to her work here at BASC, and it doesn’t go unnoticed!
BASC will be honored for its ongoing commitment to the Brockport Foundation and student scholarships with the induction into the Ernest C. Hartwell Society at the President’s Donor Recognition Dinner on April 27. BASC supports the Foundation through three scholarship programs: the BASC/Barnes & Noble and BASC/Next Generation student scholarships, the Sandra Mason endowed scholarship for relatives of BASC employees, and the BASC Employee Scholarship.

We also contribute through the Faculty/Staff Campaign with promotions like Denim Dollar$ for Scholars where BASC employees wore jeans on Fridays this semester for a minimum $1 donation. As of April 5 nearly $150 was collected through this promotion. Thanks to all employees who participated in this event and helped support the College mission of student success through your generosity!

### Student Scholarship Winners

BASC would like to congratulate our six student scholarship recipients who received a total of $17,000 courtesy of Barnes & Noble, Next Generation, and Scholarship Donations:

- **Paige Doerner**, Marketing - $3,000
- **Kari Pearl**, Union Square - $3,000
- **Jessica Currier**, Bakery - $2,000
- **John LaCourt**, Catering - $1,500
- **Julie Seemueller**, Harrison - $1,500
- **Justin Jackson**, Harrison - $1,000
- **Ashley Pedrotti**, Union Square - $1,000
- **Caitlyn Bartman**, Brockway - $1,000
- **Gary Rolen**, Bookstore - $1,000
- **Sandra Shibley**, Brockway - $1,000
- **Lindsay Infantino**, Bookstore - $1,000

### Sandra A. Mason Scholarship Award Recipient

Congratulations to our recipient of the Sandra A. Mason Scholarship Award—Jenny Siplo. This exceptional College at Brockport student will receive $1,000 in tuition scholarship for the 2012/2013 academic year.

Jenny is the daughter of the late Jackie Siplo, who worked for BASC in Union Square. Jackie passed away during her employment here two years ago.

Ralph Eisenmann, Jenny Siplo & Jeff Davidson
Year after year we hear and read the same advice about handling food carefully in the summer because of foodborne illness being more prevalent in the warmer weather. Do foodborne illnesses increase during the summer months? If so, why?

The answer is yes they do increase during the summer months and the answer appears to be twofold. First, there are the natural causes. Bacteria is present throughout our surrounding environment in soil, air, water, and in the bodies of people and animals. These micro-organisms grow faster at temperatures from 90 - 110°F. Bacteria also need moisture to flourish and summer weather is often hot and humid. Given the right circumstances, harmful bacteria can quickly multiply on food to large numbers. When this happens, someone eating the food can potentially get sick.

Second, outside activities increase in people’s lives. More people are cooking outside at picnics, barbeques, and on camping trips. The safety that a kitchen provides (thermostat controlled cooking, refrigeration, and washing facilities) are usually not available.

Fortunately, people seldom get sick from contaminated food because most people have a healthy immune system that protects them not only from harmful bacteria on food, but from other harmful organisms in the environment.

We can prevent foodborne illnesses by following these four simple steps to safer food in the summertime:

1. Clean - Wash hands and surfaces often
2. Separate - Don’t cross contaminate
3. Chill - Refrigerate promptly
4. Leftovers - Food left out of refrigeration for more than two hours may not be safe to eat. Above 90°F, food should not be left out over one hour. Play it safe; put leftovers back on ice once you finish eating so they do not spoil or become unsafe to consume.

When in doubt, throw it out!

Summer Schedules

The summer work schedules are in the final stages of being completed. They will be distributed at the End-of-the-Year Gathering on **Tuesday, May 15**. If you have questions regarding your summer work schedule, please see your unit manager.

Retirement Accounts

**Mike Anderson** from Morgan Stanley Smith Barney will be on campus on Tuesday, April 17 and Monday, April 23. Any employees wishing to schedule an appointment with Mike about their retirement account should call him at 1-800-669-6862. Employees who have no yet designated funds for their retirement contributions are strongly encouraged to meet with Mike. If those dates do not work with your schedule, you may set up an appointment with Mike at his office.
CONGRATULATIONS

Graduates

Caitlin Bartman, Brockway
Kaitlyn Gnage, Brockway
Kristen Haas, Brockway
Jacqueline Kronenberg, Brockway
Lisa Dishaw, Human Resources
Paige Doerner, Marketing
Dylan Mackaravitz, Harrison
Staci DeTorio, Harrison
Sheree Francis, Harrison
Ashley Zayas, Harrison

Alecia Tripi, Union Square
Stephanie Palmer, Union Square
Lindsey Rearic, Union Square
Katherine Harris, Union Square
Neil Simpson, Union Square
Ashley Pedrotti, Union Square
John Walkters, TRAX
Yoter Workamelhu, TRAX
Shane Jakubec, TRAX

Best of luck to all of our graduating student managers.
Thank you for all the hard work you have put in over the years.

BASC Tagline Update

BASC’s new tagline, Serving you best by knowing you first, will begin to be incorporated into our marketing materials over the next several months. This tagline was developed by a team of BASC employees including Gabe Rivera, Cathy Legacy, Gail Thiel, Paul Brundage, Patty Sorel, Anna Hintz, Kelly Bodine, and Paige Doerner. After lots of testing with both employees and customers, it is now ready to be put into action.

The tagline will become part of our brand conversation similar to the way we talk about our mission, vision, and values. Serving you best by knowing you first is really the way in which we deliver a positive experience with our customers and with each other. It’s all about building relationships and getting to know those with whom we interact. Serving you best by knowing you first is our “secret sauce” and the key to our success.

Condolences

Our thoughts and prayers go out to the following people as well as their family and friends:

Kevin Derrane for the loss of his mother who passed away in March.
Bill Lemcke for the loss of his father who also passed away in March.

Lori Stetzel for the loss of her mother-in-law.

Longevity Awards

BASC will recognize its employees for their years of service (at every five year increment) at the End-of-the-Year Employee Gathering on Tuesday, May 15. In addition, the College will recognize those employees with 25, 30, 35, or 40 years of service at the annual College Recognition Dinner on Thursday, May 3.

Thank you to these employees for their many, many years of dedicated service!

Five Years
John Spamer - Bakery
Carmen Lopez - Brockway
Barb Carpenter - Business Office
Nellie Devlin - Harrison
Tricia Miller - Harrison
Char Charles - Human Resources
Tasha Moyer - Eagle’s Nest
Chris McCauley - Aerie Café
Sharon Engle - Union Square
Frank Smith - Union Square
Diane Dimitroff - Administration

Ten Years
Dan Robillard - Union Square
Brian Dwyer - Union Square

Fifteen Years
Sheri Burnside - Harrison
Debbie Rockow - Courtside

Twenty Years
Kathy Clark - Harrison

Twenty Five Years
Linda Lotze - Hartwell
Gary Stevens - Bakery/Catering

Thirty Years
Ralph Eisenmann - Accounting/IT
Vern VanSkiver - Accounting

Forty Years
Ken Bonczyk - Dining Services

*If anyone has any questions regarding their longevity or thinks their name may have been left out of the above listings, please contact Betty Drennen, x2497 ASAP.
Administrative Announcements

Congratulations to Mike “Smitty” Smith who is a first time grandfather! His granddaughter Collette was born on February 29.

Steve Osborne has had full enjoyment of his snowmobiles this winter with ….. NO SNOW!

Patty Knapp celebrated a speed limit birthday on March 23 and received a beautiful “squirrel feeder” for her yard and delicious bakery cupcakes were enjoyed by all!

Barb Carpenter celebrated her five year anniversary with BASC this year and looks forward to more years to come.

Congratulations to Paige Doerner for receiving a wonderful student scholarship from BASC!

Catering Crumbs

Gary Stevens and wife Carol welcomed another grandchild into their life. Their daughter Carey Ellen and son-in-law Joshua brought Conner Edison Brown into the world.

Harrison Highlights

Condolences to Kevin Derrane whose mother passed away recently. Our thoughts are with you. Tricia Miller is a proud owner of two new babies in her life. She loves her kittens very much! Congratulations to our graduating student managers Staci DeTorio, Dylan Mackarovitz, Sheree Francis, and Ashley Zayas. Welcome to our new student managers, Josh Sweeney, Brandy Kilmack, Heather Caputi, and Nick Wershing.

Eagle’s Nest, Café @ CS, and TRAX Tidbits

Jermaine Toppin has added an addition to the TRAX team - a Beta fish named Gusto Fishizzle. Congratulations to Teresa Holupko and Tasha Moyer, co-winners of February Employee of the Month incentive program. TRAX management is looking forward to seeing all of the graduating student managers Cait Bartman and Jackie Kronenberg. Cait is off to attend an internship at Albany Medical Center and Jackie will be settling into a life here at Brockport as she makes it her new home. You will be missed!

Union Square Scribbles

Union Square would like to thank everyone for all of their hard work this year. It has certainly been busy and full of changes. We appreciate the dedication of each and every one of you.

Get well wishes go out to Betty Sheffield and Jamie Swartz. Hurry up and recover, we miss you! Condolences go out to Lori Stetzel and her family for the loss of Lori’s mother-in-law.

Best wishes for a speedy recovery go out to Debbie Rockow and Linda Marshall. Both of them will be having surgery in the near future. Good luck!

Congratulations to Kari Pearl and Ashley Pedrotti for winning two of the BASC student scholarships. We are so proud.

Erin VanDorn has moved into a new apartment and is very happy to be in Brockport.

Dan Robillard is very proud of his son Mike as he gears up to graduate from Alfred State College in May. Dan will also be traveling again this summer to India with Children’s Relief International if everything as planned.

Lori Stetzel says thank you to all who have made her transition to Union Square a positive one! Have a safe and happy summer!
Pin Recipients

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

Larry Hueser - Union Square

Liz Morrow - Union Square
Linda Marshall - Union Square
Steve Stoll - Union Square
Dan Robillard - Union Square
Sharon Engle - Union Square
Laurie Ettinger - Union Square
Pam Fostano - Union Square
Laurie Gurnett - Union Square
Cindy Smith - TRAX
Randy Sherwood - TRAX
Rhonda Hurd - TRAX
Teresa Holupko - TRAX
Tasha Moyer - TRAX

Fitness Opportunities

Right here on The College at Brockport campus, BASC employees can find great opportunities to stay fit and healthy, and all for little to no cost! Whether you enjoy working out at the gym, ice skating, playing a game of racquetball or swimming laps, the Tuttle Athletic Complex and Recreational Services offer a multitude of options for employees to keep up with their fitness goals!

A great opportunity to have fun with the family and get in some exercise is the Open Skating at the Tuttle Ice Arena. For $5 or less, employees can rent skates, take lessons, and bring their families and friends to enjoy a fun and healthy activity!

Brockway employee Theresa Herzog can often be found at the Tuttle Ice Arena with her family, and encourages other employees to take advantage of all the fitness opportunities offered on campus. She has the schedule for open skate programmed into her cell phone, so that on the weekends she can invite family, friends, and other BASC employees to join her for a low cost, fun, and healthy activity! Instead of buying expensive gym memberships off campus, Theresa suggests employees utilize the benefits of the great facilities on campus.

Steve Miller in Administration also takes advantage of the great opportunities offered by Recreational Services for employees. Steve regularly makes use of the swimming facilities and fitness center. He has been a card holder at Recreational Services for quite some time, and encourages other BASC employees to purchase faculty/staff memberships, which allow access to all recreational areas and activities provided in the Tuttle Athletic Complex. Memberships currently start at $50 per semester.

Even more fitness opportunities will be available to employees with the opening of the Special Events Recreation Center (SERC) this fall. All employees are encouraged to take advantage of the great fitness and wellness opportunities right here on the Brockport campus.

Contact Recreational Services with any questions regarding memberships, schedules, activities, etc. at the Hub Office x2681, or visit www.brockport.edu/recservices for more information about any of these programs and activities.
**Culinary Skills Training Opportunity**

Dining Services will offer their second “Culinary Skills Training” for two teams of six employees on Friday, August 10. Similar to the first class in January, the goal of this training is to provide an opportunity for dining employees to hone their culinary skills, exercise creativity, and gain experience creating recipes from whole foods.

This day-long training will be a little different from January’s based on feedback received. Employees who participate will receive the list of major ingredients well in advance, have the opportunity to provide more input on the recipes used, and develop menus that are directly applicable to everyday cooking in our operations. **Chef Richard Reynolds and Assistant Executive Director Kevin Craig** will not participate in the actual production, but rather will serve as advisors to each team. The day will culminate with the preparation of food for 100 paying guests who are having a function that day.

Any Dining Service employee interested in participating in this fun, hands-on training activity should see their manager to sign up. Don’t miss out on this interactive learning opportunity!

**End-of-the-Year Employee Gathering and Bowling**

BASC will hold its annual End-of-the-Year Employee Gathering on Tuesday, May 15. The awards ceremony and brunch will take place from 10 am - noon at the New York Room, Cooper Hall. This portion of the meeting is mandatory. Employees will be paid for two hours.

Afterwards, employees may head to Brockport Bowl for an afternoon of bowling, food, fun, laughs, and lots of prizes. BASC is also paying for shoe rentals and three games of bowling. Those interested in bowling must return completed forms to **Betty Drennen** by Monday, May 7.

Forms have already been distributed to unit managers. For additional bowling forms contact **Betty Drennen**, x2497.

**New BASC Employee**

Since the last News & Views issue that came out in February, there has been an addition to the BASC team. **Hannah Gulardo** is the new part-time custodian for Brockway Hall (picture shown on the front page). The next time you are in Brockway and see Hannah, make sure to give her a nice warm welcome!
Congratulations to BASC’s employees of the year—Sarah Plain (Harrison) and Yvonne VanSkiver (Bakery).

Sarah is the recipient of the Extraordinary Performance Award and Yvonne received the Outstanding Service Award, both of which recognize employees who demonstrate and role model the BASC corporate values of team, organizational integrity, passion for excellence, and stewardship.

Both Sarah and Yvonne will be recognized at the annual College Recognition Dinner on Thursday, May 3.

We would also like to recognize all of this year’s nominees for employee of the year. Choosing this year’s winners was not an easy task, as there were many deserving candidates. The following employees were also nominated by their fellow colleagues: Charlotte Charles (Human Resources), Theresa Herzog (Brockway), Teresa Holupko (TRAX), Larry Hueser (Union Square), Patty Knapp (Business Office), Lloyd McCauley (Harrison), Denise Phillips (Brockway), Debbie Rockow (Courtside), Sareth Stolfa (TRAX), Pat Torres (TRAX), and Peggy Turlington (Brockway).

Congratulations to all nominees!
**Eat Well Live Well Challenge and Employee Wellness Update**

Eat Well Live Well is in its home stretch wrapping up on April 28. Ninety-eight BASC employees are participating in this challenge with the goal to walk 10,000 steps and eat 5 cups of fruits and vegetables each day.

As a reminder, teams with 90% or better participation will receive a BASC cinch backpack. Also, as part of the Employee Wellness Program, any employee that fully participates (reports steps and cups each day) in the Eat Well Live Well Challenge will receive a $50 credit that can be used towards a wellness activity. Such activities include a gym membership, weight management program, exercise class, smoking cessation, massage, dietitian/nutritionist, personal trainer, yoga, meditation class, or work out equipment. Eligible employees may bring a receipt from the wellness activity to Human Resources by May 11, 2012 and will be reimbursed up to $50 in your paycheck. Please contact Human Resources at x2752 if you have any questions or to find out if your activity qualifies.

**Summer Hours**

Summer office hours for the campus are Monday - Thursday 8 am - 4 pm, and Friday 8 am - noon. BASC offices will be observing these hours as well beginning Thursday, May 17.

**Contribute to N & V’s**

Email your items to anna.hintz@basc1.org or kelly.bodine@basc1.org. You can also drop them in the News & Views envelope located in your unit. The next News & Views deadline is **July 26, 2012**. The News & Views is also available at www.basc1.org (select the employees link.)

Editor: Anna Hintz
Graphic Design: Kelly Bodine

**Happy Birthday!**

The following employees will celebrate a birthday this summer:

**June**
- Joe Buttons
- Teresa Holupko
- Virginia Kier
- Fred McMillian
- Ashley Pedrotti
- Kelsey Woods

**July**
- Kelly Bodine
- Kaylyn Bunz
- Connie Collins
- Larry Hueser
- Mary Lotzow
- John Mlyniec
- Josh Whitaker

**August**
- Helen Ames
- Caleb Craft
- Kari Pearl
- Denise Putt
- Kristine Perry
- Sandra Shibley
- Ashley Zayas

**Save the Date!**

Thursday, August 9 is our Return to Work Meeting for all employees. More information will be distributed.