Executive Director’s Corner

As we approach the close of the fall semester and the holiday season I want to briefly recap some of what we have accomplished.

This semester we have seen full residence halls and better than expected meal plan subscriptions. Additionally, the number of commuter students on our meal plans has increased. The new menu items at TRAX and the Eagle’s Nest combined with our expanded delivery service has led to increased sales.

Our WOWs and events throughout Dining Services have been well received by our customers.

Catering continues to provide quality service for numerous events both large and small.

Our Bookstore successfully launched a new program designed to further reduce textbook costs through the used textbook rental program. Plus, have you seen the new apparel? I already bought my Brockport holiday sweater/sweatshirt and if you want one I suggest you don’t wait since I believe they will sell out fast!

Parking and Transportation Services installed a bike repair station complete with a stand and tools that enable bike owners to conveniently make repairs to their bikes. On a fun note, our PTS department joined other colleges and universities across the country in celebrating National Park(ing) day. Perhaps you enjoyed one of the fun activities that was held in a parking spot on campus as part of the festivities.

Conference and Events is participating in a multi-departmental task force that is charged with reviewing the College’s existing systems for scheduling and supporting campus events. The task force will develop an action plan to maximize the efficiency and effectiveness of the conference and event enterprise on campus for all stakeholders.

The response to our Customer Connection initiative has been great! I hope you are enjoying participating in this program as we all reap in the benefits of providing our customers with exemplary care.

The Business Office is continuing to upgrade our hardware and software systems to ensure continued on page 3 …
Below is an update on the many initiatives in place this year to continue to foster and support our customer-centric culture.

Customer Service Goals
Each unit throughout BASC from Parking and Transportation Services to Harrison Dining Hall to Kinetic Kafe to Conferences & Events to Business Development, has a customer service goal that they are working toward this year. Managers are discussing the progress of these goals. Be sure to know your unit’s goal and actively seek ways to help your team achieve its target.

Connection Specialists
Over 20 employees opted to become our company’s first-ever Certified Connection Specialists and attended our first training session on October 15. During this session, participants heard an inspirational message from David Ressegue, 5th grade teacher at the Brockport Hill School, about how each of us can have a profound impact on others. We also learned more about our Millennial customers from Director of Student Retention Marcy Esler, heard about each units’ customer service goals, and discovered a little bit about our own communication style and how to best tailor our communication based on the preferred style of others from Human Resource Director Bev Ludke. These Connection Specialists will attend two more training sessions in the spring semester to complete their certification.

Tip of the Week Contest
Our Customer Connection Tip of the Week contest has officially ended. Thirty employees received monetary awards in their paycheck in our first random drawing. More winners are being chosen the week of November 18 and will receive their award in their December 12 paycheck. Thanks to everyone for your active participation in this contest and for knowing and practicing the tips to best serve our customers everyday!

Continuous Improvement Team
We are excited to have a dedicated group of employees who have joined our first-ever Continuous Improvement Team (CIT). This group is dedicated to seeking and implementing ways to improve our practices and better serve our customers. Initially, the CIT has been helping to structure the spring employee contest called “Caught in the Act of Caring.” This program will recognize employees for going above and beyond to care for our customers, team members, and company. Details about this contest will be available early in the spring semester.

If you have any ideas or suggestions you’d like the CIT to consider, please talk to a representative. CIT members include: Jeff Collins (Conferences & Events), Steve Miller (Administration), Sarah Plain (Union Square), Kelly Pratt (Aerie Café), Pam Fostano (Union Square), Laurie Gurnett (Union Square), Jean Gilman (Harrison), Jess Marks-Forder (Harrison), Michele Brown (Brockway), Patty Sorel (Catering), Mark Gardner (Business Development), and Anna Hintz (Marketing).
**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.

**Steve Stoll** - Kinetic Kafe  
**Bill Lemke** - Kinetic Kafe  
**Stephanie Schuth** - Brockway  
**Nate Boyd** - Brockway  
**Nate Wirth** - Brockway  
**Nikkia Russell** - Brockway  
**Diane Jenks** - Brockway  
**Crystal Scholes** - Brockway  
**Diane Staub** - Brockway  
**Inge Klier-Hinkley** - Brockway  
**Carmen Lopez** - Brockway  
**Cody Butlin** - Brockway  
**Nikkia Russell** - Brockway  
**Diane Jenks** - Brockway  
**Inge Klier-Hinkley** - Brockway  
**Carmen Lopez** - Brockway  
**Cody Butlin** - Brockway  
**Peggy Turlington** - Brockway  
**Joe Wolak** - Brockway  
**Adam Wilcox** - Harrison  
**Matt Barilla** - TRAX  
**Lauren Rugerio** - TRAX

**Bookstore Employee Discount**

The Bookstore would like to remind anyone thinking ahead for holiday gifts that as an employee you get a 20% discount! Be sure to stop by the Bookstore before winter break.

**Employee Facebook Group**

Make sure to join our BASC Employee Facebook group to stay updated on the latest events and news from BASC. Log in to your Facebook account and search [www.facebook.com/groups/BASCemployees/](http://www.facebook.com/groups/BASCemployees/). Then click to ask to join the group.

**Executive Director Corner cont.**

Efficiency and data security. Additionally, thanks to their efforts our Good-E-Pax sales are up over 40%!

Business Development is working to bring new programs to campus. Details to follow in our next newsletter.

Marketing has once again provided fantastic PR and support to all of our business units and has supported many important campus initiatives including sustainability. Although somewhat behind the scenes you can be certain that Finance and Accounting, Human Resources, and Administration are all working to continuously improve the quality of services we offer you.

Reading through these accomplishments it is apparent that overall we are wrapping up a positive fall semester and I am sure we can keep the momentum going through the spring 2014 semester. These accomplishments would not be possible without your commitment and dedication to making BASC great.

Thank you for all you do and my sincere best wishes for a Happy and Healthy Holiday Season!

* Dana
Administrative Announcements

Congratulations to Vernon VanSkiver and his son Dustin, who won the annual Recreational Services Golf Tourney on October 15, shooting a two under par 70, and winning by one stroke. They had a great time, and also got to play with Jean Gilman and her husband Greg, who took third in the mixed couples division. Vern’s baseball team took third place in the Men’s World Series tournament in Arizona. Vern’s been busy!

Congratulations to Danielle Armentano and Kelly Bodine who ran and completed their first half marathon in September. Quite an accomplishment! They would like to challenge Jermaine Toppin and Jeff Collins to run next year.

Brockway Blurbs

Cathy Legacy is having fun with her newest addition to the family, Bobby, the lovely Goldendoodle! Also, congratulations to Cathy as she was selected to attend the NACUFS 2013 Customer Service Institute, in December at St. Louis, MO.

Congratulations to our Student Star Program Recipients, Stacy Seyboth, Katie Kaminski, Nate Wirth, and Nick Tallarino.

Harrison Highlights

Christine Passerell welcomed grandchild number nine into the world in October. Baby Reece is doing well!

The stork will be busy this spring at Harrison. Congratulations to Tyler Wallis and his wife Kristen who are expecting a baby girl in March. More congratulations are in order as McAllister King and his wife Nicky are expecting again in April.

Kevin Landahl got married in October to his wife Martina. Congratulations to the both of you! Harrison would like to welcome their four new student managers: Casey Rue, Bill Giese, Maggie Huntoon, and Josh Whiteman.

Welcome to Harrison’s new part-time floater, Emily Villano. Way to go Chef Joe (along with Chef Cody and Chef Richard), for another successful Farm to Table Dinner in October.

Eagle’s Nest and TRAX Tidbits

TRAX would like to welcome their three new student managers: Emily Taylor, Ryan Kay, and Anthony Perdigao.

Kudos to supervisor Sarah McInerny who recently donated 14” of her hair to the cancer organization Locks of Love. We’re so proud to have someone like you a part of our team.

Congratulations to Harrison, Eagle’s Nest, and TRAX during the recent Think Pink campaign. As a group we raised $90 to put towards BASC’s donation towards Breast Cancer Awareness!

Union Square Scribbles

Tricia Miller got a new Nissan Juke. It’s small and sassy just like her, and she loves driving it!

Quick recovery wishes go out to Frank Smith who injured this leg playing soccer.

Congratulations to Sarah Kielaszek and Brittany Buell for being promoted to student managers!

We give a shout out to the Jitterbugs and Hartwell staff for having “pats” in The Stylus and positive comments in the BASC “chatter report.” Keep up the good work.

Joan Grossman is waiting for her new granddaughter! It should be any day now.

Pam Fostano will be traveling to Arizona and Loreen Stetzel to Oklahoma. We wish them happy and safe travels.

Congratulations to Fran Menendez for becoming certified to assist the youth group in her church.

Jermaine Toppin finally popped the question to his beautiful girlfriend Chrystie Barker. Congratulations to you both!

Congratulations to Mariah Plain and her Doug Miller Soccer GU11 team who captured the title at the 25th Annual Poughkeepsie Columbus Day weekend tournament. The girls won all 5 games to achieve the championship trophy. Sarah is very proud as Mariah scored two goals and had three assists.
Around the Water Cooler Continued

Parking Pebbles
Parking would like to wish Christa Filipowicz a happy birthday in December!
More happy birthday wishes go out to our student managers Sarah Howard, Baylee Simpson, and Stephanie Turney.
A big shout out to Michalah Hutchings, Tori Hutchings, Jake Erickson, and Andy Strablo who recovered stolen permits. You all acted professionally and we are very proud.
Thanks to Desirae Erickson, Jake Erickson, and Lucas Biondi for taking the lead on Brockport’s celebration of National Park(ing) Day in October. We had a great day and many of you worked extra shifts to make this happen.
Christa Filipowicz and Joan Consler spent a week at the T2 Users Group Conference in Phoenix, Arizona while Lisa Kifer and Johnna Frosini attended the New York State Parking Association’s conference in October. Both groups shared the great programs we provide on this campus to other parking professionals around the state.
We will greatly miss Chris Swift in the office as he accepted another position on campus. Make sure you stop in to say hello!

Condolences
Our thoughts and prayers go out to the following people as well as their family and friends:
Destra Walker for the loss of her grandmother who passed away in October.

Welcome New BASC Employees
Since the last News & Views issue in August, there have been new additions to the BASC team. Please make sure to give these people a nice warm welcome:
• Gloria Reis - Bakery
• Emily Villano - Harrison

Permit Reminder
Don’t forget that parking permits are required to park on campus during WinterSession.

Open Enrollment
BASC medical, vision, and union dental open enrollment is currently in progress. Now is the time to enroll or change your current insurance plan. All forms are due to Human Resources by Monday, December 2, 2013.

Help spread the holiday cheer! In living our motto “serving you best by knowing your first,” we want to connect to our community during the holiday season by adopting Brockport Beikirch Nursing Home residents. The “Presents for Residents’ gift drive is a great way to show local Brockport seniors you care. Here’s how it works:
1) Each unit has a board with resident’s names. Select a tag and record it on the master sheet.
2) Purchase the gift noted on the tag.
3) Return the unwrapped gift with the tag to the point person for that unit by Friday, December 6.
Donations of tissue paper and gently used holiday bags are welcome. Your kindness makes a difference!

Be a Host Family!
Gail Thiel is the HomeStay Coordinator for the new English Language Service program at the College. They are in urgent need of host families for international students. Terms vary from one month to a year. You can choose your preference of length of stay, age, and sex of the student. You must provide transportation to and from the College everyday and be happy to interact with your student in order to improve their English speaking skills.
There is a generous stipend of $640 per month in order to offset expenses. Contact Gail for more information at gailthiel@ymail.com or (585) 705-7895.
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’ Santa Party on Saturday, December 14. Festivities will take place at Brockway Dining Hall between 10 am and noon. Word has it that Santa may even bring an early gift for children ages nine 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.

Even if you don’t have a child to bring to the party, come and enjoy the fun with your co-workers. For any questions contact head elf Betty Drennen at 395-2479.

BASC is excited to announce that we’ll be accepting applications for student employee scholarships this year! Thanks to Barnes & Noble who has provided $10,000 for the Barnes & Noble College Bookstore/BASC Scholarship and Next Generation who has provided $5,000 for the Next Generation/BASC Scholarship, a total of $15,000 is available for student scholarships.

These scholarships will be awarded through the Brockport Foundation and may be used for educational expenses at The College at Brockport as long as the student remains an employee of BASC.

BASC student employees who work in Administration, Dining Services, Bookstore, or Parking and Transportation 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.

Applications are due by February 28, 2014. More specific information, will be emailed to all student employees. You can also find information at www.basc1.org under the Employee tab and then Perks or contact Betty Drennen at 395-2497.

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

**Administration:**
Kelly Bodine, Danielle Armentano, and Patty Knapp

**Aerie Cafe:**
Kelly Pratt and Samantha Lotzow

**Bookstore:**
Staci Seeler

**Brockway:**
Stacy Seyboth, Deanna Poczciwinski, and Lisa DiClemente

**Conferences & Events:**
Jeff Collins, Kelly Tufano, Jennifer Ashbaugh, and Monica Dailey

**Harrison:**
Joseph Muoio, Kathy Pharoah, and Josh Elsenheimer

**Kinetic Kafe:**
Payge Carlin, Darlene Sietmann, Debbie Rockow, and Karen Wolsiefer

**TRAX**
Katheryn Alton, Carrisa Cromwell, and Paige Manachino

**Union Square:**
Gail Pfeffer, Jonathan Palmer, and Will Kilburn

**Parking and Transportation Services:**
Jake Erickson, Christa Filipowicz, and Gail Thiel

Please make sure that the address on your most recent paycheck is correct. Not only will the last paycheck in December be mailed to that address, but your W-2 forms will too in January. To change the address on your paycheck, please complete a change of address form and return it to Human Resources.
**Think Pink Results**

Thanks to everyone who participated in *Think Pink* during the month of October. Employees sported their pink attire during the week of October 21 to see who could dress the pinkest as a showing of support for breast cancer awareness month. Plus, money was raised in donations for the Breast Cancer Research Foundation from those who wore their *Think Pink!* t-shirts on designated days. The following employees won the *Who Can Dress the Pinkest?* contest:

- Gina MacLaren, Catering
- Christine Passerell, Harrison
- Darlene Seitman, Kinetic Kafe
- Debbie Rockow, Kinetic Kafe
- Kelly Pratt, Aerie Café
- Gail Pfeffer, Union Square
- Diann Hughes, Brockway
- TRAX Team, TRAX

Each of these winners selected a person in which BASC made a donation to the Breast Cancer Research Foundation in name of.

Combined, BASC was able to contribute $500 to the Breast Cancer Research Foundation!

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**Dining Services’ Annual Farm to Table Event**

On Thursday, October 10, 2013 about 45 students and 15 faculty and staff from The College at Brockport soaked in the wonders of the autumn season while receiving a lesson in agriculture from local farmers and a wine aficionado during Dining Services’ annual Farm to Table Dinner.

Brockport’s Farm to Table Dinner aims to help educate the campus community about where our food comes from. It’s important to understand that food doesn’t come from a package, but rather is grown on farms as a result of dedicated hard work coupled with extensive knowledge about agriculture. When you care about what you’re eating, you tend to care more about where it comes from, how it is produced, how far it traveled, and how the food was prepared, and it results in an overall greater appreciation of the food. Raising awareness levels is all part of Dining Services’ strategy to become more culinary focused and serve more scratch-made foods, which we all know are fresher, healthier, and tastier.
Happy Birthday!

The following employees will celebrate a birthday this winter:

**December**
- Sarah Carrillo
- Angel Drake
- Anna Hintz
- Robert Jenks
- Linda Lotze
- Kevin Mosher
- Sarah Olds
- Jeffrie Pack
- Allison Robbins
- Lynda Sikorski
- Patty Sorel
- John Spamer
- Nathan Wirth
- Heather Caputi
- Lisa DiClemente
- Nicholas Kinney
- William Lemcke
- Jess Marks-Forder
- Gina Maclaren
- Bray Nauden III
- Jonathan Palmer
- Azechia Schutz
- Michael Smith
- Catherine Walters
- Angela Wesley

**January**
- Sheri Burnside
- Nellie Devlin
- Betty Drennen
- Helem Fabre
- Carissa Cromwell
- Loretta Ettinger
- Michael Feis
- Skylar Francis
- Mark Kinsey
- Gloria Reis
- Emily Taylor
- Jennifer Ashbaugh
- Carol Anne Beaucaire
- Sebastian Bonk
- Carissa Cromwell
- Michael Feis
- Mark Kinsey
- Richard Reynolds

**February**
- Arthur Brooks
- Jeff Davidson
- Sean Foley
- Linda Mitchell
- Gail Pfeffer
- Gary Stevens
- Paul Brundage
- Brian Dwyer
- Diann Hughes
- Chris McCauley
- Loreen Stetzel

Halloween Hullaballoo

**Entertainment Books**

**ON SALE**

Now - December 6

Only $21.00 at the Raye H. Conrad Welcome Center.

A limited number of Buffalo books are also available.

Only cash or check accepted. Make checks payable to Employee Benefit Fund.

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 February 7, 2014. The News & Views is also available at www.basc1.org (select the employees link.)

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