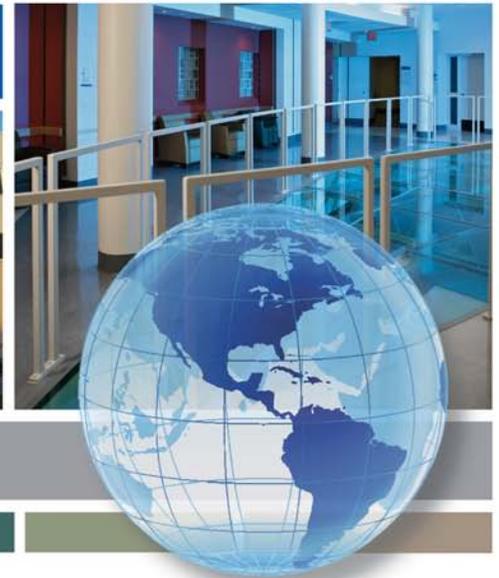


# INSIDE MANAGEMENT



GLOBAL POSITIONING FOR A WORLD OF BUSINESS

February 2010 | Volume 1 | Issue 1

## INSIDE THIS ISSUE

SPOTLIGHT ON RESOURCE  
MANAGEMENT ..... 2

EMPLOYEE RECOGNITION  
OPPORTUNITIES ..... 2

OUTLOOK INFORMATION.... 3

CALENDAR OF EVENTS ..... 4



## Introducing 'Inside Management'

We are pleased to present the inaugural issue of Inside Management, a newsletter dedicated to enhancing communication among the staff at the School of Management.

Congratulations to Rebecca Cercone, recruitment and office coordinator in the Career Resource Center, who won the "Name the Newsletter" contest. We had more than 30 terrific entries from which to choose, so thank you to everyone who participated.

On behalf of the Internal Newsletter committee, we hope that you will find this issue useful and informative. Inside Management is still a work-in-progress, so we welcome your comments, questions and suggestions. If there are any specific items you would like addressed in the newsletter, please contact Cathy Wilde at [cgwilde@buffalo.edu](mailto:cgwilde@buffalo.edu).

Thank you very much to all who contributed to this issue, including our committee members, in addition to Julia Cohan from information technology, Deidre Marriner from the Staff Recognition committee and Kate Ferguson from the Dean's Office.

Thank you also to Jackie Ghosen, assistant dean and director of communications, and once again to Kate Ferguson for helping us get this project off the ground.

Enjoy!

*The Internal Newsletter Committee*  
Cathy Wilde  
Barb Buckley  
Mary Dahl  
Craig Mathis  
Jill Phinney

*Did You  
Know?*

The School of Management has nearly 31,000 alumni, with residents in each of the 50 states and more than 60 countries.

## A Chance to Show Thanks

By Diedre Marriner

Based on a new initiative at UB entitled “[Attitude of Gratitude](#),” the School of Management’s Staff Recognition committee has developed a small-scale program to illuminate the importance of appreciating your coworkers. Our committee would like to introduce the following programs for spring.

- **Thank You Cards:** If you would like to thank an employee, colleague or supervisor for his or her work, you can fill out a thank you card housed in the Dean’s Office. You will need to indicate who the card is intended for, and the Staff Recognition committee will deliver all the cards on the first Thursday of each month. The cards will be available in the Dean’s Office soon and will be delivered for the first time on March 4.

- **The Mr. Goodbar or Life Saver Award:** If you would like to recognize employees, colleagues or supervisors for their work you can send them tasty tokens of appreciation instead of a thank you note. These will also be available in the Dean’s Office soon. There will be “to and from” labels so that you can designate the recipient, and these will also be delivered by the Staff Recognition committee on the first Thursday of each month.

- **A “Thank You Drive”** where students will have the opportunity to write a note to thank faculty or staff who played a role in making their UB experience better. This will take place at the end of the semester.

If you have ideas for appreciating fellow coworkers that you would like the committee to discuss, please send them to Deidre Marriner at [dmar-rine@buffalo.edu](mailto:dmar-rine@buffalo.edu).

Let the Staff Recognition committee be the first to thank you!

*Rebecca Cercone, Melissa FitzGerald, Melissa Korte, Deidre Marriner, Ann Marie Tobin and Jennifer Tsutsui*

## Spotlight on Resource Management

By Cathy Wilde and Judy Bain

Need to have a bill paid? Have a question about your timesheet? Or are you wondering about the construction on the second floor of Jacobs? The office of resource management (ORM) can provide the answers.

Larry Michael serves as assistant dean and director of the department. As Larry explains, the office manages all of the resources for the School of Management, including budget and financial reporting, accounts payable and receivable, personnel and payroll, along with space allocation and facilities. (Information Technology [IT] also falls under the ORM umbrella, but we will profile that department separately in a future issue of Inside Management.)

In addition to Larry, the business side of the department includes Judy Bain, Connie Rieck, Melissa Korte, Linda Larish and Dick Szafran. Larry’s main roles include planning and projecting for future conditions, supervision of his staff and providing regular financial reports and other information to Dean Assad. He also oversees and administers construction and building improvement projects, space management and any issues concerning facilities.

Judy Bain is the school’s business manager and supervises Melissa and Linda. Judy manages much of the day-to-day budgeting functions, provides support for financial reports and approves purchases, reimbursements and personnel transactions for faculty and staff. Larry appreciates her skills in the “classic accounting” areas that keep the school’s financial records on track.

Connie Rieck is ORM’s secretary, and is also responsible for the human resources function of managing timesheets (which includes proper accounting of the different types of leaves, plus all vacation and sick accruals), and for the operations of the mailroom along with supervising the mailroom students who assist her. She provides Larry with much-needed support in handling the ebb and flow of various facility requests and needs.

Melissa Korte is the school’s purchasing agent, managing all purchase requests and payables. She is able to help anyone purchase almost anything, and work within the state guidelines. Melissa also manages the Individual Budget Accounts (IBAs) for every



**Clockwise from top left, Dick Szafran, Judy Bain, Larry Michael, Melissa Korte and Linda Larish. Missing from photo: Connie Rieck,**

department, full-time faculty member and any restricted accounts. She helps keep IBAs up-to-date and accurate.

Linda Larish is the personnel clerk for all students and for hourly UBF employees. Linda is responsible for appointing students on payroll, processing their tuition waivers and managing all of the scholarship and fellowship awards. She provides each hourly student with a schedule for their timesheets, to make sure they are paid each payday.

Dick Szafran is a part-time facilities person and handles facilities and custodial issues. He is also responsible for assisting school employees, especially incoming faculty and staff, with the preparation and set up of their offices.

Any questions? Contact Larry at 645-8184.

### **So, what is happening on the second floor of Jacobs?**

Rooms 212 and 214 in the Jacobs Management Center are being renovated into a classroom for graduate students working in the Global Services and Supply Management (GSSM) concentration. Much of the financial support needed for this renovation was realized through fundraising efforts by the school’s Development Office. When the classroom opens, it will be equipped with the latest educational technology, including work stations for each student and videoconferencing capabilities.



## Special Thanks

Dear Colleagues,

As I so often say, one of the pleasures of working in the School of Management is collaborating with the members of our dedicated and creative staff. The work that has emerged from last May's retreat has been nothing short of exceptional. Each committee has suggested, and in some cases implemented, new ideas to improve the way the school operates or to enhance our connections with our constituents. Of course, this is work on top of your regular duties and assignments, so that commitment makes these outcomes even more valuable. We look forward to hearing more from you about how we might leverage the resources that are available to us, for ideas that range from those that enhance our reputation to those that simply make this a better place to work. Please let me know how the Dean's Office can support these initiatives. Many thanks!

Sincerely,  
Kate Ferguson  
Associate Dean of  
Academic Programs

## Points of Pride

By Mary Dahl

Every organization is influenced by the perceptions that surround it. With that in mind, our Rankings and Reputation committee is taking a close look at what our students, recruiters, faculty and staff think about the School of Management. Considering all of our input and feedback will allow the committee to identify a consistent message about our strengths.

Perceptions are obviously important. By getting a handle on how others view us as a school, we can get a clear understanding of our attributes, communicate better and positively influence our stakeholders to take action. This will allow us to define more common themes and areas and reduce our reliance on rankings. In doing so, we will develop our own story of excellence, one that we can proudly share as a school. Take advantage of the exciting opportunity to be a part of this exciting effort as the Rankings and Reputation com-

mittee reaches out for your comments, feedback and support.

The committee already has been working hard for more than a year gathering points of pride. Here are just some of the comments others have shared about the School of Management:

A local employer and alumnus stated, "I've been running internships through the school for years. Their community outreach programming is phenomenal for both local businesses and the students (win-win). Hats off to UB School of Management for all that they do for their students."

Survey respondents also praised our connection to the community, professional manner and outstanding advisement staff. As another alumnus put it, "The staff makes up the school. Plain and simple: the school would be nothing without its staff." We think so, too.

## Important Information from the IT department

By Julia Cohan

We have all recently experienced extended periods of time when all our computers were hung up. The IT department found that restarting the K: drive server, mgt-web, alleviated the problem. However that has been a temporary solution. Technical support at UB has advised us to close archive folders whenever possible and also to reduce the size of our personal folders. Here are instructions for doing so:

### How to Close Archive Folders

First, you will need to know where your Archive Folders are located, because you will need to browse to that location to open the folders when you need to find a message.

1. In the Mail Folders list on the left side of the Outlook window, right click on Archive Folders.
2. Choose [Properties for Archive Folders...] from pop-up menu.
3. Click on the [Advanced...] button.
4. Note the path and name of the file. If your file is in C:\Documents and Settings\... , note the full path and file name. Your file is vulnerable to loss unless it is backed up. Contact me to work on moving it to the K: drive.
5. The location we want to use is

K:\users\yourusername\mail\archive.pst.  
For now, just record the exact location before you close the file.

6. Click [Cancel] twice to go back to Outlook
- When you are sure you know the location,
1. Right click on Archive Folders.
  2. Choose [Close "Archive Folders"].

### How to Open Archive Folders

1. Click on File menu
2. Click on Open >
3. Click on Outlook Data File...
4. Browse through Explorer window that opens, to the location you have recorded.
5. All of us will move toward standardizing the location in k:\users\yourusername\mail\archive.pst
6. Note: If you have several archive folders, they should be stored in the same folder with similar names.

### How to Reduce the Size of Your Personal Folders

1. Delete meaningless emails whenever possible.
2. Save attachments in your data folders, not in your email messages.
3. Empty Deleted Items folder often.
4. Move older messages into Archive folders and close Archives between use.

# Calendar of Events

## FEBRUARY

**Every Sat. (through March 20), *Entrepreneurship Training Program (ETP) for high school students***  
9 a.m. to noon, Jacobs Management Center. <http://mgt.buffalo.edu/entrepreneurship/highschool>

**Feb. 2, *Celebrating the Life and Legacy of William R. Greiner***  
3 p.m., Center for the Arts.

**Feb. 4, *Country Forum: Tanzania and Nigeria***  
4 p.m., 205 Alfiero Center. Coordinated by the Graduate Programs Office.

**Feb. 5, *Second-year MBA Case Competition and Reception***  
6 p.m., Wilson High School, 374 Lake Street, Wilson. Coordinated by the Graduate Programs Office.

**Feb. 5, *Distinguished Speaker Series: Cornel West***  
8 p.m., Center for the Arts. <http://www.student-affairs.buffalo.edu/special/speakers>

**Feb. 6 and 7, *Free Tax Preparation (for individuals and families with annual incomes below \$49,000)***  
10 a.m. to 4:30 p.m., 109 Allen, South Campus. Coordinated by Beta Alpha Psi. <http://mgt.buffalo.edu/freetaxprep>

**Feb. 10, *Helen and Oscar Sufrin Lectureship in Accounting. International Financial Reporting Standards: The U.S. Landscape.***  
9 a.m., Center for Tomorrow. Coordinated by the Accounting and Law Department and Development Office.

**Feb. 10, *Executive Speaker Series: Warde Manuel***  
5 p.m., 102 Alfiero Center. Coordinated by the Graduate Programs Office and School of Management Alumni Association.

**Feb. 11, *Network Buffalo***  
5:30 p.m., Center for the Arts. Coordinated by the Career Resource Center and School of Management Alumni Association.  
<http://mgt.buffalo.edu/career/students/opportunities/events/buffalo>

**Feb. 13 and 14, *Free Tax Preparation (for individuals and families with annual incomes below \$49,000)***  
10 a.m. to 4:30 p.m., 109 Allen, South Campus. Coordinated by Beta Alpha Psi. <http://mgt.buffalo.edu/freetaxprep>

**Feb. 19, *GMA Charity Auction***  
7 p.m., Verbena Grille, 930 Maple Road, Williamsville. Coordinated by the Graduate Management Association.

**Feb. 20 and 21, *Free Tax Preparation (for individuals and families with annual incomes below \$49,000)***  
10 a.m. to 4:30 p.m., 109 Allen, South Campus. Coordinated by Beta Alpha Psi. <http://mgt.buffalo.edu/freetaxprep>

**Feb. 26, *Target Case Competition***  
5 to 8 p.m., Alfiero Center Atrium. Coordinated by the Undergraduate Programs Office. <http://mgt.buffalo.edu/programs/undergrad/case>

**Feb. 27 and 28, *Free Tax Preparation (for individuals and families with annual incomes below \$49,000)***  
10 a.m. to 4:30 p.m., 109 Allen, South Campus. Coordinated by Beta Alpha Psi. <http://mgt.buffalo.edu/freetaxprep>

## EARLY MARCH

**March 2, *Professional MBA Information Session***  
6 p.m., Center for Tomorrow. Coordinated by the Executive Education Office. <http://mgt.buffalo.edu/programs/pmba/InformationSessions>

**March 3, *Distinguished Speaker Series: Margaret Atwood***  
8 p.m., Center for the Arts. <http://www.student-affairs.buffalo.edu/special/speakers>

**March 4, *Country Forum: China and Taiwan***  
4 p.m., 205 Alfiero Center. Coordinated by the Graduate Programs Office.

Please check the "Events" tab on the School of Management Web site home page for more information.  
UB Calendar of Events: <http://www.buffalo.edu/calendar/calendar>  
Employee and Supervisor Development Opportunities: [http://hr.buffalo.edu/files/phatfile/Training\\_Class\\_Alert.pdf](http://hr.buffalo.edu/files/phatfile/Training_Class_Alert.pdf)

To submit information to the Inside Management calendar of events,  
please contact Jill Phinney at [jmp8@buffalo.edu](mailto:jmp8@buffalo.edu) or Craig Mathis at [cmathis2@buffalo.edu](mailto:cmathis2@buffalo.edu).