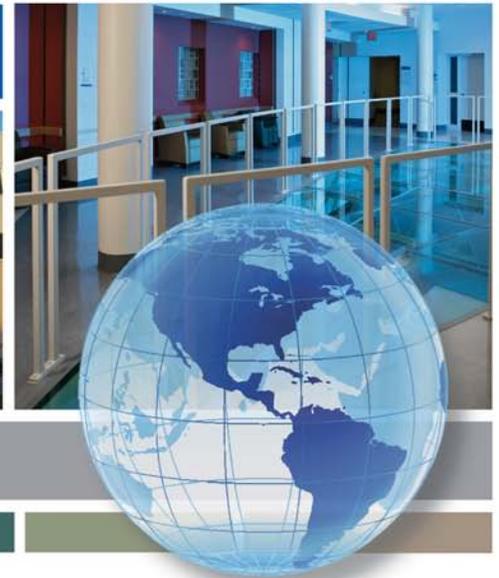


# INSIDE MANAGEMENT



GLOBAL POSITIONING FOR A WORLD OF BUSINESS

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## John Shellum Retires After Decades of Service

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By Mary Dahl

It is time to bid farewell to John Shellum, who has worn many hats for the School of Management since 1978, most recently as executive director of the School of Management Alumni Association (SOMAA) and assistant dean. During his undergraduate years at UB, when

he took a job answering telephones in Millard Fillmore College, John did not know he would stay for life. As he says, "I stumbled into this."

John's most poignant career moment came during an SOMAA board of directors meeting. He had not been paying attention to then Dean Lew Mandell's routine speech when Lew mentioned that the SOMAA had decided to dedicate a room in John's name for UB's capital management campaign. Afterwards, he headed down to his office to call his wife to share the news. When he asked her what it should be called, she quipped, "The John." At the dedication of the John H. Shellum Room, he was overwhelmed with gratitude. "I am one of the few who did not have to die or donate money to have a room named after me."

Meeting significant people has been another positive element of John's job. For the first graduating class of the China MBA program, he was part of the team that arranged to have Henry Kissinger as the commencement speaker. He says spending time with

this great leader was well worth the security and logistics undertaking. During IBM's dominance of the computer market, he hosted guest speaker T. Vincent Learson, IBM's CEO. After the event there were several hours before Learson's departure. Although he was apprehensive about the state of his beat-up station wagon and what they might talk about, John invited Learson to lunch. Hours later, they were on such good terms that John left with Learson's home telephone number.

Although the celebrity interaction stands out, John speaks most fondly of the enjoyment he took from the wonderful coworkers he has known through the years. To those just starting in the School of Management, he emphasizes the potential for a long-term career because of the quality of the people. "This has been the most fascinating job—the best in the world."

There is no way to measure the good that John's decades of service and generosity have brought to the school. As John leaves us to inspire others, he tells of the time several years ago when an ambitious student enthusiastically approached him saying, "I'd love to work in alumni relations." So when John steps down this summer, he can do so confidently, knowing that alumni relations will now fall under the oversight of that passionate former student, Cynthia Shore.

### Did You Know?

The School of Management was ranked a "best business school" by U.S. News and World Report in its annual ranking of MBA programs. The school was named No. 70 out of 426 MBA programs surveyed.

## Tech Tips

By Julia Cohan

### Using your Cisco IP Telephone to make conference calls:

To connect three or more parties on one telephone call, call the first party as usual. While on that active call, press the [more] soft key. Look for a soft key labeled [Confrm]. You may need to press [more] again. Press the [Confrm] key. That puts the first party on hold and you are able to dial a second number. When that party answers, press [Confrm] again. All three parties will be connected. To add another, press [more] until [Confrm] appears, and proceed with the process to press [Confrm], dial another party and press [Confrm] to add the fourth and so on. A maximum of six parties may be joined on one call.

### Here's an e-mail tip from Randy Dean, time management guru and UB guest speaker:

#### *Make Your Sent E-mails "Task Oriented"*

One of the biggest complaints I get from people in my programs or on my blog are when they receive e-mails with "no action" or where the action is unclear.

I try to coach my clients to follow a strategy that for every e-mail sent, every recipient has a clear, defined task with a clear due date. This helps mitigate the overuse of those pesky "FYI/Just thought you'd want to know" e-mails that clog up far too many inboxes.

Tell each recipient:

- 1) **Why** they got the e-mail
- 2) **What** they need to **know** in the e-mail
- 3) **What** they need to **do** in the e-mail (the task that needs to be done)
- 4) **When** they need to get it done by

Can you imagine if every e-mail you sent or received was this clear on defined actions? The result would be much less confusion, much more confidence and higher team productivity.

## Spotlight on Academic Department Secretaries

By Cathy Wilde

A typical day for an academic department secretary might look something like this: make travel arrangements for a professor heading to Singapore; reserve a conference room for a seminar; arrange the itinerary for a faculty candidate; send reimbursement requests to the Business Office, order supplies for graduate assistants and books for new classes; and type up syllabi and faculty correspondence. That's not to mention answering telephones, responding to e-mails and tending to the myriad other duties that keep our academic departments working at top pace.

Let's meet the six women who keep things humming in Jacobs Management Center.

**Nanette Derry** has served as secretary in the **Department of Operations Management and Strategy** since 2007. Prior to that, she was administrative assistant for the Center for Entrepreneurial Leadership and also worked in the Educational Technology Center for UB Libraries. Nanette says she not only enjoys her job, but also the people she works with. Outside of UB, she likes traveling, attending sporting events, gardening, reading and exercising.

**Karen Drass** joined the School of Management a year and a half ago, as secretary in the **Department of Management Science and Systems**. She previously held keyboard positions in UB's Law School and the School of Nursing. At work, Karen enjoys meeting and interacting with all the students and faculty. "At home, I enjoy spending time with my family, attending my kids' sporting events, reading and walking," she says.

**Janet Kiefer** has been the secretary for the **Department of Accounting and Law** since 1994. Prior to that, she held positions in the Chemistry Department in UB's College of Arts and Sciences and in the Finance and Managerial Economics Department here in the School of Management. Janet says her favorite part of working in the Accounting and Law Department is assisting the faculty and students with their projects. In her free time, she enjoys reading and train travel.



**Clockwise from top left: Ann Marie Tobin, Janet Kiefer, Nanette Derry, Donna Strzelczyk and Cheryl Tubisz. Not pictured: Karen Drass**

**Donna Strzelczyk**, in the **Finance and Managerial Economics Department**, says what she likes best about her job is the variety of tasks she gets to perform. Donna came to the School of Management in 1996, but has worked at UB for more than 28 years. She previously served in the Judicial Affairs Office in Capen. Outside of work, she enjoys exercising and reading.

**Ann Marie Tobin** has been in the **Marketing Department** at the School of Management for seven and a half years. She worked previously in the Linguistics Department in Baldy. She says her favorite part of the job is her co-workers, the other secretaries. "They are awesome whenever I have a question that needs answering," she says. In her spare time, Ann Marie loves to read and spend time with her dogs.

**Cheryl Tubisz**, secretary for the **Department of Organization and Human Resources**, will celebrate her 30th anniversary with the School of Management in September. "I started working here right out of high school when I was 17 years old," she says. "I've worked with many people over the years and have thoroughly enjoyed the variety." What does she like best about her job? "I would have to say the secretaries in the school (we're a very close-knit group) and the faculty and students in my department...they're the best!"



## Christmas in July

The Strengthen Our Sense of Community committee is conducting a **Christmas in July donation drive** supporting Compass House, a nonprofit organization that provides emergency shelter for runaway and homeless youth in the Buffalo area. Compass House has a year-round need for a variety of items and this is the perfect opportunity to assist a wonderful organization within our community.

Donations can be placed in the bin across from Tim Horton's in Alfiero during the month of July. Items that would be appropriate to donate include school and art supplies, personal care items and household items. If you have a donation that you would prefer not to place in a bin feel free to drop off the item to Caitlin Logue in 305 Alfiero Center.

Thank you from the Strengthen Our Sense of Community committee:

Laura Amo  
Cindy DeGeorge  
Caitlin Logue  
Hailley MacDonald  
Connie Rieck  
Kirk Voskerichian

## Save a Life at Lunch Program



*Clockwise from top left:* Laura Amo, Kirk Voskerichian, Meghan Woods and Caitlin Logue

On May 18, several staff members participated in the [Save a Life at Lunch](#) program at Roswell Park Cancer Institute, sponsored by the Strengthen our Sense of Community committee.

The school provided transportation to and from Roswell so that our staff members could donate blood on their lunch hour. Roswell graciously provided a light lunch to the participants.

"It was a small group but a good first run, and we are hoping to run the program again in the future," says Caitlin Logue. For more information, send an e-mail to [Caitlin](#).

## Safety Tips for Off-Campus Computer Use

*By Julia Cohan*

Anyone who accesses the University at Buffalo or School of Management networks off-campus, whether from home, a hotel or elsewhere, should keep in mind the following safety concerns in order to keep your information private.

**Have you noticed that some websites use http:// and some use https:// ?** When your Web page uses https protocol, data sent to and received from the server is encrypted. If you log in to UBmail or Gmail, the protocol changes to https to encrypt your password. If you log in to Hotmail, you are sending your password unencrypted through http. That is like writing your password on a postcard and sending it through the mail. Whenever you fill out Web forms with personal information, do your banking online, or enter your credit card information, look at the protocol and make sure it changed to https. To protect your UBIT password, do not use it on http sites like Hotmail.

**Be sure your home wireless network uses encryption.** Read the documentation that came with your wireless router. The best wireless encryption available today is WPA2. However, if that is not an option for you, choose WPA. If your equipment is older, using WEP is better than creating an unsecured network. You do not want

to be an Internet service provider for your neighbors and drive-by strangers.

### **UB provides UB Virtual Private Network (UBVPN) for off-campus users.**

If you are denied access to some UB servers or services, download and install the Off-campus UBVPN client from <http://ubit.buffalo.edu/vpn/>. UBVPN provides a specific data encryption within the public internet network to securely access UB's private network. Often VPN is described as a "tunnel" for accessing a private network. Note that UBVPN only encrypts traffic to and from UB servers. UBVPN does not secure your connection to Hotmail.

For more information, these resources are excellent:

### **Secure Computing at UB:**

<http://computersecurity.buffalo.edu/>  
*Why computer security is so important*

### **UB Internet Access Services:**

<http://ubit.buffalo.edu/internet/index.php>  
See "Off-Campus Access" link in index

### **Wireless LAN security:**

[http://en.wikipedia.org/wiki/Wireless\\_LAN\\_security](http://en.wikipedia.org/wiki/Wireless_LAN_security)  
*Why it's important to make home wireless secure*



## Calendar of Events

### JULY

**July 26, *CEL Alumni Association [Annual Golf Outing](#)***

11 a.m., Transit Valley Country Club. Coordinated by the Center for Entrepreneurial Leadership Alumni Association.

**July 28, *CEL Core Program Open House***

8 - 9 a.m., 672 Delaware Avenue. For more information: [mgt-cel@buffalo.edu](mailto:mgt-cel@buffalo.edu) or 716-885-5715.

### AUGUST

**August 4, *PMBA Orientation***

**August 18 and 19, *International MBA Advantage***

**August 20, *MS Advantage***

**August 20, *EMBA Orientation***

**August 23 to 26, [MBA Advantage](#)**

**August 27, *PhD Orientation***

**August 30, *First day of classes***

### SEPTEMBER

**September 6, *Labor Day observed, no classes***

**September 8, *Rosh Hashanah (No classes after 6 p.m.)***

**September 9, *Classes resume at 6 p.m.***

**September 15, [Annual "Salute to Summer" Cruise on the Miss Buffalo](#)**

6:30 p.m. departure, Miss Buffalo Dock, Erie Basin marina. For more information: [mgt-alumni@buffalo.edu](mailto:mgt-alumni@buffalo.edu) or 716-645-3224. Coordinated by the School of Management Alumni Association.

**September 17, *Yom Kippur (No classes after 6 p.m.)***

**September 18, *Classes resume at 6 p.m.***

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, contact Jill Phinney at [jmp8@buffalo.edu](mailto:jmp8@buffalo.edu).