# 2017 DELTA Recipient

Individual Non-Supervisor Award



#### Russell Chalfant

Russ Chalfant is an Enterprise Systems Specialist in AITS.

Russ has been one of the driving forces implementing the University's Affordable Care Act (ACA) systems. Russ showed himself to be well suited and capable of taking the technical lead. Not only did Russ reach a very

complete understanding of the regulations, but he was able to design, develop, and implement a system following those regulations.

Russ helped team members understand how the regulations related to the university's data. Having been a developer previously, Russ was able to utilize that skillset to prototype solutions. He strived to automate processing as much as possible.

The systems developed address the full cycle of the ACA process – from tracking hours worked, determining periods of breaks, tracking health coverage both in and outside of the university, combining all of these into federal forms, and allowing federal forms corrections as third parties make adjustments to the source data. The systems were completed and fully tested in time to meet the federal reporting deadline of early 2016.

In his AITS group's production support role, if Russ sees that another team member is not able to resolve issues, he will offer to analyze help. His high level of ability, professionalism, and dedication make him an excellent teammate and role model for his fellow employees. The DELTA award is a fitting acknowledgement of Russ and his work.

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#### Ellen Foran

Ellen is an Assistant to the Secretary of the Board of Trustees.

Ellen's main job is to coordinate preparation of official materials for board meetings and be the primary liaison for documents for the board. She also ensures that documents and associated signature authority submitted on behalf of the University are statutorily correct – this may sound unimportant, but when dealing with items such as bond documents for university treasury operations it is important to GET IT RIGHT.

She is recognized as a detail oriented team leader and exhibits strong communication skills. Whenever anyone needs help in writing items, or to understand some detail regarding scheduling, she responds with examples for reference, and offers her time and attention to help the person be successful in their interactions with the cycle of board meetings.

Ellen has taken the initiative to educate the new Board secretary on processes and protocol of the board office. "Training up" is a delicate process, but when done right, carries an enormous benefit to the department and organization in general with improved process improvement and efficiencies.

Ellen is someone of highest personal integrity and it interweaves into everything she touches. Her unwavering dedication to the university and its operations are an inspiration and guidepost for colleagues university-wide. All of these things highlight Ellen's exemplary work performance and describe her commitment to excellence.

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#### Paul McGuire

Paul McGuire is an Instructional Designer for Training and Communications in the Office of Business and Financial Services (OBFS).

His main job is to design, develop, and evaluate business systems, policies, and procedures and provide training materials for the business units of OBFS. Paul has exceptional oral and written communications skills. His course designs, reports, and messages are concise and easily understandable. He also shows his adaptability by quickly volunteering to take on additional responsibilities when his coworkers are out

sick or someone leaves the unit.

Paul is the photo, graphics, and video creation expert in OBFS. He worked on a last-minute change for the My-UI-Financials marketing and communications video. Paul gave his signature "*I'll get right on it*" response. In a matter of a few days, Paul prepped the employee, did the video shoot, made the edits, and created the new version. He even had the video ready a day before the short deadline.

Paul recently completed a challenging "Project Table," which now guides Instructional Designers, Business Analysts, and Project Managers to accurately plan project timelines and identify needed resources for training projects. Paul used his creativity and instructional design skills to develop and instruct an outstanding iACT customer service course with the necessary blend of instructor-led approaches and online interactivity.

OBFS units operate efficiently in a large part due to Paul's contributions. Because of Paul, OBFS has expanded services in the instructional design realm.

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### Michele Unser

Michele is an Enterprise System Specialist on the Enterprise Systems Coordination (ESC) team in AITS. The team has the role of providing functional and technical support, coordination, and expertise to all three universities and the system.

Over the past two years, Michele has demonstrated her excellent analytical, project management, and customer service skills by taking the lead role in two major projects related to classroom and event scheduling. Both projects were implemented on-time with great success and have provided university clients

with enhanced functionality and improved operating efficiency.

Michele also took the initiative to research and understand the new Banner XE software. With very little guidance, she immediately went to work on learning the new tool, determining the necessary configuration, and testing the tool in order to provide feedback to the vendor. As one of the first people on the team to work with the new tool, Michele did an excellent job of figuring out gaps and issues with the tool, but also guided all team members through all that she had discovered in her testing experience. She provided helpful tips and tricks, shared testing plans and completed multiple demos and working sessions with the team as well as university clients.

Michele is an integral team member of the ESC team and consistently delivers excellent and high quality work for both university clients and internal team processing.

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## Daniel Wesley

Daniel Wesley is an Office Manager in the OBFS UIC Purchasing office.

Daniel's value was quickly discovered as he demonstrated knowledge and competence in a wide array of areas. He started in a basic IT support position, but was soon recognized as someone who could encompass desktop and troubleshooting services, including everything from answering software application questions and resolving computing-related issues to equipment maintenance and troubleshooting.

Daniel created a number of "smart" e-forms for use by UIC customers requesting competitive procurement. He also established a tracking mechanism of non-conforming purchases and invoicing, making him one of two people substantially responsible for customer interface and resolution of all UIC non-conforming purchases which were rejected for payment by University Payables. Daniel resolved a substantial number of the 655 non-conforming purchases for FY16, including creating change orders where needed.

He handles the crises and challenges of his responsibilities and the department's with aplomb and diplomacy, exemplifying his dedication to resolving the matter at hand, and suggesting a path for resolving the continuing matters that are directed to him. He is a team player and sets an example of collaboration and collegiality.

Daniel's positive demeanor, high degree of professionalism, and knowledgeable relationships with UIC customers and vendors, has promoted and enhanced the perception of UIC Purchasing as being serious about delivering excellent customer service.

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Individual Non-Supervisor Award



preparation time by 50%.

### Julia Zamora

Julia is a sponsored award coordinator and senior member of the College of Medicine (COM) team.

Julia has a penchant for efficiency through the use of technology. She has been at the forefront of the implementation of new procedures in GCO, often volunteering to pilot their incorporation into daily processes. This was the case for the application of SAP Business Objects Web Intelligence (WEBI) and the electronic report of expenditures (ROE). She improved the data gathering process and eliminated a series of non-value added activities, reducing

Last year, the College of Medicine team made a profound change to the financial reporting review process. For audit purposes, they must show proof that federal financial reports filed electronically go through a thorough review process. Up until last year, the FFR review was a manual process that involved a host of activities. Julia made the process totally electronic and the process was later introduced to the other GCO teams for office-wide implementation.

Julia took it on herself to enroll in campus classes to develop her communication and presentation skills. This initiative served her well in her because for the past four years, Julia has been teaching the GC-101 Banner class to new business managers on a quarterly basis.

The unsung hero of the Grants and Contracts Office, Julia played a significant role in the positive transformation the office experienced internally.

# 2017 DELTA Recipient

**Individual Supervisor Award** 



## Katrina Lopez

Katrina is the Interim Assistant Director of Compliance in the Office of Grants and Contracts.

She demonstrates exceptional leadership skills possesses an extensive array of knowledge related to University policies and procedures, and sponsored award administration that contribute to GCO's reputation as experts in the field of research administration.

Katrina implemented and refined best practices to allow her to effectively deploy resources within her team to ensure all deadlines are met. One example is when Katrina was given less than 24 hours' notice of a formal

site visit with a federal sponsor that was visiting UIC. These visits usually take one to three weeks to prepare. Due to her quick-thinking and ability to utilize tools she put in place from past reviews, she was able to pull together the necessary documentation and attend the site visit with grace and relative ease.

Katrina finds creative ways to go above and beyond what is required of her. The Grants and Contracts Office was invited to participate in the 2016 Bringing Administrators Together (BAT) conference. Katrina willingly took the initiative to write, produce, direct and film mini-video segments that highlighted key issues while captivating the audience and also providing a bit of comic relief.

Katrina continuously provides coaching, training and development opportunities for her employees by cross-training and involving others in projects and tasks that contribute to their professional growth. Also, she often utilizes her own resources, both time and money, to recognize the efforts of others and thank the team for a job well done.

All of these examples underscore her willingness to go above and beyond for the Grants and Contracts Office and for the University.

# 2017 DELTA Recipient

Individual Supervisor Award



### Jamie McCracken

Jamie is the Senior Coordinator for Customer Service and Cashier Operations, two units within University Student Financial Services and Casher Operations (USFSCO).

She is responsible for overseeing, developing, implementing and assisting all customer service/cashier operations activities. Training is especially important to Jamie, as it is imperative that correct information is given to students, parents and departments.

Jamie encourages her team members to participate in professional development opportunities and finds free and low-cost training opportunities to ensure they grow their

skills, even during challenging budget times. She keeps them updated on available webinars, local workshops, and online training materials. She was forefront in leading the USFSCO Professional Development team and helped support and build the USFSCO Professional Development Sharepoint database to provide awareness for those who are unaware of the resources available to them.

Jamie led an effort to redesign the USFSCO webinars to create a more engaging experience for incoming students and their families. The redesign included utilizing polls throughout the webinar in order to have active participation from the attendees.

Jamie also saw a need to re-design the waiting area of the customer service/cashier operations office. Students didn't have a comfortable place to sit when waiting during busy times and Jamie saw an opportunity to create a more customer friendly area for students. Utilizing chairs and tables in other areas of USFSCO, she created twocomfortable spaces for students to sit and work.

Jamie is hard-working, conscientious, efficient, innovative, and dedicated to Customer Service and Cashier Operations. She demonstrates effective leadership, values others, and is highly valued by them in return.

# 2017 DELTA Recipient

Individual Supervisor Award



### Karen Quinlan

Karen is a Senior Associate Director of Business and Contract Administration in the Office of University Counsel.

Karen has made enormous, behind-the-scenes contributions to the operations of the office and has been among the most visible proponents of process improvement. Controlling legal costs is the most critical mission of the unit. Her excellent work has made it possible for the office to comply with the complicated requirements and changing interpretations of the Illinois Procurement Code, which in turn enables the Office of University Counsel to provide the campus community

timely legal services and to track and control legal costs.

Karen led the development of a first-of-its-kind RFP that would comply with the Procurement Code, yet give the universities the flexibility and ability to choose the most qualified firm for the task. It is difficult to put into words how much time and skill it took to create this RFP with an evaluation tool/mechanism for attorneys to use in rating the 65 competing firms. Without her ingenuity and hard work, the University's ability to quickly retain necessary legal services would be jeopardized.

Karen created and implemented an internal reporting process that gives in-house attorneys the information they need to determine what law firms are immediately available for referrals. The reporting process also provides attorneys with current information on how much permitted expenditure is remaining on each contract. This is critical due to the speed at which attorneys must respond.

Karen is an extraordinary role model and leads by example when coaching and motivating employees. Karen's leadership and initiative is an especially significant asset in an environment that often discounts backroom contributions.

# 2017 DELTA Recipient

Individual Supervisor Award



#### **Brent West**

Brent is an Assistant Director of Records and Information Management Services (RIMS).

Brent has innate project management skills takes the lead toward finding a practical solution to the long-term management of email messages considered to have archival value. He was instrumental in helping the Illinois State Archives acquire email messages from the Office of the Governor. This achievement allows us to support national research related to text analysis. Brent also took the lead in preparing and submitting a national grant that was awarded to us in June 2016, and he is also a co-Principal Investigator (PI) for it.

Brent initiated an investigation into cost-effective storage for inactive records that required a period of retention prior to their disposal. He presented a proposal to the Urbana campus to use shipping containers as an inexpensive, secure records storage facility. The proposal was approved and it is saving the university from relying on costly commercial storage alternatives and freeing space better suited for offices.

Brent leads by example and is a motivating supervisor for several RIMS staff. He encourages staff to sign up for work-related trainings and workshops and then makes sure there are opportunities to apply newly developed skills to RIMS-related work. Brent's coaching motivates employees to improve their skills and to put their best effort forward.

Brent contributes as a leader and strong team player, encouraging everyone he works with whether he supervises them or not. He also continues to seek opportunities for his own professional development as demonstrated by his current pursuit of a PhD in the College of Education.