



# grapevine



## A Word of Thanks...

Welcome to a new edition of **The Grapevine**, the quarterly newsletter of Residential and Student Service Programs. In the fourteen months that I have served as the Interim Associate Vice Chancellor, I have witnessed the passion and creativity that each one of us brings to this dynamic department. RSSP's guiding principle—Supporting Student Success—is evident in our ongoing commitment to providing a variety of the very best programs and services.



details. We have also hired a sustainability intern, made possible by a grant from the Chancellor's Advisory Committee on Sustainability, to perform an audit of sustainability practices underway within RSSB and identify areas where we might improve (see page 6.)

Employee Development and Communication continue to be departmental priorities, and various teams are currently undertaking initiatives to assess how these priorities are taking shape within RSSP, and make recommendations for further development.

I'd like to thank everyone for [insert additional text here minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.]

signature here

Peter Hoenig  
Interim Associate Vice Chancellor  
Residential and Student Service Programs

This year, we'll continue to employ our key strategies of Quality Customer Experience, Enhanced Productivity and Effectiveness, and Increased Revenue/Funding. The RSSP Cabinet has elected to focus on Diversity, Inclusion and Social Justice as a new priority and will sponsor a department-wide symposium on this topic this spring; stay tuned for further

## SERVICE AWARDS

### 10 years

- Andrea Sohn
- Anthony Merlino
- Blanca Guzman
- Clyde Valdez
- D'Afrique Jolivet
- Emmanuel Adeola
- Gilberta Fortini
- Gisela Mendez
- Jason Fairbanks
- Karen Larsen
- Leslie Craig
- Maria Rodriguez
- Monica Cortes
- Nancy Pfeffer
- Ninfa Sotelo
- Priscilla Iwuagwu
- Sary Vang
- Virginia Sotelo



15

- Annie Donato
- Betty Chen Lin
- Markie Gayles
- Patricia Hernandez
- Paula Abraham
- Rosan Acosta
- Roseanne Fong
- Willis St. Hill

### 20

- Anna Harris
- Bobby Birks
- David Hsueh
- Dee Palacios
- Enrique Martinez
- Eugenia Freeman
- Gwendolyn Tate
- Larry Taylor
- Mario Magtibay
- Norma Jamison-Birks
- Keiko Kubo

25

- Annette Sandri
- Nancy Jurich
- Ron Greer
- Sui-Mi Wong

### 30

- Margie Williams
- Shirley Ferentinos

35

- Michael Vincent

RSSP would like to recognize and thank these individuals for their commitment and years of service to the University of California. Your dedication is truly commendable.



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The Grapevine is published quarterly for employees of Residential and Student Service Programs at the University of California, Berkeley. We welcome your comments, suggestions and contributions.



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## Casino Royale Winter Dinner & Dance Boasts a Full House

On December 14, RSSP staff enjoyed an evening of food and entertainment at the annual RSSP Winter Dinner and Dance at Hs Lordships in the Berkeley Marina. Partygoers arrived to find the Georgian Ballroom transformed into a sparkling “Casino Royale,” thanks to the creativity and hard work of the planning and decorations committees.

The sold-out event began with a welcome from I-AVC Peter Hoenig and event sponsor and HR Director Carlos Ray. Guests were treated to a variety of entrees, salad and desserts, and strolling waiters offered wine and other beverages.

After-dinner festivities were co-hosted by Cal Dining’s Michael Laux and Brian Walker, who presided over contests and a game-show style prize raffle. Among the many prizes on hand were Macy’s gift cards, airline tickets, a Wii video game console and a 10-lb. box of instant oatmeal. DJ Jay Basbas got the crowd bumping as the evening gave way to dancing and socializing.

Many thanks go to the following individuals who helped to make the night such a winning success!

Event Planning: Roland Addad, Michael Laux, Monique Moore (Chair), Dan Ocampo, Brian Walker, Carlos Ray

Ticket Sales: Lynette Aidoo, Kit Fornoff, Willie Ruth Jones, Kathy Kwong, Monique Moore, Carlos Ray

Decorations and Reception: James Carroll, Tina Jung, Kathy Kwong, Dan Ocampo (Chair)

Promotions: Roland Addad, Keith Stevenson

(Photos by Angela Short and Edward Stovall.)



Camille Harvey and Andre Morris.



Darryl Willie.



Anthony Brooks and his wife, Carol.



Margie Williams and Roseanne Fong.



Event Chair Monique Moore and Dwayne Jefferson.

### Exciting Opportunities through Career Compass

By now, you’ve probably heard of Career Compass, the recent campus initiative to identify how job position descriptions compare to similar positions outside the University. Managers and supervisors are currently working with non-represented employees to clarify responsibilities and assign job fields & families for each job title.

Career Development is a primary component of the initiative. Free on-campus workshops are now being offered in career self-assessment, goal setting, and job search skills. Whether you’re making a big leap into a new career or want to show your boss the great work you’ve been doing, you don’t want to miss these workshops:

- Introduction to Career Planning
- Job Interview Workshop
- Marketing Yourself for Your Next Job Part I (Resume Writing) ... and many more!

For a complete list of workshops & dates, visit <http://careercompass.berkeley.edu/careerdevl/resources/workshops.html>

Start your Career Makeover *now!* Sign up today on ICE <http://hrweb.berkeley.edu/ice/home/>

## NSS Sets New Focus on Commuter Students

With RSSP's primary focus on residential programs and services, new Cal students commuting to campus may be surprised to find support for their transitional concerns are also addressed - by New Student Services (NSS). You may be, too! But there are some great resources for our new commuter students that can really make a difference in the first-year transition for roughly four percent of the incoming undergraduate population.

Last year, "commuter student" focus groups shared their opinions about how they received information and assistance on transportation, housing and getting connected to campus. Based on this feedback, NSS launched the one-stop Cal commuter web site last fall at <http://commuter.berkeley.edu/> On the

website, students can find information about transportation, housing, campus life, student services, as well as local information and testimonials from experienced commuters.

Over 60 new students previewed the website at the first Commuter Kickoff event in the fall. (Another small group came together in January for the Spring Kickoff.) The Commuter Kickoff also invited students to ask commuter-specific questions of experienced students and staff, to connect with campus resources, and to get to know other commuters. Student feedback has been very positive. "I'm glad to know that there is a website made especially for commuters like me, and I had fun as well," wrote a freshman who commutes from 2 hours away. "[I'm] so happy to

see the commuter website! Thank you!" wrote one transfer student living 45 minutes away.

But for these students, more than a new website or series of events, this initiative is transforming the new commuter student population into a small community at Cal. We want our new students to see, like this spring-admit freshman from San Francisco, that "I'm not the only commuter on campus!"

- Tina Jung, New Student Services



## The StarRez Solution

Until recently, the Cal Housing Assignments team used an operating system called Universe to make housing assignments—a system we had used for over 25 years. When I became manager in 1994, my director told me, "We're working to find a new state-of-the-art software system." Obviously, this process was somewhat delayed, due to several major projects: the renovation of Units 1 & 2, the demolition of Section A & B in University Village, and the addition of many new buildings, including Wada, Jackson, Channing Bowditch, East and West Village Apartments, Crossroads and RSSB. All that changed on February 20, when our new software package, *StarRez*, finally went live!

The system, which will initially be used for undergraduate academic year and summer session housing assignments, should both enhance student service and streamline administrative processes for several work units. *StarRez* offers a convenient comprehensive housing solution, covering everything from online applications to room selection and assignment. It will even allow continuing students to seek roommates according to individually-prioritized attributes. Over 200 other colleges and universities, including Dartmouth, Cornell and Harvard

Law, currently use the system for their assignments and facilities needs. And as usual, Stanford is trying to keep up with Cal by choosing *StarRez*.

There are many people to thank for *StarRez*'s successful launch: *StarRez* Executive Steering Committee Chair **Eddie Bankston**, and IT Project Manager **Steve McCabe** for their unfailing support. Housing Coordinator **Christen Craft**'s invaluable editing expertise and the participation of **Christopher Lee**, our *StarRez* "Super-User." The person who really made it happen, though, is **George Griffeth**. George worked for years repairing and customizing Universe to ensure high occupancy levels, but even that paled in comparison to the many hours (night and day) he has dedicated to bringing *StarRez* to UCB. We are deeply indebted. Thank you, George!

The Cal Housing team brings over 100 years in combined UCB experience assisting students! **Cephas John** (23 years), **Michelle Kniffin** (22), **Genia Freeman** (21), **Eddie Malone** (18), **Christen Craft** (3), **Nancy Pfeffer** (10), **Elaine Perkins** (7), **Natalie Webster** (1), **Ellen Levitan** (1), **Camille Harvey** (<1) and **Christopher Lee** (<1).

- Michelle Kniffin, Cal Housing



## Tuesdays with the RD

Tuesday

One of my favorite books is Mitch Albom's *Tuesdays with Morrie*, the real-life story of a 30-something sports writer who reunites with one of his favorite college professors and learns some valuable life lessons in their weekly meetings together.



Inspired by the book, I'd like to share "a day in the life" of a Resident Director (RD) - something dear to my heart.

Of course, Tuesdays aren't always the same, but for an RD, **everyday** is full of challenges, successes, a few "a-ha" moments and putting out a fire or two.

Each of us brings something special into the lives of others through the work we do. All of us at RSSP make the lives of our students different in some way, providing opportunities for our student community to enjoy their experiences and learn at Cal.

I encourage each of us to do as Morrie did for Mitch: open our hearts, listen to others' stories and reflect so that we may learn more about ourselves. One of Morrie's last lessons for Mitch was giving him the wisdom to see his own life a little differently... some days we are Mitch, some days we are Morrie. Who are you today?

- James Carroll

Assistant Director, Residential Living  
Office of Student Development

**10:00 am** - Arrive at the office, check e-mail and voicemail, review notes and messages from the Resident Assistant (RA) "duty report" from the previous evening.

**10:30 am** - Learn that a student was taken to the hospital for alcohol poisoning the evening before. Contact the RA to see if the student is back; attempt to meet with the student; update necessary OSD staff on the situation.

**11:00 am** - Meet with two students for their scheduled judicial hearing. They allegedly threatened each other in person... and on Facebook.

**11:45 am** - Finish checking morning e-mail, return a phone call.

**12:00 pm** - Time for lunch! Meet at Crossroads with Co-RD of the unit to check in and plan agenda for the evening hall staff meeting.

**1:15 pm** - Return phone call to a frustrated parent concerning a roommate conflict ("You need to move my daughter's roommate out of the room right now! She never cleans the room, her friends are always over and my daughter can't sleep...")

**1:40 pm** - Back to e-mail, read and reply to a few more, finish up paperwork from earlier judicial hearing. Check in with the Facilities Manager re: a vandalism incident.

**2:30 pm** - Meet with an RA one-on-one; chat about her community, an upcoming program, how she's doing with her job and classes. Receive an update about a resident she's working with who's been seeking support at Counseling & Psychological Services.

**4:45 pm** - Hall Association president drops by, feeling stressed about balancing a residence hall event with academic work.

**5:15 pm** - Take a break; grab a quick dinner; finalize hall staff meeting agenda.

**7:00 pm** - Facilitate hall staff meeting and lead a development/training activity on trust and communication.

**9:00 pm** - Say goodnight to all, and attend hall association meeting. On the way out, run into Theme Program Advisor and residents wanting to talk about an upcoming theme program event. Answer a few questions and schedule a follow-up for tomorrow.

**10:05 pm** - Head home after a long day and wash dinner dishes. Take a shower, read a bit, and go to bed.

## Upcoming Events

Get ready to get your groove on at **UC Berkeley's 3rd Annual Dance Marathon**, co-sponsored by the the ASUC (Associated Students of the University of California) and the Office of Student Development. The Dance Marathon is a 12-hour dance benefit event for the Elizabeth Glaser Pediatric AIDS Foundation, helping children in the United States and abroad.

**WHEN:** Friday, April 4th at 8pm - Saturday, April 5th at 8am

**WHERE:** Pauley Ballroom, MLK Jr. Student Union

**WHO:** Students, Staff \*, Faculty and Alumni are encouraged to participate!



For more information, visit <http://www.asuc.org/dancemarathon/>. \* To join the RSSP team and/or make a donation go to: <https://www.kintera.org/faf/search/searchTeamPart.asp?ievent=268174&lis=1&kntae268174=5542723311574105B3DD0E1382B87168&supld=0&team=2725451>

## Cal Dining's Sweet Taste of Success

Cal Dining recently pushed RSSP further on its path to preeminence with not one, but two awards recognizing culinary and operational excellence.

Patricia Williams-Lewis (right), Principal Cook for Crossroads, placed silver at the Western Regional NA-CUFS Culinary Challenge last month in Vancouver, British Columbia. Congratulations, Patricia! Contestants chosen in regional culinary challenges compete to prepare four portions of an original hot entrée, exhibiting culinary talents, techniques, and regional food styles. Patricia has 11 years of experience in fine dining, and worked most recently as the Chef Manager for The Patio in Kansas City, Missouri. We're very fortunate to have Patricia on board;



Photo by Keith Stevenson

hundreds of Cal students, faculty and staff benefit from her expertise each and every day.

Cal Dining Director **Shawn LaPeau** is a recipient of a 2008 Silver Plate award, presented annually by the International Foodservice Manufacturers Association. Silver Plate awards are one of the industry's oldest and most prestigious honors, and Shawn is receiving the award for the College and University category. Shawn will be formally inaugurated into the Gold and Silver Plate Society at the National Restaurant Association (NRA) Restaurant, Hotel-Motel Show in May. He is also in the running for the Gold Plate award which will be announced at the NRA event. Kudos to Shawn for this impressive achievement.



Health\*Matters is UC Berkeley's wellness program for faculty and staff. We provide tools and resources to improve the health and well-being of faculty, staff and their families.

Congratulations to Cal Dining employees **Michael Vincent** and **Rommel Tuazon** for being "smoke free" for one year! Please join us for our next Smoking Cessation class:

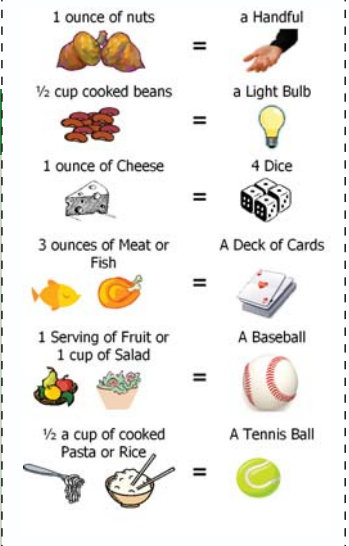
**WHEN:** Thursdays, 1:30-2:30 pm  
April 3 - May 8

**WHERE:** Crossroads Dining Facility

### How Much is Enough?

With larger portions and "supersizing" becoming the norm, it's hard to know what a healthy portion really is. Here's a simple visual guide to help get you started.

For additional resources on eating well, visit Health\*Matters online at: [www.uhs.berkeley.edu/facstaff/healthmatters](http://www.uhs.berkeley.edu/facstaff/healthmatters) and keep an eye out for future workshops!



**Please Pass the Tissue: Cold Season is Here!**

Been sneezing? Got a stuffy nose? This year's cold season has probably affected you or someone you know. If you're suffering symptoms, you may be wondering if you have a cold or an allergy. Many of the symptoms of colds and allergies are similar: sneezing, headache and a stuffy (or runny) nose. But while a virus is responsible for the common cold, allergies may be caused by a variety of irritants, including pollen, mold, and pet dander.

Most colds clear up in a week or so, but allergy symptoms last as long as the trigger is present. If you have a cold, remember these simple tips to protect yourself and others: Cover your nose and mouth when you sneeze or cough (some people recommend sneezing into your shirt sleeve to prevent hand-to-hand transmission of cold viruses). Stay home when you're sick. And above all, wash your hands after sneezing, blowing your nose, or covering a cough!



- Bill Crowel, Human Resources

## Up Front and Personal

RSSP is a special place to work. Our staff and student employees come from all walks of life, with interests as unique as they are. Who better to interview them than intrepid building receptionist **Angela Short**?

In this issue, Angela asks:

1. How will you spend your tax rebate?
2. What's the best movie you've seen lately?



Eddie Malone  
Cal Housing

1. Buy two bails of hay and 300 pounds of food for my horses.
2. American Gangster



Natalie Chen  
Cashiers

1. Save it.
2. Juno



Adrien Salazar  
Cal Housing

1. Put it in the bank.
2. Penelope



Ellen Levitan  
Cal Housing

1. Putting it on red in Vegas!
2. There Will Be Blood



Matthew Sun  
Marketing

1. Save a little and donate the rest.
2. The Diving Bell and the Butterfly



Jessica Collins  
Human Resources

1. Buy gas.
2. Death of a President



Alex Kim  
Information Technologies

1. Have a party.
2. Superbad



Jessica Snider  
Office of Student Development

1. Put it in my IRA.
2. Juno



Mike Morgan  
Business & Admin. Services

1. Buy a surfboard.
2. Fool's Gold

## Sustainably Speaking

**H**ello! I'm Shweta Ranpura, RSSP's Sustainability Intern. Each month, I look at how resources such as electricity, paper, and water are used in the RSSB administrative building at 2610 Channing Way. I make recommendations to senior leadership about ways to conserve these resources, and educate staff via posters in the building's common areas.



January's featured resource was Electricity. I observed both how electricity was used by staff, as well as how structural elements of the building affected usage. I found that lights were usually left on in offices and in conference rooms -- most of which are

already well lit by substantial natural light. I designed two posters: one reminding staff to turn off lights when leaving a room; the other addressed the energy wasted by appliances left on standby mode.

This month, I'm studying RSSB's paper usage. I've noticed that while most people remember to throw used paper into the recycling bins, they often use only one side of the paper. Although some printers feature automatic duplex printing, the same results can be achieved by manually flipping paper that has already been printed on. Though it takes a bit more effort, this simple action could save a lot of paper!

Next month, we'll look at composting, the lack of which constitutes a

huge amount of waste produced in the building. RSSB's second floor has informally started a compost recycling program; I hope to formalize a system which encompasses all floors.

I have been so impressed by staff's awareness and enthusiasm towards recycling, reducing and reusing, and have received many wonderful suggestions. For example, Marty Takimoto suggests we begin using tap water (the nation's best!) and end our costly water cooler program. This is an excellent idea, which would not only reduce our water bill but use less plastic.

A team effort is necessary to bring about change and a more sustainable institution. If you have ideas to share, please forward them to me via email at: [shweta\\_r@berkeley.edu](mailto:shweta_r@berkeley.edu)