

UDS Outstanding Student Employee of the Year (SEOTY) Nomination Form
(Nominations are due to the main office by Friday, January 15, 2010, by 5pm)

Name of Nominator: Mark S. LoParco

Student Employee Information:

Student Name: Ryan Stevens

Student Job Title: Student Project Manager

Student Hire Date: 9/8/2006

Student Length of Employment: 4 years

Student Grade Level and GPA: ██████████

Student Work Phone: ██████████

Student Email: ██████████

Please describe the accomplishments of the nominee in the areas below that you feel qualifies him/her to be considered for the SEOTY award. Give specific examples of the nominee's achievements and contributions that influenced your nomination.

Reliability:

Ryan continuously demonstrates his reliability as a student employee and has done so throughout his four years with University Dining Services (UDS). He has worked 100% of his scheduled shifts and volunteers for additional shifts and responsibilities whenever possible. Ryan takes full ownership and responsibility for each and every task he is assigned. Because Ryan has proven to be so reliable, he was promoted to a newly created position of Student Project Manager. As Project Manager, when asked to envision a project, he would respond in a timely manner with a complete project overview, detailed timeline, and implementation strategy. Regardless of his busy schedule, Ryan has met every deadline by clarifying and prioritizing the project's objective. His commitment to his job is on par with a full-time career professional. Executive Sous Chef Eric Johnson stated, "Ryan Stevens is the most reliable student I have ever worked with throughout my entire tenure with UDS. It is his usual practice to arrive early, delve into his work, and remain productive throughout his shift." By the time Ryan graduates in May, he will have worked over 4,000 hours, which is an incredible amount of time for a student employee and a UDS record!

Quality of Work:

The quality of Ryan's work is unparalleled. It is well known throughout UDS, that anytime a complicated project involving data gathering and manipulation or complex computer applications; Ryan is the "go to" person! During Ryan's employment, he has completed 16 major projects. These projects range from the development of on-line data forms to an overhaul of the departmental financial management and budget planning system. His comprehensive portfolio will be emailed separately (as approved by Valerie Marsh). A brief overview of projects that Ryan has completed includes:

- Re-engineering of the entire UDS budget planning process from the ground up. Using all existing documents and computer applications, Ryan reconstructed them to create a fully integrated Budget Planning System which generates our biennial budget. This comprehensive management tool is extremely flexible, time efficient, accurate, easy to read, and provides consistent line item uniformity throughout all cost centers. Utilizing the new Budget Planning System has reduced annual budget preparation time from 10 – 15 labor hours per budget, to an astonishing 60 minutes. To adequately appreciate and understand the magnitude and quality of Ryan's work, please view the supporting documents by clicking the link above, and go to "UDS Budget System".
- Built a robust database to assist managers in controlling labor associated expenses and generate payroll variance reports. The database includes 22 forms, 12 interconnected tables, ten queries, seven reports, and over 100 macros and functions.
- Developed a new electronic form and enhanced the manual form to track departmental UM ProCard purchases. This project centralized information that was previously stored in multiple locations. We now capture UM ProCard food charges not previously accounted for, because they were not purchased through our

computerized Food Management System (FMS). As a result, our accounts payable process has been streamlined and our food cost calculations are much more accurate.

- Built a database for our Bear Hugs Program™. This order entry and tracking system saves 5 - 15 labor hours per week and helps the Program Administrator manage costs.

Initiative:

Due to his genuine interest in understanding the organizational dynamics of UDS, Ryan has taken the initiative to work in almost all UDS departments. By doing so, Ryan has created exceptional working relationships throughout UDS, which he draws upon to effectively problem solve. On several occasions, through his observations of our operating procedures, Ryan has suggested or developed more effective business solutions and practices for UDS. Frequently, Ryan has discovered and solved unanticipated problems both related and unrelated to his assigned projects. Ryan's work ethic and personal performance standards compel him to deliver beyond what is expected of him. A perfect example of this, is when he noticed an antiquated procedure that was constricting the flow of food product information throughout UDS. Ryan approached our FMS Administrator with a vastly improved solution that reduces the time required to input information, thus, improving accuracy, and ensuring consistency.

Professionalism:

Ryan presents himself as a seasoned professional far beyond his years. His professionalism is evident in many ways, such as: maturity, level of responsibility, interactions with staff at all levels, quality of work, contributions and ideas he humbly puts forward, ability to teach with patience and sincere interest in helping. He is polite, careful, and respectful, but often expresses a refreshingly clever sense of humor. Always the professional, Ryan does not suffer from "Senioritis" as evidenced by the fact that he eagerly maintains a significant work and class load. For example, he carries a full schedule with UDS, as well as working 10 - 20 hours with Northrop Grumman his post graduate employer while maintaining [REDACTED].

Uniqueness of Contribution:

Ryan is an integral member of UDS. Since joining our organization as a freshman, UDS has significantly benefited from his insightful analysis of our operational and procedural processes. He has transformed our business performance reporting and annual budgeting processes. Director Mark LoParco States, "I have worked directly with dozens of high performing student employees during my career. What makes Ryan's prolific contributions so unique is, not only the importance of his projects to our organization, but that his contributions will serve us many years past his graduation." While employed at UDS, Ryan has been recognized twice as the UDS Student Employee of the Year (for 2009 and 2010), has received UDS Student Employee of the Month on three occasions, and was a 2008 UDS Student Employee Scholarship recipient.

Because of Ryan's worth ethic, intelligence and comprehensive knowledge of UDS operations, he is uniquely positioned in our organization. This is the second year that Ryan will lead a work team to compile data from the National Association of College and University Food Services (NACUFS) Guest Satisfaction Survey. This entails turning a 300+ page document into a coherent, quick, and easy to read 12 page Executive Report. This year, Ryan is charged with the responsibility of training our Marketing Department to compile the annual survey data for each of our ten operating units and to create the Executive Report.

Ryan has created technical solutions for UDS that our internal and external Information Technology Staff considered unfeasible, too costly, or too complicated to produce. (As you might guess, we are very proud of the fact that Ryan has, through his accomplishments, regularly proven otherwise!). Using our present computerized Food Management System, Ryan has designed customized food query reports. These reports are used extensively by Operational Staff in planning menus. They tell us how frequently we purchase a food item, how much the item we use in a six-week period, and how popular an item on the menu is.

A more comprehensive portfolio of some Ryan's work is being emailed separately to Valerie Marsh.



Ryan Stevens' 2010 Portfolio – Student Project Manager

In addition to the 2010 UM Student of the Year nomination, I am submitting this document which highlights the major features of Ryan's projects this year. Without actually utilizing the programs he's created, it's difficult to grasp the depth and complexity of them, however, we hope the following list will give the nomination committee a small idea of all that he has accomplished for us.

Thank you.

Mark S. LoParco, Director University Dining Services (UDS)

Payroll Variance Database

- Developed a complete payroll tracking and reporting system
 - Includes 22 forms, 12 interconnected tables, 10 queries (not including "in form" queries), 7 reports, a significant number of functions and macros (over 100)
- Database is three separate but integrated modules:
 - Employee and Payroll System and associated modules
 - **Feature: Employee recording system with all relevant data**
 - Full name, 790 ID #, Primary Unit, Wage, Title, Position Type, Position Number, Job Status (active or inactive employee)
 - **Feature: Payroll entry systems**
 - Multiple ways of tracking and entering payroll with three different payroll forms each with a specific purpose:
 - Quick Entry (short form)
 - Quick Entry (extended form)
 - Advanced Control (all fields available)
 - Data tracked:
 - Unit, Period Week, Wage, Hours Worked (regular, OT, comp, adjusted), Comments, Date Added
 - "At Time" data: Title, Position Type, Position Number
 - Period Budgeting and Reporting System and associated modules
 - **Feature: Budgeting**
 - Per unit/per period budgeting is available. Allows the user to set and track budgets for all UDS operations/areas
 - Supports "normal" and "target" budgets
 - Includes all UDS budgeting categories: Classified, OT, Temp/Perm Part Time, Student, Comp, Termination
 - "Advanced" form available to see all budgets "at a glance"
 - **Feature: "Actuals" automatic generation and entry**
 - Per unit/per period "actuals" entry form for tracking automatically (in most cases) monies spent on wages
 - Automatic generation of "actuals" for Classified, OT, Temp, and Comp

- Also supports manual entry for specific adjustments or areas not tracked by the system (Student and Termination)
- Comments form for any unit/period related information regards actuals
- **Feature: Reports module**
 - Employee Payroll Report (by Period/Unit)
 - Displays all payroll events when filtered by periods (selectable starting and ending periods) and unit (selectable by unit, or by all units)
 - Payroll Variance Report
 - Replaces old manual system of payroll variance reports in use by UDS, automatically generates the report based on user criteria (periods and unit(s) selection)
 - Vice Report
 - Used to track wage saving from open positions by "position" (wage of last occupant), and period
 - Individual Employee Payroll Report (by Employee/Period)
 - Tracks the wages of individual employees payroll events in all of Dining Services filtered by the selected periods
- **Settings and System Options modules**
 - **Feature: Unit setup**
 - Unit entry/modification is available including the ability to "close" units to the system when it is no longer in operation (yet retain all the prior data)
 - **Feature: Position setup**
 - System pre-setup with various position types, but includes the ability to add more
 - **Feature: Fiscal Years setup**
 - **Feature: Periods setup**
 - The database features the ability to set up custom payroll periods specifically designed for UDS' unique payroll tracking system. Includes "periods" for both "weeks" and "months."
 - Accommodates unlimited future utilization

Dorm Snack Database for the Bear Hugs Program™

- Currently in use within the Food Zoo operation. It is an order entry and tracking system allowing for custom invoices and report generation based on specific "customers" (RAs) orders. Essential for interfacing individual orders per RA with CBORDs "daily" order format.
- Originally developed in the winter of 2008 as a replacement for the time consuming system in place. Saved approximately 5-15 hours a week of Student Admin wages. Revised and updated in 2009.
- Includes 13 tables, 15 queries, 32 forms, 4 reports, and hundreds of macros
- Features by module:
 - **General**
 - "Home" page tracking unresolved orders, a system count area, and a weekly summary of order status.

- **Orders:**
 - Custom order navigation system, can browse by order or use search functionality.
 - "Order Details" integrated in to the orders invoice. Includes section for ordering specific "Products" and a search function
 - Special control buttons with new features such as form printing, order duplication, order searching, an undo button and "View Invoice" button to bring up the invoice of that order ready for print
 - A button to add a "miss" when that order was not picked up properly
- **Products:**
 - Searchable product listing form to add/remove products. Includes enhanced details
 - Product category section to manage product sorting for faster order entry
- **RAs:**
 - Allows for addition and modification of clients (Resident Assistants)
 - Includes searchable positions. The available options are "Resident Assistant" (the default), "Assistant Head Resident" and "Head Resident Assistant"
 - A "View RA's Misses" button to see all the misses that that RA has. Also added count boxes to show how many resolved misses each RA has and how many of those are unresolved.
- **Dorms:**
 - Form to add "Add Service Unit" and "Edit Service Unit"
- **Reports:**
 - Four reports available by date range: invoicing, tallies, and summaries for product ordering and tracking

UDS Budget and Planning System

- Constructed a new budgeting and planning system using modular design.
- Incorporates diverse data from several sources in to one location
- Speeds up the budgeting process by saving massive amounts of labor hours by automating many formerly manual tasks.
- Includes five modules, residential dining, retail operations, administration, reports and experimental/scenarios.
 - All five modules are consistent throughout ensuring ease of updates
 - Special experimental section allows for business staff to test various budget scenarios to find a perfect fit.

Procard Purchase Form

- At the request of the Business Manager, and Accounts Payable, developed a new form for attachment to Procard Purchases and recipes.
- Intended to support the Accounts Payable position with crucial information in a quick and easy to read format.
- Designed a manual and an electronic version.

Budget System Manual

- Preparing a manual to cover all features and functionality of the new Budget System.

- Includes step-by-step direction with graphical attachments to guide any authorized user on updating and maintaining the budget system.
- Also provides clear descriptions of the functionality of all major modules and their recommended method of usage.

Marketing Request Form Digitalization/Revamp

- As per request of the Director, completely revamped and redesigned the Marketing Request Form.
- Vastly simplified the document which had not seen revision in a number of years. Also made it more relevant by removing obsolete sections and adding new ones.
- Created a new manual (print) version and digital (electronic) version to cover all potential methods of usage.

CBORD Upgrade Planning (Food Management System)

- Spearheaded proposal for CBORD upgrade
- Numerous meetings with senior management, CBORD administrator and SAIT personnel to discuss and prepare for CBORD upgrades.
- Reviewed all changelogs for the new version to ensure compatibility with planned and implemented systems and projects.
- Researched backend (database) system software and possible options for upgrade process

InfoPath Research

- Researched better alternatives to current digital form system used within UDS (especially regarding CBORD)
- Developed prototype software to present to senior management

Budget System Upgrades

- Continued from summer development to maintained the Budget System as needed, repairing any newly discovered bugs
- Added new data to the system as requested by the Business Manager
- Completed upgrades to improve functionality of certain modules as requested

Technical Assistance and Training

- Prepared CBORD (Food Management System) training materials.
- Trained new staff on various systems (Dorm Snacks, Food Zoo Kitchen Student Admin, Budget System and Payroll Variance, UDS Wiki)
- Miscellaneous technical assistance as needed by staff (hardware recommendations for Director, technical questions, etc)