

University of Colorado at Denver and Health Sciences Center

Administrative and Business News

<http://www.uchsc.edu/admin/news>

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Newsflash

**Printing Services at the 9th & Colorado campus
accepts print jobs from all UCDHSC locations.**

We're fast, efficient, and friendly.

To see how we can help you, contact us at:

303-315-7121

<http://www.uchsc.edu/printing>

UCDHSC Abbreviated Telephone Dialing

Rob Lee

UCDHSC Telecommunications and Auraria Higher Education Center (AHEC) have implemented abbreviated dialing across the Downtown Denver and HSC Campuses. Using abbreviated telephone dialing codes will save you time when placing calls between the AHEC telephone system and the HSC telephone system.

To reach any AHEC telephone from any UCDHSC telephone, dial * plus the 5-digit extension.

| Shortcut | Location | Phone Prefix |
|----------|-------------------------|--------------|
| *42-xxxx | UCH 9 th Ave | 372 |
| *6-xxxx | DDC AHEC | 556 |
| *2-xxxx | DDC AHEC | 352 |

*Example: A person trying to reach the Downtown Denver Campus (DDC) Scholarship/ Resource office (303-352-3608) from a UCDHSC telephone would dial *2-3608.*

To reach any UCDHSC telephone from any AHEC telephone, dial *4 plus the 5-digit extension.

| Shortcut | Location | Phone Prefix |
|----------|------------------------------|--------------|
| *42-xxxx | UCH 9 th Ave | 372 |
| *43-xxxx | UPI/Fitzsimons | 493 |
| *44-xxxx | UCDHSC/Fitzsimons | 724 |
| *45-xxxx | UCDHSC/9 th & DDC | 315 |
| *48-xxxx | UCH Fitzsimons | 729-848 |

*Example: A person trying to reach the University of Colorado Hospital operator (303-372-0000) from an AHEC telephone would dial *42-0000.*

Quote of the Day

If the world seems cold to you,
kindle fires to warm it.

Lucy Larcom, Poet
(1826-1893)

Fiscal Year 2005-2006 ITS Auxiliary Rates

Adrienne Powers

One of the most notable changes this year is that we have a new name. We have changed our department name from “IS” at the UCDHSC campuses and “CINS” at the Downtown Denver campus (DDC) to Information Technology Services (ITS). We welcome you to our consolidated department and are committed to provide you with the same high quality service as we have done in the past.

While services have essentially remained the same on each campus, we are happy to announce that there will be a reduction in the cost of telephone service. We will be reducing the phone rate to \$22.50 per phone per month. Later this summer we will be changing our long distance carrier and long distance calling cards from MCI to Qwest, which will result in a rate reduction for long distance service. Rates for our other campus technology services remain unchanged.

The Market Basket

The table below shows the monthly cost of typical services that a person on at the 9th Avenue or Fitzsimons Campuses purchases from Information Technology Services. This is what we call the information technology market basket. In FY06, a typical market basket of services will cost \$1.45 less per month than it did in FY05.

| Description | FY06 Rate | FY05 Rate | Diff. |
|----------------------|----------------|----------------|-----------------|
| Voice Connection | \$22.50 | \$23.58 | (\$1.08) |
| State to State/hour | \$ 3.07 | \$ 3.44 | (\$0.37) |
| Basic Numeric Pager | \$ 5.89 | \$ 5.89 | \$ 0.00 |
| Subtotal | \$31.46 | \$32.91 | (\$1.45) |
| Central File Servers | \$11.66 | \$11.66 | \$ 0.00 |
| Total | \$43.12 | \$44.57 | (\$1.45) |

For more information regarding UCDHSC ITS Auxiliary services and rates, please click on <http://www.uchsc.edu/its/finance/> or contact the ITS Finance Department at (303)724-0472.

Human Resources Update

Florie Montoya

UCDHSC Human Resources was consolidated last August and staff are now located at the Downtown Denver campus. The Employee Relations and Training unit including Sam John, Manager, Richard Benson, and Greg Rowe have moved from Fitzsimons to the downtown office. The Downtown Denver HR staff (Doug Kasyon, Florie Montoya, and Brooke Fitzpatrick) have moved to the 10th floor of the Lawrence Street Building and are now part of the Employee Relations and Training team.

For the Human Resources organizational chart, go to: http://www.uchsc.edu/hr/HR_Org_Chart.doc.

New phone numbers for all staff are also listed on the website at <http://www.uchsc.edu/hr/mstrdir.htm> and, for a limited time, are available by voice mail by calling the old numbers. There is no change to e-mail or website addresses at this time.

The HR websites will be consolidated this summer. While the consolidation is under way, we will maintain two websites:

Health Sciences Center

<http://www.uchsc.edu/hr/>

Denver

<http://www.cudenver.edu/resources/human+resources/>

All Job Announcements

<http://www.uchsc.edu/hr/employ1.htm>

We are also in the process of reviewing policies, processes, forms and staff assignments.

We will maintain a Human Resources satellite office at Fitzsimons staffed by Marybeth Hutchins where employees can pick up paychecks, view job postings, and complete I-9 forms. Payroll and Benefit Services staff is available on Monday, Wednesday, and Friday and Bernadette Mirelez, International Tax Advisor, is available on Wednesday and Thursday. Currently the office is located in Building 500, 4th floor. The phone number is 303-724-0144 and fax number is 303-724-0811.

The Payroll and Benefit Services office at the Downtown Denver campus is still on the 14th floor of the Lawrence Street Center at this time. A representative is available on Tuesday and Thursday of each week. The International Tax Advisor is available on Monday and Friday of each week. The phone number is 303-556-6297.

If you have questions or concerns regarding our move, please contact Betsy.Rodriguez@uchsc.edu, Assistant Vice Chancellor, Human Resources at 303-315-2707 or Kevin.Jacobs@uchsc.edu, HR Director at 303-315-2727.

Make Note of Your Employee ID Number

Florie Montoya

As everyone becomes more privacy-sensitive we need to ensure that we use our employee identification numbers instead of our social security numbers. Your ID number is recorded on your pay stub or can be provided to you by Human Resources or your department HR contact.

AIR Annual Forum

Denise Sokol

Lucy Dwight, Senior Research Coordinator, attended the 2005 Annual Forum of the Association for Institutional Research (AIR) in San Diego, May 28-June 1. She delivered a research presentation, "Faculty Salary Equity – Does Merit Matter?," describing several statistical methods used to assess salary equity on the Downtown Denver campus.

Ying Ling, Senior Research Coordinator, also attended the AIR Annual Forum, presenting a paper titled "Meeting the Challenge of Nursing Shortage." This paper examines the demand and supply for registered nurses (RN) in the state of Colorado, and how UCDHSC has been a major producer of skilled RNs that serve the needs of the state.

Mayo Clinic Pays \$6.5 Million to Settle Allegations Regarding Questionable Accounting Practices

JoAnn Pugh and Amy Gannon

During May 2005, the Mayo Clinic paid \$6.5 million to settle allegations that it misspent millions of dollars in National Institutes of Health (NIH) federal research funds for over a decade. Federal officials have accused the Mayo Clinic of improperly using \$63 million in federal grant funds. Before the settlement, the Justice Department accused Mayo of routinely transferring money from one grant to another to pay for unauthorized expenses and hiding the transactions from the government agencies that paid the bills. In addition, the Justice Department found the clinic's records were not accurate, current, or complete and that the clinic had no effective controls in place and no real accountability for the funds. Mayo officials deny the accusations and contend that all the expenses were proper even if no documentation existed to justify them.

NIH has yet to decide whether or not it will classify the clinic as "high risk." Although this designation would not prevent future NIH funding, this label would tarnish the reputation of the clinic and create administrative headaches for its researchers.

Expenses should only be transferred or charged to a grant if the expenses are:

- Allowable per the grant/contract;
- Reasonable and necessary (directly benefit) the contract/grant; and,
- Charged in proportion to the benefit received.

Expenses can never be transferred onto a grant to avoid cost overruns or due to a budget surplus. Documentation of the expenses (e.g., procurement card receipts, invoices)

must be maintained to demonstrate validity of the expense and benefit to the contract/grant.

The incident at Mayo is an important reminder of how critical it is that federal funds are expended as required by federal, sponsor and campus policies.

With the consolidation, the campus is working on revising the campus policies for sponsored projects. The current policies for Health Sciences Center can be located at <http://www.uchsc.edu/policies/> under Grants and Contracts. For the Downtown Denver Campus, questions regarding sponsored project policies should be referred to the Division of Sponsored Programs Administration and Sponsored Programs Accounting at:

<http://www.cudenver.edu/Academics/Sponsored+Programs/>.

If you have questions about policies or compliance issues, please contact the Financial Compliance Auditor, JoAnn Pugh at joann.pugh@cudenver.edu, phone (303) 556-6108.

Source: Lerner, Maura. "Mayo May Get Tighter Scrutiny." Star Tribune. June 4, 2005.

<http://www.startribune.com/stories/1556/5439136.html>

DDC Student Engagement Survey Results

Denise Sokol

Results of the 2004 National Survey of Student Engagement (NSSE) and Faculty Survey of Student Engagement (FSSE) for the Downtown Denver Campus are now available on the Office of Institutional Research, Planning and Analysis website.

The NSSE is an annual survey of freshmen and seniors at 4-year institutions designed to assess the extent to which these institutions engage in a variety of good educational practices. The FSSE is designed to provide information parallel to the NSSE from a faculty perspective. To view our analysis go to:

<http://www.cudenver.edu/Resources/Institutional+Research/>.

Accepting Credit Cards Payments

Kim Huber, Director of Accounting and Joe Tinucci, University of Colorado Treasurer's Office

In today's society, as more and more transactions are being handling over the Internet, credit card fraud is becoming rampant. Just recently there have been several news articles about internet break-ins to a credit card processor's network whereby millions of credit card numbers were stolen. Credit card numbers were also recently stolen at two major universities in California.

As a result of recent break-ins there is heightened awareness with respect to data privacy and security. MasterCard and Visa, under the auspices of the Payment Card Industry Data Security Standard (PCIDSS) requirements, are currently requesting all credit card merchants certify that safeguards are in place to prevent unauthorized access to credit card information. Everyone of us that uses a credit card in the payment of goods or services assumes that the merchant has implemented the necessary safeguards to protect our credit card number.

If these mandatory data standards are not followed, fines of \$200,000 or more can be levied against CU.

What is the University doing about this?

Within the past 60 days, the University of Colorado Treasurer's Office has sent out a questionnaire to all campus departments which process credit card payments (if your department did not receive this survey and you accept credit cards as a method of payment, please contact Joe Tinucci in the Treasurer's Office at 303-492-9326). The purpose of the questionnaire was to determine the various methods campus departments use to process credit card payments (e.g. internet, swipe terminals, and manual processes). Based on the initial questionnaire, a risk assessment is being assigned to each department.

The Treasurer's Office is currently in the process of hiring an outside consultant to analyze the University's risk with respect to accepting credit card payments based on the initial

assessment. Individual meetings with the consultant will be held with those departments that are determined as high risk (e.g. accepting credit card payments over the Internet) and plans developed for bringing the department into compliance, if necessary.

General campus meetings will also be held for those departments that use a swipe card terminal over the telephone line or a manual process where a telephone call is made to MasterCard / Visa for authorization (called ARU). The general campus meetings will outline the minimum (paper) business practices and standards necessary to ensure the card holder information is being maintained in a secure environment. For a general overview of the credit card merchant guide go to the Treasurer's website at <http://www.cu.edu/treasury/>.

What should a department do now if it is accepting credit cards payments?

Via the Internet

Professional programming is necessary and many of the Visa / MasterCard requirements are of a technical nature (e.g. data encryption, firewalls, secure cookies) and require programming skills not normally possessed by departmental programmers or student staff. If payments are being accepted over the internet, ensure that credit card data is not being stored on the University's network and contact the Treasurer's Office at 303-492-9326 to confirm that the vendor handling the payment information is on the Treasurer's Office approved third party vendors list. Using secure third party credit card services also meets many of the requirements of the PCIDSS.

Via Swipe Card Terminals and Manual Processing

Departments should ensure that hard copy reports containing credit card numbers are locked in a secure cabinet and destroyed after 30 days. If departments want to keep a copy of the credit card transaction, the credit card number needs to be obliterated. For most departments at the Downtown Denver Campus, credit card processing is still being

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handled by the Bursar's Office. However, please remember to not request credit card information via the internet (the University's network may not be secure); it must be over the telephone or fax. If faxed, a departmental representative needs to be at the fax machine when the information arrives in order to properly secure the credit card data.

Note: If the department is accepting payment card information via telephone, fax, or in person AND is entering that information into any computer system, the full Internet security requirements must be applied to that data. It is vitally important that everyone understand that card data must be fully protected, whether in electronic form, on paper, or over the Internet.

What should a department do if it is contemplating accepting credits cards?

Each department or business unit must be set up within the centralized University banking and accounting environment. That is, campus departments may not set up their own banking relationships for credit card processing and card receipts. The Treasurer's Office negotiates all banking and card processing relationships on behalf of the entire University. Prior approval to accept credit cards is required by the Campus Controller and the Treasurer's Office. For general information about starting the process to accept credit cards and the related fee structure go to the Treasurer's website at: <http://www.cu.edu/treasury/>.

The Treasurer's Office will work with departments and their software providers to discuss credit card processing standards, but any labor or expenses associated with bringing systems into compliance are the responsibility of the unit or department owning the system. Credit card processing systems that are non-compliant or cannot be made compliant must be removed from service. For additional information, please contact Joe Tinucci in the CU System Treasurer's Office at 303-492-9326 (Joe.Tinucci@cusys.edu), or UCDHSC Accounting Services Kim.Huber@uchsc.edu, (303-724-0062) or Jeanne.Paradeis@cudenver.edu, (303-556-6116).

Time-saving Computer Tips for MS Windows: Keyboard Shortcuts and Recording Macros

Kathy Illian

Using keyboard shortcuts and macros can minimize time spent performing repetitive task. Here are a few popular shortcuts, as well as instructions on recording macros in Windows applications like MS Word and MS Excel:

Keyboard Shortcuts:

- Ctrl + (select the printer icon in the PeopleSoft Financial System): opens a PeopleSoft report even if pop-up blockers are enabled.
- Ctrl + (select the pop-up blocker notification below your browser address line): allows the page to be opened.
- Ctrl + A: selects all items in current window
- Ctrl + B: bolds the selected item
- Ctrl + C: copies the selected item
- Ctrl + D: opens the "Format Font" menu (MS Word); copies the contents from the cell above (MS Excel)
- Ctrl + F: opens the "Find and Replace" search feature
- Ctrl + N: opens a new file in the application you're using
- Ctrl + P: prints the document
- Ctrl + S: saves the document
- Ctrl + U: underlines the selected text
- Ctrl + V: pastes the contents of the clipboard
- Ctrl + X: cuts the selected items
- Ctrl + Z: undoes the last action
- PrintScreen: copies the entire monitor window and places a copy in your clipboard; you can then paste it (Ctrl + V) into a document as a picture.

To see more keyboard shortcuts, go to: <http://support.microsoft.com/> and use the site's search function.

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Keyboard Shortcuts and Macros

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Macros

Macros are used to automate certain repetitive tasks in Windows applications. Here's how to record a macro in MS Excel that automatically sets your page setup to "landscape", sets the margins to .7 all around, and prints the document: In MS Excel,

Select Tools→Macro→Record New Macro.

Name the macro, and add a description if you like, then press OK. You'll notice that a little box with recording buttons appears.

Go to File→Page Setup.

Select "Landscape". Change the Top, Bottom, Left, and Right margins to .7 and press OK, then press the printer icon on your toolbar.

Press the square button in the recording menu to stop recording.

Now, anytime you want a document to print with a Landscape orientation and .7 margins in that application, just run the macro. To run the macro, select Alt + F8, find the macro under the name you saved it, and press "Run."

To add this macro as a command button on your toolbar, select Tools→Customize. On the Command menu that appears, scroll down in the Categories column to "Macros." Notice the "Custom Button" that appears in the right column under Commands. Holding your left mouse button down, drag the "Custom Button" icon to your toolbar, next to another button, or next to "Help." Right-click the smiley face icon, and rename it in the Name field that appears in the drop down menu. In the same drop down menu, select "Image and Text" so that the button name shows. In the same drop-down menu, select "Assign Macro," and choose the macro you have just created. Now all you have to do to run the macro is press the command button on your toolbar.

Instructions for a commonly-used payroll summary macro and other useful tips can be found on Finance's Training and Learning Resources web page at:

<http://www.uchsc.edu/finance/Training.htm>

People News

Teresa Berryman now has oversight over all administrative function of the UCDHSC, picking up the areas that were previously under Dana Gibson. Her title has been changed to Vice Chancellor for Administration and Finance.

Jeff Parker has been promoted to Associate Vice Chancellor for Finance and Administration. Jeff will retain all the areas previously under his responsibility as well as pick up Student Financial Services for both the DDC and HSC campuses.

Bill Herbstreit, Interim Assistant Vice Chancellor for Student Financial Services has announced his departure date and will be leaving us effective July, 15, 2005. Bill came out of retirement and has provide extraordinary leadership during the past 5 months. He's leaving to resume his retirement and focus more on his family. Thanks Bill, we couldn't have asked for a better person to help out during this time. The search for a permanent replacement is still underway.

Ellie Miller, Director of Financial Aid at the DDC since 1980 and of the combined campus since its consolidation, has retired effective June 30, 2005. She will start her new job as Director of Financial Aid at Regis University on July 1, 2005. Ellie is leaving after over 33 years of state service, including 4 years at CU-Boulder, a total of 27 years at CU-Denver and HSC, and 2 years at CCHE. Thank you Ellie for your many years of service and commitment to CU

Karon Johnson has been appointed Interim Director of Financial Aid while a search is performed. Karon has many years of experience in financial aid and student services at CU-Boulder. She also has experience working with the non-profit sector and in obtaining grant funding for non-profits. Please welcome Karon when the opportunity arrives!