The 4th Quarter Celebrating Excellence Award goes to Rosanne Gorny, Senior Associate Director of Financial Services and University Bursar, and the Surplus Property Department. The group earned Financial Affairs’ BRAVO Award for its extraordinary efforts during the past six months.

Working with the Surplus Property Department, which was coping with high levels of staff and leadership turnover, Rosanne set out to create positive change. She and the Surplus staff met with customers and listened to their needs. They used that information to improve processes and function more effectively to better serve the UTSA community.

The previous surplus process required the submission of forms and a subsequent email response. Under that system, it could sometimes take weeks for surplus requests to be completed. The Surplus team implemented an Outlook scheduling process and established a goal to pick up surplus items within five business days. Customers now receive an immediate Outlook meeting request scheduling the item pick-up, which has eliminated the delays in pick-ups and deliveries of surplus items.

Surplus items have also been made available through a recently implemented online portal. Surplus staff now take photos of items and post the equipment photos on their website. UTSA employees are then able to view most items from the comfort of their office. In addition, the Surplus team implemented a Friday “walk-in” time—9 a.m. to 2 p.m.—to allow employees to visit the Surplus Department without an appointment and view available equipment. The result has been an increase in requests for surplus items. This new process promotes recycling and re-use of many gently used pieces of equipment, allowing campus members to see what is available before they purchase an item from an outside vendor. Surplus strives to do the right thing by exercising good stewardship over university resources. And, they have done so with creativity and ingenuity.

Another goal of the Surplus team was to urge the UTSA community to think about an old, relatively ordinary process in an innovative new way. Accepting feedback from their customers as constructive criticism, they aimed to make positive changes based on customer needs. To promote their recycling initiative, the Surplus Department was creative; they designed coasters made from recycled tires and distributed them at Financial Area Representatives meetings, Day O.N.E. activities, and upon request.

Rosanne and the Surplus team also reviewed their online presence and updated verbiage to reflect their work more accurately and positively. Rather than telling customers what is not allowed or what they cannot do, Surplus’s communications now inform customers on what they can do...helping them get to “Yes.” They work diligently to consistently deliver high quality service.

To use resources more wisely, the Surplus team took advantage of a contract clause that provided for auction house staff to set up and stage online auctions, at no additional cost to UTSA. They have also reached out to Facilities management to be a part of project stakeholder meetings. Now they are more aware of upcoming initiatives and are better able to support the project managers and campus community when special equipment removals are needed. These are just a few examples of how the Surplus Property Department partners to deliver excellent service.

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2016 Total Savings from Surplus Program: $272,700

Congratulations to Rosanne and the Surplus Property Department for living our Guiding Principles and identifying and satisfying customers’ needs.

Business Affairs’ Guiding Principles

RESPECT | PARTNER | VALUE | CREATE | DTRT

Rosanne and the Surplus Team were presented with an Awards Network Catalog

Learn more about the Business Affairs Celebrating Excellence Program at www.utsa.edu/bussvc/celebratingexcellence