Hello! I hope this message finds you all well. I must begin by saying that I continue to hear great things across the campus about the wonderful work you are all doing, and I want to take this opportunity to thank you all! Keep up the excellent work!

I know how much you all have enjoyed our Monthly Buzz, and so I am pleased that a team came together and designed a creative, vibrant, new look to the Buzz. While including the parts of the old Buzz that you loved, the new Buzz introduces some new items written by A&F team members, that I’m sure you’ll enjoy. For example, the article “Come into the office of …..Bob Moulton”, was conceived and written by Leonore Noble and Emily Calica Visaya of DoIT. The interview questions and interview itself were entirely their ideas. I hope the new Buzz inspires you all to contribute towards this wonderful, shared resource in the future.

As we begin our second year together, I want to share with you one of our most important goals for the year ahead. We will be focusing on new and better ways to partner together, to make sure our A&F division is always a “great” A&F division. Since A&F planning efforts are fully underway through our Long Range Action Plans (LRAP), now is a great time to look at and discuss how our A&F team can best work together to demonstrate “service excellence applied.”

This is an exciting goal. We will be working together to make sure that our customers always know that they are number one. We will be asking our customers for more of their opinions and ideas about our work, and using that information to make our customer service even better.

By making sure that we are providing the services that our customers want and need, our A&F team will be a stronger partner within the SF State community, which is always striving, innovating and creating. This will be an exciting and rewarding year for all of us. Let’s get great things done together!
Bob Moulton
Interview by Leonore Noble and Emily Calica Visaya

Bob’s origins.
Danville, Illinois. Bob is currently our Interim AVP for DoIT.

How Bob began his career in IT.
In the 6th grade, after touring the GE Appliance Park plant located in Louisville, Kentucky, Bob’s IT interest sparked. Seeing an employee operate a UNIVersal Automatic Computer, the first general-purpose computer for commercial use, piqued Bob’s curiosity. Bob has enjoyed a successful 40-year career at IBM, with positions ranging from a customer engineer to Director of Global Services, retiring from IBM in 2005. Bob has remained an active IT consultant. Bob received his BS and MBA from the University of Illinois.

A memorable career accomplishment?
While working at IBM, he was told, “be careful what you complain about, you might have to fix it!”, cautionary advise during a time in which Bob had oversight of a customer services unit- a known problem area. When asked by his vice president, “what problems are you having in customer service?”, Bob’s response was countered with the reminder that “now you’re the customer service manager- fix it!” Two months later Bob transformed the customer service unit and was soon after promoted to branch market support manager.

Some great facts about Bob’s family?
Bob and his wife, Barbara of 42 years have 2 children. Son, Robert Bruce V, works in IT security and daughter, Erin Kathleen, studying behavioral therapy for children with autism. Bob notes the “Bank of Dad” will soon be closed for Erin will take her Board Certification at the end of this month. Bob has a 7 year old grandson, Keegan, who is known to be a clone of Bob.

Some of Bob’s personal interests?
Bob’s passion for cars includes his own 50th anniversary Corvette. Bob enjoys fly fishing, especially on the east coast.

3 words Bob would use to describe himself?
Confident, stubborn and curious.

Bob’s first impressions of SF State?
Bob is amazed by our beautiful campus and enjoys the friendly SF State community.
AP2U to Launch Nov. 18th

Accounts Payable will launch the new AP2U program on the Tuesday, Nov. 18. The program, which will join HR2U on the third Tuesday of each month in LIB 242 from 11 a.m. to 2 p.m., will make available Accounts Payable staff to answer questions and provide assistance with accounts payables, travel claims, hospitality claims and procurement card use and reporting.

HR2U on Tuesday, Nov. 18

Please stop by LIB 242 from 11am to 2pm if you have questions or need personal assistance about benefits, payroll, retirement, hiring, classification, HRMS and/or any other HR related question.

UPM Sustainability: Cost Savings Win–Win!

As part of a collaborative “go green” effort, UPN introduced composting to thousands of its residents. In so doing, a higher level of sustainability was achieved as well as the elimination of unsightly bins in front of hundreds of units. In addition, UPM implemented centralized waste collection (recycling, composting, and trash) across all six blocks of University Park South (UPS) and all ten garden unit buildings at University Park North (UPN). This sustainable venture is realizing a savings in excess of $120,000 per year—a win, win, result!

Kudos to all who diligently worked on this project!

Employee Profile: Ericka Jackson

My name is Ericka Jackson and started working in Human Resources as an Analyst in 2008. I am an East Coast transplant who moved to San Francisco about 7 years ago. Through continued education and advancement opportunities I am now the HRIS Manager and Security Administrator for Human Resources. After years of “playing” around with computers I am now pursuing a second degree in Information Systems to go along with my Accounting Degree. Throughout my educational life I’ve belonged to many honor societies including Phi Theta Kappa, the honor society for two year colleges.