

The ABC's and XYZ's of the INS Form I-9 (Online Presentation, OHR Website)

This self-paced class is an introduction to the requirements and proper completion of the Immigration and Naturalization Service Form I-9. You will review the current law concerning this form as well as review some examples of documents that are acceptable and some that are not acceptable for employment eligibility.

Accounting Fund Group Policies

Many different types of funds are used on campus. This class explains what can and cannot be purchased with each type.

Advanced Purchasing Requirements

This class includes discussion of the following as they relate to purchases over \$25,000:

- Ethical Standards and Policies / Conflict of Interest
- Procurement Lead Time
- Determining the Procurement Method
- Request for Bid
- Request for Proposal
- Request for Information
- Request for Qualifications
- Preparing the Statement of Work / Specifications
- Preparing the Solicitation – Collaboration
- Payment Types
- Advertising the Solicitation
- Pre-Bid / Proposal Conferences
- Solicitation Submission and Opening
- Evaluation Teams Guidelines
- Evaluation and Award
- Responsive Bids / Proposals
- Negotiations – Request for Proposal
- Legal Elements of a Contract – Basic
- Authority to Contract

Advanced Travel Reimbursement Procedures

This class is not recommended for new employees or beginners to travel paperwork. Attendees must first attend *Basic Travel Reimbursement Procedures* or have taken the Basic Travel Procedures class within the past year.

The class will cover:

- Travel reimbursement using two fund groups
- Business travel combined with vacation.
- Foreign travel.

Basic Purchasing Requirements

This class includes discussion in Purchasing Basics, ProCard, and Pre-Travel.

Purchasing Basics

- Purchasing Authority and Policy
- Flowchart for: Requisition to Payment
- Types of Purchases (Sole Source, Radioactive, Unauthorized, Blankets, Overages, and others)
- Processing Timeline based on expenditure levels
- How to direct questions on purchase order status

ProCard Introduction

- The overall purpose of the ProCard program
- Basic processing of ProCard purchases
- Unacceptable and Acceptable purchases
- Departmental Organization for ProCard

Pre-Travel Policies and Procedures

- Pre-Travel requirements
- Initial steps in making travel arrangements
- State Agency Vendors for Travel
- Travel to Washington
- Travel Resources

Basic Travel Reimbursement Procedures

This class covers the steps and paperwork needed to process your Travel Reimbursement Vouchers. You will learn:

- What to look for on receipts.
- How to fill out the travel voucher and usage statement.
- What is allowed for meals, lodging, and transportation based on state regulations and fund group policies.

The class includes the following resources:

- Voucher checklist
- List of useful travel web addresses
- Summary for meals & lodging based on destination and fund group

Copy Machine Orientation

Find out how to use many of the copier features available on campus. This class meets on the fifth floor of the Dental School near the central elevator.

Dental Terminology

Do you need or want to know about dental terms? Join us for this two-session class. You will find out about the dental specialty areas like Orthodontics, Periodontics, and Prosthodontics. You will also receive a lot of labeled pictures of the head and mouth with the body parts identified in detail. The class includes information on general medical terms like words to indicate direction. Other class resources include pictures, handouts, and other tools (with a few surprises) to help participants learn.

Discussing Performance

This class will review and discuss the background information related to a performance discussion. This session is suitable for either supervisors or employees to attend. An overview of the process as well as a look at some of the more positive behaviors during a review session will be reviewed and discussed.

EEO Laws for Supervisors

Get the latest information on workplace standards for on-the-job behavior. Find out what laws and court decisions impact the way we treat each other at work. In addition to laws and court cases, this two-day class offers guidelines on how to stay out of trouble. The class also has offers handouts, worksheets, and discussions.

Easy Editing

Make sure your message is understood. Use white space, printing styles, and editing guidelines to get your message across.

FMLA Basics: The Family and Medical Leave Act in Action at UTHSCSA

This new class focuses on the Family and Medical Leave Act (FMLA) at the Health Science Center. The objectives of the class are to:

- Put FMLA in context with other laws, policies, and programs.
- Describe FMLA mechanics.
- Define responsibilities at both the departmental and the individual levels.
- Identify resources for employees and departmental administrative staff.

All FML departmental administrators will benefit from this class.

The Fair Labor Standards Act (FLSA) at UTHSCSA

Do you know which jobs in your department are exempt and which are non-exempt? Have you ever wondered just what it is that exempt positions are exempt from? Do you have problems calculating overtime hours/wages?

Our new class, The Fair Labor Standards Act at UTHSCSA will help you answer these questions and provide you with a working knowledge of the law's requirements. You will find out about the relationship of FLSA to:

- Minimum wage.
- Record keeping.
- Child labor.
- Hours worked.
- Exempt and non-exempt positions.

This class is open to all interested Health Science Center employees.

Focused Proofreading

How many times have you found typos in documents you had already checked for errors? Were you certain that you had read the document carefully and the errors just weren't there? You've just been tricked by your helpful brain. Do you want to find out what we mean? Attend *Essentials of Proofreading*. In one session you will find:

- What kinds of errors are the hardest to spot.
- Specific techniques that can help find those errors.
- The connection between how you read and the errors you find.

Getting Started Writing

Do you find it hard to begin writing a memo or report? Is it hard for you to organize your thoughts? This class offers two techniques that can help you overcome writer's block. You will then learn easy ways to organize your thoughts.

Intermediate Purchasing Requirements

Class participants will review and discuss common problems that arise in purchasing. The class provides guidance and insights on completing the following required documents:

- Sole Source Product Form
- Sole Source Service Form
- Emergency Purchase Order Form
- Best Value Form

The class will also review guidelines pertaining to the:

- Reserved Purchase Order Process.
- Texas Constitutional Requirements for Printing and Copy Services.
- Specification Preparation for RFQ, RFB, and RFP.
- Time frame required to process requisitions to purchase orders within the Purchasing department.

Participants must take the Basic Purchasing Requirements class (or have taken Purchasing/HUB/Travel) before enrolling in the intermediate class. Exceptions will be made for employees who have handled purchasing for their departments for at least one year.

Internal Control Awareness

This class is an introduction to internal control policies, procedures, and tools for managing departments and divisions. Included is a description of each of the five internal control tools and their application in a set of practice sessions.

Leave Administration

Are you confused about when a particular “leave” applies and when it doesn't? Then this class is for you!

Leave Administration, Module 2: ADA, WCI, and FMLA

This class reviews the fundamentals of the Americans with Disabilities Act (ADA), Workers' Compensation Insurance (WCI), and the Family and Medical Leave Act (FMLA). We will look at the interactions of laws and policies and review examples and case studies.

Managing Military Leave (USERRA)

USERRA (pronounced you-SERR-a) stands for the Uniformed Services Employment and Reemployment Rights Act of 1994. This law spells out the rights of employees who leave their civilian jobs for any type of military service. The law protects employees whether they volunteered for military duty or not. USERRA affects how we handle leave, benefits, raises, and many other issues for our employees as they leave for and return from military service.

Medical Terminology Basics (Class includes three sessions.)

Do medical terms look like a foreign language to you? Are the words too long to be readable? Plan to attend this course. You will find out what common medical terms mean and how to split the words into readable pieces. You will receive handouts designed to help you retain what you've learned. Each session will focus on one aspect of medical terms.

1. Session one deals with prefixes (the beginning part of the words).
2. During session two, you will focus on suffixes (word endings).
3. Session three draws together the skills you've learned and adds some of the basic word roots used in medicine.

MELL (Microsoft Electronic Library)

If your computer uses Windows and has Internet Explorer, you can take advantage of online computer training. Classes are available in Access, Excel, FrontPage, InfoPath, OneNote, Outlook, PowerPoint, Project, Word, and Windows XP. All MS Office application training is for Office 2003. To register, log on to <https://kc.uthscsa.edu> (Knowledge Centre).

Nonverbal Communication and the Art of Listening

Did you know that when you speak, less than 10% of what people remember is your actual words? What people remember is the nonverbal part of what you say (body language, tone, and more). Effective communication does not happen by chance; it requires practice and good technique. Polish your skills in this workshop as you:

- Practice giving different kinds of feedback.
- Practice dealing with complaints.
- Connect with people by using mirroring.
- Find out what your body language tells other people.
- Find out how to use body language to enhance your message.

Pre-Travel

This course will provide the following tools:

- Overview of the rules and guidelines
- Sites and tools useful for calculating costs for travel
- Instructions to process your requisition

At the conclusion of this session, you will be able to:

- Arrange UTHSCSA business travel by using the State contract travel vendors and follow required pre-travel steps.
- Properly process web travel requisitions to authorize travel and travel expenses.
- Correctly report employee travel to the Washington, DC, area.
- Correctly assess a travel problem and find a solution using the appropriate Travel Resource or institutional contact.

The class will be held monthly. Due to the extensive amount of information given during training, attendees must have completed the Basic Web Requisition course before attending the Pre-Travel Course. To register, log on to Knowledge Centre at <https://kc.uthscsa.edu>.

Processing State and Local Vouchers

The Health Science Center uses vouchers to pay for the different types of services and official functions. In this class you will learn how to:

- Complete a voucher.
- Select the correct support back-up for the voucher.
- Identify and work through the requirements & details needed for different types of services & official functions.
- Use the Business Travel Account (BTA).
- Process emergency vouchers.
- Track the process of purchase order payments.
- Find out about pitfalls that can delay payments.

Putting Together a Desk Manual

A desk manual documents the basics of your job duties. The goal of completing a desk manual is to allow other people to handle your most important duties when you are not at work. The class includes sample forms you can modify to fit your own needs. You will have the chance to examine completed desk manuals.

Records Management, Module A: (Records Retention and Inventory)

Are you worried about what records to keep? Do you know when files should be discarded or shredded? Find these answers (as well as some other great information about “records” and “retention”) at this workshop. You will receive information on managing University records and accessing the University’s Records Retention Schedule. This newly-redesigned class includes the forms used in taking inventory and cheat sheets to streamline your work. You will have the opportunity to practice using the University’s Records Retention Schedule for departments.

Records Management, Module B: (FERPA Guidelines)

This class is an introduction to the Family Educational Rights and Privacy Act of 1974. In this session, students’ rights under the Act as well as confidentiality issues and concerns will be addressed and discussed. Additionally, legitimate educational interests as well as accessibility rights to a record will be reviewed and applicable scenarios discussed.

Records Management Module C: (Electronic Records)

Do your computer files grow faster than you can control them? Do you know the guidelines for retaining email? This class offers guidelines on starting, maintaining, and updating your electronic records.

Salary Administration

Have you ever wondered about the guidelines for the promotion of an employee? Are you confused about what salary to offer a candidate for employment? You will receive the answers to these questions and many more in the new Salary Administration course. Directors, managers, and supervisors alike will benefit from this offering. This course is designed to provide participants with the basic concepts of salary administration. It also gives you a “behind the scenes” look at The UTHSCSA pay delivery system.

Telephone Communication Skills

Find out how to be more effective on the telephone. The class will focus on:

- Improving your skills in handling several lines at one time.
- Taking messages.
- Understanding and dealing with different accents.
- Fielding complaints.

You will also cover voice mail, faxes, pagers, and cell phones.

Time Management: A Whole Life Approach Are you working harder than ever and still falling behind? This course presents techniques and shortcuts for increasing your productivity at work and at home. Get a better “handle” on your time by improving the way you:

- Set priorities.
- Manage long-term goals.
- Reduce time-wasting clutter.
- Use lists and planning calendars.
- Deal with indecision, worry, and guilt.
- Overcome procrastination.

You will benefit by

- Knowing “where the time goes.”
- Receiving lots of practical time management tips, strategies, and shortcuts.
- Finding out how to make time for the things that are most important to you.
- Increasing your sense of control and accomplishment.

Ways to Manage Conflict

Conflict is not something to avoid. In fact, conflict is necessary. The key to success is learning to use positive conflict. Learn four ways to build positive conflict and four ways to handle difficult situations.

Working Together

Work groups function better when they have a variety of different personalities, work styles, and points of view. Sometimes, though, it is hard to understand or accept other people’s behavior. In this class, you will find out about the different personality and work types. You will also get pages of suggestions on dealing with each type.

You Are the Supervisor

Alec (a new supervisor) has gotten a big promotion that moved him up from customer service rep to supervisor. Yesterday, he sat in a cubicle alongside the other customer service reps. Today he sits in his own office, in charge of his former colleagues. Because Alec rose from the ranks, one of his biggest challenges is making the transition in the eyes of his former colleagues. This dilemma plays out in various ways throughout the video presented in this

class. Both supervisors as well as non-supervisors may benefit from this seminar. This class will look at the behaviors and management skills that new supervisors will need in order to succeed.