UIC UNIVERSITY OF ILLINOIS AT CHICAGO

UIC FORUM
April 11, 2012

2012 BRINGING ADMINISTRATORS TOGETHER CONFERENCE

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ABOUT THE CONFERENCE

Target Audience

The target audience for this conference is UIC academic fiscal officers and school/college/department administrators with high-level research, human resources, and business and finance responsibilities.

Mission

This professional development conference will strive to provide the target audience with knowledge, resources, and networking opportunities to enable them to manage the challenges they face and to pursue excellence in their roles at the University. The conference planning team defines professional excellence as:

- being proactive through forecasting and planning versus being reactive;
- being open to different ways of doing business and developing creative solutions to business problems;
- breaking down silos and establishing connections across disciplines;
- seeing the big picture and understanding one's contribution to it;
- networking and collaborating both within one's department, as well as with other departments and units;
- actively developing one's professional career and the careers of staff members;
- having a firm understanding of the UIC environment by being aware of changes that significantly impact the University and implementing goals that support the UIC strategic plan.

Goals

The primary goals of the conference include the following:

- to facilitate the sharing of best practices, new knowledge, tips, and tools that are relevant to this target audience and that can be passed down to their staff;
- to provide a forum for this target audience to share problems and concerns and develop possible solutions for some of the most challenging issues they face;
- to encourage networking and collaboration across units, departments, and schools/colleges;
- to recognize the importance of the work being done by this group of administrators and foster a greater sense of purpose and camaraderie.

Conference Sponsors

- Lon Kaufman, Vice Chancellor for Academic Affairs and Provost
- Mitra Dutta, Interim Vice Chancellor for Research
- Heather J. Haberaecker, Executive Assistant Vice President for Business & Finance
- Maureen Parks, Executive Director and Associate Vice President of University Human Resources
- Robert A. Crouch, Assistant Vice President for Human Resources

Conference Planning Team

- Mary Malcolm, OBFS, Associate Director for Communications and Policy & Procedures Education
- Joanna Sojka, OBFS, Coordinator of Business & Financial Services

REGISTRATION

Registration for the conference is closed. Please contact the Conference Planning Team at uicadconf9@uillinois.edu with any questions.

DIRECTIONS

The UIC Forum is located at **725 West Roosevelt Road** (on the corner of Roosevelt Road and Halsted Street).   The main entrance to the building faces Halsted.

Driving Directions:

From the south: Take the Dan Ryan Expressway (I-94 W). Take Exit 52B toward Roosevelt Road/Taylor Street. Stay straight to go onto Ruble Street. Turn left onto West Roosevelt Road.

From the north: Take the Kennedy Expressway (I-90 E). Take the Taylor Street exit 52A toward Roosevelt Road. Stay straight to go onto South Union Avenue. Turn right onto Roosevelt Road.

From the east: US – 41S/Edens Expressway becomes I-94 E. Merge onto I-90 E/I-94 E. Take the Taylor Street exit 52A toward Roosevelt Road. Stay straight to go onto South Union Avenue. Turn right on Roosevelt Road.

From the west: Take the Eisenhower Expressway (I-290 E). Take the Ryan Expy/I-90 E/I-94 E exit toward Indiana. Take the Taylor Street exit 52A toward Roosevelt Road. Stay straight to go onto South Union Avenue. Turn right on Roosevelt Road.

Parking

The main parking lot for the UIC Forum is Lot 5C (located at 1135 South Morgan St. on the corner of Morgan & Roosevelt). In order to receive free relocation, you will need to present your current parking hang tag to the cashier upon exit. For those who do not have a valid UIC parking assignment, there will be a fee to park. See map for details: *https://fimweb.fim.uic.edu/CampusMaps/UICVisitorMap_E_8.5x11.pdf*

Public Transportation

The closest public transportation options are the following CTA buses (which can be taken to Blue, Green, Orange or Red 'L' lines), the Intracampus Shuttle, and the Halsted Street Metra Station:

North-South HALSTED BUS #8, Roosevelt Stop:
http://www.transitchicago.com/riding_cta/busroute.aspx?RouteId=167
- Southbound Halsted Bus #8 stops just south of the UIC Forum (Halsted & Roosevelt)
- Northbound Halsted Bus #8 stops just north of the UIC Forum (Halsted & Roosevelt)

East-West ROOSEVELT BUS #12, Halsted Stop:
http://www.transitchicago.com/riding_cta/busroute.aspx?RouteId=173
- Eastbound Roosevelt Bus #12 stops just east of Halsted, right in front of the UIC Forum
- Westbound Roosevelt Bus #12 stops just east of Halsted, across the street from the UIC Forum

Eastbound 16th-18th BUS #18, Halsted Stop:
http://www.transitchicago.com/riding_cta/busroute.aspx?RouteId=177
- Eastbound 16th-18th Bus #18 stops just east of Halsted, right in front of the UIC Forum

Intracampus Shuttle:
http://fmweb.fm.uic.edu/Trans/Intracampus_Weekday.pdf

- Stops on Halsted between Taylor and Roosevelt.

Halsted Street Metra Station (on Halsted between 15th & 16th streets):
http://metrarail.com/metra/en/home/maps_schedules/metra_system_map/bnsf/station.HALSTED.html

For more information, please visit:

UIC Campus map:
https://fimweb.fim.uic.edu/CampusMaps/UICVisitorMap_E_8.5x11.pdf

UIC Forum website:
http://www.uic.edu/depts/uicforum/directions.shtml

Chicago Transit Authority website:
http://www.transitchicago.com/

PROGRAM SCHEDULE

Wednesday, April 11, 2012

8:00 – 9:00 am	Registration and Breakfast
9:00 – 9:15 am	Provost's Welcome
9:15 – 9:30 am	Break
9:30 – 10:45 am	Workshop Breakout Session 1 • Linking Planning and Budgeting Under UIC's Modified Responsibility Centered Management (RCM) Budget Model • Travel Expense Management System • Pre-Award Administration - What Departmental Administrators Ought to Know • Departmental Planning for Upcoming Retirements: What Should You Think Through? • Demystifying the Vendor Payment Process
10:45 – 11:00 am	Break
11:00 – 12:00 pm	Workshop Breakout Session 2 • To Infinity and Beyond: Space Economy Year One • "The Chosen One": Your Grant Has Been Selected For Audit • Effective Administration to Support Commercialization of Research Discoveries • You Manage Academic Professional and Civil Service Employees Differently? Really? • Accounting FUNdamentals: Do More With Fewer Mistakes • Reporting and Analysis Highlights
12:00 – 1:30 pm	Lunch and Table Discussions
1:30 – 1:45 pm	Break
1:45 – 2:45 pm	Workshop Breakout Session 3 • UIC's Diversity Strategic Plan • iBuy and Related Procurement Issues • New Federal Financial Conflict of Interest Regulations • Proactive, Preventative Employee Relations: Avoiding the Courthouse • Successfully Managing Self-Supporting Funds • Reporting and Analysis Highlights
2:45 – 3:00 pm	Break
3:00 – 4:00 pm	Provost's Address
4:00 – 5:00 pm	Networking Reception

WORKSHOP GRID

2012 Bringing Administrators Together Conference Program Grid

	Room D	Room E	Room F	Room G	Room H	Room I
Registration & Breakfast (8:00-9:00am)						
Provost's Welcome (9:00-9:15am)						
Break (9:15-9:30am)						
Session 1 **9:30-10:45am** **(75 minutes)**	Linking Planning and Budgeting Under UIC's Modified Responsibility Centered Management (RCM) Budget Model	Travel Expense Management System	Pre-Award Administration: What Departmental Administrators Ought to Know	Department Planning for Upcoming Retirements: What Should You Think Through?	Demystifying the VendorPayment Process	
Break (10:45-11:00am)						
Session 2 **11:00am-12:00pm** **(60 minutes)**	To Infinity and Beyond: Space Economy Year One	"The Chosen One": Your Grant Has Been Selected For Audit	Effective Administration to Support Commercialization of Research Discoveries	You Manage Academic Professional and Civil Service Employees Differently? Really?	Accounting FUNdamentals: Do More With Fewer Mistakes	℞ Reporting and Analysis Highlights
Lunch and Table Discussions (12:00pm-1:30pm)						
Break (1:30-1:45pm)						
Session 3 **1:45-2:45pm** **(60 minutes)**	UIC's Diversity Strategic Plan	iBuy and Related Procurement Issues	New Federal Financial Conflict of Interest Regulations	Proactive, Preventative Employee Relations: Avoiding the Courthouse	Successfully Managing Self-Supporting Funds	℞ Reporting and Analysis Highlights
Break (2:45-3:00pm)						
Provost's Address (3:00-4:00pm)						
Networking Reception (4:00-5:00pm)						

℞ = Repeat

WORKSHOP DESCRIPTIONS

Workshop Breakout Session 1: 9:30 – 10:45 am

LINKING PLANNING AND BUDGETING UNDER UIC'S MODIFIED RESPONSIBILITY CENTERED MANAGEMENT (RCM) BUDGET MODEL

Presented By: Frank Goldberg, Vice Provost for Resource Planning and Management

Target Audience: College and Vice Chancellor level and other senior administrators

Description: If plans are not meaningful without resources to back them, how can UIC implement campus-wide plans and priorities under a budget model that pushes resources and operational decision-making to the individual colleges? This workshop will provide a broad overview of UIC's budget model and discuss the principles under which the campus and the individual colleges work to achieve UIC's mission, goals, and plans.

Learning Objectives:
- Describe basic concepts of responsibility-centered management and how UIC's model is similar and different.
- Recognize campus and College/Vice Chancellor roles and responsibilities in both the planning and budgeting processes.
- Describe the interrelationship between autonomy and accountability.

TRAVEL EXPENSE MANAGEMENT SYSTEM

Presented By:
- Steve Wiggs, Director, OBFS University Payables
- Darren Strater, Assistant Director, OBFS University Payables

Target Audience: Business managers and unit staff who currently process employee reimbursements or miscellaneous payments to vendors, e.g., honorariums, student awards, purchases of goods of under $400

Description: This workshop will provide information on the University's new travel and expense management system. Included will be details regarding system set up, roles within the system, the approval processes, system functionality and processes, and the travel card. If your unit has not deployed the system, come to see what is in store. If your unit has deployed, please come with questions.

Learning Objective: Gain an understanding of the new electronic system replacing paper voucher processing.

PRE-AWARD ADMINISTRATION: WHAT DEPARTMENTAL ADMINISTRATORS OUGHT TO KNOW

Presented By:	• Amneh Kiswani, Interim Associate Director, OVCR Office of Research Services • Mike Anderson, Senior Research eRA Coordinator, OVCR Office of Research Services • Brenda Barrie, Grants and Contracts Coordinator, OVCR Office of Research Services • Megan Konley, OVCR Research Coordinator, OVCR Office of Research Services
Target Audience:	Department research administrators
Description:	Business managers are responsible for the day-to-day oversight and management of the administrative aspects of sponsored program activities within the units/departments. This includes budget oversight and adherence to University, State, Federal and individual agency requirements. Other units/departments such as the Office of Research Services (ORS), the Office of Grants and Contracts (GCO) and regulatory offices support in that effort. Facilitation of that effort begins at the proposal stage. This workshop is focused on the key aspects of pre-award activities which departmental administrators ought to know.
Learning Objectives:	• Review the role of the department research administrator. • Explain knowledge of and adherence to federal regulations (OMB Circulars A-21, A-110, and A-133). • List submission requirements – internal and external. • Review receipt and acceptance of awards including bilateral contractual agreements and unilateral grant agreements. • Identify available tools for successful departmental research administration.

DEPARTMENTAL PLANNING FOR UPCOMING RETIREMENTS: WHAT SHOULD YOU THINK THROUGH?

Presented By:	• Maureen Parks, Executive Director and Associate Vice President, University Human Resources • Jami Painter, Assistant Vice President for Human Resources, University Human Resources • Jack McEnery, Director, HR Shared Services, UIC Human Resources • Rich Alpern, Associate Dean, Liberal Arts and Sciences Administration • Margaret Woulfe, Associate University Counsel, University Counsel • Angela Yudt, Director, Faculty Affairs Human Resources
Target Audience:	Management responsible for college/unit operations
Description:	This workshop will offer a multi-point perspective on college/unit retirement planning for continued effective operations. Topics will include information about agreements, legal concerns, knowledge transfer and budget considerations.
Learning Objective:	Review information to help colleges/units plan proactively for potential retirements.

DEMYSTIFYING THE VENDOR PAYMENT PROCESS

Presented By:	• Sandy Ehler, Executive Director, OBFS University Payables • Jim Martinie, Director, OBFS University Payables
Target Audience:	Business managers who work with payables transactions
Description:	Do you struggle with knowing when to use a purchase requisition and when to use an invoice voucher? Do you understand when to use the Special Payment Form? Do you know why sometimes your payment requests don't get paid quickly? This workshop will provide guidelines for avoiding payment issues and will enable you to apply the proper rules and steps for payments.
Learning Objectives:	• Differentiate when to use a purchase order requisition and when to use an invoice voucher. • Avoid payment snafus so that transactions can get paid on a timely basis. • Identify payment methods and forms related to payments.

Workshop Breakout Session 2: 11:00 – 12:00 pm

TO INFINITY AND BEYOND: SPACE ECONOMY YEAR ONE

Presented By:	• Fernando Howell, Assistant Director, Facilities and Space Planning • Jerry Lockwood, Assistant Director, Facilities and Space Planning • Dale Rush, Assistant Director, Budgeting and Program Analysis
Target Audience:	Academic Fiscal Officers, FIMWeb gatekeepers, and others with responsibility for management of inventory or space within their unit
Description:	In FY 2013, the campus is implementing a new model for distributing space cost to units. This will be a short presentation providing the rationale for the policy and a general overview of it. The majority of time will be used for detailed questions from participants about how it will work and the potential impact on their units.
Learning Objective:	Attain an overview of UIC's space economy and its implementation.

"THE CHOSEN ONE": YOUR GRANT HAS BEEN SELECTED FOR AUDIT

Presented By:	Vanessa Peoples, Executive Director and Assistant Chief Business Officer, OBFS Grants and Contracts Office and Team
Target Audience:	Department research administrators
Description:	Your immediate response to this topic is a good indication of how prepared you are to effectively respond to the potential call you may receive indicating your award has been selected for audit. As a recipient of sponsored funds, how vulnerable is your department during audits? This workshop is designed to help you evaluate your level of preparedness and discuss the information and documentation that allow us to successfully respond to audit inquiries. We will look at operational practices that enable you to maintain supportable and well- documented processes as well as specific challenges we have encountered during recent audits that may directly impact you. The material will be based on specific UIC examples or experiences. However, the identities have been changed to protect the unknowing.
Learning Objectives:	• Assess departmental policies and procedures that will lead to better audit results. • Identify opportunities for improvement.

EFFECTIVE ADMINISTRATION TO SUPPORT COMMERCIALIZATION OF RESEARCH DISCOVERIES

Presented By:	• Brenda Barrie, Grants and Contracts Coordinator, OVCR Office of Research Services • Jeremy Hollis, Assistant Director of Business Development, Office of Technology Management
Target Audience:	Business managers and other administrative personnel who support research faculty and research programs
Description:	This workshop will provide an overview of relevant University policies and practices to be effective in supporting research faculty and research programs. It will focus on research and commercialization and provides a review of key policies and practices, an examination of tools and forms, and information about activities that support effective administration to support commercialization of research discoveries.
Learning Objectives:	• Review University General Rules regarding research gifts, grants and contracts, technical tests, and preferential treatment of sponsors. • Relate the processes supporting Material Transfer Agreements. • Cite the importance of the Disclosure of IP and Publication Rights form. • Review the invention disclosure process with the UIC Office of Technology Management. • Relate the importance of planning for successful protection of intellectual property. • Define the process of technology licensing and commercialization.

YOU MANAGE ACADEMIC PROFESSIONAL AND CIVIL SERVICE EMPLOYEES DIFFERENTLY? REALLY?

Presented By:	• Marilyn LaBlaiks, Assistant Director, Labor and Employee Relations and HR Compliance, UIC Human Resources • Stephen Katz, Associate Director, Labor and Employee Relations, UIC Human Resources • Taycine McInnis, HR Assistant Manager, Labor and Employee Relations, UIC Human Resources • Elise Williams, Employee Relations Specialist, Labor and Employee Relations, UIC Human Resources
Target Audience:	College/unit individuals with supervisory/managerial responsibilities
Description:	This workshop will highlight best management practices that apply equally to Academic Professional (AP) and Civil Service (CS) employees. We will examine different processes for APs and CSs to be used when disciplinary action becomes necessary.
Learning Objective:	Describe standard policies and procedures for managing Academic Professional and Civil Service employees.

ACCOUNTING FUN-DAMENTALS: DO MORE WITH FEWER MISTAKES

Presented By:	- Sherri Faith, Assistant Director of Accounting Information Management, OBFS University Accounting and Financial Reporting - Jason Bane, Business and Financial Coordinator, OBFS University Accounting and Financial Reporting - Timisha Luster, Resource and Policy Analyst, OBFS University Accounting and Financial Reporting - Mark McClellan, Financial Accounting and Reporting Analyst, OBFS University Accounting and Financial Reporting - Amy Pendle, Resource and Policy Analyst, OBFS University Accounting and Financial Reporting
Target Audience:	Finance and HR/Payroll users
Description:	Let's have fun with Accounting! Join University Accounting and Financial Reporting in a fast-paced presentation of tips and tools aimed to increase efficiency by providing the resources your office needs to resolve common problems. Topics will include encumbrances, account codes, and many more.
Learning Objectives:	- Identify the impact these common problems have upon your business operations. - Locate the resources to avoid these common problems.

REPORTING AND ANALYSIS HIGHLIGHTS

Presented By:	- Beth Ladd, Assistant Director, AITS Decision Support - Mandy Bodine, Functional Area Coordinator, AITS Decision Support - Mark Pollard, Functional Area Coordinator, AITS Decision Support
Target Audience:	Business managers with reporting and analysis responsibilities
Description:	This workshop will review reports created in partnership with the OBFS Advisory Committee's Reporting Sub-Committee. These reports include the College and Department Multifund reports and the Single Grant Overview (for a PI or Sponsored Research Administrator). Also, there will be an introduction to Excel-based analysis tools: Expense Trends (multi-year expenditure analysis) and FTE Headcount (multi-year employee headcount or FTE analysis).
Learning Objectives:	- Receive an overview of reports for managing funds at a summary level in the department/college. - Review newest grant management report for a PI or research manager. - Review Excel-based tools for performing analysis of personnel and non-personnel expenditures as well as associated employee FTE and headcounts. - Identify appropriate reporting and analysis tools based on needs.

Lunch and Table Discussions

Be sure to register to share lunch and discussions with other business and finance colleagues. You can discuss ideas, best practices and solutions to problems. There will be a facilitator for each topic but discussions will be driven primarily by your comments and questions.

The discussion topics are listed below. When you arrive for the conference, you will be given a name tag that will list your workshops and either your first choice or second choice lunch table discussion topic.

Discussion Topic	Facilitator Unit(s)
Business Development Services and Revenue/No-Fund Agreements	OBFS Business Development Services
Developing Leadership Skills to Manage College/Unit Employees and Operations	UIC Human Resources
Effort Reporting Best Practices	OBFS Grants and Contracts Office
iBuy Tips, Tools and Issues	OBFS Purchasing
Issues Associated with Searches for Visiting Staff Especially Related to Grants Funding	Office of Access and Equity
Issues With Facilities and Services	UIC Facilities Management
Issues With Federal Compliance	OBFS Grants and Contracts Office
Issues with Pre- and Post-Award Handoffs	OVCR Office of Research Services **and** OBFS Grants and Contracts Office
Issues with Purchasing and Payables Handoffs	OBFS Purchasing **and** OBFS University Payables
Issues with Tuition Waiver Taxation	OBFS University Payroll Services
Job Analysis Q & A	UIC Human Resources
Maintaining Work-Life Balance	UIC Center for Literacy
Managing Your Accounts Receivables	OBFS University Student Financial Services and Cashier Operations
New Business Manager Resources	OBFS Administrative Services
Reporting Best Practices	AITS Decision Support
Setting Service Rates to Avoid Excess Funds	OBFS Grants and Contracts Office **and** OBFS University Accounting and Financial Reporting
State Procurement Changes	OBFS Purchasing
Transitioning Employees from Academic Professional to Civil Service	UIC Human Resources
Update on SURS and Pension Reform	UIC Human Resources
Using Available Data to Support Business Practices	VCAA Office of Institutional Research
Working with the Travel Expense Management (TEM) System	OBFS University Payables

UIC'S DIVERSITY STRATEGIC PLAN

Presented By:	William Walden, Special Assistant to the Provost for Diversity
Target Audience:	Conference attendees
Description:	The UIC Diversity Strategic Plan marks a pivotal point in UIC's history, designed with the intention of guiding UIC towards achieving diversity and equity in all levels of our campus community and activities. It unifies the past work of many who often toiled in isolation to advance principles of inclusion, access and equity at UIC with the present activities of each student, staff or faculty member who shares the responsibility of realizing the UIC vision for diversity. During this workshop, you will hear how the Plan lays out an effective strategy execution for realizing the University's priorities in this area as well as UIC's preeminent vision of access to excellence and success.
Learning Objectives:	• Define the goals formulated to integrate diversity into our University and campus mission. • Describe the responsibilities of college and major administrative units for diversity commitments.

IBUY AND RELATED PROCUREMENT ISSUES

Presented By:	• John Meehan, Assistant Director, OBFS Purchasing • Julia Kilgore, iBuy Trainer, OBFS Purchasing
Target Audience:	Business managers and department administrators
Description:	This workshop will discuss the strategic plan to grant "Shopper" role access within iBuy to the UIC campus. Based on information received from service desk tickets for iBuy, we will review a case study addressing the frequently asked questions and complaints. Also, we will discuss current and pending procurement topics and how to best work with the UIC Purchasing Department on the corresponding issues.
Learning Objectives:	• Review the strategic plan to roll-out iBuy "Shopper" access to employees at UIC. • Receive an update on new and pending procurement policies and issues.

NEW FEDERAL FINANCIAL CONFLICT OF INTEREST REGULATIONS

Presented By:	Jacquelyn Jancius, Conflict of Interest Director, Office of the Vice Chancellor for Research
Target Audience:	Business managers and department research administrators
Description:	The workshop will provide an update on the 2011 Public Health Services (PHS) Regulation changes for Conflict of Interest on PHS/HHS sponsored research. Highlights of the changes include definition of significant financial interest, extent of investigators' disclosure of information to institutions regarding their significant financial interests, institution's management of identified FCOIs, information reported to the PHS funding component, information available to the public, and investigator training requirements. PHS requires that the University comply with the regulation by August 24, 2012.
Learning Objectives:	• Review the new Conflict of Interest requirements. • Identify how OVCR will implement process changes for PHS/HHS investigators with non-University financial relationships.

PROACTIVE, PREVENTATIVE EMPLOYEE RELATIONS: AVOIDING THE COURTHOUSE

Presented By:	• Tom Riley, Director, Labor and Employee Relations, UIC Human Resources • Margaret Woulfe, Associate University Counsel, University Counsel
Target Audience:	College/unit individuals with supervisory/managerial responsibilities
Description:	This workshop will provide information to assist supervisors with avoiding pitfalls, recognizing "red flags", and identifying available resources for issue avoidance. Participants will be presented with strategies to proactively handle difficult employee relations matters.
Learning Objective:	Recognize employee relations situations which require careful attention.

SUCCESSFULLY MANAGING SELF-SUPPORTING FUNDS

Presented By:	• Sherri Faith, Assistant Director of Accounting Information Management, OBFS University Accounting and Financial Reporting • Jason Bane, Business and Financial Coordinator, OBFS University Accounting and Financial Reporting • Nick Deitch, Financial Accounting and Reporting Specialist, OBFS University Accounting and Financial Reporting
Target Audience:	Administrators of self-supporting funds
Description:	Managing self-supporting funds presents many challenges for busy administrators. Learn the results of the FY11 financial audit and state compliance audit and how to remain compliant. Best practices for year-end reporting and use of self-supporting funds will be discussed.
Learning Objectives:	• Recognize the impact that year-end reporting has on self-supporting funds. • Describe how to complete the year-end Fact Sheet properly. • Locate resources available for self-supporting funds.

REPORTING AND ANALYSIS HIGHLIGHTS

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Networking Reception

We welcome you to end your conference day by attending the networking reception where you can meet with your colleagues to discuss the events of the day or to just say hello! Refreshments will be served and a cash bar will be available.

Workshop and Conference Evaluations

Please take a few minutes after each workshop to complete the workshop evaluation. This will give the workshop presenters feedback on what was valuable to you and will identify opportunities for improvement.

During the week after the conference, you will receive an e-mail with a link to the conference evaluation. Again, we encourage you to complete the evaluation to let us know if the conference program met your needs and fulfilled your expectations. Your comments and suggestions are very valuable to us, and we appreciate receiving your opinions.