

# Mail Services Helps Keep the HSC on Track



From left, Renez Pasley, Wendy Payne, Elnora Kinney, and Jonathan Parker hard at work in the mail room. Photos by David Klotz.

By Camille Webb, for *Institutional Advancement*

Before you wrap that parcel for mailing or try to figure out what it's going to cost or how long it will take it to get to its destination, you better call Mail Services. Providing the UT Health Science Center community with fast, friendly customer service is the goal of all the staff of Mail Services.

"One of the things we really try to focus on is customer service," said Wendy Payne, director of Mail Services, which is part of Auxiliary Enterprises. "We really want our customers to feel comfortable talking to us and asking us questions."

The Mail Services team is reliable. Nine mail clerks service the entire university, and work begins at 6 a.m. They pick up and

deliver all interoffice and outgoing U.S. mail for the university twice a day — once in the morning and once in the afternoon.

On a daily basis, the mail clerks travel to 249 mail stops at 28 buildings in the Texas Medical Center and to the Lyndon B. Johnson General Hospital. The heaviest mail run is to the Medical School Building.

Payne noted that interoffice mail picked up in the morning is delivered in the afternoon, and afternoon pick-ups are delivered on the next mail run.

However, the Postal Service makes its daily collection of outgoing mail from Mail Services just once a day at 4 p.m.



From left, Marvin Holmes, Brandon Shepherd, Raphael Peralta, Marcellus Smith, and Charles Washington Jr. take time to pose for a picture.

"It does not matter whether outgoing mail is picked up during the morning mail run or the afternoon mail run — it all goes to the post office at the same time," Payne clarified.

Because Mail Services is the liaison with the U.S. Postal Service, Payne said Mail Services should be the first point of contact before any large departmental mailing is sent. This can help eliminate common errors like an incorrect return address.

"One of the most common mistakes in mailings is not making the first line of the return address say The University of Texas Health Science Center at Houston," Payne said, adding that this kind of an error is an easy one to correct and avoid.

Additionally, Mail Services picks up all accountable mail (such as express mail or certified mail) several times a day from three post offices, including the Astrodome, Medical Center and Foster Place locations.

Other services provided by Mail Services include Registered Mail, Certified Mail, Insurance, Special Handling, Express Mail, and International Express Mail.

Mail Services is located at 1851 Cross Point Ave., in the Operations Center Building. Its main phone number is 713-500-8115. Service is provided from 8 a.m.-5 p.m. Monday through Friday. ★

## Mail Tips

New U.S. Postal Service postage price and product changes became effective May 14. To help avoid confusion regarding postal changes, Mail Services shares these "Mail Tips."

### No. 1: First Class Mail

Use a letter-size envelope whenever possible.

#### Why?

The cost of postage is no longer determined solely by weight. Now, the shape of the mail piece also determines the postage. For example, a 2-oz. letter costs \$.58 to mail, and a 2-oz. flat costs \$.97 to mail.

### No. 2: Envelopes

Do not order envelopes that have a clasp, string, button, or similar closure devices.

#### Why?

A 1-oz. envelope costs .41 cents to mail, but a 1-oz. envelope with a clasp or string costs \$.80 to mail.

### No. 3: Express Mail

Use the Express Mail Flat-Rate Envelope.

#### Why?

A new 1-lb. price was added to Express Mail, but the best value is still the Express Mail Flat-Rate Envelope. Regardless of the weight, postage is at the ½-lb. rate.

## Adieu to Longtime Employee Cleveland Williams

With the nature of his job, Cleveland Williams had the pleasure of meeting and getting to know people on his daily route as a mail clerk. During his 22 years picking up and delivering mail for Mail Services, the UT Health Science Center became his second family.

"When you're a mail clerk, you get to meet many different people," Williams said. "One thing I've learned from working here is that Mail Services and the university have probably the best people in the whole world working here. The university is like family."

Williams retired from his post as a mail clerk June 29 to spend more time with his two grandchildren, Gabrielle and Seth. But, he will not forget his university family.

"These people are my family," he said. "I can't say goodbye to each and every one in person, but I am going to miss all of them. I truly love them all."

Williams' other calling in life was to be an evangelist. He speaks the Good Word to everyone he meets.

"If you talk to people, you find out a lot about them," he said. "I'm a big talker because I'm a preacher. I preach everywhere."

For those who did not get a chance to say goodbye to Williams, you may send your well wishes to him at: 21526 Sullivan Forest Dr., Porter, TX 77365 or call him at 281-354-0621

"I'm not dying; I'm just retiring!" exclaimed Williams, adding that he promises to come back and visit. ★



Cleveland Williams, right, with Charlie Figari, Auxiliary Enterprises, and Cleveland's wife, Glenda. Photo by Ron Mackert.

## Administrative Changes Take Place around Health Science Center

Continued from page 1

Her grant-funded research interest is the health and safety of adolescent migrant farm workers and the relationships between environment and cancer.

She received her bachelor's degree in psychology from The University of Texas at Austin in 1973, a master's degree in quantitative psychology from the University of Oklahoma in 1975, a second master's degree in biostatistics and epidemiology from the Harvard School of Public Health in 1976, and a doctorate in epidemiology from the UT School of Public Health in 1982.

"I'll look forward to working with other partners in San Antonio — for example, the community, the Health Department, UT San Antonio, and the UT Health Science Center at San Antonio," Dr. Cooper said.

She succeeds two faculty members who had served separate stints as interim regional dean for the campus since January 2004.

Located near the UT Health Science Center at San Antonio, the UT School of Public Health's San Antonio Regional Campus offers graduate-level courses leading to the Master of Public Health degree. A new M.D./M.P.H. dual degree program now provides public health education to medical students in San Antonio.

### Delattre Named Dental Branch Director of Quality Assurance

Veronique Delattre, D.D.S., associate professor of Restorative Dentistry and Biomaterials, was named effective June 1 as the director of Quality Assurance and Risk Management at the UT Dental Branch at Houston.

In this position Dr. Delattre will be responsible for the development, implementation, management and coordination of the quality assurance programs at the Dental Branch. She will work closely with clinical department chairs, directors, faculty, staff and students to ensure a high quality of patient care in the pre-doctoral, postdoctoral and dental hygiene clinics.

Her responsibilities will include establishing procedures for evaluating the quality and appropriateness of care and service provided in the Dental Branch clinics, determining the cause of deficiencies in care and/or service when identified and making recommendations to the appropriate person or committee for consideration and action, and assisting in ensuring compliance with the Commission on Dental Accreditation standards that relate to patient care.

Dr. Delattre has been on the faculty of the UT Dental Branch for more than 13 years. During that time she has served as a member of a variety of committees that prepared her for the position including the Outcomes Assessment Committee, Clinical Affairs Committee, Quality Assessment & Risk Management Committee, Infection Control Committee, and Patient Care Committee. In addition, she served two years as Clinic Facilitator/Practice Leader.

"A robust and clinically meaningful Quality Assurance program must be a joint effort among faculty, students and staff," Dr. Delattre said. "Building on our current firm foundation, I look forward to leading the UT Dental Branch in assuring excellence in patient care."

### Student Financial Services Promotions Announced

Wanda Williams has been promoted to the position of director of Student Financial Services. Williams holds a bachelor of arts degree from Stephen F. Austin University. She has been employed with The University of Texas Health Science Center at Houston since 1988

and previously served as assistant director of Student Financial Services.

"Wanda's dedication and service over 19 years has been an asset to our students and community," said Controller Michael Tramonte, on announcing Williams' promotion. "She offers a wealth of knowledge and experience to the university. Student Financial Services and the student body will greatly benefit from the positive direction in which she will lead the department. Wanda's goal is to offer the most timely, efficient and professional service possible to our customers. She wants to educate our community in the process of application and delivery of Financial Aid to the students."

Araceli Alvarez has been promoted to the position of assistant director of Student Financial Services. Alvarez has been employed with the health science center since 1990. She has more than 21 years of financial aid experience. Alvarez holds a bachelor of arts degree from Concordia Lutheran College. "Araceli's goal is to bring customer service to the next level for Student Financial Services," said Tramonte. ★