CELEBRATE
resolutions

HAPPY
NEW YEAR
MESSAGE FROM THE CIO

Happy New Year! I hope that you all experienced a joyful and relaxing holiday season. With a new year also comes new initiatives and goals, and for us this year, a new University President and a new CEO of UHealth. This is a very exciting time to be at the U!

As I mentioned in my email earlier this week, I encourage you to take part in a historic moment at the University of Miami later today: the Presidential Inauguration of the Sixth President of the University of Miami, Dr. Julio Frenk. The inauguration will be held at 2 p.m. today, Friday, January 29, 2016 at the BankUnited Center on the Coral Gables campus. The inauguration will focus on “Charting the Course to Our New Century.” In next month’s CIO Note, I will talk about the President’s inauguration speech and what it means for the future.

The beginning of the year also coincides with the beginning of our annual performance appraisal process. This process is all about aligning our strategic goals with our responsibilities, as well as supporting each other with constructive feedback.

Unfortunately, some organizations perceive the performance appraisal process as an unwelcomed activity; however, it is important to provide candid feedback and have honest discussions with each other in order to grow professionally. I encourage you to enjoy the collaborative process of setting SMART goals with your supervisor. Whether writing long- or short-term goals, remember to create SMART goals: specific, measurable, attainable, relevant, and time-based. These types of goals should describe desired individual career accomplishments and align with your work group’s overall objectives.

In order to continually improve, it is essential that we focus on incorporating the University’s DIRECCT values and behaviors in our day-to-day activities. The DIRECCT values, listed below, are key tools in expanding our professional abilities:

- **Diversity**: Valuing and including people from all cultures and backgrounds in the pursuit of our common goals.
- **Integrity**: Demonstrating honesty and fairness in our words and actions.
- **Responsibility**: Exhibiting pride and accountability in the performance of duties and ensuring the long-term success of our University.
- **Excellence**: Striving to accomplish our goals with quality, rigor, passion, and distinction.
- **Compassion**: Behaving in a caring, humane, and empathic way.
- **Creativity**: Embracing innovation, flexibility, and originality in the pursuit of our vision and mission.
- **Teamwork**: Engaging and working well together to achieve optimal results.

Lastly – and very importantly – thank you for all that you do to support the University’s common purpose to transform lives through teaching, research, and service. I anticipate that this will be a productive and successful 2016.

I look forward to seeing you at the inauguration this afternoon.

In partnership,

Steve

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UMIT NEWSLETTER JANUARY 2016

WHAT’S INSIDE

ON THE COVER
Happy New Year!

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The UM Project Management Office (PMO) provides project managers, team members, and stakeholders a common methodology and practice for managing projects.

Happy New Year and welcome back! On behalf of the UMIT PMO, we want to extend our most sincere appreciation to every member of the UMIT family for your part in closing out a very successful 2015.

The “T” in DIRECCT stands for “Teamwork” and without the dedication and service-oriented teamwork performed by our UMITers, we would not have been able to deliver the 617 completed projects that came to our office. We are humbled and honored to be in the company of such a wonderful group of people. Thank you for your continued support of our efforts to transform lives through teaching, research, and service.

Outlined below are the results of the efforts by our dedicated employees:
(Note: these are the non-ERP and non-EMR/Clinical Applications projects within UMIT)

<table>
<thead>
<tr>
<th>Project Categories</th>
<th>Total Projects Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software/Hardware (apps and servers in support of singular project)</td>
<td>47</td>
</tr>
<tr>
<td>Software only (applications)</td>
<td>22</td>
</tr>
<tr>
<td>Hardware only (IT infrastructure)</td>
<td>1</td>
</tr>
<tr>
<td>AA (Auto Attendant)</td>
<td>87</td>
</tr>
<tr>
<td>AA – UCCE</td>
<td>34</td>
</tr>
<tr>
<td>Application (voice/data)</td>
<td>87</td>
</tr>
<tr>
<td>MAC (Moves-Adds-Changes)</td>
<td>170</td>
</tr>
<tr>
<td>UCCE</td>
<td>140</td>
</tr>
<tr>
<td>VoIP Conversions</td>
<td>29</td>
</tr>
<tr>
<td>Total Projects Complete in 2015</td>
<td>617</td>
</tr>
</tbody>
</table>

WELCOME OUR NEW HIRES

Grace Ferrer
Technical Analyst

Marilyn Rodriguez
Clinical Systems Analyst

Kevin Roman
Systems Analyst

Jose Torres
Sr. Clinical Systems Analyst

Humberto Contreras Valdez
Desktop Support Technician
MOVERS & SHAKERS

Jackie Ryan
Jackie was promoted from Office Manager, Business Operations to Sr. Manager, Business Operations

Julie Potter
Julie was promoted from Manager, Business Operations to Sr. Manager, Contract Admin., Business Operations

Monica Maingot
Monica was promoted from Manager, Accounting to Director, Business Operations

Jacqueline Alvarez
Jacqueline was promoted from Telecomm System Administrator, Telecommunications to Sr. Telecomm Systems Administrator, Telecommunications

Ozzie Salazar
Ozzie was promoted from Communications Analyst, Telecommunications to Sr. Telecomm Systems Administrator, Telecommunications

Varuni Abeysekera
Varuni was promoted from Sr. Network Engineer, Telecommunications to Network Architect, Telecommunications

Ada Valdes
Ada was promoted from Project Manager, IT, Telecommunications to Sr. Project Manager, IT, Telecommunications

Tahir Haq
Tahir was promoted from Sr. Network Engineer, Telecommunications to Sr. Network Architect, Telecommunications

Alex Robinson
Alex was promoted from Project Manager, IT, Strategic Initiatives to Business Systems Analyst, Strategic Initiatives

John Crute
John was promoted from Trainer, ERP to Business Analyst, ERP

Avis Blackwood
Avis was promoted from Director, Clinical Applications Systems to Executive Director, Clinical Application Systems

Chantal Dumas
Chantal was promoted from Sr. Clinical Systems Analyst, Clinical Applications Systems to Manager, IT, Clinical Application Systems

Yamaicy Nieves
Yamaicy was promoted from Business Systems Analyst, Clinical Applications Systems to Sr. Business Systems Analyst, Clinical Application Systems

Suzie Fertil
Suzie was promoted from Business Systems Analyst, Clinical Applications Systems to Sr. Business Systems Analyst, Clinical Applications Systems

Patricia Flores
Patricia was promoted from Business Systems Analyst, Clinical Applications Systems to Sr. Business Systems Analyst, Clinical Applications Systems

Ada Morales
Ada was promoted from Business Systems Analyst, Clinical Applications Systems to Sr. Business Systems Analyst, Clinical Applications Systems

Karine Collazo
Karine was promoted from Business Systems Analyst, Clinical Applications Systems to Sr. Business Systems Analyst, Clinical Applications Systems

Natasha Campbell
Natasha was promoted from Database Analyst, Clinical Applications Systems to Systems Analyst, Clinical Applications Systems

Julian Countess
Julian was promoted from Clinical Systems Analyst, Clinical Applications Systems to Sr. Clinical Systems Analyst, Clinical Applications Systems

Scott Parliament
Scott was promoted from Sr. Decision Support Analyst, Clinical Applications Systems to Sr. Manager, App Sys Development, Clinical Applications Systems

Stephen DeGennaro
Stephen was promoted from Director, IT, Clinical Applications Systems to Executive Director, IT, Clinical Applications Systems

Cory Hall
Cory was promoted from Director, IT, Clinical Applications Systems to Executive Director, IT, Clinical Applications Systems

Ravi Akkiraju
Ravi was promoted from Manager, Systems Engineering, Clinical Applications Systems to Executive Director, IT, Clinical Applications Systems

Congratulations

umitnewsletter@miami.edu
CURRENT UMIT JOB OPPORTUNITIES

Sr. Business Systems Analyst  
Sr. Clinical Systems Analyst  
Help Desk Technician (Casual)  
Clinical Program Coordinator  
Sr. Clinical Systems Analyst  
Data Entry Clerk (Casual)  
Systems Analyst (Casual)  
Java/Oracle Sr. Database Analyst  
Sr. Systems Administrator (BI)  
Supervisor, Help Desk  
Sr. Decision Support Analyst  
Desktop Support Technician (Casual)

Business Systems Analyst  
Sr. Decision Support Analyst  
Assistant Vice President  
Sr. Clinical Systems Analyst  
Sr. Network Architect  
Security Analyst (Casual)  
Business Systems Analyst  
Programmer, Intermediate  
Desktop Support Technician  
Sr. Clinical Systems Analyst  
Systems Analyst (Casual)  
Sr. Programmer

Desktop Support Technician  
Sr. Clinical Systems Analyst  
Systems Analyst (Casual)  
Sr. Clinical Systems Analyst  
Technical Analyst  
Office Supervisor  
Desktop Support Technician  
Sr. Clinical Systems Analyst  
ERP Developer  
Computer Systems Validation Specialist (Casual)

DIVERSITY CALENDAR: JAN-FEB 2016
by Titanya Ramsingh-Pierce

January 24–27
Mahayana New Year • Buddhist: In Mahayana countries the New Year starts on the first full moon day in January.

January 25
Tu B’shvat • Jewish: New Year’s Day for Trees, and traditionally the first of the year for tithing fruit of trees. Now a day for environmental awareness and action, such as tree planting.

January 27
United Nations Holocaust Memorial Day: Annual International Day of Commemoration in memory of the victims of the Holocaust coinciding with the anniversary of the liberation of the Auschwitz death camp in 1945.

February 1-29
Black History Month: Celebrates Black History and African American culture in the United States.

February 1
Clean Monday • Eastern Christian: The beginning of Great Lent for Eastern Christian churches, which starts 40 days before Orthodox Easter (Pascha), counting Sundays.

February 1
National Freedom Day: Commemorates the signing of the 13th Amendment, which abolished slavery in 1865.

February 2
Groundhog Day: On this day, according to legend, the groundhog first emerges from hibernation. If it is a sunny day and the groundhog sees its shadow, six more weeks of wintry weather are predicted.

February 4
World Cancer Day: A day to raise awareness of cancer and to encourage its prevention, detection, and treatment.

February 8
Lunar New Year: The Chinese, Korean, and Vietnamese New Year are celebrated on this day.

February 9
Shrove Tuesday • Western Christian: A day of penitence as well as the last chance to feast before Lent begins.

February 10
Ash Wednesday • Western Christian: The first day of Lent for Western Christian churches, a 40-day period of spiritual preparation for Easter, not counting Sundays.

February 14
Valentine’s Day: Celebrates the idea of romantic love.

February 14
Race Relations Day: The National Council of Churches in recognition of the importance of interracial relations and learning.

February 15
Susan B. Anthony Day: Birthday of Susan B. Anthony (1820–1906), a pioneer in the Women’s Rights Movement.

February 15
Nirvana Day • Buddhist: Celebrates the day when the historical Buddha achieved Parinirvana, or complete Nirvana, upon the death of his physical body. Sometimes celebrated on February 8.

February 15
Presidents’ Day: Honors all past presidents of the United States of America.
Gartner Solutions

Identity Governance and Administration (IGA) is a complex discipline, and deploying an IGA solution can be a major challenge. Gartner Analysts offer tips on how to simplify things to increase your chances of deployment success. In other research, we analyze the latest trends in enterprise adaptive access and provide pointers on effective communication for technical professionals.

- Practical Tips and Tricks That Simplify Your Identity Governance and Administration Deployment
- Enterprise Adaptive Access: Are We There Yet?
- Technical Professionals Must Learn How to Effectively Communicate Business Opportunities

Having trouble logging in? Have questions about Gartner? Please contact Allison Dupler, our Gartner Research Assistant, at: allison.dupler@gartner.com

TECH BYTES

by Jamil Porta

The Best of CES 2016
Of the thousands of products at the Consumer Electronics Show this year, these 18 truly stand out, and will help set the tone in technology for the next 12 months.

Visit Website >>

Netflix is cool with you sharing your account
Don’t worry about lending your Netflix password. CEO Reed Hastings says sharing entertainment is a good thing.

Visit Website >>

EDUCAUSE: Why Security Tops This Year’s Top 10 Higher Ed IT Priorities
With more devices on campus than ever before, higher ed leaders are rising to the task of securing its networks.

Visit Website >>

Data Mass
How tracking medical metrics at the world’s largest religious gathering could stop future pandemics.

Visit Website >>

Windows 8, Internet Explorer 7, 8, 9, and 10 (mostly) consigned to the dustbin of history
Only the newest Internet Explorer version is now supported.

Visit Website >>

Google forms virtual reality division as Facebook rivalry heats up
Google has invested heavily in Cardboard, a $20 cardboard holder which transforms a smartphone into a 3-D viewing device.

Visit Website >>
SECURITY FUN FACTS
by Krista M. Theodore

Staying Safe while Being Social

Social media has become ingrained in everyday life. Whether personal, like Facebook and Instagram, or professional, like LinkedIn and Google+, we are more connected than ever. In an ultra-connected world, privacy is constant concern - and with good reason. Many attackers will use the personal information obtained from social media to hack into bank accounts and/or take credit card information. Identity is almost always tied to finances; and when your identity is more accessible than ever, it’s important to protect it. This article outlines some of what attackers look for and how to keep your social media safe:

1. **Passwords** - A strong password is a running theme throughout all digital usage. No matter how careful you are about what you post online, if an attacker can break your password then they can gain access to your account. Additionally, make sure your social media and financial accounts have different passwords. The first thing an attacker will do is try one password that works on all your accounts.

2. **Privacy Settings** - Every social media website is different in regards to what is shared publicly. Though navigating the privacy settings can be tedious, it is important not to overlook this important step. Birthday, location, and workplace are just some examples of what you may want to make private.

3. **Location** - Because most mobile devices now have GPS, almost everything we put online has a location component. While state or even city may be fine for public knowledge, it’s important to consider your personal circumstances. Do you have a very unique name? If you are the only person of your name in an area, an attacker can more easily obtain your information.

4. **Know Your Friends** - Most social media accounts have the ability to accept or deny “friends” or “connections.” Before clicking accept, make sure you know the person - or on a professional website, make sure they are a legitimate connection. Be aware that attackers often make fake profiles of already existing users. If an attacker has copied your profile, make sure to change all of your passwords and alert the social media website.

5. **Log Out** - Attackers will not have to use any password breaking skills or social engineering if your account is already open to them. You should always use caution when accessing personal information in public. If you do sign on to social media (like Facebook) at the library, computer store, etc., then always be sure you sign out.

If you’d like more information about how to keep your information safe, please contact UMIT Security at ciso@miami.edu or visit miami.edu/it/security.
UMIT IN THE KITCHEN

by Walter Vargas

4-Day Juice Cleanse

January 2016 brings in the New Year and everyone wants a fresh start!

There’s nothing like a fresh start than with a good old juice cleanse. Simply juice the ingredients and enjoy...

SHOPPING LIST

<table>
<thead>
<tr>
<th>FRUIT</th>
<th>VEGGIES</th>
<th>HERBS</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPLES</td>
<td>2 SWEET POT</td>
<td>GINGER</td>
</tr>
<tr>
<td>ORANGES</td>
<td>1 BEETS</td>
<td>CILANTRO</td>
</tr>
<tr>
<td>LEMON</td>
<td>1 CUCUMBER</td>
<td>PARSLEY</td>
</tr>
<tr>
<td>LEMON</td>
<td>1 CARROT</td>
<td>MINT</td>
</tr>
<tr>
<td>PINEAPPLES</td>
<td>1 KALE</td>
<td></td>
</tr>
<tr>
<td>PINEAPPLES</td>
<td>2 BAGS CEREL</td>
<td></td>
</tr>
<tr>
<td>CRANBERRIES</td>
<td>2 BAGS SPINACH</td>
<td></td>
</tr>
<tr>
<td>CRANBERRIES</td>
<td>2 TOMATOES</td>
<td></td>
</tr>
<tr>
<td>CRANBERRIES</td>
<td>1 RED PEPPER</td>
<td></td>
</tr>
<tr>
<td>CRANBERRIES</td>
<td>1 JALEPENO</td>
<td></td>
</tr>
<tr>
<td>BAG GRAPE</td>
<td>2 SWEET POT</td>
<td>GINGER</td>
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<tr>
<td>GRAPE</td>
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<tr>
<td>GRAPE</td>
<td>1 RED PEPPER</td>
<td></td>
</tr>
<tr>
<td>GRAPE</td>
<td>1 JALEPENO</td>
<td></td>
</tr>
</tbody>
</table>

UMITers sure do love to cook!
Please keep sending your recipes to us at umitnewsletter@miami.edu

ANNOUNCEMENTS & MILESTONES

Kudos: Alina Sanchez-Garcia

“I wanted to take a moment to express my sincere ‘THANK YOU’ to everyone in the ERP team for being so supportive through the Workday implementation. I do want to highlight, however, the excellent and timely assistance that Alina Sanchez-Garcia has provided me. Alina is truly a great resource, and always has a wonderful demeanor. I have worked with Alina in the past, however, this particular role she holds with ERP has been extremely beneficial. She has been able to manage and triage any challenge(s) that come through. I really want you to know that I appreciate her time and diligence. I am sure that she is just as resourceful for others.”

- Jorge L. Pineda, Human Resources Director
Kudos: Student Technology Help Desk

“Academic Technologies would like to share the Student Technology Help Desk’s involvement with the School of Business Administration. They’ve done a wonderful job assisting Kathy Gaunt and her students.”

- Tania D. Rodriguez, Sr. Administrative Assistant

TEAM KUDOS

Student Technology Help Desk | School of Business Administration

Getting teams from different parts of an organization to work together effectively often comes down to a question of having some sense of shared purpose. Kathleen Gaunt and her team at the School of Business Administration (SBA) quickly made it clear that her mission was to get her students setup for success in the most efficient way possible. Luckily, Bryan Vazquez and his Student Technology Help Desk (STHD) shared this common purpose.

That is how the relationship between the Student Technology Help Desk and the School of Business Administration began. With twelve SBA orientations in the books, STHD has been able to assist over 360 students, which have included high profile professional athletes and celebrities, with configuring their personal devices to work seamlessly with the University’s systems and networks. By assisting new students with installing and using UPrint, setting up their Office 365 email accounts across all devices, and helping them understand the security benefits of SecureCanes, the staff from STHD help remove any insecurities students may have with technology.

Kathleen Gaunt and the School of Business Administration have always shown gratitude in the form of holiday cakes and cards, so Bryan Vazquez and his staff at STHD would like to publicly recognize Kathleen and the SBA for all the efforts they have made for this successful relationship. We look forward to “Building a Better U” together in 2016.
ANNNOUNCEMENTS & MILESTONES

New Baby Announcement

Jorell Hernandez and his wife Wendy welcomed their second child, Allison.

Full Name: Allison Kate Hernandez

Born: November 4, 2015 at 12:51 p.m.

Weight: 7 lbs. 4 oz.

Height: 20.5 in.

Location: UMI/JMH Holtz Children’s Hospital

UMIT Milestones: Tony Senita

“I traveled to India in December 2015, and of course I had to represent ‘The U’ at the Taj Mahal!”

- Tony Senita, ERP Developer
ANNOUNCEMENTS & MILESTONES

Announcement: Salesforce Upgrade 2016

In an ongoing effort to update technological services for the University of Miami community, Salesforce will be upgraded at UM from January through May 2016. This upgrade includes a new instance of Salesforce and Marketing Cloud, which follows the Higher Education Data Architecture (HEDA) standard that is scalable to support the full student lifecycle.

Phase one of the Salesforce upgrade includes expanding existing functionality for student recruitment with new productivity tools, such as: collecting and responding to inquiries, managing registration for recruitment events, sending personalized email communications, and reporting on these efforts. The upgrade also includes a new user interface, new data points (relationships), and a new email blast tool to send mass emails and create event registrations.

If you have any questions, comments, or concerns, please reach out to the project team: Florence Parodi (fparodi@miami.edu) or Debbie Duran (dduran2@miami.edu).

Thank you.

UMIT Team Member Kudos - Share Your Stories

Would you like to recognize a team member for outstanding work, and share with UMIT? This can include congratulating individuals, colleagues, or staff for a job well done on a project, implementation, or anything else! We’ll be publishing team member kudos every month in UMIT News. Please answer the following questions and send photos to umitnewsletter@miami.edu to submit your story:

- What is your name and which UMIT unit do you work in?
- What is the name and UMIT unit of the team member(s)* you are recognizing? *If this team member kudos includes more than one person, please send us all of the names and work information for those that should be recognized.
- Describe this kudos in detail. The more detail, the better!
- Send us photos, if available.
ITWomen: Women Across Technology

ITWomen is a grassroots, volunteer-based not-for-profit organization founded by senior women in the field of Technology and Engineering. ITWomen is based in South Florida, from Miami-Dade to Broward and the Palm Beach counties.

ITWomen’s mission is to increase the number of women in the fields of technology and engineering and to provide professional development, student education, and scholarships through a supportive network.

ITWomen accomplishes its mission through specific programs that allow professional women across technology to collaborate and empower each other in their career development. Each program and initiative addresses the ITWomen’s mission in a unique way and focuses on specific needs within its constituency.

As part of its community outreach, the organization has also established the nonprofit ITWomen Charitable Foundation. The ITWomen Charitable Foundation focuses on the ITWomen Role Model Speakers Program and the ITWomen Scholarship Program. ITWomen is determined to make a positive, substantial difference in the South Florida technology community by drawing on the combined strengths and resources of its constituency.

Employees can receive complimentary membership though the University of Miami’s current corporate membership to ITWomen. While this organization seeks to increase the amount women in IT, membership is open to men as well.

**ITWomen Member Benefits:**
- Valuable networking
- Members-only events
- Partner event discounts
- Speaking opportunities
- Publishing opportunities
- Personal profile page
- ITWomen directory listing
- Community outreach
- Management toolkits
- Professional development
- Members-only classified ads
- Job board
- And more!

For more information on ITWomen and how to join, please contact Krista Theodore at: krista@miami.edu.
Reminder: UMIT Recognition Buttons

The Goals:
To recognize employees who exhibit UMIT core values, and to create a culture where personal gratitude is expressed.

The Idea:
Recognition from anyone to anyone

How It Works:
Get buttons from one of these people...

Maggie Ortiz:
1050 Gables One Tower
Coral Gables Campus

Lourdes Naya:
150 Dominion Parking Garage
Medical Campus

Tania Rodriguez:
148 Ungar
Coral Gables Campus

We will not be tracking who gets buttons. Receive a button. Pass it on.
Have questions? Contact UMIT Communications: itcomms@miami.edu.
CONTRIBUTE TO OUR NEWSLETTER

**Staff Photos:**
Demonstrate the spirit of the UMIT department! Share photos from a staff event, a team snapshot, etc. These are usually included in the “UMIT Announcements & Milestones” section, but we also select a staff submission for the cover of the newsletter each month!

**UMIT Personal Milestones:**
Do you have any recent personal milestones you’d like to share with UMIT? Marriages, engagements, births, graduations, etc. If so, provide a quick summary of the milestone, and/or photos.

**UMIT in the Community:**
Are you involved in community service, or community activities? If so, provide a quick summary, and/or submit photos.

**UMIT Kudos:**
Would you like to recognize team members, an individual, colleagues, or staff for a job well done on a project, implementation, or anything else? Send a quick note of recognition, and/or photos.

**UMIT in the Kitchen:**
UMITers sure do love to cook! Share your favorite dishes with us. Please submit your personal recipes with photos.

EMAIL YOUR CONTRIBUTIONS TO
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