

Northwestern | HUMAN RESOURCES

April 2024

Employee Matters

Message from HR Vice President and CHRO Lorraine Goffe



Dear Faculty and Staff,

As I continue to use this column to discuss HR's strategic priorities, this month's focus is on process improvement. Process improvement can run the gamut from re-designing a time-consuming form to creating digital solutions that eliminate manual tasks.

While the University funding discussions for a new human capital management system are ongoing, HR is outlining a process improvement inventory that can be tackled in our current state.

Some have occurred already (e.g., I9 compliance, digital W2 access, and clarifying the difference between contractors and employees). Others will be far more complicated, such as reviewing our hiring processes to improve the employee experience.

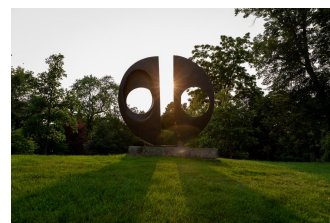
We will leverage our process improvement advisory group, which was created to vet system enhancement and process change requests from the University community (see below for more information). You might think of these colleagues as process improvement champions.

And speaking of champions...While we work on improvements to help both our HR and business administrators and the Northwestern community at large, I would ask you: What is possible in your unit?

Benefits Spotlight

Blue Cross and Blue Shield of Illinois Is Calling to Help

BCBSIL has Personal Health Clinicians to answer your questions and listen to your concerns. BCBSIL clinicians may call you to review your doctor's instructions, set up care needs after an illness, and more. This benefit is available at no extra charge to you, and the calls are confidential. If you get a call, please answer or call them back. For more info, call the Customer Service number on the back of your member ID card and ask for a Personal Health Clinician.



Health Partner Spotlight: Ovia Health

The Ovia Health apps, a [BCBSIL Health Partner](#), offer support for reproductive health, fertility, menopause, pregnancy, and parenting. The apps provide access to clinical assessments, trackers, checklists, daily content, a nurse chat, and coaching, including sleep coaches. Ovia Health apps are available to BCBSIL PPO members. [Learn more.](#)



Northwestern Temporary Staff Hiring: Significant Cost Savings

Talent Acquisition assists hiring managers in filling temporary long - and short-term vacancies. Whether it's vacation coverage, a special project, or interim assistance while you conduct a search for a regular employee, a temporary employee can be a valuable resource. Talent

Acquisition has been working hard to pipeline qualified candidates, allowing for a quick turn-around to interview and start *at a significant cost savings compared to outside agencies*. Reach out to your TA partner for questions or visit the [website](#) for more information.

System Updates for Names and Pronouns

Do you regularly use a name other than your legal name? If so, you may provide that name, called **“display name,”** in NUValidate, and several Northwestern systems will share it with your University colleagues in place of your legal name. HR is partnering with [University colleagues](#) to increase the systems in which display names exist. The latest updates come from the NUFinancials team, which has upgraded NUFinancials, NUPlans and the financial data in Cognos to default to display name. Coming up: iBuyNU update on July 1 and Facilities Connect at a later date.

New Initiative from the Office of Institutional Diversity and Inclusion (OIDI)

Want to learn more about navigating conflicts in a constructive manner? The Office of Institutional Diversity and Inclusion has established the [Mediation, Conflict Resolution, and Restorative Practices \(MCR\) Initiative](#). Check out their [website](#) to learn more about this effort, request mediation, and find additional resources.

Process Improvement

The Process Improvement Advisory Group was formed in fall 2023 with the following goals:

- Remain informed on IT projects affecting HR
- Consult on HR systems-related enhancements, such as improvements within current PeopleSoft myHR system and OnBase (automation, streamlining workflows)
- Collaborate on non-system HR process improvements, such as payment mechanisms, hiring processes, etc.



The group consists of Kendra Oyer, Director of Human Resources & Admin., Student Affairs; Alexa Starr, Managing Director, Financial Admin., Kellogg; Grant Upton, Executive Director, Admin., Feinberg; Chris Tondini, HR Director, Operations, Payroll & Support; Garth Fowler, HR Associate Director of Systems, Processes and Analytics; Joe Sampley, HR Project Manager; and Craig Duetsch, AVP, HR Support and Services.



Employee Engagement

Nominate a Staff Member for the 2024 Jean E. Shedd University Citizenship Award!

Do you know a Northwestern faculty or staff member who demonstrates the characteristics below and has been at NU for at least 5 years? [Nominations](#) are being accepted through May 3 for the Jean E. Shedd University Citizenship Award in honor of

Jean Shedd, who exemplified citizenship through sustained and exceptional leadership.

- Has a record of sustained high performance
- Demonstrates transformative leadership, engagement, and accomplishment
- Role models Northwestern's values
- Facilitates connections and is a bridge between individuals, teams, schools and units
- Demonstrates by words and actions a genuine commitment to diversity and inclusion

Submit nominations by May 3. Questions? Email appreciation@northwestern.edu

Your Well-Being

Attend Coffee & Connection to Meet & Mingle with Colleagues
Coffee & Connection (CC) is a monthly informal on-campus coffee hour. Join us for the May CC and pick up a cup of coffee or tea and stay for a bit to connect with a fellow NU colleague. Attendees shared they enjoyed meeting colleagues from other areas of the University, reconnecting with former colleagues, meeting people they email, and having the opportunity to take a social break. The May RSVP form will open on Thursday, April 11. Join the [Well-being Mailing List](#) to receive CC event reminders.



Spring Well-being Break Options

A variety of [well-being break options](#) are available each quarter. Some breaks are live, virtual, in-person, or on-demand. [Review the options available](#) and select one to engage with to help support your well-being this quarter!

Grief & Loss Support

The virtual four-week [Coping with Loss support group](#) began meeting this week and there's [still time to sign-up](#). The group is facilitated by a licensed counselor and discusses types of loss, the grieving process, what happens when the process is interrupted, delayed, or complicated, and coping tips. [Learn more about the support group, including information about the upcoming May Stress Management in the Workplace group.](#)

Spring Well-being Grant Application Opens on April 22

Well-being grants provide funding for a well-being activity, event, and/or space as related to the [Eight Dimensions of Well-being](#). Spring applications will be accepted April 22 through May 17. [View examples of funded applications](#) to help you submit an application. [Learn more.](#)

Join the Well-being Mailing List

[Join the Well-being Mailing List](#) to receive weekly, up-to-date well-being events and resource information.



Caregiving

Cariloop Support

Whether you're seeking extracurriculars for your children, need a physician or specialist, or navigating legal documents, Cariloop is a concierge one-on-one support benefit that provides personalized assistance for you and your loved ones. Care Coaches guide families through care decisions, provide emotional support, and take much of the burden of researching resources off your plate. [Learn more on how Cariloop can help you and your family.](#)

New School Partnership: Unity Preschool

Unity Preschool, a nonprofit developmental preschool, has served Evanston and surrounding communities for 60 years. Their goal is to cultivate a nurturing environment where children aged 2 through 5 can thrive socially, emotionally, physically, and intellectually. Unity Preschool prioritizes learning through play and ensures a smooth and enjoyable transition from home to school. [Learn more here.](#)

Spring Baby Shower Bash: Join for Connection, Resources, and Fun!

Join us for our first-ever baby shower for all new and expecting parents this spring to connect, share experiences, and access resources. The Evanston campus shower will take place [Tuesday, April 30 in Evanston \(Norris\)](#) and [Tuesday, May 7 in Chicago \(Abbott Hall\)](#). Both events will be held from Noon-1 p.m. [Register here](#) to attend and stop by.

Care.com Webinar: Aging & Adult Care -- Modifying Our Homes for Safety, Serenity and Less Stress

Did you know 89% of older Americans prefer to stay living in their homes as long as possible? This webinar will address safety concerns with incorporating eco-friendly and biophilic design elements, and guide you through every room to support a lifetime of well-being and healing. [Join Care.com on Wednesday, April 17, Noon-1 p.m.](#)

Care.com Webinar: Your Healthy Lifestyle -- Eating Right on the Run and on a Budget

This webinar will review strategies for quick, inexpensive meals that are good choices for the whole family. Learn the basics of eating healthy with [Care.com on Thursday, April 25, Noon-1 p.m.](#)

Learn and Grow

Exploring History of Israel & Palestine

[Exploring the Fundamental History of Israel and Palestine speaker series](#) features renowned scholars from the U.S. and abroad and includes a wide range of personal and academic backgrounds. Jointly sponsored by Northwestern's Middle East & North Africa Studies Program, the Crown Family Center for Jewish & Israel Studies, and the Buffett Institute for Global Affairs, all community members are welcome. Visit this [calendar](#) to learn more.



Performance Excellence Process for Staff

The Performance Excellence year-end season is approaching for staff. To get the most out of this experience (and with less stress), watch this short video for our [recommended process](#): **Confirm, Gather, Reflect, Document**. Find this guidance and other resources for self-reviews in our [Performance Excellence Resources for Staff](#) website.

For technical questions about myHR Learn (e.g. how to add/remove a goal to the review, how to submit a self-review), see the [myHR Learn help page](#). If you have questions about timeline for your unit, or need assistance with technical issues (e.g. submitted self-review too early, wrong review owner), first reach out to the [PEX admins](#) for your unit for assistance.



Manager's Tip

Performance Excellence Process for Supervisors

Performance Excellence year-end season is coming soon. If you are a supervisor preparing for reviews and ratings for your team members, watch this short video [for recommended tips for reviews and ratings](#). Follow this process: **Gather, Reflect, Refine and**

Document.

Visit [Performance Excellence Resources for Supervisors](#) for additional guidance and tips on giving reviews, ratings, and feedback. If you have questions about the timeline for your unit, or need assistance with technical issues (e.g. staff member submitted too early, you're listed incorrectly as review owner), first reach out to the [PEX admins](#) for your unit for assistance.

Inside HR

After a decade-long discussion to consolidate HR into one Evanston location, starting mid-April, HR will be moving to 1800 Sherman, 4th floor. One exception will be askHR, which will remain on the first floor in Sherman and Abbott Hall in Chicago.

With the critical need for finding more academic and research space on campus, HR's consolidation from five locations across campus to one location will save the University time, effort, and significant costs. The move will take place in waves and by May 1, all current HR offices will have been cleared. Please note again that askHR will continue to be in Sherman 1st floor and Abbott Hall in Chicago.





To promote an innovative and inclusive workplace where all individuals thrive and collaborate to advance our Northwestern Directions.

Northwestern University



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