



NORTHWESTERN  
UNIVERSITY

# Staff Advisory Council

## WINTER 2011 NEWSLETTER

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## MISSION STATEMENT

NUSAC is a group of volunteer staff members appointed by the President to represent employee concerns to the University Administration. NUSAC is the voice of staff to the University leaders. We seek input, investigate concerns and address issues that relate to staff. NUSAC formulates recommendations for the University administration and advises in decision-making processes regarding staff concerns. NUSAC is dedicated to maintaining a positive work environment for staff and promoting excellence within the Northwestern community.

## Message from the Chair



By now we are well into the new academic year and everyone is busy. Sometimes work is so frenzied that we barely have a moment to breathe. And having lunch – what’s that like? The Northwestern University Staff Advisory Council (NUSAC) understands this; after all, we are staff members just like you. Our 25 members represent staff concerns and priorities directed towards improving our working environment. We do this as volunteers, in addition to our regular jobs. So we’re pretty busy, too! We’re trying to program upcoming events and informational activities that we hope you’ll take some time out of your hectic

schedule to attend. Why? Because we do this for YOU. NUSAC supports a positive work environment at Northwestern. We strive for staff to feel satisfied in their current position, to have opportunities to grow professionally during their time here, to feel fairly compensated and to take advantage of social, cultural and educational opportunities on campus. We strive to one day hear all staff say to the outside world, “Northwestern University is a great place to work.”

We know there are areas where change would be welcome and staff share common concerns; we attempt to tackle them in our committees. But there’s much that we DON’T know, and this is where you come in. NUSAC needs YOU to take an active role in your enrichment. Send us your ideas for brown bags, web site improvements or Learning and Organization Development (L&OD) workshop topics. E-mail the NUSAC e-mail at [nusac@northwestern.edu](mailto:nusac@northwestern.edu) or e-mail me directly. Show us that we’re on the right track by attending our events or by contributing to our drives and our new employee assistance fund (“Introducing NU Cares” on page 4). Attend our monthly meeting, have your organization partner with us, join us – we always begin recruitment every May.

NUSAC has some exciting events planned for the coming year.

\*NEW\*

- Coffee with the President: NUSAC will be sponsoring meetings throughout the year where staff will be randomly selected to meet and share their feedback with President Schapiro.
- The launch of NU Cares: NU Cares is a fund that staff and faculty may contribute to in order to help their fellow employees who may experience an unexpected financial emergency. NUSAC has developed and recently launched the fund. (See related story in this newsletter.)

## LIFE IN DOHA: *A STAFF PERSPECTIVE*



Dan Rohan and his wife, Melissa Meyers (NU-Q admissions) in Doha

When people think of Northwestern University (NU), they generally think of only two campuses: one in Evanston and one in Chicago. However, there is another campus in Doha, Qatar (NU-Q). Dan Rohan, Network Engineer at Northwestern University in Qatar was willing to give us some insight into his experience in Doha.

Dan studied Arabic in 2007. He wasn't sure how to use that knowledge, but when he saw an opening for his Network Engineer position, he thought it would be a good opportunity to expand on his Arabic language skills and get back into the world of academia. It was a whirlwind experience for Dan to move to Qatar. He was newly married and one week after the wedding he moved to Doha with his new wife and all their belongings. A new adventure began.

At first, he and his wife had problems finding housing. Additionally, getting used to the very hot weather was a challenge. Although they have had to make many new adjustments, the NU-Q administration has been very supportive. There are many benefits to working in Doha. Dan has had the opportunity to travel to many different places: Vietnam, Cambodia, Hungary, Austria, Egypt and almost all of the countries throughout the gulf. He says it is easy to take long weekend trips. There are also many events going on. Examples include big name tennis matches, film festivals and the orchestra. NU-Q offers tickets for these events at greatly reduced prices. Dan's favorite activity is dune bashing which involves taking a four wheeler out on the sand dunes. He also enjoys jet skiing on the Doha Bay.

He is now approaching his third year at NU-Q. Even though he enjoys life in Doha, he does miss some things from home. He misses all of the cultural events Chicago has to offer and listening to bands playing at different venues throughout the city. However, there is great live Arabic music in Doha and great food from all over the world. His favorite food in Doha is an Egyptian dish called kushari, which consists of rice, pasta, beans, tomatoes, spicy sauce and fried onions. However, Doha's food cannot hold a candle to Dan's favorite food from home: Chicago deep dish pizza.

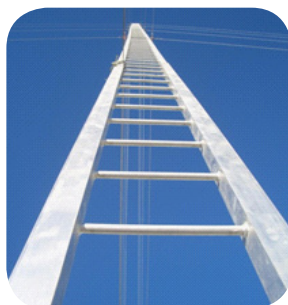
Dan never expected Doha to be so dynamic. At one point, he was gone for a month, and when he returned a new sky scraper was finished and there were new businesses. The people of Doha are adventurous and everyone wants to make friends. He has made friends with both the locals and other employees at NU-Q.

Dan believes the mission of NU-Q is important and that we have the opportunity to transplant the culture of NU. He encourages anyone interested in working in Doha to go for it because it is a wonderful place to be.

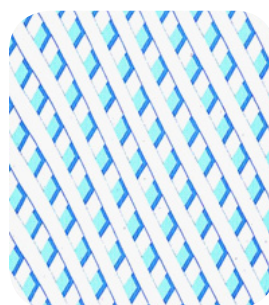
## HOW TO CLIMB NORTHWESTERN'S CAREER LATTICE

By Paul L. Corona, Director of Learning & Organization Development, Office of Human Resources

LADDER



LATTICE



Many Northwestern University staff advancement opportunities call for a special kind of navigation called “climbing the career lattice” (more than “climbing the career ladder”).

“Career ladders” typically provide clear, predictable, direct paths up from entry-level jobs to higher-level jobs. For example, in a large global corporation an ambitious proven performer could start as a sales assistant and then earn promotions to sales representative, manager, director, and vice president, while moving from city to city during a 30-year career. Similarly, in a major consulting firm a direct path could lead from consulting specialist, to consultant, manager, director, partner, and managing partner.

On the other hand, “career lattices” offer non-linear, unpredictable, creative paths over and up the organization. The journey on a career lattice is neither better nor worse than on a career ladder – it’s just different, and it often calls for more patience, flexibility, creativity and initiative.

Consider the stories of these Northwestern staff members who have successfully climbed the University’s career lattice:

- Deb Cundiff worked in three different departments at the Feinberg School of Medicine before joining the Dean’s Office of the McCormick School of Engineering. She moved over and up during her 22-year career journey, rising from Research Technologist, to Lab Manager, to Associate Director of Research Administration. Deb’s best advice: “Take charge of your own career. Don’t expect someone to give you a promotion. Show your bosses and people who interview you what you’ve accomplished. Build your networks across the University by joining diverse groups such as NUSAC and NURAP.”
- Candice Weber began her higher education career working in admissions during college and in art history during graduate school. Since joining the Department of Philosophy at the Weinberg College of Arts & Sciences as a Program Assistant three years ago, she already moved over and up to Program Coordinator in the Dean’s Office, and then to Research Administrator for the humanities and social sciences (also in the Dean’s Office). Candice’s best advice: “If you’re not challenged enough . . . ask for more, be willing to learn new things, and don’t be afraid to move.”
- Bernie Hadaway leveraged his transferable customer-service skills while moving up and over and up during the past 11 years in various University administrative units. He started lattice climbing as a Check Distributor and Customer Service Representative in Accounts Payable. Then he worked as a Customer Service Representative in Facilities Management; a Trainer in Financial Systems; a Coordinator in the Office of Budget & Planning, Analysis and Allocation; and a Grant Administrator in Accounting Services for Research and Sponsored Programs. Bernie’s best advice: “Learn and apply as much as you can. Know the technical side of your job, and also treat everyone you touch like a good customer. Most of our roles involve some kind of trouble-shooting or problem-solving; try to do it with a smile.”
- Lucy Millman started working at Northwestern 19 years ago as a Payroll Clerk in the Office of Human Resources. She then moved over to the WCAS Business Institutions Program as Program Assistant before taking on additional responsibility with the Chicago Field Studies Program and moving up to Program Coordinator, Assistant to the Director, and now Assistant Director of the Kapnick Business Institutions Program. Lucy’s best advice: “Get out of your immediate surroundings, and get involved with different departments, schools and committees. This will give you more knowledge, help you build your networks and skills, and expose you to more career possibilities.”

*continued on page 4*

## Introducing NU Cares

The Northwestern University Staff Advisory Council (NUSAC) has recently established NU Cares, an employee-to-employee assistance fund for staff and faculty in crisis. NUSAC is seeking donations from faculty and staff to build the fund.

NU Cares will begin accepting applications for assistance once a minimum amount of \$5,000 accrues in the fund.

The fund is designed so that all full- or part-time employees eligible for health benefits and in good standing will be able to apply for a one-time grant when faced with a medical or catastrophic event. Repayment will not be required. A volunteer review committee consisting of staff and faculty will select the beneficiaries.

“NUSAC has been working for some time with the Office of Human Resources and the General Faculty Committee to make this fund a reality,” says Lynn Steiner, chair of NUSAC. “Our hope is that many staff and faculty members will make small ongoing donations that can have a positive impact on the community at large.”

Employees can donate to the NU Cares fund by cash, check, or payroll deduction. All contributions are used to assist fellow employees in need.

The Office of Work/Life Resources within the Office of Human Resources will administer the fund. For more information, or to make a donation, visit the NUSAC web site [www.northwestern.edu/nusac](http://www.northwestern.edu/nusac).

*Message from the Chair, continued from page 1*

\*ONGOING\*

- Conversations with the President: Once again the President will speak to the University community and take questions on the Evanston and Chicago campuses.
- Brown Bags: Last year our brown bags covered topics of interest to staff. We hope to continue this in the coming year and increase attendance at these events.
- Holiday Drive: Every year your generosity to those in need grows. Many of you participated in this year's holiday drive and made this one even more successful than the last. Thank you!

Help us. Join us. Make Northwestern a better place. Hope to see you at a NUSAC event soon!

Lynn Steiner  
NUSAC Chair  
lynn-steiner@northwestern.edu  
Bookmark us: [www.northwestern.edu/nusac](http://www.northwestern.edu/nusac)

*Career Lattice, continued from page 3*

Career growth expert Dr. Beverly L. Kaye, Founder & CEO of Career Systems International (<http://www.careersystemsintl.com>) advises individuals in all kinds of 21st century organizations to take responsibility for their career options, which could include some traditional and non-traditional paths:

- Enrichment = growing in place
- Lateral = moving across
- Vertical = moving up
- Realignment = moving down
- Relocation = moving out
- Exploration = investigating possibilities

Northwestern's Office of Human Resources offers a popular workshop series called "Managing Your Career," which helps staff members navigate the career lattice by understanding their strengths, exploring options, developing plans, applying for jobs, and interviewing. This annual series runs on the Chicago and Evanston campuses – and is free of charge.

You can register online at <http://www.northwestern.edu/hr/training/managing.html>.

Enjoy the climb!

## THE PRESIDENT AROUND CAMPUS

### Coffee with the President

Over the course of the 2010-2011 academic year, NUSAC will host six events entitled “Coffee with the President.” In these intimate events President Morton Schapiro, along with representatives from NUSAC and Human Resources, will converse with staff across all departments at NU to find out about issues and concerns important to staff. The events are purposefully small, and the participants are randomly chosen from the campus hosting the event (Chicago or Evanston). NUSAC is proud to offer the chance for the President to hear about staff issues at Northwestern University directly from the source.

The first event, held in Evanston on October 26th in the Ver Steeg Lounge of the University Library, covered a variety of issues ranging from the work environment, the state of the economy and specific departmental concerns. The second Coffee was held on November 30th in Chicago. NUSAC is looking forward to our future Coffee with the President events, and make sure to stay tuned to our newsletter as we provide updates on the issues brought forward during the course of the year.

If you would like to contribute to the discussion, contact a NUSAC representative or attend the open-invitation “Conversations with the President” in the coming months.

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### Conversations with the President

*Save the date for the upcoming Conversations with the President sponsored by the Northwestern University Staff Advisory Council, the Office of the President, and the General Faculty Committee.*

All staff are invited to take part in conversations on the state of the University. Continuing a practice introduced in the first year of his tenure, President Morton Schapiro again invites all University staff, faculty and students to join him for two conversations on the state of the University.

The first of this year’s two 90-minute forums will be at 3 p.m. on Jan. 11th in Wieboldt Hall, Room 540 on the Chicago campus. The Evanston campus “Conversation with the President” is scheduled for 10 a.m. on April 15th.

Both events will be webcast live, and all members of the Northwestern community are invited. If you are not able to attend in person, you may participate by viewing the webcast and/or submitting questions or comments to [nusac@northwestern.edu](mailto:nusac@northwestern.edu).

Staff members at NU-Q are encouraged to submit questions ahead of time and to watch the webcast which will be available online after the event.

### EMPLOYEE OF THE YEAR NOMINATIONS NOW OPEN

If you have a colleague who consistently goes the extra mile, consider submitting a nomination on his or her behalf. The Office of Human Resources will be accepting nominations for the NU Employee of the Year Awards. Seven finalists will be selected and this year one employee will be recognized for his or her outstanding contributions.

#### Who’s Eligible?

All staff who have been employed for a minimum of three years and have not received an award previously. Last year’s finalists are eligible.

Nominations are due by February 18, 2011. Additional information is available at: [www.northwestern.edu/hr/training/servrec.html#year](http://www.northwestern.edu/hr/training/servrec.html#year)

For specific questions, contact Maudell Gaines at [maudell-gaines@northwestern.edu](mailto:maudell-gaines@northwestern.edu) or 1-7509.

# NEW NUSAC MEMBERS FIRST TERM 2010-13



Erin Cikanek  
Program Assistant  
Northwestern University in Qatar  
Evanston Support Office  
Evanston Campus



Susan Corwith  
Associate Director Center Talent  
Development  
Evanston Campus



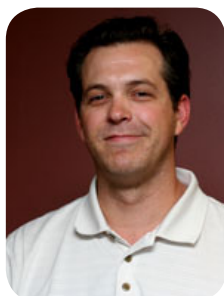
Tracey A. Gibson-Jackson  
Coordinator of Student Theatre and  
Performing Arts Organizations  
Norris University Center  
Administration  
Evanston Campus



Regina Gleyzer  
Senior Auditor  
Office for Audit & Advisory Services  
Evanston Campus



Dr. Timothy W. Gordon  
Associate Dean for Student and  
Alumni Services  
School of Continuing Studies  
Chicago Campus



Jonathan Greene  
User Support Specialist  
Tech Support Services/ Project Cafe  
Evanston Campus



Steve Lee  
Assistant Director of CLIMB  
Feinberg School of Medicine  
Chicago Campus



Megan Mason  
Information Management Analyst  
Law School  
Chicago Campus



Margaret Mersch  
Benefits Accountant  
Office of Human Resources  
Evanston Campus



Ryan O' Mealey  
Director  
Music Admission & Financial Aid  
Henry and Leigh Bienen  
School of Music  
Evanston Campus



Tasha Shelton  
EEO Specialist  
Office of Equal Opportunity and  
Access  
Office of Human Resources  
Evanston Campus

*Welcome All  
New Members!*

## NU STAFF ADVISORY COUNCIL 2010-11

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McCormick School of Engineering and Applied Science

George Nejme, *Treasurer*  
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Bianca Ramirez, *Secretary*  
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