



Northwestern's "Unsung Staff" Highlight

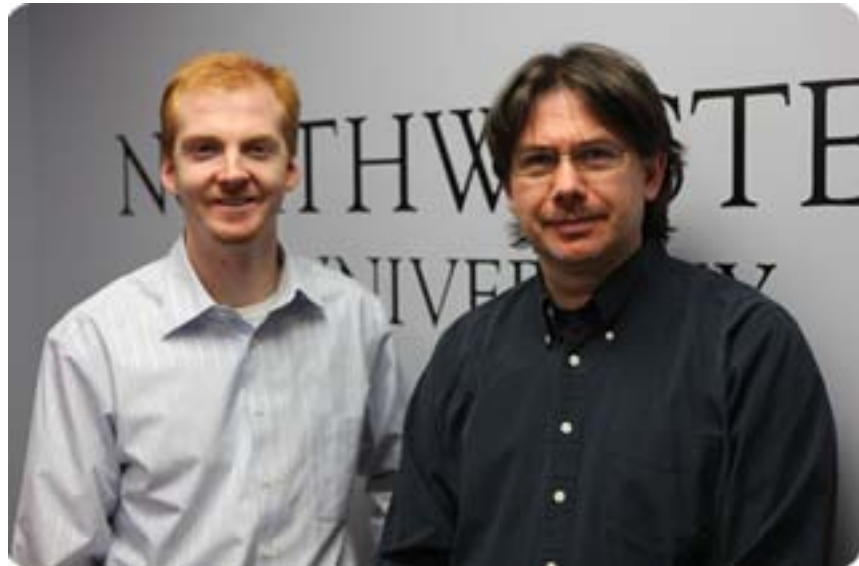
Spring 2011

INSIDE THIS ISSUE:

- Unsung Staff 1
- AHEAD@NU 2
- Recruitment 2
- Service Excellence Awards 3
- MLK Jr. Day 3
- Conversations with the President 5
- Upcoming Events & Workshops 5
- Committees 6

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.



Northwestern abounds with exceptional staff members who go above and beyond to make this a great place to work and learn. NUSAC appreciates the opportunity to introduce to you some of our "unsung staff" – individuals you might not have had the pleasure to meet.

In this edition we introduce you to Michael Curtis, Manager, Video & Collaboration Services and Zoran Ilic, AV Systems Engineer for Northwestern University Information Technology Academic and Research Technologies (NUIT A&RT).

Insights from Michael Curtis & Zoran Ilic

When did you start at Northwestern University and how has Northwestern changed in your tenure?

Michael Curtis: I started in July 2006 during a reorganization that positioned my department to focus on technology solutions, infrastructure, grant support, live production events and other special events in support of academic and research initiatives.

Since then, the University has been focused on technology to support research activities and collaboration. Because of this, there has been a significant need to improve video and collaboration services, resulting in new services from NUIT A&RT such as a new videoconference bridge, web meeting services for research and academics, and a desktop videoconferencing service, which is available for everyone on campus.

Zoran Ilic: I started at Northwestern University on November 21, 2002 in a temporary position as Videoconference Technician. I was hired full time shortly after and promoted to my current position in 2008.

In my 9 years at Northwestern University, technology has made the biggest influence on NU community. The need for faster and better data collaboration resulted in services like Blackboard, network speeds increased to 100MB and 1GB. Additionally, Smart Classrooms were built and videoconferencing and collaboration services have become very popular.

AHEAD@NU

Each quarter AHEAD@NU presents a series of events focused on a particular topic of interest to Northwestern employees. The series for this spring quarter is Northwestern in the Neighborhood: The University's role in the community. The series began with an event on the Evanston campus where NU administrators discussed the potential tensions between NU and the Evanston community as well as the ways in which NU is working to contribute to Evanston through donations, municipal services and the community service efforts of students, faculty and staff. The second event in the series was held on the Chicago campus and focused on NU's research partnerships with the Chicago community and how that research leads to improvements in the lives of Chicagoans.

The series continued with events in both Chicago (April 11) and Evanston (April 20) highlighting the Ann & Robert H. Lurie Children's Hospital of Chicago, which will open in summer 2012 on the downtown campus of Northwestern University's Feinberg School of Medicine. In the final events in the series (held on May 17 in Chicago and May 18 in Evanston) NU's Civic Engagement Center will discuss the state of public service among NU's students, faculty and staff and highlight some current projects in which the center is engaged.

AHEAD@NU is an organization dedicated to the professional development of Northwestern staff members. Any Northwestern employee is welcome to attend AHEAD@NU events and all events are offered free of charge. Participation in AHEAD@NU presents an opportunity for staff members to network with colleagues and learn about important topics in higher education. Past series topics included strategic planning, the university budgeting process and networking for career advancement. Join AHEAD@NU's mailing list to get notifications about upcoming events by emailing ahead@northwestern.edu. Learn more at www.northwestern.edu/ahead.

Submitted by Kate Biddle, AHEAD@NU Marketing Coordinator

Membership Opportunities in NUSAC

Do you want your voice to be heard? Would you like to be part of a diverse volunteer group focused on promoting a positive work environment and to bring staff concerns and feedback to the attention of the university administrators? If so, then NUSAC is your answer. NUSAC will give you the opportunity to learn how the University works and the ability to network across campuses.

NUSAC is recruiting for 2011-2012. To be eligible, you must be a regular full or part-time staff member with at least two years of continuous service. Interviews will take place in June/July 2011. If you are interested in joining NUSAC, please fill out an application by Tuesday, May 31, 2011. Applications can be found on our website: <http://www.northwestern.edu/nusac/aboutnusac/join.html>

Service Excellence Awards

Often times staff members go above and beyond the call of duty to complete a task or meet a goal. For these times, there is the **Service Excellence Award**. Any member of the University community may nominate an employee for the award and it is possible to be nominated more than once. The nomination form may be found on the [Office of Human Resources Learning & Organization Development Division web site](#). Each year, all service excellence awards nominees are invited to attend a luncheon in honor of their outstanding service to the Northwestern community. Also in attendance at these luncheons to celebrate service excellence are President Morton Schapiro, Provost Dan Linzer, Senior Vice President for Business and Finance Gene Sunshine and Associate Vice President of Human Resources Pam Beemer.

This year, smaller but more frequent luncheons are scheduled to make the luncheons more welcoming and allow President Schapiro a chance to talk to each recipient. The first two luncheons of the year were on January 28 and April 14, 2011. The third luncheon is scheduled for Tuesday, August 9, 2011. Please consider nominating someone!

MLK Coffee Break: Evanston Campus

NUSAC partnered with the Martin Luther King Jr. Planning Committee and co-sponsored the NUSAC Coffee Break on the Evanston Campus that kicked off a day filled with programs to celebrate the theme: “Remember the Promise, Renew the Dream”. This event was held in the Dittmar Gallery at Norris University Center. Over 50 faculty, staff, and students from across the University enjoyed a wonderful breakfast and socializing before attending the Tavis Smiley keynote address in Pick-Staiger Concert Hall.



Has anyone here been especially helpful to you as a mentor or collaborator? In what way?

MC: I've been fortunate to have a mentor at each employer I've had since 1994, and each mentor has arrived at the right time in my life. Here, I am challenged and encouraged, pushed when necessary, to be better, more efficient, more effective and ultimately a better manager and teammate to others.

My current supervisor, Harlan Wallach, has pushed my professional development along with opportunities to utilize my strengths, address my weaknesses and to focus on the bigger picture. It's a good balance, but I am stubborn and am a little slow on changing how I do things. Overall it's been very good and I'm learning a lot from him.

ZI: Everybody in A&RT Department was very helpful. Every person in our department is a specialist in some field so every new project that I am involved in is an opportunity to learn more.

What advice do you have for staff university-wide about being successful or getting the most out of NU?

MC: Find something you enjoy doing and do it often. The more things the better, but something that you can focus on that helps relieve any frustration, stress or any negative feelings. One of my previous mentors always said that if you don't enjoy what you're doing, then go do something else. Quality of life, both at home and at work, is very important to me. And when I am no longer enjoying what I do, that's a decision that I will have to make.

ZI: NU is a great place to work and to learn. So don't wait, ask and learn on your own. Use all NU privileges and resources. Take classes and continue your education. You are never too old to learn something new.

What are some of your favorite things or "gems" of NU (resources/special events/great opportunities)? Why are they your favorite?

MC: My department is involved in all of the live streaming events that occur on campus. One event in particular that I am proud of is when Dr. Francis Collins, Director of the National Institutes of Health, was speaking in Thorne Auditorium as part of collaboration between NU, U of C and UIC. I was able to work directly with our President, the University of Chicago President's office, the University of Illinois at Chicago Chancellor's office, and Dr. Collins himself. It was a fantastic experience that was highly regarded by all three campuses.

The entire campus is really a gem. While the walks across campus can be long and time consuming, the scenery along Sheridan Road, between the buildings and along the lake reminds me how spoiled we are. Very few institutions offer the history, location and reputation in one package.

ZI: I have two favorite events: Inauguration of President Morton Schapiro and Professor Dale Mortensen's Nobel Prize win. Also high on my list of the special events are lectures with Nobel laureates, Supreme Court judges, and awarded individuals as guest speakers. The quality of these events makes me proud to be a part of Northwestern.

What would you like to see in the future for your department and for NU as an institution?

MC: I would like to see the University continue to focus on investing in intelligent and efficient technologies, which support the goals of the University and individual schools. In my department, I'd like to see an investment in high definition videoconference infrastructure to take advantage of the high definition videoconference rooms across campus. It will bring us one step closer to tele-presence communication, which at this time is extremely expensive and proprietary.

ZI: I would like to see my Department and NU continuing to do great work. We need to keep development parallel with changes in technology. We need to be more efficient with research and implementation of the gained knowledge. In this modern world, where everything moves in fast forward, we need to move fast too. Nobody looks back. We need to be a winning team.

Conversations with the President



NUSAC, the Office of the President and the General Faculty Committee Co-Sponsored the Conversation with the President on January 11, 2011

On the snowy afternoon of January 11th, about 100 Northwestern staff, faculty and students gathered in Wieboldt 540 in the Kellogg Business School to listen to President Morty Schapiro speak about the current state of the University and to tell the president what was on their minds. The president's remarks included updates on the strategic plan process, including how the role of staff has been expanded in the draft strategic plan, and on the leadership searches (including the deans of the Law and Medical schools); and a discussion of the current and future status of research funding and the University's finances.

President Schapiro responded to questions from audience members on topics ranging from the curriculum and direction of the Medical School to increased security measures on the Chicago Campus. Provost Dan Linzer, Interim Dean of the Medical School Jeff Glassroth and Chief of Police Bruce Lewis also answered questions from the audience. NUSAC members asked questions that came in via e-mail from the audience watching online. There were approximately 180 website viewers during this event, an increase from last year (and likely due, in part, to the poor weather).

A second Conversation with the President will be held on the Evanston Campus on **May 25th** in the McCormick Tribune Center and will also be webcast live. If you can't attend in person, you are welcome to email questions to nusac@northwestern.edu. We will do our best to answer all questions. Please look for announcements in your e-mail and on the NUSAC website (www.northwestern.edu/nusac).

UPCOMING WORKSHOPS

www.northwestern.edu/hr/training

PERFORMANCE EXCELLENCE WORKSHOPS

It's that time of year again! The Performance Excellence process helps individuals and organizations at Northwestern accomplish their goals.

Performance Excellence for Managers Part I
May 19, Chicago
May 24, Evanston

Performance Excellence for Employees
June 7, Chicago
June 9, Evanston

Benefits Committee

Current Members: Kyle Delaney - Chair, Erin Cikanek, Joe Ellison, Regina Gleyzer, Jonathan Greene, Lynn Steiner

The Benefits Committee provides input to the Director of Benefits on the benefit plans offered at the University. The committee is an advocate for staff on proposed benefit changes, offers suggestions on these changes and brings issues of concern regarding benefit policies and procedures to the attention of the administration.

Communications Committee

Current Members: Erinn Odell - Chair, Susan Corwith, Susan Fox, Tracey Gibson-Jackson, Steve Lee, Bianca Ramirez

The Communications Committee is responsible for the publicity of NUSAC to keep the University staff, faculty and administration aware of our activities. The committee publishes the NUSAC newsletter, publicizes all NUSAC events, distributes the monthly NUSAC in Action, and maintains the NUSAC website.

Human Resources Committee

Current Members: Jennifer Malloy - Chair, Dauphine Gregory, Rosie Miles-Jamison, Megan Mason, Tasha Shelton, Vera Shively

The Human Resources Committee works directly with the Associate Vice President for Human Resources to provide staff input on proposed policy and procedure changes and stays informed about upcoming HR issues that may affect staff.

Outreach Committee

Current Members: Elizabeth Rauch - Chair, Timothy Gordon, Margaret Mersch, Megan Mitchell, Geroge Nejme, Patricia Rodriguez

The Outreach Committee is responsible for reaching out to the University community to form connections and partnerships in order to help the Council more effectively serve the staff. The committee liaisons with other existing NU groups to collaborate on topics and activities of staff interest. Each year the Outreach Committee provides a number of humanitarian opportunities for Northwestern staff, faculty, and students to give back to their community through donation of their time, energy, and tangible goods.

Ad Hoc Committees

At times NUSAC works on issues or events that do not fall within a standing committee and an ad hoc committee is created. Currently NUSAC has three ad hoc committees:

1. This committee plans and manages the Conversations with the President events throughout the year.
2. Coffee with the President: This committee plans and manages these events in 2010-2012.
3. Brown Bag: This committee is planning NUSAC's summer brown bag events.