



NORTHWESTERN
UNIVERSITY

Staff Advisory Council

SUMMER 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.

Conversations with the President

Continuing an unfortunate tradition of inclement weather on Conversation days, May 25th, 2011 was no exception as the day dawned rainy and dreary. But the rain did not keep attendees away from the second of two Conversations this year with President Morty Schapiro.

President Schapiro spoke to a large crowd in the McCormick Tribune Forum at Kellogg on the Evanston campus, with an even larger crowd watching online. The strategic plan was the focus of the president's remarks as he described the vetting process with key stakeholders and donors that will occur throughout the summer and will likely produce the final strategic plan in the fall. In the question and



answer session, audience members and online viewers pressed the president for information on the University's stance on the living wage campaign, diversity within the University, upcoming plans for raises and updates on the search to fill leadership positions in the Medical and Law Schools, among others. While there is never enough time to ask all the questions submitted to NUSAC, NUSAC members were able to ask some of them and encouraged attendees to keep engaged by attending other events throughout the year and by contacting NUSAC with questions.

We'd like to thank the Office of the President and the Faculty Senate for co-sponsoring this event.

UNSUNG STAFF HIGHLIGHT

When one stops in for a visit to Norris University Center they usually make a trip to Norrbucks on the first floor, Barnes and Noble bookstore or the food court on the ground floor. Did you know that there is an underground level and a third floor in Norris. These are two of the many hidden gems of Norris. Let's take a trip and visit two "unsung" staff members who work in Norris. Debra Blade, Assistant Director of Building Services and Marketing and James McHaley, Marketing Manager.

DEBRA BLADE



Debra supervises the daily programs and operations for Dittmar Memorial Gallery, Norris Outdoors, ARTica Studios, and the Gameroom. Debra also plans and coordinates the used bike sales, Wildcat Wheels bike sharing program, mini courses, and all of the art work around the Norris Center.

» **Where are you from originally?**

Chicago Illinois. I grew up in the Englewood and Morgan Park communities.

» **What drew you to Northwestern University?**

The reputation. Northwestern is a great place to attend school and to work.

» **When did you start at Northwestern University? Describe a typical day.**

I started in October of 1979. A typical day is accomplishing almost everything on my job "To Do" list without adding more.

» **What is the most interesting part of your job?**

The students. I learn so much from daily interaction with students. It is a rewarding experience as well as challenging.

» **When you are not at work what do you do for fun?**

I love reading classic and contemporary books and writing short fiction. I just finished reading Bram Stoker's "Dracula" and I am now reading "Bubba and the Dead Woman" by C. L. Beville.

» **What is your favorite quote or words of wisdom?**

A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort!

» **Are you a Cubs or a White Sox fan?**

I am a south sider- It's the White Sox for me!

UNsung STAFF HIGHLIGHT, cont.

JAMES McHALEY



Along with a talented team of student graphic designers and marketers, he creates and evaluates integrated marketing communication plans for the Norris Center and its areas. He manages the Norris brand in print, web, social media, and other methods of communications to effectively reach the Northwestern community.

» **Where are you from originally?**

I grew up in Wheaton, IL

» **What drew you to Northwestern University?**

I was very active at the Student Union as an undergraduate with marketing and advertising programs. This opportunity at the Norris University Center sounded very similar to the role that meant so much to me personally and professionally during my college days.

» **When did you start at Northwestern University? Describe a typical day.**

August 2004. A typical day involves fulfilling short-term and long-term goals towards communicating the brand of Norris University Center to the NU community. I'm constantly scanning the web for social comments and articles involving NU and the Norris Center as well as the latest marketing trends in social media and other mediums. I'm also guiding my team of designers to properly communicate the Norris brand through posters, fliers, web ads, web site posts, TV display ads, listservs, social media updates, and more. Marketing and communicating has evolved so quickly and our target market is made up of early adopters and influencers of new technology. It's up to me to make sure the Norris Center staff continues to effectively communicate with and listen to the NU community.

» **What is the most interesting part of your job?**

Working with a creative group of students who are always challenging themselves to do the best job they can to market the Norris Center.

» **When you are not at work what do you do for fun?**

Any free time usually is spent with my wife and two young daughters (3 years & 6 months). I also enjoy traveling, reading, watching football, working in my yard, and playing various instruments (guitar, mandolin, piano)

» **What is your favorite quote or words of wisdom?**

"Have no fear of perfection, you will never reach it."
- Salvador Dali

» **Are you a Cubs or a White Sox fan?**

Cubs fan

For more information about programs in Norris please visit Norris.northwestern.edu

NU Cares Will Soon Accept Applications for Assistance

After discussions with the Office of Human Resources and other University groups, including the Faculty Senate, the Northwestern University Staff Advisory Council established NU Cares in 2010. NU Cares provides an opportunity for staff and faculty to help one another during a time of need.

After less than a year, NUSAC is proud to announce that NU Cares has exceeded its original goals and will soon begin to accept applications for assistance. Staff and faculty from across Northwestern have donated more than \$6,000 to provide initial funding. Many of these gifts are through small recurring paycheck deductions – but they add up to provide significant assistance to Northwestern employees.

NUSAC and Human Resources have assembled a committee of twelve faculty and staff members who will review the application prior to distributing funds. All personal information is removed by the Office of Human Resources, ensuring confidentiality for all applicants.

All health benefits-eligible employees in good standing are eligible to apply, whether or not they donate to the fund. Applications are strictly confidential and are reviewed by a committee of staff and faculty. The fund is administered by the Office of Work/Life Resources within the Office of Human Resources. Assistance granted is not a loan and is not required to be repaid.

Employees may donate to the NU Cares fund by cash, check, or payroll deduction. All contributions are used to assist fellow employees. Imagine! If each of the 8,000 faculty and staff at Northwestern were to donate \$1 per paycheck, the result would be a thriving fund able to assist employees in times of crisis.

You can learn more about NU Cares and make a donation at <http://www.northwestern.edu/nusac/nucares/>

Application information will be on the website soon!

Coffee with the President Update

We all know students and faculty have a number of opportunities to chat with President Schapiro but did you know that NUSAC has created an opportunity just for staff? This program, called Coffee with the President, was launched this year and we have hosted three events on the Chicago campus and three events on the Evanston campus exclusively for staff. Invitations are sent to a randomly selected group of employees and the event is RSVP only. Perhaps you were even invited sometime this year? I attended the session in early May on the Evanston campus and we had one of the largest groups to date. Fifteen staff members from across the Evanston campus were able to participate. Some of the areas represented included Weinberg, SESP, McCormick, Accounting Services and the Block Museum.

These coffee sessions provide an opportunity for staff to speak with the President in a smaller setting and

have an in-depth conversation about what issues are important to staff, what makes Northwestern a unique place to work and what we can do to make it better from the perspective of the staff.

Some items that were discussed at this session included concerns about the rigorousness of part-time SCS graduate courses, the new directions for the incoming IT Dean, improvements in town and gown relations (as Dillo Day was fast approaching), the search for the new Law School Dean as well as the need to strengthen connections with Chicago area museums and Northwestern's own cultural venues.

Given the success of this year's program NUSAC plans on continuing to host these events in the upcoming year so keep an eye out for your invitation.

2011 EMPLOYEE OF THE YEAR AWARD

In May, Lucy Millman won the Northwestern University Employee of the Year award. Lucy, assistant director of the Harvey Kapnick Business Institutions Program, was a finalist for the last 2 years, so this year she was very excited to finally reach her goal. She started at NU almost 20 years ago in Payroll and her trainer, Mary Schroeder, had won the award a couple of years earlier. When Lucy saw Mary's picture in the Office of Human Resources with all the other Employees of the Year, she aspired to have her picture there too.



Employee of the Year finalists from left to right: Renee Redd, David Summerhays, Carol Smith, Lucy Millman, Sarah Muir Ferrer, Margaret Schott, Seletta Nichols.

The Employee of the Year award is given annually to a staff employee who has worked for the University a minimum of 3 years and has made a positive contribution to the NU community. The award is announced at the Annual Staff Recognition Luncheon, sponsored by the Office of Human Resources and the NU Staff Advisory Council (NUSAC). This year the lunch was held at the Mid-America Club in Chicago. Employees with 15, 20, 25, 30 and 35 years of service are also honored at the luncheon.

Besides spreading community within the undergraduates involved in BIP, Lucy was a member of NUSAC from 1997 -2000. She is also a 2 time breast cancer survivor. She did her first Susan G Komen 3 day Walk for the Cure in 2002, five years after her first diagnosis. She has been walking ever since. Congratulations, Lucy!

Free Tours at the Block Museum

The Block Museum will be offering free tours of the Soviet art exhibitions (The Soviet Arts Experience at Northwestern University) at the Block Museum and the University Library on Tuesday, September 27 and Thursday, September 29 at noon. The tours will be 45 to 50 minutes and be followed by coffee at the Block Museum.

Take a guided tour of the Soviet art exhibitions at the University Library (They Were Fighting for Our Freedom: American and Soviet Propaganda Posters of World War II) and Block Museum (Views and Re-Views: Soviet Political Posters and Cartoons). Tours begin at the Library, 1970 Campus Drive, and end with a coffee reception at the Block Museum. Call 847.491.4000 for more information or visit www.blockmuseum.northwestern.edu or www.library.northwestern.edu.

All staff are invited and encouraged to attend.

17TH ANNUAL NORTHWESTERN UNIVERSITY HEALTH AND BENEFITS FAIR

» The Evanston Fair will be held on Tuesday, October 18th, 11-2pm at Norris University Center

» The Chicago Fair will be held on Thursday, October 20th, 12-3pm at the Lurie Atrium

Encompassing everyone from young and older adults, to children and families, the Health & Benefits Fair is intended to be progressive and educational; offering a wide variety of interactive and topical exhibits, health/fitness screenings and/or demonstrations. Northwestern's Health & Benefits fair has a tradition of featuring the industry's leading organizations in personal health, fitness and wellness, as well as a variety of university departments, investment agencies and retirement specialists.

BROWN BAG RECAP

When Work Interactions are Complicated by Out of the Ordinary Behaviors: Resources that Can Help

The July NUSAC Brown Bag session gave participants the opportunity to discuss workplace challenges with knowledgeable panelists representing a variety of Northwestern University departments and resources, including the Office of Human Resources, Counseling and Psychological Services, and Perspectives, Ltd.

Addressing tough questions such as what to do when a co-worker's personal life is affecting his/her job performance and how to deal with a supervisor whose behavior is creating a hostile environment, the panelists offered several suggestions and a variety of resources.

One of the first questions was when to seek assistance. To answer that question, the panelists started with a basic question: is someone having difficulty performing his/her job? A good rule of thumb is if someone's job performance has changed, a pattern of behavior on the job concerns you, a situation is making you uncomfortable, or someone reports to you as a supervisor a situation that is of concern to him/her, it is important to follow up.

How you follow up is dependent on a variety of factors, including the relationship with the person involved and the type of behavior. In a work environment, it is important to be thoughtful and careful about the response. Co-workers and supervisors must refrain from making diagnoses (like depression) or assumptions (problems at home). It is important to bring issues to a supervisor to be addressed, but if that is not possible or more assistance is needed, another step is to contact one of the many resources available through Northwestern University.

What are the resources available through Northwestern University?

Office of Human Resources

- Each school or department has an assigned human resource consultant. Consultants are available to meet with staff members about work-related concerns. Contact your consultant if you want to request a confidential meeting.
- HR resources and staff contact information can be found online at www.northwestern.edu/hr/hrstaff.html

Perspectives, Ltd.

- Northwestern University offers the Faculty and Staff Assistance Program, which is a free services designed to offer confidential and professional assistance for faculty, staff, and members of their families. Perspectives, Ltd. is the provider of these services.
- In addition to providing support and counseling to individuals experiencing personal problems, Perspectives staff is available to consult with supervisors and managers who need advice about situations where job performance may be affected by personal problems.
- Find information about the program online at www.northwestern.edu/hr/benefits/plans/fsap/index.html
- Contact Perspectives directly at 800-456-6327 or www.perspectivesltd.com.

Counseling and Psychological Services (CAPS)

- CAPS is the primary mental health service on campus dedicated to assisting students. CAPS works with faculty, administrators and the student to address concerns and provide support. CAPS provides clinical services; crisis intervention; consultation with faculty, administrators, residential staff and parents; and outreach programs.
- Contact CAPS at 847-491-2151 or learn more at www.northwestern.edu/counseling.

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Policies & EthicsPoint

- Northwestern University is committed to providing a safe and healthy work environment. There are a variety of policies and procedures in place that support NU’s commitment to ethics and compliance: www.northwestern.edu/ethics/.
- In addition to Northwestern’s own policies, the University has selected EthicsPoint to provide faculty and staff with a way to report activities that may involve misconduct or violations of University policy. Contact EthicsPoint at 866-294-3545.

University Sexual Harassment Prevention Office

- The University Sexual Harassment Prevention Office is dedicated to the prevention, investigation, and resolution of claims of discrimination and harassment based on sex or sexual orientation.
- For information or to make a complaint regarding sexual harassment, contact Joan Slavin, Director, at 847-491-3745 or by e-mail at sexual-harassment@northwestern.edu.

Office of Equal Opportunity and Access

- The Office of Equal Opportunity and Access provides a variety of services that promote diversity and equal opportunity from investigating complaints to providing training and advice.
- For more information, contact the office at 847-491-7458 or eeo@northwestern.edu. Information is available online at www.northwestern.edu/hr/eeo/.

Mediation Services through the Office of Equal Opportunity and Access

- Mediation is available to staff, faculty and students who need assistance resolving ongoing conflicts. The service is confidential, voluntary and free.
- For more information, contact the Office of Equal Opportunity and Access at 847-491-7458 or eeo@northwestern.edu.

Whatever the specific situation, there are three important points to remember:

- Every situation is different so it is important to seek out someone who can offer advice and assistance (supervisor, Office of Human Resources, Perspectives, etc.).
- Any threats, reports of intimidation, or allegations of harassment need to be addressed immediately. Supervisors are required to report issues brought to their attention.
- Policies are in place to create a positive work environment (civility policy, nondiscrimination policy, retaliation policy) and to support individuals when there are problems. Be aware of the policies and resources available.

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Making the Move to Leadership

You’re hardworking.
 You excel at what you do.
 Are you ready for new challenges?

If your next career goal entails leading and supervising others, take advantage of one or both of two half-day workshops this fall that focus on career advancement.

Positioning Yourself for a Leadership Role

Tuesday, Oct. 25, 9 a.m.–noon
 EV, Norris 203
 \$150

Transitioning from Peer to Manager

Tuesday, Oct. 25, 1–4 p.m.
 EV, Norris 203
 \$150

Detailed workshop descriptions and online registration are at www.northwestern.edu/hr/training.

These workshops will prompt a close look at your assumptions—a key first step toward a reality-based understanding of what it takes to be a leader at Northwestern.

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