Northwestern University Staff Advisory Council (NUSAC)

Annual Report 2013-2014
MISSION STATEMENT
The Northwestern University Staff Advisory Council (NUSAC) serves as an advisory voice and change-agent for Northwestern staff in matters relating to community development, professional opportunities and workplace concerns. This is accomplished through active engagement with staff, the University President, the Office of Human Resources and/or various senior administrators.

Chartered by Northwestern University’s president in 1973, NUSAC provides service to the university community by representing the opinions, concerns, and experiences of its nonexempt and exempt staff.

This service is facilitated through networking and educational outreach by way of its newsletter, social media, website, various workshops and information sessions, and sponsorship of the Coffees and Conversations with the President events. NUSAC also provides representation of staff concerns at meetings with the Office of Human Resources and university administrators, as well as participation on university committees and in focus groups.

In 2013-2014, NUSAC was comprised of 25 staff employees drawn from Northwestern’s Chicago and Evanston campuses. Each of these NUSAC members served on one of four standing committees. These committees met independently of the regularly scheduled monthly NUSAC General Council meetings where much of the planning of Council events took place. The Benefits and Human Resources committees served as the main communication channel for relating staff concerns about benefits, compensation, and employment to the relevant employees or departments. The Outreach committee connected and engaged Northwestern staff with the surrounding community to help those in need. The Communications committee worked to increase awareness about NUSAC and how the council represents the staff. The list of Council members and their committee membership is presented at the end of the report.

GENERAL COUNCIL DESCRIPTION
NUSAC Officers 2013-2014
Apryl Schlueter, Chair
Susan Richert Corwith, Vice Chair
Michael Martinez, Secretary
Margaret Mersch, Treasurer

In 2013-2014, the Council was comprised of 9 members from the Chicago campus and 16 from the Evanston campus. The various schools and departments represented in the Council’s makeup included: Office for Research (Center for Comparative Medicine, Institute for Sustainability and Energy at Northwestern, Office for Sponsored Research, Center for Interdisciplinary Exploration and Research in Astrophysics); University Police; The Feinberg School of Medicine (Lurie Cancer Center; Department of Medicine; Department of Surgery; Department of Preventive Medicine; Physical Medicine and Rehabilitation); Human Resources; School of Education and Social Policy (Center for Talent Development, Office of STEM Education Partnerships); McCormick School of Engineering and Applied Science (Research Administration; Office of Career Development); Norris Center for Student Involvement; Audit and Advisory Services; NUIT; Kellogg School of Management (Financial Planning & Analysis; Undergraduate Certificate Program); Office of the Provost; Office of Sponsored Research; Student Loans; Student Accounts; Medill; School of Law (Executive LLM Program; Searle Center, Administration); and Weinberg IT.
Council Highlights for 2013-2014

The council started off the year with an enlightening retreat facilitated by Paul Corona, utilizing the University’s Performance Excellence process and SMART goal planning. The result of the retreat included a renewed focus on four overarching goals to drive the activity of both the committees and individual members.

1. Increase staff community engagement and recognition.
2. Increase staff awareness and understanding about the NUSAC brand and our mission.
3. Identify, evaluate, and prioritize current staff concerns.
4. Continuously evaluate and assess NUSAC's operational structure, programming, events, and services for efficiency and effectiveness.

The council made great impact this year in all areas, successfully executing actions against these goals. Every member made significant contributions to the council's success. Below are some highlights from this year's accomplishments.

Celebrating 40 Years of NUSAC

The remaining four months of the 40th year of NUSAC included two significant events: The first ever Staff Mixer and Football Event, and the 40th Anniversary Luncheon.

In September 2014, NUSAC hosted the Staff Mixer for NU employees who purchased tickets for the Northwestern vs. Western Michigan football game. Over 200 tickets were sold for seating on the Randy Walker Terrace of Ryan Field. Approximately 250 people were in attendance at the Mixer, including those holding season tickets. Staff members were able to network and spend time with their family and friends while cheering on the Wildcat football team.

In October 2014, NUSAC invited ex-council members and senior administrators in an event to celebrate NUSAC's anniversary and its history of accomplishments. A luncheon was held to thank all contributors to NUSAC and honor them for their service.

Quarterly Meetings with the University President, Senior Vice President of Business and Finance, and Associate Vice President of Human Resources

The NUSAC Chair and Vice Chair have quarterly meetings with President Schapiro and with the Senior Vice President, Gene Sunshine, and Associate Vice President of Human Resources, Pam Beemer. These meetings promote regular communication with the University administration about staff priorities and concerns, upcoming changes and University initiatives, and ideas for improving the work experience for staff. Topics addressed in this year's meetings included NUCares promotion, staff benefits and the Affordable Care Act, compensation and job families, NUSAC involvement in the Sustained Dialogue initiative, and an increased budget allocation for NUSAC in FY15.

Service Excellence Recognition Luncheons

One of NUSAC's goals is to increase staff community engagement and promote recognition of staff successes. One action that supports the goal of recognition is NUSAC's participation at the Service Excellence Recognition Luncheons. The NUSAC Chair and Vice Chair attend the quarterly luncheons. If the Chair or Vice Chair is unable to attend, a NUSAC Committee Chair attends, so that NUSAC is always present to support staff being recognized for outstanding service. This fiscal year, 122 staff members were given awards; four of those individuals were recognized twice in the same year. Two Service Excellence awards were given to staff members who are also on NUSAC. Because recognition of excellence is important, NUSAC continues to discuss ways to encourage departments to nominate their staff members for this award.
Conversations with President Schapiro
In collaboration with the Office of the President and with the support of University Relations and Information Technology Academic & Research Technologies, NUSAC hosts annual Conversations with President Schapiro. Conversations with President Schapiro is a chance for the president to discuss important initiatives, provide an update on the strategic plan, and take questions on a wide range of subjects of interest to students, faculty and staff who work at the University. This year’s events were held on April 17 in Evanston and April 23 in Chicago. The president touched on a wide variety of topics—research, diversity, We Will. The Campaign for Northwestern, growth initiatives and new construction projects—speaking for approximately 45 minutes and then taking questions for another 45 minutes from the audience and from others submitted online to NUSAC. Over 100 individuals attended the Evanston event and almost 200 attended in Chicago. Both events were webcast live for those unable to attend in person.

NUSAC HR Committee Events
In FY2014, the HR Committee collaborated with the Office of Human Resources to hold two HR events on the Evanston and Chicago campuses.

The first event held in November was in a workshop format that opened with a main session on Job Families at NU and included time for questions. After the opening session, participants attended their choice of three of five mini-workshops: Resume and Cover Letter Writing, Effective Interviewing, Best Career Development Resources, Social Media and Internal Job Searches. Attendees turned in 82 surveys which revealed that almost all heard about the workshop from the NUSAC email blast, and that they considered the workshop a very valuable use of their time (4.5/5.0 rating). After the event, NUSAC received a number of emails from staff who indicated the desire to attend a similar event in the future because they signed up but were unable to attend, wanted to attend the other two break-out sessions that were not in their choice of three, or they heard about the event after-the-fact.

The second event held in February was focused on the new Staff Handbook. A total of 138 people attended the Evanston and Chicago events combined with 80 surveys collected. Of the 80 who completed the surveys, 70% were non-exempt, 61% had been at NU for more than 5 years, 80% heard about the event through NUSAC’s email blast, and 80% agreed that lunchtime was the best time to hold a one-hour event. Most attendees gave the event the highest mark in meeting duration and highly considered it to be a valuable use of their time (3.94/5.0 rating).

Employee of the Year Selection Process and Length of Service Recognition Luncheon
In 2014, NUSAC once again co-sponsored the Staff Service Recognition Luncheon with Human Resources and continued to take an active role in the Employee of the Year and Service Recognition process. Eight NUSAC members served in the White-Out Committee and three participated in the 2014 Employee of the Year selection process. The NUSAC Chair and Vice Chair co-facilitated the selection process with the director of HR. Council members attended the luncheon held in downtown Chicago on May 13, 2014, many serving as bus captains and greeters to facilitate transportation of guests to and from the event and to welcome and guide guests appropriately upon arrival at the venue. Staff members who had served 20 or more years at the University were honored for their commitment and service. The NUSAC Chair and Vice Chair announced the length of service honorees and the finalists for the 2014 Employee of the Year awards.

NU Staff Activities Fair
Part of NUSAC's mission is to encourage staff engagement and involvement within the NU community. In an effort to help staff find opportunities to become more connected to their colleagues while engaging in organizations and activities that support their personal and professional interests and goals, NUSAC hosted the first-ever Staff Activities Fair. The Benefits and Human Resources committees worked in partnership to organize the fair. One event was hosted on each campus during the month of July, and approximately 100
people attended. A total of 12 organizations participated at each campus and many attracted several new members. NUSAC collected 60 surveys from participants (31 from Evanston and 29 from Chicago), which provided helpful feedback for planning a similar event in the future. Surveys indicated that participants found the event helpful for connecting them to organizations on campus. Several respondents also provided information about other organizations that exist on campus or made suggestions for new organizations, such as a Muslim awareness group, an African dance club, cultural/ethnic group clubs, or Women in Technology. Tentative plans are to hold a similar event in 2015.

**NUSAC Involvement in University-Related Groups**

NUSAC members participate in various groups and committees. This year, NUSAC members served as representatives for the following:

- NUPD Advisory Group (Susan Corwith, Vice Chair)
- Parking Committee (Lot Bercasio and Margaret Mersch)
- Diversity Council (Apryl Schlueter, Chair)
- Faculty Senate Benefits Committee (Susan Held)
- Norris Center Advisory Board (Susan Held)
- Senior Vice President for Business and Finance Search Committee (Apryl Schlueter, Chair)
- Global Marketing Focus Group
- University Center Renovation Focus Group

**Recruitment**

NUSAC began recruiting in March 2014 to fill four open positions for FY15. Recruitment efforts included two e-mails sent to all staff and council members’ targeted efforts reaching out to departments that were not currently represented on the Council. As a result, 14 people from 8 programs (including three that were not represented on the Council) applied to become members; 12 people were interviewed in May, and four were selected. Applicants were a highly qualified group, with diverse strengths and experience.

**General Council Priorities**

In addition to the work completed by the four standing committees, the council had expressed interest in examining the operational processes of NUSAC so that the work completed by the Council is executed in an efficient manner. Some of these operational processes enhanced this year included:

- Identifying goals and actions upon which the Council and standing committees would operate.
- Aligning current and new initiatives that may require recurring maintenance to be managed within one of the four standing committees, rather than initiating ad-hoc committees.
- Improving the council transition process, by increasing the length of transition time for incoming members and new executive committee members to three months.
- Creating an onboarding document for new Council members to ensure they are equipped with the information they need to effectively start their terms on September 1.
- Shifting the focus of the Annual End–of–Year retreat to a professional development opportunity that allows Council members to develop their leadership and communication skills and work on team-building initiatives.
- Initiating a process to improve understanding of budget allocations to better inform future budget requests that align with the Council’s need in any given year.

NUSAC’s long term goals are as follows:

- Review and update the Council Bylaws to ensure that the document reflects the current work of the council, while also allowing the council to operate when council makeup and technology changes.
- Create a 3-year strategic plan that helps outline forward trajectory for the Council and provides guidance as the Council updates its annual goals and actions. The plan will be revisited on an annual basis.
- Improve documentation of recurring events and processes, and the tasks executed by Executive Board positions.
Benefits Committee Report
John Doyle, Chair

The Benefits Committee works directly with the Director of Benefits Division and the Vice President of Human Resources, conveying staff suggestions and concerns related to benefits elections, policies, and procedures, and responding to staff regarding these issues. NUSAC provides 3-4 committee members to the NU Cares application review committee. The Chair of the Benefits Committee works with the Office of Work/Life Resources to administer NU Cares.

Committee Members 2013-2014: John Doyle, Apryl Schlueter, Thongsy Singvongsa, Stephen Tilley

2013-14 Tasks and Projects

1. Support and Administration of NU Cares
   - NU Cares provided 21 awards to staff during a time of hardship, granting $10,500 to qualifying staff members.
   - There was $725 in administrative fees charged to the NU Cares fund this fiscal year. The total amount of administrative fees charged to NU Cares since inception is $1,483 (each award has a fee of approximately $35). NUSAC would be interested in exploring a waiver for these fees, or a means of cost recovery, if possible. We will continue to include the yearly administrative fee's associated with distributing the awards to qualifying staff members.
   - All applicants for the NU Cares program were qualified; one application for support was rejected during the calendar year based on an assessment of that employee’s eligibility.
   - The NU Cares fund balance is currently $15,125.95.
   - The total donations received since inception is $38,108.55.
   - The total amount of assistance awarded to qualifying staff since the fund began taking applications is $21,500 (43 awards at $500 each).

2. NU Cares Awareness Drive & Basketball Game
   - NUSAC partnered with NU Athletics for a NUSAC staff event, held on February 8, 2014 to help NUSAC celebrate a month of giving through donations to NU Cares and to join fellow staff members to watch the Wildcats take on the Nebraska Cornhuskers at Welsh-Ryan Arena. Tickets were discounted at $20 per ticket and staff members received free concessions vouchers.
   - 46 Tickets were sold using the NUSAC promotion code.

3. Health and Benefits Fair
   - The Committee staffed tables at the Health and Benefits Fairs on both campuses. The Committee used a short survey to gauge the effectiveness of the communication effort around NU Cares and interest in the Coffees with the President. In addition, the survey solicited staff for topics that were important to them and also asked staff if they would be interested in serving on the council.
   - The Committee compiled the survey responses and presented the results to the General Council. The Committee also delegated questions specific to other NUSAC committees and collaborated with HR Benefits Division to answer benefits-related questions post-fair.
   - The Committee interacted with staff members who stopped by the NUSAC table and answered questions related to Benefits issues and passed along questions to the HR Benefits Division (as necessary).

4. Staff Activities Fair
   - The Benefits Committee partnered with the Human Resources Committee to organize a first-ever Staff Activities Fair (see page 4-5 for details).

5. Representing Staff Concerns
   - The Committee provided Human Resources assistance with communication about EAP (Employee Assistance) / FSAP (Faculty Staff Assistance) Brown Bags presented by NU Life Matters.
   - Maternity / Paternity Leave: The Committee researched 5 peer institutions for comparison on their
family leave policies and discovered that Northwestern was fairly comparable to those institutions.

- Health & Wellness Initiatives:
  - The Committee sent NUSAC representatives to Faculty Council meetings regarding the Smoke-Free campus initiative.
  - The Committee reviewed Student group, Pura Playa Engineers for a Sustainable World, and their Water Bottle-Free campus initiative.
  - The Committee contacted FitREC regarding a staff member’s request for South Evanston Campus fitness opportunities at Blomquist.
  - The Committee contacted University Services regarding a request for Healthy Vending Machines options on campus.

- The Committee addressed other individual concerns that were brought to the Council. Many times, a resolution was made by connecting staff members with the appropriate contact in the HR Benefits division.

Benefits Committee Priorities for 2014-2015:

- Continue to collaborate with HR to develop Health & Wellness initiatives that promote active and healthy lifestyles.
- Continue to work with the Office of Work/Life Resources on the administration of NU Cares.
- Build upon the foundation laid down for the 1st annual NU Staff Activities Fair.
- Continue to develop NU Cares promotional event(s) such as the Basketball game to promote awareness of the fund.
- Develop NU Cares donor event to acknowledge contributions from staff and faculty to the fund's success.
- Continue to advocate for changes to the existing Northwestern Staff Tuition benefit.
- Continue to represent NUSAC interests by staffing tables at the annual Health and Benefits fair.
- Continue to advocate for changes to the Maternity / Paternity leave Policy.
- Continue to communicate benefit questions to Human Resources/Benefits administration.

Communications Committee Report

Jonathan Greene, Chair

A key component of NUSAC’s mission involves exchanging information with staff on relevant issues. The Communications Committee is responsible for organizing all public relations and media for NUSAC. From creating the newsletters and posting interesting and relevant content to the Facebook and LinkedIn groups, to updating the web site, the Communications Committee helps to promote NUSAC’s positive image (brand) at the University.


2013-14 Goals

1. Increase staff awareness and understanding about the NUSAC brand and our mission by developing and executing an annual communications strategy.
2. Continuously evaluate and assess NUSAC’s communications structure, programming that the committee is responsible for (i.e. Coffee with the President), event communications, and communication services for efficiency and effectiveness.
3. Continue to advise the General Council and individual committees on communications ideas and continue to develop the NUSAC brand as represented on Facebook, LinkedIn and the World Wide Web.
4. Consistently gather and forward staff questions and concerns on HR issues to HR staff, work with HR on behalf of staff to address identified issues, and communicate results efficiently and effectively back to staff.
5. Effectively and regularly communicate critical NUSAC initiatives and updates to NU staff.
2013-14 Actions

1. Increase NUSAC brand awareness by adding additional staff to the Northwestern University Staff Facebook and LinkedIn groups. At the beginning of FY14, the Northwestern University Staff Facebook Page had 97 “likes”. At the time of this writing (7/2/2014) the Facebook page has 145 “likes”, an increase of 44%. At the beginning of FY14, the Northwestern University Staff LinkedIn group had 217 members. At the time of this writing (7/2/2014) the LinkedIn group has 282 members, an increase of 23%.

2. Develop a continuous stream of content that can be delivered to members of our Facebook and LinkedIn groups. During FY14, 46 different pieces of information we posted to the Facebook and LinkedIn groups, including important information like the message that the University was closed due to extreme cold on both 1/6/14 and 1/7/14. We continue to look for interesting and relevant content to communicate to our staff colleagues.

3. Increase NUSAC brand awareness by re-designing and implementing a new version of the NUSAC website. A large initiative this year, the Communications committee partnered with University Relations – Web Communications on a complete re-design of the existing NUSAC website. Look and feel of the site was refreshed resulting in a more effective user experience. Content areas from the old site that were relevant were moved into the new, redesigned site. Icons were added for the Facebook and LinkedIn groups. We hope this refreshed site provides staff with a useful place to look for information and links to partner organizations. Additional functional enhancements will be addressed in the coming year.

4. Work with the General Council and individual committee to develop an events tracking database. Based on discussions with the outgoing members of the Communications committee, the need for an events tracking database was expressed. This database shortened the selection time for the 50 staff selected randomly and who attended this year’s Coffee's with the President. In addition, the database keeps track of NUSAC event attendees so that we have a record of who’s been coming to the events and an easy way to communicate with them as necessary.

5. Develop and execute a communications strategy to support the 40th Anniversary Staff Football Mixer on 9/14/13. Over 200 staff and their families attended the first staff mixer. We partnered with Athletics to deliver a great event to the staff that attended. The Communications Committee developed and delivered targeted communications to staff letting them know about the mixer.

6. Develop and execute a communications strategy to support the 40th Anniversary Luncheon on 10/15/13. The Communications Committee worked with the event co-chairs to develop and deliver communications to current and former NUSAC members, senior staff, and our close working partners for the event.

7. Develop content, design, and deliver the quarterly NUSAC newsletter via bulk-mail. Four newsletters were successfully developed and delivered to staff on both campuses. Approximately 27,000 emails were delivered to staff alerting them to NUSAC events and programs like the Summer Staff Fair and the Run for Walk.

8. Successfully plan, communicate, and execute 6 Coffee’s with the President in FY14. There were only 5 Coffees’ this year, but each was well attended and the feedback we’ve received was positive. This year we built a Frequently Asked Questions (FAQ) document which was sent to each possible attendee so they would have a better idea why they’d been selected to attend a Coffee. More thorough notes we also taken by General Council members this year, so we could get a good handle on what was being asked and how to address any of the questions that might have needed follow-up.

9. Work with the HR Committee on the successful communication of NUSAC-HR events (NU Career Advancement workshops, Brown Bags, and the Employee of the Year selection process). Over 200 staff participated in the first two Career Advancement workshops. Staff members were notified of the workshops via the fall newsletter and several bulk-mail messages. The Communications Committee partnered with the HR Committee to pull off one of the most successful events of the year.

10. Provide staff feedback and concerns presented through Communications Committee managed channels to the Benefits/HR/Outreach Committee. This is the day to day responsibility of the Communications Committee.
Communications Committee Priorities for 2014-2015:

- Continue to increase the NUSAC brand.
- Increase participation at six yearly Coffee with the President events.
- Effectively evaluate staff’s knowledge of NUSAC’s role within the University and utilize the information to more efficiently communicate and interact with staff.
- Collaborate with NUSAC HR Committee, full council and administration on creation of a survey designed to identify effective means of communicating with staff and staff priorities with regard to key issues (i.e., upcoming changes to health care laws and benefits).

Goals

1. Continue to develop and enhance goals already set in place
   - Engage Staff
   - Increase NUSAC brand awareness
   - Communicate critical NUSAC initiatives and update NU community
2. Continue to evaluate and assess NUSAC’s communications structure
   - Programming that the committee is responsible for (i.e. Coffee with the President).
   - Event communications and communication services for efficiency and effectiveness.
3. Continue to advise the General Council and individual committees on communications ideas
   - Postings on Facebook, LinkedIn, and NUSAC website
   - Communicating with NU Faculty/Staff at events (i.e. Staff Football Mixer) to increase NUSAC awareness.
4. Consistently gather and forward staff questions and concerns on HR issues to HR staff
   - Work with HR on behalf of staff to address identified issues.
   - Communicate results efficiently and effectively back to staff.
5. Create a FAQ section on NUSAC website.
6. Digital Displays – work with campus Facilities Management to have digital displays put up in Abbott Hall in Chicago & 555 Clark building in Evanston.
7. Swag – Keep track of Swag for more informed budgeting purposes

Actions

1. Continue to develop and enhance goals already set in place
   - Engage Staff – inform staff about various events happening across both campuses that they can participate in (i.e. Conversations with the President, School Supply Drive).
   - Increase NUSAC brand awareness – Increase likes on the Northwestern University Staff Facebook Page & increase members Northwestern University Staff LinkedIn group. Provide swag at various NUSAC events.
   - Communicate critical NUSAC initiatives and update NU community: 4 Quarterly Newsletters, promote NUSAC sponsored events using mixed media (social media – Facebook & LinkedIn, email, digital displays around campuses, flyers, etc.
2. Continue to evaluate and assess NUSAC’s communications structure
   - Programming that the committee is responsible for (i.e. Coffee with the President) – provide survey to guest at Coffees with the President, NUSAC swag, and thank guests for attendance.
   - Event communications and communication services for efficiency and effectiveness - continue to look for interesting and relevant content to communicate to our staff colleagues.
3. Continue to advise the General Council and individual committees on communications ideas
   - Postings on Facebook, LinkedIn, and NUSAC website – event communication, track event attendance
and feedback from NU Faculty/Staff from NUSAC surveys.

- Communicating with NU Faculty/Staff at events (i.e. Staff Football Mixer) to increase NUSAC awareness – verbally engaging staff as much as possible to find out concerns and interests.

4. Consistently gather and forward staff questions and concerns on HR issues to HR staff

- Work with HR on behalf of staff to address identified issues – forward concerns and questions presented through Communications committee managed channels to Benefits/HR/Outreach committee.
- Communicate results efficiently and effectively back to staff – send responses and/or links to pertinent information to NU Faculty/Staff. Also provide quick links on NUSAC website.

5. Create a FAQ section on NUSAC website

- Post frequently asked questions from each committee on NUSAC website and keep information up-to-date and concise.
- Post answers and/or links to information regarding questions.

6. Digital Displays

- Work with campus Facilities Management to have digital displays put up in Abbott Hall in Chicago & 555 Clark building in Evanston.
- Both buildings are high traffic areas especially Abbott Hall – this will improve NUSAC communication throughout campus with being able to post information about campus events, deadlines, etc.

7. Swag

- Responsible for storing NUSAC swag and providing swag for NUSAC sponsored events
- Keep Track of NUSAC swag using spreadsheets and provide General Council with details regarding the amount of swag remaining when asked.
- Swag for Chicago Campus will be kept by Kay West and swag for Evanston Campus will be kept by Toni Montgomery.

Human Resources Committee Report
Lot Bercasio, Chair

The Human Resources Committee works directly with the Associate Vice President for Human Resources to discuss policies and procedures, provide feedback, and communicate staff concerns related to matters overseen by Human Resources. The Associate Vice President, in turn, reports to the Committee on pending matters of staff interest and solicits input from NUSAC on Human Resource issues and related matters.


2013-14 Tasks and Projects

1. Providing feedback and edits to HR on the new Staff Handbook that rolled out in February 2014.
2. Supporting transparency in job postings by periodically and regularly reviewing job postings and working with HR to ensure that all NEX and EX positions up to grade level 8 included minimum to midpoint salary information.
3. Supporting the Employee of the Year and Length of Service recognition events. The HR committee worked with Maudell Gains to help promote and facilitate the Employee of the Year nomination and selection process. NUSAC members, with the leadership of the HR committee, disseminated information to staff about nominations, served on the whiteout committee and selection committee, and served as bus captains and greeters on event day (see page 4 for more details).
4. Promoting career development by collaborating with HR in hosting a career development workshop on the
Evanston and Chicago campuses in November 2013. Due to the workshop’s success, a similar one is currently in the works for Fall 2014 (see page 4 for more details).

5. Facilitating opportunities to gather staff feedback on HR-related issues and concerns. This is achieved primarily by encouraging staff who attend the brown bags and other events to complete and submit a survey to get feedback on the event and voice any HR issues or concerns they may have.

6. Partnering with the Benefits Committee to organize a first-ever Staff Activities Fair (see page 4-5 for details).

7. Developing a goods and services exchange website for the NU community. The committee initiated a proposal to develop the site but discovered mid-year that a similar site developed by an NU student already existed. The committee is currently working with the student to determine how to partner with each other to promote and make the best use of the site.

Human Resources Committee Priorities for 2014-15:

Goals

1. Promote staff excellence and retention by providing staff development opportunities and recognizing significant staff achievements.

2. Consistently gather and forward staff questions and concerns on HR issues to HR staff, collaborate with HR on behalf of staff to address identified issues, and communicate results efficiently and effectively back to staff.

3. Effectively and regularly communicate critical HR initiatives and updates to NU staff in partnership with the Communications Committee.

Actions

1. Hold an NU Career Advancement workshop, one on each campus, in November, achieving attendance of 75 individuals per event. Collect feedback from at least 75% of participants on event effectiveness and priorities for staff development opportunities. Provide workshop materials post-event as requested by both attendees and staff who were unable to participate.

2. Host a NUSAC-HR Brownbag on each campus by the end of March on a topic identified through the Health & Benefits Fair survey results, feedback from Career Development workshops, and/or any other topic identified by and agreed upon by the Committee and HR.

3. Investigate different options and work with Wildcatexchange founder/owner to co-promote and manage the goods and services website. Assist with Employee of the Year selection and celebration by soliciting nominations through NUSAC communications, conducting the White-Out committee, serving on the selection committee, and providing logistical support at the recognition event in May.

4. Promote recognition of staff excellence by attending Service Excellence Luncheons and helping with logistics as requested by HR.

5. Provide feedback on HR initiatives presented to the Committee and communicate to staff via the Communications Committee:
   • FY15 HR initiative to convert Employee Length of Service gift selection from paper brochures to online ordering system

6. Collaborate with the Communications Committee in creating a staff survey designed to identify the best/most efficient means of communicating with staff about important events and assessing their knowledge of key NUSAC and NU initiatives.

7. Develop an Information Exchange Summit where staff members discuss best practices and tips on specific job functions or activities; i.e., proper, appropriate and effective uses of social media in the work environment.
Outreach Committee Report
Rhea Banks, Chair

In 2009, the Outreach Committee was adopted as a permanent sub-committee of NUSAC. The committee originated from the philanthropic goals of the NUSAC Gives Back ad hoc committee along with the desire to engage and collaborate with other Northwestern University staff, faculty, and student organizations in accomplishing common goals.

Committee members 2013-2014: Rhea Banks, Tracey Gibson-Jackson, Lizbeth Gutierrez, Susan Held, Margaret Mersch, Toni Montgomery, Michelle Paulsen, Kristine (Tina) Shontz

2013-14 Tasks and Projects

1. Annual Holiday Gift Drive
   - Occurred successfully in November and December 2013. In addition to giving staff the opportunity to donate to over 50 families from Infant Welfare Society and Family Focus, we organized online giving through Amazon as well as online monetary donations. We raised $650 for Marillac Social Center along with getting many of their items off the Amazon wish list.

2. ‘Cats Helping Cats Drive
   - During our first ‘Cats Helping Cats drive, we decided to give staff the opportunity to give assist the animals in need in the Evanston community. In addition to supplies, we raised funds as well that went directly to the Tree House Humane Society.

3. Annual School Supply Drive
   - Our annual school supply drive is currently underway. We have chosen organizations in Evanston (Y.O.U. Evanston and Supplies for Dreams) and Chicago (Marillac Social Center and Holy Family Ministries) to donate the supplies we receive. The drive is set to conclude mid-August.

4. Sustained Dialogue
   - We have been working with Dona Cordero to create a plan for the rollout of Sustained Dialogue for the staff. Although talks occurred in FY14, the program will actually begin in FY15.

Outreach Committee Priorities for 2014-2015:

Goals

- To contribute to and foster community engagement with the communities in which Northwestern University is a member.
- Engage and collaborate with other NU staff organizations and groups.
- Assess committee’s work in relation to NUSAC mission in order to make decisions about committee tasks.
- To continue to provide philanthropic opportunities for staff, faculty and students.

Actions

1. Sustained Dialogue
   - Rollout scheduled for FY15 and planning is currently underway. This will be another way that staff can express themselves and come to an understanding about issues that occur with staff on our campuses. The program is already running for students and is quite successful.

2. United Way Evanston Day of Caring (October 11, 2014)
   - Outreach members have attended some of the planning discussion and we intent to spread the word to the Evanston community.

3. Annual Holiday Gift Drive (November – December 2014)
   - Planning is currently underway. This year we will collaborate with the Veteran’s Working Group in
conjunction with Toys for Tots. We will also work with the Feinberg Staff Relations Committee and Heartland Alliance.

4. ‘Cats Helping Cats Drive (March 2015)
   • Timing is still being decided but the drive received positive feedback, so we intend to continue it in FY15.

5. School Supply Drive (July – August 2015)
   • We will collect school supplies for our staff members that need assistance in addition to the Evanston and Chicago communities.

Budget Summary
Margaret Mersch, Treasurer

In FY14, NUSAC received its budget of $4,641 from the Office of the Vice President for Business & Finance. Expenses were incurred in the following categories:

<table>
<thead>
<tr>
<th>Category</th>
<th>% of Budget</th>
</tr>
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<tbody>
<tr>
<td>Events/Food</td>
<td>87%</td>
</tr>
<tr>
<td>Communications</td>
<td>10%</td>
</tr>
<tr>
<td>Recruitment/Promotion</td>
<td>36%</td>
</tr>
<tr>
<td>Computer</td>
<td>0%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>28%</td>
</tr>
<tr>
<td>Forward Amount</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>161%</td>
</tr>
</tbody>
</table>

Additional support in the amount of $7,000 was provided in fiscal year 2014, primarily to support the NUSAC 40th Anniversary events and the first annual Staff Mixer at the football game.

Events include both internal meetings and external collaborations with other groups at the University; food was the only expense in this category. The Communications category includes survey monkey and conference calls. Recruitment and Promotion includes swag that was purchased. Miscellaneous items include posters, new member nametags, and various 40th anniversary luncheon expenses.
2013-2014
NUSAC Members

Rhea Banks  
Assistant Director  
ALLM/ELLM Programs, Law

Lot Bercasio  
Business Manager  
Center for Comparative Medicine

George Campbell  
Systems Analyst/Programmer  
Weinberg IT

Susan Corwith  
Associate Director  
Center for Talent Development

John Doyle  
AV System Engineer  
Department of Surgery, Feinberg

Pamela Euring  
Senior Contract and Grant Officer  
Office of Sponsored Research

Daphne Fair-Leary  
Administrative Assistant  
Office of the Provost

Janelle Gaudio  
Assistant Director  
Kellogg Undergrad Certificate Program

Tracey A Gibson-Jackson  
Assistant Director  
Norris University Center Administration

Regina Gleyzer  
Audit Supervisor  
Office for Audit & Advisory Services

Jonathan Greene  
Senior User Support Specialist  
NUIT Support Services

Lizbeth Gutierrez  
Histology Technologist  
Lurie Cancer Center, Feinberg

Derek Gundersen  
Program Assistant  
Searle Center, Northwestern Law

Susan Held  
Senior Research Administrator  
Biomedical Engineering, McCormick

Jeff Henderson  
Assistant Director  
Marketing and Communications, ISEN

Erica Honeywood  
Community Service Officer  
University Police

Michael Martinez  
Administrative Assistant  
Physical Medicine and Rehabilitation, Feinberg

Margaret Mersch  
Benefits Financial Manager  
Office of Human Resources

Toni Montgomery  
Business Systems Analyst  
Student Loans

Michelle Paulsen  
Program Director  
School of Education and Social Policy

Apryl Schlueter  
Assistant Director  
Financial Planning and Analysis, Kellogg

Kristine Shontz  
Executive Assistant  
Department of Medicine, Feinberg

Thongsy Singvongsa  
Research Administrator  
Department of Preventive Medicine, Feinberg

Stephen Tilley  
Associate Director  
Office of Career Development, McCormick

Katwanya West  
Assistant Director  
Student Accounts